

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

I. City Council Leadership and Relationship-Building

- Marketing, Communications, & Tourism
 - Working with City Manager, Mayor, and Hampton Roads Chamber in planning for the City's State of the City Luncheon on April 13. MCT has produced the script and the Mayor's 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**).
 - Council Vision Principles are completed and posted online. Department Heads are replacing old copies for presentation in their offices (**Goal 4**).

II. Organizational Alignment, Development and Review

- Building Official/Permits and Inspections
 - Collaborating with Waste Management and the Fire Department to remove dumped refuse and identify offenders who are dumping on city property at the Afton Greens site (**Goal 2**).
 - March Permitting Metrics (**Goal 6**):
 - Issued 333 permits with a construction value of \$4,100,764
 - Performed 1001 inspections
 - Generated \$42,207 in New Construction revenue
 - Reviewed 56 residential plans and 14 commercial plans that we charged a fee for.
- Economic Development
 - Facilitated a representative of the U.S. Environmental Protection Agency's briefing to City Council regarding the federal agency's work on the AWI Super Fund Site (**Goal 5**).
 - Hosted Hunden Strategic Partners, consultant for Downtown Real Estate Market Analysis & Feasibility Study for 2-day kick-off meeting and tour (**Goal 5**).

- Hosted EDA commissioners, PPIC chair, City Manager and senior City staff for the annual ODU Real Estate Market Review to gain a better understanding of status of each real estate section to include the office, industrial, multi-family, and residential markets in Hampton Roads **(Goal 5)**.
- Participated in presentations to all three rating agencies as part of the City's preparation for issuing bonds **(Goal 6)**.
- Engineering
 - Continue to work with Permits and Inspections and the Planning Department to evaluate and revise the procedures and process for single-family site plan approval. The next phase involves reaching out to builders and surveyors to solicit input on the proposed changes **(Goal 3)**.
 - Attended refresher training on MUNIS Financial system **(Goal 6)**.
 - Continued to work with the Finance Department and other Departments to refine the CIP project list for the proposed budget **(Goal 7)**.
 - Continued 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 Schools. A brief list of projects includes drainage improvements at the Churchland Athletic Fields and on Wyoming Avenue, pedestrian enhancements at the High Street-Airline Boulevard Intersection, Paradise Creek Nature Park Phase II Improvements, ADA improvements and lighting upgrades at the Naval Museum, ADA ramp the Portsmouth Colored Community Library and control system for air handling units at Social Services **(Goal 8)**.
- Finance Department
 - Bond refunding - prepared the analysis and Official Statements and other document to refund over \$50 million of general obligation bonds. As part of the process the city's bond ratings were reaffirmed as AA2/AA stable outlook by the three national credit rating agencies. Bonds were sold on April 7.

- Budget FY 2017 - Coordinated with the City Manager and budget team the FY2017 budget presentation and provided official copies of the budget document to City Council on March 29.
- Surplus equipment - posted various items of surplus equipment on internet for auction. Redistributed items to meet departmental needs. Conducted physical inventory and included pictures for one department.
- New Hires - Welcomed the new controller and debt manager to the city.
- Financial training - continued financial system training for managers throughout the city.
- Tax forms - completed and mailed all required ACA tax forms meeting the March 31 deadline.
- Fire Department
 - Worked with Human Resources to approve the hiring of firefighters and paramedics (**Goal 1**).
 - Began discussions with Human Resources to revise the promotional processes (**Goal 1**).
 - Conducted an analysis of allotted positions and the staffing model. The Fire Chief directed that the staffing model and allotted positions match, so as to prevent confusion (**Goal 1**).
 - Reviewed the fire department's current priorities (**Goal 3**).
 - Reviewed pending transfers within the department to assure department needs are being met and that the City's values were being adhered to (**Goal 3**).
 - Meetings held between the department and city personnel to begin fostering and building relationships and learning the practices and expectations (**Goal 3**).
 - Reviewed the current budget status and projections for the end of the fiscal year (**Goal 6**).
 - Reviewed the budget being submitted for FY17. The budget was completed prior to the arrival of the new fire chief (**Goal 6**).

