

CITY OF WEST COVINA

# CENTENNIAL YEAR

JEWEL OF THE SAN GABRIEL VALLEY

## STATE OF THE CITY

# 2 23



[www.westcovina.org/SOTC](http://www.westcovina.org/SOTC) | [@westcovinacity](https://twitter.com/westcovinacity)



# INTRODUCTIONS

The 2023 State of the City Annual Report highlights West Covina's accomplishments, operations, services, and programs relative to the City Council's priorities:

- Protect Public Safety
- Achieve Financial Sustainability & Stability
- Address Homeless Issues
- A Creative & Active Community
- A Well-Planned Community
- Maintain Good Intergovernmental Relations
- Expand Economic Development Opportunities
- Enhance the City's Image & Effectiveness
- An Accessible Community
- Expand Economic Development Opportunities

The 2023 State of the City Annual Report includes an overview of each department's functions, the goals accomplished, and the goals for the upcoming year.

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## CITY FACTS

Location: Los Angeles County, in the San Gabriel Valley  
 Year of Incorporation: 1923  
 Number of City Employees: 407 Employees (full and part-time)

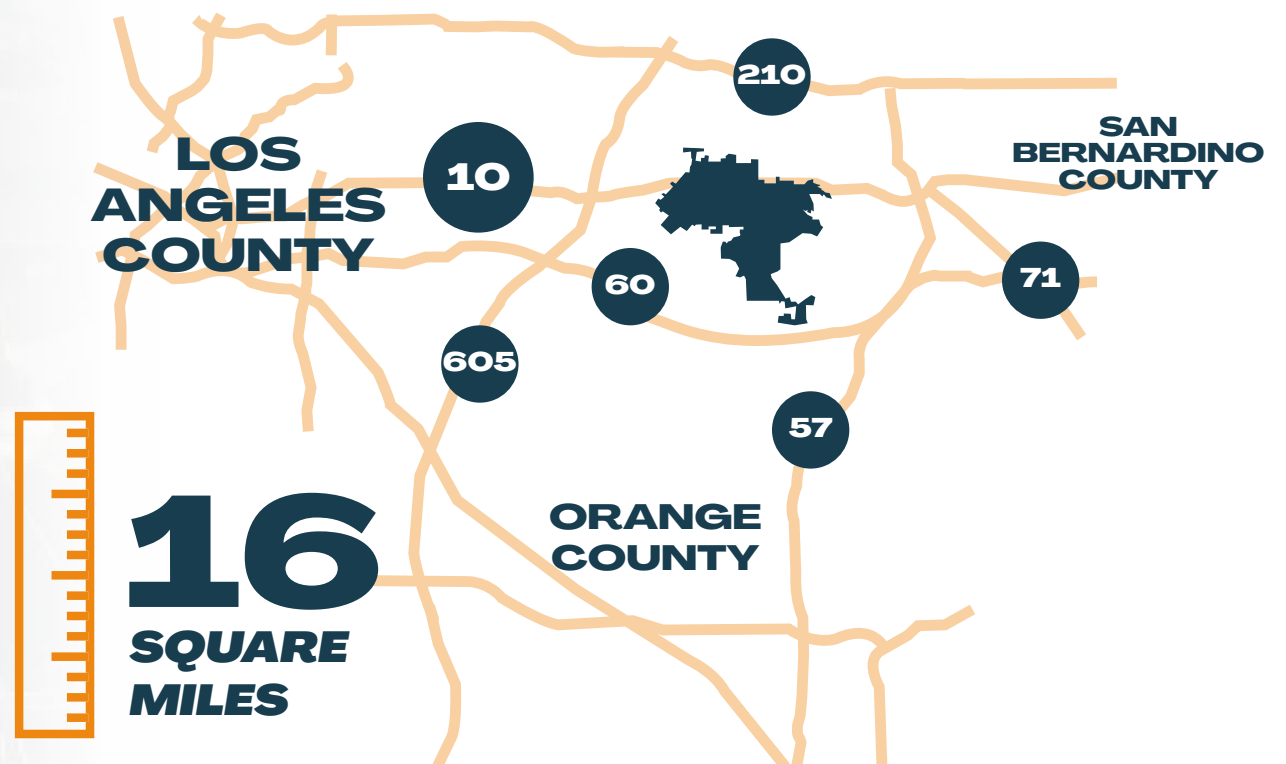
## DEMOGRAPHICS

Population: 109,501  
 Average Household Size: 3.52  
 Median Household Income: \$84,633  
 Median Value of Owner-Occupied Housing Units: \$664,500

Race/Ethnicity:

Hispanic or Latino	53.1%
Asian Alone	30.2%
White Alone, Not Hispanic or Latino	10.8%
Black or African American Alone	3.4%
Two or More Races	1.7%
Some Other Race Alone	0.5%
American Indian and Alaska Native Alone	0.2%
Native Hawaiian and Other Pacific Islander Alone	0.1%

