

# City Manager's WEEK IN REVIEW

In an effort to better inform Council, employees and the public about current City activities and issues, the City Manager's Office issues the Week In Review with highlights from staff activities for the prior week. The Week In Review is published online and distributed every Monday. If you have comments, questions or suggestions regarding the Week In Review, please contact City Manager Eden Freeman at [citymanager@winchesterva.gov](mailto:citymanager@winchesterva.gov) or 540-667-1815.

## PUBLIC SAFETY

### Winchester Police

- Completed a multi-jurisdictional arrest for prostitution.
- Conducted SWAT new officer training all week.
- Attended the Valor Awards prep meeting.
- Held heroin overdoses press conference with the Substance Abuse Coalition.
- WPD PIO attended three-day crime prevention training.
- Police Chief attended Skyline Academy Board meeting.

Police Activity	#
Calls for Service	844
Violent Crimes	13
Property Crimes	18
Accident Reports	10
Alarms	26
False Alarms	26
Directed Patrols	83
Directed Patrols Old Town (OTW)	26
Extra Patrols	87
Extra Patrols OTW	6
Traffic Citations	29
Written Warnings	24

### Winchester Fire & Rescue

- Assisted the wastewater reclamation facility with their Self-Contained Breathing Apparatus and compliance standards.
- Attended the active shooter planning committee meeting for review of the after action report.
- Met with the county to begin prepping the houses donated for training from the Museum of the Shenandoah Valley.
- Conducted regional Hazmat training on Thursday and Friday at the training center.
- Assisting with the Virginia Fire Officers Academy modular program in King George on Saturday.
- WFRD and Rouss Fire Company hosted the Cumberland Valley Volunteer Firemen's Association meeting at Station 2. Rouss Treasurer George Dove was honored for 35 years' service as the Association Treasurer and Chief Baldwin was installed as the 1<sup>st</sup> Vice President for the Association. The Association was founded in the early 1900's to promote training and mutual aid preparedness throughout the Cumberland Valley. Winchester and Chambersburg PA and their Fire Companies were the charter members.
- Attended Winchester Fire and Rescue Foundation Meeting.
- Attended Shawnee Volunteer Fire Company's fall family gathering.
- Attended MDA fill the boot check presentation with department members.
- Hosting National Fire Academy Shaping the Future of the Fire Service class at the Timbrook Public Safety Center on Saturday and Sunday.
- Continuing to conduct numerous public education events.

F&R Activity	#
Fire	2
Overpressure	0
EMS/Rescue	104
Hazardous Condition	5
Service Call	5
Good Intent	10
False Alarm	6
Special Incident	0
Plan Review	1
Inspections	15
Reinspections	0

- Began annual fire prevention program at Winchester Public Schools.
- Handed out educational materials at Apple Blossom Mall and on the Old Town Mall during Fire Prevention Week.
- Met with the State representative on Child Passenger Safety from the Virginia Department of Health.
- Met with the National Fire Sprinkler Association on possibly hosting a training session related to fire protections systems in the Winchester area.
- Posted weekly call log on the City's website: [October 13-19](#).

## Emergency Management

- Communications Project:
  - Continued installation of mobile units
  - Discussion to resolve logger issues
  - Firmware to be re-flashed
  - Trained Social Services staff to use the radios
- Participated in weekly forecast call with National Weather Service.
- Reviewed Active Shooter Exercise After Action/Improvement Plan draft with staff.
- Reviewed Standard Operating Procedures (SOP) for the Emergency Operations Center (EOC).
- Attended meeting with City, Police, Winchester Medical Center and Winchester Public Schools Public Information Officers to continue discussions on improving communications during active shooter and other incidents.
- Observed the Southeast Shakeout (earthquake preparedness exercise).

## PUBLIC SERVICES

### Public Works, Utilities, Facilities Management, Transit

- The traffic signal at the intersection of Boscawen/Washington was successfully removed and the intersection was converted to an all-way stop.
- The City has received its third consecutive [Water Quality Fluoridation Award](#) from the Centers for Disease Control for maintaining optimum levels of fluoride in the City's drinking water.
- Staff at the Opequon Water Reclamation Facility are working through challenges with the new generator that is now operational as a part of the waste-to-energy project.

### City Projects Update

- **FY17 Street Repaving** – Additional paving is tentatively scheduled for the week of October 31. Additional details will be provided next week.
- **Joint Judicial Center Renovations** - Work continues on the improvements to the parking lot and sidewalks. Weather permitting, the parking lot will be repaved next week.

