



# CITY MANAGER'S REPORT TO CITY COUNCIL

OCTOBER 2020

## I. PUBLIC WORKS & ENGINEERING:

### Transportation Capital Projects

- ***Safe Routes to Schools- Phase 3 (Middle School), UPC 102836*** – City to advertise project in Summer 2021.
- ***Safe Routes to Schools (North Elementary School Phase I) UPC 105233*** – Finalizing utility relocation for construction bid advertisement in Spring 2021.
- ***Safe Routes to Schools (North Elementary School Sidewalks Phase 2), UPC 106188*** – Awaiting Right of Way Authorization from VDOT.
- ***Boulevard and Westover Ave Intersection, UPC 100501*** – VDOT currently reviewing 90% plans.
- ***Dupuy Avenue Modernization, UPC 101287*** – Construction in progress.
- ***Lakeview Avenue Modernization, UPC 101288*** – Advertising early November 2020 .
- ***Appomattox River Greenway Trail Phase V, UPC 107533*** – Awaiting State approval for additional funding. Consultant working on 70% Plans.
- ***FY 20 Pavement Preservation*** – Bid retracted due to current budget concerns.

### Utilities Capital Projects

- ***Lakeview Avenue Water and Sewer Replacement*** – Utility relocation completed. Construction start scheduled for Fall 2020.
- ***Dupuy Avenue Water and Sewer Replacement*** – Construction in progress.
- ***Hrouda Pump Station*** – Southwood Construction has been awarded the project. Currently working on the Preliminary Engineering Report.

## II. PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT:

### PLANNING & COMMUNITY DEVELOPMENT MONTHLY REPORT

October 2020

#### BUILDING INSPECTIONS DIVISION

Building Permits	Month	Year to Date
	Permits Issued	Permits Issued
Residential Building	16	118
Commercial Building	1	28
Demolition	0	0
Electrical	18	129
Mechanical	6	76
Plumbing	5	72
Swimming Pool	0	13
Amusement Rides	0	1
Tent	0	2
Clean Out Installation	3	35
Water and Sewer Connection	1	8
Total: All Permits	50	482

New Residential Units (CO's)	Month	Year to Date
Total	0	3

Valuations	Month	Year to Date
Residential	\$150,333.80	\$2,673,163.71
Commercial	\$100,000.00	\$12,608,641.00
Total	\$250,333.80	\$15,281,804.71

Building Inspections	Month	Year to Date
Residential	111	608
Commercial	27	679
Total: All Inspections	138	1287

#### PLANNING DIVISION

Planning Permits	Month	Year to Date
Farmer's Market	0	0
Fence	5	62
Mobile Food Units	0	4
Signs - Permanent	2	15
Signs - Temporary	0	8
Zoning	9	80
Total: All Permits	16	169

Development	Month	Year to Date
Plat: Adjustment/Vacation	0	1
Prelim. Subdivision Review	2	4
Prelim. Site Plan Review	1	2
Special Exception Permit	0	0
Special Use Permit	3	9
Rezoning	0	0
Variance	0	5
Wetland Development	0	0
Zoning Opinion	3	8
Total: All Categories	9	29

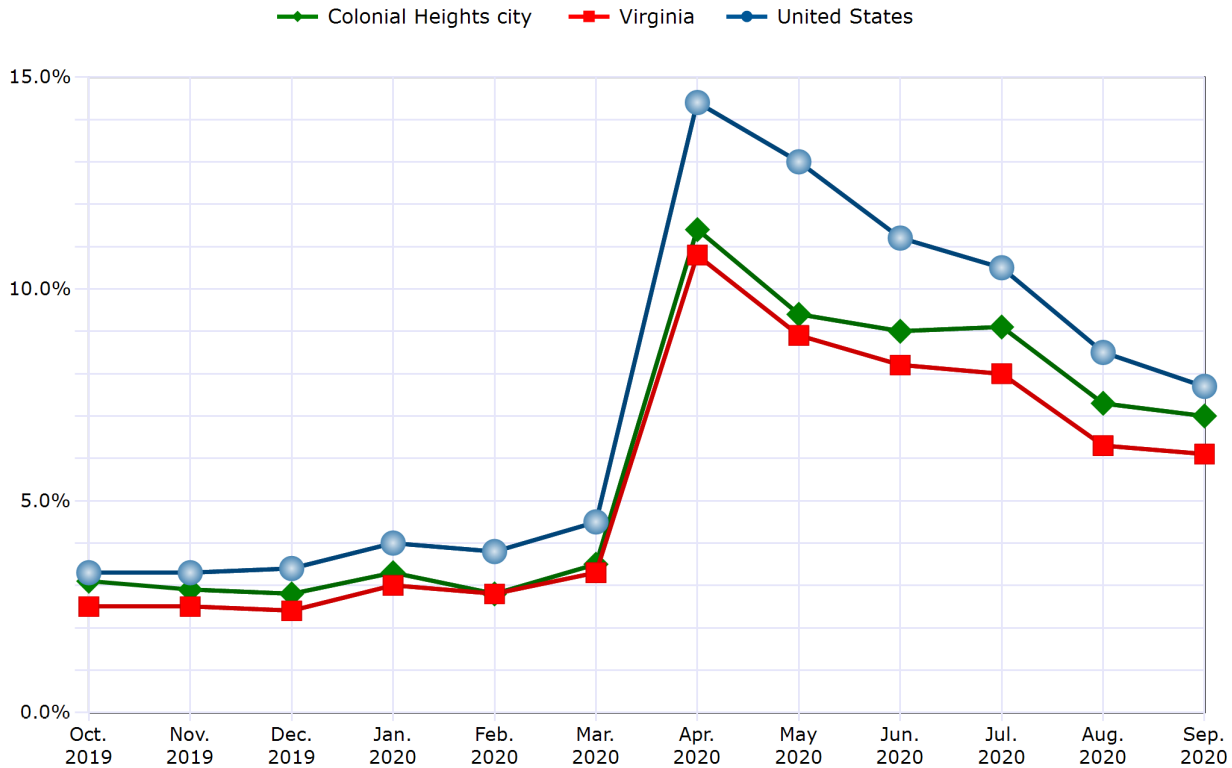
Community Meetings	Month	Year to Date
Board of Zoning Appeals	0	3
Planning Commission	1	7
Wetlands Board	0	0
Total: All Meetings	1	10