Source: US Census



# CITY OF WEST COVINA

## CITY COUNCIL

### CENTENNIAL MAYOR



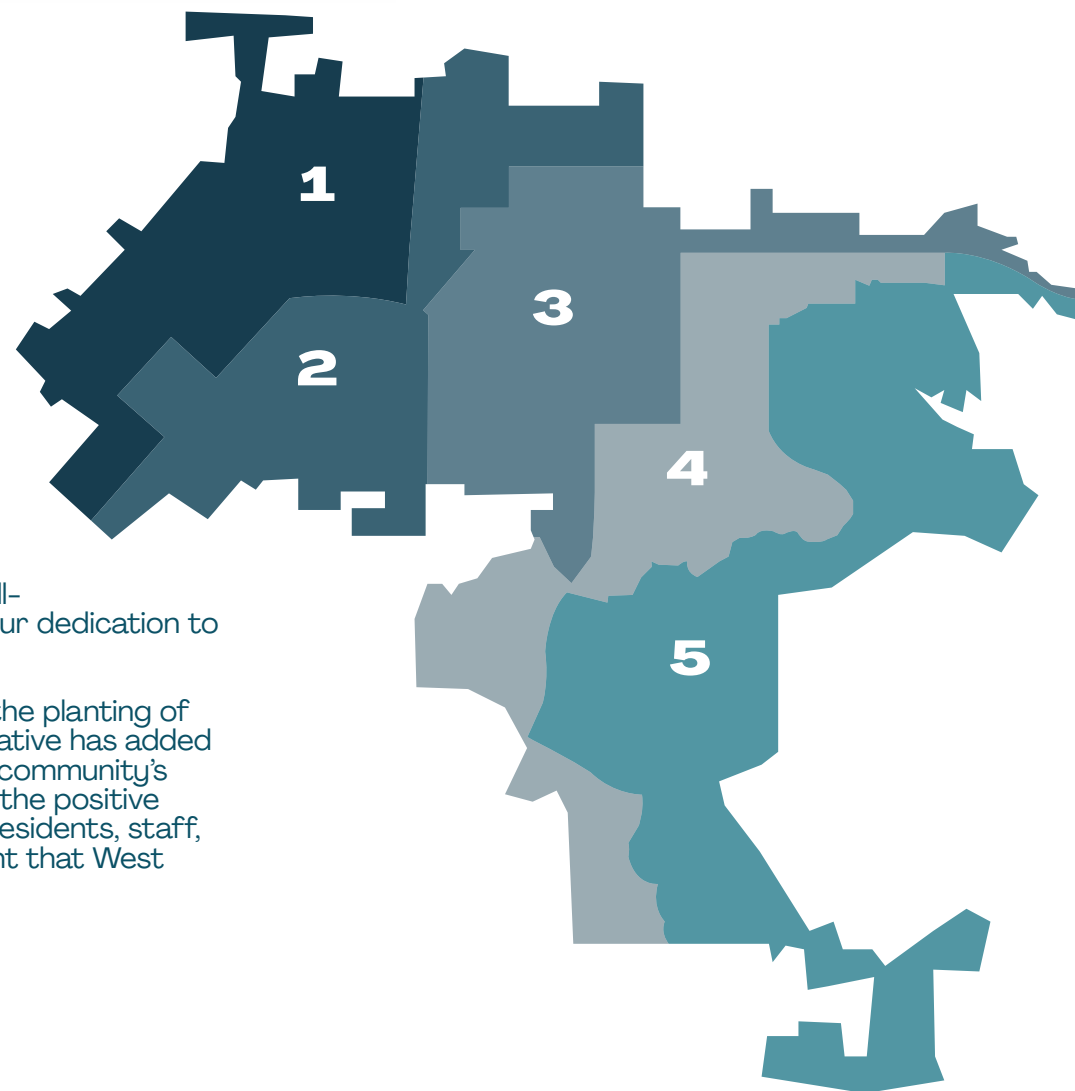
As a general-law city, West Covina operates through the Council-Manager form of municipal government. The five City Council members are elected by-district to overlapping terms of four years and annually select one of their members to serve as Mayor.

As I reflect on what an honor and privilege it was to serve as West Covina's Centennial Mayor, and as the first Mexican American woman to be elected to this city council and serve as your mayor in the 100 year history of this Jewel of the San Gabriel Valley, I am filled with pride and gratitude for the opportunity to lead our remarkable city through a period of meaningful progress and change. During my tenure, I am pleased to have focused on key areas that significantly impact our community's well-being and quality of life. It has been a privilege to address and reinforce public safety, ensuring that our residents feel secure and supported. The implementation of body-worn cameras for our police force has been a significant step in enhancing transparency and accountability, and I am confident that this measure will continue to foster trust between law enforcement and the community.

In addition to our efforts in public safety, we have made substantial strides in improving our city's infrastructure. Conducting critical street improvements has not only enhanced the aesthetic appeal of our neighborhoods but also made daily commutes safer and more efficient for everyone. These upgrades were carried out with a commitment to excellence and a vision of a more accessible and well-maintained West Covina. Our focus on these improvements reflects our dedication to creating a city that is both functional and welcoming.

One of the most delightful aspects of my term has been overseeing the planting of the City's flower, the Lily of the Nile, throughout West Covina. This initiative has added a touch of beauty and cohesion to our public spaces, symbolizing our community's unity and growth. I am heartened by the progress we have made and the positive impact we have achieved together. I extend my deepest thanks to all residents, staff, and partners who have supported these endeavors, and I am confident that West Covina will continue to thrive and prosper in the years to come.

Rosario Diaz  
Mayor of West Covina



Mayor  
Rosario Diaz  
District 3



Mayor Pro Tem  
Brian Calderón  
Tabatabai  
District 1



Councilman  
Tony Wu  
District 5



Councilwoman  
Letty Lopez-Viado  
District 2



Councilman  
Ollie Cantos  
District 4



# CITY MANAGER'S OFFICE

## A MESSAGE FROM THE CITY MANAGER

As we reflect on the past year, we are proud to highlight the significant achievements and ongoing efforts that continue to shape the City of West Covina.

Our Finance Department has once again demonstrated excellence, receiving multiple awards from the Government Finance Officers Association. This recognition underscores our commitment to transparency, fiscal responsibility, and high standards of financial management.

In our pursuit of fostering a supportive business environment, we have remained dedicated to being business-friendly. Our team continues to assist the local business community with resources and support, ensuring a thriving and dynamic economic landscape.

We have placed a strong focus on Capital Improvement projects, making substantial investments in enhancing our city's infrastructure. From residential street rehabilitation and park improvements to upgrades in pedestrian and vehicle traffic safety, our projects are designed to improve the quality of life for all residents.

This year, we celebrated a significant milestone – the City's centennial. Our Centennial Dinner was a resounding success, with over 300 guests joining us for this historic occasion. The celebration continued with our Centennial Spring Festival, which attracted more than 10,000 attendees, bringing our community together in a joyous and memorable way.