### Weekly Performance Measures

Division	Activity	Past Week	2016 Year-to-Date Totals	Measurement
<b>Streets</b>	Sidewalks Repaired/Replaced (City)	0	202.25	Linear feet
	Streets Repaved	0	8.72	Lane miles
	Potholes Repaired	3	128	#
<b>Trees</b>	Dead/Diseased Trees Removed	3	146	#
	Trees Trimmed	16	471	#
	Stumps Removed	0	390	#
<b>Traffic</b>	Street Signs Installed or Replaced	0	210	#
	Pavement Markings Repainted (City)	0	7,430.33	Linear feet
	Pavement Markings Repainted (Contractor)	568	285,100	Linear feet
<b>Refuse &amp; Recycling</b>	Refuse Collected	121.66	5,107.71	Tons
	Recycling Collected	58.12	2,352.25	Tons
	Large Item Pickups	1	130	#

<b>Transit</b>	Total Passengers	3,061	113,013	#
	Revenue Miles Picking Up/Dropping Off Passengers	4,067	158,827	Miles
	Revenue Hours Picking Up/Dropping Off Passengers	374	15,012	Hours
<b>Utility Billing</b>	Payments Processed	1,305	56,860	#
	New Bills Mailed Out	3,371	53,752	#
	Water Services Turned Off for Non-Payment	0	910	#
<b>Water Treatment Plant</b>	Average Daily Water Demand	7.44	7.14	Million gallons/day
	Peak Daily Water Demand	7.97	9.06	Million gallons/day
<b>Wastewater Treatment Plant</b>	Average Daily Flow Treated	7.69	7.86	Million gallons/day
	Peak Daily Flow Treated	10.17	19.71	Million gallons/day
<b>Water Distribution and Wastewater Collection</b>	Water Main Breaks Repaired	0	35	#
	Water Meters Read	1,226	58,503	#
	Fire Hydrants Flushed	0	1,311	#
	Sewer Mains Cleaned	360	99,882	Linear feet
<b>Engineering</b>	Site Plans Reviewed	0	36	#
	Right-of-Way Permits Issued	1	83	#
	Stormwater Facility Inspections	2	25	#
	Erosion & Sediment Control Inspections	40	1,305	#
<b>Facilities Maintenance</b>	Work Requests Completed	18	733	#
	Special Events Assistance	1	10	#
	Maintenance of Pedestrian Mall	28	927	Staff hours
<b>Equipment Maintenance</b>	Total Repairs Completed	47	2,179	#

## DEVELOPMENT SERVICES

### Economic Redevelopment

- Met with Towers demolition contractor to discuss plans for the project. Demolition is scheduled to begin October 31.
- Held informal orientation for new EDA member to discuss his priorities and objectives.
- Held monthly EDA meeting.
- Met with the Commissioner of the Revenue to discuss local incentive process/eligibility for the Winchester Towers project.
- Along with Mayor, City Manager, and Downtown Manager, staff attended ribbon cutting for the newly renovated Bell's Clothing.
- Held conference call with Rubbermaid Commercial Products representatives to discuss existing TPOF project.
- Met with the Fire and Rescue Chief to discuss available grants.

### Old Town Winchester

- Conducted successful two-day OctoBeer Fest attracting over 3,000 people to Old Town Winchester.
- SU Jazz Quintet conducted a concert for OTW at the Taylor Pavilion Sunday, October 16.
- Participated in The River 95.3 Tourism Tuesday broadcast promoting fall/Halloween activities in Old Town Winchester.
- Participated in Bell's 85<sup>th</sup> Anniversary celebration ribbon cutting.
- Assisted tour bus company with downtown lunch stop.
- Old Town [holiday postcards](#) arrived from printer promoting shopping, dining and events. Began distribution.

- Received \$5,000 Façade Improvement Grant from Virginia Main Streets (VMS).
- Conducted an interview with WHAG regarding the VMS grant award.

### Winchester-Frederick County Tourism

- Met with various local historians regarding the role of the CVB in interpreting local history to clarify that our role is to inform guests of local historic sites, not interpret the history.
- Appeared on air on The River 95.3 during the Tourism Tuesday program to promote fall events and activities, and featured Winchester's Downtown Manager as our special guest to talk about upcoming Old Town Winchester special events.
- Began discussions with Virginia Tourism to bring a special pilot training program to Winchester/Frederick County in mid-2017 to prepare local businesses for maximizing interactions with travel writers.
- Worked on a two-day photo shoot with Robert Harris Photography to create some strategic, high quality images for CVB marketing purposes.
- Tourism Board meeting was held on Thursday morning, with a major part of the discussion surrounding preparations for the upcoming 2017 MATPRA Marketplace to be held in Winchester.
- Attended two days of meetings at the MATPRA quarterly meeting recapping this year's Marketplace and beginning early preparation for next year's Marketplace.
- Made some basic changes to the Patsy Cline exhibit in the Visitor Center, with plans to refresh/update the exhibit more extensively in the future to better tell the story of Patsy Cline's life and legacy in the Winchester/Frederick County area.