#### CODE ENFORCEMENT DIVISION

Cases	Open Cases		Closed Cases	
	Month	Year to Date	Month	Year to Date
Commercial/Recreational Vehicle	4	44	3	32
Exterior Storage of Objects	6	45	5	47
Inoperable Vehicle	11	88	1	76
Property Defacement	0	2	0	2
Tall Grass	14	270	11	225
Trash Can Placement	1	259	2	145
Trash/Debris	5	64	4	76
VA Property Maintenance Code	2	24	1	59
Zoning	1	29	1	33
Total: All Cases	44	825	28	695

### III. ECONOMIC DEVELOPMENT DEPARTMENT:

#### UNEMPLOYMENT FOR THE PAST 12 MONTHS – COLONIAL HEIGHTS



#### Comparison Over Time

Time Period	Colonial Heights city	Virginia	United States
Oct 2020	6.0%	5.0%	6.9%
Sep 2020	7.0%	6.1%	7.7%
Oct 2019	3.1%	2.5%	3.3%

Source: Virginia Bureau of Labor Statistics

#### Labor Force, Employment and Unemployment in Colonial Heights

The table below shows the monthly not seasonally adjusted Labor Force, Employment and Unemployment data for Colonial Heights city in October 2020 per *Virginia Employment Commission*.

Labor Force	Employed	Unemployed	Unemployment Rate	Preliminary
8,574	8,063	511	6.0	No

\*Chesterfield

4.8 %unemployment

\*City of Petersburg

13.8% unemployment

\*Dinwiddie

5.4 % unemployment

\*City of Hopewell

9.9% unemployment

\*Prince George

5.6 % unemployment

### III. ECONOMIC DEVELOPMENT DEPARTMENT (CONTINUED):

#### Prospect Activity:

Direct Requests for Information:	5
Sites/Bldgs. Submitted	3
Active Prospects	8

#### Projects:

Boot Barn – tentative February 2021 opening  
Towneplace Suites – in site plan  
Panera w/Drive-thru – submitted preliminary site plan for review  
Mission BBQ – tentative October 2021 opening  
Former Wells Fargo Building – under lease negotiations  
Former Gordmans (Peebles) – under lease negotiations

### IV. POLICE DEPARTMENT:

The month of October was a month that was very community-oriented, even after we cancelled our annual ***Celebrate Safe Communities*** program within the city. The ***Drug Take-Back*** event held in the parking lot of Sam's Club, where we took in approximately 185 pounds of narcotics, was a great success. As always, all business was conducted following CDC guidelines in order to provide a safe event for our employees and the general public. Officers and staff also participated in a ***Law Enforcement Appreciation Luncheon*** hosted by Calvary Baptist Church. Residents and citizens in our general area go out of their way to show support to their first responders, and we are so grateful.

Master Officer Joey Viera has returned from his military deployment, and we are happy to have him in back in our agency. He will be back in the fold of uniform patrol once he completes some mandatory training that is required for his certification. Additionally, we are very pleased to announce the hiring of Officer Sarah Tollison, who comes to us as a certified officer with over a decade of local law enforcement experience. We feel strongly that Officer Tollison is a great fit for our team and brings many attributes to the table as she serves our public.

Last, but certainly not least, we are proud to acknowledge the efforts of Senior Officer Jacob Miller, who was awarded the ***MADD Award*** for his due diligence in removing impaired drivers from our roadways. The award was given virtually; however, we cannot give Senior Officer Miller enough praise for his work ethic in traffic enforcement.