- Continued with the coordination of the upcoming move to 311 County Street. Office space has been assigned and wiring is being moved as appropriate **(Goal 8)**.
- Worked with Human Resources to complete the hiring process for the new fire chief **(Goal 11)**.
- Health Department
 - Hosted a regional 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 Chesapeake, Virginia Beach, Suffolk, Norfolk, and members of the Portsmouth community from Portsmouth Public Schools, Healthy Portsmouth, and YMCA attended the training. The training was facilitated by ChangeLab Solutions, a nationally recognized organization from the San Francisco Bay Area that provides community-based solutions for preventable diseases.
 - Presented a poster at the Association for Community Health Improvement annual conference in Baltimore, Maryland on March 1 showcasing groundbreaking work in health assessment occurring in Portsmouth. This poster focused on Portsmouth Health Department's work in conducting door-to-door community health surveys to better assess health status at the neighborhood-level in Portsmouth and to measure health improvement.
 - Presented at a panel discussion at the 2nd Annual Population Health Summit in Charlottesville on March 23. The presentation focused on ongoing collective impact work ongoing between Bon Secours Health Systems, United Way, Portsmouth Health Department, and other regional health systems, health departments, and community-based organizations in developing a data portal for the region that will help drive collaboration among cities and agencies.
- Human Resource Management
 - Continue reviewing all administrative policies to identify need of improvement, re-writes and edits **(Goal 1)**.

- Reorganized the Landscape Maintenance division and moved it from the Department of General Services to the Department of Parks, Recreation and Leisure Services (**Goal 2**).
- Incorporated the city's core values in New Employee Orientation (**Goal 4**).
- Participated in local job fair and promoted the city's core values (**Goal 4**).
- Partnered with the Planning Department to recruit for the vacant Manager of Transportation (**Goal 5**).
- Conducted Interview Training for the Department of Finance (**Goal 9**).
- Trained several hiring managers on the new online application system (**Goal 9**).
- Attended trainings through webinars on Human Resource topics to include FMLA (**Goal 9**).
- Modified New Employee Orientation (NEO) to have all new employees attend NEO on their first day of hire and updated the presentation to enhance the orientation (**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 Fire Chief and hired Dwayne Bonnette (**Goal 11**).
- Completed the next phase in the employment process for the Director of General Services (**Goal 11**).

- Information Technology
 - Reviewed Cyber Security Policies / Procedures.
 - Cyber Security Posture Increases.
 - Wi-Fi Project Plan Completed.
 - Consumable IT Products Reduction Study.
 - Project Management of Financial and HR Integration.
 - Continued Strategic IT Planning.

- Libraries
 - Attended MUNIS for Managers session.
 - Content Migration of e-book materials discussed with vendors.
 - Met with Sentry Security consultant met to walk-through Main Library to plan security upgrades. The consultant visited Manor and Cradock Branch Libraries in the following week.

- Marketing, Communications & Tourism
 - Created Budget presentation, recorded and aired on PCTV, and posted presentation on the City Manager's webpage (**Goal 7**).
 - Has received submissions for Advertising Agency RFP. Interview committee will review submissions and schedule interviews in the coming weeks (**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**).
 - Get to School campaign has been launched. Palm cards have been distributed, promotional video is currently airing on PCTV, and Billboards are in rotation. HRT boards are in production (**Goal 2**).
 - Media Methodology: e-blast messages, Portsmouth Relay for Life and Chili Cook-Off; Cause for the Paws event at Portside; Portsmouth Pavilion events: Concerts and Movies in May; Willett Hall: Smooth Fire & Ice Jazz Event and Portsmouth Community Concerts; Citizens Police Academy; Pinwheels for Prevention Dedication Ceremony; First Friday Music Series at PACC; Voices Against Violence Seminar; Recreation Membership Card; TCC Open House Event; 2016 5K Bunny Hop Run; Economic Development Newsletter; Give Local 757; Hampton Roads Planning

District Commission Home Program; MINI Farmer's Market in Olde Towne; Oasis Social Ministry: Stomp Out Hunger and Hunger Walk event; Senior Station Trips and Excursions; FitX: Eight Week Team-based Wellness Program; BankOn Portsmouth (**Goal 2**).

