

ANNUAL REPORT 2017



Winchester
Virginia

WELCOME

COUNCIL



Front Row, L-R: Councilor Evan Clark (2nd), Mayor David Smith (At-Large), Vice Mayor John Hill (2nd)
Back Row, L-R: Councilor Corey Sullivan (3rd), President Bill Wiley (1st), Councilor John Willingham (4th), Vice President Les Veach (1st), Councilor Milt McInturff (3rd)
Not Pictured: Councilor Kevin McKannan (4th)

CITY MANAGER



Winchester City Manager Eden Freeman received the Credentialed Manager designation from the International City/County Management Association (ICMA) in January 2016. Eden is one of over 1,300 local government management professionals currently credentialed through the ICMA Voluntary Credentialing Program.

As City Manager, it is my honor and privilege to serve the residents and businesses of the City of Winchester, working alongside City Council and the dedicated and hardworking City employees. We all strive to enhance the quality of life for local residents, organizations and our economic partners by continuing a proud tradition of superior customer service. The last year flew by and staff spent a majority of 2017 planning for a variety of upcoming projects while continuing to deliver high-quality services to our community. It was a successful year and the City continues to be recognized over and over as a great place for families, retirees, careers and businesses. We began the extensive renovation of Rouss City Hall which will be completed in 2018 and completed the 2017 city-wide citizen satisfaction survey. This 2017 Annual Report highlights many of our achievements from the past year, some of the citizen survey results as well as a few major projects and activities coming up in 2018. We are proud of the accomplishments included in this report and are committed to ensuring your City government continues to be managed efficiently with unwavering integrity and transparency in 2018 and beyond.

The City of Winchester uses a robust strategic planning process to study and endorse broad issues of organizational direction and propose direct tasks that will be implemented to achieve the four adopted strategic plan goals.

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



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

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COMING IN 2018!

PROPERTY SEARCH TOOL

Search pertinent information about your property including where to vote, when your refuse & recycling and yard waste is collected, and more. Simply click on your parcel of land on the map and receive the information instantly.



SUSTAINABLE ECONOMIC GROWTH

DEVELOPMENT SERVICES

The City's Development Services division is charged with stimulating the growth of Winchester's economy by facilitating business and workforce development, neighborhood stabilization, and general real estate redevelopment within city limits.

Area	Population	Labor Force Participation Rate	Unemployment Rate	Median Household Income
Winchester	27,349	62.2%	3.4%	\$46,466
Virginia	8,310,301	65.6%	3.7%	\$66,149

Source: Unemployment rate data is from the Local Area Unemployment Statistics provided by the Bureau of Labor Statistics. Employment data is derived from the Quarterly Census of Employment and Wages provided by the Bureau of Labor Statistics and imputed where necessary. Median household income information is from census.gov.



The EDA hopes to develop the properties at 204-214 E. Piccadilly Street to continue improving this gateway into Old Town.

ECONOMIC DEVELOPMENT PROGRAMS

Title	Total Value
Revolving Loans	\$80,246
Commercial Façade Loan	\$3,800
Business Development Grant for Vacant Properties	\$42,248
Real Property Investment Grant	\$70,000
Micro-loan	\$10,000

HIGHLIGHTS

- Real Property Investment Grant of \$70,000 awarded to O'Sullivan Films (Continental AG)
- Added incentives to Enterprise Zone program:
 - Professional Job Creation Grant
 - Exterior Improvement Grant

PROJECTS

Winchester Towers

Progress has continued in finding a suitable redevelopment use of the former Winchester Towers site. Following the acquisition and demolition of this property the EDA entered into an MOU with Glaize Development to pursue the construction of a hotel/conference center; while the official agreement was allowed to lapse by both parties there is continued interest and ongoing efforts to see that redevelopment of this site becomes a reality.

Piccadilly Street & Cork Street

The EDA has completed the acquisition of 204-214 East Piccadilly Street and 212 East Cork Street for the purpose of continuing the redevelopment of the gateways into Old Town Winchester.

Economic Development Strategic Plan

Avalanche Consulting was engaged to pursue the creation of a comprehensive city-wide economic development strategy aimed at making Winchester a more prosperous and business friendly environment



Worlds of Work! Career Expo held in Winchester allowed 75 participating businesses to reach 2800 seventh grade students from the area.

TOURISM

The Winchester-Frederick County Convention and Visitors Bureau was founded in 2001 by the City of Winchester and Frederick County for the purpose of promoting tourism-related programs, attractions, businesses, and points of interest for the benefit of the city and county.



Our new, professionally developed **Branding and Ad Campaign** launched in 2017, which ties together our rich history and modern experiences.

Each household in Winchester & Frederick County paid **\$470 less** in state and local taxes because of tourist spending

Tourism generated **2,424 local jobs** in 2016

Local lodging revenues increased **2.9%** to **\$48,830,217** in 2017



Tourism spending in Winchester & Frederick County increased by **\$9.4 million** in 2016. Tourists generated **\$21,958 EVERY DAY** in local taxes in 2016.

Our Facebook page alone reached an average of **1,160 people per day** in 2017.

In 2017 we became the **first Visitor Center in Virginia** to support local breweries and wineries by selling their products to visitors.



193,000 visits to the VisitWinchesterVA.com website in 2017

Winchester-Frederick County Convention & Visitors Bureau
1400 S. Pleasant Valley Road
www.visitwinchesterva.com



Winchester hosted a major **travel writer conference** in 2017 with over 120 attendees from across the East Coast.

