

# CITY OF PACIFICA ACCOMPLISHMENTS



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## SIGNIFICANT CITYWIDE ACCOMPLISHMENTS

FISCAL YEAR 2019-20



*The following is a list of notable accomplishments across all City Departments for Fiscal Year 2019-2020. Many of these accomplishments reflect progress towards the City Council Goals, which include Fiscal Sustainability, An Engaged Community, Stewardship of City Infrastructure, A Healthy and Compassionate Community, Environmental Sustainability, A Strong City Workforce Infrastructure, and Maintaining a Safe Community. Other accomplishments are related to the City Council Prioritized Projects and Initiatives for the year. And many of these accomplishments reflect the day-to-day programs and services provided by the City. Due to the significance of the Coronavirus pandemic, the list of accomplishments begins with a section specifically about the City's Coronavirus Response.*

## CORONAVIRUS RESPONSE

The onset of the Coronavirus pandemic in March 2020 has been an unprecedented and prolonged emergency that has disrupted the City's normal business and required citywide efforts to plan and respond appropriately for the protection of public health and safety. This section is focused on the numerous City accomplishments related to the City's Coronavirus Response.

- Proclaimed a Local Emergency, and subsequently issued numerous Emergency Orders with City Council ratification related to the pandemic, including beach and beach parking closures and outdoor commercial activities.
- Immediately developed and began implementing a *Continuity of Operations Plan* for providing essential City services while protecting the health and safety of essential workers. Critical measures included:
  - Developed plans and collaborated with other law enforcement agencies (mutual aid) to provide countywide staffing in the event COVID-19 dramatically reduced available officers in one or more jurisdictions;
  - Instituted remote work protocols in response to the "Shelter in Place" health order for essential city workers who could continue work remotely and expedited provision of laptops, hotspots, VPN/remote access, and other essential technology items to accommodate staff working from home;
  - Instituted safety measures at all City facilities to ensure safe work environments for employees during the pandemic for those essential workers who could not work remotely;
  - Adapted essential public safety training courses to allow for continued training during COVID-19 with protective measures and remote learning platforms to continue to meet state training requirements;
  - Launched digital platforms/services to continue essential planning and building services;
  - Supplied first responder personnel with appropriate safety personal protective equipment (PPE) to combat exposure to coronavirus from patients while responding on medical emergencies, and put in place procedures for sanitizing fire stations, fire apparatus, and fire equipment as to stop the spread of the virus;
  - Developed and implemented Human Resource policies and procedures and communicated them to all employees and labor representatives to ensure consistent and protective steps in response to working conditions and illness procedures.

- Monitored County and State health orders in order to inform the public in a timely manner and enforce the orders; achieved compliance with health orders from businesses impacted without the need to issue citations.
- Installed signage for the public at all parks, beaches, trails, and other facilities related to closures and safety measures.
- Increased Public Works – Field Services efforts to clean up excessive litter and illegal dumping that has occurred due to shelter-in-place health orders and an increase in outdoor, beach, and trail activities.
- Patrolled local beaches for 8 weekends during COVID-19 to enforce health orders, making contact with thousands of violators without a single officer complaint.
- Implemented beach parking and beach closures as necessary for public health and safety.
- Launched an expansive public information campaign to communicate essential health orders and information, including:
  - Developing a City of Pacifica Coronavirus webpage as a portal to essential information and announcements;
  - Weekly, and sometime daily, social media blasts through Twitter, Facebook, and Nextdoor;
  - Periodic Letters to the Community from the Mayor;
  - Weekly Connect with Pacifica messages and links to essential information;
  - Television (PCTV) public service announcements.
- Adapted childcare, recreation, and senior services to provide essential functions as allowed by county and state health orders, including:
  - Coordinating with Parks and Recreation Administrators of San Mateo County relating to COVID-19 response and participating in the Reopening Parks/Open Space Committee and the Safety Measures for Summer Recreation Programming Subcommittee;
  - Creating a Virtual Community Center for the community to get information on, ideas for, and to participate in activities, and teaching virtual classes for seniors sheltering in place;
  - Modifying childcare services to offer distance learning for approximately 65 children and virtual camp for approximately 80 school-age children, which included monthly “take home” packets;
  - Holding regular meetings with Pacifica School District to share information, resources and to strategize regarding childcare services and responses to COVID-19;
  - Continuing to provide nutritious meals to the senior community throughout COVID-19 response, with 14,647 meals being picked up or delivered between March 16 and June 30;
  - Creating a “Grab and Go” lunch program for the senior community, ensuring continuity of service for Congregate Nutrition participants throughout COVID-19 response. The new program has doubled the daily average of meals served – 5,400 meals were served between March 16 and June 30, avg. of 1,053 meals/month;

