



City Manager's Report

City Departments

5-19-2025

City Manager – Sam Sanders (he/him)

- Celebrated Public Service Recognition Week with a gathering of all staff on Wednesday, May 7th for an afternoon of fun. For much of the week different offices and departments hosted open houses and demonstrations to help build awareness of what each is doing and how they can engage and support one another. I salute the City Team for their commitment to serving the public and being great stewards of resources provided by this community.
- Attended the State of the Chamber Meeting on May 1st to hear about the latest and greatest from our local business leadership group.
- Met with Region 10 leadership to discuss service and partnership opportunities.
- Met with Jeff Richardson, Albemarle County Executive, for our regular regional community planning check in.
- Attended the Annual Board Meeting of the VA First Cities in Richmond. Learned specifically about the city's investments in the Annie Giles Community Center and support of the Underground Kitchen which is connecting youth to healthy foods in an expandable system that now includes public schools in the area. Also heard from the Weldon Cooper Center and The Commonwealth Institute on updates on the potential impacts to our local government as a result of changes in our nation's capitol.
- Attended a meeting of the Fifeville Neighborhood Association (FNA) on May 8th. Was joined by representatives from BRACH, The Haven, PACEM, and The Salvation Army in a continued effort to engage and discuss the possibility of a low barrier shelter being considered for the current Thrift Store on Cherry Avenue. FNA members posed a host of questions, and they were answered by myself and other guests who are all aiming to support a quality introduction of a much needed resource in this community for those who find themselves sleeping outside each night. We have much to do and no decision has been made.

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

- National Community Survey Open to All Residents
 - The City of Charlottesville is thrilled to announce the launch of The National Community Survey to gather resident input for strategic planning initiatives and to align goals around the community's top priorities. All members of the community who are 18 years and older are encouraged to take the survey at polco.us/charlottesville2025op between now and May 27, 2025. Responses are anonymous, and all personal information is securely protected.
 - La ciudad de Charlottesville se complace en anunciar el lanzamiento de la Encuesta Comunitaria Nacional para recopilar opiniones de los residentes para iniciativas de planificación estratégica y alinear los objetivos en torno a las principales prioridades de la comunidad. Se anima a todos los

miembros de la comunidad mayores de 18 años a realizar la encuesta en polco.us/charlottesville2025ops desde ahora hasta el 27 de mayo de 2025. Las respuestas son anónimas y toda la información personal está protegida de forma segura.

- National League of Cities Southern Cities Initiative Awarded to Office of Social Equity
 - The City of Charlottesville has been competitively selected to participate in the Southern Cities Economic Initiative (SCEI), a prestigious program led by the National League of Cities in partnership with the Federal Reserve Bank of Atlanta. As one of only 20 cities chosen across the southern United States, Charlottesville will receive a \$15,000 grant and access to expert technical assistance, peer learning, and national funding opportunities to support long-term economic growth and mobility. This recognition affirms the city's commitment to economic prosperity and positions it for future funding and strategy implementation through 2027. The Office of Social Equity in the city (led by DCM Marshall) will partner with United Way of Greater Charlottesville to explore increasing economic mobility and opportunity through early childcare career pathways and pipelines.
- Community Engagements & Meetings
 - DCM Marshall attended several community meetings and events including the April Neighborhood Leaders Meeting, the TomTom Festival EVOLVE Conference Educators Innovators Summit, a tour of the Piedmont Botanical Gardens, and the May Fifeville Neighborhood Meeting.

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

- Attended the April 5 ribbon cutting for New Hill Development's BEACON Kitchen, a shared-use commercial kitchen with industry grade equipment.
- Participated with City Manager Sanders and Deputy City Manager Reynolds Marshall in the April 17 tour of the Botanical Garden of the Piedmont to learn more about the project.

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

- Aquatics:
 - The city's splashpads will officially open for the season on Saturday, May 17th, providing a fun and refreshing way for families to cool off as the weather warms up. One week later, on Saturday, May 24th, all outdoor pool facilities will open to the public for the summer season, offering expanded aquatic recreation opportunities for residents and visitors alike.

- Parks & Recreation served 328 participants in our Aquatic Spring programs!
- City Swordfish Swim Team registration starting May 13 with practices starting May 27.
- General Programming:
 - The new Tot Gymnastics Room at Carver is complete and will welcome participants this month! Plans are in the works to host an open house for the public (and our favorite little gymnasts) to check out the new space.
 - Summer camp is right around the corner. Camp Shenandoah (ages 6-9) is at full capacity for all 6 weeks of camp.
 - General program's summer session will begin the first week of May.
- City Market:
 - The City Market has been bustling in April with our new extended hours! We have loved the increased foot traffic and visitors to the market.
 - Farmers in the Park will open for the season May 7th! Join us at Pen Park every Wednesday afternoon from 3pm to 7pm help beat those weekday blues!
- Parks & Recreation has a new Mobile App. The mobile app allows customers to access their account and register as well as facility schedules, news and push notifications. The app is free and available to download at both the Apple and Google stores. Get the Charlottesville Parks & Recreation App!
- The Spring Scramble at Meadowcreek Golf Course will be on Saturday, May 24th. Details and registration can be done online at: 2025 Spring Scramble.