OLD TOWN WINCHESTER

Old Town Winchester is responsible for promoting Winchester's thriving downtown area.



10
NEW BUSINESSES IN 2017
NET (+27, -17)

ENJOYOTW.COM

SESSIONS	UNIQUE VISITS	PAGE VIEWS
197,734	141,925	481,694

FACEBOOK	INSTAGRAM	TWITTER	YOUTUBE
17,100 FANS (+1,500 SINCE 2016)	1,400 FOLLOWS	3,400 FOLLOWS	58,000 VIEWS

1,904
VISITORS TO THE
WELCOME CENTER

\$24,500
OTW EVENT TICKET SALES
\$30,474 SALES IN 2016

MEALS SPENDING 2017
\$17,627,218

HIGHLIGHTS

- Added Shape Up Sundays to event lineup
- Received \$5,000 façade grant from Virginia Main Street that resulted in \$45,000 in private investment at no cost to City
- Old Town voted as the third best shopping mall in the Shenandoah Valley by Virginia Living Magazine's 2017 Best of Virginia Reader Survey

\$31,646

GROSS PROFIT

2017 SPECIAL EVENTS

66 EVENT DAYS

19 RUN BY OTW

\$9,500

LOCAL CHALLENGE GRANT

SPONSORED

ARTSCAPE BANNERS

BLUEMONT CONCERTS

SKYLINE INDIE FILM FEST

FIRST NIGHT WINCHESTER

ATTENDANCE
PARKING REVENUE



40,000
\$8,000



FARMERS MARKET

- 650 weekly attendance
- 13 vendors at start of season
- Revenue exceeded expenses
- Artisan Trail Network location

DOWNLOAD THE APPS!



Join the nearly 4,000 people who receive updates about shopping, dining, and events in Old Town Winchester!



WINCHESTER PARKING AUTHORITY

The Winchester Parking Authority (WPA) strives to offer adequate parking that is safe, convenient, clean, and close to downtown destinations by providing six off-street surface lots, 400 metered on-street parking spaces, and four fully-automated autoparks (open 24/7).

HIGHLIGHTS

- Implemented pay-by-cell phone technology with Parkmobile
- Launched an online payment option for monthly parkers
- Installed ExpressParc station at Braddock Autopark to better handle large volume of customers
- Installed meters on East Cork Street and at 124 Amherst Street
- Increased the hourly rate at the Braddock Autopark to \$1 (from \$0.50)

