

**Dr. L. Pettis Patton, City Manager**  
**February 2016 Accomplishments**

**I. City Council Leadership and Relationship-Building**

- Marketing, Communications, & Tourism
  - Working with City Manager and Council in planning and preparation for the City's State of the City Luncheon on April 13. MCT is currently writing and producing the Mayor's speech, video and/or slideshow for the presentation. Also collaborating with the Clerk's Office in coordinating Council Member attendance at other Hampton Roads State of the City Luncheons (**Goal 4**).
  - Coordinating the posting and finalizing of the Council Vision Principles for online and print for department heads display (**Goal 4**).

**II. Organizational Alignment, Development and Review**

- Behavioral Healthcare Services
  - BHS staff conducted a Dr. Martin L. King Jr. Day breakfast with the assistance of the participants of the psycho-social rehabilitation program to celebrate the life and legacy of Dr. King.
- Building Official/Permits and Inspections
  - Director received FMLA Training for Managers on February 26 (**Goal 2**).
  - Permits and Inspections is collaborating with Property Management to correct issues with the elevator maintenance and inspection process for the City (**Goal 2**).
  - Provided a revised revenue forecast to the Finance Department due to the possibility of increased revenue over what was previously expected (**Goal 6**).
  - Permits and Inspections has been working in collaboration with the Planning Department to utilize CDBG funds for the demolition of structures due to our limited funds (**Goal 6**).
- Economic Development
  - Hired Business Development Manager who started Feb. 22<sup>nd</sup> (**Goal 11**).
- Engineering
  - Staff is working with Permits and Inspections and the Planning Department to evaluate and revise the procedures and process for single-family site plan approval (**Goal 3**).

- Participated in the review and evaluation of the proposals in response to the RFQ for the City's Comprehensive Plan Update (**Goal 3**).
- The Department of Engineering and Technical Services collaborated with the Finance Department and other Departments to refine the CIP project list for the upcoming budget (**Goal 7**).
- The Engineering Department continues to provide technical support for various Departments to better define project scopes; review and comment on plans, specifications and estimates; and provide recommendations for next steps. Staff is involved in multiple CIP and CDBG projects involving the Planning Department, Public Utilities, Properties Management, Public Works, PRLS (Parks, Recreation and Leisure Services), Behavioral Healthcare Services, Social Services, IT Department, Fire Department, Police Department and Portsmouth Public School (**Goal 8**).
- Finance Department
  - City Manager's Budget Defense Meetings - Coordinated and prepared meeting time frames and budget information for the City Manager's Budget Defense Meetings. This included review of all department and agencies FY2017 budget submissions in order to review, reflect and refocus on services/programs provided to the citizens of Portsmouth.
  - Budget team met with staff of Hampton Roads Transit Authority to discuss FY17 budget request.
  - Work session presentation to City Council on cost efficiencies and savings.
  - Hired new Budget Officer and Claims Processor.
  - Conducted various technical training for finance staff and city management.
- Fire Department
  - Fire Chief Barfield petitioned the Civil Service Commission for list of qualified candidates to begin a recruit academy.
  - The Department received and began equipping a new vehicle for Hazardous Materials. This replaces a vehicle which has been in service since 1989. The new vehicle was purchased with funds provided by the State of Virginia.

- The department replaced 85 breathing air cylinders that had been passed their usable life. ½ of the cylinders purchased have an increased capacity, which allows greater time in the hazardous environment. Over the next few years the department will transition to the new higher volume cylinders.
- Health Department
  - Portsmouth Health Department is planning to host a Joint Use Agreement training on March 3 for all regional coalitions and policy-makers working in the area of utilizing existing facilities to improve physical activity in underserved communities. Representatives from Newport News, Hampton, Chesapeake, Virginia Beach, Suffolk, Norfolk, and members of the Portsmouth community from Portsmouth Public Schools, Healthy Portsmouth, YMCA, and the Portsmouth Department of Parks, Recreation and Leisure Services have been invited. The training will be facilitated by ChangeLab Solutions, a nationally recognized organization from the San Francisco Bay Area that provides community-based solutions for preventable diseases.
- Human Resource Management
  - Continue reviewing all administrative policies to identify need of improvement, re-writes and edits (**Goal 1**).
  - Partnered with the Planning Department to recruit for the vacant Manager of Transportation (**Goal 5**).
  - Collaborated with staff to stress the importance of being cognizant of taxpayers' dollars and discussed ways to control spending including allocating physical inventory to other departments to overall benefit the City (**Goal 6**).
  - Implemented an online application system to better serve the needs of our internal and external customers (**Goal 9**).
  - Trained HR staff on expectations of customer service to include educating the staff on the new online application system (**Goal 9**).

