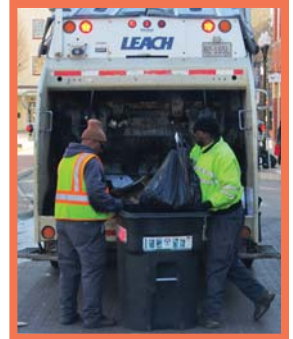


Winchester
Virginia



2015 ANNUAL REPORT



540.667.1815
WWW.WINCHESTERVA.GOV



FIRST WARD



Les Veach
Elected 2008



Bill Wiley
Elected 2014

SECOND WARD



Evan Clark
Elected 2006



John Hill
Elected 2008

THIRD WARD



Milt McInturff
Elected 2008



Corey Sullivan
Elected 2014

FOURTH WARD



Kevin McKannan
Elected 2014



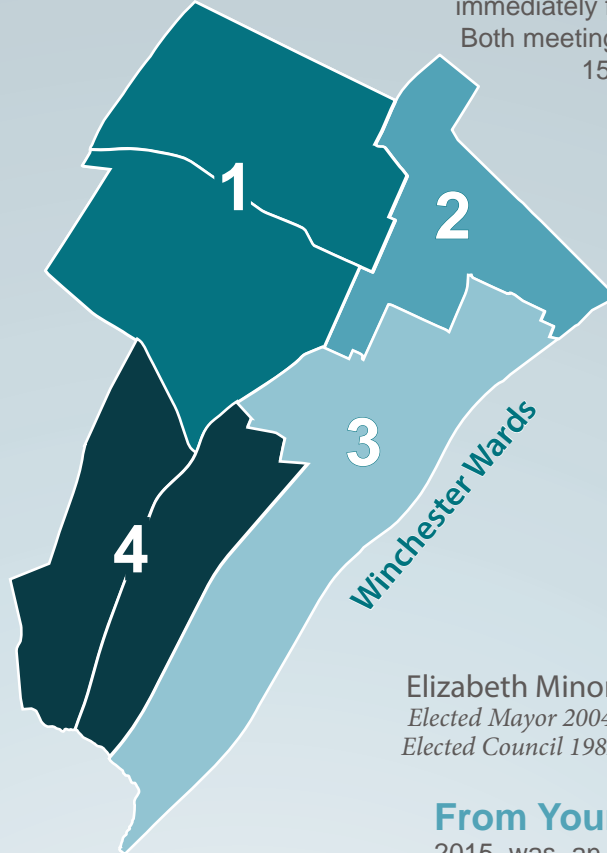
John Willingham
Elected 2008

2015 Council Officers

Mayor: Elizabeth Minor
Vice-Mayor: Les Veach
President: John Willingham
Vice-President: Bill Wiley

New Council Meeting Schedule:

Regular Council Meetings
2nd & 4th Tuesdays of each month-6:00 pm
Council Work Sessions
2nd & 4th Tuesdays of each month-
immediately following the regular meetings.
Both meetings are held at Rouss City Hall,
15 N. Cameron Street



Elizabeth Minor
Elected Mayor 2004
Elected Council 1982

From Your Mayor:

2015 was an exciting year for the City of Winchester and over the past year, we've been able to accomplish a lot. Last fall, we revised the five-year strategic plan in-house which will provide Council and staff with a roadmap for achieving our four goals and overall vision for the city. Old Town continues to bloom as a destination and the new farmers market was a great addition to the long list of events. Our dedicated staff and elected officials continue to be our greatest asset as they provide quality services our citizens and businesses depend on and need. Thank you for helping make Winchester the best it can be and let's continue working together to make 2016 another year to remember.

From the City Manager:

City staff is committed to serving the community with efficiency and great customer service. We are always looking for new and improved ways of providing services and in 2015, we began implementing several new transparency and customer service enhancements. We are proud of the direction the City is moving but understand there's always room for improvement. This annual report is a great summary of the City's accomplishments and hard work over the past year. I'm looking forward to another great year working with the community and hope to see you around more this year.



Eden C. Jeeman

Elizabeth G. Minor



Major Police Department Accomplishments

The WPD received grant funding from the Virginia Attorney General in the amount of \$117,000. This funding has allowed department members to interact with the youth community in a positive manner and has completely outfitted the Patrol Division with Electronic Control Devices (tasers).

Active shooter training sessions were held both internally and at over 20 public events where over 650 citizens were trained in survival techniques should they be confronted with an active shooter situation.

With leadership from the Winchester Police Department and other community organizations, the Northern Shenandoah Valley Substance Abuse Coalition was formed. During 2015, over \$200,000 in public and private funding was obtained, the organization was designated as a 501(c)3 charitable organization, and significant progress was made toward the development of a Drug Treatment Court. In addition, a number of public awareness presentations were given and Winchester was recognized by state and national legislators for our leadership role in dealing with the heroin epidemic. Heroin is a recurring issue in our community. Our region had **30 overdose deaths in 2015**. This was a slight decrease from 2014 but still well in excess of the one death in 2012.

Fourteen members of the WPD were recognized at the Chamber of Commerce Valor Awards.