Parkmobile A Smarter Way to Park

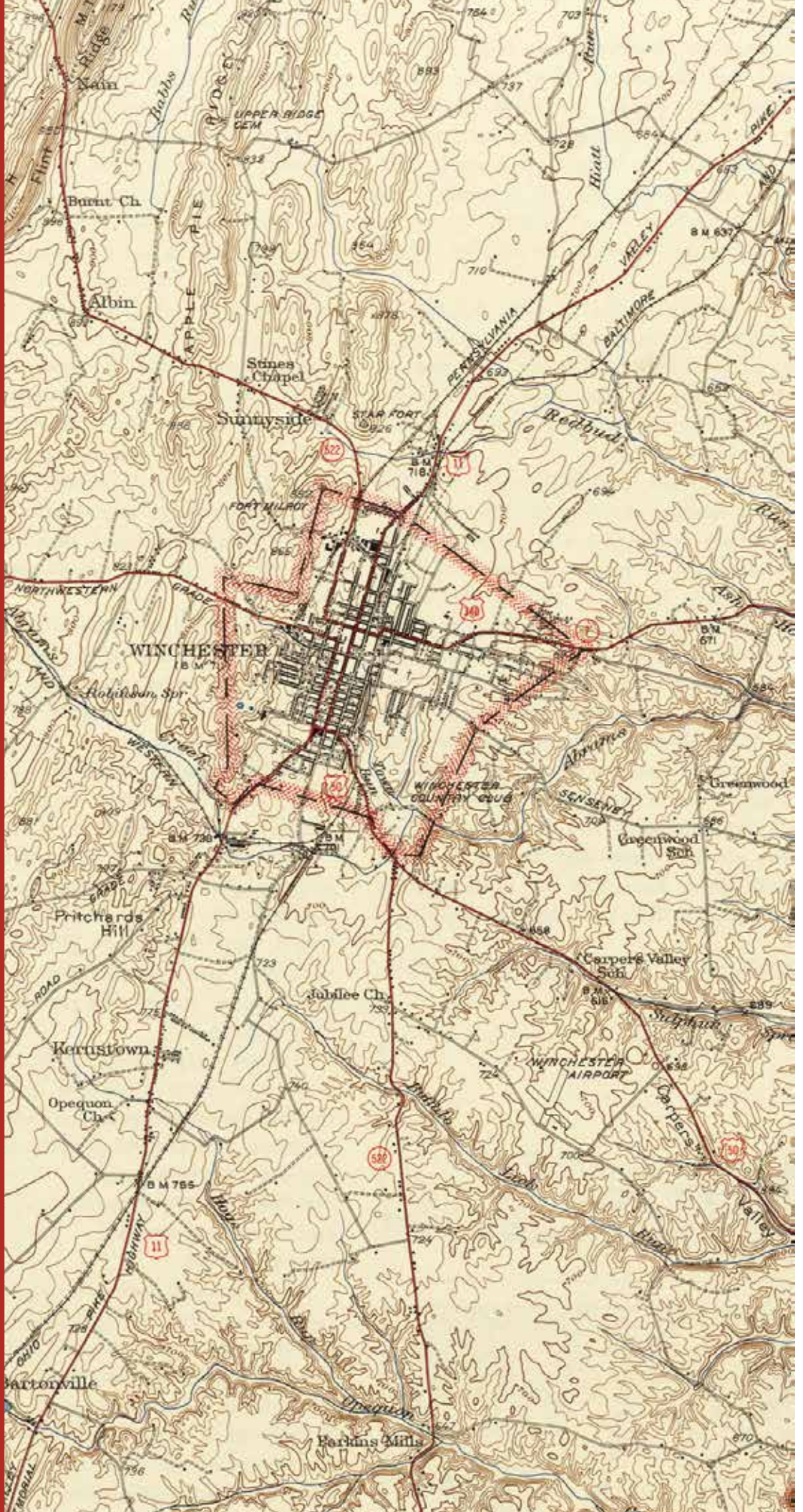
PARKMOBILE APP
LAUNCHED SEPTEMBER

TRANSACTIONS BY MONTH

OCTOBER: 959
NOVEMBER: 971
DECEMBER: 1215

Stats	2017	2016
Hourly customers in garages	164,778	159,166
Monthly rentals in garages	984	964
Parking validation coupons used	4,113	4,517

RENTALIZATION



PLANNING

The Planning Department provides the following key services: long range planning, development plan review, transportation planning, information services, historic preservation, and corridor enhancement review.

2017 Stats	Site Plans	Major Subdivisions	Minor Subdivisions	Rezoning	Conditional Uses	Corridor Enhancements Certificates
Carry Forward from 2016	5	1	0	2	2	0
Applications	48	0	16	1	21	60
Approvals	41	1	12	1	17	59
Denials	0	0	0	0	0	0
Withdrawn	1	0	1	1	4	0
Carry Forward to 2018	11	0	3	1	2	1

NOTABLE DEVELOPMENT PROJECTS

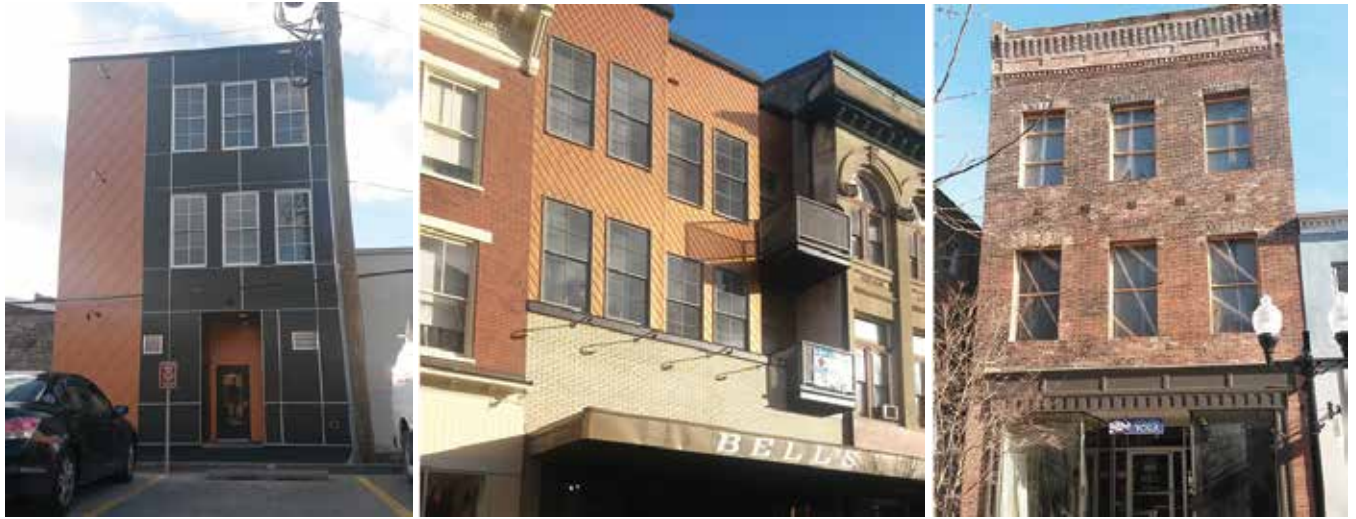


New Commercial Building

A vacant lot in the city became the site of the new PROMotion Therapy building, located at 3127 Valley Avenue.

New Meadow Branch Apartments

An undeveloped property on Meadow Branch Avenue is being transformed into apartments at 450-480 Ridgewood Lane.



Left: The backside of the newly renovated space at 122 North Loudoun Street, an example of vertical infill development. Middle: The front side of 122 North Loudoun Street. Right: 160 North Loudoun Street after a face lift.

ZONING & INSPECTIONS

The Department of Zoning and Inspections provides three major services: Building Inspections and Permitting, Code Compliance, Zoning Administration and Enforcement.

