

**City Manager's 120-Day Transition Plan  
Dr. L. Pettis Patton, City Manager  
October 2015 Accomplishments**

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

- Behavioral Healthcare Service
  - Quality Management Committee continues to meet monthly to review and revise all agency policies and procedures annually to correspond with changes in licensing/accreditation regulations and 3<sup>rd</sup> party payor requirements. Three policies and the organization chart were updated in October. **(Goal 1)**
  
  - Reviewing and revising all workflows to incorporate both electronic procedures and regulatory requirements. Workflows were completed for three programs. **(Goal 1)**
  
  - Completed moving all designated programs into the new BHS Main Office and ended leases of two properties. **(Goal 1)**
  
  - Implemented phase of a new contract with an e-learning vendor that will effectively and efficiently track and promote timely staff training to ensure continued compliance with state regulations and accreditation of personnel. **(Goal 4)**
  
  - Exploring new training capabilities offered through its electronic health record to build staff skills in use of the system. Credible team completed a core online training. **(Goal 4)**
  
  - Developing outcome measures for each program in areas of effectiveness, efficiency, consumer satisfaction and access to services. Outcome measures for five services were completed. **(Goal 4)**
  
  - Paper medical records from two/three DBHS sites that have been closed were moved to the Central Medical Records Office to properly store records, maximize access to files and adhere to Library of Virginia Retention and Disposition schedules. **(Goal 4)**
  
  - Produced a process through our Electronic Health Record for staff to receive automatic notifications of referrals from other DBHS program(s) for timely assessment and enhanced service coordination. **(Goal 4)**

- Methadone Treatment Services passed the Drug Enforcement Agency (DEA) inspection and began providing services in the new location on October 10, 2015. **(Goal 4)**
- Six individuals graduated from the 12-18 month intensive program Drug Court. **(Goal 4)**
- Central Intake responded to an increase in Virginia Independent Children's Assessment Program (VICAP) referrals for the month of October. **(Goal 4)**
- Medication Management nurses began completing Governor's Assistance Program (GAP) screenings to assist individuals in obtaining insurance. **(Goal 4)**
- Prevention staff participated in the Red Ribbon Week, an initiative to stop drug use in elementary and middle schools. **(Goal 4)**
- Quality Assurance provided new employee orientation to 20 new staff and student interns. **(Goal 4)**
- City Council approved DBHDS allocations of \$70,000 in funding to being to provide mobile crisis intervention for children. **(Goal 6)**
- Building Official
  - Further discussion focused on 801 Water Street renovation to enable Police Department use. **(Goal 2)**
  - Collaborated with facilities management to prepare a plan draft of 5<sup>th</sup> floor Economic Development office suite. Risk Management was relocated across the elevator lobby. **(Goal 2)**
  - Participated in the discussion regarding Public Safety Training space. **(Goal 2)**
  - Staff participated in MUNIS financial system training October 15. **(Goal 6)**
  - Staff reviewed financial controls for daily cash turn in and report. **(Goal 6)**

- Appointed a petty cash custodian and will assist the Finance Department in the petty cash audit. (**Goal 6**)
- Economic Development
  - Department goals, objectives, and priorities for alignment with Council's vision - Reviewed department's overarching goal, strategic growth areas, and targeted industries/markets for consistency with Council's vision and presented same to Council on Oct. 13<sup>th</sup>. (**Goal 3**)
  - Re-institute the adherence to City's Core Values - Staff discussed Core Values and submitted department's suggestions listed below (**Goal 4**):
    - Respect
    - Integrity
    - Honesty
    - Teamwork
    - Commitment
  - Gain overall comprehension of Comp Plan, Downtown Master Plan, Master Transportation Plan, Waterfront Strategy, and Enterprise Zones (**Goal 5**):
    - Provided two, in a series of three, presentations on topics affiliated with this goal. Topics were:
      - ❖ 2015-2016 Projects (Oct. 13<sup>th</sup>)
      - ❖ Parcels for Development (Oct. 27<sup>th</sup>)
    - The Parcels for Development presentation included status of RFP to hire consultant to conduct a Real Estate Market & Feasibility Study of the Downtown/Uptown Strategic Growth Districts. Consult expected to be under contract in November.
    - Regarding the Virginia Enterprise Zone Program (VEZ) staff has prepared an application to conduct a minor boundary modification to VEZ #2. Staff had planned to present the application to the City Manager in late October and to have it on Council's agenda on Dec.8<sup>th</sup> however due to staff shortages, this application will be delayed until the first of the year.
    - Plans are progressing for the Department to co-host one of three state sponsored "How to Apply for Enterprise Zone Benefits" workshops on January 13<sup>th</sup>.

