



# City Manager's Report

## July 2023

## UPDATES FROM INTERIM CITY MANAGER MICHAEL ROGERS

- STRATEGIC PLANNING UPDATE
  - The City continues to move briskly through its Strategic Planning process. Recently, members of staff leadership participated in a session to review City Council’s identified goals in order to brainstorm adding strategies and measures to those strategic outcome areas. The City Manager will review that draft framework in the next few weeks, with a goal of a completed framework that will be presented to the City Council and the public.
- ARPA COMMUNITY ARTS & FESTIVALS GRANT PROGRAM
  - The City of Charlottesville Community Arts and Festival Grants Program is ready to launch. The program was created to respond to the lingering negative impacts of the pandemic on community events. The program is intended to promote citywide special events that will activate public spaces, enrich the lives of residents, encourage partnerships between organizations, foster a vibrant and diverse community, and stimulate economic activity. A total of \$580,000 was reserved by City Council in August 2022 for Arts and Festivals using American Rescue Plan Act funding, and \$560,000 will be used for this competitive grant process that will provide funding specifically for expenses associated with the costs of city services and event costs such as permits or protective barriers. The application is open now for any event to be held from July 1, 2023, to December 31, 2023 – and more information and the application can be found on our website at <https://www.charlottesville.gov/1659/ARPA-Community-Arts-Festival-Grants>
- CITY SELECTED AS PARTICIPANT IN THE NATIONAL LEAGUE OF CITIES CAPSTONE PROGRAM
  - The City of Charlottesville has been accepted to participate in the competitive National League of Cities (NLC) Capstone Challenge Program through an application submitted by Deputy City Manager Ashley Marshall. The Capstone Challenge program matches cities with strategic partners to work together on a project during an eight-month period. At the end of the period, each working group will share the outcomes of their project and will also produce a reference document for any city that will be shared through NLC nationally. In this cohort, there are seven (7) projects that feature seven (7) strategic partners. Thirteen (13) municipalities were selected across the country, and Charlottesville is the only city selected from the Commonwealth of Virginia. The City of Charlottesville will partner with City Health Dashboard (website: <https://www.cityhealthdashboard.com/>) to understand and address the impacts of redlining on health. In 2021, the City of Charlottesville was also selected by City Health Dashboard to be one of the first small cities to be added to their database through their competitive “Put Us on the Map” contest through an application submitted also by Ms. Marshall. The City of Rochester, NY, and the City of Houston, TX, will also work with City Health Dashboard in his area. There will be the creation of dynamic interacting mapping products, but also an action plan developed as the deliverable of our project.
- CHARLOTTESVILLE FIRE DEPARTMENT CHIEF HIRING PROGRESS
  - The search for Charlottesville Fire Chief is winding down. We received 30 applications from across the country. The in-house review committee, which included representatives of the Fire Fighters union, narrowed the field to eight who were invited to do online interviews. And after that review, four candidates are

invited for in-person interviews. The city manager is expected to appoint the Fire Chief in the next several weeks.

- CHARLOTTESVILLE FIRE DEPARTMENT FIRE ACADEMY
  - The city manager attended the Fire Academy Graduation service, where 12 academy graduates were pinned. CFD has no vacancies with the 11 recruits that are now entering the academy. It is an amazing accomplishment, given the market conditions it has faced in recruiting.
- CITY ATTORNEY HIRING COMPLETED
  - With the hiring of our new City Attorney, Jacob Stroman, and the hiring of April Wimberly and Ryan Franklin as Assistant City Attorneys, the office of City Attorney is now fully staffed. Both April and Ryan are graduates of William and Mary College of Law.
- CHARLOTTESVILLE POLICE DEPARTMENT RECRUITMENT
  - Chief Kochis, through his concentrated efforts, has hired 15 recruits in the police academy. This success cut CPD's vacancies from 30 to 15.
- CHARLOTTESVILLE POLICE DEPARTMENT NATIONAL NIGHT OUT
  - Charlottesville Police Department will hold a National Night Out Celebration at IX Art Park on August 1, 2023, from 5:30-8:00 pm. With free admission, this event will feature local vendors, entertainment, food, and activities for the entire family.
- HUMAN RESOURCES CLASSIFICATION AND COMPENSATION WORK
  - Human Resources Director Mary Ann Hardie has been meeting with department heads to identify where each employee fits on the proposed pay scale. There will be a final meeting with Department heads and a virtual public hearing for city employees in the next week. The new pay plan is expected to be presented to Council on August 7 for the first reading for approval at the August 21st Council Meeting.
- CHARLOTTESVILLE ALBEMARLE AIRPORT AUTHORITY
  - The City Manager, as a member of the Charlottesville Albemarle Airport Authority attend the annual employee cookout and luncheon and recognition of CEO Melinda Crawford who is retiring after ten years of service. During her tenure, the service to the airport has expanded with flights to more destinations more frequently. Avelo recently added service to Orlando, and service to Philadelphia and Chicago are returning to CHO. With Ms. Crawford's departure in August, the Board will interview internal candidates first at its next meeting this month.

