

Dr. L. Pettis Patton, City Manager
January 2016 Accomplishments

II. Organizational Alignment, Development and Review

- Building Official/Permits and Inspections
 - The reuniting of the Department of Permits and Inspections with the former Department of Neighborhood Advancement re-establishes a single regulatory and enforcement division for Floodplain administration and management. The Department has three Certified Floodplain Managers that can review plans perform inspections and evaluate other aspects of compliance (**Goal 2**).
 - The Ombudswoman was reassigned to the office of Marketing, Communications, and Tourism (**Goal 2**).
 - Reuniting the property maintenance inspection staff with the Department of Permits & Inspections creates far greater cohesion among code enforcement staff. A single Building/Code Official creates an opportunity for greater consistency of enforcement as well as interpretation of the codes (**Goal 2**):
 - Logistically, communication between the new construction team and the property maintenance team is enhanced and now occurs daily.
 - There is an enhanced understanding of each group's role in the protection of people and property through code enforcement which hasn't been in place for two and a half years.
 - The DNA silo has been dismantled. Now property maintenance inspection staff is free and encouraged to request assistance with technical issues from new construction staff on a continual basis. Environmental/ Zoning Inspectors, enforcing the Virginia Maintenance Code need to be technically proficient in the general aspects of building systems such as structural, mechanical, electrical, and plumbing disciplines so that they can readily identify hazards and code deficiencies in residential and commercial properties. Often, technical issues present themselves that are beyond the scope of their technical expertise. In such a case, new construction inspectors, who generally have a greater degree of expertise, are asked to assist. Having these inspectors in the same department creates greater cohesion in work flow and coordination free of the barriers between different departments.
 - This single departmental team concept also assists in cross training and ultimately translates to better service delivery to the citizen.

- Previously, the Elevator Inspection Program was divided between the Building Official who oversaw the installation of new construction elevators and the Director of DNA who was responsible for the inspection of all existing elevators in the City. The enforcement of the Elevator Inspection Program is now back under the authority of a single Building/Code Official which reconsolidates the program recreating greater consistency of enforcement and completion of necessary inspections, which has been lacking over the last two and a half years (**Goal 2**).
- The front counter staff has been reconsolidated as one unit. Staff receives applications, determines permit applicant qualifications, and issues permits in accordance with the provisions of the Virginia Uniform Statewide Building Code. As part of this activity, staff is required to check qualifications in accordance with the State Board of Contractor Regulations. This duty, by state law, falls under the authority of the Building Official. Inexplicably, over the last two and a half years this activity has been under the purview of the Director of DNA. This has been corrected with the reorganization (**Goal 2**).
- Dailey Financial Transaction report is now simpler, quicker, and with less steps. Less people handle the money each day creating greater financial controls (**Goal 6**).
- Rondalyn Mills, Margaret Sayles, and others will attend MUNIS training March 3rd (**Goal 6**).
- Instead of two petty cash accounts we have consolidated into one, with less outstanding cash. Rondalyn Mills is designated the petty cash custodian (**Goal 6**).
- Economic Development
 - On Jan. 12th staff co-hosted a “How to Apply for Enterprise Zone Benefits” workshop with the Virginia Department of Housing & Community Development (**Goal 5**).
 - On Jan. 19th staff defended Department’s FY17 budget which focuses on the department’s overarching goal of initiating private-sector investment to generate tax revenue through business attraction, business retention, business expansion and entrepreneurship. Staff’s FY17 presentation included a 10% reduction in expenses when compared to the department’s FY16 budget (**Goal 6**).

- In January staff collaborated with Human Resources to interview candidates for the Business Development Manager(s) (**Goal 11**).
- Engineering
 - The Department of Engineering and Technical Services budgets were presented in the budget defense meetings. The presentation included a description of core services and other key service elements such as collaboration (**Goal 7**).
 - The Department of Engineering and Technical Services collaborated with the Finance Department and other Departments to develop 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. Projects that are ready for procurement include the Replacement of the Seawall – Admirals Landing-City Hall Section and the City Hall Section and several drainage projects to correct localized infrastructure problems (**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.
 - Tax Forms -Prepared and submitted W-2's to employees one week earlier than the IRS required deadline, 1099's to vendors one week early than the IRS required deadline and the 8038 CP information form for the Build America Bonds interest payment.
 - Grants - Submitted quarterly grant reports prior to their deadlines.
 - Other - Began Turnover audit, initiated new p-card program, and prepared various financial reports, census reports and bank reconciliations.
- Fire Department
 - Fire Chief Barfield made a request to the Civil Service Commission for an entrance examination of potential candidates, in the near future.

