
Re: A Neighbor Who Sees the Work, Stephen

From Stephen Salvatore <ssalvatore@ci.lathrop.ca.us>
Date Thu 5/14/2026 6:49 AM
To Victoria Cortez <vcortez1004@gmail.com>
Cc Salvador Navarrete <snavarrete@ci.lathrop.ca.us>

Ms. Cortez,

Thank you for the clarification.

To be candid, your original email did not come across to me as a grievance, nor did my response intend to suggest otherwise. Rather, I viewed it as a general expression of concern regarding community engagement and communication.

The City already utilizes a number of established and legally compliant avenues to communicate with residents, including public meetings, agendas, social media, the City website, community notices, press releases, and direct outreach efforts through departments and partner organizations. While participation levels will always vary, the City remains committed to making information publicly accessible and broadly available to the community.

I also want to note that City outreach efforts must remain consistent, accountable, and centrally managed to ensure information is distributed fairly, accurately, and in accordance with public agency obligations. For that reason, we are not in a position to utilize informal third-party channels or resident-led communications efforts on behalf of the City.

That said, I appreciate your interest in civic involvement and your willingness to volunteer your time on behalf of the community.

Thank you,

Stephen J. Salvatore
City Manager

Sent from my Verizon, Samsung Galaxy smartphone
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From: Victoria Cortez <vcortez1004@gmail.com>
Sent: Wednesday, May 13, 2026 6:01:42 PM
To: Stephen Salvatore <ssalvatore@ci.lathrop.ca.us>
Cc: Salvador Navarrete <snavarrete@ci.lathrop.ca.us>
Subject: Re: A Neighbor Who Sees the Work, Stephen

Stephen,

With respect — I think my original email may have been read as a grievance. It wasn't.

I was not writing about the May 11 public comment or any past interaction with the City. I was writing to offer my time, my community relationships, and my communications background to help Lathrop reach residents who are currently falling through the gap.

No complaint. No ask. Just an offer.

If that's something worth five minutes of your time, I am literally next door.

Torie

Thank you

On May 13, 2026, at 5:35 PM, Stephen Salvatore <ssalvatore@ci.lathrop.ca.us> wrote:

Ms. Cortez,

Thank you for your correspondence.

I am sorry the City's response did not meet your expectations. The City strives to provide professional, responsive, and high-quality public service to all residents, and we understand the importance of communicating with care when residents raise concerns about community safety.

We appreciate your interest in being engaged on issues affecting Lathrop families and neighborhoods. The City values constructive participation from residents and community members, and we hope there will be opportunities for productive dialogue and collaboration in the future.

Thanks,

Stephen J. Salvatore

City Manager

From: Victoria Cortez <vcortez1004@gmail.com>

Sent: Tuesday, May 12, 2026 10:39 AM

To: City Manager Website Directed E-Mail <citymanager@ci.lathrop.ca.us>

Subject: A Neighbor Who Sees the Work, Stephen

Dear Stephen,

My name is Torie Cortez. My back wall borders your parking lot, so when I say I'm a Lathrop neighbor, I mean it in the most literal sense.

I was in the chamber last night, Stephen. I watched you work. And I want you to know — I see how much this city is asking of you.

Lathrop is one of the fastest growing cities in California. That is a testament to the work people like you are doing every single day. But Stephen, I also hear what that growth sounds like from the other side of the fence — from the families who don't know what's being built, decided, or changed in their own neighborhood until it's already done. Not because the City isn't communicating. But because the message isn't reaching them where they are.

I am a mother of seven. I homeschool my children. I am in this community constantly — talking to families, navigating benefits, sitting in living rooms with people who care deeply about Lathrop and simply don't know how to plug in. Spanish-speaking families. Punjabi-speaking families. Everyday residents who will never read an agenda but would absolutely show up if they felt invited.

I happen to have a background in writing and communications. But that's not why I'm writing to you. I'm writing because I am a neighbor who pays attention, and I think you could use one.

If there is any capacity — formal or informal, paid or volunteer — where I can help you close that gap, I am ready. No agenda. Just a mom who wants this city to work for everyone living in it.

I would love to buy you a coffee and talk, Stephen. At your convenience, entirely.

With respect and good faith,

Torie Cortez
Lathrop, CA 95330
(209) 425-2677