- Expanding Meals On Wheels participants 75% during the COVID-19 and added two additional meal routes (7 vs. 5);
  - Producing a “We can Help” video, demonstrating service offerings to the senior community during COVID-19;
  - Conducting welfare visits to the Congregate and Meals on Wheels clients through the volunteer efforts of Pacificans Care members and San Francisco State University Nursing students;
  - Providing \$50 gift cards to all Meals On Wheels clients (donated by Pacificans Care and Oceana Market);
  - Distributing information and brain teasers as part of the “Grab and Go” meal program;
  - Replacing the popular Spring Egg Hunt with a Reverse Egg Hunt in which the Bunny, escorted by the Pacifica Police Department and North County Fire Authority, traveled around town on a designated route as adults and children alike waved pictures of colored eggs they created for the Bunny to find.
- Implemented actions to support local businesses due to economic hardships as a result of the shutdown, including a City \$50,000 donation to the San Mateo County Strong Fund for local business assistance, focused dissemination of business assistance grant and loan resources, adoption of a commercial tenant evictions moratorium, and issuance of an emergency order allowing outdoor commercial activities, such as outdoor dining.
  - Developed a *Restoration of Operations Plan (ROOP)* to reimagine and prepare for the reopening of City facilities and adapt programs and services to a new normal. The ROOP is a comprehensive report that includes critical information to guide the City’s current efforts and any future pandemic responses, including background of COVID-19 developments, regulatory structure for health crisis response, regional, state, and federal collaboration information, financial impacts assessment, workplace controls, and department-specific operational considerations.

## OTHER CITYWIDE ACCOMPLISHMENTS

- Continued the effort to update the General Plan and prepare a new Sharp Park Specific Plan (Plan Pacifica). This included community engagement workshops and hearings before the Planning Commission and City Council.
- Completed an update to the Economic Development Strategic Plan.
- Completed the Bicycle & Pedestrian Master Plan.
- Completed the Cattle Hill parking lot project at the end of Fassler Avenue, named the Jean F. Fassler Parking Lot & Trailhead.
- Completed the Wet Weather Equalization Basin Project, an underground storage basin with gravity inflow and pumped discharge to prevent sanitary sewer overflows while allowing existing above-ground uses to remain and minimizing aesthetic impact.
- Accepted into the County's One Stop Shop Accessory Dwelling Unit Program which will support development of four ADUs in Pacifica. As part of this program, worked with Symbium to create a customized website specifically for Pacifica residents wanting to explore ADU permitting requirements.
- Completed preparation of the Draft Local Coastal Plan update and transmitted the document to the Coastal Commission for Certification.
- Successfully planned and implemented – with the help of the local community members, National Parks Services, and the County of San Mateo – the Ohlone-Portola' Heritage Day, marking the 250th anniversary of the first contact between the native Ohlone people who greeted the Spanish warmly, leading to the European sighting of the San Francisco Bay.
- Began the Beach Boulevard Infrastructure Resiliency Project which will review existing and future conditions of the area in order to prepare a feasibility study on replacing and building resilience in the infrastructure along Beach Blvd.
- Began the Asset and Infrastructure Management Software project.
- Began the FY 19-20 Pavement Rehabilitation Project on Monterey Road with construction occurring in July through September of 2020.
- Began the FY 19-20 Surry Seal Project on Terra Nova Boulevard, Oddstad Boulevard, and Peralta Road with construction occurring in September of 2020.
- Launched CaR (Connect a Ride) program on November 4, 2019, a partially subsidized cab ride for Pacifica seniors 65+ years of age, funded through the Sirkka Niukkanen Trust fund.
- Navigated the first Public Safety Power Shut-Off (PSPS) that was a three-day power outage.
- Submitted the Age Friendly Cities (AFC) application to the World Health Organization (WHO) for consideration of the City of Pacifica being recognized with AFC status. Since submission, AFC Community Coalition (formerly task force) has partnered with AARP to expedite the application with WHO.
- Adopted an ordinance restricting smoking in multi-unit dwellings and reviewed the topic of flavored tobacco with City Council, with direction to monitor state legislation progress.
- Assisted in location placement of Automated External Defibrillators (AEDs), as well as provided training for city employees on the use and implementation of AEDs.
- Coordinated and participated in a Community Wildfire Awareness and Education Day.
- Updated the City's evacuation plan, as well as coordinated with the county on moving forward with an online countywide electronic platform slated to be in operation by Fall 2020.