- Conducted several Family and Medical Leave Act, FMLA, trainings within the City (**Goal 9**).
- Conducted Interview Training for the Department of Behavioral Healthcare Services (**Goal 9**).
- Completed a monthly review of the departments' compliance with employee performance evaluations (**Goal 10**).
- Reviewed job descriptions to ensure accurate performance metrics (**Goal 10**).
- Completed the employment process for Police Chief and hired Tonya D. Chapman (**Goal 11**).
- Completed the employment process for the Director of Human Services and hired Pamela Little-Hill (**Goal 11**).
- Finalized the employment process for Fire Chief (**Goal 11**).
- Prepared for the next phase in the employment process for the Director of General Services to include recruitment on our new online application system (**Goal 11**).
- Information Technology
  - Infrastructure Identification Lapse.
  - Improving Cyber Security Posture.
  - Budgetary Cost Savings Methods.
  - Tyler Technologies Migration.
- Libraries
  - Main Library manager Gregg Grunow promoted to Manager of Library Systems/Support Services (February 5). Gregg will be involved in library systems, technical services, budget monitoring, and sustaining leadership when the director is unavailable.

- Self-Checkout equipment at all locations has been upgraded.
- Marketing, Communications & Tourism
  - Continues to work with Finance in preparation for Budget Presentation (**Goal 7**).
  - Continues to work with Procurement relative to the Request for Proposals, IMG contract, and contract updates and review (i.e. Advertising, Videographer, and Production) (**Goal 8**).
  - Continues to provide oversight of our Visitor Information Center, High Street Information Center, and City Hall Information Center as it relates customer service and budgeting (**Goal 6**).
  - Collaboration with PPS to promote the Get To School...Make It Count campaign (**Goal 2**).
  - Media Methodology: e-blast messages, PCTV, print collaterals, social media, digital message boards, and direct mail packet to promote the following events and activities: PRLS Membership ID Extended Hours; Museums Foundation Bunny Hop; Adult Spring Softball; HRM Online Application Tracking System; Kinship Care Forum; Colored Community Library Museum; IT Infrastructure Maintenance; Police Citizen's Academy; Annual Pinwheel for Prevention Dedication Ceremony; First Friday Music Series; Fire Chief Reception; Willett Hall Schedule of events; Portsmouth Pavilion 2016 Concert Series and Announcements; Media Relations Policy for Department Heads (**Goal 2**).
  - Provided realignment report for DNA and PRLS (**Goal 2**).
  - MCT Meetings: Olde Towne Business Association (OTBA); Website Planning and Design (IT and Civic +); Toll Relief Meeting; Cavalier Manor citizen meeting to address debris issue with Waste Management (**Goal 2**).
- Museums
  - "During the tornado warning we were able to put into effect our disaster plan pertaining to such an incident. About 50 visitors were in the building at the time and followed the instructions to move to the back of the first floor, adjacent to the planetarium, and remain there until the warning expired. All were very cooperative and remained calm.

