



City Manager's Report

City Departments

12-16-2024

City Manager – Sam Sanders (he/him)

- 12/3 – Joined Jeff Richardson for a preview of the UVA Buildings and Grounds Committee Meeting. The meeting featured three new projects:
 - 1,023-space Copeley @ Massie parking garage
 - 760-unit housing development On Grounds at Ivy & Copeley
 - 1200-seat Performing Arts Center at Emmet & Ivy
- 12/3 Feature speaker at the Rose Hill Neighborhood Association meeting. It was a great exchange of information. Thank you for a great evening and dinner.
- 12/4 Monthly check in with Dr. Gurley - preparing for the upcoming joint session between Council and School Board on 12/19.
- An Offer has been extended and accepted for the vacant Director of Social Services position - I will soon formally announce and introduce our new leader and team member
- We have engaged the professional firm Raftelis to lead a recruitment for a City Attorney and Director of Human Resources. We look forward to filling these important seats in the new year.

Deputy City Manager for Social Equity – Ashley Reynolds Marshall (she/her)

- Served as the Keynote Speaker for Live2Lead Charlottesville – hosted by Andrea Johnson (The Intentional Optimist) on October 18, 2024.
- Attended Region 10's Legislative Forum along with DCM Ratliff, focused on mental health concerns in the upcoming General Assembly on October 24, 2024.
- Attended the City's Department of Social Services Advisory Board Meeting along with Director Misty Graves – Human Services to discuss the direct human services work of the City outside of the Social Services team on October 28, 2024.
- In October 2024, the City of Charlottesville was invited to join the CFE Fund Bank On Academy, a six-month program focused on building the leadership necessary to run a Bank On program and the work to launch and lead the program. Bank On is a national program run by municipalities that support unbanked and underbanked community members to learn more about their finances and secure mainstream checking/savings accounts. The City has had a Bank On program in the past, and this effort will allow our team to determine if it could be helpful for our community again under the Council's Economic Prosperity Strategic Outcome Area. City staff learning this effort, in addition to DCM Marshall, Director Chris Engel (Office of Economic Development), and Director Todd Niemeier (Office of Human Rights) are Roy Fitch Jr. (Employment and Financial Opportunity Manager – Office of Social Equity); Kianna Vaughan Randolph (Job Center Engagement Representative – Office of Social Equity), and Stacey Washington (Home to Hope Peer Navigator – Office of Social Equity).
- Participated in the Community Policy and Management Team (CPMT) Annual Retreat, where LAJC presented on issues and laws impacting immigrant youth in Charlottesville on November 7, 2024.
- Attended the Chamber's Minority Business Alliance (MBA) Gala celebrating the winners of the John F. Bell Sr. Vanguard Award (Ms. Khalilah Jones with Chic & Classy Image Consulting) and the winners of the 2024 Minority Enterprise Grant program hosted by United Way of Greater Charlottesville and the MBA on November 2, 2024.
- Attended the National League of Cities CitySummit Annual Conference in Tampa, FL as a part of their Race, Equity, and Leadership (REAL) Equity Practitioner Convening that

Gateshead a select group of racial equity practitioners to discuss the future of equity work in local government and nationally from November 13-16, 2024.

- In November 2024, the Office of Social Equity launched the City's first Organization-Wide Language Access Services program, which will provide professional interpretation and translation services by PGLS, a Virginia Minority-led company. Staff training has begun and will continue through the beginning of the new year.

Deputy City Manager for Operations – James Freas (he/him)

- On December 6 Public Works hosted a training entitled “ADA and the Public Right-of-Way.” Participants in this full day training included staff from DPW, Parks, NDS, and the City Manager’s Office. The training reviewed the legal requirements for ADA compliance and provided numerous examples of the dos and don’ts where it comes to providing accessible pathways for all people in the City.
- Spoke on a webinar panel hosted by APA Maryland, the Maryland Department of Planning, and the Smart Growth Network on Zoning for More Equitable Housing Options.

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

- The Zoning Division is happy to announce that they will have an intern during the spring semester. Ms. Nicole Brager, a UVA Urban and Environmental Planning Major, will be assisting in revamping the Zoning Division webpage and researching homestay trends and regulations to determine if the City should amend its current ordinance.

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

- All Master Plan presentations have been posted on the project website for patrons to review and leave feedback. Charlottesville Parks and Recreation Master Plan | EngagePros.
- Registration for Winter/Spring programs is open! Customers can view classes and register online at: Parks and Recreation – Splash.
- A new inclusive play structure was installed at Northeast Park. (Based on the line of cars parked on Sheridan/Calhoun, it was very well-received by the public.).
- Youth Basketball Clinic:
 - In collaboration with HER Sports, Charlottesville Parks and Recreation hosted a free youth basketball clinic on December 1, 2024.
 - The event was a huge success, featuring big smiles and newly attained basketball skills (see attached pictures).
- Holiday Market:
 - Open now through December 21, 2024, at the Water Street location.
 - Enjoy great food, handmade gifts, and a holiday give-back opportunity with Wildrock.
- Northeast Park Update:

- A new inclusive play structure was installed, receiving positive feedback from the community based on the number of cars parked on Sheridan/Calhoun.
- Downtown Mall Updates:
 - Seasonal decorations (winter banners and garland) were installed to align with the Grand Illumination.
 - Fountains were drained, cleaned, and pumps removed for winterization.
 - Crews conducted leaf cleanups.