- Collaborate with Human Resources to initiate and complete employment process for vacant positions (**Goal 11**).
  
- Engineering
  - Meetings were held with staff from Engineering, Traffic Engineering and the Parking Authority to discuss and reinforce City policies issued by Human Resources. (**Goal 1**)
  
  - The Engineering Department worked with General Services and the management team at Behavioral Health Services to move their department into the new BHS facility on County Street. (**Goal 4**)
  
  - The Engineering Department provided the Department of Economic Development with a list of major projects and discussed their potential impacts within the key Economic Development Strategic Growth Areas. (**Goal 5**)
  
  - The Engineering Department is working with various Departments to better define project scopes; review and comment on plans, specifications and estimates; and provide recommendations for next steps. (**Goal 8**)
  
- Finance Department
  - Provided Budget 101 to all department/agencies regarding review of year-to-date budget reports/monitoring/ as a basis for development of FY17 budget. Provided quick reference guides to departments. (**Goal 7**)
  
  - Team effort to meet with Financial Advisors – City Council presentation of past financial trends and outlook for FY17 and beyond. (**Goal 7**)
  
  - Preparing the proposed FY17 budget calendar – coordination with the City Clerk. (**Goal 7**)
  
  - Coordinated with Team – budgeting principles for departments and agencies (**Goal 7**).
  
  - Coordinated with Acting Director of Parks and Recreation and staff – Revenue fee/program presentation for City Council. (**Goal 7**)

- Importing FY2015 Actuals and the current payroll information into GovMax in order to provide departments with the most current financial data available. (**Goal 7**)
  
- Fire Department
  - Identify policies that needed improvement (Change to Civil Service Rule 9 to align with Fire Department SOP 601). A request was made to the Civil Service Commission and the changes are acceptable.
  
- Health Department
  - Organizational Alignment: Portsmouth Health Department currently is undertaking continuous quality improvement activities in reducing our clinic wait times and ensuring customers who call into the health department receive the information required within two minutes. We are using LEAN Six Sigma methodology to review our process flow maps to ensure high quality customer service.
  
  - Organizational Review: Portsmouth Health Department is currently reviewing our evaluation processes and scheduling trainings for supervisors to be able to write Employee Work Profiles that have specific deliverables and measures that can be effectively utilized to keep staff accountable during evaluations.
  
- Human Resource Management
  - Consulted with the City Attorney's Office and refined a City policy on Smoking, Use of Tobacco Products and Use of Electronic Cigarette Devices (E-Cigarettes), AP #16, to be implemented in November 2015 (**Goal 1**)
  
  - Surveying other localities to develop policy on use and procedures for City-issued equipment or items (**Goal 1**)
  
  - Continue reviewing all administrative policies to identify need of improvement, re-writes and edits (**Goal 1**)