- Works continues on the Collections Storage Room Reorganization at the Naval Museum. This month staff tackled the category of framed art objects, many of which were stored on the floor. Staff and volunteer Marcus Robins assembled painted, wooden platforms that were covered with padding of ethafoam. The art work has been transferred to the platforms and was organized by size.
- The Naval Museum has an almost-comprehensive collection of Norfolk Naval Shipyard's newspaper, *Service to the Fleet*, including the earliest edition Vol.1, No. 1, 1942. They had been housed in the museum's library but were recently transferred to archival boxes. These rare books contain invaluable insights into the history of the Shipyard.
- The Lightship *Portsmouth* will reopen on Friday, March 3<sup>rd</sup> for the season.
- The traveling exhibit, *Centuries of Childhood* opened on February 13<sup>th</sup> at the Children's Museum of Virginia. This exhibit is on loan from the Children's Museum of Cleveland.
- Parks and Recreation
  - Met with Planning and Zoning, Engineering, and General Services to discuss the Sportsplex.
  - Met with Budget and Finance submitted revised revenue projections.
  - Participated in the HR FMLA training.
  - Met with Engineering and Architecture Firm to discuss Sportsplex renovations.
- Planning
  - The Planning Department continued the process re-integrating the City's Zoning Administrator and Zoning Administration function into the Planning Department. Issues have included provision of materials to zoning staff and members of the Board of Zoning Appeals, training needs, legal advertising requirements, etc. Will be an ongoing process (**Goal 2**).
  - The Planning Department continues to develop zoning ordinance modifications to ensure alignment with City Council's Vision Principles and Core Values and compliance with state code requirements. Major

initiatives have included the development of an RFP (complete and under Purchasing Agent review) for the purpose of integrating the various separate elements of the Zoning Ordinance into a single cohesive document, and to modify processes and procedures to comply with state and city code. This project will also include re-writing the City's sign regulations to comply with a recent US Supreme Court decision (**Goal 3**).

- Significant omissions have been discovered in the Form Based Code primarily related to existing uses and structures. In addition, in the main section of the Zoning Ordinance it has been determined that the Non-Conforming Site Aspects provisions are a significant deterrent to building modifications, reinvestment and renovations. The Planning Department is working on potential code amendments to address these concerns (**Goal 3**).
- Consultant interviews to update the comprehensive plan have been tentatively set for April 1st. (**Goal 5**).
- The proposed Joint Land Use Study with the Navy, City of Chesapeake, and HRPDC continues to move in a positive direction. HRPDC has agreed to serve as project manager and the City of Chesapeake has agreed to participate in relation to our joint jurisdictional boundaries and the St Julien's Creek Annex. Participating agencies will meet in late April to discuss the potential project and next steps (**Goal 5**).
- Police
  - Regularly review departmental policies and procedures and update them in accordance with CALEA, IACP and PERF standards to ensure that we operate within accepted industry standards (**Goal1**).
  - The Department stood up a staff inspections unit whose purpose is to ensure that personnel are complying with City AP's, Department policies and procedures, and law enforcement national best practices (**Goals 2**).
  - Continued community engagement efforts by attending civic league and similar meetings where we actively seek citizen input regarding police services and problem solving. The PIO continued to share information with the public via various forums such as facebook, including information not only on crime issues, but also posting positive stories and successes. Personnel participated in reading to school children programs (**Goals 2**).

- The traffic unit conducts DUI awareness training at high schools, and the K-9 and Mounted Patrol Units participate in show and tell at elementary schools. The Gang Suppression Unit conducted two programs with the schools and gave seminars on gang awareness and prevention (**Goals 2**).
- Criminal Investigations Division members worked closely with the FBI on a major fraud ring with regional and national implications (**Goals 2**).
- We received an updated copy of the City Council's Vision Principles 2030. Will align and correlate all future departmental goals, objectives, priorities with the new vision principles (**Goals 2**).
- School Resource officers and supervisors continued working closely with PPS officials to assist in the planning, implementation and deployment of a new technology initiative to provide laptops to all high school students (**Goals 2**).
- The department revised its budget overview and submitted it to the city's budget staff for inclusion in the city's FY 2017 budget book. We met with the city's CFO and budget staff to give Chief Chapman an update on the Police Department's FY 2017 budget submission and to accept input and changes from the Chief regarding this submission. As a result of this meeting and previous discussions with Chief Chapman, we will forward several Departmental FY 2017 budget proposal adjustments to the Finance Department for inclusion in the final City wide FY 2017 budget submission to City Council (**Goals 7**).
- E-911 center supervisors continue to audit and monitor E-911 calls to ensure customer service excellence and the efficient and effective provision of emergency response services (**Goals 9**).
- The Special Operations Bureau seeks training and seminars to improve service delivery. Supervisors routinely follow up with victims to ensure that customer service levels meet their expectations (**Goals 9**).
- The Criminal Investigations Bureau conducts random monthly citizen surveys regarding completed investigations to ensure customer service excellence (**Goals 9**).
- Public Utilities/General Services
  - Updated job descriptions to reflect current needs and align with current organizational needs (**Goal 1**).
  - All employee evaluations were completed and reviewed by department supervisors or director (**Goal 10**).