- Finalized comprehensive update to City’s Sign Ordinance
 - Balanced City’s vision and goals with communication needs
 - Involved outreach efforts with businesses and Top of Virginia Regional Chamber
- Concluded update to the Corridor Enhancement zoning overlay district’s standards and guidelines
 - Revised development standards of City’s entry corridors
 - Increased flexibility for property owners and developers
- Realized 64% increase in total valuation of residential construction permits. Primary drivers:
 - 170 unit planned development (Meadow Branch Apartments); mixed use in Old Town
- Completed an Insurance Services Office, Inc. Building Code Effectiveness Grading Schedule evaluation for Building Inspections staff
 - Rating upgraded from 3 to 2 on new construction; remained at 3 for one and two-family dwellings

Stats	2013	2014	2015	2016	2017
Graffiti	35	33	15	23	34
Property Maintenance	259	332	281	243	245
Vacant Buildings	27	28	54	48	70
Zoning Ordinance Violations	51	247	227	350	390
Right of Way Sign Pulls	312	385	463	621	646
Total Code Enforcement Cases	1,950	2,787	2,861	2,862	2,640



QUALITY OF LIFE

POLICE

The Winchester Police Department (WPD) is one of only 98 Virginia accredited law enforcement agencies (Virginia Law Enforcement Professional Standards Commission) out of approximately 340 agencies. WPD has 101 employees, 77 of which are sworn law enforcement officers.



HIGHLIGHTS

- Welcomed new Chief of Police John Piper
- New community outreach programs implemented
 - Coffee with a Cop (international program)
 - Color with a Cop
 - Cocoa with a Cop
- Completed re-accreditation process for the Virginia Law Enforcement Professional Standard Commission
- Added Crisis Intervention Team (CIT) pins to uniform
- Graduated 27 from the Citizen Police Academy, the largest class in the 21-year history of the program



LOOKING FORWARD TO 2018

- Gaining two new K-9s and designating handlers
- Creation of Junior Academy for children ages 5-8
- Implementation of body-worn cameras
- Revisions to general orders made by Policy Review and Work Group



IN MEMORIAM

In 2017, we lost two great officers - Retired Master Police Officer Stephen P. Lewis, Sr. and K-9 Kota.



MPO Lewis was a 35-year veteran of the WPD. K-9 Kota served on the force for 7 years. Each officer will be deeply missed by their family in the department.



The Valor Awards are presented each year by The Top of Virginia Regional Chamber to honor local public safety professionals and citizens who have gone above and beyond to ensure the safety of others.

Silver Award of Valor
Master Police Officer
Jason Poe

Unit Citations
First Shift A-Squad
Second Shift A-Squad

Lifesaving Award
Sergeant Brian King

CALLS FOR SERVICE

45,588 (+606 / 2016)

	A R R E S T S	T I C K E T S	D U I s
WHITE	1,924	2,082	143
BLACK	749	413	30
HISPANIC	184	419	15
OTHER	15	60	1
TOTAL	2,872	2,974	189

EMERGENCY COMMUNICATIONS CENTER

TOTAL 911 CALLS

2017		21,592
2016		21,682

MAJOR CRIMES



DRUG ARRESTS

	2013	2014	2015	2016	2017
Total Crime	3,987	4,237	4,071	4,298	4,525
Arrests	2,946	2,958	2,984	2,816	2,874
Total Dispatches	41,493	43,663	44,089	45,943	48,375
Avg. Response Time All Calls	8.65 Min	8.28 Min	7.10 Min	7.69 Min	8.47 Min
Avg. Response Emergencies				3.65 Min	3.35 Min
Rape/Sex Assault	21	16	7	15	12
Robbery	25	15	21	15	26
Burglary	105	110	109	114	93
Grand Larceny	208	171	172	137	144
Motor Vehicle Theft	28	25	17	13	22
Calls for Service for Persons with Mental Illness*	527	448	482	592	706
Use of Force	45	45	42	35	33
Calls for Persons with Mental Issue and Welfare Checks**	1,153	1,137	1,145	1,416 calls = 2,478 man-hours	1,538 calls = 3,151 man-hours
% of Total Man-Hours on Welfare/ Persons with Mental Illness Calls	9%	10%	11%	15%	17%

* Calls for service for "Persons with Mental Illness" is when the WPD knows the person has a mental illness because the PD has been called to serve or assist with an Emergency Custody Order.

** The "Calls for Persons with Mental Issue and Welfare Checks" are when the PD is called for persons with unknown but suspected mental health issues.

FIRE & RESCUE

The Winchester Fire and Rescue Department (WFRD) is a combination system of volunteer and career firefighters, EMS personnel, and hazardous materials responders. The volunteer companies own the stations and apparatus.

HIGHLIGHTS

- Upgraded to a Class 2 rating by the Insurance Services Office, Inc. (ISO)
 - Could lower insurance premiums on properties in the city
- Held successful second-annual Stuff-a-Truck toy, food, and coat drive
 - 16,000 pounds of food donated to the Highland Food Pantry
 - Winter coats and gear donated to Winchester Public Schools
 - Toys and gifts donated to C-CAP and the Salvation Army

AWARDS



Mission Lifeline Gold Plus Award

Received the American Heart Association's Mission Lifeline Gold Plus Award for exceptional care of victims experiencing myocardial infarctions (heart attacks).

Excellence in EMS Award

Battalion Chief Jon Henschel received the Excellence in EMS Award from the Lord Fairfax EMS Council.

EMS Administrator of the Year Award

EMS Billing Manager Nichole Hounshell received the Lord Fairfax EMS Council Outstanding EMS Administrator Award.

