



CITY MANAGER'S REPORT

June 2023

UPDATES FROM INTERIM CITY MANAGER MICHAEL ROGERS

- **Bond Rating Update:**
 - City finance staff hosted representatives from the Wall Street Rating agencies, Moody's and S&P, for a financial review prior to issuing a Bond Rating pertinent to the Bond Issuance scheduled for June. The City of Charlottesville has again received the highest rating from both S&P Global Ratings and Moody's Investor Services.
 - S&P Global Ratings and Moody's Investor Services have reaffirmed the City of Charlottesville's AAA bond rating. In May 2023, the rating agencies conducted an unbiased and thorough assessment of the City's creditworthiness. Similar to a credit rating, a government's bond rating to confirms the City's ability to repay its debt in full and on time. The AAA bond rating is attractive to investors because it strongly indicates low risk and helps ensure the City incurs the lowest possible borrowing costs. This means the city can spend more of its money on improving infrastructure and less on interest.
 - Both rating agencies cited several key factors in assessing the City's creditworthiness:
 - 1. A strong and growing economy anchored by a stable institutional presence.
 - 2. Strong and comprehensive financial policies and practices.
 - 3. Sound budgetary performance with adequate financial flexibility.
 - 4. Manageable debt burden.
- **Community Walk Attendance**
 - The Interim City Manager participated in Community Walk with Chief Kochis and PCOB Executive Director Inez Gonzalez and met a number of residents there.
- **Rivanna Water and Sewer Authority**
 - The Interim City Manager attended the Rivanna Water and Sewer Authority where the FY 2024 Budget and Capital Improvement Plan were approved. The capital plan finances \$300 million in infrastructure improvement projects designed to assure our water supply is stable and SAFE.
- **CATEC Support**
 - The Interim City Manager is working with Superintendent Gurley and his Colleagues at Charlottesville Public School to develop next steps for CATEC after it is acquired.
- **In-House Gun Violence Taskforce**
 - The Interim City Manager designated Chief Kochis and Misty Graves, Director of Human Services to lead an inhouse task force to galvanize resources to stem gun violence in our community. The group will supplement the more regional gun violence initiative established by the University. It is focused on what programs and policies exist in the city.

UPDATES FROM DEPUTY CITY MANAGER ASHLEY MARSHALL

- **Charlottesville Albemarle Youth Opportunity Center Website**
 - Members from the Department of Human Services, the University of Virginia Equity Center, Region Ten, and the Charlottesville Area Network Dedicated to Youth Development (CANDYD) partnered to launch a developing website that highlights the availability of youth programming in the Charlottesville and Albemarle area. The Charlottesville Albemarle Youth Opportunity Center www.cvillealbyouth.org website aims to provide an accessible, centralized resource to match young people to programs that this community offers.
- **Summer Fun at Our Outdoor Pools**
 - The Onesty Family Aquatic Center and Washington Park Pool offer residents and visitors a fun and safe way to enjoy aquatic experiences and beat the summer heat. Onesty Family Aquatic Center is located at 300 Meade Avenue. Call the Onesty Family Aquatic Center at: (434) 295-7532. Washington Park Pool is located at 1001 Preston Avenue. You can call the Washington Park Pool for information at (434) 977-2607. You can find more information on our pools and their hours on our website at: <https://www.charlottesville.gov/462/Outdoor-Pools-Spray-Grounds>
- **Weekday Farmers Market**
 - Farmers in the Park have begun. Wednesdays, 3 – 7 pm at Meade Park. You can find information on our Markets at: <https://www.charlottesville.gov/619/Charlottesville-Farmers-Markets>
- **Office of Human Rights**
 - The Office of Human Rights was recently featured by Sean Tubbs through his Charlottesville Community Engagement substack and podcast, as well as by Erin O’Hare in the Charlottesville Tomorrow publication and by Bria Stith of NBC29.
 - Current data notes that the total incoming and outgoing contacts entered from January 1, 2023, through May 16, 2023, was 1,187, with some May 2023 data still pending. The total incoming contacts alone for the above timeframe was 798. 890 (75%) of all incoming and outgoing contacts to date were classified as “Navigation & Advocacy.” The OHR currently has seven open complaint cases and four new complaints pending assessment or authorization for action