- Department of Behavioral Healthcare Services – Elaine Breathwaite appointed as Acting Director of Behavioral Healthcare Services (**Goal 2**)
- Department of Finance - Recruited for Controller and currently recruiting for Budget Officer (**Goal 2**)
- Remaining Departments – Continue collaborating with the City Manager’s office to review the organizational structure and realign as necessary (**Goal 2**)
- Submitted top five core values to City Manager’s Office (**Goal 4**)
- Recruited for and selected the Director of Human Resource Management: Elizabeth Gooden (**Goal 11**)
- Recruited for the Director of Behavioral Healthcare Services (**Goal 11**)
- Currently recruiting for Director of General Services (**Goal 11**)
- Completed the next phase in the employment process for Director of Parks, Recreation and Leisure Services and Director of Information Technology (**Goal 11**)
- Partnered with the Mercer Group for the recruitment of Fire Chief and Police Chief (**Goal 11**)
- Partnered with The Mercer Group for the next phase in the employment process for Deputy City Manager, Director of Economic Development, Director of Public Utilities and Chief Financial Officer (**Goal 11**)
- Information Technology
  - Performed annual employee evaluations to identify duties performed with excellence and areas requiring more attention.

- Changed the Motion for Judgement form from a 6 part carbonless form to a traditional plain white form. Included a court approved affidavit which contains newly added digital signatures. This process change allows for increased productivity for the Treasurer's office for the processing of motion for judgements, provides a cost savings to the city of \$300.00 per Motion for Judgement Run, and reduces downtime in production due to additional wear and tear on production printer equipment.
- Identified Department's Top 5 core values: Professionalism, Respect, Integrity, Commitment, and Quality of Service.
- Removal of remaining IT equipment in old BHS buildings.
- Provide continued systems support, maintenance of equipment and upgrades to systems as necessary.
- Libraries
  - Communicated the 120-Day Plan to the Library Advisory Board (10/8)
  - Staff attended the 2015 Virginia Library Association Conference.
  - Attended the Budget 101 session provided by Finance (10/15)
- Marketing, Entertainment & Tourism
  - Met with MET Team to individually to discussion projects and timelines to include: Willet Hall Shows, Coast Guard Celebration, Media Relations/ FOIA requests, Veteran's Day Program, the 68<sup>th</sup> Annual Fish Bowl Classic Parade, and PCTV Interview/Show featuring the City Manager.
  - Met with the Advertising agency of record to create, review and approve advertising media plans for promotional advertising
  - With regularity reviews MET and Willett Hall Budgets (**Goal 7**)
  - Continues to work with Procurement relative to the Request for Proposals, IMG contract, and contract updates and review (**Goal 8**)
  - Provides oversight of our Visitor Information Center, High Street Information Center, City Hall Information Center as it relates to provide good customer service and overall presentation (**Goal 9**)

- Served as chair and team leader of the Interview Panel to conduct interviews for the vacant Director positions (**Goal 11**)
- Review and submitted employee evaluation for October (**Goal 10**)
- Approved and processed 7 Special Events Permits for October (**Goal 2**)
- Provided Newcomer Welcome Package to new resident (**Goal 9**)
- Museums
  - “*Measuring What’s Important*” Workshop
    - On the 16<sup>th</sup> of October representatives from PPS and the Museums staff attended a day long workshop on evaluations. Participants worked on developing measurement strategies for school programs, events and the make-n-take room. The next portion of this year long process will be 2 focus groups with teachers whose classes participated in our fourth grade SOL program.
- Neighborhood Development
  - Continue to hold staff meetings to encourage staff and discuss current issues. (**Goal 1**)
  - We are reminding staff of the importance of their duties and of the praise and thank you letters of the City Manager’s Office. This includes staff attending code training and recertification classes this month. (**Goal 4**)
  - Staff is continuing to work collaborative with other departments as mentioned last month with the addition of eliminating conflicts and vacant sections in the City Code dealing with trash and debris. (**Goal 5**)
  - Department leadership has met and reviewed department core values. (**Goal 6**)
  - All evaluations for the month of October have been completed and turned into HR. (**Goal 6**)
- Parks and Recreation
  - Held division meeting with Recreation Center staff to discuss staffing hours, teamwork, and the recreation supply budget Presented the PRLS budget to City Council with recommendations for moving forward
- Planning
  - Adherence to City’s Core Values – Collaboration between the Planning Department, Public Works Department (stormwater), and Engineering as we continue our work to provide Chesapeake Bay Preservation Act