- Held a study session with City Council to hear community input about policing policies and practices in Pacifica and began developing an action plan for future policy, practice, and training improvements.
- Held a “Fire Service Day” event whereby fire stations were open with public education and safety information available, as well as firefighters demonstrating specialized services, apparatus and equipment.
- Completed the renewal of the Pacifica State Beach Paid Parking Program, including a low-income resource pass option.
- Completed annual life-safety and fire code compliance inspections and re-inspections of all business and multi-family (apartment) occupancies and all state mandated occupancy types, as well as permit to operate.
- A total of 11,349 participants attended recreation swim, 16,185 participated in lap swimming and close to 3,750 took part in water aerobics at Brink Pool.
- Commenced Phase I of the CCWRP Photovoltaic System Improvement Project, a project designed to dramatically improve the plant’s energy efficiency.
- Developed an ordinance regarding oversized vehicles and traffic safety, which the Council adopted, and began developing options for a permit parking program to assist the unhoused in motorhomes in Pacifica, based on the work of the Unhoused in Pacifica Task Force.
- Completed a Parks, Beaches, and Recreation Commission study session with the community Bike Park Committee to hear the Committee’s progress on potential sites, costs and funding options, and operational and legal concerns.
- Facilitated the formation and kick-off of the Unhoused in Pacifica Task Force in collaboration with the Pacifica Resource Center, and one City staff member participated in the Task Force’s work to evaluate options to address the unhoused in motorhomes challenge.
- Completed the Cabrillo School Crosswalk Improvement Project.
- Evaluated and renegotiated IT vendor contracts, resulting in projected savings of over \$62,000 over the next 3 years.
- Developed and adopted the 2020-2025 Capital Improvement Program.
- Implemented new marketing strategies through videos and various social media platforms such as Facebook Ads to promote enhanced community engagement for projects such as Plan Pacifica and the Library Project.
- Completed and launched a “How to Start a Business in Pacifica” guide in conjunction with the Economic Development Committee.
- Renovated Fairmont Park Site, relocating full-time Preschool to that location, which increased the School-Age capacity at the Vallemar site.
- Served 14,273 meals with the Congregate/“Grab and Go” nutrition programs, and 21,638 meals with the Meals on Wheels program. This is 6,600 more meals than the last year (17% Congregate and 27% Meals On Wheels increases).
- Provided high quality Advanced Life Support (ALS) assessment and interventions to emergency medical incidents utilizing our paramedic fire companies, from which over half of total EMS calls benefited as well as senior citizens.
- Began review of affordable housing in-lieu fees by participating in a commercial linkage study with other 21 Elements cities.
- Attained Tree City USA status for the City.

