



City Manager's Report

June 2022

UPDATES FROM CITY MANAGER MICHAEL ROGERS

- At the last council meeting an issue was raised about an incident at Buford School where the cameras did not work and did not capture an incident. Cameras at the schools are operated and maintained by schools. In conversation with Superintendent Gurley, the camera in question is operational and captured the incident and it is being handled appropriately.
- At the invitation of the executive director of the Charlottesville Chamber of Commerce, the City Manager spoke at the chamber's board retreat. The message focused on the needed collaboration between the business community and the city government to move the city forward.
- Visited the Public Housing Resident Association (PHAR) to learn more about the operation and programs. met with Shelby Edwards, executive director.
- Attended Charlottesville Airport Authority board meeting for approval of budget.
- Attended the Rivanna Water and Sewer and Solid Waste Authority Board meetings.
- Met with the executive director of the United Way, Ravi Respeto to learn more about the United Way programs and explore further points of collaboration.
- Met with executive director of Charlottesville Convention and Visitors Bureau, Courtney Cacatian.
- Attended Charlottesville Business Innovation Council (CBIC) Awards Gala.
- Presented certificates of completion to 15 supervisors who participated in supervisor's leadership development program sponsored by the Department of Human Resources.
- Deputy City Manager Sam Sanders and I have been focused on working with Director James Freas on a variety of issues in Neighborhood Development Services.
- We are experiencing critical manpower issues and regret the current pause on processing permits and inspections. we have made multiple offers for a new building official and have to restart the process with the most recent candidate changing their mind about relocating. we have extended an offer to a new inspector who we are working to onboard as soon as possible. we had previously contracted a firm to help offset our shortage, they too have lost staff and are now unavailable to continue the work. we are actively seeking to replace the firm and exploring other options. we are looking to ride existing contracts with other municipalities to activate as a backup plan that we intend to keep in place until the division is fully staffed again. we have also begun working with the UVA building official's office to provide staffing support.
- In the FY23 budget, a new building inspector position was created to help us expand capacity in advance of the new electronic permitting system, which goes live Spring 2023.
- Completing negotiations for contract for collective bargaining consultant who will assist with the development of collective bargaining ordinance that we expect to present for council's consideration by the second meeting of council in august for decision in the September-October window.
- The City of Charlottesville received S&P's and Moody's highest rating for its upcoming \$26 million bond sale, the highest rating for a municipality. This is the 41st consecutive year of such a rating.

UPDATES FROM DEPUTY CITY MANAGER ASHLEY MARSHALL

- **Racial Equity and Social Justice**

- The Office of Equity and Inclusion will be hosting a Virtual Groundwater session in June of 2022 lead by the Racial Equity Institute. The Groundwater Approach is designed to help people at all levels internalize the reality that we live in a racially structured society, and that is what causes racial inequity. The session is currently at capacity with 100 participants from the City of Charlottesville including two members of City Council, the Charlottesville Redevelopment and Housing Authority, the Jefferson-Madison Regional Library, the Charlottesville-Albemarle PMT, and the United Way of Greater Charlottesville. The office is considering hosting another free session for staff who were unable to attend the first session, and hopefully for additional community participation.

- **Internships and Fellowships**

- The City has launched a competitive application process for college and graduate students who are interested in potential Summer 2022 internships with departments. Many departments have successfully selected interns including the Office of Communications and Public Engagement, the Office of the City Manager, the Office of Human Rights, the Police Civilian Oversight Board, and the Department of Social Services.

- **Classification and Compensation Study**

- The City is beginning the PDQ process for the classification and compensation study. This process will be done in three phases and the data provided will assist in Gallagher moving forward in our process.

- **2022 Employee Engagement Survey**

- The City of Charlottesville has reengaged the University of Virginia Center for Survey Research within the Weldon Cooper Center for Public Service. The survey was opened to staff on May 11, 2022, and the administration of the survey will continue through June 6, 2022.

UPDATES FROM DEPUTY CITY MANAGER SAMUEL SANDERS

- **Emergency Management**

- Staff is working with Launch Consulting to facilitate a Continuity of Operations Plan for the City; a full day work session will be held for all departments to review and revise department procedures during emergencies
- Staff has also engaged Charlottesville City Schools and will participate in an upcoming Summer Safety Workshop to support the development of emergency and security protocols for all school campuses

- **Transportation @ Crescent Halls**

- Staff continue to meet regarding the Crescent Halls Bus Stop. The priority is to determine how to provide the preferred option for residents while continuing to improve the route for all riders
- The challenges are the placement of the Stop and the plan to install a security gate to access the property, which is not just an issue for the bus, but also emergency vehicles
- Improving JAUNT services is also being evaluated to bring forward more reliable service regardless of the final placement of any bus stop on the property

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.