### Planning

- Staffed the October 18 Planning Commission meeting where the following actions were taken:
  - **CU-16-536** Shentel telecommunication tower on Valley Protein site (501 W. Jubal Early Drive) - forwarded to Council with a favorable recommendation
  - **CU-16-563** Private Museum at 705 S. Loudoun Street - forwarded to Council with a favorable recommendation
  - **CU-16-565** Ground-floor conversion from business to residential at 914 S. Braddock Street - forwarded to Council with a favorable recommendation
  - **RZ-16-562** Health Service district to Medium Density Residential district rezoning at 110 Lee Street - forwarded to Council with a favorable recommendation
  - **CU-16-559** Extended Stay Lodging at the Relax Inn (2645 Valley Ave) - tabled until the November Commission meeting at the request of the applicant
- Worked with Zoning staff on draft zoning text amendment to amend Corridor Enhancement district standards and guidelines which will be presented to City Council for discussion at an upcoming work session.
- Together with City Manager and City Attorney, attended legislative breakfast meeting of Top of Va Building Association on October 20 to hear Mike Toalson, Chief Executive Officer of the Home Builders Association of Virginia, speak about the recent proffer legislation from the homebuilders' perspective.
- Represented Winchester at Northern Shenandoah Valley Regional Commission full board meeting and executive committee meeting held at Inland Port where port director gave excellent overview of operations and positive economic impact on the region. The Board also received presentation from auditor indicating very good financial management practices for the regional commission.
- Staffed BAR meeting on October 20. Kevin Walker was elected chairman and Pat Jackson was elected vice-chairwoman. Among other actions, the Board approved the Patsy Cline mural proposed for the north wall of the Bright Center on the Indian Alley side (pictured on right).
- Planning Director gave "History of Winchester"



presentation at annual Chamber Leadership Program on October 21.

- Met with numerous private property owners and developers regarding development projects.

## Zoning & Inspections

- Completed:
  - 80 building permit inspections and issued 39 building permits (\$704,656 valuation)
    - Notable permit: 607 E. Jubal Early Drive – Valley Health Primary Care (tenant upfit), \$324,000 valuation.
  - 80 code enforcement inspections and initiated 30 new cases.
  - 3 new business reviews (2 Certificates of Business, 1 Certificate of Home Business).
- Removed 24 signs from the public right-of-way (YTD=574).
- Attended Planning Commission meeting. The CUP for extended stay lodging at the Relax Inn (2645 Valley Ave) was tabled until November at the request of the applicant.
- Along with Planning Director, prepared recommendations for a possible zoning text amendment to Corridor Enhancement district standards and guidelines to be presented at the November 8 Work Session.