**Capt. Steve Groat**, commander of our **Operations Division**, reported the following from his personnel. Some of the operational highlights are as follows:

- Career Officer Greg Thinnies responded to the 500 block of Lakeview Avenue in reference to an elderly male who had been locked inside a residence. A follow-up investigation found that the victim's daughter would lock him inside the residence when she left for work. The suspect was criminally charged in this incident.
- Officers responded to the area of Helzberg Diamonds for a "shot fired" call. After leaving for work, the suspect got into an argument with his grandfather, who was giving him a ride home. The grandfather kicked the suspect out of the vehicle, at which time the suspect fired his gun at his grandfather. When officers responded, they located the suspect and had a short foot pursuit with him. The suspect was taken into custody without further incident.

#### IV. POLICE DEPARTMENT (CONTINUED):

- While conducting a traffic stop on a vehicle, Officer Alex Riazi lost sight of the vehicle for a few seconds. When he found the car again, the passenger was standing outside near the passenger door. As Officer Riazi was investigating the stop, he found a firearm within a few feet of the passenger. Officer Riazi discovered that the passenger was the respondent in a protective order which stipulated that he cannot possess a firearm. The passenger was charged with violation of a protective order.
- While field training Officer Corbin Ramos, Sr. Field Training Officer Brett Jennings became involved in the investigation of a road rage incident where the suspects struck a victim's vehicle. At that point, a female passenger got out of the suspect vehicle and brandished a firearm at the victim. The victim reported that the female then attempted to discharge the weapon, but it did not fire. Officers were able to identify the suspects from a traffic stop a few days earlier conducted by Officer Riazi. A photo line-up was conducted and warrants obtained for the suspects.
- Officers responded to Bluffs Terrace for a "shot fired" call for service. The victim advised that the suspect had exited the residence, pointed a firearm at the victim and fired the weapon in the victim's direction, hitting the ground. The suspect was called out of the residence and taken into custody without incident. The suspect was charged with multiple criminal offenses.

#### K-9 ACTIVITIES

- Sr. K-9 Officer Micaulay Fable and K-9 Justice were deployed five times during the month of October, with no significant arrests made.
- K-9 Sergeant Chris Wulff and K-9 Rose attended one day of training with the Newport News Police K-9 unit.

The **Law Enforcement Services Division**, commanded by **Major William Anspach**, also reported his division as having a solid month. Highlights from their reported activities are as follows:

- The division handled issuing equipment and creating various accounts for new Officers Sarah Tollison and Corbin Ramos, and recruits Karrissa Jackson and Austin Thomas.
- Fellow members of the division and administrative staff brought in breakfast for Police Administration personnel for ***Bosses' Day*** to show appreciation for their dedication and hard work. It was very much appreciated.
- Members of the division and the department attended a ***Law Enforcement Appreciation Luncheon*** hosted by Calvary Baptist Church. The food was good, as well as the conversations with church members and officers from Chesterfield Police Department.
- Career Officer Scott Whirley worked the ***Drug Take-Back*** event in conjunction with the Drug Enforcement Agency (DEA). This event was held in the parking lot of Sam's Club where 64 cars passed through to safely dispose of unused medication. Medication in the amount of 184.8 pounds was collected and turned over to the DEA. Thank you to Auxiliary Captain Scott Young, Sentinel Jerry Petersen, and retired Sentinels Lin Lane and Lamese Essey for their assistance in making this event successful.

#### **IV. POLICE DEPARTMENT (CONTINUED):**

Our **Investigations Division**, commanded by **Capt. Robert Ruxer**, reported October was an average month for the number of cases assigned to Investigations. Eleven (11) new cases were assigned to detectives for the month. Of all the cases that were investigated, seven (7) were cleared (this included clearing four cases from a previous month), which resulted in a clearance rate of 92% for the month. Two (2) background investigations were conducted on Animal Control aide applicants. Kudos to this division for all their efforts in conducting background investigations on all our new employees.

We experienced two (2) overdoses, both of which were non-fatal. Narcan was deployed by officers at the two incidents.

Some of the division highlights include:

- **Detective Sergeant Chris Harris** was assigned four (4) new cases.
  - A death investigation was closed as unfounded, no crime.
  - Threatening language, unfounded
  - Identity Theft, inactive
  - Bad check, exceptionally cleared from May 2020
- **Career Detective Roger Santini** was assigned three (3) new cases:
  - Credit card fraud, inactive
  - Sex offense, pending
  - Death Investigation, closed no crime
  - Check fraud cleared by arrest from January 2020
- **Senior Detective Joe Vaughan** was assigned two (2) new cases:
  - Stalking, cleared by arrest
  - Theft from automobiles, several cases pending further investigation
  - Indecent exposure case cleared by arrest from June 2020, grand larceny case cleared by arrest from September 2020
- **Master Detective Adam Brandeberry** was assigned two (2) new cases this month:
  - Weapons violation, pending
  - Death investigation, closed no crime

No public nuisance letters were issued this month.

**Senior Detective Will Waldrep** is assigned to the **U. S. Marshal's Fugitive Task Force**, where numerous fugitives were arrested, and warrants were served. A total of 22 fugitives were arrested, of which four (4) were from the City of Colonial Heights. Eighty-two (82) warrants were served, with 11 of those being from the city.