UPDATES FROM DEPUTY CITY MANAGER SAMUEL SANDERS

- **Bus Stops & Shelters**
 - CAT is working with the VA Department of Rail and Public Transportation (DRPT) to expand our bus shelter infrastructure in the region.
 - DRPT will directly support identifying 20 sites in the county and will take this process to construct these new shelters in the community.
 - DRPT will also assist the city with ten city sites, including 100% of the design work, seeking to fill our Sr. Project Manager position with CAT.
 - This results from a \$345,000 funding award made available to CAT for this expansion project.
- **Town Hall Meeting**
 - The City Manager’s Office hosted a Town Hall Meeting in Partnership with CRHA &

PHAR

- This community meeting was an extension of the ongoing work of the Project Management Team, established by a grant of CACF aimed at building positive relations between the City, PHAR, and CRHA.
- CRHA's Board of Directors held a special meeting to coincide with this convening, so we had a broad representation of the issues on residents.
- Residents provided questions, and city staff responded in writing with detailed responses, the same as for the City Manager's Quarterly Neighborhood Leaders Meeting.

● **Plastic Bag Tax**

- The city has begun receiving monthly remittances from the State Taxation Department.
- Currently, we are seeing roughly \$5,000 per month
- Initially, the funds will offset the original allocation of \$16,800 used to purchase reusable bags for distribution to SNAP and WIC-eligible households through the Department of Social Services
- DSS is continuing to distribute bags and will be at the more significant community events over the summer and early fall
- We anticipate another bag purchase later in the year
- Staff will soon begin to consider program activities with the excess funds from the tax collection. Eligible Uses by statute include:
 - Provide reusable bags to SNAP and WIC-eligible households
 - Fund environmental education programs to reduce environmental waste
 - Support environmental cleanup programs
 - Mitigate pollution and litter

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)
The City's AAA bond rating was reaffirmed by both Moody's and S&P! The City has been AAA bond rated by Moody's Investor Service since 1973 and S&P Global since 1964.
- **Office of Communications & Public Engagement** – Deputy Director David Dillehunt (he/him)
Staffing: The search for a new Director of Communications is ongoing. Interested parties may apply at <https://www.charlottesville.gov/695/Employment-with-the-City-of-Charlottesvi>

Project Update: The Office of Communications and Public Engagement's Deputy Director, David Dillehunt, managed the live streaming of the City Council Strategic Planning Retreat May 19-20, 2023, and continues to assist area residents with studio productions at the Community Media Center. Remy Trail provided broadcasting support for the Planning Commission and BAR within CitySpace and provided streaming assistance for the recent City Council Special Meetings. Caroline Rice has produced seven "Get to Know Your Government" video vignettes for PEG-TV and City social media channels featuring Commissioner of the Revenue Todd Divers, Chief of Police Michael Kochis, Director of Economic Development Chris Engel, City Treasurer Jason Vandever, Director of Human Services Misty Graves, Director of Information Technology Steve Hawkes, and Sheriff James Brown. She will continue to film these brief segments with other department heads in the coming weeks. Kyle Erving, Public Safety PIO, provided CPD with assistance in developing their annual report and continues to offer his photography skills to CPD and CFD for various departmental endeavors.

- **Office of Community Solutions** – Director Alex Ikefuna (he/him)
Consolidated Housing and Community Development Plan Update: The Thomas Jefferson PDC/City of Charlottesville's Five-Year Consolidated Housing and Community Development Plan that the City Council approved on May 1, 2023, has been submitted to the U.S. Department of Housing and Urban Development for review and approval. The plan will guarantee the City's CDBG/HOME funding for the next five years (2023 - 2027) if approved.

CAHF and HOPS Update: The 2023-2024 allocation process for CAHF and Housing Operations Program Support funds are completed, and related agreements with the successful applicants are currently being executed. Implementation of approved projects/programs will begin effective July 1, 2023.

- **Office of Economic Development** – Director Chris Engel (he/him)

Piedmont Pitch Event: The first-ever Piedmont Pitch event occurred on May 11, 2023, at the Wool Factory. The City of Charlottesville, Office of Economic Development, and Albemarle County Economic Development joined forces to support educational programming leading to a pitch competition for local small businesses. Entrepreneurs and small business owners in Charlottesville and Albemarle applied to participate in the 10-week program, including eight training programs (Business Essentials Training) offered by Central Virginia SBDC. The first-place prize was awarded to Gabriela Romo, owner of Refemme. Refemme is an innovative fashion company that upcycles fabrics and provides alterations. The second-place prize winner was Phillip Rich, owner of Black Roses Landscaping. Black Roses is an eco-friendly landscaping company that wants to expand its electric equipment fleet, ensuring its clients receive top-of-the-line service with limited noise and disruption. Additional pitches were heard from Anne Perkins with Konnect Apps – An innovative app used to help connect and streamline information from families to social services departments; Johnny Epps, Odyssey Chocolates-Global Gourmet Chocolate Company; Christina Martin, Baker no Bakery- Latin baked goods company taking over the baking industry and Kristopher Chain, Season Report-Hunting and Gathering app.