guidance and review to developers and property owners while re-aligning review and permit processes and preparing necessary City Code amendments necessitated by recent changes in the State Code- which have incorporated the Chesapeake Bay Preservation Act program into the State's stormwater program essentially ending it as a freestanding program. The new state code change has necessitated a Chesapeake Bay program switch from primarily Planning Department responsibility to multi-departmental responsibilities with divided responsibilities. Working collaboratively to ensure customer service is maintained at a high level over what will be an extended time transition. **(Goal 4)**

- Adherence to city's Core Values – Initiated collaborative effort to review issues related to the acquisition and planned reuse of the former Pines site at 1801 Portsmouth Blvd. working collaborative with a large variety of departments including Planning, Engineering, Parks Recreation and Leisure Services, Public Utilities, Public Works, Neighborhood Advancement, Permits and Inspections and Finance. – Commitment, Integrity, Effective Communication, Accountability etc. **(Goal 4)**

- Police

- The PPD regularly reviews departmental policies and updates accordingly to comply with the Commission for the Accreditation of Law Enforcement Agencies, an international accreditation organization, the International Association of Chiefs of Police and the Police Executive Research Foundation standards so that our policies and procedures are in line with industry standards and performing to the highest standard. **(Goal 1)**
- The PPD has a standing Strategic Plan that connects goals, measurables and outcomes with the City's Vision. Principles and Core Values to ensure our planning is in coordination with our Council's. The Captains are discussing a re-organization of the police department to support geographic policing. **(Goals 2, 3, and 4)**
- The Special Operations Bureau seeks training and seminars to help in service delivery. Supervisors routinely follow up with victims to ensure customer service levels meet their expectations. The PSAP manger and dispatch supervisors routinely audit E-911 calls for quality assurance and to identify any customer service issues. If they discover any areas for improvement they meet with the employee and discuss how to better provide services to our citizens who call for police, fire and EMS assistance. The Criminal Investigations Division conducts monthly

satisfaction surveys of all investigators to ensure quality service is provided, and look for areas needing improvement. (**Goal 9**)

- Public Utilities/General Services

- Necessary staffing changes have been made to maximize productivity and employee strengths to achieve department goals and manage department budgets. These changes included transfer of staff, requests for positions to be filled and termination of employees not meeting expectations. (**Goal 2**).
- Worked with Engineering to evaluate existing project scopes and provide recommendations for next steps. These projects included the Colored Museum, Naval Museum, The Pines and Churchland Library. (**Goal 8**).
- All employee evaluations were completed and reviewed by department supervisors or director. (**Goal 10**)

- Public Works

- Addressing employees personally and investing time with them at the end of each work day gives them a sense of value and makes them feel that their contribution to the city and to the department is appreciated. It also fosters an opportunity for feedback on how we can improve as a department. (**Goal 4**)
- Being fiscally responsible by creating checks and balances within the department, adhering to the following: Requests for purchases are submitted by the supervisors, reviewed by the Public Works Administrator and Superintendent, and then their recommendations are provided to the Director, who ensures that the expense is warranted and that the department has the funds available. After this process is completed within the department, it is sent to the Purchasing and Finance Departments for approval. (**Goal 7**)
- Providing a more well-rounded work force by offering cross training on different pieces of equipment (ex: street sweeper, vac truck, etc.) in an effort to build teamwork, confidence, and value to the department and its employees. Having employees that can function in different roles not only offers flexibility for scheduling jobs, but also positions the employee to be ready to advance when positions become available. (**Goal 10**)

- Social Services

- DSS Finance staff and City Finance staff have been meeting to expedite State LASER data to the Commonwealth to ensure a significant reimbursement to the City's General Fund for DSS staff wages/fringe benefits.