- Telling Our Story/Operation Positive Portsmouth: Portsmouth Shipyard Sailors; Portsmouth Students Celebrate Chinese Culture (**Goal 2**).
- Made changes and updates to MCT website; continues to work with Departments for website redesign and upcoming meetings with Civic+; Scheduled photo shoots for City Attorney, Fire Chief and Police Chief (**Goal 2**).
- Museums
 - Construction started at the Naval Museum for installation of an ADA complaint restroom. Construction meetings will be held bi-weekly.
 - Through a partnership with volunteers from the USS Bush, CVN 77, led by Chief Andy Mucciarone, the Lightship Museum was dusted, scrubbed and polished.
 - In preparation for the busy season, the Exhibit Department has been busy cleaning, painting and doing general preventative maintenance on the exhibits. Rocket launch pads were replaced, cash registers were changed out in the Market, and the nest in the Tot Lot was taken out for repairs and returned.
- Parks and Recreation
 - Met with L.E.L. Golf Management, Inc., Suffolk Golf Course Management Company
 - Met with Shirley Confino-Rheder, Universal Design Expert to discuss new Senior Station design and layout.
 - Met with Lynne Berg Director of Norfolk Prime Plus Senior Center to tour facility with staff and discuss partnership opportunities.
 - Held City Relay for Life Planning Meetings.
 - Coordinated with Procurement Department to contract with vendor for school mowing.

- Planning
 - Continued to integrate the City's Zoning Administration functions into the department. While this will be an ongoing process, to date the department have initiated Board of Zoning Appeals training and welcomed two new members to the board, integrated the landscape plan and inspection review process with key personnel moving over from Permits and Inspections, and established regular internal staff meetings to ensure regular focused communication in addition to the day-to-day contact we already have. The department will next be moving to assess the department's internal process for site plan reviews and approvals (**Goal 2**).

 - Continued 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. This remains an ongoing effort with the City's Purchasing Agent (**Goal 3**).

 - Continued to work with the City Attorney's Office to address issues resulting from the original adoption of the D2-FBC. Staff continues to discover issues with the ordinance. The most recent issues relate to how it addresses (or doesn't address) existing uses and structures that fall outside of the applicability table of the FBC. This is a significant zoning gap that has come to light as zoning clearance requests have come in for existing buildings that have been vacant for some time. The problem is now clear and the team is in the process of determining the appropriate corrective steps to take. The team hopes and expects to establish a way ahead for the needed fixes over the next 30-60 days. This will ultimately require code amendments be adopted by City Council (**Goal 3**).

 - Consultant interviews to update the comprehensive plan scheduled for April 1st and April 6th. Expect initial interview team scoring and recommendation phase to be completed by the end of April (**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 with the Representative of the DoD Office of Economic Adjustment (OEA) on April 27, 2016 to discuss the potential project and next steps. The Navy Planning team will be meeting with the OEA representative the day before, on the 26th. Prior to our meeting with the Chesapeake, HRPDC and the OEA representatives, Planning staff will meet informally with our Navy CPLO counterparts to discuss the project and make sure we are consistent in our project message to OEA for this project. The OEA visit is part of their process to determine project eligibility as well as the funding amount they will provide (**Goal 5**).
- Initiated work on the downtown/uptown market study with Hunden Strategic Partners in conjunction with the Department of Economic Development. Staff from both departments facilitated a day and a half of stakeholder interviews and study area tours for the consultants on the 23rd and 24th of March. This important project will continue through the summer (**Goal 5**).
- Police
 - Met with Human Resource Management to discuss policy and procedures related to hiring, promotional processes, and discipline. Further discussion will take place in the near future (**Goal 1**).
 - Sergeants and lieutenants assessment center process was administered (**Goal 1**).
 - Approved the captains moving forward on the new geographical policing plan that they have been working on for well over one year, but was placed on hold until a new chief was appointed (**Goal 2**).
 - Met with ODU professors to discuss violence and crime reduction partnership (**Goal 2**).
 - Discussed realignment of a position to oversee citywide grants within the next six months. The position and salary will remain with the police department (**Goal 2**).