- Processed the City's first manufacturing Cannabis Activity Permit.
- Controlled and stopped the Ocean Shore School flooding problem by locating buried manhole and raising it to grade while pumps were bypassing water to gravity storm drain.
- With the Library Advisory Committee, conducted community engagement and education about the New Pacifica Libraries Project by launching an engagement strategy which included a new website; development of FAQs; targeted media and social media outreach; and presence at community events such as 2019 Fourth of July at Frontierland Park and Plan Pacifica community meetings.
- Launched our SeniorSpace program, which allows class attendance, Seniors in Action (SIA) membership, volunteer hours and financial transactions to be scanned in with a card system by participant.
- Completed the tri-annual Building Code update, including Reach Codes for the first time.
- Placed over 40 tons of asphalt concrete to repair potholes citywide, excavated and repaired numerous sinkholes citywide, and placed over 160 tons of asphalt concrete for various pavement rehabilitation and patches throughout the City.
- Held two Community Emergency Response Team (CERT) courses, and exercise simulating a mass casualty incident and CERT activation.
- Completed the Beach Boulevard Seawall emergency repairs and rock installation north of the Pier. Installed new plates, new signage, COVID-19 safety protocols, and installed new stainless steel table tops on Pier.
- Completed new playground construction, in coordination with the Public Works Department, at Fairmont West and the Community Center, financed through a matching grant award from GameTime along with PlayCore's Center for Outreach, Research, and Education. These milestones were Phase I of the City's Playground Improvement Program, also funded in part by the Roy Davies Trust, Child Care Division and Park in Lieu funding.
- Developed and adopted a balanced budget for FY20-21.
- Youth members of Leaders in Training Education (LITE), Swimmer Aides, and the Youth Advisory Board (YAB) volunteered close to 5,000 hours in Parks, Beaches, and Recreation programs.
- Processed and responded to hundreds of Public Records Act Requests.
- Processed remaining available retail Cannabis Activity Permits and closed the initial application phase.
- Calera Creek Water Recycling Plant treated over 1 billion gallons of wastewater and received zero violations in 2019, with the majority of treated wastewater discharged to Calera Creek wetland habitat.
- Began assessing Civic Center facility improvements necessary in response to health and safety concerns at the existing facilities.
- Safely and peacefully managed demonstrations in support of Black Lives Matter and responded to requests for mutual aid related to demonstrations elsewhere in the County and Bay Area.
- Presented classes throughout the year on Basic Emergency Preparedness, Individual and Family Preparedness, "Cardio Pulmonary Resuscitation" (CPR), basic First Aid training to the public, and continued presenting and instructing "Hands Only CPR" and "Stop the Bleed" programs to the public through multiple events provided to residents, schools and businesses.
- Performed extra maintenance calls (2.5x increase) to address illegal dumping, over-flowing trash cans, vandalism and general maintenance requirements that have increased due to remote work creating a higher usage of City owned spaces.

- Assisted and participated in the Statewide Fire Mutual Aid by deploying fire engine companies and chief officers to the many major wildfire incidents throughout California.
- Established two Priority Development Areas (Sharp Park and Skyline Corridor) and one Priority Production Area (light industrial area along Palmetto).
- Continued to collaborate with county partners to provide quality services to Pacifica (i.e. Homeless Outreach Team (HOT), Communities Overcoming Relationship Abuse (CORA), North County Mental Health Collaborative, etc.).
- Completed the Citywide Curb Ramp Project, installing 105 curb ramps located throughout the City.
- Prevented Sanitary Sewer Overflows during the wet weather period from July 2019 to June 2020.
- Enhanced community engagement strategies for important Planning Department initiatives like “Plan Pacifica,” and continued participation in events such as Fog Fest, the Tree Lighting, Farmers Market, and more.
- Fairmont West Playground will serve as a National Demonstration Site, functioning as a model for promoting physical activity, fitness, nature engagement and inclusion.
- Conducted a Library ballot measure voter tracking survey and presented results to the City Council.
- Installed new roofs at Fairmont Recreation Building and Fairmont West Building and remodeled the Fairmont Recreation Building with new windows, kitchen appliances, and restroom fixtures.
- Commenced the Balboa Way Repair Project to repair damage caused by the contractor while installing the conveyance pipeline for the Wet Weather Equalization Basin Project.
- Implemented a new online payment gateway for business license payments, permit application payments, and miscellaneous invoice payments.
- Adopted updates to the Accessory Dwelling Unit Ordinance in compliance with changes in State law.
- Conducted Fire Prevention Week in October, which is full of events and activities, including visiting each school classroom.
- Held community outreach “Coffee with a Cop” events.
- Received an unmodified opinion in the 2018-2019 Comprehensive Annual Financial Report.
- Hosted monthly J-Teen dances throughout the school year before the Coronavirus closure for over 1,000 middle school participants.
- Completed a POST training audit (2019) which revealed PPD met or exceeded all state standards for training, and in completing required training.
- Obtained public input and approval from the Parks, Beaches, and Recreation Commission for a design concept for the Beach Boulevard Public Park/Plaza Project.
- Completed the preliminary design of the 310-330 Esplanade Infrastructure Preservation Project.
- Completed the tenth semester with SFSU Nursing students, conducting home assessments for our Meals on Wheels participants, including the first ever summer session of students.
- Improved customer service by analyzing data of customer service surveys for the Building Division and reviewed Planning application deposits to better understand cost recovery and create a more accurate cost estimate for application deposits.
- Completed and distributed public information through “Media Releases” for all significant emergencies and public service messages during the year.
- Began development of a guidance document for residents regarding the Assessment District formation process related to neighborhood improvements, such as financing streets improvements.
- Set up and deployed new IT backup infrastructure with off-site backups to provide redundancy and improved disaster recovery options.