- Re-examined the Child Protective Services Corrective Action Plan and was able to determine an earlier plan completion date (designated case closures can be completed by 11/30/15 as opposed to 12/26/2015). Such action will reduce the amount expended for additional staffing.

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

- Behavioral Healthcare Service
  - Participates in multiple quality leadership councils to promote understanding and compliance with regulations and facilitate quality improvement efforts on a regional and State level. **(Goal 2)**
  - Engaged with HNNCSB to meet with families regarding the impact of ID Waiver Redesign as it relates to services for individuals diagnosed with intellectual and developmental disabilities. The training encouraged individuals with ID to be more independent and fully integrated in their community through employment opportunities. **(Goal 2)**
  - Participated with the Statewide Housing Initiative Southside Team to examine and develop strategies to promote quality of life of individuals with Intellectual Disabilities in the city of Portsmouth. The goal of the committee is to support integration and productivity in the community for these individuals. **(Goal 2)**
  - Responded to a Request for Applications (RFA) for Building a System of Care Trauma Informed Community Network. This proposed partnership with the Portsmouth Department of Social Services and the Community Policy and Management Team (CPMT) will provide an opportunity for staff, youth and parents to obtain needed training on trauma and how Portsmouth can engage in efforts to strengthen the resilience and protective factors of children and families impacted by and vulnerable to trauma. **(Goal 2)**
  - Received authorization to provide Juvenile Competency Restoration Services to three (3) juveniles. **(Goal 2)**
  - Received a request from Portsmouth's Children's Services Act (CSA) Office to provide Intensive Care Coordination Services (ICC) for one new youth effective November 1, 2015. **(Goal 2)**

- Hosted a regional Community Coalition building training. (**Goal 2**)
- Building Official
  - Staff met with and is working with PRHA on the Dale Homes Rehabilitation project through discussion regarding permitting and inspections. (**Goal 2**)
- Economic Development
  - Meet with local, regional, and business organizations (**Goal 2**):
    - Held bi-weekly with the Assistant Executive Director of PRHA and the city's Director of Planning.
    - Attended the monthly meetings of the Portsmouth Partnership.
    - Attended the monthly HRCC-Portsmouth Division meetings.
    - Serve as the Assistant Secretary of the EDA and to 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. Conducted a pre-bid conference with Purchasing Administrator for EDA's RFP seeking Commercial Real Estate Services for this board.
    - Serve as the Assistant Secretary of the PPIC to 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.
    - Attended the monthly meetings of OTBA and MPA.
    - Invited representatives of OTBA, MPA, and CRAB to attend City Council on Oct. 27<sup>th</sup> where they accepted a Proclamation in honor of Small Business Saturday prepared by the department.
    - Attended the quarterly board meetings, monthly executive committee, and monthly marketing committee meetings of the Hampton Roads Economic Development Alliance, a public-private regional agency funding, in part, by a \$93,000 annual contribution from Portsmouth.
- Engineering
  - The Engineering Department advertised for the combined design public hearing for the Churchland Bridge Replacement (NBL) project. This is the formal public comment part of the project where public has the opportunity

to review and comment on the plans and environmental document. The period begins 30 days before the meeting and ends 30 days after the meeting. The date for the meeting is December 3<sup>rd</sup> at the Bide-a-Wee Pavilion from 6:30-8:00 PM. (**Goal 1**)

- The Traffic Engineering Department is working with the Olde Town Civic League to find alternative/replacement bulbs for the 75 “historic” lanterns in the district. These lanterns provide poor lighting and are problematic from a maintenance perspective. The team is nearing a solution that will benefit the neighborhood and the City. (**Goal 1**)

