



City Manager's Report

City Departments

5-18-2026

City Manager – Sam Sanders (he/him)

- May 5:
 - Celebrated the quarterly recognition of employees selected for modeling organizational excellence during our Thrive! Awards event.
- May 7-8:
 - Attended a National League of Cities convening of the Southern Cities Economic Initiative at the Federal Reserve Bank of Atlanta. This is a 14-city cohort working on critical community initiatives. The meeting was to ensure local government leadership and partner organizations have buy-in on the work. The City of Charlottesville's project is focused on the expansion of early childhood spots for children to gain opportunities to be prepared for their first day of school, while also enhancing the ecosystem of childcare workers to address our critical shortage as an economic development priority. I attended with Ravi Cooper, United Way CEO.
 - Received a presentation by Berry Dunn for a procurement assessment project aimed at ensuring the City is employing best practices in our management of procurement services for the organization.
- May 12:
 - Held my monthly check-in with Jeff Richardson, Albemarle County Executive.
 - Charlottesville-Albemarle Airport (CHO) Authority Meeting:
 - Approved CHO Air Carrier Incentive Program changes. This is used to help recruit new air service to the region.
 - Discussed the submission of a federal grant earlier this month to hopefully support a request for service to Boston to be matched by local funds on hand. If service is secured, it could be available in 2027, but no commitment is in play at this time.
 - Reviewed discussion points of how CHO supported President Trump's visit, which is a heavy lift for any community and requires readiness for the entire duration of the visit. Our airport safety crew was highlighted for their professionalism and commitment to service during this high alert event.

Utilities – Director Lauren Hildebrand (she/her)

- 2026 Customer Satisfaction Survey
 - The Department of Utilities values community engagement and thanks the community for helping with the 2026 Customer Satisfaction Survey. With over 250 submissions, this feedback helps to ensure we continue to provide first-rate utility services, and our department is currently in the process of prioritizing and addressing what matters most to you. Survey responses reveal high levels of satisfaction with both the reliability and the

value of the utility services we provide. Among respondents, 100% are satisfied and neutral with the reliability of water service, and 99% are satisfied and neutral with the reliability of sanitary sewer service and natural gas service. Over 90% of respondents rate the value of their water, wastewater, and gas service at fair and above (good and excellent), and 89% rate the value of the stormwater service at fair and above (good and excellent). More details on these results, as well as the results of the other areas covered by the survey, can be found on our website at www.charlottesville.gov/utilities.

- 2026 Water Quality Report
 - The Department of Utilities is pleased to announce that the 2026 Water Quality Report is now available to the community, and we are happy to share that once again the water we deliver exceeds all regulatory standards set by the Safe Drinking Water Act, the Environmental Protection Agency, and the Virginia Department of Health. We understand that safe, clean, and reliable water is essential to the health and productivity of Charlottesville, and we continuously work to provide dependable, superior quality water. We encourage the community to read the report, and become familiar with the source of their water, the extensive testing performed on their water, and the measures implemented to enhance the quality of their water. Information on how to access the report will be sent with the current customer utility bill and via Utilities' May electronic newsletter. Copies of the Water Quality Report can be found in the lobby of City Hall, at the Central Library on E. Market Street, at the Utilities Administration Building, and online at www.charlottesville.gov/waterquality or by calling Utilities at 434-970-3800.

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

- Summer program registration opened on May 11. Customers can [register online](#), over the phone at 434-970-3260 or in-person at Carver Recreation Center or Smith Aquatic & Fitness Center.
- Summer camp enrollment is 94% full with 957 campers registered. We look forward to welcoming campers at Carver, Key, and Tonsler Recreation Centers.
- Spray Grounds opened for the 2026 season on Saturday, May 16. Spray Grounds are located at Belmont Park, Forest Hills Park, Greenleaf Park and Tonsler Park. The spray grounds are free and run daily from 10:00 AM – 7:00 PM.
- The 5-12-year-old playground equipment at Meade Park has been removed, and contractors are installing the new equipment. We are looking forward to opening this part of the playground in the coming weeks.

