



# City Manager's Report

May 2023

## UPDATES FROM INTERIM CITY MANAGER MICHAEL ROGERS

- Community Brief
  - The City Manager's office would like to extend a hearty congratulation to Paul Beyer and the Tom Tom Foundation on the excellent presentation of the Tom Tom Festival, The City was pleased to support the Downtown Block Party, which brought out many families to the Downtown Mall. The Block Party certainly represented the diversity of what is Charlottesville. I think all who experienced the evening felt good about the event and felt good about our city. We will ask Paul Beyer to come to Council at a future meeting to provide a full briefing on this event.
  
- Staffing Update
  - The process for identifying candidates for City Attorney and Deputy City Attorney continues and are expected to be concluded in May.
  - The search for a Director of Communications continues. The Candidate that was our choice ultimately could not take the job, so we are having to repost for this critical position a third time.

## UPDATES FROM DEPUTY CITY MANAGER ASHLEY MARSHALL

- Internship Opportunity for Community Youth
  - The Department of Human Services summer youth internship program, Community Attention Youth Internship Program (CAYIP), will be accepting applications until May 1, 2023, for City residents ages 14 - 21 who are interested in earning a stipend while building professional connections, mentorship, workplace skills, and on-the-job experiences. More information on the program is available on their website at: <https://www.charlottesville.gov/256/Community-Attention-Youth-Internship>
  - In addition, any interested organizations or businesses who are interested in hosting an intern this summer can also reach out through the Department of Human Services website at <https://www.charlottesville.gov/FormCenter/Human-Services-23/Prospective-Site-Form269>
  
- Staffing
  - The Office of Human Rights is delighted to welcome Mr. Saad Khalifa, who joined the team in April as the OHR Intake & Administrative Specialist.
  - The Office of Civilian Oversight is delighted to welcome Ms. Inez Gonzalez as the new Executive Director of the Police Civilian Oversight Board. Ms. Gonzalez begins work on May 1, 2023.
  
- Community Partnerships
  - The Office of the City Manager would like to thank members of the Office of Human Rights team and members of the Home to Hope Staff in the Office of Equity and Inclusion for working collaboratively with CRHA during the last opening of their Housing Choice Voucher waitlist. The team worked to support individual requests for reasonable accommodations to apply for the waitlist.

## UPDATES FROM DEPUTY CITY MANAGER SAMUEL SANDERS

- Ting
  - Working with Ting to explore the expansion of service in the city, with a specific focus on neighborhoods with higher concentrations of households on a lower income who need the service.
  - Currently reviewing trenching requirements as defined by statute and local practices; will include looking at an active deployment in Alexandria, to include a site visit and peer sharing that will help to advise an effort locally.
  
- External Relationships
  - Albemarle County: working to coordinate a peer exchange session in June for the City and County Executive Teams so we continue to build a collaborative and cooperative connection on matters about joint ownership, operation, and shared priority.
    - Key Agenda Topics:
      - Court Operations
      - Azalea Park and Darden Towe Park Projects

- JAUNT & CAT Matters
  - Mutual Aid for Fire Services
  - Staffing & Strategic Planning
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- We continue working to “reboot” our local transportation program with VDOT with a focus on both our state and federal resources; we are developing a corrective action plan that allows our program to be reset as functioning well and making appropriate progress on progress updates to completion; there will be additional considerations of canceling projects that will help to right-size the portfolio so the team can remain focused on results-oriented management of the portfolio of projects. The key deliverable will also include a better progress reporting effort that can be offered to the public for transparency and awareness.
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- SPCA Update
    - We are continuing our efforts to investigate the matters that have arisen around the CASPCA fully. While we will not hear from the Executive Director on May 15<sup>th</sup> as planned, both city and county teams are conducting a site visit in May to confirm the changes submitted to the state following their spontaneous visit and the joint Corrective Action Plan presented in April.