- Public Works
  - Public Works' Management Team discussed our departments before and after handling of the snow storm(s). We implemented additional steps to ensure that staff and vehicles are fully prepared in advance of inclement weather (**Goal 2**).
  - Appointed PM Coordinator for Public Works to ensure timely maintenance and upkeep of Public Works vehicles (**Goal 2**).
  - Public Works will continue to assess the condition of our streets (pot holes) due to the aftermath of the snow storm(s) and icy conditions; Scheduled additional personnel to address this need (**Goal 9**).
  
- Social Services
  - The Director met with the Leadership Team at DSS to discuss departmental strategies for improving service quality. The Director utilized Survey Monkey to gain input from all employees as part of the goal development process. Results will be reviewed March 4, 2016 (**Goal 9**).
  - The financial manager aligned the majority of the Munis and Thomas Brothers financial systems with the state budget. Emphasis was also placed on the cross training of staff, establishment of internal controls and the development processing procedures (**Goal 6**).
  - On 2/26/16 Eligibility Workers were formerly recognized for their service provision to the citizens of Portsmouth. Director discussed with staff the importance of quality services, teamwork and respect for individuals served (**Goal 4**).

### **III. Citizens, Community, and Business Engagement**

- Behavioral Healthcare Service

- BHS staff continues to work with the CoC program and PHAC on the Mayor's 10 year plan to end homelessness and the Mayor's Challenge to end veteran's homelessness.
- BHS staff met with Indian Creek Correctional Center Re-entry staff, and DOC psychologist Dr. Rashida Jones to discuss mental health care for clients that return to the Portsmouth community.
- BHS staff participated in "Voices Against Violence, a community forum." Executive Director served as a panel member, and Prevention staff provided resources on mental health first aid and HIV services.
- BHS staff continues to collaborate with DSS staff to develop a Trauma Informed Care network for Portsmouth Youth.
- BHS staff met with the staff of Bon Secour Medical Center to discuss ways to continue to strength services to individuals recovering from mental health, substance use, and co-occurring disorders.
- Building Official/Permits and Inspections
  - Property Maintenance Inspectors are meeting with civic leagues in the sectors of the city they are responsible for and reporting back any issues needing action to the Building Official. Civic Leagues meetings attended this month included: **Madison Ward Civic League, Lee Ward/North Brighton, Westbury Civic League, Highland Biltmore, West Parkview, Parkview, Cavalier Manor, Wilson Ward, and Cradock**. In addition, area inspection staff discussed issues with civic league members separately in one-on- one meetings in **Cavalier Manor** as well as **West Norfolk Road (Goal 1)**.
  - Director met with the Future of Cradock group to discuss several of their issues leading toward the Cradock centennial celebration in October 2018 (**Goal 1**).
  - Director attended a luncheon on Wednesday, February 24th introducing Apostle Lattisaw at the United House of Prayer (**Goal 2**).
- Economic Development

