



City Manager's Report

City Departments

11-17-2025

City Manager – Sam Sanders (he/him)

- November 5:
 - Attended a low-barrier shelter workgroup meeting to review considerations for the proposed facility at 2000 Holiday Drive.
- November 7:
 - Held a full-day LEADTeam retreat to engage with the leadership team of the City organization. We reviewed the key operating principle of Organizational Excellence.
- November 11:
 - Had a monthly check-in with Dr. Gurlery to discuss school priorities and the upcoming budget cycle.
 - Attended the Emergency Communications Center Board Meeting.

Deputy City Manager (DCM) – James Freas (he/him)

- DCM Freas attended the 2025 International City/County Management Association (ICMA) conference in Tampa at the end of October. The event afforded him the opportunity to connect with city managers and other staff from communities across the country, hear about how other cities are addressing challenges similar to those we are facing in Charlottesville, and take courses in specific areas of public management practices. Of note was a half-day course in current best practices in performance management systems. Not only was the course itself informative, but James later connected with the instructor who has organized a network of performance management practitioners across local governments in the Mid-Atlantic region, creating an opportunity for ongoing peer-to-peer exchanges in best practices for Charlottesville to tap into.

Utilities – Director Lauren Hildebrand (she/her)

- The Department of Utilities has resources to help customers avoid the headaches of disruptive plumbing pitfalls during the holiday season and this coming winter. The arrival of the holidays brings an increase in food preparation, and Utilities wants to remind households of the importance of the proper disposal of fats, oils, and grease (FOG) produced by cooking and baking. FOG buildup can clog sewer and household pipes, resulting in messy and costly overflows. And with the colder months of winter approaching, Utilities wants to emphasize the importance of winterizing a home's plumbing. Preventing frozen pipes will save customers the hassle and inconvenience of costly repairs and interrupted service.
- More information on FOG, how to receive a free FOG kit, and simple step-by-step instructions on measures that help prevent pipes from freezing, will be sent

to customers in Utilities' November electronic newsletter. This information can also be found by going to www.charlottesville.gov/utilities and clicking the links to Water and Wastewater.

- The Department of Utilities is excited to launch Charlottesville's first-ever Storm Drain Art Contest! In celebration of National Stormwater Day, observed November 17 this year, we invite the community to put on their thinking caps and grab their paint brushes to creatively illustrate the importance of stormwater pollution prevention through the theme "Only Rain Down the Drain" with the painting of three stormwater drain inlets. Designed to help engage, educate, and motivate the community to prevent pollutants from entering our local waterways through storm drains, this artwork will serve the community for years to come!
- The contest is open to participants aged 12 years or older. Three winners will be chosen through a combination of in-house judging by a panel of City staff and community-wide voting for a fan favorite. Winners will paint their artwork on a storm drain and receive prizes. Submissions can be made now until 5 PM Monday, February 9, 2026, with a judging and voting period to follow, and the painting of the storm drains to occur in spring. More information on the contest, as well as the official entry form, can be found at www.charlottesville.gov/stormwater.

Human Services – Director Misty Graves (she/her)

- ANCHOR Peer Navigator, Pam Coburn, will be involved in presenting at the 7th Annual National Co-Responder conference (CoRCon) taking place June 8 – 10, 2026. The proposal includes members from the County's HART team and Partner from Mental Health, "From Crisis to Connections: Building trust through Peer & Police collaboration," was selected from over 170 submissions, the most proposals in CoRCon history!
- Community Attention Foster Families (CAFF): The Virginia Department of Social Services revamped their foster parent training. Our first local cohort finished the foster parent training and participants were able to engage positively. Family Services Specialist Erica Shortridge was applauded for her skills and training acumen. CAFF will also be hosting their annual foster parent celebration on December 9 to recognize the people who sign on to provide a home to youth in care.
- Community Based Services launched school initiatives such as Charlottesville Middle School – Pathways students participating in Teens GIVE service learning as part of their school day. Knight School will start their Community Attention Youth Internship Program (CAYIP) GO Program which is a new partnership with the Office of Economic Development and CAYIP. They will learn soft skills and take classes to be certified in ServSafe or CPR and First Aid prior to going to their internship sites.

- Our Youth Opportunity Coordinator, Juanika Howard, is working with partners such as the YMCA and Parks and Recreation to expand teen events to keep youth positively and safely engaged.
- Lastly, the Vibrant Community Fund (VCF) review process is underway! Community members and City staff review and evaluate applications from non-profits requesting funds from City Council. This process will conclude in February and be incorporated in the budget review process for Council's final approval in April.