- Interest in the garden program remains steady, and the deadline for registered gardens to begin work on their assigned plots was May 1. Staff will conduct site visits to ensure compliance with participation guidelines. Plots are still available at Meadowcreek Gardens.
- The Connect Charlottesville public engagement page was published, and the survey about the Urban Forest Management Plan is now active (until May 24): <https://connect.charlottesville.gov/urbanforest-managementplan>.
- The irrigation replacement project at Meadowcreek Golf Course is complete. The new irrigation system replaced the existing ones from 1974 and 1992 that were at the end of their useful life. The new system provides water more efficiently to the property.
- Registration is open for the Spring Scramble at Meadowcreek Golf Course on May 23. Interested players can register online at <https://www.meadowcreekgolf.org/event/2026-spring-scramble/>.
- A ribbon cutting was held April 16 for the Washington Park connector trail.
- The Adaptive Recreation Program welcomed three new participants for an overnight trip to local Camp Holiday Trails. There were lots of first, new experiences, and friendships made.
- We had a great turnout for Family Bike Day on Sunday, May 3, at Charlottesville Skate Park. This year's theme was Old West and included a bike rodeo, cowboy hat helmet decoration, a DJ, and food trucks.
- We're thrilled to share that the City Market kicked off the 2026 season with an exceptional April. Across four vibrant market days, over 90 vendors brought in \$183,337 in total sales exceeding last year's April totals.
- Farmers in the Park at Pen Park opened last Wednesday and will run Wednesdays from 3:00 to 7:00 PM weekly.
- The Market Parklet is already proving to be a major success at City Market! The space has been full of people throughout the morning—sitting, socializing, eating, playing games, and enjoying live music. Most of all, visitors are taking full advantage of the much-needed shade, making it a comfortable place to relax and spend time at the market.

Neighborhood Development Services (NDS) – Director Kellie Brown (she/her)

- The City reminds residents of property maintenance requirements during the growing season:

As the growing season begins, the City of Charlottesville is reminding residents and property owners of maintenance requirements outlined in [Charlottesville City Code § 5-149](#).

[Under City Code](#), grass and weeds may not exceed 18 inches in height. Property

owners are also required to ensure that trees, shrubs, and other vegetation do not obstruct streets or sidewalks, helping maintain safe and accessible public spaces for all.

These standards support the City's ongoing commitment to a clean, safe, and accessible community.

Enforcement is proactive. If a property is found to be in violation, the owner will receive a Notice of Violation by mail. The notice will include a reinspection date, which is 10 days from the date of mailing.

Residents with questions or who need assistance understanding these requirements are encouraged to contact the Property Maintenance team within the Neighborhood Development Services department at 434-970-3182. Staff will return calls as soon as possible if they are unavailable at the time of contact.

Information Technology (IT) – Director Steve Hawkes (he/him)

- The IT Department is pleased to share several accomplishments and updates from April.
 - Helpdesk & Support Services:
 - The IT team completed 346 Helpdesk support tickets in April, with 99% of customer survey responses rating service as “very good” or “outstanding.” The Helpdesk team also deployed 11 new PCs to employees as part of our ongoing device refresh program.
 - Citywide Phone System Modernization:
 - Our transition from Cisco office phones to a modern Microsoft Teams/WebEx integrated phone system is progressing well. Three of the project's four phases are now complete. The final phase—departmental migrations—will take the most time but will provide the greatest benefits. Once finished, the City will gain improved collaboration capabilities along with meaningful cost savings.
 - Artificial Intelligence Initiative:
 - The IT Department continues to lead the City's work in responsible AI adoption. Current efforts include developing organizational AI policies and supporting the AI User Group, an employee-led community that meets regularly to explore how AI tools can enhance City operations.
 - In April, the SAP User Group also convened for its quarterly meeting to discuss upcoming system enhancements, training opportunities, and cross-departmental needs.
 - Applications & Systems Enhancement:

- The Applications team completed updates to several City systems during April, including:
 - The City's digital TV system
 - The City Attorney's office system
 - The NDS mobile inspection application
 - These improvements support seamless operations for staff and enhance service delivery to the public.
- Professional Development:
 - The City's Public Safety Analyst attended an industry user conference focused on one of Public Safety's primary systems. Participation in these events ensures that staff remain knowledgeable about national best practices and emerging technologies.