MAJOR FIRES

NORTH BRADDOCK STREET

2-ALARM
TOWNHOUSE
DAMAGED THREE STRUCTURES



SORRELL COURT

2-ALARM
TOWNHOUSE
FAMILY DISPLACED



VALLEY AVENUE

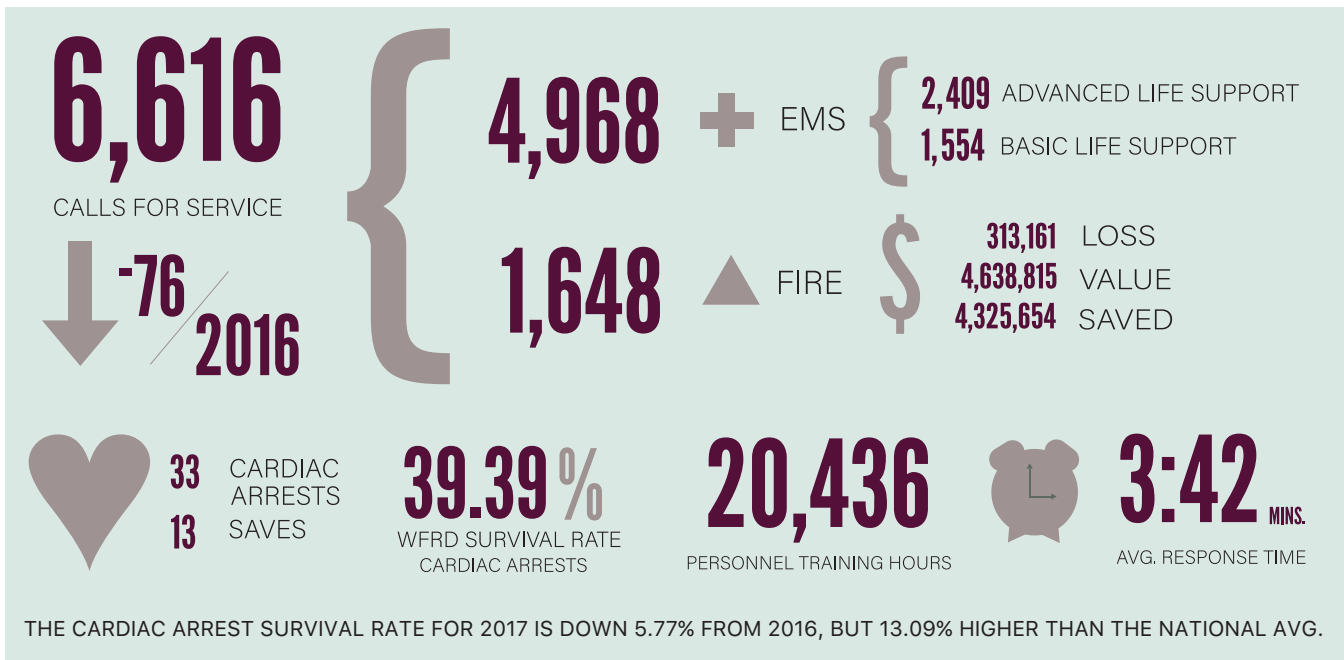
1-ALARM
REPAIR GARAGE
1 CIVILIAN INJURY



CHARLES STREET

1-ALARM
TWO-STORY HOME
FAMILY DISPLACED





EMERGENCY MANAGEMENT

Emergency Management works to ensure the City is prepared to address, respond to, and recover from major emergencies and disaster situations that may impact the city.

HIGHLIGHTS

- Completed State Homeland Security Program Grant (SHSP) for the installation of a Polycom System in each of the six Emergency Operations Centers in the Planning District, including Winchester
- Received \$84,000 Grant from SHSP for HAZMAT detection and monitoring equipment
- Participated in Regional Homeland Security Exercise Evaluation Program
- Implemented software package for the purchase, control, and tracking of hardware involved with the 800Mhz Radio Communications Program
- Completed and submitted Local Capability Assessment for Readiness report

LOOKING FORWARD TO 2018

- Collaborating with the Regional Commission and five other jurisdictions to complete the Regional Mitigation Plan
- Reviewing and updating the City's Emergency Operations Plan for presentation to City Council
- Coordinating emergency planning for a long-term power outage scenario

PUBLIC SERVICES

Public Services is the largest overall department in the City and consists of seven different divisions: Water Supply and Wastewater Treatment, Engineering, Public Works, Infrastructure and Capital Improvements, Transportation Services, Facility Maintenance and Parking, and Customer Service.



PROJECTS

Tevis Street Extension

Began the Tevis Street Extension project which will extend Tevis street (now called Crossover Boulevard) to I-81 in preparation for the overpass construction into Frederick County.

City Hall Renovation

Construction began on the interior renovation of Rouss City Hall. The last major renovation was completed in 1986.



Green Circle Trail

Funding for Phase IV of the Green Circle Trail was secured. Phase IV consists of adding trail sections for miles 4.58 - 6.17 (Jubal Early Drive corridor). Mile-marker signs were added to the existing trail.

Joint Judicial Center Renovation

Finished the renovation of the Joint Judicial Center.

Utility Rate Increase

Council authorized a water/sewer rate increase over the next five years, effective July 1, 2018, in order to help fund needed water/sewer infrastructure improvements.