#### IV. POLICE DEPARTMENT (CONTINUED):

**Auxiliary officers** and **Sentinels** provided 73 hours of extra manpower patrolling and riding with officers. They volunteered a total of 97 hours of service during October, and they have volunteered a total of 1,022 hours of service during the 2020 calendar year to date.

Overall as an agency during the month of October, we made **243 total arrests**; worked **107 crashes**; wrote **366 traffic citations**; executed **440 traffic stops**; affected **seven (7) DUI arrests**, **20 drug arrests**, and issued **seventeen (17) parking citations**.

Our **Employee of the Month** for **August 2020** was selected and recognized for his hard work and outstanding work ethic. **Officer J. Cecil Powell** has shown himself to be a proactive member of “C” Squad since the time he joined the CHPD team. He has always been a hard-working member of the squad, with August being no different. Along with various patrol functions, Officer Powell was the squad’s top ticket writer for the month and maintained a 100% clearance rate on his assigned cases.

Officer Powell represents our department in a professional manner and provides invaluable training to both department members as well as recruits at Crater Academy. He often volunteers for training opportunities and recently volunteered to assist with the execution of our E-citation program. After receiving the training, Officer Powell conducted instructional exercises with shift personnel to assist, troubleshoot and educate each officer on the set-up and implementation of both the equipment and corresponding programs needed for a successful launch. Although there were some “bugs” to work through, as is the case with any new application, Officer Powell remained patient and determined to ensure that each officer was set up for success. He has also stepped up to offer field assistance and guidance with troubleshooting to shift personnel as the need arose.

It is a shared observation that Officer Powell unselfishly puts others’ needs before his own, routinely making sacrifices to ensure his shift members know that he supports them 100 percent. Likewise, Officer Powell takes the extra step needed to serve our citizens, including the ungrateful ones, with the same level of respect and attention that they deserve. His teamwork mentality and ability to put others first is a shining example of what each officer in the profession should strive for. There was no question that Officer Cecil Powell is worthy of recognition as **Employee of the Month** for August.

Additionally, we selected and recognized **Senior Officer Devin C. Marks** as our **Employee of the Month** for **September 2020** for his initiative towards learning the role of supervisor. Of his own volition, he is learning the daily and monthly paperwork that is required by supervisors in the Colonial Heights Police Department. To enhance his education, Devin has enrolled in on-line courses at Liberty University to obtain his bachelor’s degree so that he may advance his career within the department. After participating in the department’s most recent promotional process, he identified areas for self-improvement and has forged ahead with correcting these deficits in preparation for the next opportunity.

Senior Officer Marks had another great month in September, leading the squad in summonses issued, recording a total of seventy. During the month, he also went above and beyond his patrol duties. On one occasion on September 12<sup>th</sup>, while working a traffic selective enforcement detail, he had stopped a vehicle when another vehicle pulled up containing a passenger experiencing a medical emergency. Devin saw the male in distress, removed him from the vehicle and began chest compressions. He remained with the patient and continued chest compressions until the pulse returned and EMS arrived and took over. A few days later, Senior Officer Marks was one of the officers dispatched to a call for service where the caller needed assistance but could not get to the door. At one point, the caller was no longer responding to Dispatch, at which time entry was made and Devin began CPR until EMS arrived. Unfortunately, the male was later pronounced dead by EMS. In both incidents, Senior Officer Marks quickly recognized the seriousness of each situation and responded with actions in an attempt to save lives.

#### **IV. POLICE DEPARTMENT (CONTINUED):**

He has maintained his level of proactivity along with adding the responsibilities of learning the role of a supervisor. He maintains a positive attitude while at work and assists his squad members when called upon. He is always one of the top-producing officers on his squad, which is an indication of his continued motivation. He has taken it upon himself to volunteer as a mentor for our new hires and requested to attend the next FTO school.

Devin has proven that he has the qualities that make for a great police officer and the desire to advance through the promotional process. He is hard-working and never complains about workload or assignments. To his credit, Senior Officer Marks is never afraid to ask questions or jump in and learn from his supervisors and peers. He accepts all advice openly and applies the things he has learned in an appropriate manner. We believe that Senior Officer Marks's work ethics and attitude are exemplary of what all Colonial Heights Police officers should strive for.

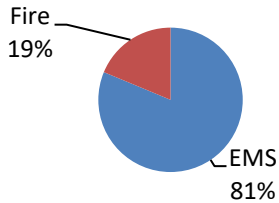
For all the above reasons, we feel that Senior Officer Devin Marks is most deserving of this award.