Volunteers in Policing (VIP)
The VIP program assists with special activities and community events that request police assistance, freeing officers for other public safety duties.

2,850
volunteer hours
in 2015

	2011	2012	2013	2014	2015
Total Crimes	4,327	4,495	3,987	4,237	4,071
Calls for Service	46,580	43,289	41,493	43,663	44,089
Average Response Time	7.33 min	7.26 min	8.65 min	8.28 min	7.10 min
Hours on Calls	15,270	14,717	14,829	15,839	15,934
Rapes/Sexual Assaults	16	15	21	16	7
Robberies	16	17	25	15	21
Burglaries	114	156	108	110	109
Grand Larcenies	182	219	208	171	172
Motor Vehicle Thefts	26	22	28	25	17
Use of Force	44	71	45	45	42
Citations	6,711	4,550	4,284	4,243	4,768
Arrests	3,265	3,051	2,946	2,958	2,984
Calls for Persons with Mental Problems	1,100	1,080	1,153	1,137	1,145
% of Total Man Hours on Welfare/Mental Person Calls	8%	8%	9%	10%	13%

Emergency Management

Emergency Preparedness is a vital aspect for all communities. The City's Department of Emergency Management continued work on several projects improving overall preparedness, including:

- **Active Shooter Drill:** Conducted at Quarles Elementary School in August. This drill provided an opportunity to exercise and evaluate measures required to address an incident of this nature and provided training opportunities for Fire and Rescue, Law Enforcement and school personnel. A full-scale Active Shooter Exercise is scheduled for September of 2016.
- **Comprehensive Communications Project:** Fixed Network Equipment and subscriber units were ordered, licensing was coordinated with the FCC, and the final design was completed at the two transmission sites. Completion is anticipated in mid-2016 providing the City with a state-of-the-art trunked radio system providing interoperability for emergency and non-emergency operations.



Fire & Rescue Accomplishments

- Hired five (5) career firefighters
- Installed Mobile Data Computers (MDC) technology on all WFRD apparatus
- Completed second Handley High School EMT Program and all eight students passed the class
- Created the Winchester Firefighters Foundation with community business leaders



**AVERAGE
RESPONSE TIME
3.11 MINS**

Mutual Aid	Given - 622	Received - 144
Dollars Lost vs. Dollars Saved	\$369,980 Lost	\$10,083,290 in Value Saved
Cardiac Arrest Resuscitation Efforts	39 Cardiac Arrest (16 saves)	41.03% Survival Rate (26.3% National Avg)
EMS Transports	2,458 Advanced Life Support	1,530 Basic Life Support
Emergency Incident Injuries	0 Firefighters	18 Civilians

Community Education Efforts Reached	9,799 People
Child Seats Installed	133
Smoke Detectors Installed	24
\$ Donated to the Muscular Dystrophy Association During the Fill-the-Boot Campaign	\$27,502

**MISSION LIFELINE
BRONZE AWARD**

Emergency Medical Services

WFRD prides itself on being a regional leader in the advancement of EMS care. This advancement was recognized in 2015 by the American Heart Association when the department received the Mission Lifeline Bronze Award for their exceptional care of victims experiencing myocardial infarctions (heart attacks).

Fire & Rescue Grants Awarded:

- **Firefighter Rescue Self-Contained Breathing Apparatus (SCBA)** - Assistance to Firefighters Grant
- **3 New Ambulances** - Rescue Squad Assistance Fund for Shawnee, Friendship and South End Volunteer Fire Companies
- **6 New Life-pack 15 Cardiac Monitors** - Rescue Squad Assistance Fund
- **New live burn building construction** - VA Department of Fire Programs
- **Hazardous materials mitigation equipment** - VA Department of Emergency Management and Department of Homeland Security

1,355 Fire

Top 5 Types:



dumpster fires 4

vehicle fires 7

natural vegetation fires 18

cooking fires 19

fires in buildings 19

4,737 EMS

medical emergencies 4,180

Other Calls:

vehicle/pedestrian accidents 18

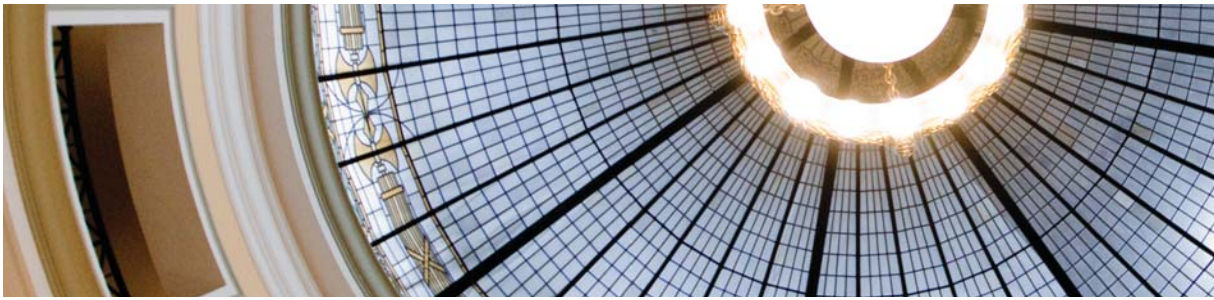
vehicle accidents (no injury) 29

vehicle accidents (with injury) 123

assist subject up 156



6,092 total incidents



Finance Accomplishments:

- In 2015, the City was recognized twice for its budget documents and strong management and conservative financial policies by Government Finance Officers Association's (GFOA):
 - Distinguished Budget Presentation Award for the third consecutive year
 - Certificate of Achievement for Excellence in Financial Reporting for the comprehensive annual financial report (CAFR) for 23rd consecutive year
- The City's FY15 Comprehensive Annual Financial Report (CAFR) audit by Brown Edwards received a clean audit. During the auditors testing of internal controls, they found that there were no material weaknesses (i.e. good checks and balances) and financial employee work assignments are distributed appropriately. The City's expenditures were also classified in appropriate categories and there were no instances of budget mismanagement.

General Fund Revenue

General Property Taxes	\$39,617,000
Other Local Taxes*	\$29,503,000
Fees, Fines, & Permits	\$ 412,400
Charges for Service	\$ 1,463,000
Interest and Misc. Revenue	\$ 1,924,000
State Aid	\$ 6,076,200
Federal Aid	\$ 775,400
Transfers and Reserves	\$ 3,344,000
TOTAL	\$83,115,000

* State sales tax, utility, businesses licenses, franchise, decals, cigarettes, admissions, meals, motel, short-term rental, communications tax, other

General Fund Budgeted Expenditures

General Government Administration	\$ 6,084,899
Judicial Administration	\$ 3,537,600
Public Safety	\$20,710,980
Public Works	\$ 5,234,400
Health and Welfare	\$ 3,711,053
Education	\$28,725,590
Parks, Recreation, Cultural	\$ 3,289,570
Debt – City	\$ 1,896,108
Debt – Schools	\$ 2,287,700
Community Development	\$ 7,637,100
TOTAL	\$83,115,000



The City's accounts are organized into funds. A fund is a group of related accounts used to control money that has been earmarked for specific activities or objectives. By keeping revenues in the appropriate funds, the City is able to obey laws that require certain money to be spent on specific uses. Most of the City's core services are funded by the general fund.

General Fund

The fund where the City has the most discretion is the General Fund. The two major sources of funding for the General Fund are general property taxes and other local taxes combined.

Capital Improvement Plan (CIP)

Every year, the City adopts a plan for capital improvements which include plans for the next five years. Capital improvements include projects such as street construction, public buildings, traffic systems, park improvements, sewers, water infrastructure, sidewalks, etc.

Information Technology

- Implemented a Council agenda management software for improved public access. Other City boards and commissions will be added soon (Accela).
- Initiated a multi-year project to replace the utility billing system that will launch in calendar year 2016.
- Initiated redesign of the City's main website.
- Created a website for the Winchester Sheriff's Office
- Implemented a citizen alerting system (Everbridge) to provide emergency and routine announcements to the public and City employees.
- Implemented an online registration tool (WebTrac) that allows Parks and Recreation customers to register for classes or programs and make facility reservations online.
- Implemented multiple internet mini-websites to provide public access to building permits, code enforcement cases, land development applications, real estate taxation with the ability to pay certain fees online (Click2Gov).
- Implemented a software suite (OpenGov) to provide the public with access to detailed City financial information online.



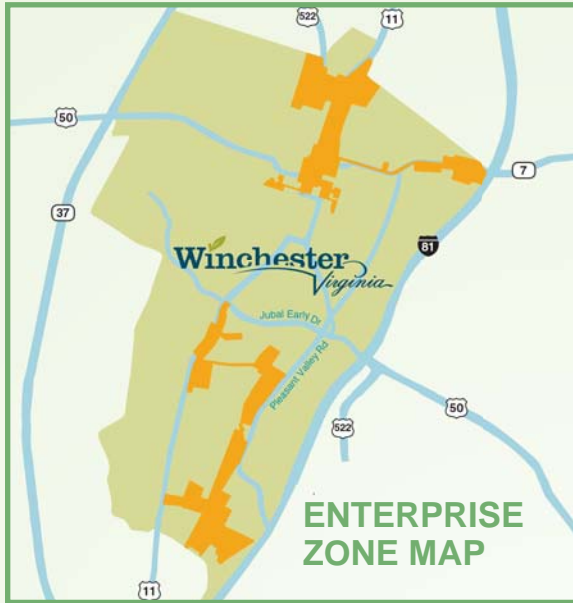
Economic Redevelopment

The Department's goals in 2015 continued to focus on redevelopment efforts in Old Town and several large redevelopment sites in the city; to begin a robust business retention and expansion program (reaching to over 50 businesses in the last half of 2015) and to facilitate and support workforce development activities.

Enterprise Zone

As of 2013, the City of Winchester enacted the Enterprise Zone Program. This program offers fifteen different incentives to encourage redevelopment of property in key areas of the city and to promote business expansion and job growth.

In 2015, \$135,000 was loaned out between the two incentives bringing the total amount of funds currently being loaned by the EDA to over \$900,000. In addition, three companies utilized the Real Property Investment Grant, an incentive offered by the Commonwealth of Virginia to businesses within the Enterprise Zone for qualified real property investments.