- **Office of the City Manager** – Executive Assistant Terry Bentley (she/her)
  - The public is reminded that beginning May 1, meetings of the Council and all boards, commissions, and gas forces are resuming in person.
  - Hybrid participation will still be available for the Council, Planning Commission, BAR, Human Rights Commission, PCOB, CRHA, joint Council & Planning Commission meetings, and Budget Work Sessions.
  
- **Office of Budget and Management** – Director Krisy Hammill (she/her)
  - The Adopted FY 2024 Budget is now online at [www.charlottesville.gov/budget](http://www.charlottesville.gov/budget).
  
- **Office of Communications & Public Engagement** – Deputy Director David Dillehunt (he/him)
  - No Update.
  
- **Office of Community Solutions** – Director Alex Ikefuna (he/him)
  - Continuing to work on developing a comprehensive grants management system for the city.
  - Completed the 5-year Consolidated Plan in partnership with TJPDC.
  
- **Office of Economic Development** – Director Chris Engel (he/him)
  - No Update.
  
- **Office of Human Rights** – Director Todd Niemeier (he/him)
  - **OHR Service Provision Overview:**
    - Total incoming and outgoing contacts from January 1, 2023, through April 19, 2023, were 800. Some contact data is still pending entry for April.
    - The total incoming contacts alone for the above timeframe was 550.
    - 546 (68%) of all incoming and outgoing contacts 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.
  - **Administrative Updates:**
    - As a next step in our process to become a Fair Housing Assistance Program (FHAP), HUD has asked that we make additional revisions to the Human Rights Ordinance before proceeding. Given other more pressing demands on the OHR, focus on this work will resume in May.
    - Saad Khalifa began work on April 10, 2023, as the OHR Intake & Administrative Specialist. The office is assessing the best moment to start the hiring process for a Human Rights Investigator.
    - Preparation of the CY2022 HRC & OHR annual report is underway, with an anticipated completion date before the HRC meeting on May 18, 2023, and with a planned presentation to Council on June 5, 2023.

## Human Rights Commission Updates

- The Commission meets again on April 20, 2023. At this meeting, Commissioners will discuss revisions to their Rules & Procedures and develop a plan of action to advance the goals they set during their strategic planning meeting last month. The HRC has chosen to focus broadly on issues related to Housing, and they are narrowing their focus by consulting other active groups and local City and non-governmental experts.
- Per the Code of the City of Charlottesville, Article XV, Chapter 2, Sec. 2-432(i), the HRC must submit quarterly reports to Council. Accordingly, for the first quarter of 2023, the Director will submit a copy of the OHR Monthly Report provided to the HRC at its regular monthly meetings. In addition, 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.

## • Outreach Updates

- Victoria McCullough, Community Outreach and Administrative Specialist, represented the OHR at weekly Coordinated Entry System meetings and monthly Continuum of Care meetings to coordinate support for individuals between service providers.
- 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.
- Victoria joined the planning team for the annual Westhaven Community Day, hosted in partnership with PHAR (Public Housing Association of Residents) and other community organizations.
- Victoria continued contributing significant time to assisting with incoming inquiries and individual service follow-up, especially for contacts involving navigation and advocacy.
- CRHA (Charlottesville Redevelopment and Housing Authority's) opened its Housing Choice Voucher waitlist during the first week of April. Together with Home to Hope staff, Victoria worked to 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. This month, the graphic designer we are working with in Richmond sent a storyboard for our first video.

## • Office of Equity and Inclusion

- **Americans with Disability Act (ADA)**– ADA Coordinator Paul Rudacille (He/Him)
  - The City of Charlottesville has signed a contract for an ADA self-evaluation and transition plan. During this process, the City will undergo a comprehensive assessment of its accessibility infrastructure and policies. This evaluation will identify any existing barriers that may prevent individuals with disabilities from accessing public services, programs, and activities.
  - The transition plan will outline specific actions and timelines for removing identified barriers, as well as provide a roadmap for ongoing improvements to ensure

compliance with the Americans with Disabilities Act (ADA) and other applicable laws.