Economic Development Strategic Plan: The City Council recently received an update on the status of the City’s new Economic Development Strategic Planning process. OED staff and members of the Resonance consulting team presented the draft goals and supporting strategies and received feedback from the council during a work session. The following steps include creating an implementation schedule, supporting metrics, and drafting the final report. The final plan is expected to be developed by July 2023.

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

OHR Service Provision Overview: Total incoming and outgoing contacts entered from January 1, 2023, through May 16, 2023, was 1,187. Some contact data is still pending entry for May. The total incoming contacts alone for the above timeframe was 798. 890 (75%) of all incoming and outgoing connections 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. The OHR currently has seven open complaint cases and four new complaints pending assessment or authorization for action.

Administrative Updates: Preparation of the CY2022 Human Rights Commission (HRC) & Office of Human Rights (OHR) annual report will be presented to Council on June 5, 2023, at the 4 pm Report session. 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. The focus on this work will resume in June after presenting the CY2022 Annual Report to the City Council.

Hiring and Staffing: The Office proudly welcomes Saad Khalifa, who began work on April 10, 2023, as the OHR Intake & Administrative Specialist. The OHR is assessing the best moment to start hiring 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: Victoria represented the OHR at outreach events, including the Fountain Fund's One Stop Shop and Region Ten's Community Connections Day at Friendship Court on March 20th. She also has joined the planning team for the annual Westhaven Community Day, hosted in partnership with PHAR (Public Housing Association of Residents) and other community organizations. She contributes significant time to assisting with incoming inquiries and individual service follow-up, especially for contacts involving navigation and advocacy. In April, CRHA (Charlottesville Redevelopment and Housing Authority's) opened its Housing Choice Voucher waitlist, and the OHR was present to help register individuals for that waitlist, including supporting individual requests for reasonable accommodations to apply for the waitlist. The Office of Human Rights is also working on creating new educational materials, including short videos on protected activities under the Human Rights Ordinance. The OHR has partnered with a graphic designer in Richmond to develop an animated video, and the OEI team contributed their voices for

Human Rights Commission Updates

The Commission met on April 20, 2023. At this meeting, Commissioners discussed revisions to the HRC Rules & Procedures and developed a plan of action to advance the goals they set during their strategic planning meeting in March. The HRC has chosen to focus broadly on issues related to Housing, and Commissioners are narrowing their focus by consulting other housing-focused groups and local City and non-governmental experts. The Commission meets next on May 18, 2023. They will review the HRC Rules & Procedures amendments and the CY2022 HRC and OHR Annual Report at this meeting. Per the Code of the City of Charlottesville, Article XV, Chapter 2, Sec. 2-432(i), the HRC must submit quarterly reports to Council. For the first quarter of 2023, the Director presented a copy of the OHR Monthly Report, provided to the HRC at its regular monthly meetings. The reporting format will evolve to include a summary of actions taken by the HRC to fulfill its roles under Sec. 2-433. and duties and responsibilities under Secs. 2-434. and 2-435.

- **Office of Equity and Inclusion**

- **Americans with Disability Act (ADA)**– ADA Coordinator Paul Rudacille (He/Him)

Transition Plan: The City will begin its self-evaluation/transition plan. This is a significant step for our city because this is the first time we have done a self-evaluation, which was required in 1991. The self-evaluation will comprehensively review the city's operations, finances, services, and programs. The self-evaluation aims to identify areas where the city can improve and develop a plan to make those improvements. A team of outside experts will conduct the self-

evaluation. The team will review a wide range of information, including city documents, surveys, and interviews with city staff and residents. The self-evaluation is expected to take several months to complete. Once the self-evaluation is complete, the city will develop a transition plan to implement the recommendations. The self-evaluation and transition plan are essential steps for the city. They will help the city to improve its operations and to serve its residents better.