## UPDATES FROM DEPUTY CITY MANAGER ASHLEY MARSHALL

- **BECOME A FOSTER PARENT**
  - **BECOME A FOSTER PARENT:** Community Attention Foster Families (CAFF) is actively searching for a diverse pool of families in and around the city of Charlottesville, Albemarle County, and surrounding communities with a specific need for families and individuals willing to foster older youth and teens. If you have considered opening your heart and home to a child or adolescent in need, please contact us to discuss this exciting and rewarding opportunity. Come learn more about our program and the process of becoming a foster/adoptive parent with CAFF by attending one of our information sessions. Before participating in the foster parent training, you must attend an information session and create a profile on the Foster Families Highway Profile via CAFF. The next required information session will be held from 6-7 pm via Zoom on August 9, 2023.
- **SOUNDS OF SUMMER EVENT ON JULY 15TH**
  - Parks and Recreation would like to invite the community to attend its Sounds of Summer event that will be at Tonsler Park (located at 500 Cherry Avenue) on July 15, 2023, from 6-8 pm featuring the Tara Mills Band. The event will have live music, free food, and fun activities for the whole family.
    - Information on this event and more can be found on the Department's website (<https://www.charlottesville.gov/156/Parks-Recreation>) and their social media accounts.
- **CHARLOTTESVILLE HOMEOWNER AFFORDABILITY PROGRAM OPEN:**
  - The Commissioner of Revenue notes that the Charlottesville Homeowner Affordability Program is up and running for 2023. Applications can be submitted through September 1st by mail, in-person, or online. For more information, please call 434-970-3165.
- **COMMUNITY EMERGENCY ALERT SYSTEM**
  - The Charlottesville-UVA-Albemarle County Emergency Communication Center has updated its community emergency alert system from CodeRED to RAVE. Community members can sign up to receive free emergency alerts 24/7 when there is an immediate threat to life and/or property. You may also opt-in to receive severe weather alerts for local severe weather watches and warnings issued by the National Weather Service. To sign up for these alerts, please go to [www.CUA911.gov/alerts](http://www.CUA911.gov/alerts)

## UPDATES FROM DEPUTY CITY MANAGER SAMUEL SANDERS

- **RECONNECTING COMMUNITIES AND NEIGHBORHOODS PROGRAM**
  - The City is considering pursuing a grant from the Local Infrastructure Hub to support the planning of a project that increases connectivity in disadvantaged or underserved communities.
  - The effort will help to elevate the Starr Hill Vision Plan to meet the merits of a Small Area Plan.
  - Focus areas: racial wealth equity, climate, and economic strength.
- **CHOICE NEIGHBORHOODS GRANT**
  - The City is engaged in CRHA's recent convening of stakeholders to support an application to

HUD's Choice Neighborhoods Grant Program.

- Westhaven and the 10<sup>th</sup> & Page neighborhoods will be the geographic footprint of a proposal submission.
- Multiple city departments will engage in this effort, including Community Solutions, NDS, CPD, CFD, CAT, Social Services, and Human Services.
- **ACTIVATING NEW CITY OFFICE SPACE**
  - Two floors of the S&P Annex building, located at 700 East Jefferson Street, will be returning to city use.
  - 15,870 square feet of space on the 1<sup>st</sup> and 2<sup>nd</sup> floors are being utilized by the city for various operational uses.
  - The Office of Community Solutions and Public Works – Engineering Divisions will relocate the floor in the coming months.
  - Charlottesville City Schools are currently occupying space on the first floor for temporary usage while improvements are made to their administrative offices this summer.
  - The ECC will occupy most of the first floor as training and space for back-office operations to lighten the current pressure at the main office on Ivy Road.
  - This building is owned by the city and remains under a Master Lease with S&P Global Market Intelligence, Inc. and the Economic Development Authority of Charlottesville.