ENTERPRISE ZONE MAP

Planning

SITE PLANS	2012	2013	2014	2015
Carry from Previous Year	6	7	0	10
Applications	30	33	52	51
Approvals	28	40	41	53
Denials	0	0	0	0
Withdrawn	1	0	1	1
Carryforward to Next Year	7	0	10	8

2015 adaptive reuse projects completed or under construction:



Coca Cola Bottling Works 1720 Valley Avenue

This \$3.1 million dollar project involves the adaptive reuse of the 1940s era Coca-Cola building. Listed on both the National Register of Historic Places and the Virginia Landmarks Register, this building which previously served as a Coca-Cola bottling plant and distribution center. It is being transformed into a mixed-use building with twenty-three loft style apartments and 5,100 square-feet of commercial space. This redevelopment project is taking advantage of Historic Tax Credits, \$100,000 from the EDA's Revolving Loan Fund, and traditional bank financing with the project to be completed in summer 2016.



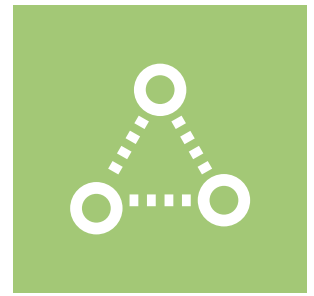
Escutcheon Brewery 142 Commercial Street

Escutcheon Brewery opened its tap-room doors in June 2015. The 10,000 square-foot brewery received a Real Property Investment Grant from the Commonwealth of Virginia as a result of the City's participation in the Enterprise Zone Program.



"Old Jail"

317 S. Cameron Street
In 2014, the EDA sold the "Old Jail" property a LLC for redevelopment into eleven luxury apartments. This adaptive reuse project has taken an institutional facility and renovated it into new housing units. Five one-bedroom apartments were completed in December 2015 with six additional apartments completed in February 2016. This renovation utilized a 10-year substantial rehab tax abatement.



STRATEGIC PLAN 2016-2028

Mission: To provide a safe, vibrant, sustainable community while striving to constantly improve the quality of life for our citizens and economic partners

Vision: To be a beautiful, vibrant city with a historic downtown, growing economy, great neighborhoods with a range of housing options and easy movement



Encourage sustainable economic growth and partnerships through business and workforce development



Promote and accelerate revitalization of catalyst sites and other areas throughout the city



Enhance the quality of life for all Winchester residents



Improve City services and advance the strategic plan goals by promoting a culture of transparency, efficiency and innovation



GOAL 1 OBJECTIVES:

- A.** Increase effectiveness of workforce development efforts by building on existing collaborative partnerships between the City and local organizations
- B.** Increase effectiveness of business retention, attraction and expansion efforts
- C.** Support local businesses through destination branding and marketing to visitors



GOAL 2 OBJECTIVES:

- A.** Continue promoting redevelopment/development of previously identified catalyst sites
- B.** Identify additional targeted areas and promote redevelopment/development of areas not previously identified as catalyst sites



GOAL 3 OBJECTIVES:

- A.** Increase cultural, recreational and tourism-related opportunities in Winchester
- B.** Develop and maintain Winchester's infrastructure
- C.** Promote and improve community safety



GOAL 4 OBJECTIVES:

- A.** Implement cost saving innovative internal strategies to improve efficiency
- B.** Increase government transparency and communication capabilities
- C.** Enhance service delivery to residents, economic partners and visitors



Parks and Recreation

Park Improvement Projects

- Implemented online program registration system
- Installed lights near the basketball courts and playground in Frederick Douglass Park
- Renovated Yost, Henkel and Bodie Grim Fields
- Repaired Tennis Courts surface cracks
- Old Town Kiwanis adopted Christianson
- Familyland to help with maintenance
- Daniel Morgan Middle School and Handley High School FBLA students helped with park projects as part of the 2015 United Way Day of Caring

New Programs Added in 2015

Athletics Programs: Field Hockey, Adult Wallyball, Smart Start Programs (Football, Basketball and Soccer), Senior Drop In Pickleball
Community Rec Programs: Ballet, Self-Defense, iPhone workshops, Social Media crash courses, Art, Private Music Lessons, Gymnastics, Drawing, Chess

New Aquatic Events Added in 2015

Christmas in July, Egg Splash, Cardboard Boat Race, Splash Bash and a Haunted House. Expanded the very popular PB&J Club including birthday rentals and added several Friday evening sessions.



	2015
Pavilion Rentals	439
New Memberships	473
Memberships Renewed	970
Outdoor Pool Visits	15,394
Racquetball Court Uses	2,711
Fitness Room Uses	5,797
Swim Lessons Taught	1,348
Dog Park Memberships	221
Operating Budget	\$2.67M
Revenue	\$725,251

Special Events Held in Jim Barnett Park

Patsy Cline Music Festival • Girls on the Run • Liberty 5K Race • Winchester Cyclocross Race • Kiwanis Pancake Day • Apple Blossom Weekend in the Park • Shenandoah Antique Car Show • All Paws on Deck Canine Swim • Annual Egg Hunt • Tournaments and More



Old Town Winchester

Farmers Market

Old Town Winchester began a new Farmers Market in 2015. Located within the Taylor Pavilion, the Market hosted 14 vendors each Saturday (May-Oct) with an average summer daily attendance of 1,000 customers. Entertainment was provided weekly by musical volunteers and two special events were held during the market season highlighting fresh locally grown and produced items such as fruits, vegetables, specialty breads, local cheese, meats, eggs, honey and more.