- Completed an update to the Rockaway Beach Parking-in-lieu Fee and established the Sharp Park Parking-in-lieu Fee.
- Began the Palmetto Sidewalk Project, which installed 1,400 lineal feet of new sidewalk from Westline Drive to 100 Palmetto Avenue
- Installed street light banners along Palmetto Avenue.
- Participated in the annual San Mateo County Emergency Preparedness Day event.
- Continued participation in the League of California Cities Coastal Cities Group and advocacy of city local control on issues related to the California Coastal Commission.
- Continued work to replace old process pumps and blowers and rebuild existing centrifuges at the Calera Creek Water Recycling Plant.
- Maintained sand levels along Sharp Park Beach for high surf protection and proper drainage.
- Participated in Plan Bay Area 2050 by updating and reporting to MTC/ABAG on data models, and in C/CAG's review of land use allocations in the countywide transportation model.
- Inspected 220 private sewer lateral installations.
- Ran 3 APNEA Surf Survivor training sessions for surfers with a total of 36 participants, a program which teaches students how to safely hold their breath to gain control under water.
- Developed and launched a Palmetto Streetlight Banner Program to install and manage promotional banners along Palmetto Avenue.
- Achieved 98% "Excellent" and 2% "Good" ratings in Police Department surveys of community members regarding calls for service.
- Close to 90 youth participated in the Wet and Wild Water Camps learning different strokes through relays and games, enjoyed "dry land" activities, and took local field trips highlighting safety, tide pools, and how litter impacts our water and the ocean.
- Implemented a number of upgrades/repairs at the Community Center, including: stain glass in lobby; east side garden; bocce ball court – side tables, umbrella, painting and maintenance; computer lab – printer, software upgrades.
- Completed significant Wastewater maintenance and operations activities, including:
- Monitored California Coastal Commission activity and engaged Commission staff on behalf of the City when necessary.
- Hired five new full-time child care positions (1 Site Coordinator, 4 Teachers) as part of a plan to bolster staffing, address increased enrollment, accommodate unprecedented waiting lists, and meet required ratios.
- Started design process for Phase II of the Frontierland Park Improvements, which will install a new asphalt path around the sports field.
- Remodeled the Pier restrooms.
- Assisted the Pacifica Historical Society on the relocation of Ocean Shore Railcar #1409 to Vallemar Station for their continuing restoration work.
- Held our second annual Aquatic Pumpkin Patch with 133 participants at Brink Pool – answering the question, "Do pumpkins sink or float?"
- Cleaned out over 90 miles of sewer main lines.
- Set up Point of Sale at pool, which now gives the ability for credit card transactions.
- Worked with the tree crew to remove storm-damaged trees and debris piles.
- Constructed ADA access for the new playground to be installed at Oddstad Park by in-house City crew.