## CITY MANAGER'S OFFICE UPDATES

- Office of the City Manager – Executive Assistant Terry Bentley (she/her)  
The Office of the City Manager would like to remind the public that they continue to provide support as the main information line for the community. To reach them, please call 434-970-3333, but also, the public should be aware that the phone tree system is active to ensure quick transfer to the proper departments.
- Office of Budget and Management – Director Krisy Hammill (she/her)  
*No update at this time*
- Office of Communications & Public Engagement – Deputy Director David Dillehunt (he/him)  
The Office of Communications & Public Engagement continues to support City departments and citizens with multimedia resources, social media distribution, and guidance. The search for a new Director of Communications & Public Engagement is ongoing, and Round 1 interviews are set to take place in July 2023.
- Office of Community Solutions –Director Alex Ikefuna (he/him)  
On June 20, City Council approved a minor amendment to reprogram FY 2017-2019 CDBG funds to enable ADA improvements at Booker T. Washington Park. The improvements are being completed.
- Office of Economic Development – Director Chris Engel (he/him)  
The Office of Economic Development (OED) is pleased to announce the Ready to Work Program launch. The Ready to Work (RTW) program is designed to help develop critical workplace skills and create a pipeline of work-ready applicants for Charlottesville City businesses. According to a recent survey conducted by Pew Research Center and cited by the Society for Human Resource Management (SHRM), the “most valuable work skills will be those that machines can’t yet perform, like soft skills.” Using online work readiness courses and individualized coaching, career navigators will train and prepare career-seekers for the essential skills employers require. RTW provides jobseekers with 20 hours of soft skills training, career assessment, and interview preparation assistance to prepare them for on-the-job success. Graduates will be connected to participating City businesses for a guaranteed job interview after completing the soft skills training certification. Ready to Work is a program of OED’s GO HIRE Workforce Initiative conducted in partnership with Rappahannock Goodwill Industries.
  - For more information, visit [www.charlottesvillecityreadytowork.gov](http://www.charlottesvillecityreadytowork.gov).
- Emergency Management – Coordinator Jeremy Evans (he/him)  
Mass Communications and Alerting update- On July 1, 2023, the successful implementation of RAVE Mobile Safety alerting and warning occurred. The region has replaced CodeRed as its primary mass notification and alerting software and has selected RAVE Mobile Safety as the replacement. RAVE was chosen for its user-friendly configuration and enhanced features. Users will receive information on

severe weather, traffic alerts, public safety messages, and emergency notifications. Users who sign up will also have the option to share emergency contacts, medical conditions, address details, and if help will be required during an evacuation. Data migration from the CodeRed platform is complete. A total of 10,746 opt-in records were moved to the RAVE platform. Landline imports are complete with 93,511 landlines added. The system has developed and configured templates for common alert event types. These are responsive to recent conversations with the regional partners and include placeholders for specific location information wherever appropriate. ECC Public Safety Communications Supervisors have received training on sending alerts in the new system and will be able to do so upon responder agency command staff request. The [www.CUA911.gov/alerts](http://www.CUA911.gov/alerts) page has been updated with the registration information for the new platform and community-facing FAQs about the alert system and the migration process.

- Office of Human Rights – Director Todd Niemeier (he/him)

OHR SERVICE PROVISION OVERVIEW: The total incoming and outgoing contacts entered from January 1, 2023, through July 6, 2023, was 1,918. Some contact data is still pending entry for June and July. The total incoming contacts alone for the above timeframe was 1,337. To date, the OHR has served 175 total unique individuals this year, accounting for some errors in count due to anonymous calls. To further break down the numbers: 1,460 (76%) of all incoming and outgoing contacts to date were classified as “Navigation & Advocacy.” Navigation & Advocacy refers to individual service involving tasks other than those related to addressing a complaint of discrimination. 920 of all incoming and outgoing Navigation & Advocacy contacts were classified as Housing Navigation, meaning the support provided was in some way related to housing.

CASES: The OHR currently has 10 open complaint cases and 2 new complaints pending assessment or authorization for action.