The Greatness Program

The Old Town Development Board (OTDB) spearheaded a new Greatness Program to support Old Town businesses through advertising. The program encouraged customers to shop and dine in Old Town and businesses to stay open weekend evenings. The 36 downtown businesses who participated were required to be open late on Fridays until 8:00 pm, August – December.

Virginia Main Street

In 2015, Winchester was recognized by Virginia Main Street for 30 years as a Main Street Community. Only three Virginia communities hold the distinction as one of the longest serving Main Street Communities. Winchester also received VMS Milestone awards: \$120 million in private investment and 500 building projects.

New Businesses and Expansions

Eighteen new businesses opened in Old Town and five relocated within the Old Town district to larger spaces.

Old Town Welcome Center

Art by Shenandoah University students are featured in the Welcome Center on a rotating basis. Over ten Shenandoah University students were featured in 2015. The Welcome Center was visited by 1,798 people.

Special Events

In partnership with Full Circle Marketing, the following events were held downtown in an effort to increase the vitality of Old Town Winchester: KidzFest • Friday Night Live Concert Series • Taylor Pavilion Sunday Concerts • Rockin' Independence Eve • Downtown Tailgate • OctoBeer Fest • Holly Jolly Celebration

NEW in 2015: Classic Movies at the Taylor Pavilion

Social Media Outreach

- **Increased Social Media Presence:** Facebook fans over 12,500 (increase of 3,000 from 2014)
- OTW promoted new downtown app for iPhone & Android which was downloaded by OTW. A window cling was made and distributed promoting the Old Town Winchester brand, app, new website.
- **App Stats:** 2,439 Downloads so far (1,496 in 2015) and 1,535 (63%) accept receiving push notifications from the app (mostly used to promote events) OTW mobile friendly website attracted increased numbers of users.
 - **235,349 Sessions** (up 23.25% from last year)
 - **164,473 Unique Visitors** (up 21.35% from last year)
 - **652,108 Page Views** (up 18.16% from last year)



Parking Authority

1. **Customers Served at Garages:**
 - 152,822 hourly customers
 - 952 monthly renters
2. **Validation Coupons Used:** 5,288
3. **Completed \$1 Million Garage Renovation:** Braddock, Court Square and Loudoun Autoparks
4. **Installed New Directional Signage:** Cork public parking lot pointing to additional public parking
5. **Installed Additional Parking Meters:** North Kent Street, West Piccadilly Street and South Loudoun Street
6. **Council approved expanding the metered zone on:** N. Cameron Street between Baker and Clark Streets and Baker Street between N. Cameron and N. Loudoun Streets



Winchester-Frederick County Tourism

486 visitors to the Visitor Center from foreign countries in 2015
Furthest distance traveled – New Zealand (9,100 miles)

Each household in Winchester & Frederick County paid \$388 less in state and local taxes because of tourist spending



Tourism generated 2,302 jobs in 2014



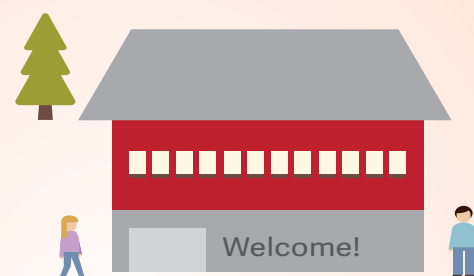
Tourism spending in Winchester & Frederick County rose 4.4% in 2014
\$235 million in direct tourism spending in 2014



20+ local restaurants achieved TripAdvisor Certificate of Excellence in 2015



138,000 visits to the VisitWinchesterVA.com website in 2015 (378 per day!)



Over 14,000 people visited the Visitor Center in 2015



Winchester-Frederick County Convention & Visitors Bureau



THANK YOU FOR RECYCLING! Together we can make a difference!

	2015
Recycling Collected (% of total)	3,108.05 (32.4%)
Refuse Collected	6,477 Tons
FREE Recycling Bins Delivered	1,246
Presentation/Tours (Attendance)	12 (670 People)

Refuse Collection Services  9,418 Miles

Recycling Collection Services  14,442 Miles

Yard Waste Collection Services  6,271 Miles

Bottles & Cans  806 Tons

Paper & Cardboard  1,281 Tons

Yard Waste  1,022 Tons



Public Services Department includes the following divisions:

Public Utilities - Operates the water plant, wastewater treatment plant, water distribution system and wastewater collection system

Engineering - Reviews new site plans and subdivisions, conducts construction inspections, inspects the establishment and maintenance of Erosion and Sediment Control, oversees the enforcement of the VA Storm Water Management Regulations, and manages the Geographical Information System