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/utilities. 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.

Fire Department – Chief Michael Thomas (he/him)

- CFD responded to a structure fire involving a Fraternity House housing 13 UVA students. Due to the fire damage the students were relocated with the assistance of UVA Staff. The fire is currently under investigation by CFD Fire Marshal.

- CFD responded to a fire involving four vehicles on City property. Cause has been determined by CFD Fire Marshal and a press release presented.
- Deputy Chief William Broscious assumes his role with CFD 12/09/2024.

Key Operations Metrics

CFD Incident Comparison: FY23 to FY25 YTD July- November			
	FY 2023	FY 2024	FY 2025
EMS/Rescue	2,450	2,202	2,142
Fire	57	67	78
Other Type	1,096	981	1,238
Grand Total	3,603	3,250	3,457

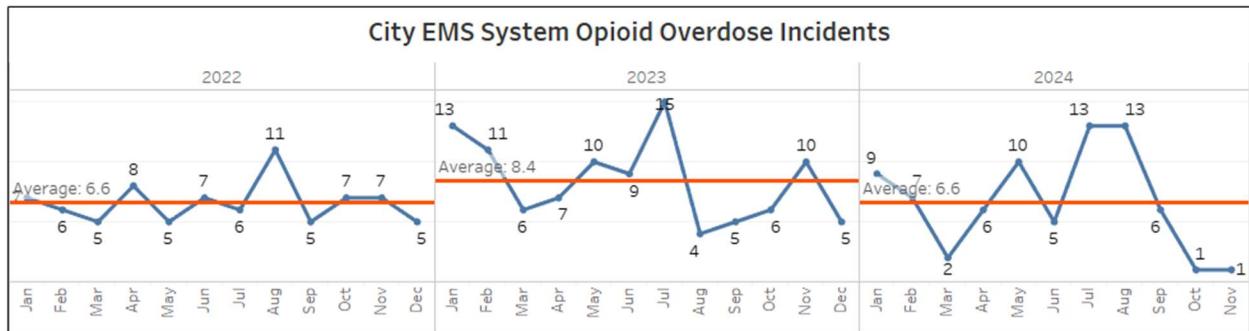
- Comparing the first five months of FY25 to the same period in FY24, CFD incidents are up by 6% across all categories.
- Fire incidents increased by 16%, EMS incidents decreased by 3%, and all other types of incidents increased by 26%.

Monthly Incident Averages and Trends

Avg. Monthly EMS Incidents Last 12 Months	Avg. Monthly Fire Incidents Last 12 Months	Avg. Monthly Other Type Incidents Last 12 Months
390	13	185
Change in Avg. Monthly EMS Incidents in Last Year vs. Previous Year	Change in Avg. Monthly Fire Incidents in Last Year vs. Previous Year	Change in Avg. Monthly Other Type Incidents in Last Year vs. Previous Year
-3.1%	-9.5%	9.5%

On average, CFD has run about 390 EMS incidents, 13 fire incidents, and 185 other type incidents each month in the last year. Comparing those monthly averages to the year before, fire and EMS incidents are decreasing, and all other incident types are increasing.

Opioid Overdoses



Opioid overdoses in the City declined significantly in October and November. CFD and CARS have run an average of about seven overdoses monthly in 2024, a decrease from 2023.

Unhoused EMS Patients

- CFD & CARS added a new field to patient care reports to track emergency medical responses to unhoused patients in June 2024. Our records show that over the last six months, CFD & CARS have responded to 38 unhoused patients monthly on average.
- The top three findings of attendants in charge on these incidents were non-traumatic pain (17.6% of calls), alcohol abuse (16.4% of calls), and bodily injuries (11.7% of calls).
- The field that tracks unhoused patients was only implemented in June 2024 when we switched to NEMSIS 3.5 so that dataset is still fairly small. Graphics are still in development and should be ready in the next few months. There are other response types to unhoused patients that need to be added as well—smoke scares from outside fires, service calls that didn't lead to medical assessments, etc. so the EMS data is only a partial picture of our responses to that group.

Department of Human Services – Misty Graves (she/her)

- The Department of Human Services supports the Council Appointed initiative - Youth Council. The members jumped in and completed four meetings thus far. This year, they are working University of Virginia Youth Nex to study participatory research. They will be taking a closer look at mental health and school safety and work towards presenting their findings at City Council in May.
- The Emergency Hotel Stay program has served 20 families this calendar year and additionally 12 individuals who were unable to be served at local shelter options. Our Community Resource Hotline and Pathways program continues to have funding to support eligible households with past-due rent/mortgage/utilities. City residents may call 833-524-2904 and is available 9-5, Monday-Friday.
- Recently, the Westhaven CARES Center celebrated Thanksgiving by providing free catered meals to City residents. They served about 75 meals and enjoyed connecting with one another. DHS looks forward to supporting a similar event later this month in December.