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

- CAT's EV Charging Equipment Installation Project:
 - Phase 1 started on Monday, April 13. As of Friday, May 8, Blue Whale EV (CAT's electric vehicle charging solutions expert) has completed approximately 50% of the construction, and CAT has spent \$93,355 of the authorized \$185,585 budget.
 - Completed to date:
 - Demolition of existing light poles and bases.
 - Trenching for conduit after boring subcontractor hit large amounts of rock.
 - Installation of conduit from future transformer location to power block location and from power blocks to parking lot charger locations.
 - Form work and rebar for remaining concrete to be poured.
 - Repoured concrete travel area in parking lot.
 - Upcoming milestones:
 - City inspection prior to pouring the remaining concrete for power blocks and chargers.
 - Concrete delivery – Wednesday, May 13 or Thursday, May 14 (rain date).
 - Pull wire and set charging infrastructure – May 18-28.

Public Works – Director Steven Hicks (he/him)

- Downtown Mall Fountains:
 - The barriers surrounding the three smaller Downtown Mall fountains have been removed, and the fountains are now open for public access and seasonal use.
- Public Works Spring Leadership Retreat
 - Public Works held its one-day Spring Leadership Retreat focused on finalizing the FY26 operational priorities and developing the FY27 work plan. The retreat included division leadership discussions on strategic goals, service delivery expectations, capital project coordination, workforce planning, operational efficiencies, and performance objectives. The retreat also focused on aligning department initiatives and strategic planning efforts with City Council's strategic outcome areas and desired community outcomes to support effective service delivery and long-term organizational planning.

Human Services – Director Misty Graves (she/her)

- The Community Resource Hotline is currently engaging property managers and landlords to update new fliers for housing navigation referrals and the Community Resource Line. For City residents who have fallen behind on rent, mortgage, or utilities, please call 833-524-2904. Last week, the team processed 24 past-due payments to keep residents in their homes and with necessary utilities.
- The Housing Navigation team housed four additional clients to more stable housing. If someone is looking for assistance with housing navigation, please go to the [Human Services website](#).
- ANCHOR (Assisting with Navigation, Crisis Help, and Outreach Resources) assisted 32 unique individuals during April with 52 interactions. Most of our encounters include responding to live 911 calls for service (60%) and follow ups (35%).
- The end of the school year is busy for teachers and students! The Community Based Services team and Youth Opportunity Coordinator are preparing for End of Year Celebrations and scaling up for Summer Programming. The Teens GIVE Service-Learning Program is already full for their summer program. And Community Attention Youth Internship Program (CAYIP) staff have been diligent with interviewing the over 300 teens that applied. Notifications of acceptance take place the week of May 25.

Charlottesville Police Department (CPD) - Chief Michael Kochis (he/him)

- **Community Events:**
 - The Police Department remains actively engaged with the community through ongoing outreach initiatives. Officers continue to participate in neighborhood events, public safety workshops, and collaborative programs designed to strengthen trust and foster positive relationships between law enforcement and the residents we serve. Upcoming and recent community engagement activities are coordinated with community partners to maximize participation and impact.
 - The following are a few upcoming events:
 - Healthy Streets Healthy People (in partnership with UVA Health)
 - Gun Safety and Buy Back event
 - Youth summer community academy
 - Weekly community walks (locations advertised weekly)
- **Strategic Plan Development:**
 - The Police Department is in the final stages of completing its comprehensive Strategic Plan. This plan will serve as the guiding framework for departmental priorities, operations, and community service delivery in the coming years.
 - Community Stakeholder Engagement
 - As a cornerstone of the strategic planning process, the Department conducted multiple stakeholder focus groups to ensure the plan reflects the needs, expectations, and values of the entire community. Participants included:
 - Community Residents – Gathered direct input from citizens across the City on public safety priorities and service expectations.
 - Business Leaders – Engaged the local business community to understand economic safety concerns and opportunities for partnership.
 - Faith Leaders – Collaborated with faith-based organizations to incorporate perspectives on community well-being and restorative approaches to public safety.
 - The feedback gathered through these focus groups has been instrumental in shaping the Department's strategic priorities and will be reflected in the finalized plan.
- **Crime Reduction Efforts:**
 - The Police Department remains steadfast in its commitment to reducing Part I crime throughout the City. Current strategies include:
 - Focused Deterrence – The Department is actively employing focused deterrence strategies that target the individuals and groups most likely to commit violent and property crimes. This evidence-

based approach combines law enforcement, human services, and community support to interrupt cycles of criminal behavior.