- Serve as the Assistant Secretary of the EDA and plan the monthly meeting agendas with the Chair and review the monthly financials and annual audits with the city's Finance Dept. for this council appointed board (**Goal 2**):
  - Facilitated EDA's execution of a contract with a developer to sell a parcel at the southwest corner of Victory & Greenwood Drive for development. Developer now working to secure a lease with a pharmacy.
  - Monitored 13 outstanding local incentive grants provided by EDA.
- Serve as the Assistant Secretary of the PPIC and plan the monthly meeting agendas with the Chair and review the monthly financials and annual audits with the city's Finance Dept. for this council appointed board (**Goal 2**):
  - Facilitated PPIC's approval of a resolution to authorize the chair to sign a contract to buy an 8-acre site on Burton's Point Road on terms similar to those outlined in a previously executed Letter of Intent.
- Fire Department
  - Realign the organizational structure to provide citizens the best emergency care. (Partnership and training with Bon Secours STEMI program).
  - Continue community engagement by visiting Civic League Meetings: (Identifying prevention measures for at risk neighborhoods, offering free smoke detectors and free installation, and with school opening, continuing the PASS reading program to our elementary students).
    1. Fire During the month of February caused an estimated damage of \$ 3.5 million
    2. The Fire Marshals conducted at total of 94 business inspections during the month of February.
- Health Department
  - Portsmouth Health Department welcomed two new members to the management team. Bree Williams, a former Public Health Major Command Functional Manager at Langley Air Force Base, with over 20 years of experience in public health and in the Air Force, started on February 10, as the Environmental Health Manager. Sandra Johnson, who has a MBA from Old Dominion University, and is a former director with extensive experience in business operations, finance, and human resource management in multiple healthcare settings, started on February 25 as the Business Manager.

- Information Technology
  - Formulating Strategic Vision / Policies and Procedures
  - Civic Plus Website Re-Design
- Libraries
  - *AARP Tax Aide*: Continues to enjoy popularity with citizens. Churchland Branch Library hosts this free tax assistance program, from February through April 15.
  - *Black History Month Now*: Joint-promotion campaign with Museums was successful and an official report from the committee, comprised of museum and library staffs, is pending.
  - **African American Heroes of Portsmouth**: Portsmouth Public Library released an activity book of Portsmouth notables, geared toward middle- and high-school students. Students who visit the Portsmouth Community Colored Library and any Portsmouth Public Library location will receive a free copy.
  - *Second Tuesday Forum*: : Dr. Michael Pearson, a professor at Old Dominion University, gave a well-received presentation on “The Santiago de Compostela Path,” regarding writing journals covering a path that wends from France to Spain.
  - **Outreach**: Staff set up an info table at the Buffalo Soldiers Parade, registering citizens for library cards (February 20).
  - *Other community engagement information*:
    - Physical materials circulated: 22,340
    - Computer Usage Sessions: 4,031
    - Fines/Fees Collected: \$2,641.90
    - Monthly Visitor Count (all locations): 21,696
    - Program Attendance: 2,022
    - Online Catalog Page Views: 46,801
    - Website Views: 20,273
    - Database Searches: 4,347
    - Electronic Checkouts: 422
- Marketing, Communication & Tourism
  - Used media methodology to promote the following events and public service announcements: Did You Know: Alarm Alert Meanings; Daylight Savings Time: Spring Forward; Voice Against Violence Summit at TCC: Mind + Body Workshop for Women; Telling Our Story: Portsmouth Chef named semi-finalist for James Beard Award and High School

Students to Receive Chrome Books in Portsmouth Public Schools  
(Goal 2).

- MCT Meetings: Community Gardens; Portsmouth Homeless Action Consortium (PHAC); Mayor's Military Affairs Committee (Goal 2).
- Museums
  - Linda Holmes, Diane Cripps and I met with Vernon Crump regarding either donating or loaning some items for an upcoming exhibit at the Portsmouth Community Colored Library Museum. It was fascinating talking with him and seeing some of the objects that he has which include 5 poll tax receipts from Portsmouth, 1959-1963.
  
  - Linda Holmes, Museum Services Supervisor at the Portsmouth Community Colored Library Museum, is the speaker at the Second Tuesday Forum Series on March 8. She is the author of *Listen To Me Good*, which explores the contributions of African American midwives in the South from the past to the present. The presentation also will highlight the work of historic Portsmouth midwives who cared for birthing women at home as well as midwives who continue their practices today.
- Parks and Recreation
  - Attended Wilson Ward/Gosport Civic League.
  - Attended Port Norfolk Civic League Meeting.
  - Met with the Director of Healthy Portsmouth to discuss programs.
  - Met with Old Town Business Association to discuss Safe Trick or Treat.
  - Attended Civic League of Cavalier Manor.
  - Met with Elizabeth River Project Staff to discuss Paradise Creek.
  - Held a Youth Baseball Association Meeting to discuss season.
  - Attended the Symposium of Now in Hampton.
  - Attended the Mayor's Commission on Military Affairs.
  - Attended the Port of Virginia Aid to Local Ports Grant Meeting.
- Police