ADMINISTRATIVE UPDATES: Staff presented the HRC & OHR CY2022 Annual Report to Council on June 5, 2023. Staff also submitted via email to Council an amended version of the report with numerical corrections and updates on June 15, 2023. As the next step in our process of becoming a Fair Housing Assistance Program (FHAP), HUD has asked that the City make additional revisions to the Human Rights Ordinance before proceeding. OHR staff are currently in the process of drafting an updated version of the ordinance. The OHR is assessing the best moment at which to begin the hiring process for a Human Rights Investigator. While our current caseload would be well-supported by additional staff, we will evaluate the impacts of hiring an Intake and Administrative Specialist for a few months before hiring an Investigator. The OHR will also factor in the timing of the FHAP certification process when making hiring decisions.

OUTREACH UPDATES: Victoria continues to regularly represent the OHR at virtual outreach events, including Region Ten Community Based Recovery Support Advisory Board, the Blue Ridge Area Food Bank’s Hunger Action Coalition, and The Haven’s Coordinated Entry Services and will table in person at events including Healthy Streets/Healthy People, on 07/08, and other upcoming in-person events. In partnership with the Albemarle Office of Equity and Inclusion, the OHR was able to have materials displayed at the Jefferson School’s Juneteenth celebration on 06/17 this year as well. Significant time

is also being spent providing assistance with incoming inquiries and individual service follow-up, especially for contacts involving navigation and advocacy. Work is occurring to systematize our office's navigation work, and has been working in partnership with the OHR team to develop tools to limit avenues with no efficiency and refer individuals to the correct avenues for service. The Office is also working on creating new educational materials, including short videos on protected activities under the Human Rights Ordinance. The OHR successfully completed a short video giving an overview of our office and its scope, and the video premiered at our Open House on July 7 and will be released online on our social media shortly.

#### **HUMAN RIGHTS COMMISSION UPDATES**

The Commission met on June 15, 2023. Commissioners passed a resolution regarding their housing advocacy priorities. During their next meeting on July 20, 2023, Commissioners will focus on strategies for developing legislative recommendations to Council.

- Office of Equity and Inclusion – Deputy City Manager Ashley Reynolds Marshall (She/Her)
  - Americans with Disability Act (ADA)– ADA Coordinator Paul Rudacille (He/Him)
    - TRANSITION PLAN UPDATE: The ADA Coordinator is pleased to inform the community that the city has commenced a comprehensive self-evaluation process to enhance our services and better meet our community's needs. In line with this initiative, we are excited to announce the official kick-off event, scheduled to take place by the end of July/beginning of August 2023. This kick-off event will provide a valuable opportunity for all community members to actively contribute their input and play an instrumental role in shaping the future of our city. The City believes that our communities' perspectives are essential in driving positive change. The kick-off event will serve as an open forum for dialogue, where we encourage everyone to share their thoughts, suggestions, and ideas for improving various aspects of our city. By collaborating, we can cultivate an inclusive community that thrives on continuous progress. CALLS FOR SUPPORT: ADA Coordinator has diligently addressed and responded to over 183 requests this calendar year, ensuring that our city remains accessible and inclusive for all residents.
      - The City of Charlottesville’s ADA Coordinator can be reached by email at [ada@charlottesville.gov](mailto:ada@charlottesville.gov) or by phone at 434-970-3182. In addition, information is on our website about the ADA grievance procedures and our ADA complaint procedures at <https://charlottesville.org/274/Americans-with-Disabilities-Act-ADA-Coor>.
    - Home to Hope Program – Employment & Financial Opportunity Manager Roy Fitch Jr. (he/him)
      - PARTNERSHIP: Home To Hope recently secured a program partnership with Charlottesville Community Bikes! The team is very excited about this opportunity and hope to utilize it to serve our clients we have in common, especially the children of our participants. EVENTS: Home to Hope will attend the July 13th One Stop Shop. This event will be held from 12 noon until 3 pm at the Carver Recreation Center. The Downtown Job Center and Home to Hope joined the Office of Human Rights to host an Open House for the community on Friday, July 7<sup>th</sup>, from 3pm



to 6pm. The event was at our office, 507 E. Main Street, right beside the Downtown US Post Office.