<b>DEPARTMENT STATISTICS</b>			
<b>OCTOBER 2020</b>			
<b>Crime</b>	<b>October 2019</b>	<b>October 2020</b>	<b>Percentage of Increase/Decrease</b>
Homicide	0	0	<b>0%</b>
Rape	0	0	<b>0%</b>
Robbery	0	1	<b>100%</b>
Aggravated Assaults	4	5	<b>25%</b>
Simple Assaults	22	11	<b>-50%</b>
Breaking & Entering	1	0	<b>-100%</b>
Larceny	63	49	<b>-22%</b>
Vehicle Thefts	3	1	<b>-67%</b>
Arson	0	0	<b>0%</b>
Shoplifting	38	30	<b>-21%</b>
DUI Arrests	11	7	<b>-36%</b>
All Criminal Arrests	321	243	<b>-24%</b>
Calls for Service	3,654	3,134	<b>-14%</b>
<b>October 2020</b>	<b>Number Reported</b>		<b>Percentage Cleared</b>
	<b>67</b>	<b>42</b>	<b>63%</b>



## V. FIRE & EMS DEPARTMENT:

**Total Incidents: 427**



**Total Fire Type Incidents: 80**

(Total Fire Loss \$0)

**Total EMS Incidents: 347** (217 Patients Transported)

*Fire units arrived on scene in less than 9 minutes on 100% of emergency incidents: (Avg. response time 5:57 minutes)*

*EMS units arrived on scene in less than 9 minutes on 97.3% of emergency incidents. (Avg. response time 5:48 minutes)*

### Fire Division (number of incidents):

<u>Fires</u>		<u>Hazardous Situations</u>		<u>Services Calls and False Calls</u>	
Authorized controlled burning	2	Power line	1	Good intent calls	24
Unauthorized burning	2	Electrical wiring equipment	1	Public service calls	10
Overheated Motor	1	problem		Assist invalid	16
		Gas leak (natural gas or LPG)	6	Smoke/CO detector installation	2
		Carbon Monoxide incident	1	Knox Box installation	1
		Water or steam leak	2	False alarm/false calls	1

### EMS Disposition Incident/Patient Disposition

Cancelled on Scene (No Patient Contact)	9	Assist, Public	27	Cancelled (Prior to Arrival at Scene)	10
Patient Evaluated, No Treatment/Transport Required	7	Cancelled on Scene (No Patient Found)	6	Patient Dead at Scene-No Resuscitation Attempted (W/O Transport)	5
Patient Treated, Released (AMA)	27	Patient Refused Evaluation/Care (Without transport)	26	Patient treated, Transported by law enforcement	1
Assist Agency	4	Patient Treated, Released (per protocol)	7		
		Patient Dead at scene resuscitation attempted (W/O transport)	1		

### Fire Mutual Aid Given & Received

M/A Fire engine (First Responder) EMS to Chesterfield	3	M/A received from Chesterfield Fire	1
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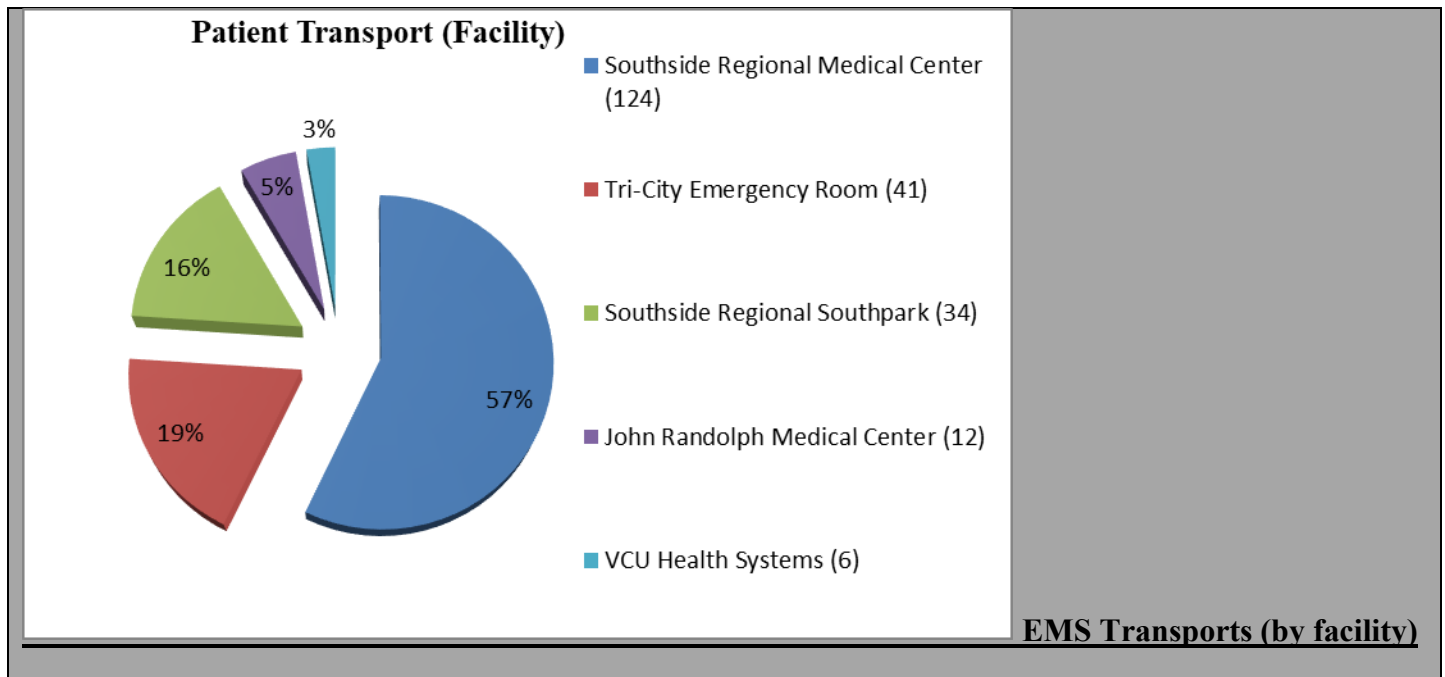
### EMS Mutual Aid Given & Received