- By undertaking this process, the city will gain valuable insight into the areas where it needs to improve accessibility for people with disabilities and take proactive measures to create a more inclusive and equitable community for all. This will not only benefit those with disabilities but also improve the overall quality of life for everyone in the city.
- **Home to Hope Program** – Employment & Financial Opportunity Manager Roy Fitch Jr. (he/him)
    - The Home to Hope program is free of charge for community members reentering the community 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)
    - The City of Charlottesville Downtown Job Center is 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)
  - The Virginia Department of Rail and Public Transportation requires that public transportation agencies develop a Transit Strategic Plan (TSP) to ensure that services are planned to meet the mobility needs of communities throughout the state. The development of a TSP allows agencies to evaluate and update their services and networks to respond to changes in demand.
  - The main goal of a TSP is to create a strategic blueprint outlining desired changes that will improve the provision of transit services throughout the service area within the existing funding structures. CAT has hired Kimley-Horn to assist in the development of its TSP. CAT's TSP is projected to be completed by December 31, 2023.
  
- **Charlottesville Fire Department** – Interim Chief Michael Thomas (he/him)
  - Working with Albemarle County Fire Department to develop a new Mutual Aid Agreement.
  - We are engaging with UVA to consider renewing a collaborative Fire Services Agreement.
  - Received the Master Plan from our consultant ECSI and considered the recommendations in the report.
  
- **Charlottesville Police Department** – Chief Michael Kochis (he/him)
  - No Update.
  
- **Emergency Management** – Coordinator Jeremy Evans (he/him)
  - Finalized the city Emergency Operations Plan and submitted it to review and consideration.
  
- **Human Resources** – Director Mary Ann Hardie (she/her)
  - Continuing to work on the Compensation & Class Study and subsequent analysis work.
  - We are continuing to work on the framework to support Collective Bargaining.
  
- **Department of Human Services** – Director Misty Graves (she/her)
  - The Department of Human Services has continued to operate the Pathways fund through the Community Resource Hotline. During the third quarter, we distributed \$238,683.88 to 271 households in the City of Charlottesville. We have distributed \$946,399 overall this fiscal year.
  - The Community Attention Youth Internship Program will be accepting applications until May 1st for City residents ages 14 - 21 interested in earning a stipend while building professional connections, mentorship, workplace skills, and on-the-job experiences. Interested organizations or businesses interested in hosting an intern this summer can also reach out through the Department of Human Services website.
  - The Community Attention Foster Families will partner with the Charlottesville Department of Social Services to host a Transracial Fostering training for the community.

- **Department of Information Technology** – Director Steve Hawkes (he/him)
  - Some significant projects underway in IT include two affecting the City's Enterprise Resource Planning system, SAP. The first project will be implementing the SAP Human Resources module, SuccessFactors. Initially, we will implement the Training/Learning and Performance modules of SuccessFactors. The goal is to have both modules implemented before the second project, SAP Upgrade, which is scheduled to start sometime this summer. The SAP Upgrade project has been discussed for several years, and with funding, resources, and a new push from Finance and IT, the City Manager approved moving forward with the project earlier this year. Since approval, an RFP requesting implementation assistance was developed and included input from many departments and staff. The RFP was posted this month and will be closing in May. It is expected that there will be two major phases to the project, and the timeframe for completing the project is 24-30 months. Another significant project underway is a result of a large number 150, of City PCs being eligible for PC replacement through the City's PC replacement program. Due to the large number, we will order 90 new laptops and 60 desktop pcs. Our goal is to have the 150 PCs deployed in the organization by the end of the summer. Another recent project of note is the new NDS permitting system, CityWorks, as IT provided several required items for the new system. The new system is scheduled to go live the first week of May, and we provided GIS support for the project and a better, more accurate, and robust City address and parcel listing. The listing will benefit CityWorks and other City applications that rely on City addresses and parcels.
  - On the Cybersecurity front, the City's annual Cybersecurity training program kicked off at the beginning of April. The training, updated every year with new and pertinent cybersecurity information, is required of all City staff with network accounts. The networking team also made a recent security update to upgrade the security of the City's wireless networks.
  - The iTeam/IT's fourth and final, What's in It for Me (WIIFM) workshop took place on April 19 at Cityspace. Approximately 30 employees throughout the organization were given a presentation on Microsoft OneDrive. The presentation focused on why they should consider using OneDrive. Reasons include OneDrive's collaboration features, the ability to access OneDrive files from anywhere at any time from any device, and a number of other advantages. We then focused on how to use the different features by providing demonstrations. Following the presentation, attendees participated in small group labs for hands-on experience.
  - On the staffing side, we are almost entirely staffed. We are currently in the process of interviewing candidates for our open SAP Software Engineer position. Considering the two SAP projects underway, filling the position will become even more critical. We also hired a summer intern, Jonathan Lee from JMU, to help with the PC replacement program.
  