- Funding was made available for an additional Assistant Chief position. There are currently two vacant positions. The vacant positions were advertised (**Goals 2 & 11**).
- Met with members of her command staff and attended roll calls to meet officers and discuss expectations and core values (**Goal 3**).
- Directive indicating that all current policies were still in effect was sent to all personnel (**Goal 3**).
- Directive on integrity was sent to all personnel (**Goal 3**).
- Met with City Finance to go over current and proposed budget, as well as, discuss expectations of internal controls (**Goals 6 & 7**).
- Met with City Finance to discuss the proposed FY17 budget and the police department's priorities (**Goals 6 & 7**).
- Public Utilities/General Services
 - Attended MUNIS financial training (**Goal 6**).
 - All employee evaluations were completed and reviewed by department supervisors or director (**Goal 10**).
- Public Works
 - Assisted the Portsmouth Public Schools in securing cave-ins on school property and arranging for the contractual repair of same throughout the city (**Goal 2**).
 - Conducted in-house inventory on safety equipment to ensure that our crews are meeting federal (OSHA), state, and local regulations (**Goal 4**).
 - Initiated preparations for this season's rain accumulation by doing preventive maintenance on outfalls and hotspots throughout the city (**Goal 9**).
- Social Services
 - Conducted an assessment of the current organizational structure of DSS along with a review of systemic practices. In the month of April the Director

will begin the process of realignment to address issues of efficiency and optimal performance related to service delivery (**Goal 2**).

- Conducted a survey to gain input from employees as a part of the goal development process. The results of the survey were provided to staff in March. The DSS Leadership Team will utilize this information to review and revamp policies and processes as needed, in order to ensure alignment with the City's Core Values (**Goal 4 & Goal 9**).
- DSS and Procurement clarified and established processes for contractual reviews, Cooperative Agreements and procurement procedures (**Goal 8**).
- Recognized staff for their service provision to the citizens of Portsmouth. During this event staff was also provided with training on "Self-Care for the Caregiver" (**Goal 4**).

III. Citizens, Community, and Business Engagement

- Behavioral Healthcare Service
 - Continues to collaborate with DSS staff to develop a Trauma Informed Care network for Portsmouth Youth. BHS staff presented to Community Policy and Management Team (CPMT) and also to the Portsmouth Youth Collation, yielding an increase in membership.
 - Participated in the planning of a regional suicide prevention conference, to be held in May 2016.
 - Participated in "Taking off the Mask," a community forum presented by Delta Sigma Theta Sorority.
 - Provided Youth Mental Health First Aid Training to the community.
 - Submitted two (2) applications to the Department of Behavioral Health and Developmental Services for the new Waiver Slot Allocation Committees that will be formed effective July 1, 2016. DBHS is attempting to partner with Chesapeake Integrated Behavioral Healthcare Services and the Norfolk Community Services Board.
- Building Official/Permits and Inspections

- Continuing to meet 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)**.
- Met with the Future of Cradock group to discuss several of their issues leading toward the Cradock centennial celebration in October 2018 (**Goal 1**).
- Inspected and condemned 1140 London Blvd. Building 1 as a result of a fire Saturday morning. All apartments were condemned. Since that time, the department have been working with the owner to establish a protocol for safely allowing a restoration company to obtain a permit, and begin interior demolition in order to properly assess the extent of the damage. In addition, the department have been working with the owner to establish a protocol for allowing residents to enter their apartments and reacquire their belongings in a safe and orderly manner (**Goal 1**).
- Collaborated with Museums to inspect and certify the Lightship Bouncer inflatable amusement device for use by the public over the next year (**Goal 1**).
- Appointed appropriate staff to work and participate in the Police Department's Neighborhood Walk Initiative. Environmental/Zoning inspector assigned to the sector will participate in the walk as the event takes place in their sector (**Goal 1**).
- Economic Development
 - Presented "*Millions of Dollars in Multi-Family Development in Downtown*" to 50 members of the local chapter of Commercial Real Estate Women

(CREW) to promote current developments and market additional opportunities (**Goal 2**).

