



City Manager's Report

City Departments

12-18-2023

City Manager – Sam Sanders (he/him) – The City Manager was on vacation last week and will provide a verbal report during the City Council meeting.

Deputy City Manager - Ashley Marshall (she/her)

- **PARKS AND RECREATION MASTER PLAN SURVEY OPEN**
 - The public is encouraged to learn more about the Parks and Recreation Master Planning process and to take the community survey at:
 - <https://engagepros.mysocialpinpoint.com/Charlottesville>
- **REGISTRATION FOR PARKS AND RECREATION WINTER PROGRAMS**
 - Registration is under way for winter program offerings through Parks and Recreation. This includes registration for our Winter Break Camps for 5-12 year olds to be held the weeks of December 18-21, 2023 (currently full) and December 27-29, 2023 (space still available at the time of publication). You can learn more about what classes and activities will be offered as well as register for classes online using the link below or the team would be happy to help anyone register at our recreation centers:
 - <https://shorturl.at/diqx0>
- **REGIONAL ECC ACCREDITATION AWARDED**
 - The Charlottesville-UVA-Albemarle County Emergency Communications Center, a regional entity, has achieved its 6th successful reaccreditation with CALEA. Congratulations to Director Sonny Saxton and his team.

Interim Deputy City Manager - Steven Hicks (he/him)

- East High Street is completed and open to foot traffic.

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

- In order to increase transparency in CAT’s ridership performance, the department will create an interactive ridership dashboard that will allow staff and the public to continually monitor route, trip, and stop level service performance. The dashboard will be structured around the following service characteristics:
 - Ridership Productivity: provides stop and trip level ridership information.
 - On-Time Performance: provides route and segment level on-time performance (OTP) information.
 - Service Levels: provides frequency and span of service information by route.
 - Route Ridership Trends: provides daily ridership totals by route for various time periods.The dashboard will be updated monthly, and up to two years of historical monthly data will be available in the dashboard to allow users to compare month-to-month ridership and OTP changes. The dashboard will be on CAT’s webpage by May 1, 2024.

City Attorney – Attorney Jacob Stroman, Esq. (he/him) – no updates at this time

Charlottesville Fire Department – Chief Michael Thomas (he/him) – no updates at this time

Charlottesville Police Department – Chief Michael Kochis (he/him) – no updates at this time

Human Resources – Director Mary Ann Hardie (she/her) – no updates at this time

Department of Human Services – Director Misty Graves (she/her) – no updates at this time

Department of Information Technology – Director Steve Hawkes (he/him)

- What's In It For Me (WIIFM) Workshops – the final iTeam/IT workshop on Adobe Sign took place on December 4 and every seat in Cityspace was filled with staff looking to learn more about the City's electronic signature system. Seven workshops, covering Microsoft Teams, OneDrive, Outlook and Adobe Sign, were held in 2023 with over 200 slots filled for the various workshops.
- PC Replacement Program – through the beginning of December, the City's Helpdesk staff members have been able to replace more than 300 City PCs this year through the PC Replacement program. For a number of reasons this year we had to replace more than twice as many PCs compared to previous years so this was a mammoth undertaking for the Helpdesk Team with coordination, installation and meetings. Kudos to the Helpdesk team: Alonzo Braxton, Lewis Chisholm and Tyler Henderson, for their work on this.
- Microsoft Teams governance – as our Microsoft Teams adoption and usage has increased it becomes important to implement a Microsoft Teams governance strategy to provide a framework for Teams without disrupting the user experience. To that end, last month we implemented a few policies in Teams. One policy ensures all Teams have two owners, a best practice, and another policy helps automate the archiving of stale teams. We are continuing to examine our Teams footprint and discuss other possible policies to implement.
- New hire – Lindsay Belfor, the IT Department's new Administrative Assistant started work on November 28. Lindsay spent the past 14 years working for a local insurance company and brings a great deal of customer service and administrative experience to the City. Please join me in welcoming Lindsay to the IT Team.
- Cybersecurity – Members of the IT Security Team met in December with our regional partners, including UVA, PVCC, and Albemarle County, to discuss cybersecurity issues. The quarterly sessions, overseen by the Chief Information Security Officer at UVA, have proven to be highly beneficial and informative. They provide a valuable platform for brainstorming, collaborating and sharing insights into cybersecurity practices, allowing us to stay updated on what others are doing.
- Intern project – Our University of Virginia Computer Science intern this past Fall, Mary Walton, completed her project for IT this month. The project was developing a software application to allow for easier PC inventory collection in the field. That project and a number of other intern

projects have been a result of the ongoing partnership between the IT Department and the University Internship Program. We have been very fortunate to have some very talented students interns over the years.

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

- Jeff Werner, Preservation Planner, was presented with an award from Preservation Piedmont for his work on the Unmarked Graves Project at the Penn Park cemetery.