- Initiated a contract to use the “FlashVote” tool for conducting quick public surveys about issues of importance in Pacifica.
- Developed outreach materials and strategies for the Sustainable Food Service Ware ordinance in collaboration with Recology of the Coast and the Pacific Beach Coalition, and sent information letters to all food service businesses.
- Issued 1,447 building permits and performed 5,145 building inspections.
- Over 600 adults participated in enrichment classes – exercise, dance, tai chi, arts and crafts.
- Continued work to update and implement the Climate Action Plan and participated in the Regional Climate Action Planning Program.
- Completed 9 miles of sewer main video inspections.
- Successfully completed 25+ recruitments, entailing a review of over 600 applications. On-boarded new employees and provided separation/retirement assistance to separating/retiring employees.
- Completed chemical treatment of 10,238 linear feet of sewer main pipeline.
- Coordinated a successful 2019 Adventure Camp summer youth program, with close to 600 participants.
- Collaborated with San Bruno and South San Francisco Police Departments in administering a \$40,000 Department of Alcoholic Beverage Control enforcement/education grant.
- Trained 45 people (staff and members of the public) in lifesaving CPR/AED/First Aid skills and trained 15 participants in Lifeguarding.
- Created and installed new crab rules signage on the Pier.
- Provided free Flu shots to the residents within the North County Fire Authority during the Fire Service Day fire station open house event.
- Installed new stairs from the lower parking lot at Oddstad Park.
- Completed all required annual training, continuing education and certifications for firefighter-paramedics and firefighter-EMT’s while on-duty, saving the expense and time associated with off duty instruction.
- Began the Oversized Vehicles Signage installation project, which installed Oversized Vehicles Signage throughout the City to prohibit oversized vehicles from parking in neighborhoods or on narrow streets.
- Continued the process of identifying improvements to the Building Permit process by entering into a consultant services contract with Management Partners to conduct an assessment of the Building Division.
- Incorporated online training portals for all staff to ensure continued professional development opportunities and mandatory training compliance.
- Provided pre-hospital, paramedic life-saving medical interventions for residents, businesses, and visitors through engine and truck companies staffed with firefighter paramedics.
- Adopted amendments to the Municipal Code allowing for Reasonable Accommodation as required by State law and the City’s Housing Element.
- Issued 256 sewer lateral compliance certifications.
- Over 200 youth participated in contractor facilitated outdoor sports camps and activities.
- Completed 49 repairs to main lines and manholes.
- Completed a Council study session on the Safe and Sane Fireworks Program and developed next steps regarding gathering information from the public and non-profit groups.
- Oversaw tree maintenance program and performed all emergency tree work.

- Removed over 230 cubic yards of debris from multiple homeless camps, RV sites, and illegal dumping throughout the City.
- Remained in compliance with State and Federal regulations.
- During storms, maintained and operated 6” pumps to prevent flooding and kept all debris off grates and monitored them during storms to prevent flooding.
- Completed replacement of 3000 linear feet of damaged sewer main pipeline.
- Prepared and submitted the Annual Model Water Efficient Landscape Ordinance implementation report to the California Department of Water and Resources.
- Collaborated with school superintendents in a North San Mateo County program to increase communication between law enforcement and schools.
- Completed the Capistrano Fish Ladder Repair Project which repaired the fish ladder located in San Pedro Creek allowing steelhead trout to swim upstream.
- Successfully launched a City-wide Cybersecurity training program to help educate staff about potential threats, with ongoing education and simulations to be conducted on a frequent basis.
- Successfully created and updated various classification to assist with business needs and succession planning goals.
- Offered Free Recreation Swim on Wednesdays in summer 2019 with 890 participants and Two-For-One Tuesdays at Brink Pool for 370 participants - made possible with the help of local businesses and organizations who donated \$1,500.
- Provided timely and high-quality plan check reviews for proposed new development and building construction, remodeling and tenant improvement projects, as well as follow-up inspections.
- Provided hands-on fire extinguisher training to businesses, agencies, and the general public.
- Provided over 15 trainings for staff covering skill development, professional growth, and mandated trainings
- Grew Police Department Nextdoor page membership to over 17,000 members and Twitter account to over 2,000 followers
- Held a Dive-In movie at Brink Pool, “Lilo & Stitch,” with 113 participants.
- Conducted preschool field trips to Lemo’s Farm Pumpkin Patch, Academy of Sciences, and La Petite Playhouse.
- Supported the 2020 Census by confirming addresses and making sure newer development is on their contact list.
- The Fairy Tale Ball had 51 children along with adult Chaperones, for a total of 102 participants and everyone enjoyed an evening themed, “A Tale As Old As Time.”
- Prepared and submitted the Annual Housing Element Progress Report to the California Department of Housing and Community Development.
- Completed 1 Firefighter Recruit Academy providing necessary training and education to begin work assignments.
- Coordinated and participated in the San Mateo County Statewide Medical and Health exercise.
- Continued to train Fire personnel on the updated Structure Fire Standard Operating Guidelines, which incorporate nationally recognized modern structural firefighting techniques.
- Began the Milagra Creek Outfall Repair Project, which will install micropiles within the existing storm drain pipe and removes the existing headwall.
- Operated the Planning and Building counter and provided information and services to an average of 40 – 120 customers per week, in-person and on the phone.