- Attended the International Council of Shopping Center's (ICSC) MidAtlantic Idea Exchange to promote Portsmouth to retailers and retail developers (**Goal 2**).
- In collaboration with the Virginia Port Authority, attended the Southern Economic Development Council's (SEDC) Site Selection Consultants Forum to meet with national site selection and corporate relocation consultants many of whom are working with clients in need of locations in/ around ports (**Goal 2**).
- Initiated and held meeting with officers of Olde Towne Business Association to foster Economic Development's relationship with this community organization and to become more engaged with them (**Goal 2**).
- Initiated and hosted meeting with President of Midtown Portsmouth Association and representatives of Planning/Zoning and Engineering to foster Economic Development's relationship with this community organization and to discuss the opportunities and City regulations impacting MPA's events (**Goal 2**).
- Staffed EDA and plan the monthly meeting agendas with the Chair and review the monthly financials with the City's Finance Dept. for this council appointed board (**Goal 2**):
 - In collaboration with the City's Purchasing Administrator staff facilitated the Authority's RFP process to select a commercial real estate firm with whom EDA will list its property for sale.
 - Monitored 13 outstanding local incentive grants provided by EDA.
- Staffed PPIC and plan the monthly meeting agendas with the Chair and review the monthly financials the City's Finance Dept. for this council appointed commission (**Goal 2**).
- Engineering
 - Met with the Virginia Department of Transportation (VDOT) at the city's Executive Quarterly Meeting. At the meeting, the City raised concerns about the poor condition of VDOT maintained rights of way. VDOT has already had their local Operations Division respond to these concerns.

Their contractor picked up 16 cubic yards of litter from Greenwood Drive ramps alone (**Goal4**).

- Fire Department
 - Attended two community events (**Goal 1**).
- Information Technology
 - Wi-Fi Project Planning “Public Safety”.
 - Continued Strategic IT Planning.
- Libraries
 - **AARP Tax Aide:** Lines form before we open! Churchland Branch Library hosts this free tax assistance program, from February through April.
 - **Kaine Connect:** A staff person from Senator Kaine’s office provided materials and information for citizens at Main Library.
 - **African American Heroes of Portsmouth:** Copies of this library publication were sent to all members of City Council and the Schools Superintendent. Copies will go out to all Portsmouth Public Schools media centers in April.
 - **Second Tuesday Forum:** Linda Holmes presentation “Hear Me Good: African American Midwives” enjoyed by an audience of 60.
 - **Outreach:** Staff participated in Family Literacy Night at Westhaven Elementary School.
 - *Other community engagement information:*
 - Physical materials circulated: 21,981
 - Computer Usage Sessions: 4,610
 - Fines/Fees Collected: \$2,959.62
 - Monthly Visitor Count (all locations): 24,518
 - New Library Cards Issued: 493
 - Program Attendance: 4,000
- Marketing, Communication & Tourism
 - Promotions and Advertisements: Ad placement in the Currents for upcoming Public Notice and upcoming budget meetings; Youth Franchise Summit at TCC; City Manager’s Budget Presentation; Mobilize Your Economic Power Forum at TCC; Currents strip ads and monthly calendar; Veer Magazine calendar Ad; Rating Agency Stable Outlook (**Goal 2**).
 - Meetings: Coordinated Hampton Roads Gazetti meetings at Social Services for non-profit organizations; Portsmouth Homeless Action Consortium (PHAC); Mayor’s Military Affairs Committee (**Goal 2**).