Public Works - Responsible for refuse, recycling, street and sidewalk maintenance, mowing, leaf collection, snow plowing, storm drains and dead animal removal

Traffic - Operates and maintains all 56 traffic signals, pavement markings and street signs in the city

Facilities Maintenance - Maintains City-owned properties

Transit - Public transportation (WinTran)

Equipment - Maintains City-owned equipment and vehicles

STUMPS GROUND-116

TREES PLANTED-71

TREES TRIMMED-1,326

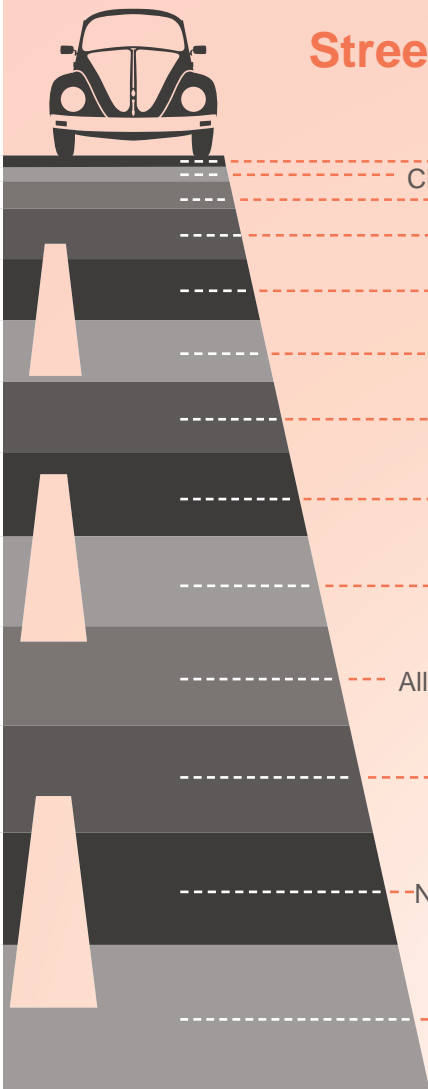
Volunteer Opportunities:
 Adopt-A-Tree
 Adopt-A-Hydrant

WATER QUALITY SILVER AWARD
 From VA Department of Health



Street Maintenance

	2015
Sidewalks Replaced	57 Cubic Yards
Concrete Sidewalks Replaced With Rubber	300 Feet
Streets Swept	5,055 Miles
Medians/Rows Mowed	339 Acres
leaves collected	281 Tons
storm drains cleaned	2,150
potholes repaired	328



Street Paving Completed

- Spring (Pleasant Valley to End)-250 ft
- Christopher (Woodstock to Grove)-600 ft
- Elm (Berryville to Woodland)-1,240 ft
- Whittier (Fox to Linden)-1,390 ft
- Fox (Whittier to Amherst)-1,450 ft
- National (Berryville to Molden)-1,600 ft
- Cork (Braddock to Academy)-1,920 ft
- Omps (Amherst to Fox)-2,120 ft
- Woodland (Berryville to Elm)-2,240 ft
- Allen (Woodstock to Christopher)-2,485 ft
- Caroline (Linden to End)-2,630 ft
- N. Loudoun (Wyck to City Limit)-3,560 ft
- Maple (Cork to Lowry)-3,880 ft



Public Transportation

WinTran operates regular and para-transit routes Monday-Friday (6 am-8 pm) and Saturday (9 am-5 pm), excluding designated holidays.



Fixed Route Passenger Trips - 112,065
 Para Transit Passenger Trips - 14,057



Social Services

CommonHelp Online Application Portal

CommonHelp is a State of Virginia initiative started in October 2012. It provides 24/7 online access to health and human services information and benefits for Virginia residents from any computer.

CommonHelp allows citizens to screen for potential eligibility and apply for: Supplemental Nutrition Assistance Program (SNAP) • Temporary Assistance for Needy Families (TANF) • Medical Assistance (Medicaid) • Child Care • Energy Assistance

www.commonhelp.virginia.gov

Supplemental Nutrition Assistance Program

Supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet. Eligibility is determined by financial need and household size. Benefits are issued through Electronic Benefit Transfer. **Funding: 100% Federal**

	2013	2014	2015
Applications	1,965	1,615	1,604
Unduplicated Recipient Count	7,963	7,441	6,819
Money Issued	\$7.2M	\$6.5M	\$5.9M

Medicaid

Makes direct payments to health care service providers for eligible individuals and families who are unable to pay for needed medical services. Medicaid pays for a variety of medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.

Funding: 42% State • 58% Federal

	2013	2014	2015
Applications	1,564	2,646	1,956
Unduplicated Recipient Count	6,480	6,580	6,993
Money Issued	\$24.6M	\$34.1M	\$35.4M

Children Protective Services (CPS)

Investigates reports of child abuse and neglect. Provide services to treat and prevent abuse and neglect.

	2013	2014	2015
Intakes	598	542	549
Investigations	59	79	88
Founded Cases	28	23	32
Ongoing Cases	24	21	51
Family Assessments	237	207	295
Family Services Cases	23	23	14

Adoption Services

Provides services and registries to bring together children and families for permanent placements. Winchester Social Services supports several adoption initiatives and issues that include recruiting prospective families, conducting home studies, partnering with the media to feature waiting children, and offering financial assistance and other services that provide stability for adoptive families.