M/A given to Petersburg EMS	6	M/A received from Fort Lee EMS	2
M/A given to Hopewell EMS	1	M/A received from Prince George EMS	1
		M/A received from Petersburg EMS	2

### Out of Service Apparatus

		<u>Fire Units</u>	<u>Medical Units</u>
<b>Station 1</b>	Number of Incidents	2	1
	Total Hours	Engine 941-312 hrs., E991-2.5hrs	Medic 934-240 hrs.
<b>Station 2</b>	Number of Incidents	2	2
	Total Hours	Q942-515 hrs. Rescue 942-76 hrs.	Medic 932-139.5 hrs.

## V. FIRE & EMS DEPARTMENT (CONTINUED):



## VI. FINANCE DEPARTMENT:

### Finance Activity:

- Covid-19- Finance Admin., Real Estate Assessor, and Purchasing are still split between telework and in-office; Utility Billing, and Billing and Collections are fully staffed in-office.
- ERP System- Utility bills which should have gone out on September 30 were mailed on October 20 with a letter explaining the delay and setting the due date for November 9. The delay was due to a programming error by the software vendor. The error has been fixed and utility bills for October 30 were mailed on-time.

The next round of data conversion proofing for personal property taxes is scheduled for early November to keep us on track for the new January go-live date for tax.

Finance staff worked through the month on October on configuring the Financials module. Go-live for financials is planned for April 2021.

- FY20 Audit- A draft audit is expected to be provided in early November, and the Audit Committee meeting has been scheduled for December 4 at 2pm/

### Purchasing Activity:

- Purchasing - 188 total purchase orders were completed, which included 37 departmental purchases being reviewed. This is compared to 212 that were completed for the same month in 2019.
- Finance processed 67 check requests during the month.

### Bid/RFP Activity:

- Proposal meetings will be held in November for Invitation # 20-031002-1110, a physical security assessment of City buildings & Property. Twenty proposals were received, and four firms were shortlisted.
- Invitation # 20-102302-1113 was issued on Sept 18, with proposals due on Oct 23, for the Violet Bank Museum Rehabilitation Project, Phase I. Three bids were received, with the lowest bid being over the budget. Staff is bringing forward a supplemental appropriation at the November Council Meeting.

## **VI. FINANCE DEPARTMENT (CONTINUED):**

- Invitation # 20-102002-1114, was issued on Oct 2, with proposals due on Nov 10, for pest control services.
- Invitation # 20-120402-115 was issued on Oct 22, with sealed bids due on Dec 4, for construction of the Lakeview Avenue Modernization project.

### **Other Purchasing Activity:**

- A Purchase Order issued to upgrade the audiovisual equipment in the Circuit Court and the judicial meeting room, which is right across from the Circuit Court. These modifications are necessary to accommodate jury trials, and CARES funding will be used.
- A new copier machine purchased for City hall, replacing a copier that is over ten years old and no longer has parts available.
- Portable picnic tables purchased for Shephard Stadium. CARES funding will be used.
- Purchase Order issued to replace the HVAC unit in Police Administration. This is one of seven HVAC units that will eventually have to be replaced. The HVAC unit is almost twenty years old.
- An agreement reached with a private citizen for the dumping of leaves on his property during the City's leaf collection program.
- An emergency purchase order issued for the repair of the stormwater system on Forestview Drive.

### **Utility Billing Activity:**

- Bi-monthly Utility Bills Sent- 3,676
- Delinquent Notices were not sent in October due to the late billing.
- No utility billing set-off debt collections were received for this month.
- Staff is planning a second round of CDBG utility relief payments in December.

### **Billing and Collections Activity:**

- 62 DMV releases processed: 57 personal property, 5 parking
- Administrative fees collected \$2,050.62
- There were no set off collections this month

### **Real Estate Activity:**

- 53 transfers this month, 22 of which were valid residential sales
- \$147,100 in new residential construction picked up for the month; no commercial activity added.