- Fire Chief Barfield has requested the Civil Service Commission for a list of approved candidates in anticipation of a recruit academy beginning soon.
- Human Resource Management
 - Continue reviewing all administrative policies to identify need of improvement, re-writes and edits (**Goal 1**).
 - Submitted a Criminal Background Ordinance to City Council for approval (**Goal 9**).
 - Finalized an online application system for scheduled implementation in February to better serve the needs of our internal and external customers (**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 next phase in the employment process for Fire Chief and Police Chief (**Goal 11**):
 - Organized and assisted with assessments for the final candidates for the positions of Police and Fire Chiefs
 - Conducted forums for the Fire Department and the community for final Fire Chief candidates
 - Held a forum for the Police Department for final Police Chief candidates
 - Prepared for the next phase in the employment process for the Director of Human Services (**Goal 11**).
- Information Technology
 - Review Security Policies / Procedures
 - Identified Security Technology Lapse
 - Initiated Information Technology Survey

- Supervised Tyler Technologies (HR / Payroll) Migration
- Cost-Savings methods deployed on Phone / Fax
- Libraries
 - Library Director and staff met with department heads and staff from Museums and Parks & Recreation to discuss combined marketing initiatives (January 14 & 26).
 - Library Director met with Health Department staff and a representative from EVMS Brickell Library to work on Health & Wellness Information Center (Main Library) plans (January 12).
 - Melinda Brown hired as new manager of Churchland Branch Library (January 13).
- Marketing, Entertainment & Tourism
 - Continued meetings with Budget Team in preparation for Participatory Budget Meetings (**Goal 4**).
 - Continues to work with Procurement relative to the Request for Proposals, IMG contract, and contract updates and review (**Goal 8**).
 - Continues to provide oversight of our Visitor Information Center, High Street Information Center, and City Hall Information Center as it relates to provide good customer service (**Goal 9**).
 - Helped promote the Portsmouth Public Schools Survey to PortCity/ Marketing listserv (**Goal 2**).
 - Promoted information relative to Staying Informed during Inclement Weather (**Goal 2**).
 - Promoted Black History Month Events and Programs at the Portsmouth Museums and Libraries (**Goal 2**).
 - Promoted Echoes of Joy event which served over 550 homeless and disadvantage citizens (**Goal 2**).
 - Produced and promoted new and improved Children's Museums website (**Goal 2**).
 - Worked on committee to finalize Core Values (**Goal 3**).

- Collaborated and worked with PRLS Director to transition events, employees, and funding back to PRLS in preparation for the remaining events for this fiscal year (**Goal 2**).
- Sent e-blasts to promote the need for Election Officers for the General Registrar's Office (**Goal 2**).
- Continues to work with the Portsmouth Public Schools to share programming on the City's municipal television station (PCTV) in an effort to enhance our partnership and share information relative to the great things happening in our schools (**Goal 2**).
- Created and updated new outgoing telephone messages to promote public forums for candidates for the new Police and Fire Chief positions (**Goal 2**).
- Worked with Portsmouth Public Schools personnel to ensure that support services for the Budget Community Forums
- Museums
 - *“Planning Groups*
 - Our planning groups are in full speed. Focus has been on a standardized training program, developing a Special Needs program and on Volunteers. The team working on the new exhibit at the Portsmouth Community Colored Library Museum is fine tuning the label copy and confirming objects and graphics. Staff will be working with the African American Historical Society to return loans presently on exhibit and seek new objects for loan.
 - *Point of Sale System:*
 - Staff, with the help of Mike Ammons and David Williams, has interviewed four perspective firms for a new Point of Sale System for the Department. The present system is no longer supported by Ticketmaster, is out of date, and does not allow for on-line sales and registrations which leave the department at a competitive disadvantage. These new systems are cloud based and will make transactions easier, provide more data to help drive decisions, and have the ability to handle surveys.

