



City Manager's Report

City Departments

9-8-2026

City Manager – Sam Sanders (he/him)

- August 18:
 - Met with members from the Chapel Hill Chamber to coordinate their visit to the Charlottesville area and Richmond on September 27-29. City Hall will host the regional group of 80 members for a discussion on homelessness, sustainability, and community innovation.
- August 21:
 - Participated in the quarterly Thrive! Awards in recognition of staff who are modeling the City's values: Commitment, Integrity, Respect, Innovation, and Collaboration.
 - The City hosted the quarterly Town Gown meeting of City, County, and University representatives. This meeting was focused on a discussion about regional transportation and the opportunities that lie within a regional capture of all transit data to increase federal outlays to promote consistent and increased usage of public transportation.
- August 25:
 - Attended the Rivanna Water & Sewer Authority Board meeting
 - Executive Director Bill Mawyer highlighted the following in his report:
 - August was National Water Quality Awareness Month. In a time when communities around the world are struggling with water sources, our region is not in the same situation since the adoption and investment in our Community Water Supply Plan.
 - Our recent drought conditions have shifted away from the concern of a Drought Warning and we are almost out of the concern zone for any additional conservation measures being required. However, we still ask the public to maintain water conservation measures as a regular practice.
 - The Authority sold \$260M in revenue bonds to continue the planned capital investments that ensure a strong water system exists.
 - Multiple projects are continuing on schedule including the installation of the Central Water Line. The Cherry Avenue section was completed as planned shortly before schools started.
 - The Board approved the North Rivanna Waterline Replacement Project (\$1,597,000) for design, permitting, bidding, and construction admin services.
 - This project:
 - Responds to increases in water demand in this area.
 - Anticipates significant growth (AstraZeneca and North Fork).

- Includes three betterment projects which are infrastructure projects completed in partnership with external developers doing the construction.
 - The Board also received presentations on reservoirs, drought, and operational strategies and laboratory facilities and resources
- September 1:
 - Met with Christin Jacobs with TJPDC to discuss opportunities to align funding priorities to support a regional response to homelessness using currently allocated opportunities to engage all regional parties in the discussion.

Utilities – Director Jason McIlwee (he/him)

- Gas Safety Scratch-n-Sniff Flyer:
 - The Department of Utilities takes its responsibility to inform and educate the community about natural gas safety procedures seriously. We want everyone to be aware of how to detect a gas leak, understand the actions to take if a leak is suspected, and to always follow proper safe digging practices with Virginia 811. As part of our comprehensive Public Gas Safety Awareness Plan, our annual scratch-n-sniff Pipeline Gas Safety & You flyer will be sent in the upcoming billing cycle to all customers who receive a paper utility bill. For customers who have signed up to receive paperless billing, an electronic version of the flyer will be included in our September e-newsletter, with the option for those customers to contact Utilities to receive a scratch-n-sniff card to smell the rotten egg-like odor associated with natural gas. By working together, we can make the Charlottesville community a safer place to call home. For more information on gas safety, please visit www.charlottesville.gov/gassafety.

Human Services – Director Misty Graves (she/her)

- Community Attention Foster Families (CAFF) continues to encourage people who are interested in fostering a child to attend their informational sessions. In addition, community members may see CAFF's information on the back of CAT buses driving around the City! The next informational sessions are scheduled for:
 - Tuesday September 8 at 6:15PM
 - Tuesday October 13 at 6:15PM
 - Your first step to becoming a foster parent is to register at <https://us02web.zoom.us/join/zoom/register/fJtzj1W8Sk-EI0lu2d2Z4w#/registration> for one of CAFF's Information Sessions.
- The Department of Human Services Youth Opportunity Coordinator will expand the Book Club to include 5th grade participants at Summit Elementary School.

The program is looking for new volunteers to read to children during the school day. For more information on how to be a Book Club volunteer, email Juanika Howard at howardj@charlottesville.gov.