Looking ahead, we are excited about the future opportunities that lie before us. We are dedicated to fostering a vibrant and resilient community and look forward to enhancing West Covina as an exceptional place to call home.

**Paulina Morales**  
*Acting City Manager*

# CITY ATTORNEY'S OFFICE

## THOMAS DUARTE City Attorney

The City Attorney's Office strives to provide the highest level of legal representation to the City of West Covina. We assist the City Council in cooperation with the City Manager in identifying issues, crafting solutions, and implementing the City Council's decisions legally, ethically, and effectively.

In 2024, our goal is to continue to provide effective legal services to the City Council, City Manager, Department Heads, and City staff, agencies, boards, and commissions. We aim to continue to assist the City in achieving the City Council's policies and goals, providing necessary services and resources to the community, and continuing to resolve lawsuits favorably for the City.

## ACCOMPLISHMENTS

Continued to assist the City Council, City Manager, Department Heads, and City staff in achieving the City Council's goals and objectives.

Assisted City staff with drafting ordinances for the public health, safety and welfare of the West Covina community.

Collaborated with City staff and the City's consultants regarding the City's 6th Cycle Housing Element update.

Assisted City staff with complex California Public Records Act requests.

Favorably resolved several litigation matters, including, but not limited to:

- Prevailing in a civil rights/excessive force lawsuit through a motion for summary judgment, which was upheld by the Court of Appeals.
- Obtaining a dismissal of the City from a telecommunications lawsuit with no payment or any other type of relief to the plaintiff, after actively defending the City against the plaintiff phone carrier's claim that the City wrongfully dismissed its request to install a cell phone tower within City limits.

# FINANCE DEPARTMENT

## STEPHANIE SIKKEMA

Finance Director

The Finance Department is responsible for all financial, information technology, and human resource affairs of the City. The goal of the Finance Department is to maintain financial stability, provide accurate and timely information and recommendations to the City's decision makers, retain valuable employees, recruit qualified individuals, and protect the City's assets through the establishment of effective internal controls. In 2023, the City moved Human Resources under the Finance Department.

## FINANCE

Maintained general fund unassigned fund balance at fiscal year-end of nearly **\$18M**

Continued to have no reported deficiencies in internal control over financial reporting that were considered a material weakness or significant deficiency for the year ended June 30, 2023.

Coordinated the exchange of approximately \$2.5 million in Proposition A funds with another agency resulting in \$1,875,000 in revenue for the General Fund.

Updated the City's Long-Range Financial Forecast.

Completed grant reporting to ensure compliance with State and Federal requirements, including the Coronavirus Local Fiscal Recovery Fund established under the American Rescue Plan Act.

Reorganized the department to increase efficiencies and provide continuity of operations.

Continued to review the City's policies to ensure that the City has strong internal controls that detect errors in a timely fashion.

Assisted in the much needed update of Master Fee Schedule.

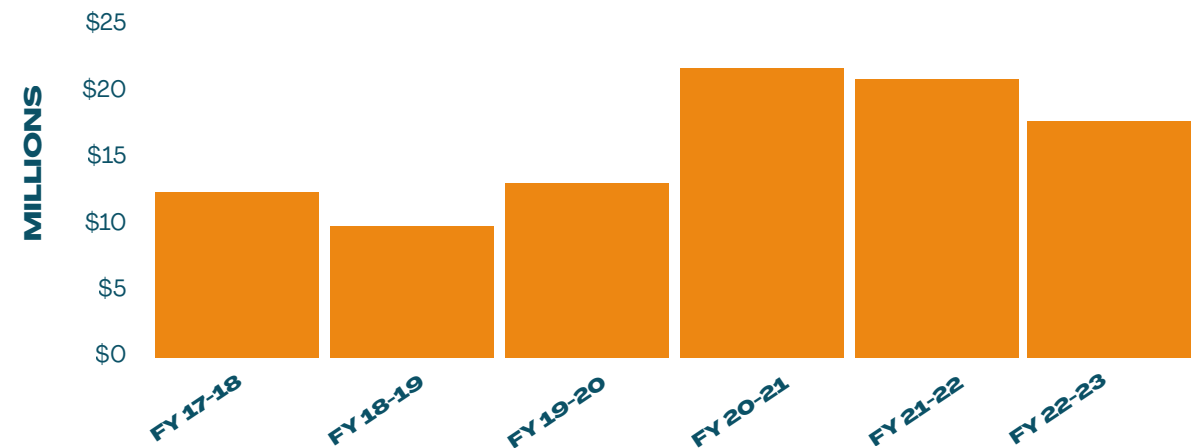
LAUNCHED THE CITY'S  
NEW FINANCIAL SYSTEM  
**TYLER MUNIS ERP**  
WENT LIVE ON FINANCIALS IN  
JULY 2023

GOVERNMENT FINANCE OFFICERS ASSOCIATION  
★ ★ ★  
**CERTIFICATE OF ACHIEVEMENT (COA) FOR EXCELLANCE IN FINANCIAL REPORTING PROGRAM**

GOVERNMENT FINANCE OFFICERS ASSOCIATION  
★ ★ ★  
**DISTINGUISHED BUDGET PRESENTATION AWARD**

GOVERNMENT FINANCE OFFICERS ASSOCIATION  
★ ★ ★  
**POPULAR ANNUAL FINANCIAL REPORTING AWARD**

## GENERAL FUND UNASSIGNED FUND BALANCE



As of June 30, 2023, the City's total net position was \$6.6 million. This is a decrease of \$4.6 million from the prior year. This is mostly due to the \$65.7 million net pension asset recognized in the prior year now being reflected as a net pension liability of \$44.6 million in long-term debt. Including the deferred outflows and inflows of pension related items, there is a net decrease of \$9.65 million. In addition, there was an increase of \$7.8 million in the claims payable liability, attributed primarily to the change in the estimated outstanding workers compensation losses for 2021-22 and prior.