- Parks and Recreation
 - Met with the Treasurer to develop cash handling procedures for Recreation Center's to accept payment for PRLS fees
 - Met with Planning and Zoning to give input on Food Truck Ordinance
 - Met with Libraries and Museums to discuss a Joint Newsletter
 - Met with Police Department to discuss installation of security cameras at City Park through a grant

- Planning
 - The Planning Department, working in conjunction with the Department of Permits and Inspections successfully re-integrated the City's Zoning Administrator and Zoning function into the Planning Department. Collaboration on functions was conducted and meetings were held with the Finance Department to discuss reallocation of resources from the former Department of Neighborhood Advancement in support of the zoning function. Further discussions were held with the Department of Human Resources and Finance Department regarding the final set-up and staffing related to this reorganizational change (**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. Zoning Ordinance changes within the D2 Form Based Code were adopted by City Council to replace the Type II site plan process and add guidance for evaluating accessory structures (**Goal 3**).

 - Zoning ordinance review continues and in January was focused on the Non-Conforming Site Aspects provisions in the zoning ordinance. These requirements are proving to have a negative impact on building remodeling and reinvestment. The Planning Department is working on a potential code amendment to address this concern (**Goal 3**).

 - Food Trucks – following a nearly three year process, the Planning Department successfully prepared amendments to City Code Chapters 32 and 40.1 to allow food trucks to operate within the City's boundaries. In

addition, a policies and procedures manual was developed for approval under the authority of the City Manager (**Goal 3**).

- RFP for the comprehensive plan update was closed in January and the RFP review team is assessing the professional consultant submittals. The consultant selection process is expected to continue through the month of February (**Goal 5**).
- Police
 - Submitted and Presented the Police Department's FY17 budget proposal, giving the City Manager choices as to where services can be reduced, consolidated or privatized as well as recommendations for strategic initiatives. The budget outlined key strategies, highlighted the Police Department's 8 Core Services and provided a pathway for increased public safety in the city, both real and perceived (**Goal 7**).
 - To review departmental customer services practices: The 911 Center manager and supervisors routinely audit E-911 calls for quality assurance as well as to identify customer service issues or shortcomings in service or performance. If they discover any areas needing improvement, they craft a manner in which our service delivery to the citizens of Portsmouth could be improved (**Goals 9**):
- Public Utilities/General Services
 - All employee evaluations were completed and reviewed by department supervisors or director (**Goal 10**).
- Public Works
 - The Stormwater Compliance Unit has scheduled chemical spill training for various city departments to ensure the proper handling and reporting of spills in compliance with federal and state regulations (**Goal 4**).
 - Public Works' crews provided emergency response city-wide during the recent snow event working extended hours and weekends (**Goal 9**).

- Social Services
 - January 6, 2016 met with HR Director and DBHC Director to discuss staff/new hire record check collaboration (**Goal 6**).

 - Met with DSS management staff to discuss maximizing use of appropriate service and fiscal staff to greatly decrease fiscal errors (**Goal 6**).

 - Attended two budget meetings regarding DSS's 2017 budget (**Goal 6**).

III. Citizens, Community, and Business Engagement

- Behavioral Healthcare Service
 - BHS attended a Region V Interagency Meeting with other Community Services Boards to discuss mandatory changes related to the Department of Justice Settlement (Waiver Redesign) that will be implemented July 1, 2016 (**Goal 2**).

 - BHS Leadership staff attended VACSB's legislative conference. Leadership staff, Advisory Board members, and two drug court participants met with local legislators Senator Louise Lucas, Senator Mamie Locke, Delegate Stephen Heretick and Delegate Mathew James. Consumers and board members encouraged them to support funding for mental health and substance abuse services. Consumers told them their story as to their road to recovery (**Goal 2**).