## **VII. HUMAN RESOURCES DEPARTMENT:**

The following information is a summary of activities for the Human Resources Department during the month of October 2020:

### **Advertisements**

<u>Department</u>	<u>Position</u>
Police	Police Officer (Certified)
Fire/EMS	Emergency Management Assistant (Part-time)
Office on Youth	Youth Specialist (Part-time)
Public Works	Assistant Director of Public Works (Promotional)
Public Works	Public Works Technician

### **Applications & Testing**

<u>Position</u>	<u>Total Applications Received</u>	<u>Total Hits on Job Announcement Page</u>
Police Officer (Certified)	18	658
Emergency Management Assist. (Part-time)	46	1,319
Youth Specialist (Part-time)	42	703
Assist. Director of Public Works (Promotional)	1	6
Public Works Technician	6	567

### **Miscellaneous**

- New Employee Orientation and Employee Separation/Retirement sessions held for the following:











New Employee Orientation  
(None to report)

Employee Separations/Retirements  
1 Firefighter/EMT

- Attended a virtual employment law series presented by Wood Rogers, which covered a variety to employment law changes for 2020-2021.
- Attended a virtual seminar presented by VACORP to review the benefits of the Virginia Local Disability Program under the Virginia Retirement System.
- Attended a virtual IPMA-VA Chapter fall conference, which provided updates on employment law/I-9 requirements, emotional intelligence and employee engagement.
- Attended a virtual seminar presented by Virginia Risk Sharing Association (VRSA) on ADA Compliance.

## VIII. INFORMATION TECHNOLOGY DEPARTMENT:

☆ The City's website, [www.colonialheightsva.gov](http://www.colonialheightsva.gov) had 69,842 page views in the month of October.

Top fifteen sites visited after the home page: <ol style="list-style-type: none"><li>1. Animal Control &amp; Shelter</li><li>2. Library</li><li>3. Real Estate Search Records</li><li>4. City Employees</li><li>5. Yard Sales</li><li>6. Pay Online</li><li>7. Recreation &amp; Parks</li><li>8. Upcoming Elections</li><li>9. Human Resources</li><li>10. Polling Locations &amp; Hours</li><li>11. Absentee Voting</li><li>12. Registrar/Director of Elections</li><li>13. Utility Billing</li><li>14. GIS &amp; Maps</li><li>15. Police</li></ol>	Top five countries after U.S.: <div> Germany</div> <div> India</div> <div> Philippines</div> <div> South Korea</div> <div> Spain</div> Top five regions after Virginia: <div> Illinois</div> <div> District of Columbia</div> <div> Pennsylvania</div> <div> Maryland</div> <div> California</div>
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☆ Citizens submitted and city staff processed 282 Service Requests and questions through the “Report a Concern” module during the month of October.

☆ The City of Colonial Heights' Facebook Page now has 5,387 fans and the City's Twitter account has 1,547 followers. There are 3,299 subscribers for “In the News”.

☆ In October, IT assisted Emergency Communications with the swap of the whole building Uninterrupted Power Supply at the Public Safety Building.

## IX. LIBRARY:

☆ The library staff circulated 8,724 titles in October broken down as follows:

- Residents borrowed 7,522 print titles and 319 e-Books on Kindle readers. The Kindle collection currently has 10,102 titles;
- Residents downloaded 883 e-Books from the library's online Hoopla collection with 1,172 residents registered for this online service;
- High-risk residents, and particularly senior citizens, continue to use the curbside service and give it high praise. It was used by 283 residents in October.

☆ The public computer center had 115 users, while the iPad center was used 0 times.

☆ The Storytime program was attended by 116 children.

☆ The library's emerging Digital Resource Center remains closed due to COVID.

☆ The library's meeting rooms remain closed due to COVID.

☆ An average of 167 residents used the library each day, while 39 residents registered for new library cards.

## **X. RECREATION & PARKS DEPARTMENT:**

### **Recreation Division**

The Recreation Division held its Halloween in the Heights: A Drive Thru experience event on Halloween Night with over 30 businesses setting up at their businesses to hand out candy to cars as they drove thru their site. We had 166 pre-register and estimate over 70 cars took part in the event at most sites, with some businesses reporting more than 150 cars at their location. The event was held in response to not being able to hold its annual Halloween in the Park due to COVID-19 restrictions.

Staff continued work planning Fall and Winter programs to be included in the City Focus that will be mailed to residents in November.

The Tri-City Tourneys group completed their last weekend (17 total weekends) on November 1<sup>st</sup> at Shepherd Stadium and are currently working on plans to bring the events back in 2021.

Athletics/Programs	2020	2019
Adult Fall Softball	8 teams	14 teams
Belly Dancing	10	6
Karate	5	10
Halloween in the Heights: A Drive Thru Experience	166	N/A
Photography Club	18	N/A
Therapeutic Recreation	24	83
Facility Usage	2020	2019
Community Room Attendance	1,344	1,144
Community Room Reservations	24	22
Pavilion Attendance	2,937	1,360
Pavilion Reservations	33	16
Field Attendance	8,580	4,428
Field Rentals	52	41