The City's total governmental funds reported combined ending fund balances of \$136.7 million, an increase of \$5.4 million in comparison with the prior fiscal year of \$131.3 million.

# CITY CLERK

## INFORMATION TECHNOLOGY

Developed an RFP for the city's website redesign.

Led coordination of permit fee's annual update on Permits Plus.

Implemented a Desktop Replacement Program.

Developed a new GIS Data Hub website which was made public to all residents.

## HUMAN RESOURCES AND RISK MANAGEMENT

Updated City's Personnel Rules.

Completed Benefits Open Enrollment for Plan Year 2024 for all Full-Time employees in Fall of 2023.

Hired over 41 full-time and 36 part-time employees.

Completed Electronic Benefits Open Enrollment the 2023-24 year for all current Full-Time employees.

Hosted City-Wide Benefits Fair with activities, food, and raffles.

## NEW HIRES\*

**City Manager's Office**

0

**Finance/IT**

1

**City Clerk's Office**

1

**Public Services Department**

16

**Human Resources/ Risk Management**

1

**Fire Department**

7

**Community Development Department**

2

**Police Department**

13

\*Full-Time Staff

## LISA SHERRICK Assistant City Clerk

The City Clerk's Office is a support department that aids the City Council, City departments, and the public. The City Clerk is an elected official; the Assistant City Clerk is the Department Head managing the day-to-day office activities. The City Clerk's Office maintains custody, control, and storage of official City documents and records pertaining to the operation of City government. The City Clerk's Office is responsible for the preparation and distribution of City Council agendas and minutes ensuring that the actions carried out at Council Meetings are maintained accurately and reflect legislative history.

The department participates in:

- Bid opening
- Receiving claims
- Subpoenas
- Summons
- Responding to requests for documents pursuant to the provisions of the California Public Records Act

The department also assists staff with research of legislative history and actions. The City's Conflict of Interest Code is reviewed and updated on a bi-annual basis. The City Clerk's Office oversees the appointment process for the City's Commissions and Advisory Boards.

The City Clerk's Office coordinates all City elections for elective office, initiatives, referenda, and recalls. The City's general municipal elections are consolidated with the Los Angeles County Elections Division and are held in November of even numbered years. The City Clerk serves as the filing officer for Campaign Disclosure Statements for elected officials, candidates, and committees; and for Statement of Economic Interests filed by public officials and designated employees.

## ACCOMPLISHMENTS



# COMMUNITY DEVELOPMENT

## PAULINA MORALES

Acting City Manager/  
Community  
Development Director

The Community Development Department (CDD) is organized into five distinct divisions: Economic Development and Housing, Planning, Building, Engineering, and Code Enforcement. Each division plays a crucial role in supporting and guiding the development process for residents, business owners, and developers. The CDD's primary objective is to facilitate and streamline development activities, ensuring they align with the City's vision and regulatory framework.

The City actively encourages growth and development within the community. To this end, the CDD ensures that all development efforts adhere to the City's development standards and support its overarching goals. These goals include fostering a high-quality, safe, healthy, and sustainable environment for both residents and businesses. The CDD's work helps to balance the need for progress with the commitment to maintaining and enhancing the community's overall well-being.

## PLANNING

Processed a drive-through moratorium to prevent the oversaturation of drive-throughs in the City.

Processed a Code Amendment to allow alcohol sales at service station convenience stores to foster competitive business markets.

Processed a Development Code Update and associated zone change.

Processed a Precise Plan to allow construction of a 51-unit multifamily apartment complex on a vacant lot on Walnut Creek Parkway.

Processed a Precise Plan to allow a major addition and façade remodeling of a vacant building for a Toyota Dealership.

Processed 423 administrative/staff level applications.

Processed CUP revocation of a problem business.

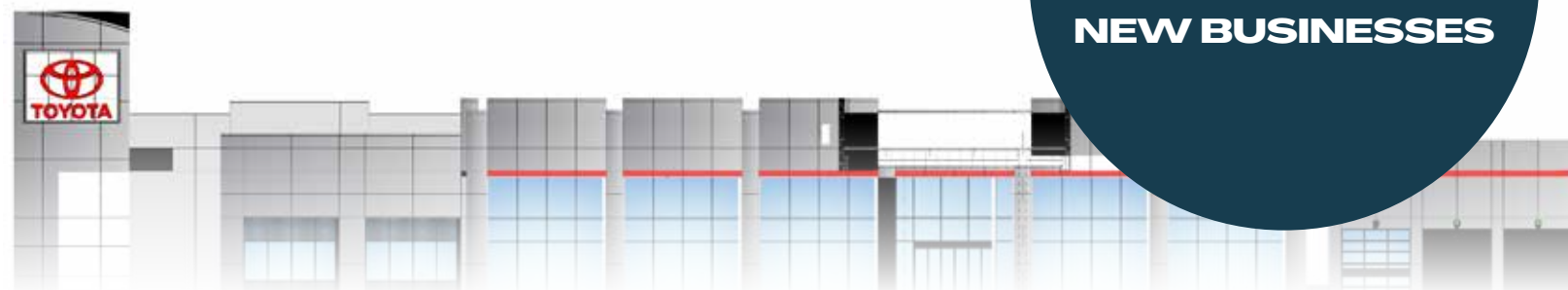
Held 15 Planning Commission meetings.

Held 8 Design Review Subcommittee meetings.

## Major Approved Projects

Toyota Dealership

Walnut Creek Apartments



## COMMUNITY & ECONOMIC DEVELOPMENT

Hosted annual events such as West Covina Small Business Week and the State of the City (Centennial).

Provided entitlement assistance to new businesses like Chick-Fil-A and West Covina's first food hall, Haven City Market.

Coordinated grand opening events for businesses like Jollibee.

Initiated the formation of the West Covina Chamber.