Parks & Recreation – Director Riaan Anthony (he/him)

- The Charlottesville Parks and Recreation Department had a strong showing at the recent Virginia Recreation and Park Society (VRPS) State Conference, bringing home three prestigious awards:
 - Best New Sustainability Initiative – Interpretive QR Code Trail
 - Most Creative Marketing Piece – Farmers Market Cookbook
 - Best Snapshot Award – Parks and Recreation Brochure Cover
- Congratulations to all staff involved for their creativity and dedication in showcasing the department's innovation and commitment to community engagement.
- The Downtown Safe Halloween event, held on Saturday, October 25 was a tremendous success, drawing an estimated 2,000 attendees. The event also featured participation from other City departments, including Police, Fire, Charlottesville Albemarle Rescue Squad (CARS), and Neighborhood Development Services, making it a true community effort.
- The Fall Session II programs are currently underway, offering 55 weekly classes for both youth and adults.
- Looking ahead, Winter Program registration opens November 17 at 10 AM
- As we transition into the winter season, Parks staff are preparing for winterization. All outdoor restrooms and water fountains will be closed to the public by the end of November. In addition, holiday decorations throughout the City will be completed by the end of the month.
- Great job to the entire Parks and Recreation team for another productive and successful season!

Charlottesville Fire Department (CFD) – Chief Michael Thomas (he/him)

- Battalion Chief Jonathan Williams has announced his retirement, which is scheduled for December 1, 2025.
- Firefighter/Medic Paul Fortunato resigned on October 8, 2025, to become a flight medic for the Maryland State Police.

Key Metrics:

Type	FY 23	Fiscal Year FY 24	FY 25 YTD
EMS	5,167	4,879	1,513
Fire	173	204	49
Other	2,322	2,843	937
Total	7,662	7,926	2,499

- From July through the 28th of October of FY25, call volume decreased by 12.17% overall compared to the same months in FY24. EMS call volume over the equivalent period decreased by 12.90%. Fire calls changed from an average of 16 to an average of 12 between July and September.

Trends and Patterns		
Average Monthly EMS Incidents July-October: 378	Average Fire Incidents July- October: 12	Average Monthly Other Incidents July-September: 234
Change in Average Monthly EMS Incidents Since This Time Last Year: -12.90%	Average Change in Monthly Fire Incidents Since This Time Last Year: -25%	Average Change in Monthly Other Incidents Since This Time Last Year: -8.24%

- On average, CFD has run 378 EMS incidents, 12 fire incidents, and 234 other types of incidents each month this fiscal year. Comparing those monthly averages to the year before, EMS incidents decreased by a significant margin. Fire slightly decreased, and other incident types decreased. Please note that this information does not include Halloween, a holiday typically marked with increased call volume.

Opioid Overdoses

City EMS System Opioid Overdose Incidents

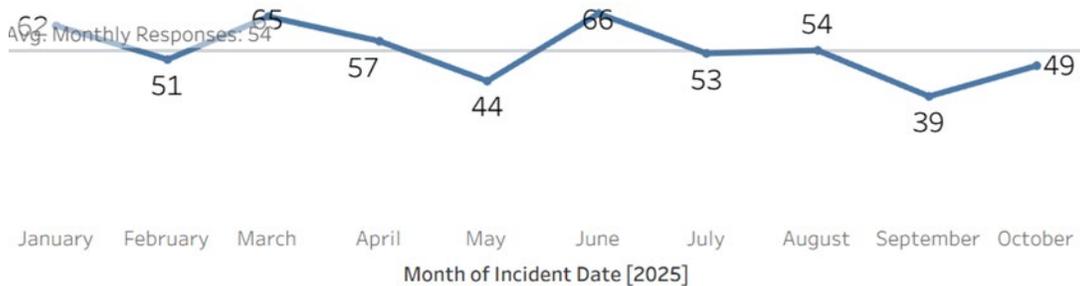


- Opioid overdoses in the City have decreased in 2025. CFD and Charlottesville Albemarle Rescue Squad (CARS) have run an average of about three overdoses monthly in 2025, a decrease from 2024's average of six overdoses monthly.

Unhoused EMS Patients

EMS Calls for Service

1/2/25-10/28/25



- Our records show that since January 2025, CFD & CARS have responded to 54 unhoused patients monthly on average. The top findings of attendants in charge of these incidents were non-traumatic pain (11.9% of calls), bodily injuries (15.1%), behavioral health (12.1%), and alcohol abuse (8.6%).