Parks & Recreation – Acting Director Riaan Anthony

- Winter/Spring Community Program Registration opened on December 4 and customer can register online at: Parks and Recreation - <https://shorturl.at/diqx0>
- The Department's Master Plan is underway and users can learn more, make comments or take a survey online at: <https://engagepros.mysocialpinpoint.com/Charlottesville>
 - o Completed the first round of public engagement in November and are actively planning the next session in February with PROS Consulting as well as planning events which Parks & Recreation will go out into the community to gather feedback and information for the plan.
 - o PROS Consulting is working with Parks & Recreation on gathering data and information on Department operations, programs, services, etc. so they can put together industry best practices, level of service analysis that will be incorporated into the plan to help the Department with its management and operations.
 - o The project website is active and receiving a good amount of participation and feedback: <https://engagepros.mysocialpinpoint.com/Charlottesville>
- Meadowcreek Golf Course – the course is slowing down for the Winter season but it is still open 7 days per week, 9:00 am – 5:00 pm.
 - o We are working on completing the contract for Golf Course Management services. Hoping to have this executed by the end of December or early January. We anticipate that once the contract is executed, there will be a 45-60 day transition period before the selected company assumes operational control.
 - o Currently planning out 2024 instructional programs, lessons and tournaments/events at the golf course and should have those finalized in January.
 - o Working on a new lease for the maintenance equipment as the current equipment is approaching its lifecycle replacement. Anticipating new equipment in 2025.
 - o Executing a new lease for our golf cart fleet that expires in June 2024. New golf carts will replace the existing ones that are 5 years old.
- Markets:
 - o Holiday Market is underway and the last market date for the season is December 23.
 - o City Market will begin on April 6, 2024. Staff is working in the off-season to look at changes or improvements that can be made to the market to attract more vendors and/or customers.

- Holiday Craft Party is Saturday, December 16th 10am-12pm at Carver Recreation Center (Free)
- Winter Break Camp December 18th -21st and December 27th -29th from 7:30am-5:30pm (Registered Program)
- Bennett's Village is a collaborative project to build an all-abilities play space in the Charlottesville area and we are happy to announce that the phase one drawing has been approved. Phase one is an accessible treehouse! The Treehouse is part of the concept plan developed by Mahan Rykiel and will be the very first portion of the plan to be developed and installed. Construction will begin in spring 2024.
- The Urban Forester is finalizing plans to perform tree pruning and 1 tree removal on the downtown mall trees and is scheduling for mid- January. This involves coordinating with our tree work contractor, downtown mall shops, businesses, and other City staff.
- The annual tree planting of 2" caliper trees (approx. 180 trees) is schedule to be completed before the New Year. Sites include many parks, and rights-of-ways. We are also coordinating the forest restoration of areas previously cleared as part of the invasive plant control work. Approximately 900 tree seedlings will be planted in areas that were cleared in the summer and fall (Forest Hills Park, Azalea Park, Washington Park, along Moore's Creek near Jordan Park).

Public Works – Interim Deputy City Manager Steven Hicks (he/him)

- For this upcoming snow season the City of Charlottesville Public Works Department will be rolling out a new tool that will allow residents to track City snow plows during a winter weather event.
 - This new, online portal uses AVL (automated vehicle location) technology to provide current and historical snow route progress across the City. The on-board GIS based technology will also enable the portal to display time durations for when a route was last serviced, providing additional insight for residents to when and where they can expect to see plowing activity next.
 - Access to the portal will be provided via a posted link on the City's website, which will be activated during snow events.

Utilities – Director Lauren Hildebrand (she/her)

- The Department of Utilities takes its responsibilities seriously to inform the public of natural gas safety procedures and Flicker the Flame's annual Natural Gas Safety Quiz is back to help ensure everyone in the area is aware of these procedures and understands how to properly follow them. Take the quiz by going to www.charlottesville.gov/gas and enter for a chance to win a \$100 gift card to the Downtown Mall. By working together, we can make our community a safer place to call home.
- Utilities provides several ways for residents to prepare their homes for the colder weather of winter, such as a \$100 rebate towards the purchase and installation of a programmable thermostat. The U.S. Department of Energy recommends setting thermostats to 68°F in winter, and when properly set, a programmable thermostat provides the ideal balance between

comfort and energy efficiency. For more information on rebates offered by Utilities visit, www.charlottesville.gov/utilities

- Utilities offers customers resources to help ease the stress of paying their utility bill, including the Charlottesville Gas Assistance Program (GAP). GAP is designed to help those individuals heating with natural gas who, although in financial need, do not qualify for State Fuel Assistance or whose State Assistance allocation has been exhausted. More information on GAP, including program eligibility requirements, can be found at www.charlottesville.gov/utilities
 - o If you would like to donate to GAP, donations can be mailed to Utility Billing at P.O. Box 591 Charlottesville, VA 22902. Please make checks payable to “City of Charlottesville” with “GAP” in the memo section. You can also make donations in-person at the City Treasure’s Office located at 501 E Main Street during regular business hours, Mon-Fri. Your contribution is greatly appreciated and helps ensure the program can assist the greatest number of people possible.

Social Services – Director Sue Moffett (she/her)

- The Department of Social Services hosted a holiday event for children in foster care. Youth and their biological families got to celebrate the season together at this festive affair featuring cookie decorating, song singing and a visit from Santa. Special thanks to the DSS child welfare team for making this year's event such a success!