Processed eleven (11) Housing Preservation Loan Program loans, a program designed to assist homeowners beautify their home.

Administered the Housing Assistance Program (HAP), designed to assist first time homebuyers in purchasing a home at participating developments throughout the city. Thirty-seven (37) new homeowners were welcomed to West Covina with the help of HAP.





## BUILDING & SAFETY

### Building and Safety Permits

TOTAL NUMBER OF PERMITS



## CODE ENFORCEMENT

### ENHANCING THE CITY IMAGE AND EFFECTIVENESS

**11,901**  
PROPERTY INSPECTIONS

**5,940**  
CORRECTION NOTICES

**762**  
PROPERTY MAINTENANCE  
VIOLATIONS RESOLVED

**7,780**  
PARKING CITATIONS ISSUED

**1,522**  
ABANDONED VEHICLE COMPLAINTS  
ON STREETS

## ENGINEERING

### ENHANCING INFRASTRUCTURE



## CAPITAL IMPROVEMENT PROJECTS

Walmerado Park Restroom Improvements  
*Completed: February 2023*

**\$290 K**

Dispatch Center – New Roof  
*Completed: March 2023*

**\$131.5 K**

Sidewalk, Curb & Gutter Repairs 2023  
*Completed: May 2023*

**\$195 K**

Sportsplex Baseball Field Maintenance  
*Completed: June 2023*

**\$665 K**

2700 S Azusa Ave Sewer Lift Station  
*Completed: October 2023*

**\$4.05 MILLION**

Residential Street Rehab (22-23)  
*Completed: December 2023*

**\$3.4 MILLION**



# PUBLIC SERVICES DEPARTMENT

## ROXANNE LERMA

### Assistant City Manager/ Public Services Director

The Public Services Department is dedicated to enhancing the quality of life in West Covina through a comprehensive approach involving people, facilities, programs, and partnerships. This department is divided into two main divisions: Community Services and Maintenance.

The Community Services Division focuses on delivering a wide range of social and recreational programs. This includes organizing advocacy initiatives, senior services, preschool programs, and special events. The division also acts as a key liaison between the City and various youth sports groups and community organizations, facilitating community planning and collaboration.

The Maintenance Division is responsible for the operation and maintenance of the City's infrastructure, buildings, facilities, parks, streets, traffic signals, sewer system, public rights of way, trees and the City's fleet. The division takes pride in being committed public servants, providing essential and critical services for all residents and businesses.

Together, these divisions aim to foster a vibrant community environment, ensuring that West Covina remains a well-maintained and engaging place to live and work.

## COMMUNITY SERVICES

### Cortez Park Community and Senior Center

Held various events throughout the year at the Senior Center including New Year's Day, Valentine's Day, St. Patrick's Day, Easter, Cinco De Mayo, Mother's Day, Father's Day, 4th of July, Cooler Cortez Fridays, 90+ Birthday Celebration, Halloween, Veteran's Day, Christmas Cortez, and the Volunteer Luncheon.

Raised \$8,890.16 in donations via the sponsorship program from various Community Partners for Senior Center Special Events.

Assisted over 200 seniors in Dial - A - Ride application services.

Collaborated with local community partners for special events such as Merrill Gardens, Kiwanis, Celestial Ensemble, and San Gabriel Valley Senior Softball.

Collaborated with the West Covina Unified School District to invite children and families to the first Children's Holiday Breakfast and Gift Distribution Program. The program hosted over 130 children and parents to a breakfast and gift distribution.

Held 14 Senior Excursions to unique locations all over Southern California such as San Diego, Temecula, and Los Angeles. Seniors enjoyed musicals, wineries, educational tours, and casinos!

Partnered with external organizations such as LA Metro, Emanate Health, Keller Williams Realty, Community Health Initiative, Optum, and more to provide over 30 free educational workshops.

3,718 seniors were enrolled in over 15 classes weekly classes.

Community Center had 19 rentals.

### Cameron Park Community Center

Successfully hosted the City's first pickleball tournament that welcomed 15 teams in attendance.

Grew the Youth Basketball program which now has over 200 participants.

Held the first annual Open House to introduce new programs and activities with 300 guests in attendance.

Hosted 3 banquets for our Youth Basketball seasons, each with over 300 guests.

Introduced cheer as one of our monthly classes that now has 14 members on the team.

Added pickleball as a new open gym activity on Mon, Wed, and Fri 9am-1pm.

Created an adult basketball league to take place every Sunday and had 12 teams per season.

Had 600 basketball and volleyball rentals, over 40 Multi-Purpose Room rentals, and 125 park pavilion rentals.

Assisted over 140 members of the public in processing a new passport.

Had over 5,000 people participate in Open Gym that takes place Monday-Friday 9am-4pm.

Hosted Mt. Sac's Romantic Relationships and Consumer Skills classes that have over 400 participants throughout the year.

### Shadow Oak Community Center

Implemented various recreational classes including Let's Get Crafty with 80 participants and Pickleball with 108 participants.

Partnered with Mt. San Antonio College to offer FREE classes geared for Older Adults; Basic Computing Level 1, Mobile Information and Technology and Healthy Aging with a total of 81 students.

Successfully hosted its first Open House to the community that had 75 people in attendance.

Established a continual program, Reading Adventure, for community members of all ages held monthly which had 150 participants from the months of September-November.

Reintroduced the Tiny Tot program to the community with 127 participants in total.

### Palmview Center

In 2023 the Palmview Center opened its doors as an adaptive recreation facility to provide social, recreational, and vocational programming to the special needs population.

Reached and maintained maximum capacity for classes, indicating high demand and interest in the center's offerings which include Reading Adventure, Pumpkin Patch, Spooky

Costume Party, Cookie Decorating, and Polar Paradise Winter Formal totaling 478 participants.

Created a safe and inclusive space for individuals with special needs to come together and receive support.

Developed a comprehensive program that addresses the unique needs and challenges of individuals with special needs.