- The City of Charlottesville’s ADA Coordinator can be reached by email at 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) All four Home to Hope Peer Navigators have been very busy working with community members. Public events attended by the H2H staff members attended were two Crisis Intervention Team meetings, the Tom Tom Festival Block Party, H2H/UVA Law Backpack & Wallet Community Giveaway, The Fountain Fund One Stop Shop, and the Region Ten Community Based Services Community Connection at South First Street. In addition, in April, CRHA (Charlottesville Redevelopment and Housing Authority’s) opened its Housing Choice Voucher waitlist, and the Home to Hope team was present to help register individuals for that waitlist, including supporting individual requests for reasonable accommodations to apply for the waitlist.
 - 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, 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) The Downtown Job Center has been busy working with the community. Public events attended by the Job Center staff person include The City of Promise DreamBuilders Orientation, the Office of Economic Development DEI Strategic Plan meeting, the Region Ten Blue Ridge Center Grand Reopening, The Fountain Fund Film Premiere, The Tom Tom Festival Tomorrow Talk: Financial Access & Empowerment, the GO Cook Compilation Dinner, the Cville Chamber of Commerce Spring LIVE, the GO Cook Graduation, and the UVA Pipelines & Pathways Grand Opening Event.
 - 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.

CITY DEPARTMENTAL UPDATES

- **Charlottesville Area Transit** – Director Garland Williams (he/him)
Feasibility Study Update: CAT's Alternative Fuel Feasibility Study has reached a significant milestone; the research phase of the study is complete. The study will begin phase two, internal and external participation, by June 14, 2023. A transit bus fuel type recommendation is anticipated to be presented to City Council in July 2023.
- **Charlottesville Fire Department** – Interim Chief Michael Thomas (he/him)
Staff Planning: CFD Senior staff met for a 3-day retreat to break down the master plan document and develop a succession plan timeline that aligns with recommendations outlined for the fire department. The City Manager and an Officer from the Local were invited to attend during the last day of the retreat.

Annual Report: We are working on the department's Annual and compliance reports for the Accreditation document.

Hiring Processes: The hiring process is moving forward 34 individuals were interviewed over three days period. Candidates from the final list will be selected to fill open positions. The department is happy to note that overtime and sick leave continue to trend down.

ARP: Use of American Rescue Plan Funding Allocations: The Department is thankful for the investment of ARP funding from the City Council. ARP funding was awarded to support several initiatives: acquiring ballistic vests for staff, “Stop the Bleed” training and public safety communications needs.
- **Charlottesville Police Department** – Chief Michael Kochis (he/him)
Events and Programs: The Police Department is currently in the process of scheduling the following events and programs for the community: National Night Out, Citizens Police Academy, and Teen Night at the YMCA. Further, the Department continues to engage in its community weekly community walks and looks forward to meeting our neighbors and having great conversations. Finally, the Department is excited to be coaching two youth basketball teams in the Junior Tonsler League this season, which begins the weekend of June 3, 2023.

Latino Liaison Program: Finally, the department has created two liaison programs. The first is our Latino Liaison Coordinator, who works with one of our local community nonprofits, Sin Barres.

LGBTQIA+ Liaison Program: The Police Department has also created an LGBTQIA+ liaison within the Department who has been attending events and building meaningful relationships between the police department and the LGBTQIA+ community.
- **Emergency Management** – Coordinator Jeremy Evans (he/him)

VDEM Grant: The City of Charlottesville has been awarded the VDEM Shelter Upgrade Grant for \$645,450.00. The funds received will replace the aging generators at Charlottesville High School. The new generators have triple the capacity of the previous models.

- **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>

- **Human Services** – Director Misty Graves (she/her)

Foster Care: May is Foster Care Awareness Month. The Community Attention Foster Families (CAFF) program celebrated their foster parents at their annual picnic with food and activities for all ages.

Charlottesville Albemarle Youth Opportunity Center: Members from the Department of Human Services, the University of Virginia Equity Center, Region Ten, and the Charlottesville Area Network Dedicated to Youth Development (CANDYD) partnered to launch a developing website that highlights the availability of youth programming in the Charlottesville and Albemarle area. The Charlottesville Albemarle Youth Opportunity Center www.cvillealbyouth.org website aims to provide an accessible, centralized resource to match young people to programs that this community offers.