- Museums
 - The Friends lecture, “Tea & History” was held at the Churchland Library on March 10. Robin Reed, the Executive Director of the Casemate Museum on Fort Monroe was the featured speaker. This was a new venue and time for the lecture and it was well attend, approximately 40 people. There were positive responses to the location and time slot so the Friends will keep the programs at Churchland at 4:00 p.m. The next one will be held in June with archaeologist Bly Straube who was the senior curator for the Jamestown Rediscovery Project.
 - Staff and members of the Education Department made sales calls to Portsmouth, Chesapeake and Suffolk daycare and recreation centers promoting summer group visits.
 - *Celebration of the Arts* – a joint event with Young Audiences of Virginia, at the Children’s Museum went well. Education participated in the PPS STEM day at Wilson High School this month as well.
 - Visitation from Monday March 28th-Sunday April 3rd at the Children’s Museum was 6,360. A total of 91 memberships were sold during that time as well.
 - Three new exhibits open at the Portsmouth Art & Cultural Center last week. *Vanishing Beauty* an exhibit that raises awareness to environmental issues such as sea-level rise in Hampton Roads as well as mountain-top removal. *Degrees of Separation* highlights the artwork of Jean Benvenuto-Stith and work by students that she has taught in her twenty years of teaching art to Portsmouth Public High School students. The third is the annual *Outdoor Sculpture* exhibit.
- Parks and Recreation
 - Attended the Craddock Civic League Meeting.
 - Met with Portsmouth Boat Club to discuss Cock Island Race.
 - Met with Hoffer Creek Executive Director.

- Met with Elizabeth River Project to develop Paradise Creek Amended Agreement.
- Met with Portsmouth Community Concerts.
- Hosted Spring Break Camp at Recreation Centers.
- Police
 - Held a Chief's Forum at the Training Academy (**Goal 1**).
 - Provided opening remarks at the Citizen's Police Academy (**Goal 1**).
 - Attended Cavalier Manor's Police Community Relations Awards banquet (**Goal 1**).
 - Attended a Baptist Ministry meeting to discuss Step Up Sundays, in which churches volunteer to have anonymity boxes at the church for their members who want to leave tips for the police (**Goal 1**).
 - Attended a presentation on the Lighthouse Project, which was given by faith leaders (**Goal 1**).
 - Attended the Real Talk Community Rally (**Goal 1**).
 - Held one on one meetings with the NAACP President; homicide victim's mother; OTBA President; resident from Cavalier Manor; members of the Wesley Community Center; citizen with complaint; and the City Manager intern (**Goal 1**).
 - Gave a presentation at TCC's Women's Empowerment event and was a panelist at VT's Women's History Month event (**Goal 1**).
 - Participated in interviews from local media (**Goal 1**).
 - Provided welcoming remarks for DCJS's Campus Police training (**Goal 1**).
 - Spoke briefly at the Old Town Business Association's breakfast (**Goal 2**).
- Public Utilities/General Services
 - General Services (Waste Management) attended civic league meetings. (**Goal 2**).
- Public Works

- All personnel of Public Works are equipped and ready to respond appropriately to spills, as well as collaborate with the Fire Department to ensure that contaminants do not enter our stormwater system and/or possibly present a safety hazard to our citizens (**Goal 3**).
- Social Services
 - Met with Tidewater Homecare to discuss employment opportunities for citizens receiving TANF Funding (**Goal 2**).
 - Attended the Fatherhood Initiative graduation on 3/15/16 and the Parenting Class Graduation on 3/23/16, held at DSS (**Goal 1**).
 - Portsmouth DSS and Norfolk DSS participated on the Toll Relief Steering Committee for VDOT. DSS will be assisting in the development of eligibility criteria (**Goal 2**).
 - Met with Dean Ambrose and Dr. Davis Wagner from Tidewater Community College regarding higher education opportunities for City Employees and Cooperative Agreements for Internship at DSS. DSS is also in the process of finalizing MOU's with Norfolk State University for recipients of TANF (**Goal 2**).