Collaborated with local organizations and professionals to provide a wide range of services and resources for the community.

Hosted successful events and activities that promote socialization, skill-building, and empowerment for individuals with special needs.

Established partnerships with regional center, schools, healthcare providers, and other community organizations to expand the reach and impact of the center.

Made a positive impact on the lives of individuals with special needs and their families and creating a sense of belonging and community for all who are involved.

Successfully launched a variety of classes and programs tailored to the specific needs and interests of individuals in the special needs community including Mt. Sac and Delhaven servicing over 2,047 students.

Established a reputation for high-quality, engaging, and inclusive classes that cater to a diverse range of abilities and interests within the special needs community.

### Vine Day Care

Created a space for students to come before and after school to finish homework, engage in healthy friendships and play interactive games.

During Spring Break, took 15 students on trips including Edwards Theater, Yogurtland, and Shakey's.

Had a total of 51 students enrolled in Morning Care and Afternoon Care during the school year.

Hosted Summer Camp which consisted of 80 students attending field trips that included Montebello Barn Yard, SOAK City, Knott's Berry Farm, John's Incredible Pizza, Shakey's, City Parks, Irwindale Pool, Edwards Theater, Orange County Zoo, Yogurtland and Jump N' Jamin.

36,572

SENIOR MEALS  
SERVED THROUGH THE  
**CONGREGATE  
MEAL PROGRAM**  
\$382K PROGRAM



Held daily crafts for students such as creating slime, making kinetic sand, and various paintings.

### West Covina Sportsplex

Throughout 2023, the West Covina Sportsplex has provided the community with fields to gather and play. Events and activities include:

- The Centennial 4th of July Firework Spectacular.
- The 710 ESPN LA All-Star Celebrity Softball Game and Whiffleball Home Run Derby.
- Tournaments for renowned organizations such as Tipple Crow, USSA (United States Specialty Sports Association), NCS (National Championship Sports), and CCYB (California Competitive Youth Baseball).
- San Gabriel Valley Senior Softball weekly batting practice and games.
- Adult recreation softball league nights on Mondays, Wednesdays, Fridays & Sundays.
- Weekly soccer leagues.
- West Covina Firefighters Association's Annual Dugout Cookout and 9/11 Tribute Tournament.
- Weekday league practices for baseball, softball, and soccer scheduled Monday-Friday.



### City-wide Special Events

- Martin Luther King Jr. – 200 in attendance
- Centennial Dinner – 300+ in attendance
- Centennial Spring Festival – 10,000+ in attendance
- Easter Eggstravaganza – 1,200 in attendance
- Arbor Day – 100 in attendance
- Mayors Prayer Breakfast – 100 in attendance
- Memorial Day – 150 in attendance
- Concerts in the Park – 1,000+ in attendance
- 4th of July – 8,000+ in attendance
- Cool Kids of Summer – 1,500+ in attendance
- Moon Festival – 3,000+ in attendance
- Touch-A-Truck – 3,000 in attendance
- Kartoberfest – 1,000+ in attendance
- Festival of Frights – 3,000+ in attendance
- Veterans Day – 250 in attendance
- Let It Snow – 1,000 in attendance
- Christmas Parade – 800 in attendance



## MAINTENANCE

The new contract for landscaping in the City's maintenance districts commenced on November 1, 2023. Contract enhancements allow for the clearing of the entire hillside in the maintenance districts with trees and greenery trimmed to a maximum of four (4) feet in height. Shrubs in walkways are now cut back and maintained to a maximum height of four (4) feet with one (1) foot skirt. These new standards will contribute to the overall safety and appearance to the City's neighborhoods by increasing visibility in walking areas and roadways, limiting fire hazards, reducing exposure to claims, and cultivating manicured hillsides that are aesthetically appealing.

Public Works mitigated 65+ concrete repairs throughout the city and completed 8+ large special concrete replacement projects to include:

- City Hall/Courthouse walking path
- West Covina Sportsplex hydrant
- Pass & Covina sidewalk creation
- W. Garvey Ave N. & 10 Fwy trip & fall hazards
- Shadow Oak Park gate
- Galster Park fencing
- Del Norte Park main line repair and concrete replacement and more

The City's 6-year sidewalk maintenance project is in its 2nd year. Public Works staff is monitoring the project to mitigate trip and fall hazards related to all city's sidewalk and walkways.

Public Works staff created and installed several "Welcome to City of West Covina" monuments strategically placed across the City to welcome residents and visitors alike. Locations include Azusa & Vincent, W Badillo & Orange, Vincent & 10 Fwy, Azusa & 10 Fwy, Amar & Valinda and more.

In 2023, Public Works staff worked with the city's contractor to remove 294 trees throughout the city, which included 101 trees that were on the dead/deceased list for many years. Additionally, 2,111 inches of tree stumps were removed throughout the city to mitigate any trip and fall hazards or continued growth of roots which in turn could result in further liability to the city if they were to reach sidewalks, irrigation or sewer lines and cause damage.



### TOP 5 ADDRESSED ISSUE:

**4,014**  
GRAFFITI ABATEMENT

**1,101**  
CITY TREE MAINTENANCE REQUESTS  
*INCLUDING ABOVE LISTED REMOVALS*

**598**  
ILLEGAL DUMPING IN CITIES RIGHT OF WAYS

**346**  
STREET REPAIRS

**183**  
TRAFFIC SIGNAL MAINTENANCE



# EVENTS IN WEST COVINA

# STATE OF THE CITY



# COUNCIL IN ACTION



# 2023

# POLICE DEPARTMENT

## Richard Bell Police Department Chief

I am deeply honored to serve the West Covina community as your police chief. It brings me great pleasure to reach out and express my sincere gratitude for the support and trust you have of our police department.

It is important to recognize that our success is rooted in the strong bond we share with you, the members of our community. Your continued support, active engagement, and invaluable feedback are pivotal in shaping our strategies and improving our services. Together, we can create a safe haven where everyone feels secure, valued, and protected.