- The Community Based Services division will kick off the fall season of the Community Attention Youth Internship Program (CAYIP) on September 14. Interns will be able to earn \$15.00 an hour for 10 hours a week over eight weeks.
- Learn more about CAYIP at their website:
<https://www.charlottesville.gov/256/Community-Attention-Youth-Internship>.

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

- Fall program registration is happening now! Customers can view and register for programs online: [Home Page 3.1 Splash Page \(New UI\) - Parks and Recreation](#).
- Many thanks to all Parks and Recreation staff and contracted workers who performed a significant amount of debris cleanup after damage caused by severe thunderstorms throughout July.
- The Cville Bricks building competition saw strong community participation, with almost 300 public votes. Creative LEGO builds were displayed throughout the Downtown Mall.
- In total, over 1,500 children participated in our general summer camp, adaptive camps, ultimate adventure camp, and youth programs this summer.
- The City Swim Team had 164 swimmers participate in the JSL Championship two-day meet held at the Brooks Family YMCA. The Team finished 8th overall, which puts us squarely in Tier 2 for the 2027 summer season.
- Beginning September 11, Smith Aquatic Center will expand Friday hours to close at 8:00 PM.

Public Works – Director Steven Hicks (he/him)

- Storm Debris Pickup Blitz – Greenbrier and Locust Grove:
 - Public Works completed a seven-day storm debris pickup blitz in designated portions of the Greenbrier and Locust Grove neighborhoods following the recent storm. The targeted effort ran from August 17 through August 23 and provided additional collection support to help residents clear storm-related vegetative debris and accelerate neighborhood cleanup.
- Barracks Road/Emmet Street – UPC 111796:
 - The Barracks Road/Emmet Street project has been advertised for construction bids, marking another significant milestone toward construction. The project has an estimated construction cost of approximately \$6.1 million and will deliver the planned bicycle, pedestrian,

and vehicular improvements at the intersection. The project also includes a shared-use path extending uphill from the intersection and a six-foot-wide sidewalk with a variable-width buffer designed to preserve the existing hillside and minimize the need for retaining walls.

- Dairy Road Bridge – UPC 118295:
 - The Dairy Road Bridge replacement project has been advertised for construction bids. The project has an estimated construction cost of approximately \$11 million and is funded through VDOT's State of Good Repair program. The project will replace the existing two-lane bridge and represents a significant investment in maintaining the City's transportation infrastructure and long-term bridge reliability.
- Sidewalk Connector Project:
 - Construction of the Blenheim Avenue and Montrose Avenue sidewalk connector project is nearing completion. Remaining work includes final improvements and associated asphalt repairs, with completion anticipated by mid-September. The project expands the City's pedestrian network and improves neighborhood connectivity and accessibility.
- Street Paving Program:
 - As part of the City's street acceptance program, paving of Huntley Avenue from Stribling Avenue to Sunset Road has been completed. Public Works continues to advance the summer paving program, with the following streets scheduled for upcoming work. Tentative construction dates will be provided in the next report:
 - Paoli Street – 10th Street NW to 9th Street NW
 - Brunswick Road – JPA Circle to Sunset Avenue
 - Troost Court – McElroy Drive to the dead end
 - Park Road – JPA Circle to JPA
 - Sonoma Street – Monticello Road to end
 - 8th Street NE – Market Street to High Street
 - 10th Street NW – Grady Avenue to Wertland Avenue

Information Technology – Director Steve Hawkes (he/him)