- Fire Department

- Realign the organizational structure to provide citizens the best emergency care. (Partnership and training with Bon Secours STEMI program).
  - Partnered with Virginia Modeling & Simulation Center (Old Dominion University) to create a PFRES Emergency Medical Services Report for Year 2015 Quarter #3.
  - Identified the top 25 address to which ambulance service was provided during the most recent quarter.
- 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).
  - Portsmouth Fire, Rescue and Emergency Services conduct an orientation and an introduction to the Emergency Operation Center for city department heads.
  - The Fire Marshals conducted a total of 110 business inspections during the month of October.
  - Fire Marshals presented five (5) sessions of the fourth grade fire prevention program to three (3) elementary schools. This program will continue until the end of January 2016.
  - The Fire Department and EMS participate in 30 PASS reading programs during the month of October, at city elementary schools.
  - During the month of October, the Fire and EMS responded to a total of 964 calls for emergency assistance. 661 of the calls were medical in nature.
  - Fire and EMS attended 40 Civic League meeting or apparatus visits within the community.
  - Fire Department members install 13 smoke detectors during the month of October.

- Health Department

- Citizen and Community Engagement: Portsmouth Health Department recently signed an agreement with three community agencies and Portsmouth Public Schools to teach abstinence-based education at no-cost through a federal Abstinence Education grant starting October 1, 2015.
- Libraries
  - Reached out to the Portsmouth Public Schools regarding a donation from the Library Foundation, and requested assistance on a joint Black History Month activity book project with Portsmouth Public Library, Portsmouth Community Colored Library Museum, Portsmouth History Commission, and the Portsmouth Public Library Foundation (10/14)
  - Wrote and co-presented a session titled “Health @ the Center: The Health & Wellness Information Center @Portsmouth Public Library” with Brickell Library (EVMS) at the 2015 Virginia Library Association Conference in Richmond (10/23)
  - Spoke at the Friends of the Portsmouth Public Library business meeting (10/30)
- Marketing, Entertainment & Tourism
  - Working with Mayor’s Military Affairs Committee to plan and produce the Annual Coast Guard City Celebration on Saturday, Nov. 7 (**Goal 2**).
  - Sent eblast messages, uploaded to digital message boards and performed website updates to promote The Great Chesapeake Bay Schooner Race, Ghost Walk, National Night Out, Come Home to Cradock Open House, and Museum Madness (**Goal 2**).
  - Coordinated Portsmouth’s attendance at the State of the Region Address in an effort to support regionalism and good will. (**Goal 2**)
  - Worked with the Oasis Social Ministry to promote and host the 3<sup>rd</sup> Annual Soup Cook-Off and Auction which is their major fundraiser for the year which yielded over \$20,000. (**Goals 1 and 2**)
  - Also met with the African-American Historical Society to discuss the handicap access ramp at the Portsmouth Colored Community Library and Museum (**Goal 2**).
- Museums

- *Lighting, asbestos and ADA issues at the Naval Museum*
  - The 100% plans were presented to the city staff team at a meeting on October 8<sup>th</sup>. There were a few more corrections that were necessitated as a result of the meeting. The specification book was submitted for review as well.
  
- *Portsmouth Community Colored Library Museum*
  - The dedication of the Literary Landmark plaque will be held on December 17 at 3:00 p.m. at the Museum. This is a date change from December 18. Plans are being coordinated between the Department of Museums and the Friends of the Portsmouth Public Library.
  - Held a meeting with M.E.T. and board members from African American Historical Society, Inc. to discuss the ramp project, access to the building and the next location of board meeting. It will be held at the Portsmouth Art & Cultural Annex on November 21<sup>st</sup> at noon.
  - Also discussed the new exhibit in 2016 and asked for permission to present the concept to their board at a future meeting.
  
- *The Cultural Alliance Diversity Workshop*
  - The Cultural Alliance hosted the Art of Diversity workshop at the Children's Museum on October 8<sup>th</sup>. Approximately 45 individuals from around the region attended the workshop.
  