Facilities Maintenance: Our building at 907 E. Jefferson Street is getting significant structural and cosmetic updates to be a more welcoming space for staff, community partners, and residents to receive services.

CAYIP and Teens GIVE: Our Community-Based Services are gearing up to start some new summer staff to implement the Community Attention Youth Internship Program and the Teens GIVE Service-Learning program next month!

- **Information Technology** – Director Steve Hawkes (he/him)

SAP ERP System Update: Almas Hasan, Sr. SAP Engineer, Steve Hawkes, IT Director, and Glen Pack, Controller from Finance, all attended the SAP Sapphire User Conference this month. At the conference, we were introduced to several new features in SAP, including needed Human Resources functionality, using SAP in the field, and a more user-friendly, modern interface. We also took part in a series of meetings with SAP representatives and SAP Customers to learn more in anticipation of the City's planned migration from our current version of SAP to the newest version of SAP, S4/Hana. The latest version will significantly differ from our current version, so learning more about its capabilities and design was very beneficial.

Annual City Website Meeting: Another item of note was the annual City website meeting on

Wednesday, May 24. All website editors were invited to the meeting, and topics on the agenda included: a data analytics review of our website, new features that we may want to consider, CivicReady, the City's mass and emergency notification system, and the City's website refresh scheduled for later this year. We also had a questions and comments section of the meeting to allow general discussion and feedback on the website.

Networking and Operations: On the networking and operations side, an upgrade was made to the City's call center system, Finesse, to provide better service and functionality. Our network team also assisted JMRL with network upgrades at two branches and worked with Parks and Recreation and their outside contractors to provide internet access at several Parks and Recreation sites.

Internal Communications: IT is also working with Communications, Human Resources, and the City Manager's Office to develop a Microsoft org-wide Team in Microsoft Teams. An org-wide team is a feature many organizations are implementing to improve communication and could supplement our existing communications with employees or replace the current environment for communications to employees, i.e., email and intranet. Buildout of the org-wide team is underway, and we anticipate a Fall launch of the team.

Annual Cleanup Day: On May 2, IT held its second annual cleanup day and luncheon. Our space was cleaned and reorganized, with several trips to the City Warehouse to remove old furniture, pcs, and other items no longer needed. Our area was transformed by the cleanup day and looks very different, so we welcome visitors to stop by and see the changes.

- **Neighborhood Development Services** – Director James Freas (he/him)
Zoning Update: NDS would like to remind the community that Modules 1-3 are available for review on the Cville Plans Together website at <https://cvilleplanstogether.com/>. An open house for Module 3 will be held on Wednesday, June 14, 2023, at CitySpace (Main Conference Room, 100 5th Street NE) from 4:30-7:30 PM. Comments can be shared online for Module 3 through a Google form here: <https://rb.gy/kq4gg>, via email through this form on the website at <https://cvilleplanstogether.com/contact-us/> or by sending an email to engage@cvilleplanstogether.com; as well as through postal mail (Address: Neighborhood Development Services, City Hall, P.O. Box 911, Charlottesville, VA 22902)
- **Parks & Recreation** – Director Dana Kasler (he/him)
Summer Pool Openings: Charlottesville Parks & Recreation will open its two (2) outdoor pools for the 2023 summer season on Saturday, May 27th. The Onesty Family Aquatic Center and Washington Park Pool offer residents and visitors a fun and safe way to enjoy aquatic experiences and beat the summer heat. Onesty Family Aquatic Center is located at 300 Meade Avenue. Call the Onesty Family Aquatic Center at: (434) 295-7532. Washington Park Pool is located at 1001 Preston Avenue. You can call the Washington Park Pool for information at (434) 977-2607. You can find more information on our pools and their hours on our website at:

Farmers Market: Farmers in the Park has begun. Wednesdays, 3 – 7 pm at Meade Park. You can find information on our Markets at: <https://www.charlottesville.gov/619/Charlottesville-Farmers-Markets>

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

The Office of Civilian Oversight would like to ensure that the public knows their new office location at 106 5th Street NE (formerly the Office of Human Rights). The Executive Director began her work on May 1, 2023, and met with the Police Civilian Oversight Board for the first time on May 11, 2023. In addition, the Executive Director has been working to meet with various community stakeholders to obtain a history of and insight into creating the PCOB.