Online Bill Pay

Launched online utility bill payment program. Customers can now conveniently set up automatic payments from a checking account in addition to making online and over-the-phone payments.

Visit www.winchesterva.gov/bill-pay

2016 Water Quality Report

The 2016 Water Quality Report, effective for 2017, showed the City's water is safe and reliable. (The 2017 Water Quality Report will be made available in 2018).



LOOKING FORWARD TO 2018

- Valley Avenue Drainage and Sidewalk Improvement Project
- Hope Drive Extension and Tevis Street Cul-de-Sac Project
- Meter and Sidewalk Replacement Project
- Woodstock Water Main Replacement (between Pleasant Valley Road & Pine Street)
- South Kent Street Utility Replacement (between Cork Street & Millwood Avenue)

Visit www.winchesterva.gov/current-city-projects

STREETS PAVED 2017

Street	From	To	Lane Miles	Street	From	To	Lane Miles
Handley Ave	Miller	Bellview	0.78	Kinzel	Allen	Christopher	0.78
Leicester	Kent	Cameron	0.17	West	National	Woodstock	0.22
Leicester	Washington	Stewart	0.17	South	West	East	0.12
Pall Mall	Cameron	S. Loudoun	0.17	Darview	West	East	0.12
Pall Mall	Braddock	Washington	0.17	Molden	Woodstock	End	0.24
Monmouth	Washington	Stewart	0.17	Commerce	S. Loudoun	Southwerk	1.05
Cecil	Loudoun	Braddock	0.18	Wyck	Cameron	N. Loudoun	0.18
Jefferson	Valley Ave	End	1.44	Morningside	Pennsylvania	Richards	0.42
Tennyson	Jefferson	Harper	0.14	N. Braddock	Richards	Morningside	0.09
Prince George Pl	cul-de-sac	to end	0.07	Greystone Ter	Millwood	End	0.33
Wolfe Street	Washington	Stewart	0.15	Gibbens	Cameron	N. Loudoun	0.15
Leicester	Stewart	Handley Ave	0.32	W. Leicester	Handley	End	0.08
Handley Ave	Leicester	Clifford	0.22	Handley	Leicester	Handley	0.07
Green	Smithfield	Baker	0.98	Purcell	Cork	Woodstock	0.53
Smithfield	Kern	City limit	0.83	Grove	Purcell	Pleasant Valley	0.22
VanFossen	Virginia	City limit	0.92	Roberts Street	Lambden	Bellview	0.44
Fox Drive	Whittier	City limit	1.19	Packer Street	Cedarmeade	end	0.10
Wilson	Weems	Tevis	0.98	Overall distance approx. 14.19			

Total lane miles since 2013: 66.6



WATER TREATMENT



STREETS



ENGINEERING



TRANSPORTATION



REFUSE & RECYCLING



UTILITIES



AND MORE

Refuse and Recycling Stats	2016
Total Refuse Collected	6,585 tons
Recycling Collected (% of Total Refuse)	2,980 tons (45%)
FREE Recycling Bins Delivered	1,168
Presentations & Tours (Attendance)	6 (1,300 people)
Bottles & Cans	793 tons
Paper/Cardboard	1,231 tons
Yard Waste	909 tons

Winchester
CITY 311 *Virginia*

SUBMIT & TRACK
Service requests for:

- Street light out
- Potholes
- Blue recycling bins
- City tree issue
- Dead animals
- Traffic signal issue

everbridge[®]

SIGN UP
Refuse & Recycling
collection changes

PHONE • TEXT • EMAIL

PARKS & RECREATION

Winchester Parks and Recreation focuses on conservation; fitness and sports activities; and community recreation and programming.

HIGHLIGHTS

Aquatics

- Outdoor wading pool resurfacing project completed
- Locker room floors and hallway to indoor pool resurfaced with non-skid surface

Athletics

- Introduced two new programs
 - Softball Pitching Clinics
 - Shenandoah Valley Tennis Authority Fall Ball Junior Tennis League (45 players)
- Hosted 176 participants in Soccer Shots and 420 in Drop-In Volleyball
- Held 20th Annual Liberty 5K and Kids Run

Children's Summer/After School Programs

- Installed running track around perimeter of T-Ball field to enhance summer running program
- Maintained maximum enrollment in HIVE and HIVE Club After School and Summer Camp
- Improved audio/visual equipment in the George Washington Room through grant

Community Recreation

- Introduced three new programs
 - Music Experience Workshops
 - Private Music Lessons (guitar, drums, voice, piano)
 - Resume Writing & Interviewing Workshops

Maintenance

- Installed walkway lighting at the amphitheater
- Repaired Bodie Grim and Bridgeforth outfield fence, Henkel Harris Park dugout roof, and Frederick Douglass Park Pavilion roof
- Rebuilt pump for Wilkins Lake fountain
- Refurbished Bridgeforth Stadium infield
- Replaced inoperable scoreboards on Rotary, Henkel, and Bodie Grim fields
- Repaired Russ Potts Basketball Courts by installing new backboards and filling surface cracks

General:

- Collaborated with Host Lions Club to design and begin construction of new Sensory Trail near Arboretum
- Hosted first September 11th memorial ceremony



SOCIAL SERVICES

Winchester Department of Social Services (WDSS) is one of 120 local departments of social services in Virginia's state-supervised, locally-administered public social services system. WDSS administers federal, state, and local public assistance and social service programs.