- *Alli Awards*
  - Represented the city of Portsmouth/Museum & Fine Arts Commission on the Alli Awards selection committee. These awards are given annually by the Cultural Alliance of Greater Hampton Roads. There were three nominations from Portsmouth and two will be receiving awards. The award winners will be announced at a dinner on November 8<sup>th</sup>.
  
- *Winter Wonderland*

- Installation of *Winter Wonderland* began in early October. While the bulk of the exhibit is at the Portsmouth Art & Cultural Center, the changing gallery at the Children’s Museum will also have a portion of the exhibition. The exhibit will open on Friday, November 27.
- Neighborhood Development
  - Staff continues to meet regularly with all civic leagues. For those that do not have a regular meeting date staff contacts the president of each league in their assigned area monthly to discuss issues they may have. **(Goal 1)**
  - Staff continues to meet with all civic and professional groups that desire information concerning flooding issues in the City. **(Goal 1)**
  - Staff on a regular basis mails information to churches civic leagues, schools and property owner’s information concerning current events in floodplain management. **(Goal 1)**
- Parks and Recreation
  - Partnered with Oasis Opportunity Center for their annual Homeless Assist Day on October 15 – held at Neighborhood Facility Rec. Center.
  - Chaired the PRLS Commission meeting on October 28<sup>th</sup>.
  - Multiple meetings with ERP to discuss the Paradise Creek project.
- Planning
  - Meeting with members of local, regional, and business organizations – Participate in regularly scheduled staff meetings with PRHA staff as well as the City Economic Development Department including efforts to assist the PRHA is preparing a rezoning application for the remainder of the Seaboard Square property located at the intersection of Frederick and Turnpike. This is an ongoing effort that has resulted in a rezoning application being submitted in October with Planning Commission Public Hearing scheduled for December. Have also been working collaboratively with PRHA staff as well as various City departments (DNA, Engineering, Codes and Inspections etc.) related to future rehabilitation of the Dale Homes property. **(Goal 2)**
- Police
  - The chief of police meets monthly in a “Chief’s Forum” with any and all citizens who wish to attend. This meeting opens discussions with members of the community of any topic of interest as well as the chief answering questions members of the public may have. The Special Investigations Unit and other specialty units, attend civic meetings when asked. The Special Units, Mounted, K-9 and Traffic attend all events

asked for community partnerships and agencies such as church events, civic league events, demonstrations and so forth. Safety in the Streets Week (in partnership with Safety Town, the Portsmouth School Board, the Portsmouth Sheriff's Office, and several community partners), National Night Out and Safe Trick or Treat (in Old Towne in partnership with the Old Towne Business Association). A School Resource officer, a Community Services Unit officer, and the Assistant Chief of Police joined Boys and Girls Club members at Waters Middle School during their meal break last week, as a means of establishing a good relationship with these students in an informal setting. We spoke with them about our jobs as police officers, and they asked us many questions. We plan to continue with meeting the club members every other week. **(Goal 1)**

- The Traffic Unit conducts DUI awareness training yearly in our high schools while K-9 and Mounted do show and tells at our elementary schools. GSU communicates with the schools and gives seminars for gang awareness and prevention as well. 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. Portsmouth School Resource Officers 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 3)**
- Public Utilities/General Services
  - Public Utilities continues to work with the General Contractors on the MLK and Turnpike Boulevard projects. Staff is diligent in the effort to maintain safe drinking water to citizens while ensuring that all work meets City and project standards and specifications. **(Goal 1)**.
- Social Services
  - Adult Protective Services senior staff person presented at the October 9<sup>th</sup> Portsmouth TRIAD Healthy Senior Conference.
  - On October 15, 2015 four staff members representing the Benefits Programs (Medicaid, SNAP & TANF) and Employment Services assisted with providing services and information to individuals during the Portsmouth Homeless Assist Day.