- **Budget and Management** – Director Krisy Hammill (she/her)
 - The budget Explorer tool has been updated with the FY2023 Adopted Budget. The office is still in the process of updating the actual budget book and preparing the budget in brief. Both of those will be posted online as soon as they are ready.

- **Communications & Public Engagement** – Deputy Director David Dillehunt (he/him)
 - *No report at this time.*

- **Community Solutions** – Interim Director Alex Ikefuna (he/him)
 - HUD recently the City will receive a Fiscal Year 2022 allocation of \$414,907 in Community Development Block Grant funds
 - TJPDC will receive on behalf of the regional Housing Consortium, \$747,825, of which the City will receive a share in the amount of \$93,478
 - RFP for remaining Priority Neighborhood funds in the amount of \$178,394 CDBG funds to be released on Monday
 - Redevelopment staff working to compile all city owned properties for the June 21 work session; properties are being evaluated for market value, size, and better & higher use projections
 - Redevelopment staff continues to work with the City Attorney's Office to develop a standardized lease template for use by the City for all of its properties being leased. Currently, we have lease arrangements being developed for:
 - McGuffey Arts Center
 - Albemarle Charlottesville Historical Society
 - Jefferson School African American Heritage Center (rent stipend to Jefferson School City Center)

- **Economic Development** – Director Chris Engel (he/him)
 - *No report at this time.*

- **FOIA** – Acting FOIA Officer Teresa Pollack (she/her)
 - *No report at this time.*

- **Human Rights** – Director Todd Niemeier (he/him)
 - *No report at this time.*

- **Home to Hope Program/Job Center** – Lead Roy Fitch Jr. (he/him)
 - No report at this time

- **Police Civilian Review/Oversight Board** – Executive Director Hansel Aguilar (he/him)
 - *No report at this time.*

- **Charlottesville Area Transit** – Director Garland Williams (he/him)

- **Transit:** has hired Kimley-Horn to complete an Alternative Fuel Vehicle Feasibility Study that will examine the benefits of reduction in dependence on foreign oil resulting from the use of Battery Electric, Hydrogen Fuel Cell and Compressed Natural Gas vehicles
 - The study will become the foundation for CAT's required Zero-Emission Transition Plan
 - The kick-off meeting for the study was held on Tuesday, May 10, 2022.
 - **Transit:** recently held a CAT Funding 101 session for City and County leadership to help promote further collaboration on the provision of transportation services in the region; CAT, JAUNT, TJPDC, City & County Executives, and Department of Rail and Public Transportation met last month to review current priorities for regional transit plans
 - CAT is working with emergency management staff to develop a staff training on emergency preparedness; this is a required activity as identified by a recent Department of Homeland Security Audit
 - **Transit:** recently completed its required Federal Transit Administration (FTA) Triennial Review; there were no repeat deficiencies from the Fiscal Year 2018 review; any new deficiency has a corrective action plan identified and supplied to FTA
 - **Pupil:** Staff is working with the Environmental Sustainability team to begin developing a scope of work to study the electrification of the pupil fleet; this is supported by a request from CCS Superintendent Gurley to consider this action along with the transit pursuits of alternative fuel vehicles
- **Charlottesville Fire Department – Chief Hezedeane Smith (he/him)**
 - CFD recently completed the site visit as part of its pursuit of reaccreditation by the Commission on Fire Accreditation International
 - The site review team was very complimentary of the department and recommended accreditation
 - CFD Leadership is currently preparing for their in person hearing which will occur in August
 - **Charlottesville Police Department – Assistant Chief Major LaTroy Durette (he/him)**
 - *No report at this time.*
 - **Human Resources – Director Mary Ann Hardie (she/her)**
 - Several key hiring processes are underway within the city to ensure that the organization continues to provide excellent service delivery to the community. These processes include:
 - *New Hires*
 - The City is proud to announce the hiring of Ms. Mary Ann Hardie as our Director of Human Resources.
 - The City is proud to announce the promotion of Mr. David Dillehunt as the Deputy Director of Communications and Public Engagement.
 - The City is proud to announce the promotion of Ms. Misty Graves as the Director of Human Services.
 - *Director of Communications and Public Engagement* – This position is currently open and receiving applications, but a first round of interviews will be completed in mid-June 2022.
 - *Director of Information Technology* – Second round candidate interviews were scheduled for May 20, 2022. Three candidates were interviewed, and an offer should be forthcoming.
 - *Other Hires: The City is working 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-Charlottesville>*