HIGHLIGHTS

Outstanding Community Partner Award

The Outstanding Community Partner Award is the Winchester Department of Social Services Advisory Board's yearly recognition of an individual, group, organization, or agency for their outstanding community service and collaboration with the WDSS to improve the lives of citizens in the City of Winchester.

Award Winner

Winchester Fire and Rescue Department collaborated with WDSS to deliver donations from their second annual Stuff a Truck drive to deserving members of the community. In total, over 1,600 pounds of non-perishable food were donated to Highland Food Bank; 12 55-gallon bags of winter coats and accessories were delivered to Winchester Public Schools; and countless toys for Christmas were donated to C-CAP and the Salvation Army. Cash donations were extended to the Winchester Police Department to benefit the Teen Night program at the Youth Development Center.

Award Recognitions

Braddock Street United Methodist Church was recognized for providing 80 area children and families with holiday gifts.

Winchester Police Department was recognized for always making the WDSS staff feel supported and protected.



DATA

Child Protective Services

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

	2017	2016
Intakes	733	696
Investigations	63	70
Founded Cases	31	23
Ongoing Cases	82	80

Independent Living Services

Designed to help foster care youth transition to self-sufficiency as they age out of foster care.

Funding = 80% Federal, 20% State

	2017	2016
Total Basic Allowance Payments	\$740	\$1,883
Education and Training Voucher	\$0	\$4,000

Foster Care

Designed to provide funding to states to ensure proper care for eligible children in foster care.

Funding = 50% Federal, 50% State

	2017	2016
Distributed Funds	\$300,733	\$378,221

Children's Services Act

Available to purchase services for mandated at-risk youth and their families. Funding = 55% State, 45% Local

	2017	2016
Children Served	178	151
Expenditures	\$2.5M	\$1.8M
Local Share	\$811,589	\$802,719

Medicaid

Enables states to provide medical and health-related services for certain individuals and families with low income and/or disabilities.

Funding = 52% Federal, 48% State

	2017	2016
Applications Received	1,656	1,630
Unduplicated Recipient Count	7,227	7,281
Payment Issued	\$44.9M	\$41.3M

Supplemental Nutritional 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. Funding = 100% Federal

	2017	2016
Applications Received	1,590	1,395
Unduplicated Recipient Count	5,358	6,458
Payment Issued	\$5.4M	\$5.5M

Temporary Assistance for Needy Families

Provides time-limited financial assistance and employment-related services to enable families with children to become self-supporting.

Funding = 38% Federal, 62% State

	2017	2016
Applications Received	357	365
Unduplicated Recipient Count	349	491
Payment Issued	\$251,172	\$268,746

Virginia Initiative for Employment not Welfare

Provides employment related activities, education, training, and needed support services to TANF recipients to achieve self-sufficiency.

Funding = 12% Federal, 73% State, 15% Local

	2017	2016
Individuals Referred	35	73
Total Enrolled	45	83
VIEW Program Expenditures	\$42,854	\$53,230
Local Share	\$6,428	\$8,251

Child Care Assistance

Provides quality child care to families.

Funding = 75% Federal, 25% State

	2017	2016
Households Served	73	81
Unduplicated Children Served	127	140
Payment Issued	\$302,645	\$414,799

Low Income Home Energy Assistance Program

Assists low-income households in meeting their immediate home energy needs. Funding = 100% Federal

	2017	2016
Applications	701	838
Expenditures	\$185,605	\$185,695



TRANSPARENCY, EFFICIENCY, INNOVATION



SUPPORT SERVICES

This division is responsible for supporting internal operations including Finance, Human Resources, and Information and Innovation Services.

HIGHLIGHTS

- Received 5th-consecutive Distinguished Budget Award from Government Finance Officers Association of the United States and Canada
- Received a clean audit for the FY17 budget
- Bond refunding achieved \$716,527.62 in savings
- AAA bond rating was reaffirmed by Standard & Poors (highest rating an entity can receive)
- Vendor checks cut: 7,732
- Electronic Funds Transfers: 4,090

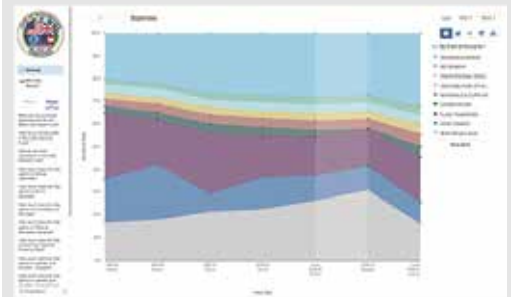
General Fund Revenue	FY18
General Property Taxes	\$42,402,300
Other Local Taxes*	\$30,873,500
Fees, Fines & Permits	\$451,800
Charges for Services	\$1,465,800
Interest & Misc. Revenue	\$2,039,000
State Aid	\$6,357,100
Federal Aid	\$1,007,000
Transfers & Reserves	\$4,503,500
Total	\$89,100,000

*State sales, utility, business licenses, franchise, decals, cigarettes, admissions, meals, motel, short-term rental, communications and other.