### **Halloween in the Heights**



### **Parks, Horticulture, Buildings & Grounds**

- Cut grass around City buildings, Parks, and ballfields as needed.
- Prepped ball fields as needed for league and tournament play.
- Painted soccer fields at Soccer Complex as needed.
- Installed signs for Domestic Violence Awareness Month at designated locations.
- Repaired walking bridge at Fort Clifton Park.
- Replaced board on ramp to lookout on River Trail.
- Replaced rails on fences on River Trail. Broken due to vandalism.
- Laced nets to poles and strand wires in Shepherd Stadium.
- Relocated Recreation drop box to main office. Poured concrete pad and secured drop box to it.
- Removed downed tree from disc golf course at White Bank Park.
- Moved picnic tables from White Bank Park pavilions to Lakeview Park pavilion.
- Weeded beds at all sites as needed.
- Mulched sites as needed.
- Edged beds at sites as needed.
- Trimmed trees and shrubs as needed at sites.
- Removed summer annuals from sites as needed.
- Watered memorial trees at sites as needed.
- Cut suckers off Crepe Myrtles along Arlington Ave median.
- Cut suckers off Crepe Myrtles along Boulevard.
- Cut liriopie from sites.
- Planted pansies at sites.
- Cut dead limbs off Cherry trees at the Library.
- Trimmed Viburnum away from fence at Legacy Garden.



## X. RECREATION & PARKS DEPARTMENT CONTINUED:

### Agency on Aging

Activities	2019	2020
Adult Coloring	8	4
Bingo in Center	64	44
Bob Ross Painting Class	7	N/A
Bowling	192	140
Bridge Party	52	12
Bridge Tournament	118	N/A
BUNCO	12	N/A
Christmas Coasters	7	N/A
Diamond Art	13	1
Fall Wreath Class	N/A	7
Ice Cream Social	N/A	25
Golfers Meeting	80	65
Golfers Board Meeting	N/A	7
LifeLine Screening	83	N/A
Senior Club Meeting	107	44
Senior Club Board Meeting	10	7
Senior Citizen Dance	62	N/A
Senior Golf Association	502	472
Sing A-Long	32	N/A
<b>Awareness/Education</b>	<b>2019</b>	<b>2020</b>
Blood Pressure Check	15	N/A
Diabetes Class	30	N/A
Eating Healthy on a Budget Lunch & Learn	31	N/A
Flu & Pneumonia Shots	13	N/A
<b>Classes</b>	<b>2019</b>	<b>2020</b>
Colorful Creation Open Paint	36	11
Crochet & Knitting	32	25
Line Dancing Class	119	325
Quilts for Vets	20	6
Sewing Class	36	7
Tap Class	76	40
Tech Savvy	1	0
Watercolor with Faye	26	12
<b>Fitness</b>	<b>2019</b>	<b>2020</b>
Balance	N/A	68
Boot Camp	37	N/A
Chisel & Sculpt	30	N/A
Educational Strength Training	11	N/A
Fitness Center	109	29
Morning Crunch	86	47
Muscles in Motion	142	115
Pickleball	214	199
Senior Stride	36	N/A
Sit & Let's Get Fit	231	169
Strength & Stretch	294	101
Tai Chi	44	38
TBS	216	97
Water Aerobics	41	N/A
Yoga	191	158
5K	36	N/A

Trips	2019	2020
Blandford Church	12	N/A
Charles Town Slots	45	N/A
Family History Center	4	N/A
Richmond Canal Cruise	24	N/A
Richmond Zoo	18	N/A
Riverside Theatre	26	N/A
Smithfield Fashion Show	15	N/A
<b>TOTAL</b>	<b>3,373</b>	<b>2,131</b>
	<b>2019</b>	<b>2020</b>
<b>Volunteer Hours</b>	67	N/A
<b>Meals</b>	<b>2019</b>	<b>2020</b>
Home Delivery Meals	20	6
Site Meals	84	N/A
<b>Transportation</b>	<b>2019</b>	<b>2020</b>
Total Passengers	318	292
Total Trips	731	548
Total Miles	5242	2104
Wheelchairs	10	18
Donations	\$756.00	\$293.00
New Riders	11	3

Fall Wreath Class



## **X. RECREATION & PARKS DEPARTMENT CONTINUED:**

### **Violet Bank Museum**

Violet Bank Museum	<u>2020</u>	<u>2019</u>
Tours Given	14	88
Grounds Visitors	37	19
Ongoing Programs	20	24
Outreach Programs	0	55
Special Events	105	435
Attendance Totals	176	621

The month of October was fairly quiet as far as tours given but there was a small wedding held on the grounds as well as a bible study group meeting. During a tour of the house, Aubrey Gail Pullen, age 1, took her first unassisted steps in the Lee Parlor to the delight of her family.

Keke Cody of Commonwealth Catholic Charities at The Hopewell Warming Shelter met with the Stitchers from the Heart group to pick up completed items for the shelter, and gave an update on the upcoming items needed and to thank the ladies for all their wonderful items and hard work.

Violet Bank Museum also hosted the Classic Car Cruise 'Round event in conjunction with Hanover, Henrico and Chesterfield County, and had over 50 cars join the event on October 3rd.

## **XI. FLEET MAINTENANCE:**

# Invoices	Total	Sublet	Sublet total
81	\$27,064.17	2	\$1,875.44
88	\$48,247.35	6	\$7,321.28

The sublet repairs consist of

Alignment	\$ 1,546.42
Misc	\$ 329.02