- **Human Services** – Director Misty Graves (she/her)
 - The Department of Human Services Community Connector Program serves residents of the City of Charlottesville and the County of Albemarle by working with residents and providing trauma-informed care to meet individuals where they are and connect them to resources based on their needs. The staff currently serves those who have Housing Choice Vouchers, those who have an income, and/or individuals who have criminal records over five years ago. Clients who are unhoused and experiencing homelessness are referred to the Homeless information Helpline and other key nonprofit partners in our community such as PACEM, the Haven, and Salvation Army. Further seniors who need rental assistance and survivors of domestic violence are referred to the Alliance for Interfaith Ministries. In FY20 the program served 38 residents, in FY21 they served 76 residents, and in FY22 as of the end of the third quarter the program has served 60 residents. The residents served are 82% female and 18% male. Racially 76% of the residents identify as African American/Non-Hispanic; 20% White/Non-Hispanic. Only 1% of the residents served has not reached successful completion of the care and support provided, while 84% of the residents were fully successfully served.
- **Information Technology** – Interim Director Steve Hawkes (he/him)
 - The Department continues to migrate staff from physical server drives to OneDrive. Further, the department is working to develop a text, email, and phone alerting system for weather, traffic, and emergencies including the use of an existing city product – Emerilert. A pilot is in development as a demonstration to the City Manager’s Office. IT is also pleased to announce that 85% of staff completed their cybersecurity training on- time, and those who have not completed this training are being contacted so they may complete the work and the city can achieve 100% participation. The team is also working on engagement in work for Data Loss Prevention, and recently completed its annual website meeting. The meeting, held on May 4th, had robust participation and discussion on ways to continuously improve the website. In addition, on May 4th, the City was party to a presentation focused on the value of SAP’s newer integrations and offerings that could increase the effectiveness and efficiency of the software. Our applications team continues to work on a web application for Parks and Recreation in order to view the cemetery data system for City staff to use in the field and at some point, be on our website as a resource for the full community.
- **Neighborhood Development Services** – Director James Freas (he/him)
 - NDS Leadership launched a series of facilitated conversations across multiple departments to evaluate our current development review process as we strive to revise procedures and revamp procedures while mapping the long-awaited launch of the enterprise land management system in Spring 2023 – this will modernize our intake, processing, and workflow management of planning and zoning
 - These sessions will continue through the summer and will integrate work groups of community stakeholders to help design the new and improved process
 - Business Process Mapping is underway to outline the various steps for the development review process to marry to the features of the online system that will make the overall process more efficient and reliable for all involved
 - NDS and Traffic Engineering Staff is working to respond to the Safer Streets grant funds to develop a comprehensive transportation safety plan for the City; this plan is required before accessing infrastructure dollars to facilitate improvements
- **Parks & Recreation** – Director Dana Kasler (he/him)
 - Staff continues to focus on the maintenance of operations for all aquatic facilities with the reopening of Smith AFC – our top priority remains keeping everything available all Summer
 - We are currently recruiting and day camp counselors – hiring bonuses are available
 - Staff recently met with representatives of the Dogwood Memorial Foundation to update the

progress toward the creation of parking and pedestrian access to the memorial at the intersection of John Warner Parkway and 250 Bypass; a final design was reviewed, and next steps will include determining budget, project work scope, and fundraising plan before setting a construction schedule