Utilities – Director Lauren Hildebrand (she/her)

- The Department of Utilities values community engagement and thanks the community for helping with the 2025 Customer Satisfaction Survey. Feedback and insights are key to ensuring we continue to provide first-rate utility services, and Utilities 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, 99% are satisfied and neutral with the reliability of water service, 100% are satisfied and neutral with the reliability of sanitary sewer service and natural gas service, 96% of respondents rate the value of their water, wastewater, and gas service at fair and above (good and excellent), and 87% 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.
- The Department of Utilities is pleased to announce that the 2025 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.

Public Works – Director Steven Hicks (he/him)

- Public Works Week is May 18-24, 2025. We encourage all community members to recognize the City's public works professionals and the substantial contributions they make in advancing quality of life for all.
- Six Public Work operators had the opportunity to travel to the Mid-Atlantic American Public Works ROADEo Championship in Ocean City, MD to compete against other operators from localities across Virginia, Maryland, and West Virginia on April 30th. The ROADEo is a chance for equipment operators across localities to test their skills by maneuvering machinery through specific obstacle courses to demonstrate the skills needed to perform the daily internal operations of the City's Public Works Departments. The six Charlottesville equipment operators who competed are: Bryan Frazier Jr., Joshua Wyland, Milton Morris, James Frazier Jr, Bryan Frazier Sr., and Jimmie Newman
- Shared use path from Westwood Dr to McIntire Park – construction began on 5/5 projected completion estimated September 2025.

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

- Thank you to city colleagues for attending the NDS Scavenger Hunt during Public Service Appreciation week. We were grateful to be able to share information with you in a fun, interactive way.
- After a lengthy time, the Property Maintenance Division of Neighborhood Development Services has hired a new Property Maintenance Inspector for the position of Property Maintenance Inspector (UVA - Off Grounds Student Areas). We are very excited to welcome our new inspector on May 19th, 2025.
- We have launched our Short-Term Rental (STR) outreach campaign. As part of this ongoing effort to improve regulation and enforcement, postcards were mailed to current and potential operators. The deadline for STR applications is June 1,

2025, and a \$100 late fee will apply to any submissions made more than 14 days after that date.

- To gather community input, a public survey is now live and available here: <https://forms.office.com/g/xnGGyLE7Ui>
- Residents and stakeholders can also access updated information on the new Homestay/Short-Term Rental webpage: <https://charlottesville.gov/1894/Homestay-Short-Term-Rental-FAQ>
- This project is led by the Zoning team/division, with strong support from Long-Range Planning, and represents a continued effort to make the STR process more equitable, transparent, and responsive to community needs.
- We are excited to welcome new staff to the Long-Range Planning team. Our Planning Intern will join us this summer and will be supporting a variety of planning initiatives. One of their key responsibilities will be assisting with the development of neighborhood fact sheets, as well as contributing to the existing conditions analysis and engagement for the 10th & Page and Rose Hill neighborhoods.
- We are also pleased to announce that Victoria “Tori” Kanellopoulos will join the department as our new Senior Long-Range Planner starting Tuesday, May 27th. Tori comes to us from Albemarle County, where she played a significant role in long-range and strategic planning, including work on the County’s Comprehensive Plan. Her experience and expertise will be instrumental in shaping future planning efforts.
- Jessica Santen has just joined the NDS Building Team as a Permit Technician. Welcome Jessica!

Human Services – Director Misty Graves (she/her)

- On May 9th, three members of the Department of Human Services staff graduated from the nine-month long program through the Chamber of Commerce called Leader’s Lab. Reggie Allen, Roxanne Jones, and Latara Ragland attended monthly sessions to discuss topics such as housing, gun violence, local government management, and foster care. In addition, they were able to network with other leaders in both the public and private sector and across diverse industries. Our department celebrates our staff who dedicate themselves to professional development and civic engagement.
- Youth Council is looking to fill vacancies with City students who serve as advisors to City Council on topics that matter most to youth. Looking for grades 8 – 12th grade to apply now to start this fall! This is an opportunity to learn leadership skills, advocate, and learn more about Charlottesville.
<https://www.charlottesville.gov/FormCenter/City-Council-7/City-of-Charlottesville-Youth-Council-Ap-276>