Permit #	Type	Address	Description	Value
16 0000169	NGAS	429 Castleman Dr	Install New Furnace	\$1,500
16 00001039	MECH	901 Amherst St	Replace Heat/Chill Water Pipes	\$100,000
16 00001037	LGAS	2508 Middle Rd	Set 120 Gal Propane Tank & Ext	\$500
16 00001044	ELEC	1810 S Loudoun St	New Bldg 16-453	\$0
16 00001046	ELEC	714 S Stewart St	Heat Pump 16-927	\$0
16 00001047	ELEC	442 National Ave	Svc Repair	\$0
16 00001048	ELEC	302 S Cameron St	Add Recept 16-932	\$0
16 00001049	ELEC	12 Richards Ave	Svc Upgrade	\$0
16 00001050	BLDG	231 Kern St	Interior Demolition	\$10,000
16 00001051	ELEC	112 S Washington St	Svc To Garage	\$0
16 00001052	ELEC	222 Liberty Ave	Service Inspection	\$0
16 00001053	ELEC	1102 S Loudoun St	Service Inspection	\$0
16 00001054	RR	231 Kern St	Re-Roof Only	\$10,000
16 00000884	NGAS	1819 S Loudoun St	Replacing Water Heater	\$0
16 00000884	PLBG	1819 S Loudoun St	Replacing Water Heater	\$1,100
16 00000977	NRRM	607 E Jubal Early Dr	Tenant Upfit	\$324,000
16 00001055	MECH	1539 S Pleasant Valley Rd	Replacing 2 Ac Units	\$29,400
16 00001056	NGAS	322 N Kent St	Installing New Gas Range	\$500
16 00001057	MECH	2917 Saratoga Dr	Replace 80k Btu Furnace	\$3,648
16 00001057	NGAS	2917 Saratoga Dr	Replace Gas Furnace	\$3,648
16 00001058	PLBG	1716 Roberts St	Sewer Service	\$1,800
16 00001027	SIGN	427 Meadow Branch Ave	Freestanding Sign	\$12,500
16 00001045	ELEC	1430 Greystone Terr	Addition, Svc Upgrade 16-911	\$0
16 00001059	RREM	231 Kern St	Remodel	\$10,000
16 00001060	MECH	513 Fremont St	Replacing Ac/Heat Pump	\$2,000
16 00001062	MECH	428 Highland Ave	Replacing Furnace	\$2,200
16 00001062	NGAS	428 Highland Ave	Replacing Furnace	\$600
16 00001063	PLBG	317 Fairmont Ave	Water Service	\$5,000
16 00000846	SIGN	2509 Papermill Rd	1 Freestanding Sign	\$500
16 00000914	FALL	1944 Valley Ave	Underground Fire Line	\$155,000
16 00001014	SIGN	2404 Valley Ave	1 Wall Mounted & 1 Freestanding	\$1,500
16 00001040	NRRM	625 Berryville Ave	Small Platform And Stairs	\$200
16 00001042	RREM	457 Gray Ave	Build Roof Over Back Door & Ba	\$1,000
16 00001064	ELEC	648 Virginia Ave	Svc Upgrade	\$0
16 00001065	ELEC	1720 Valley Ave	Ground Works 16-906	\$0

16 00001066	ELEC	385 Battaile Dr	Cell Tower 16-314	\$0
16 00001067	ELEC	1336 Ramseur Ln	Cell Tower 16-314	\$0
16 00001068	NRRM	1840 Amherst St	Annual Permit - Pharmacy Area	\$21,560
16 00001070	MECH	931 Wayne Dr	Replacing Heat Pump/Ac/Furnace	\$6,500
<b>639 TOTAL</b>				<b>\$704,656</b>

**TYPE KEY:** NGAS=Natural Gas | TTS=Tents and Temporary Structures | PLBG=Plumbing | RREM=Residential Remodel | RESR=Residential Remodel/Additions | AMUS=Amusement Device | LGAS=Propane Gas | MECH=Mechanical | FSUP=Fire Suppression | FALL= Fire All Other | CHNG=Change of Use | RADI=Radio Tower or Antenna | NRAA=Non-Residential Additions and Alterations | NRRM=Non-Residential Remodel | CIFI=Commercial Industrial Finished | NR=Non-residential Reroof | OCCU=Occupancy

## PARKS & RECREATION

- Work continues on the outside baby pool - coping stones and tile have been replaced.
- Working on editing the winter program guide.
- Held the Ghouls and Gals Middle School Dance on the October 15 and approximately 135 students attended.
- Held the final 2016 outdoor movie at the Amphitheater on Friday, October 7 and approximately 40 children and adults attended.
- Completed the tot lot playground installation at Frederick Douglass Park.

## WINCHESTER PARKING AUTHORITY

- 3,719 vehicles utilized the garages from October 12-18 (2,637 last week – increase attributed to OctoBeer Fest).
- As of October 18, there were 962 monthly parkers in the garages (1 rental and 2 cancellations).
- Preparing to conduct several roof joint repairs at the George Washington Autopark.
- Held a pre-construction meeting at Braddock Autopark with the vendor conducting the joint repairs and the west parapet masonry wall restoration. The work is expected to begin Monday, October 31 and work is expected to take one month to complete. Work will only be conducted Monday-Friday. There will be sections of the garage that will be closed during the performance of the work items and hourly customers are encouraged to consider parking at one of our other three garage facilities during construction.

## SUPPORT SERVICES

### Information Technology

- Provisioned several Public Utilities computer tablets to prepare for FieldHawk training week of October 24.
- Provisioned several iPads purchased with asset forfeiture funds for Police Department testing of tablets.
- Successfully completed online streaming using Accela web services for Council meetings. Testing will continue at the October 25 Council meeting with goal to go live November 8.
- Collaborated with Winchester Public Schools to review software modification request and Cognos BI procurement.
- Completed development of Occupational License invoice changes needed to move to next SunGard patch level. At Commissioner level for testing.
- Assisted City Yards and finance with time and attendance rollout.
- Worked with Gallop Web Services to resolve main website appearance issues.
- Worked with Communications Manager to scope new EDA website.
- Worked with SunGard Public Sector to resolve Click2Gov accessibility issues.
- Supported preparations for new JJC security system.
- VITA/NG attempted to transition Social Services network. Attempt failed and VITA/NG is back to the drawing boards.
- Investigating root cause of multiple computers freezing and becoming unusable.