- **Public Works** – Director Stacey Smalls (he/him)
 - **Engineering:** VDOT will be conducting a review of the City’s compliance with Title VI – nondiscriminatory program performance over the next 30 days
 - **Engineering:** Traffic Engineering Section is currently recruiting for Assistant Traffic Engineer and Traffic Inspector
 - **Engineering:** Staff is working to develop job descriptions for new positions and revising others to support the new capacity investments for the start of fiscal year 2023
 - **Environmental Sustainability:** The City’s Environmental Sustainability division has retained Kimley-Horn to examine the climate and health implications of transitioning the current CAT fleet to alternatively fueled. Greenhouse gas emission reduction is a major goal - CO2e assessments will be examined
 - **Environmental Sustainability:** This is an addendum to the study CAT has been working on and is funded by the EVS Division
 - **Environmental Sustainability:** the City is developing a Climate Vulnerability Assessment, which began in Fall 2021. Building on previous community and staff input, the City will be hosting **two workshops on June 8 & 9** as its final engagement step before drafting the assessment report. The June 8 workshop is for City and Government Staff. The June 9 workshop for community members and organizations will be from 5PM to 7PM, held virtually on Zoom. Register for the workshop at charlottesville.gov/climateplan. Information and materials from the Climate Vulnerability Assessment process can also be found on that same webpage
 - **Facilities Maintenance:** Staff recently enhanced capacity to project colored lighting on the front walls of City Hall to observe special events as an example: Week of May 16th – Mental Health Awareness Week
 - **Facilities Maintenance:** Ongoing observations will be scheduled by the Office of Equity and Inclusion
 - **Facilities Maintenance:** Staff is working with Redevelopment staff to define the facilities maintenance plan for all city-owned properties being leased to external tenants; goal is to develop a standard maintenance plan to accompany all leases, outlining what the city will do annually
 - **Facilities Development:** Currently recruiting for a full time Facilities Development Manager
 - **Fleet:** Staff recently participated in a demonstration of software to support the management, analysis, and planning of municipal fleets
 - **Public Service:** The interview process is underway to select a new Public Service Manager with a goal of having a selection made in June
 - **Public Service:** Currently developing parameters of a CDL licensure program to promote timely credentialing of staff

- **Utilities** – Director Lauren Hildebrand (she/her)
 - The Annual Water Quality Report for 2022 has been completed and is now available to residents.
 - City’s water exceeds all standards established by the Safe Drinking Water Act, the Environmental Protection Agency, and the Virginia Department of Health.
 - The report can be found on the city website at www.charlottesville.gov/waterquality
 - Directions on how to access report was sent to customers who receive a paper bill as a Utility Billing insert
 - Customers who receive paperless billing received instructions via the Utilities’ Electronic Newsletter
 - Paper copies are in customer service in the lobby of City Hall and at all public libraries

- Residents can also have a report mailed to them by calling the Utilities Department at 434-970-3805
- **Social Services** – Director Sue Moffett (she/her)
 - The Department wishes to make sure that eligibility for the Childcare Subsidy Program continues through June 30, 2022. This expanded criterion includes relaxed income qualifying requirements (up to 85% of AML), a waiver of family copayments for childcare, and use of childcare subsidy during the job search period. 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 OFFICIALS UPDATES

- **Circuit Court** – Honorable Lizelle Dugger, Clerk of Circuit Court (she/her)

No report at this time.
- **Commissioner of the Revenue** – Commissioner Todd Divers (he/him)
 - The Commissioner of the Revenue’s Office recently competed the CY2022 Personal Property Book and bills have landed. Staff is prepared to help members of the community with any questions or concerns they may have. The application period for Rental Relief for Elderly and Disabled Persons recently ended. Staff has begun the audit process on those applications. The office is also focusing on the configuration and implementation of a successor program for the Charlottesville Affordable Housing Program/CHAP. The Office also partnered with the IRS to provide access to free filing services for City Employees, and the office now continues to assist citizens with filing and payment of Virginia State income tax. They also continue to work with our software vendor on implementation of a business tax portal in hopes of having that functional soon.
- **Finance Office** – Director Chris Cullinan (he/him)
 - The Board of Equalization met May 17 to 19 to hear appeals of real estate assessments. There were 11 appeals scheduled. The City’s auditors conducted preliminary field work for the FY’22 audit the week of May 16. The City successfully submitted its quarterly report to US Treasury on its use of American Rescue Plan funds as of March 31. By way of an update on utility disconnections for nonpayment (as of May 6) -- Since April 11, the Utility Billing Office has notified 119 accounts of pending disconnection. Of that number, UBO initiated disconnection for 33 accounts. Of the 33-disconnections initiated, 13 remain off.
- **Sheriff’s Office** – Sheriff James Brown, III (he/him)
 - *No report at this time.*
- **Treasurer’s Office** - Treasurer Jason Vandever (he/him)
 - *No report at this time.*
- **Voter Registration and Elections** – Registrar Taylor Yowell (she/her)
 - *No report at this time.*