- Members of the Criminal Investigations Bureau attend civic meetings at the request of any group who may desire a presentation. The Neighborhood Impact Officers address concerns by detaining to the citizens emerging crime trends and to enhance citizen interaction in an effort to develop a trusting relationship between the police and the public. The Police Department's Public Information Officer also provides regular information of departmental activities, positive stories, crime information and a forum for the public to comment on police activities through social media. Members of police dispatch regularly give presentations to civic leagues, provide 9-11 center tours upon request, and provide support to groups such as those at the city's Senior Station (**Goal 1**).
- A school resource officer (SRO), a Community Services Unit officer (CSO), and Assistant Chief Robert Butler meet with Boys and Girls Club members at Waters Middle School during their meal break every other week. These meetings serve as a means of establishing a good relationship with these students in an informal setting. They discuss being police officers and answer many questions. This program continues due to its popularity (**Goal 1**).
- Members of the Criminal Investigations Division meet regularly with similar divisions of other local law enforcement agencies to discuss current trends in cross-jurisdictional crime activity, develop methodologies for collaboration and share intelligence as part of crime reduction efforts (**Goal 2**).
- The Police Department has strengthened its partnership with the Portsmouth Public School system to provide better trained School Resource Officers to each high school and middle school. This partnership has benefited both entities by providing real-time information that is imperative for both agencies while affording the staff, visitors and the future leaders of Portsmouth an opportunity to learn in an environment free of the fear of crime. Portsmouth Police SROs have daily contact with school officials, and have developed a close working relationship with them. SRO supervisors have monthly meetings with school principals and maintain open lines of communication (**Goal 2**).
- Public Utilities/General Services
  - Public Utilities met with the Olde Towne Business Association and the Olde Towne Civic league to provide an update on the design and implementation of Phase 2 of the Downtown Master Utility Project. Public Utilities will continue to meet with Civic Leagues, Community Groups and City staff. (**Goal 2**).
  - Both Public Utilities and General Services developed proposed FY2017 budgets. In keeping with the theme of Review, Reflect and Refocus, Public

Utilities and General Services continue to collaborate with the Finance Department in evaluating and developing the final proposed FY2017 budget (**Goal 6**).

- Public Works

- Collaborated with other departments in the preparation for the tornado threat/flooding event and worked crews until late Wednesday evening to deal with the flooding caused by the storm. The next day crews were assigned (post-storm) to different areas of the city to clear clogged drains caused by debris from the storm (**Goal 3**).

- Social Services

- Director attended the Trauma Informed Care Workgroup meeting, hosted at the Department of Behavioral Healthcare Services. The Director also attended the Community Policy Management Team Meeting at Portsmouth DSS (**Goal 2**).
- On 2/25/16 Portsmouth DSS participated in the Kinship Foster Care Forum, hosted at the Portsmouth Children's Museum. Family members were addressed by local ministers and agencies offering support and information about community services (**Goal 1**).
- DSS participated as a VITA (Volunteer Income Tax Assistance) site for the UpCenter. Members of the community were provided with assistance in the completion of their tax returns (**Goal 2**).
- The Director partnered with the Portsmouth Police Department's Crime Unit, in regards to staff trainings. Ms. Suenyo Branch, Certified Crimes Prevention Specialist, will conduct a "Work Place Safety Training" for DSS and Department of Health employees on March 15, 18,22 and 24 (**Goal 2**).
- A partnership was developed with the Community Church of Western Branch, in Chesapeake, Virginia for purposes of foster parent recruitment, donation of clothes/backpacks for children and food donations for the agency's food pantry. Church representatives were provided with

information on the Resource Families Program to assist them in the recruitment process (**Goal 1**).