



City Manager's Report

City Departments

12-15-2025

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

- On November 20, DCM Freas attended the Virginia Governor’s Housing Conference in Roanoke. He was a panelist for the session ***Partnership in Action: The Carlton Mobile Home Park Acquisition*** alongside Michelle Wamsley and Dan Rosenweig of Habitat for Humanity, Emily Dreyfus of the Legal Aid Justice Center, and Sunshine Mathon of Piedmont Housing Alliance.
- The City Manager’s Office has been engaged in interviewing candidates for multiple new positions and looks forward to finalizing the hiring process soon.

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 a great way 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. By working together, we can make our community a safer place to call home.
- Utilities has several energy efficiency tips for homes and encourages customers to make small improvements to their home’s energy efficiency to see big differences in energy consumption. Small changes, in combination with the wise use of energy, can help increase a home’s comfort and reduce energy costs. For the full list of energy efficiency tips for your home visit www.charlottesville.gov/gas.
- 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/utilityincentives. 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 Treasurer’s Office inside City Hall located at 605 E Main Street during regular business hours, Monday-Friday. Your contribution is greatly appreciated and helps ensure the program can assist the greatest number of people possible.

Information Technology – Director Steve Hawkes (he/him)

- Later this month, the City of Charlottesville’s Information Technology Director will represent the City as a featured presenter at the SAP Public Sector Summit in Washington, D.C. The presentation will highlight the City’s recent upgrade to SAP S/4HANA, a major step forward in modernizing its enterprise resource planning (ERP) systems.
- The goals of the project included:
 - Enhancing the user experience through a more modern, intuitive interface.
 - Establishing a strong foundation for adopting advanced technologies such as artificial intelligence (AI).
 - Reducing operational risk by moving away from an unsupported version of SAP.
- This upgrade reflects the City’s ongoing commitment to innovation, efficiency, and long-term digital sustainability.

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

- Registration for winter programs opened November 17. There are nearly 80 programs being offered ranging from one-time programs to six-week sessions in dance, art, gymnastics, cooking, and hobbies like Dungeons and Dragons.
- City Market participated in the Harvest Special from Virginia Fresh Match. SNAP users were able to claim \$20 in free Fresh Match vouchers for fresh produce throughout the month of November. Over the course of the month City Market distributed \$760 as part of the Harvest Special.
- Holiday Market kicked off November 29 with 113 vendors in attendance.
- Key Recreation Center served as a voting location on November 4.
- Urban forestry invasive projects began in various management units around the City. The selective herbicide was completed, and now the forestry mulching of wooded areas is underway. Project descriptions are available at <https://www.charlottesville.gov/1745/Invasive-Species-Control-and-Forest-Rest>.
- The Rugby Avenue shared use path is complete. A ribbon cutting was held November 19.
- The public helped select the new playground equipment for Meade Park by voting for their favorite of three conceptual designs. The new equipment is expected to be installed in time for spring enjoyment.

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

- CFD continues to work collaboratively with the County to restore access to the City’s fire training props. This is a gradual process, and a memorandum of understanding (MOU) may be developed to outline future joint use. The Chief will continue to provide updates as progress is made.
- Our Firefighters and Single Role members completed their annual live fire and rescue training this week. This year’s training not only reinforced core firefighting and rescue skills but also placed a strong emphasis on mayday preparedness. These scenarios are designed to ensure our crews are fully prepared to rescue and remove trapped occupants, as well as to locate and assist a fellow firefighter in the event of separation or entrapment during a structure fire.
- Our medical personnel trained in receiving and treating occupants rescued from the building. Following the transfer of care, crews were provided with scenario-based injuries and tasked with delivering appropriate medical treatment. All training was conducted in strict accordance with NFPA 1403, the national standard for safe and effective live fire training. Adhering to these guidelines ensures a controlled training environment that prioritizes safety while reinforcing tactical proficiency and operational readiness. We remain committed to training that strengthens safety, builds teamwork, and supports our mission to protect both the community and one another.