- Achieved an overall “Customer Satisfaction” rating of 98% in the delivery of emergency and non-emergency services.
- Continued code enforcement efforts to implement the City’s Property Maintenance Ordinance and other regulations.
- Continued distributing and providing educational information on Senior Citizen Fall Prevention and Home Safety Checklists.
- Initiated a contract with a third-party firm to monitor and audit transient occupancy tax (hotel tax) for short-term rentals.
- Continued to implement a Peer Support and Mental Health Services program and awareness training for all Fire personnel.
- Continued efforts to update Phase II of the Sewer System Master Plan.
- Issued 406 encroachment permits along with inspections.
- Completed over 150 building permit reviews and completed over 40 new development reviews.
- Set up REMIND app (texting) system for communicating with pool participants about changes in programming and pool closures.
- Partnered and participated in the ‘Operation Santa Claus’ program, as well as other toy and assistance drive initiatives within the community.
- Commenced the Gypsy Hill Collection System Project.
- Completed the FY 2018-19 AB 1600 Report, which provides a report of all development fees collected and expended in FY 2018-19.
- Held a study session on Beekeeping regulations.
- Held a public 60th Anniversary of the Police Department Open House in September.
- Adopted amendments to the Municipal Code regarding fitness centers.
- Implemented new Helpdesk Ticketing system to better track requests and improve IT response times and accountability, and completed 1,749 tickets in FY19/20.
- Repaired concrete spalling on Pacifica Community Center Wall in preparation for Ohlone Mural by in-house City crew.
- Administered the nomination and selection of this year’s Preservation Award recipient via the Open Space and Parkland Advisory Committee.
- Entered into an agreement with ClientFirst for Enterprise Resource Planning (ERP) consultant to assess current financial system needs and develop an RFP for a new ERP system.
- Staff reviewed the revised Quarry Reclamation Plan for completeness, and engaged consultant to prepare an environmental impact report (EIR).
- Removed worn out pumps and rusted steel grates at the Anza Pump Station.
- Held Earthquake Preparedness courses for the community.
- Averaged 240 hours per firefighter over the year of in-service recurrent and mandated training through the efforts of the Operations Bureau, Division of Training, and Special Operations Division.
- Developed and adopted the renewal of the Pacifica Hotel Business Improvement District assessments for FY2020-21.
- Participated in National Red Ribbon Week to promote anti-drug messages for students in local schools.
- Developed and continue a dog walking program for homebound seniors.

- Planning Department staff received training in various subject matters including but not limited to: Building and Fire Codes; ADU development; customer service and process improvement; Code Enforcement certification academy; legislative updates; CEQA; and public policy.
- Started the design for Fire Station 72 Deck Replacement Project.
- Repainted the exterior of the City of Pacifica Corporation Yard building.
- Completed the FY 19-20 Thermoplastic Rehabilitation Project, which installed new thermoplastic striping and marking throughout the City.
- Regularly attend regional meetings such as the San Mateo County and Bay Area Planning Directors meetings; 21 Elements; Regional Integrated Climate Action Planning Suite; Home for All Learning Network; Home for All Funding Task Force, Climate Ready Collaborative; and San Mateo County Wide Water Pollution Prevention Program.
- Installed new water heaters at the Sharp Park Main Library and the Community Center.
- Continued to support community programs such as Turkey Too from the Folks in Blue supporting the Senior Center Meals on Wheels Program, and the Pacifica Resource Center's Adopt a Family Program.
- Continued to train new NCFAs personnel on the new records management software.
- Completed over 300 food service establishment inspections.
- Provided the community with resources on COVID-19, fire safety, and health information through the NCFAs website and Twitter platforms.
- Developed a Request for Proposals for a hotel market study for the 2212 Beach Boulevard site, but placed process on hold due to Coronavirus interruption.
- Began and assisted in multiple projects, including new City-wide staff intranet, updated phone system, public works asset management system, and enterprise geographic information system.
- Commenced Calera Creek wetlands and pond vegetation maintenance activities.
- Initiated a process for the Open Space and Parkland Advisory Committee for naming several trails without official names.
- Created new virtualization of IT infrastructure to consolidate servers, improve efficiency, and reduce warranty and energy costs.
- Began development of a document retention schedule and policy and began implementing the Laserfiche tool for document management as an internal document repository.
- Continued the Calera Creek Water Recycling Plant Supervisory Control and Data Acquisition (SCADA) and Programmable Logic Controller (PLC) Systems upgrades to improve operational efficiencies.
- Completed the Calera Creek Water Recycling Plant Roof Improvement Project to re-roof the building.
- Installed new door and ADA access for the Fairmont Homeowners Association office.
- Prepared relevant sections of the Municipal Regional Permit Stormwater Annual Report.
- Recertified the FEMA / National Flood Insurance Program Community Rating Service (CRS) to provide cheaper flood insurance rates to the residents.
- Completed City-wide upgrade and replacement of 75 end-of-life workstations and laptops.
- Completed a fire "cause and origin" analysis for all fire incident investigations.
- Continued to make improvements to the NCFAs training facility with the addition of a second story for above ground training and asphalt around the grounds for all-weather training.
- Commenced the Linda Mar Pump Station Motor Control Center (MCC) Upgrade Project. The MCC will allow control of all electric motors in a central location.
- Started the design and environmental process for Serra Drive Outfall Repair Project, which will repair the existing storm drainage outfall into San Pedro Creek.