The men and women of the West Covina Police Department demonstrate unwavering bravery and commitment to serve and protect the City day in and day out. Their dedication to the well-being of our community is truly commendable, and I am proud to lead such an outstanding group of professionals.

I also invite you to browse the 2023 West Covina Police Department annual report online at [www.WCPD.org/annualreview](http://www.WCPD.org/annualreview) where you will find details on the vital roles played by each unit within our department, our accomplishments, crime statistics comparisons, and other important information. By understanding the challenges we face and the progress we have made, we can work together to find innovative solutions and ensure a safer future for everyone.

I encourage you to celebrate the accomplishments we have achieved thus far while remaining vigilant and striving for continuous improvement. Your voice matters, and we are committed to listening and adapting to better serve you.

### POLICE SERVICE AREAS

The West Covina Police Department has organized the city into four service areas with one lieutenant assigned to each area.

Service Area 1  
North  
Lieutenant Keith Freeman

Service Area 3  
Central  
Lieutenant Brian Daniels

Service Area 2  
East  
Lieutenant Tim Rodgers

Service Area 4  
South  
Lieutenant Matt Nelson

24 Hour Voice Mail: 626-939-8600



### ENHANCE THE PROFESSIONALISM OF THE DEPARTMENT

- Establishment of a comprehensive wellness program that underscores our commitment to the emotional, mental, and physical well-being of all police department staff.
- Training opportunities aimed at continuously improving our capabilities, ensuring that our officers remain equipped with the knowledge and skills necessary to effectively serve and protect our community.

### EFFECTIVE USE OF DATA AND TECHNOLOGY

- Integration of body-worn cameras for all sworn officers, providing documentation and transparency.
- New mobile digital computers empowering our officers with enhanced connectivity and information access while in the field.
- Expanded software capabilities to prevent and address crimes and community issues.

### STATISTICS

**65,391**  
CALLS FOR SERVICE

**858**  
FELONY ARRESTS

**38,455**  
911 CALLS

**868**  
MISDEMEANOR ARRESTS

**34**  
9-1-1 TEXTS RECEIVED

**4,400**  
TRAFFIC CITATIONS

**15,791**  
SELF-INITIATED CONTACTS

**1,732**  
HOPE TEAM CONTACTS

# 93

## SWORN OFFICERS

### STRENGTHEN COMMUNITY AND CITY RELATIONSHIPS

- The approval of a CCW license program for West Covina residents.
- Amplified our social media and online presence, engaging with residents and actively encouraging participation and interaction.
- Involvement in hosting and participating in various community events, fostering positive relationships and understanding between law enforcement and the community we serve.

### FLOCK SAFETY'S AUTOMATIC LICENSE PLATE RECOGNITION (ALPR)

**99** ARRESTS **60** RECOVERED VEHICLES



# FIRE DEPARTMENT

## VINCENT CAPELLE

Fire Department Chief

The West Covina Fire Department proudly provides the finest fire protection, rescue emergency medical, hazardous materials response and control services to our community. We strive to serve the community with Integrity, Pride, and Dedication which is reflected in the department's mission statement.

*Our Mission is to provide the highest level of life and property safety in a caring and cost-effective manner, and to continually strive to provide quality customer service for the community, the City and to one another.*

Our department prides itself in providing innovative solutions to maintain the most cost effective, community oriented, and customer care organization. Programs are successful due to the professionally trained and dedicated personnel who implement them. We serve a diverse community with a wide range of hazards; high-rise buildings, complex medical campuses, wilderness park, wildland urban interface, a highly traveled freeway dissecting the city, Class 1 and Class III landfills, and two large shopping malls. We are proud contributors to the Los Angeles Regional Agencies in their times of need and have open boundaries to assist and respond quickly and efficiently.

Responding to over 9,000 calls for service annually, the West Covina Fire Department strives to provide a high quality of life for our residents. The men and women of the Fire Department are the core of our operation. Our Fire Department family is a team of dedicated men and women who are committed to providing the highest quality fire, rescue and emergency medical services to protect our community. They are compassionate professionals who are highly trained, solution-oriented, and strive to exceed expectations. I am extremely humbled and honored to work with the many dedicated and hardworking professionals, who through their daily efforts, are able to provide such exceptional service to the community.

### FIRE STATION

Fire Station No. 1  
819 South Sunset Ave.

Fire Station No. 2  
2441 East Cortez St.

Fire Station No. 3  
1433 West Puente Ave.

Fire Station No. 4  
1815 South Azusa Ave.

Fire Station No. 5  
2650 East Shadow Oak Dr.

### CALLS FOR SERVICE

**9,943**

### COMPLETED PROJECTS

- Self-Contained Breathing Apparatus (SCBA)
- New Portable Radios

### FIRE STATION IMPROVEMENTS

- Station No. 121 – Added New Personal Protective Equipment (PPE) Storage
- Station No. 122 – Stainless Steel Counter Tops and New Bathroom Cabinets Installed
- Station No. 124 – Stainless Steel Counter Tops and New Kitchen Cabinets Installed

### TRAINING

- RT-130 Wildland Training
- Forcible Entry
- Green-Cell Incident Command
- Hazmat

### MUTUAL AID

- Rabbit Fire (July)
- Happy Camp Fire (August)
- Hillary Hurricane (August)
- SRF Lightning Complex Fire (September)

### NEW EQUIPMENT

- Self-Contained Breathing Apparatus (SCBA)
- Fire Ground Survival Equipment
- SharePoint

### FIRE PREVENTION

- Inspections = 2,429

### FIRE INVESTIGATION

**29**  
FIRES INVESTIGATED

**19**  
ARSON FIRE INCIDENTS

**11**  
ARSON ARRESTS

**10**  
FIRE CONVICTIONS

**6**  
CASES AWAITING TRIAL

**12**  
OPEN FIRE INVESTIGATIONS CASES



**74**  
**(SWORN AND CIVILIAN)**



# WEST COVINA SCHOOL DISTRICTS



## WEST COVINA **UNIFIED SCHOOL DISTRICT**

### Superintendent Message

The West Covina Unified School District is dedicated to uncompromising excellence in education and citizenship. We are committed to the holistic development of each student, providing supportive and enriching environments where students gain the foundational skills to excel academically and discover their talents and passions through a wide range of extracurricular opportunities.