- The Home to Hope program is free of charge for community members who are reentering society after “time served.” For assistance, please email Home to Hope at [hometohope@charlottesville.org](mailto:hometohope@charlottesville.org), call them at 434-970-3601, visit their office on the Pedestrian Mall at 507 E. Main Street, or you can fill out an intake form online at: <https://www.surveymonkey.com/r/HometoHopeIntake>
  
- Downtown Job Center – Employment & Financial Opportunity Manager Roy Fitch Jr. (he/him)  
Both the Downtown Job Center and Home to Hope attended the City of Promise DreamBuilders Graduation Ceremony. The event was held Wednesday, June 21<sup>st</sup>, from 5:30 pm to 7:30 pm at the Carver Recreation Center. Additionally, both programs joined the Office of Human Rights to host an Open House for the community on Friday, July 7<sup>th</sup>, from 3 pm to 6 pm. The event was at our office, 507 E. Main Street, right beside the Downtown US Post Office.
  - The City of Charlottesville Downtown Job Center is now located on the Pedestrian Mall at 507 E. Main Street. Assistance is free of charge to anyone who visits the center. For more information, please call them at 434-970-3933 or visit Tuesday-Thursday from 9:30-4:30 pm. Mondays and Wednesdays are by appointment.

- Charlottesville Area Transit – Director Garland Williams (he/him)  
 CAT is pleased to expand its partnership with Network2Work@PVCC and support the effort of Piedmont Virginia Community College to secure a Road to Success in Virginia grant that will allow Network2Work@PVCC to continue recruiting, training and supporting job seekers interested in working for CAT, especially as school bus drivers.

CAT requests community input to develop its Transit Strategic Plan (TSP). The TSP is a replacement of the 2018 Transit Development Plan (TDP), (previously required by the Virginia Department of Rail and Public Transportation), the TSP will serve as the key strategic blueprint for service planning, operations, and capital needs (such as new bus purchases, technology upgrades, and customer amenities) for the next 10 years. To that end, CAT requests that the community complete our survey by July 31st, 2023. Please visit CAT online at [CatchTheCAT.org](http://CatchTheCAT.org) to complete the survey and enter a \$50 gift card drawing.
- Charlottesville Fire Department – Interim Chief Michael Thomas (he/him)

INCIDENTS: Over the last 30 days, CFD has actively responded to multiple critical incidents throughout the city. In addition, CFD members attended the city school's Safety Summit and trained approximately 100 administrators on stop-the-bleed techniques. CFD also participated in the healthy streets fair, where we taught the public on stop-the-bleed techniques and other safety initiatives, including CPR, Narcan usage, fire extinguishers, and general fire safety. These initiatives were a collaborative effort by CFD, Albemarle County, and CARS to offer training and safety information to the community. Approximately 500 people attended this event.

STAFFING: CFD made 11 conditional offers for employment with a recruit school projected to start July 24<sup>th</sup>.

MUTUAL AID UPDATE: The City/County mutual aid contract is in the final phases and being reviewed by the City and County Attorney's Offices.

GIRLS FIRE CAMP: The second annual girl's fire camp starts July 17 with 15 girls registered, an increase from the last participation.

MEDIA & COMMUNITY CONTACTS: It appears that the media messaging positively impacted July 4 and the fireworks. While we had fireworks going off in the city, the volume seemed less than in past years, and no fires were reported in trash cans, dumpsters, grass, or a structure from used fireworks.
- Charlottesville Police Department – Chief Michael Kochis (he/him)

STAFFING: The Police Department recently sent its largest and most diverse recruit class to the police academy on July 5, 2023. Additionally, the Department used the Virginia Association of Chiefs of Police to conduct its Assistant Chiefs process. Interviews were held on July 10, 2023.

STRATEGIC PLANNING: CPD has begun its Strategic Planning Process and is currently conducting several focus group meetings.

- Department of Human Resources – Director Mary Ann Hardie (she/her)

The Department of Human Resources continues to work on completing many hires in multiple departments. Please go to our website to see all openings and encourage eligible applicants to apply: <https://www.charlottesville.gov/695/Employment-with-the-City-of-Charlottesvi>
- Department of Human Services – Director Misty Graves (she/her)

**CALL FOR FOSTER PARENTS:** Community Attention Foster Families (CAFF) is actively searching for a diverse pool of families in and around the city of Charlottesville, Albemarle County, and surrounding communities with a specific need for families and individuals willing to foster older youth and teens. If you have considered opening your heart and home to a child or adolescent in need, please contact us to discuss this exciting and rewarding opportunity. Come learn more about our program and the process of becoming a foster/adoptive parent with CAFF by attending one of our information sessions. Before participating in the foster parent training, you must attend an information session and create a profile on the Foster Families Highway Profile via CAFF. Our Information Sessions are held every second Wednesday of the month via Zoom from 6:00-7:00 PM on August 9, 2023.