- Strategic Deployment of Resources – Patrol resources are being deployed strategically across the City using data-driven analysis to identify crime trends and high-impact locations. This approach ensures that personnel and equipment are positioned where they can have the greatest effect on deterrence and response.
- The Department will continue to monitor crime data, adjust strategies as needed, and collaborate with community partners to sustain and build upon reductions in Part I crime.

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

- Notable Incidents:
 - The VA Department of Health:
 - Conducted an on-site inspection of CFD's EMS equipment, apparatus, personnel files, and patient care data and CFD passed without any infractions.
 - Total Incidents: 33 with Fire Marshal's Office (FMO) response:
 - Observatory Hill brush fire
 - Post-TomTom Festival events
 - Multiple occupancies were identified with significant overcrowding concerns; these were addressed by Fire Marshal personnel.
 - Community Risk Reduction (CRR)/Outreach:
 - Joint walkthroughs with City staff at unhoused encampment sites
 - Multiple visits with CPD and CRR.
 - TomTom Festival
 - Approximately 20 personnel hours per Fire Marshal
 - Four-day event
 - KidVention
 - Approximately six personnel hours
 - Fire extinguisher class
 - Stop the Bleed Training – Cherry Avenue Church
 - ALERRT training with CPD
 - Two-day training

Key Metrics:

Fiscal Year Comparison

	24	Fiscal Year 25	26	
EMS	5,165	4,883	4,831	
Fire	178	204	206	
Other	2,318	2,840	3,530	
Grand Total	7,661	7,927	8,567	

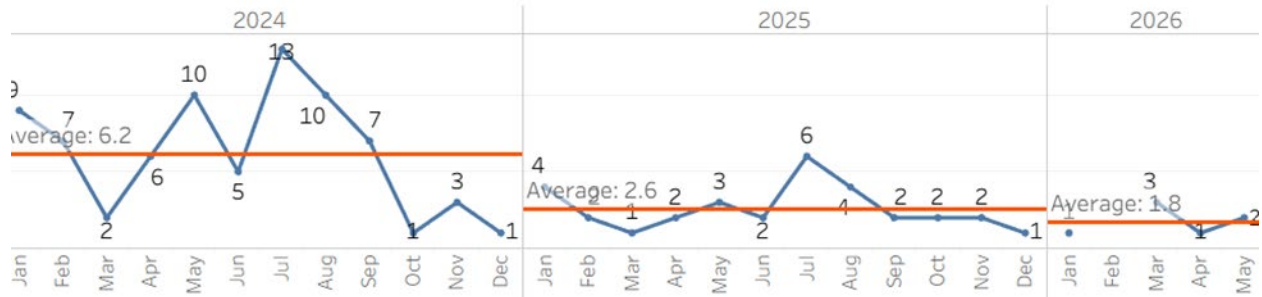
- Since last fiscal year, there has been a 17.5% increase in call volume overall. EMS call volume over the equivalent period had a decrease of 13%. Fire calls are slightly down from last year and “other” calls such as fire alarms and public assists have increased significantly with an increase of 66.2%.

Trends and Patterns		
Average Monthly EMS Incidents January-May: 344.6	Average Fire Incidents January-May: 18	Average Monthly Other January-May: 364
Change in Average Monthly EMS Incidents Since This Time Last Year: -13%	Average Change in Monthly Fire Incidents Since This Time Last Year: -1.1%	Average Change in Monthly Other Incidents Since This Time Last Year: +66.2%

- On average, CFD has run 439 EMS incidents, 18.7 fire incidents, and 320.9 other types of incidents each month this fiscal year.