WCUSD is Home to Champions! In the 2023-2024 academic year, our schools earned remarkable accolades, including Hollencrest Middle School, Walnut Grove Middle School, and Mt. SAC Early Learning Academy being recognized as California Distinguished Schools. Our middle schools received the prestigious National Schools to Watch recognition. Our Speech and Debate teams also made headlines, with Merced Elementary becoming the California Elementary Speech and Debate Champions, and Edgewood Middle School earning titles as California Middle School Speech and Debate Champions and a National Middle School of Excellence Champion. Additionally, West Covina High School is home to the California ESports Champions.

WCUSD students experience world-class programs, including computer science, esports, dance, music, theater, speech & debate, and competitive sports. Our offerings include Dual Language instruction in Mandarin and Spanish, International Baccalaureate from TK through 12th grade, and Career Technical Education (CTE) pathways. Students can also enroll in the Mt. SAC Early College Academy, where they can earn two years of free, transferable college credit and an Associate Degree. Our comprehensive educational approach has led to an impressive 98.6% graduation rate.

### Dr. Emy Flores

Superintendent  
West Covina School Unified School District

For highlights from each school districts, visit  
[www.westcovina.org/SOTC](http://www.westcovina.org/SOTC).





## ROWLAND **UNIFIED SCHOOL DISTRICT**

### Superintendent Message

In the Rowland Unified School District, we work in partnership with our community and are committed to Our Promise: Each student is valued, supported, engaged, and empowered for the future of their choice. Our dedicated team of educators provide innovative learning opportunities for all and provide transformative teaching and learning experiences that are based on equity and excellence. Step into our classrooms to see our dedicated teachers at work, igniting learning and engaging students in rigorous instruction. Programs are designed to prepare ALL students to be creative problem solvers and are innovative in the use of technology and focus on college and career readiness and access for all.

We are proud to offer a variety of academic choices, from dual language immersion programs in both Spanish and Mandarin to our newest cutting edge Cyber Security career tech pathway, where high school students can graduate with a certificate to work in this critical demand industry. We also are a strong believer in the arts – EVERY student takes part in our Music for All program, where every student in grades 1 through 6 receives music instruction during the school day by credentialed teachers.

Thank you to our community for your trust and support as we continue to open doors for students and make sure they have the tools they need to tackle whatever they desire to be.

#WeAreRUSD

### Alejandro Flores

Superintendent  
Rowland Unified School District



## COVINA-VALLEY **UNIFIED SCHOOL DISTRICT**

### Superintendent Message

Covina-Valley Unified provides an innovative education that inspires every student's unlimited potential! Our district offers rigorous academic programs, including an Advanced Placement Capstone Program, an International Baccalaureate Program, and Dual Enrollment. Our schools have consistently high graduation and college preparatory (UC/CSU "a-g") rates exceeding the state and county averages. Our graduates attend prestigious universities such as Yale, Stanford, and Columbia. They also earn scholarships worth millions of dollars. Covina-Valley also offers 24 Career Technical Education pathways, including Heating, Ventilation, Air Conditioning (HVAC), Medical Assisting, Cosmetology, Court Reporting, and Aviation.

This year, Covina-Valley ranked sixth in the state on the California Reading Report Card. We are home to California Distinguished Schools, AP Honor Roll high schools, 2023 Educational Research Partnership Honor Roll elementary schools, an AVID National Demonstration School, and National Schools to Watch middle schools. Our scholar-athletes frequently win league and CIF championships. Covina-Valley is a place where students grow and thrive.

Our district prioritizes modern facilities to support student success. This year, we began construction of the new Covina High Aquatics Center and South Hills High Library, upgraded roofs and cafeterias, and enhanced classroom safety. Our elementary schools received heating, ventilation, and air conditioning upgrades.

As we celebrate our achievements, we remain focused on growth and propelling our students to new heights. As a school community, we inspire greatness! To learn more about Covina-Valley, please visit our website ([www.c-vusd.org](http://www.c-vusd.org)), our District office, or any of our school offices.

We look forward to hearing from you!

### Dr. Elizabeth Eminhizer

Superintendent  
Covina-Valley School Unified School District



## 2024 CITY COUNCILMEMBERS' CONTACT

Mayor Brian Calderón Tabatabai  
Mayor Pro Tem Tony Wu  
Councilman Ollie Cantos  
Councilwoman Letty Lopez-Viado  
Councilwoman Rosario Díaz

BTabatabai@westcovina.org  
Ollie.Cantos@westcovina.org  
Tony.Wu@westcovina.org  
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Rosario.Diaz@westcovina.org

## CITY HALL CONTACTS

City Council's Office	(626) 939 - 8401
City Manager's Office	(626) 939 - 8401
Community & Economic Development Division	(626) 939 - 8417
City Clerk's Office	(626) 939 - 8433
Community Development Department	(626) 939 - 8425
Building Division	(626) 939 - 8425
Code Enforcement Division	(626) 939 - 8426
Engineering Division	(626) 939 - 8425
Planning Division	(626) 939 - 8422
Code Enforcement Department	(626) 939 - 8425
Public Services Departments	(626) 919 - 6966
Community Services Department	(626) 919 - 6966
Public Works/Maintenance Department	(626) 919 - 6966
Finance Department	(626) 939 - 8438
Fire Department (Non-Emergency)	(626) 939 - 8424
Human Resources Office	(626) 939 - 8450
Police Department (Non-Emergency)	(626) 939 - 8501