**NEW HIRE at DHS:** We recently welcomed Reggie Allen to the team as the newest Human Services Planning Team member. He will collaborate on the Vibrant Community Fund and research, write, and acquire other grants for our department and community.

**Teens GIVE and CAYIP LAUNCH:** Two of our premiere youth programs have launched in full swing this summer. Teens GIVE participants will be volunteering their time at various organizations this summer while exploring other recreational and positive activities in the afternoon. CAYIP participants finished their CAYIP Academy last week, the pre-internship training course that prepares youth for the workplace and success in the program. The CAYIP participants have started at their worksites this week!
- Department of Information Technology – Director Steve Hawkes (he/him)

**SOFTWARE AND PROGRAM UPDATES:** There were a number of noteworthy project updates in June, including the beginning of the SAP SuccessFactors Human Resources system implementation. Phase one of the project will implement the performance management and learning and training modules. The project kicked off with two workshops during the month, and upon completion of the project, all city staff performance reviews and training will be administered through the system.

**HARDWARE REPLACEMENT:** The City's PC replacement program is another significant project this summer. With a significant number of PCs needing to be replaced this summer, approximately 200, IT has been working very hard to purchase, configure and deploy the new machines. Usually, IT Helpdesk staff are responsible for provisioning new PCs, but we'll be all hands-on deck as additional IT staff will be helping out due to the high number of PCs that need to be replaced. For the project, the Apps team also designed a 'Ring the Bell' app, which is set up at the entrance to IT on a large screen display. Whenever a new PC is deployed, the staff member that deployed the PC gets to 'ring the bell' by pressing a large button. Once pressed, a loud gong-like sound is made, and the thermometer gauge

increases, showing the project's overall progress. It's been a fun and competitive way to measure the project's success.

DATA ANALYSIS: IT also facilitates the City's Data Analysis Group (DAG), which held a meeting in June. The topic was data visualization software and the City's standard, Tableau. A representative from Tableau gave a presentation to the group, and then a group discussion was held to discuss Tableau.

INFRASTRUCTURE UPDATE: The Operations staff spent a great deal of time in May and June configuring and deploying new IT infrastructure equipment for the opening of the old S&P building. Also, our Senior Network Engineer, Fred Felgenhauer, replaced network routers at two library branches in June. The routers were needed for improved performance and security.

CYBERSECURITY: On the cybersecurity front, the IT Security Team was provided demos regarding a possible software system for improving our cybersecurity posture. Depending on the budget, it is our hope we will be able to purchase such a system in the future. The monthly email phishing campaign continues, and we've seen tremendous improvement in the organization regarding recognizing phishing emails. Finally, a number of Security Team members are part of a regional cybersecurity group that includes UVA, the County, Schools, and other similar organizations. The group is facilitated by UVA and allows for collaboration and discussion regarding cybersecurity issues affecting our organizations. The group has been very helpful in learning from others how they handle the varied cybersecurity issues governmental organizations experience.

- Neighborhood Development Services – Director James Freas (he/him)

STAFFING UPDATE: NDS is pleased to share that Tommy Safranek has joined our Transportation Planning team as our new Bicycle Pedestrian coordinator. Under Ben Chambers leadership, this team is now fully staffed and working towards the goals outlined in our Comprehensive Plan and the projects he shared in his presentation to Council this past Spring.

- Parks & Recreation – Director Dana Kasler (he/him)

COMMUNITY EVENTS: The Parks and Recreation Department's first Sunday Sundowns was held on June 25th at Washington Park, and there was a great turnout! We look forward to more events at the Washington Park Pool soon. The Department would also like to announce its upcoming Sounds of Summer will be at Tonsler Park on July 15! We hope to see you there!

GOLF: City Amateur Men's Championship was held at Meadowcreek Golf Course on June 17-18 with 68 golfers and was very successful. By way of numbers, during Fiscal Year 2023, 48,591 rounds of golf were played at our municipal golf course – Meadowcreek.