Key Metrics:

Incident Type	Fiscal Year		
	23	24	25
EMS	5,168	4,881	2,214
Fire	178	204	76
Other	2,318	2,840	1,265
Grand Total	7,664	7,925	3,555

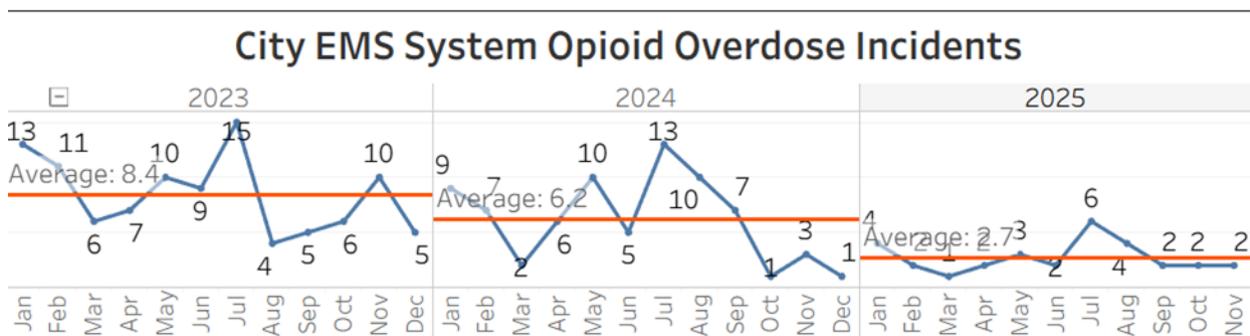
- From July through November of FY25, call volume decreased by 0.55% overall compared to the same months in FY24 with a very busy November making up for a low-volume October. EMS call volume over the equivalent period had a slight uptick of 1.07%. Fire calls are equivalent to the same time last year.

Trends and Patterns		
Average Monthly EMS Incidents July-November:	Average Fire Incidents July- November:	Average Monthly Other Incidents July-November:
436	15	248

Change in Average Monthly EMS Incidents Since This Time Last Year: 1.07%	Average Change in Monthly Fire Incidents Since This Time Last Year: 0%	Average Change in Monthly Other Incidents Since This Time Last Year: 1.8%
---	---	--

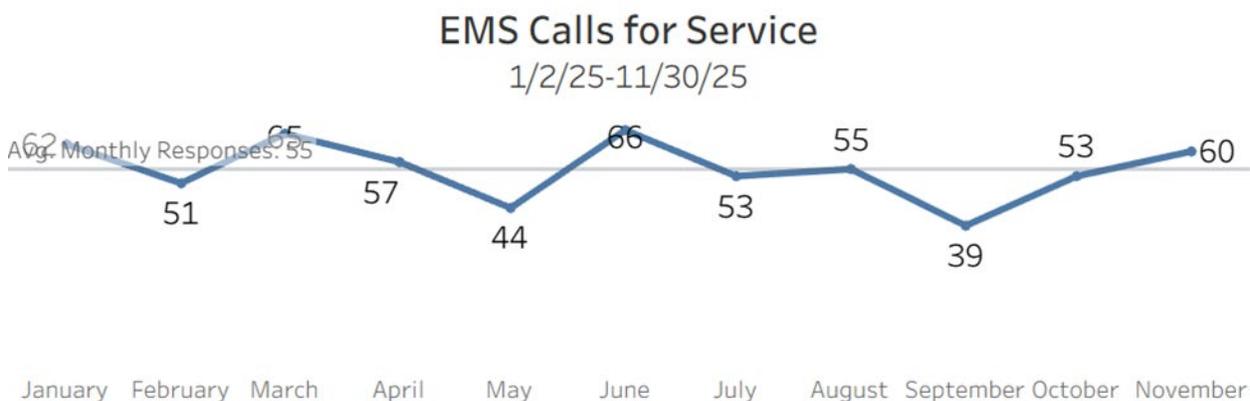
- On average, CFD has run 436 EMS incidents, 15 fire incidents, and 248 other types of incidents each month this fiscal year. Comparing those monthly averages to the year before, all incident types are stabilizing to historical levels.

Opioid Overdoses



- 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. This continues a clear trend of decreased opiate overdoses since 2023.

Unhoused EMS Patients



- Our records show that since January 2025, CFD & CARS have responded to 55 unhoused patients monthly on average. The top findings of attendants in charge

of these incidents were non-traumatic pain (11.8% of calls), bodily injuries (14.5%), behavioral health (11.5%), and alcohol abuse (8.5%).