- Processed and brought to hearing 25 development applications.
- Participated, completed, and coordinated community service announcements, public displays, fairs, festivals, presentations, and speaking engagements resulting in thousands of beneficial contacts for North County Fire Authority.
- Created a marine mammal handout for the public.
- Participated in National Night Out in August 2019.

## GRANTS, OTHER OUTSIDE FUNDING, AWARDS, & RECOGNITIONS

- Received the 2020 California Water Environment Association – Sewer Collection System (Small System) of the Year Award for the state of California (State Award).
- Received the American Society of Civil Engineers, San Francisco Section, 2019 Flood Management Project Award (Regional Award).
- Received the American Public Works Association, Silicon Valley Chapter, and 2019 Project of the Year Award for Utilities – \$2 Million to \$5 Million Category (Regional Award).
- Completed grant applications for:
  - CA Boating and Waterways for the 310-330 Esplanade Infrastructure Preservation Project
  - CalOES Hazard Grant Mitigation Program for the Beach Boulevard Infrastructure Resiliency Project
  - PTAP Cycle 19, which was awarded to the City to have the Metropolitan Transportation Commission survey the pavement conditions of the City's streets.
  - TDA Article 3 for the Palmetto Avenue and Esplanade Avenue Bike and Pedestrian Improvements Project
  - Received a \$150,000 grant for the Fire Management Plan to assist the City in removing diseased or dead vegetation.
- Submitted grant applications and received notice of funding awards for State SB 2 and LEAP grants for a total of \$310,000.
- Received an award from Sustainable San Mateo County for fast track adoption of Reach Codes.
- Applied for and awarded \$5,000 from Pacificans Care to help with the cost of modified Adventure Camps being offered due to COVID-19.
- Received \$1,208,053 in local, county, state and federal grant dollars used to offer quality free and reduced cost Child Care programs for Pacifica youth, which supported families so they could continue to afford to live in Pacifica and surrounding cities.
- Child Care received over \$2,450 in Quality Rating Improvement System (QRIS) funding for the fourth round, allowing the program to supplement the classroom coaching services from Star Vista.
- Received \$7,000 from Pacificans Care to help pay for Child Care distance learning supplies.
- Requested and received over \$11,000 from the Child Care Coordinating Council of San Mateo to help pay for PPE supplies related to COVID-19.
- Received \$278,000 inter-governmental funds for Transportation, Congregate Nutrition and Meals on Wheels programs. Highest year of funding in our City history and a 23% increase from prior year (former highest year of funding).
- Received \$2,500 from the Rockaway Ricky Memorial fund (Pacificans Care) to relaunch our Healthy Senior/Healthy Pet program (a 400% increase from prior year).
- Received two Meals on Wheels America (MOWA) COVID-19 response grants - total of \$22,800 for assistance in our Meals on Wheels program during COVID-19.

- Received \$25,000 from Pacificans Care Annual Community Grant for 2020/21 program assistance (a 25% increase from prior year).
- Received \$28,180 in “Giving Tree Donations”.
- Pacificans Care awarded \$8,000 for emergency response to COVID-19, used to purchase immediate food storage, transport equipment, and Personal Protection Equipment supplies.