Opioid Overdoses

City EMS System Opioid Overdose Incidents

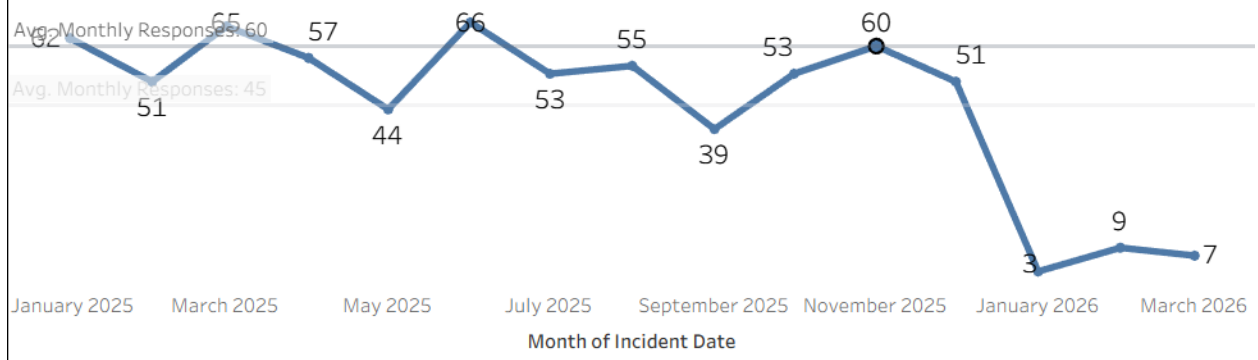


- Opioid overdoses in the City have remained low in 2026. CFD and Charlottesville-Albemarle Rescue Squad (CARS) have run below an average of less than three overdoses monthly in 2025, a decrease from 2024’s average of six overdoses monthly. Of note, there were no opiate overdoses in the month of February continuing the downward trend of opiate overdoses.

Unhoused EMS Patients

EMS Calls for Service

1/2/25-3/28/26



- Our records show that since January 2026, CFD & CARS have responded to far fewer unhoused patients. With the significant drop in these numbers coinciding with the new records management system, there will need to be some investigation into these findings.

CFD Public Engagements for April

April		
Saturday, April 4, 2026	0800-1300	Charlottesville City Market
Saturday, April 4, 2026	0800-1300	The Famers Market at IX Art Park
Saturday, April 4, 2026		Scott Stadium - Luke Combs
Saturday, April 4, 2026	1300 at Tonsler	Community Easter Event Tonsler Park
Monday, April 6, 2026	1730	Teach Stop the bleed Cherry Ave church evening group
Saturday, April 11, 2026	0800-1300	Charlottesville City Market
Saturday, April 11, 2026	0800-1300	The Famers Market at IX Art Park
Saturday, April 11, 2026	Starts 0700	Charlottesville Marathon, 1/2 Marathon, 10K
Saturday, April 11, 2026	9 PM - 12 AM	UVA Alumni Weekend Event Ting Pavillion
Wednesday, April 15, 2026	3pm-5pm	Fire Extingisher class at the OMNI
Thursday, April 16, 2026	6- 10 PM	TBD Ting Pavillion
Friday, April 17, 2026	5 - 9 PM	Friday After Five
Saturday, April 18, 2026	1200-1400	Healthy Kids Day @ 151 McIntire Park Dr
Saturday, April 18, 2026	1000-1400	Housing Expo @ Upscale event center
Saturday, April 18, 2026	0800-1200	Charlottesville City Market
Saturday, April 18, 2026	0800-1200	The Famers Market at IX Art Park
Saturday, April 18, 2026		JPJ Concert - Billy Strings
Saturday, April 18, 2026	1 - 4 PM	TBD Ting Pavillion
Sunday, April 19, 2026		Ting Concert - Lake Street Dive
Sunday, April 19, 2026	6 - 11 PM	Lakestreet Dive Ting Pavillion
Tuesday, April 21, 2026	2:00pm	Fire Drill Herman Key Jr Center 800 E Market Street
Wednesday, April 22, 2026		Tom Tom Festival
Thursday, April 23, 2026		Tom Tom Festival
Friday, April 24, 2026		Tom Tom Festival
Friday, April 24, 2026	5 - 9 PM	Friday After Five
Saturday, April 25, 2026	0800-1200	Foxfield Races (Albemarle)
Saturday, April 25, 2026		Charlottesville City Market
Saturday, April 25, 2026	0930-1100	LifeSpring walk for kids
Saturday, April 25, 2026	0800-1200	The Famers Market at IX Art Park
Saturday, April 25, 2026	9:30-1300	KID Vention Key Recreation Center
Saturday, April 25, 2026		Ting Pavillion Concert
Saturday, April 25, 2026		Tom Tom Festival
Sunday, April 26, 2026		Tom Tom Festival
Wednesday, April 29, 2026		The Charlottesville Criterium Bike Race