General Fund Expenditures	FY18
General Government Administration	\$6,015,300
Judicial Administration	\$3,847,050
Public Safety	\$22,461,740
Public Works	\$4,908,500
Health & Welfare	\$3,147,432
Education	\$30,179,557
Parks, Recreation, Cultural	\$3,343,920
Community Development	\$1,792,201
Debt Service – City	\$3,055,100
Debt Service – Schools	\$7,809,200
Capital Improvements	\$2,540,000
Total	\$89,100,000



The City uses this online financial transparency tool to allow the public to view the City's budget revenues and expenditures in real time, in an easy-to-understand format.



Delve into the detailed charts and track the City's annual budget milestones at every step.

www.winchesterva.opengov.com

YOUR TAXES AT WORK - FY18

View the FY18 Budget in Brief online now for a detailed look at the City's general fund budget.



Visit www.winchestervirginia.gov/finance

COMMUNICATIONS

The Communications Department was officially formed in 2017. The division is charged with responding to requests for information, promoting the City government, and managing media and public relations duties.

HIGHLIGHTS

- Expanded department by adding a Projects Coordinator for a total of two staff members
- Began distributing the Wrap Up Newsletter to CitE-News subscribers to summarize discussions and actions taken at each City Council meeting
- Released the 3rd annual City Information Calendar with photos from local residents
- Completed the 2017 Citizen Survey (conducted every three years)
- Worked with Innovation and Information Services to install 55" touchscreen directory in Rouss City Hall
 - Helps customers find staff in the building
 - Provides easy access to the City's website
 - Shows upcoming events and meetings

CITIZEN SATISFACTION SURVEY

The City conducts a Citizen Satisfaction Survey every three years. The 2017 survey showed marked improvement in most areas with the highest increase in overall satisfaction occurring in public safety services, communications and management of traffic flow. The City also ranked well above regional and national ratings in many categories. The top three areas respondents recommended the most emphasis be placed over the next two years included management of traffic flow, maintenance of streets and quality of public schools. Visit www.winchesterva.gov/citizen-satisfaction-survey



LOOKING FORWARD TO 2018

- Soliciting feedback on the Citizen Satisfaction Survey to better understand ways to improve City services
- Redesigning website to become more user-friendly
- Implementation of Mayor's Fitness Challenge

CITY INFORMATION



Facebook
[winchestervagov](https://www.facebook.com/winchestervagov)



Instagram
[@wincvagov](https://www.instagram.com/wincvagov)



Twitter
[@WincVAgov](https://twitter.com/WincVAgov)



Mail
pio@winchesterva.gov



Week in Review

Every Monday, City Manager Eden Freeman posts a report online detailing activities, services and accomplishments made by City departments over the previous week.

www.winchesterva.gov/week-review



Winchester Alerts

Subscribe and get emergency and non-emergency alerts including refuse/recycling collection changes, snow plan activation, City facility closures and more via text, phone or email.

www.winchesterva.gov/pio



CitE-News

City's weekly electronic newsletter. All you need is a valid email address. Receive a Council Meeting Wrap Up newsletter bi-weekly. Subscribe online.

www.winchesterva.gov/enews



INSIGHT Citizen's Academy

Annual program, held January-April, that exposes participants to a wide range of government services, programs and operations through interactive discussions and tours.

www.winchesterva.gov/insight



Website

The City's award-winning website has all the information you need about City services and more.

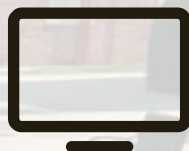
www.winchesterva.gov



ActivitE-News

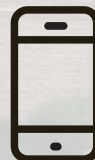
Parks and Recreation's monthly electronic newsletter. All you need is a valid email address. Subscribe online.

www.winchesterva.gov/parks



Channel 6

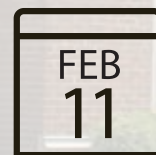
The City utilizes its cable channel to promote events, make announcements, and broadcast all council meeting.



Mobile App

Download the City's mobile app for easy access to information and to submit service requests. Remember to turn on notifications to receive important alerts and reminders.

Download now!
App Store and Play Store



Annual Information Calendar

The annual information calendar contains information regarding refuse and recycling collection changes, public meetings, events, and more.

Available at Rouss City Hall reception

Forbes

#13 Small Metro Area
in the United States and #1 in
Virginia for business and
careers



MILKEN INSTITUTE

Listed
as a Best Performing City



#4 Metro Statistical Area
Across U.S. (pop. under 200K)



#19 Most Safe
Cities in Virginia

Reader's digest

Listed in Top 10
Best Places to Retire



Best Place to Travel
During the spring

Winchester
Virginia



CITY OF WINCHESTER

(540) 667-1815

WWW.WINCHESTERVA.GOV

City Manager's Office

Constitutional Officers

Commissioner of the Revenue

Treasurer

Communications

Development Services

Economic Development

Planning

Workforce and Business Development

Zoning and Inspections

Public Services

Engineering

Facilities Maintenance

Public Works

Transit

Utilities

Support Services

Information and Innovation Services

Geographic Info. Systems

Human Resources

Finance

EMERGENCY MANAGEMENT

540-545-4721

FIRE AND RESCUE

540-662-2298

JOINT JUDICIAL CENTER

540-667-5770

OLD TOWN & WELCOME CENTER

540-535-3660

PARKING

540-722-7575

PARKS & RECREATION

540-662-4946

POLICE

540-662-4131 (Non-emergency)

540-545-4700 (Administration)

SOCIAL SERVICES

540-662-3807

TOURISM & VISITORS CENTER

540-542-1326

VOTER REGISTRAR

540-545-7910