Funding: 50% State • 50% Federal

	2013	2014	2015
Adoptions Completed	2	2	9
Adoption Subsidy Special Needs (# of people)	44	43	45

Foster Care

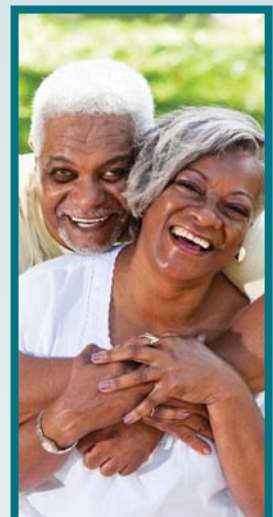
Provides services to children and families when circumstances require the child to be removed from their home. Foster Care provides a safe and stable environment for children and older youth until the issues that made placement outside the home necessary are resolved. When a child cannot return home, another home is found.

	2013	2014	2015
Children in Foster Care	22	33	56

Child Care Services

Provides funding to enhance the quality, affordability, and supply of child care available to families. Child care programs are child-centered, family-focused services that support the family goals of economic self-sufficiency and child development by providing substitute parental care, protection, guidance and early childhood education. **Funding: 100% Federal**

	2013	2014	2015
Households Served	80	92	86
Children Served	188	327	275
Total Childcare Subsidy	\$413,544	\$426,355	\$448,959





Adult Services

Provides services to adults with disabilities 18 years of age or older and to adults age 60 years or older. These services are designed to assist the adult in remaining in the least restrictive setting and functioning as independently as possible, to establish or strengthen appropriate family and social support systems and to support the adult in self-determination. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services. **Funding: 20% Local • 80% Federal**

	2013	2014	2015
Adult Protective Investigations	36	40	41
Ongoing Cases	58	51	60
Companion Care	1	1	0
Companion Care Expenditures	\$3,768	\$3,376	\$0
Guardianships	50	52	55
Auxiliary Grant (people served)	30	30	29
Auxiliary Grant Expenditures	\$154,845	\$174,708	\$156,268



Temporary Assistance to Needy Families

Provides time-limited financial assistance and employment related services to enable families with children to become self-supporting and promotes economic independence through participation in the VIEW Program. **Funding: 100% Federal**

TANF	2013	2014	2015
Applications	474	388	396
Unduplicated Recipient Count	782	605	464
Money Issued	\$400,957	\$295,002	\$269,726



General Relief

Designed to provide emergency assistance that cannot be provided through other means (optional local program). In Winchester, this provides burial assistance to families in need. **Funding: 100% Local**

	2013	2014	2015
Burials	11	17	16
Expenditures	\$6,215	\$10,103	\$9,060

Energy Assistance

Assists low-income households in meeting their immediate home energy needs. Fuel Assistance purchases home heating fuel; Crisis Assistance assists with an emergency heating need; and Cooling Assistance assists with payment to operate or repair/replace cooling equipment. **Funding: 100% Federal**

	2013	2014	2015
Fuel	527	454	464
Crisis	133	149	124
Cooling	317	312	266
Total Expenditures	\$210,951	\$188,686	\$185,689

VA Initiative for Employment Not Welfare

Offers employment-related activities, education, training and needed support services to TANF recipients while providing the opportunity to achieve economic independence, opportunities and work skills necessary for self-sufficiency. **Funding: 15.5% Local • 62.5% State • 22% Federal**

VIEW	2013	2014	2015
Individuals Referred	121	87	74
Total Enrolled	141	102	80
# Involved in Work Activity (% of total)	130 (92%)	84 (82%)	64 (80%)
Number Employed (% of total)	81 (57%)	67 (66%)	44 (55%)
Avg Hourly Wage	\$8.68	\$8.28	\$8.52
Avg Earnings/Mo.	\$1,163	\$1,069	\$1,100
Supportive Services Expenditures	\$100,609	\$95,020	\$73,830

Comprehensive Services Act (CSA)

Provides for the pooling of eight specific-funding streams used to purchase services for at-risk youth (1993 Virginia Law). These funds are returned to the localities with a required local match and are managed by local interagency teams. The purpose of the act is to provide high quality, child-centered, family-focused, cost-effective, community-based services to at-risk youth and their families. **Funding: 43% Local • 57% State**

	2013	2014	2015
Children Served	75	91	108
Total Expenditures	\$1,455,285	\$1,116,510	\$1,664,710



National and Regional Recognition

People are starting to take notice! Winchester was included or featured in these publications and websites in 2015.