Complaint Activity: Complaints Received (1); Review Requests (1); Closure Letters (2)

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

- **Updates:**

- A Rain Barrel Workshop held on May 11 was a success! Registration filled up shortly upon opening.
- Rivanna RiverFest, a community event to celebrate and experience this fantastic community resource, was held on May 20, attracting approximately 1,000 people. The city was one of the key sponsors and organizers.
- Cultivate Charlottesville was the recipient of a \$180,000 Partners for Places grant to support work at the intersection of food and climate justice, funding a collaborative partnership that will increase sustainable urban agriculture space on public land in a way that enhances climate protections and prioritizes grassroots community leadership. City PWD/Environmental and City Parks& Rec were project partners.
- GHG inventories for 2020 and 2021 have been published and are available on our updated Climate Planning webpage, where the full and summary versions of the recently adopted Climate Action Plan can be found.
- In May, the City collaborated with the Community Climate Collaborative and Virginia Discovery Museum to deliver 330 Climate Action Kits to the entire 5th-grade class at Walker Upper Elementary School. These kits were full of hands-on activities for students to understand better home water, energy use, and climate emissions.
- New Urban Stream Health webpage has been developed to provide the community with general information about water quality, stream monitoring (focused on bacteria and biological indicators), practical guidelines for interacting with urban streams, and suggestions for protecting the health of our urban streams. For more information, go to www.charlottesville.org/Stream-Health

- **Utilities** – Director Lauren Hildebrand (she/her)

As part of the Department of Utilities' commitment to water quality, compliance with state and

federal regulations is taken seriously. In 2021, the Environmental Protection Agency released revisions to the Lead and Copper Rule and required all water providers to identify and create an inventory of all water service lines within their distribution system. The purpose of the inventory is to identify and replace any lead service lines that may exist, and since January 2022, Utilities has been diligently working on this project. Through our research and water quality testing, we are confident that no lead service lines exist in the City's system.

To complete the inventory, Utilities is asking for your help to identify and report the material of your privately owned service line. This section of the water line is commonly found on private property; therefore, the City must have adequate records of the materials used for these lines. To aid this effort, we have created a [Lead Service Line Inventory Survey](#) to walk you through identifying your service line material. The survey and more information on the inventory project can be found at www.charlottesville.gov/lead servicelineinventory. For questions about the inventory, survey, or the Lead and Copper Rule, please get in touch with the Department of Utilities at waterquality@charlottesville.gov or call the department at (434) 970-3800.

- **Social Services** – Director Sue Moffett (she/her)
 - Should any member of the Charlottesville community need assistance, please get in touch with 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 Llezelle Dugger, Clerk of Circuit Court (she/her)
No update at this time
- **Commissioner of the Revenue** – Commissioner Todd Divers (he/him)
The Commissioner of the Revenue Office is preparing for the 2023 CHAP season. Once the ordinance receives Council approval, we will notify taxpayers and prepare our forms/systems for a July kickoff. The office is also working on statutory assessments for unfiled business licenses and hopes to get those out soon. The Customer Service team is busy fielding inquiries about Personal Property Tax as we approach the June 5, 20203, due date for the first half bills.
- **Finance Office** – Director Chris Cullinan (he/him)
SAP: Members of the Finance Department and IT Department members attended the Americas' SAP Users Group (ASUG) conference in Orlando in preparation for beginning the upgrade of SAP.
Assessment Appeals: The Real Estate Assessor's Office is wrapping up 2023 assessment appeals. The Board of Equalization met on May 16 and 17 and will finalize their decisions by June 15.
Low-Income Water Assistance Program: The Utility Billing Office continues to assist customers applying for the state's Low Income Water Assistance Program (LIWAP). Over 100 customers have received \$60,000 of assistance with water and sewer bills.
- **Treasurer's Office** - Treasurer Jason Vandever (he/him)
This month, the Office of the Treasurer continued efforts with multiple City departments to expand online payment services to make doing business with the City more accessible. We also have worked with our banking and investment partners to safely maximize the City's yield on its investment portfolio, making several changes over the past month. We are preparing for the annual trash decal renewal season, which begins in June.
- **Sheriff's Office** – Sheriff James Brown (he/him)
The Charlottesville City Sheriff was selected to Chair the Court Services Committee for the National Sheriff's Association. This committee handles issues regarding Courthouse Security, Inmate Transportation, and Civil Processes for the Sheriff's Offices throughout the United States.
- **Voter Registrar** – Registrar Taylor Yowell (she/her)
No update at this time