



DEPARTMENTAL BRIEFINGS

EMERGENCY MANAGEMENT - JEREMY EVANS, EM COORDINATOR

Emergency management simply creates a framework to help communities reduce vulnerabilities to threats and hazards and cope with disasters. Emergency management is an essential role of government.

The overall goals of emergency management at all levels are to reduce the loss of life, to minimize property loss and damage to the environment, and to protect the jurisdiction from all threats and hazards. We accomplish this through five mission areas:

- Prevention
- Protection
- Mitigation
- Response
- Recovery

Ultimately, emergency management is a whole community function; meaning our greatest success will come from leveraging the expertise of:

- Individuals and households
- Private and nonprofit sectors
- Community entities, including advocacy and faith-based organizations
- Other levels of government.

Charlottesville's Emergency Management team encourages every member of the community to be prepared. Please visit [ready.gov](https://www.ready.gov) for more emergency preparedness information.



DEPARTMENTAL BRIEFINGS

COMMUNICATIONS & PUBLIC ENGAGEMENT-DIRECTOR AFTON SCHNEIDER

The Office of Communications and Public Engagement's (CAPE) mission is to inform, educate and engage citizens, stakeholders, and staff about City matters and initiatives through a variety of communication resources. Our goal is to provide a productive, mutually beneficial relationship between City departments and the community and to support and advance the City's Strategic Outcome Areas outlined in the City's Strategic Plan Framework. The CAPE office serves as a liaison between the City and citizens by coordinating media, public, and community relations and by encouraging citizen engagement in their government through a variety of methods, including, but not limited to – media relations, press releases, public events, branding, graphic design, thought leadership, produced media for broadcast on radio and television, the City's website, social media platforms, print advertisements, public appearances, and public service announcements as well as programming on City Public, Educational, and Government Access channels.

Tracing its roots to the 1970's, the City of Charlottesville has had a trio of community-access television stations in continuous operation since 1993 – TV10 (Government), CPA-TV (Public), and CEC 14 (Education). The City assumed management of these stations in 2004. CPA-TV's mission is to enhance the unity and strength of our community by providing a medium for community dialogue and training opportunities, a source for information of local, national, and international origin, and a forum for the exchange of ideas relevant to the community. Additionally, the Charlottesville Community Media Center (CCMC) is a video production and multimedia learning facility located within the Shops at York Place on the Downtown Mall at 112 West Main Street. CCMC is a member-driven operation that encourages and supports free expression by offering citizens the necessary tools and resources to create and distribute non-commercial community programming on CPA-TV (Comcast Channel 13), Roku TV apps, and CCMC online platforms.



DEPARTMENTAL BRIEFINGS

OFFICE OF BUDGET AND PERFORMANCE MANAGEMENT - DIRECTOR KRISY HAMMILL

The Office of Budget and Performance Management is responsible for the development of the City's operating and capital budgets and the reporting of performance management initiatives relating to the City's Strategic Plan.

The department's core services Include:

- Development of the City's annual budget and five-year Capital Improvement Program.
- Manage City's Debt Portfolio
- Forecasts Revenues and Expenditures for long-term financial planning and Track Performance
- Address policy issues related to the budget, City finances, and organizational performance and quality initiatives.
- Coordinate and report performance measure data.
- Develop and Maintain Decision-Support and Transparency Tools
- Act as a liaison for City Management, Departments, and Outside agencies



DEPARTMENTAL BRIEFINGS

DEPARTMENT OF FINANCE - DIRECTOR CHRIS CULLINAN

The Department of Finance is comprised of five divisions:

Finance Administration provides comprehensive financial management, accounting, and reporting services; pays all City employees and City bills; manages the City's credit card program; and prepares several specialized technical reports. The office has consistently received the Government Finance Officers Association Certificate of Excellence in Financial Reporting and recently received its first award for its Popular Annual Financial Report.

The **City Assessor's Office** is responsible for assessing over 15,000 parcels annually, maintains assessments for tax purposes at fair market value, and is responsible for Tax Abatement and Supplemental Assessment Programs.

Procurement/Warehouse has overall responsibility for the City's purchasing system and develops procedures to ensure that procurements are conducted fairly and impartially and in compliance with state, local, and other applicable laws. The Central Warehouse, which includes a central shipping and receiving point for City agencies, disposition of surplus property for the City and library, short-term storage for City departments, and inventory management, including material requirements planning and purchasing of inventory stocked in the central warehouse.

Risk Management coordinates overall risk management services for the City. This includes managing the City's property and liability insurance coverages and coordinating centralized safety services and training.

The **Utility Billing Office (UBO)** maintains and bills over \$44 million in utility accounts yearly for gas, water, and sewer services and sends over 26,000 monthly invoices. They also handle requests to stop/start services, answer customer inquiries, create and monitor payment arrangements, disconnect/reconnect customers, and handle all billing maintenance entries necessary to send accurate and timely bills. The office handles over 37,000 customer inquiries annually. UBO also administers the Gas Assistance Program. They also manage water and wastewater assistance programs and administer rebate programs for toilets, water heaters, thermostats, and rain barrels.



DEPARTMENTAL BRIEFINGS

HUMAN RESOURCES - DIRECTOR MARY ANN HARDIE

Human Resources functional service areas include recruitment and selection, employee and labor relations (including collective bargaining), performance management, training and organizational development, employee benefits administration, retiree benefits administration, leave administration, workers compensation, policy development and compliance, human resources information systems, and general human resources administration. The department's key goals include:

- Helping to attract, engage and retain employees.
- Helping to provide employee development resources and organizational training(s).
- Fostering sound employee and labor relations, including through the collective bargaining process.
- Offering a competitive total rewards compensation and benefits package.
- Effectively communicating HR programs and processes.
- Providing guidance and clarity on policies and procedures that support the City's organizational goals.
- Supporting the City's diversity, equity, inclusion, belonging and accessibility initiatives.