 - Prevention Program, "Too Good for Violence" has expanded to two new elementary schools; bringing the total to four elementary school and daily contact with the school system (**Goal 2**).

 - BHS staff met with Maryview Hospital staff to discuss prescreening procedures and admission process for the local crisis stabilization programs (**Goal 2**).

- BHS Executive Director and Emergency Services Staff met with Hampton Roads Regional Jail to discuss protocol on how to better services their population (**Goal 2**).
- BHS staff, in collaboration with DSS staff, held first Portsmouth Trauma Informed Care Network meeting. At this meeting, the mission statement was developed, and plans were made to present to the Portsmouth Youth Collation (**Goal 2**).
- BHS has partnered with Quit Now, a smoking cessation program with the Virginia Department of Health (**Goal 2**).
- 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. This engagement will increase with our new leadership (**Goal 1**).
 - Doug Smith met with the Future of Cradock group to discuss several of their issues leading toward the Cradock centennial celebration in October 2018 (**Goal 1**).
 - Staff met with and assisted PRHA in keeping a tenant from being evicted due to the inability to maintain a water account. The dwelling unit was not condemned and the tenant was able to continue living in the unit (**Goal 2**).
- Economic Development
 - Held bi-weekly meeting with the Assistant Executive Director of PRHA and the city's Director of Planning (**Goal 2**).
 - 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**).
 - 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**).

- Director attended quarterly board meeting of the Tidewater Business Financing Corporation (**Goal 2**).
- Director attended grand opening of Starting Block, a new initiative of the Portsmouth Partnership which provides entrepreneurs space and resources to turn ideas into successful businesses (**Goal 2**).
- Finance Department
 - Budget Community Engagement Meetings - Coordinated along with Portsmouth Public Schools three Budget Community Engagement Meetings to engage citizens in a budget participatory process utilizing Promethean ActivExpression technology. This process provided an overview to citizens by the City Manager, Dr. Patton and PPS Superintendent, Dr. Bracy as a platform for the FY2017 budget process.
- 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. Portsmouth fire personnel responded to a total of 20 fires that caused structural damage during the month of January.
 2. The Fire Marshals conducted at total of 61 business inspections during the month of January.
 3. Fire Marshals presented 3 sessions of the fourth grade fire prevention program to three (3) elementary schools. This completes the program for the school year.
 4. Fire and EMS personnel participated in a total of 27 community activities during the month of January. Activities included vehicle safety seat installations, Pass Reading program in elementary schools, and the installation of smoke detectors in residences.
 5. The Fire Department reached out to partner with the Red Cross to participate in a federally funded program to install smoke detectors in targeted neighborhoods.
 6. Portsmouth Fire and Ems personnel responded to a total of 1482 emergency calls during the month of January. Of the total response 1165 calls for assistance were medical emergencies.
- Health Department

- Portsmouth Health Department continues to serve as a co-lead agency representing health in the region in developing a data portal that includes information on health, education, economy, social environment, and built environment. Other co-leads include Bon Secours Health System, Eastern Virginia Medical School, United Way of Hampton Roads, The Planning Council, Obici Healthcare Foundation, Hampton Roads Planning District Commission, and Hampton Roads Community Foundation. The data portal is under development with goals to launch in mid-2016.

- Portsmouth Health Department is planning for a physician, pharmacist, and clinic manager focus group on February 23 to bring together the clinical community in addressing health disparities and closing the gap on diseases such as diabetes, heart disease, stroke, and cancer.

- Portsmouth Health Department is assisting Bon Secours Health System in the region to provide health data to the community at community advisory board meetings and community town hall meetings in January and February of 2016 to identify barriers to health.

- Information Technology
 - Formulating Strategic Vision / Goals as a Team Partner with “New Portsmouth”

 - Initiated / Conferred Website Re-Design

- Libraries
 - *AARP Tax Aide*: Churchland Branch Library has made arrangements to host this free tax assistance program again, from February through April 15.

 - *Black History Month Now*: Joint-promotion campaign with Museums begins, with programs and events to culminate that offer shared theme and performers to enhance reach to the community.