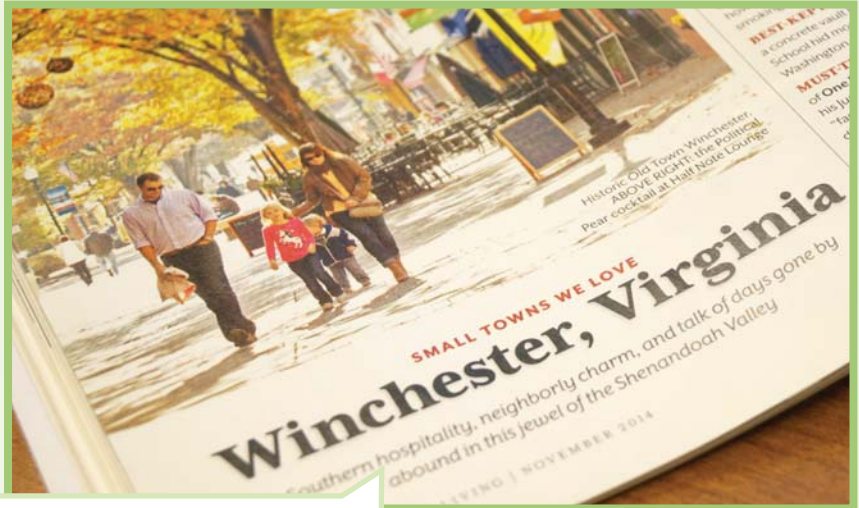
Shenandoah Apple Blossom Festival nominated for **best southern event** by **USA Today** readers

15 Foodie towns to try in 2015, Virginia is for Lovers travel blog

Winchester included in Washingtonian article about **fastest growing suburbs** to Washington D.C.

Winchester recognized as a **great place to retire** by Fidelity.com

Winchester named in list of **"10 Best Places to Retire"** by Kiplinger's Personal Finance Magazine



Small Towns We Love
Southern Living Magazine

Washington Post includes Winchester in **D.C. getaway guide 12 drivable weekend trips**

Washington Post names Winchester in article about **five day trips that take less than two hours by car, bus, train**

Ranked #15 (out of 200) in **Forbes** list of **Best Small Places for Business and Careers**

Winchester was **ranked third out of 125 cities** studied by valuepenguin.com as one of the best places in the U.S. for Athletic Trainers to work/live

nerdwallet

BEST PLACE TO
**START A
BUSINESS**

2015

Winchester is ranked #15 out of 112 communities considered in a recent study by NerdWallet concerning the **"Best Places to Start a Business in Virginia"**

Named one of 10 Beautiful Towns in the Shenandoah Valley by theculturetrip.com

Winchester included in **Washingtonian Magazine's** August issue 25 Great Small Towns feature

"25 destinations that are charming, laid-back and worth a visit"

Top 25 Virginia Main Streets to visit **"These 25 Towns in Virginia have the Best Main Streets You Gotta Visit"** by onlyinyourstate.com

Winchester ranked in the **top seven best places to raise a family in Virginia** by local.niche.com



City Services Contact List

Rouss City Hall: (540) 667-1815

- City Manager's Office
- Commissioner of the Revenue
- Communications
- Economic Redevelopment
- Finance
- Geographic Info. Systems (Maps)
- Human Resources
- Information Technology
- Permits
- Planning & Zoning
- Public Works
- Transit
- Treasurer
- Utilities
- Zoning and Inspections

Police:

Non-Emergency: (540) 662-4131
Administration: (540) 545-4700

Emergency Management:
(540) 545-4721

Fire and Rescue Administration:
(540) 662-2298

Old Town and Welcome Center:
(540) 535-3660

Social Services:
(540) 662-3807

Parks and Recreation:
(540) 662-4946

Parking:
(540) 722-7575

Joint Judicial Center:
(540) 667-5770

Tourism and Visitors Center:
(540) 542-1326

Voter Registrar:
(540) 545-7910

Winchester Alerts



Get emergency and non-emergency alerts from the City. Subscribe to the City's emergency notification system, Winchester Alerts, at www.winchesterva.gov or call (540) 545-4739 (M-F, 8 am-5 pm) for assistance. Non-emergency alerts such as refuse/recycling changes, snow plan activations, facility closures and more are subscription-based and you decide what messages to receive. Remember to store your username and password as all settings are customizable and you can log on to keep your information up-to-date.

Electronic Newsletters



The City offers two electronic newsletters to keep our community informed, CitE-News and ActivitE-News. **CitE-News** is the City of Winchester's citizen newsletter sent every Friday afternoon to subscribers and posted on social media. CitE-News includes a list of upcoming events, current news and helpful links to information our community needs to stay involved. **ActivitE-News** is distributed by Winchester Parks and Recreation each month and features upcoming programs, registration information, park news and event information. Subscribe to both newsletters on the City's website and get your information from the source.

INSIGHT Citizen's Academy



Since inception in 2004, approximately 200 people have graduated from the INSIGHT Citizen's Academy and many have gone on to serve on an advisory board or City Council. The INSIGHT program offers local residents a chance to get to know their local government through interactive discussions and facility tours. The program is held for one evening per week (Jan-April). The 2015 class had 26 graduates. Registration is accepted year-round. www.WinchesterVA.gov/INSIGHT

Channel 6



The City utilizes its cable channel to promote services, events, meetings, closures and more. All Regular Council meetings are also broadcast live at 6 pm on the 2nd and 4th Tuesday of each month and replayed the following Thursdays at 6 pm.



www.WinchesterVA.gov