- Police Civilian Oversight Board – Executive Director Inez Gonzalez (she/her)

COMPLAINTS: The PCOB Executive Director has been working on reconciling open complaints in the Outreach by Sivil Software Program. Complaints filed between October 2022 and April 2023, (during the absence of a PCOB Executive Director), have been reviewed. There was a total of five (5) complaints pending in the system. Complainants whose matters were forwarded to the Charlottesville Police Department's Office of Professional Standards were contacted, via telephone, and received a

follow-up email, with the PCOB Office contact information. Investigations handled by the Office of Professional Standards will be closed out with the appropriate closure letter generated by the Office of Professional Standards. Of the remaining two (2) complaints, one complaint will be reclassified. The complainant in this matter had no complaint against police department personnel. The complaint was about a crosswalk near the complainant's home and will be forwarded to Traffic Engineering. The remaining complaint is still pending and actively being investigated. The PCOB received one (1) complaint for May of 2023. This complaint will be closed without investigation as it involved a UVA Campus Police Officer. The PCOB has received no complaints for the month of June 2023.

COMPLEMENTS: There were six (6) compliments received regarding Charlottesville Police Department Personnel. 2 in August 2022, 3 in November 2022 and 1 in May 2023.

REVIEW REQUEST: The PCOB received a review request, (dated July 14, 2022), that requires the review of three (3) distinct investigations, involving one (1) complainant, and two (2) officers. The current Executive Director of the PCOB will contact the complainant's attorney before moving forward.

COMMUNITY OUTREACH: The PCOB Executive Director has been meeting with community outreach organizations and requesting that each organization send a representative to the PCOB's monthly meeting. Each representative has been asked to make a short presentation regarding their organization's services to the community. The PCOB has secured giveaway items (SWAG) in anticipation of participating in upcoming community events.

- Public Works – Director Stacey Smalls (he/him)

- Administration:

PW's Traffic Inspector in-Training is the City's first In-Training position, and it was developed in partnership with HR. Under this program, the incumbent will be provided a training plan with defined in-training periods, measurable competencies, and associated pay increases. Once all required competencies have been satisfactorily achieved and the designated timeframes have passed, including meeting the minimum criteria of a Traffic Inspector, the incumbent will be placed in and assume the duties of a regular Traffic Inspector.

PW is excited to share that we are welcoming 4 new employees this month:

- • Roy Heflin, Seasonal Maintenance Worker II, Public Service Division (Jul 5th)
- • Ricardo Vasquez, Traffic Inspector in-Training, Engineering Division (Jul 5th)
- • Leslie Burns, Project Manager, Facilities Development Division (Jul 10th)
- • Colin Porter, Project Manager – Transportation, Engineering Division (Jul 31st)

- Environmental Sustainability:

- In partnership with UVA's Environmental Institute, the Climate Program is hosting a summer decarbonization intern. We are pleased to have Yulin Wang, a rising 4th year at UVA with us for the summer.
- Charlottesville's Water Conservation Program has published its annual Water Conservation Highlight Report capturing some of the program's accomplishments and performance metrics

in 2022. You can check out the report on their website (<https://www.charlottesville.gov/DocumentCenter/View/9935/2022-Water-Conservation-Highlight-Report-PDF> ).

- The Climate Program released a Heat Mitigation and Adaptation Guidebook that offers strategies and tips for dealing with extreme heat. It can be accessed through the website ([https://www.charlottesville.gov/DocumentCenter/View/9927/Charlottesville-Heat-Mitigation-and-Adaptation-Guidebook\\_FINAL?bidId=](https://www.charlottesville.gov/DocumentCenter/View/9927/Charlottesville-Heat-Mitigation-and-Adaptation-Guidebook_FINAL?bidId=) ).
- The City is partnering with LEAP on the 2023 Solarize campaign through the Climate Program. By bundling solar installations and streamlining the process, LEAP is able to reduce the cost of going solar for area homeowners. The campaign kicked off this week and will be open through the end of August. Visit [solarizecville.org](http://solarizecville.org) to learn more!

▪ Facilities Development:

- Venable Cooling Tower Project is on track and on schedule to be done by Mid-August before school starts.