- **Neighborhood Development Services** – Director James Freas (he/him)
  - The new permitting software will go live on May 1 for building permits. Customers will be able to submit their permit applications and track progress digitally. All remaining permits will be available online in the fall.

- **Parks & Recreation** – Director Dana Kasler (he/him)
  - Summer Registration for Parks and Recreation programs begins April 24th. Members of the community can review the class, course, and camp offerings and sign up online at: [https://webtrac.charlottesville.gov/wbWSC/webtrac.wsc/splash.html?InterfaceParameter=WebTrac\\_1](https://webtrac.charlottesville.gov/wbWSC/webtrac.wsc/splash.html?InterfaceParameter=WebTrac_1)
  
- **Police Civilian Oversight Board** – Deputy City Manager Ashley Marshall (she/her)
  - The City of Charlottesville’s City Council approved hiring Ms. Inez Gonzalez as the new Executive Director for the Police Civilian Oversight Board. Ms. Gonzalez will begin working with the city on May 1, 2023.
  
- **Public Works** – Director Stacey Smalls (he/him)
  - Administration:
    - No Update.
  
  - Engineering:
    - No Update.
  
  - Environmental Sustainability:
    - A Rain Barrel Workshop is being offered on May 11 from 6-7 pm. The Water Conservation Program is hosting it in collaboration with the Albemarle County Service Authority and the Rivanna Stormwater Education Partnership. Captured rainwater is perfect for irrigating landscaped beds and gardens, watering potted plants, and doing outdoor chores like bike, car, or pet washing. In addition, rain barrels can reduce stormwater runoff, which benefits local waterways.
    - Rivanna RiverFest, a community event to celebrate and experience this wonderful community resource, will be held on Saturday, May 20, from 2-9 pm at the Rivanna River Company. The event will include family-friendly activities, river recreation, live performances, food, drink, and more. The City is one of the key sponsors for this event. The Environmental Services (ES) Division has been intimately involved in planning the event and will be participating.
    - A full application for the Department of Energy’s Renew America’s Schools funding opportunity has been submitted. The proposed project involves substantial energy efficiency upgrades and expanded solar energy generation at Charlottesville High School.
    - ES staff recently participated in several community events during April, including UVA’s Community “EcoFair,” two career fairs, a community Earth Day event, and “Kidvention!” to promote the City’s many sustainability programs and services as well as highlighting career opportunities in the sustainability field.
    - Our division coordinated with Rivanna Conservation Alliance on a National Fish and Wildlife Foundation grant application to address streambank erosion and a severely

degraded stormwater channel at Riverview Park.

○ Facilities Development:

- The City's Seasonal City, Market Composting Program kicked off on April 1st. Residents can drop off their household kitchen scraps every Saturday at the Downtown Farmer's Market between 9 am and 1 pm. Contracts for the Buford project have been returned from Nielsen and moved to City Hall for signature circulation. The agreement includes the total value of all the additive bid items approved by the council. We could not negotiate a hold on pricing due to the involvement of the many subcontractors and their need to safeguard themselves against future escalation. However, should we decide in the future that we need to reduce our commitment due to failure to secure grant funding, we can execute a change order to remove the unwanted scope from the contract, though this will come at some cost, which in the near term will be nominal. This will increase as time passes, as our Contractor will have committed more resources to fulfill those parts of the contract.