 - *Navigator*: Portsmouth Public Library released its first annual events calendar.

 - *Second Tuesday Forum*: Physicist Dr. Phillip Williams of NASA Langley Research Center gave an excellent presentation on “NASA and the Journey to Mars.” The forum series, funded by the Library Foundation, City of Portsmouth, and the Friends of the Portsmouth Public Library is

free and open to the public at the Commodore Theatre and 64 attended. (January 12).

- *Teen Writing Group*: Cradock Branch manager Mary Hodges held first organizational meeting for a teen writing group. 7 attended. (January 7).
- *Other community engagement information*:
 - Physical materials circulated: 20,305
 - Fines/Fees Collected: \$1,905.41
 - Monthly Visitor Count: 21,696
 - Program Attendance: 1803
 - Online Catalog Page Views: 43,521
 - Website Views: 20,033
 - Database Searches: 3846
 - Electronic Checkouts: 527
- Marketing, Entertainment & Tourism
 - Sent e-blast messages, uploaded to digital message boards and performed website updates to promote 2016 State of the City, Portsmouth Police Department Citizen's Academy, Delta Sigma Theta's Restoration of Rights Workshop (**Goal 2**).
 - Promoted the Church and Community in Action MLK I have a Dream Breakfast (**Goal 2**).
 - Helped promote an appeal for Friends of the Portsmouth Juvenile Court relative to the need for CASA (Court Appointed Special Advocates) (**Goal 2**).
 - Continued to promote, produce, and serve with the Finance Department in hosting the Budget Community Engagement Meetings (**Goal 2**).
 - Budget Community Engagement meetings were recorded and re-broadcast on PCTV, the City's YouTube Channel and streamed on the City's website (**Goal 2**).
- Museums
 - *Proposed Cultural Arts District*:
 - Commissioners will be attending the Park View Civic League meeting in February to review the concept for the district. I will be attending the Portsmouth Partnership meeting in April and have requested to be on the agenda at a future Economic Development Authority meeting.

- *Fourth Grade Teacher Focus Group:*
 - Fourth grade teachers from 9 City elementary schools participated in a focus group regarding our fourth grade program *Catch a Wave*. The teachers were engaged and provided many concrete suggestions for how the program could be more beneficial for them. Also discussed was communication, the use of the planetarium and after program surveys. The next focus groups will be held in March with 2nd grade teachers.

- *Navy Volunteer Day:*
 - The Navy Volunteer Day will be held on February 4th from 10 am-2 p.m. Volunteers will be helping at the Art & Cultural Center, Naval Museum and three of the city's recreation centers. Carl Painter has been helping to coordinate this effort.

- *Home School Day:*
 - The Children's Museum, in collaboration with the Virginia Sports Hall of Fame, hosted a home school day on January 26. Visitation was good and feedback was positive.

- Parks and Recreation
 - Attended Historic Truxtun Civic League Meeting
 - Attended Long Point Civic League Meeting
 - Met with the Hoffer Creek Staff and Board President to discuss Hoffer Creek
 - Met with Elizabeth River Project Staff to discuss Paradise Creek

- 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 presented City Council with an update of several key projects. These included the Lake Kilby Filter Replacement project and Phase 2 of the Downtown Master Utility Project. Both of these projects are nearing the bid phase. Public Utilities will continue to meet with Civic Leagues, Community Groups and City staff during all phases of work (**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 collaborated with several other departments to identify effective ways of managing costs and consolidating projects while maintaining a high standard of customer service and satisfaction. These budgets were presented to the City Manager and Finance Department (**Goal 6**).
- Public Works

- Public Works' management team met with various citizens about storm drain and flooding issues as a result of recent storms (Goal 1).

- Social Services
 - January 13, 2016 Bi-Monthly Social Services Advisory Commission (SSAC) held, represented DSS. SSAC agenda included: Foster Care and Child Protective Services updates.

 - January 14, 2016 met with Mr. Doug Smith and staff members to review home safety issues regarding minor children.

 - January 14, 2016 regarding upcoming Kincare Forum (scheduled for 2/25/2016).

 - January 18th attended MLK Leadership Breakfast.