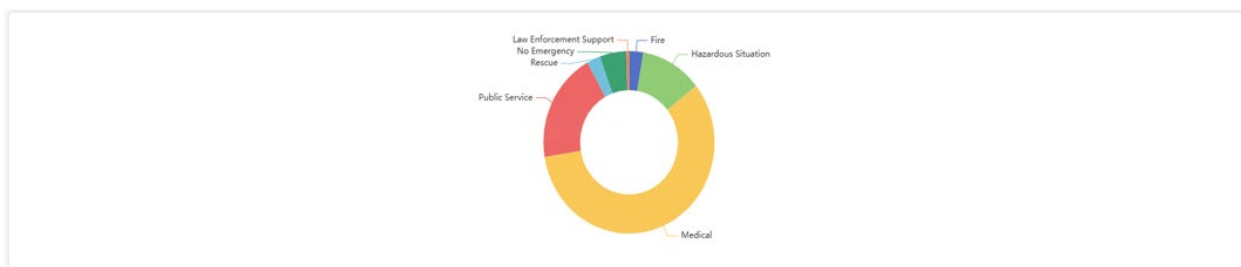
- The Information Technology Department is pleased to share several accomplishments and updates from July and August.
- Helpdesk & Support Services:
 - The IT team closed 410 Helpdesk support tickets in July and 387 so far in August, with 96% of customer survey responses rating service as "very good" or "outstanding." The Helpdesk team also deployed seven new PCs to employees in July and four in August as part of our ongoing device refresh program.
- Citywide Initiatives:
 - AI User Group:

- The City's AI User Group met in August with the Microsoft AI Team for a Microsoft M365 Copilot + Agents - Art of the Possible Town Hall Showcase.
- Teams/WebEx Telephony Project:
 - The final phase of the IT Department's project to migrate from Cisco desk phones to Microsoft Teams/WebEx for telephony is underway. So far 11 of 44 departments/divisions have been migrated to the new platform. Benefits of the project include a more modern communications infrastructure, cost savings, and better user experience.
- Applications & Systems Enhancements:
 - The Applications team completed a number of projects during June and July, including:
 - Setting up FEMA training, which involved creating a template for tracking employee training and uploading certificates.
 - Customized MyHR for Facilities Maintenance users
 - Soft-launched the new GIS Viewer:
<https://www.charlottesville.gov/gisviewer>.
 - Data-mapped DSS Kinship data for import into the DSS Umbrella system.
- Professional Development:
 - The City's IT Director was a speaker at the SAPinsider webinar: Modernizing for Citizens: Two Distinct SAP Journeys from Bernalillo County and the City of Charlottesville.

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

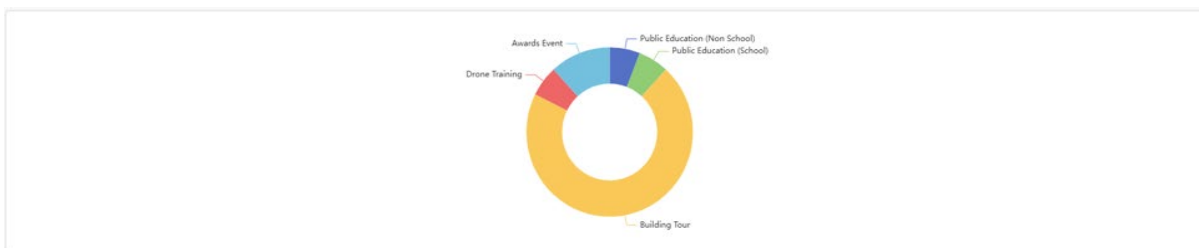
- Five new firefighters began their duty assignments on August 1.
- Deputy Chief Scott Carpenter's final day with the Charlottesville Fire Department was August 31 after 26 years of dedicated service to the Charlottesville community.

Key Operations Metrics:



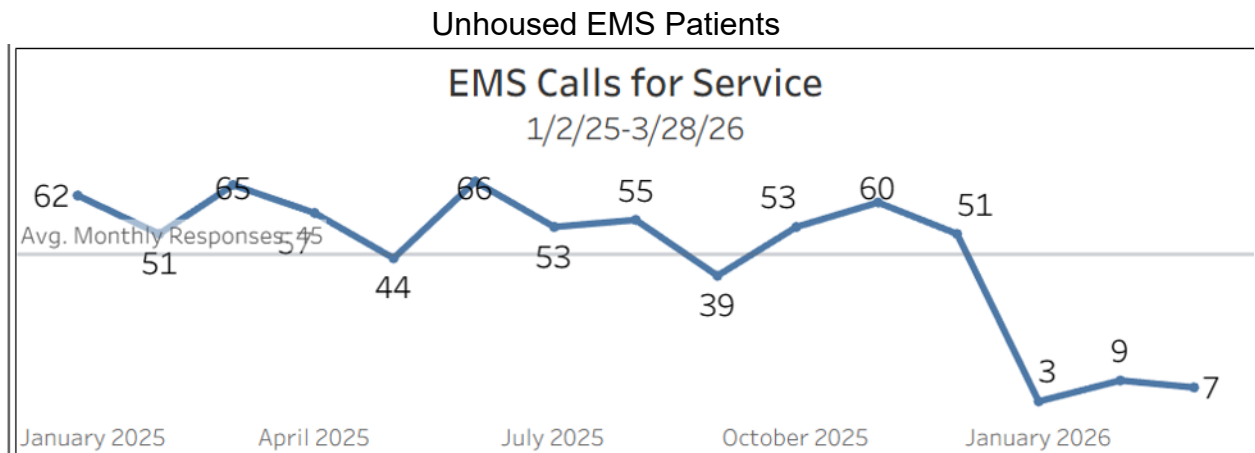
Primary Incident Group / Primary Incident Type	Count	Percent of Total
> Fire	21	2.69%
> Hazardous Situation	91	11.67%
> Medical	453	58.08%
> Public Service	152	19.49%
> Rescue	20	2.56%
> No Emergency	39	5.00%
> Law Enforcement Support	4	0.51%

Events in the Last 30 Days:



Event Types	Event Count	Percent of Total
Public Education (Non School)	1	5.88%
Public Education (School)	1	5.88%
Building Tour	12	70.59%
Drone Training	1	5.88%
Awards Event	2	11.76%

- CFD conducted several building tours as well as two public education events, including National Night Out at Booker T. Washington Park. CFD also held a graduation ceremony for its 2026 recruit class on July 31.



- 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. A ticket has been submitted to First Due.

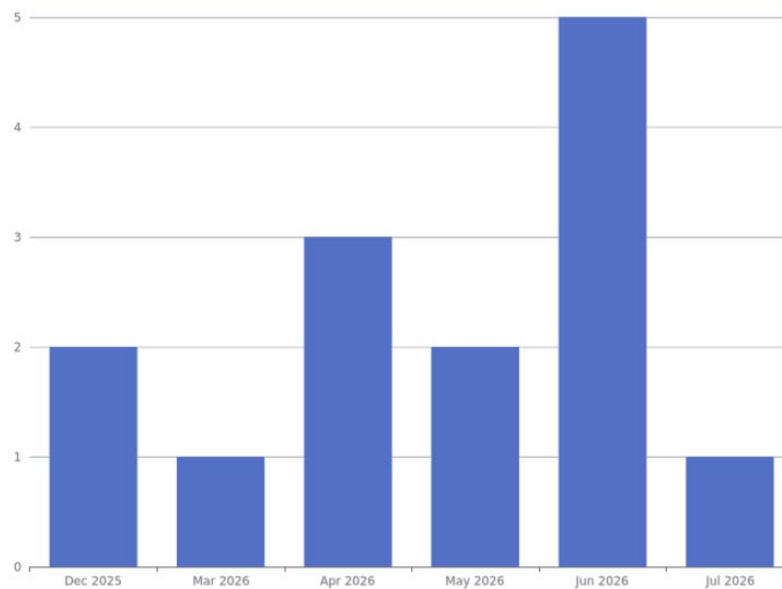
Opioid Overdoses



City of Charlottesville Fire Department
Address: 2420 Fontaine Avenue Extension, Charlottesville, VA, USA
Charlottesville, VA, 22903



Opiate Infographic



CREATED AT	OVERDOSE INCIDENTS
Dec 2025	2
Mar 2026	1
Apr 2026	3
May 2026	2
Jun 2026	5
Jul 2026	1
Total	14

- Opioid overdoses in the City increased in the summer of 2026 but have not reached the levels of historical trends. CFD and CARS have run below an average of less than three overdoses monthly in 2025, a decrease from 2024's average of six overdoses monthly. July saw CFD and CARS responding to fewer opiate overdoses.