○ Facilities Maintenance:

- The Board of Architectural Review has approved the Facility Maintenance (FM) Division's application and design for adding a secure gate and extending the height of the brick walls to the dumpster enclosure between Ting and Key Recreation. The area has already had its first round of graffiti cleaning. We have also confirmed that the Dumpster Contractor will replace the unit with a fresh canister. Facilities Maintenance expects to begin construction work next week.
- FM is currently working on the Fire Alarm Control Panel, Sprinkler, and Fire Extinguisher annual inspections and tests for Government and School Buildings. As a result, all information notifications have gone out.

○ Fleet:

- The City of Charlottesville Fleet has received an Honorable Mention for the National Association of Fleet Administrators (NAFA) 100 Best Fleets award. This award was announced while staff attended the NAFA conference last week.

○ Public Service:

- [Details Here]

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

- The Department of Utilities takes its responsibility for water quality seriously. The Annual Water Quality Report for 2023 once again finds that the 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 will be available to residents at the beginning of May and will be found on the city website at [www.charlottesville.gov/waterquality](http://www.charlottesville.gov/waterquality). Its announcement, with directions on how to access it electronically, or to receive a paper copy,

will be sent as a Utility Billing insert in the upcoming billing cycle and shipped to paperless billing customers in Utilities' May electronic newsletter.

- **Social Services** – Director Sue Moffett (she/her)
  - Family Partnership (FPM) meetings are one-way child welfare staff build collaborative relationships with families and engage other natural supports to improve child and family wellbeing and safety. CDSS held 14 FPMs in the last reporting period, 12/1/22-2/28/23. As a result, we received \$4,200 in FPM Incentive Funds from the Virginia State Department of Social Services. These incentive funds are used to provide tangible support for future FPMs (like transportation for family members to/from the FPMs, and childcare to allow family members to attend an FPM).

- **Circuit Court** – Honorable Lizelle Dugger, Clerk of Circuit Court (she/her)
  - *No Update*
- **Commissioner of the Revenue** – Commissioner Todd Divers (he/him)
  - The Charlottesville Homeowner Assistance Program will come before Council for reauthorization in May. If approved, the application period will open in July.
- **Finance Office** – Director Chris Cullinan (he/him)
  - The Department of Finance and the Department of Information Technology have issued an RFP for implementation services to upgrade the City's financial management system (SAP). RFPs are due mid-May.

#### **Utility Billing Office**

- UBO continues to partner with the Commonwealth's Low Income Water Assistance Program (LIWAP) to provide financial assistance to eligible water and sewer customers with their utility bills.
- To date, approximately \$60,000 has been awarded to 95 accounts.

#### **City Assessor's Office**

- The Assessor's office has completed the administrative appeals process for the recent reassessment. The Board of Equalization (BOE) is scheduled to review assessments and appeals on May 16, 17, and 18.

- **Treasurer's Office** - Treasurer Jason Vandever (he/him)
  - Over the past month, the Treasurer's office has spent significant time testing and producing real estate and personal property tax bills. As a result, 1st half of the 2023 tax bills will be mailed to taxpayers the last week of April and are due June 5, 2023. As a reminder, taxpayers can view their bills online, set up scheduled payments, enroll in paperless billing, and get text reminders. Additionally, taxes can be paid online via e-check at no cost. These features are available at [www.charlottesville.gov](http://www.charlottesville.gov). In addition, our office is currently working with Neighborhood Development, Parks and Recreation, the Library, and the Commissioner of the Revenue on enhancements to online payment options.
- **Sheriff's Office** – Sheriff James Brown (he/him)
  - *No Update.*
- **Voter Registrar** – Registrar Taylor Yowell (she/her)
  - *No Update.*