● Utilities – Director Lauren Hildebrand (she/her)

UTILITIES RATE UPDATE: Fiscal Year 2024 Utility Rates have been approved, reflecting a thorough examination for opportunities to minimize costs without sacrificing service, and new rates went into effect on July 1, 2023. The average city customer can expect a combined rate increase of 7.4% for all utility services. An electronic version of the Summary of Rates was sent via the Utilities’ E-Newsletter to customers who receive paperless billing. Both the Summary of Rates and the Utility Rate Report can be found on the city website at [www.charlottesville.gov/utilityrates](http://www.charlottesville.gov/utilityrates).

DECARBONIZATION STUDY UPDATE: The Decarbonization Study that an outside consultant is conducting will evaluate multiple pathways that include fee structures, energy efficiency programs, electrification, carbon offsets, renewable and certified natural and hydrogen. The Study will also complete a legal review of discontinuing natural gas operations and new connections. An update on the Study will be presented to Council in October 2023, and the report will be finalized in February 2024. This information was conveyed in the Utility Rate Report presentation on June 5th.

PUBLIC COMMENT RESPONSE: In response to public comment at the City Council meeting on June 20, 2023 regarding the Utility Rate Report, the following information is provided.

Per the Charlottesville Emissions Reports, the Charlottesville Gas Inventory was heavily impacted by the effects of the pandemic, where emissions dropped in 2020 due to stay-at-home orders and greenhouse gas-producing activities decreasing. Emissions levels in 2021 rose slightly but remained below 2019 pre-pandemic levels. Emissions associated with natural gas also dropped in 2020, with a slight increase in 2021, but still lower than 2019 levels. The data from 2020 is an outlier due to the pandemic.

In addition, from 2011 (baseline emissions data) to 2021, there has been a 35% greenhouse gas reduction associated with natural gas and, if 25% carbon offsets are utilized in the equation, the reduction is 51%, exceeding the City's 45% 2030 reduction goal.

- Department of Social Services – Director Sue Moffett (she/her)  
Should any member of the Charlottesville community need assistance, please contact the Department of Social Services at 434-970-3400 for additional information.
  - Comuníquese con el Departamento de Servicios Sociales al 434-970-3400 para obtener información adicional.

## APPOINTEES AND ELECTED OFFICIAL UPDATES

- Circuit Court – Honorable Lizelle Dugger, Clerk of Circuit Court (she/her)  
*No update at this time*
- Commissioner of the Revenue – Commissioner Todd Divers (he/him)  
HOMEOWNER AFFORDABILITY PROGRAM: The Charlottesville Homeowner Affordability Program is up and running for 2023. Applications can be submitted through September 1st by mail, in-person, or online. For more information, please call 434-970-3165.  
SUMMER STAFFING: The Commissioner of the Revenue's Office recently welcomed a new intern from the CAYIP Program (Community Attention Youth Internship Program). Anaya Davenport is a rising junior at Charlottesville High School, and we are very excited to have her!
- Finance Office – Director Chris Cullinan (he/him)  
FINANCE ADMINISTRATION: June 30 marked the end of Fiscal Year 2023. The Finance Administration Division is working to close the fiscal year over the next several weeks in preparation for the annual audit commencing later this summer.  
PAYROLL: The 6 percent cost-of-living-adjustment (COLA) approved by City Council in April went into effect July 1. Due to the timing of paydays, employees will see one week of pay at their new rates on their July 14 paycheck. Their July 28 paycheck will include their new rate for two weeks.  
UTILITY BILLING OFFICE: UBO continues to support the state's LIWAP program. To date, 114 customers have received approximately \$69,000 of assistance (an average of a little over \$600 per customer). We have received notification that the state's original allocation of \$16M in LIWAP funds has been exhausted, however, additional funds may become available. We have been advised to continue referring customers to the program if these additional funds are made available.  
RISK MANAGEMENT: The Risk Management division is pleased to announce the offering of monthly American Red Cross Adult and Pediatric First Aid/CPR/AED Courses for City Employees. The Course is designed to help participants recognize and respond appropriately to cardiac, breathing, and first-aid emergencies. Upon successfully completing all the related skills, participants will receive a certification valid for 2 years from the course date.
- Treasurer's Office - Treasurer Jason Vandever (he/him)  
*No update at this time*
- Sheriff's Office – Sheriff James Brown (he/him)  
*No update at this time*
- Voter Registrar – Registrar Taylor Yowell (she/her)  
*No update at this time*