- Reviewed network readiness for Police testing of e-citations and ECC installation of ECATS data report to state.
- Continued development of Personal Property Tax software DMV Stop process improvement.
- GIS working on a Near Me widget to help users find parking facilities nearby.
- GIS prepared and presented workshop in Richmond for GIS staff from other jurisdictions.

## SOCIAL SERVICES

- Received 53 Benefit Program applications: 30 SNAP, 16 Medicaid, 6 TANF, 6 Child Care, 37 Low Income Home Energy Assistance Program-Fuel. Fuel program started October 11<sup>th</sup>.
- Currently serving the following individuals in Benefit Programs:
  - 4,332 receive SNAP
  - 218 receive TANF
  - 5,245 receive Medicaid
  - 36 receive VIEW Services
  - 35 receive Child Care subsidy-30 families/58 children are currently on the waiting list
- Received one alleged SNAP trafficking referral.
- Completing 50 Child Protective Services family assessments and investigations relating to allegations of child maltreatment.
- Responding to 15 Family Service Intakes.
- Responding 5 Adult Services Intakes.
- Completed 3 screenings for Community Based Care (CBC) in conjunction with the Health Department.
- Maintaining 57 adult guardianship report cases.
- Provided Family Services Prevention Case Management to 9 families.
- Child Protective Service staff assisted Winchester Public Schools in the Hugs and Kisses presentation at the local elementary schools. Hugs and Kisses is a child sexual abuse prevention program and has been shown in every school district in Virginia.
- A student from Shepherd University began her internship at Winchester Social Services.
- Staff Attended:
  - VDSS Northern Regional Director's Meeting
  - Senior Leadership Team Training
  - Sexual Abuse Investigation Training
  - Participated in the Great Shake Out—Earthquake Preparedness Drill

Weekly Activity	#
Walk-in clients	109
Client info drop offs	52
Child Protective Service referrals	4
Placed "on notice" for foster care entry by JDRC	5
Children in foster care	29
Entered foster care	0
Exited foster care	1
Child Protective Services ongoing case management	26
Adult Protective Service referrals	0
Adult services case management load	17
Adult guardianships	3
Adult protective services investigations	15
Benefit fraud investigations	5
Fraud allegations received	1
Family Services Prevention case management load	

## COMMUNICATIONS

- Distributed October 21 electronic newsletter, [CitE-News](#), to subscribers and posted on social media.
- Completed final draft of the Emergency Support Function #15 – External Affairs and submitted to Emergency Management for inclusion in the Emergency Operations Plan.
- Outlined plan for completing the comprehensive Crisis Communications Plan over the next six months.
- Attended the active shooter planning committee meeting for review of the after action report.
- Worked with vendor to continue improving online board vacancy application.
- Met with Emergency Management, Police PIO, Winchester Medical PIO, and Winchester Public Schools staff to continue discussions on improving internal and external communications during active shooter and other major incidents. Plan to meet monthly.
- Designed cover for internal budget manual.
- Designed and printed the [Winchester Towers demolition lane closures brochure](#) to be hand-delivered to nearby properties.

- Took many “before” photos of the Winchester Towers (inside and outside).
- Conducted an interview with WHAG about the 2017 calendar and photo contest.
- Press releases sent:
  - [Annual Old Town Spooktacular Returns October 29](#)
  - [City Receives Third Consecutive Water Fluoridation Quality Award](#)
  - [Traffic Lane Modifications Planned for Towers Demolition](#)
- Current Projects:
  - Board member orientation program
  - Improve development services web pages and information to be more user-friendly
  - Add Economic Development information on City’s website
  - Add staff bios to website
  - Improve website to be Section 508 compliant
  - 2017 Informational Calendar ([now accepting photo submissions](#))
  - Draft Crisis Communications Plan
  - Draft communications plan and outreach efforts for mass power outage crisis preparedness
  - Green Circle Trail logo, brochure and mile marker map
  - Strategic Plan Performance Measures and booklet
  - Human Resources recruitment brochure design
  - VML Capital Tree hand-made ornament submission
  - FOIA software implementation and staff training
  - Informational video series
  - Mentoring SHHS student interested in career in communications
- Articles in *The Winchester Star* this week:
  - October 15 –
    - Ride gives look into officer’s daily shift
    - Motel requests permit extending lodging
  - October 17 –
    - OctoBeer Fest draws crowds to hoist a brew, have some fun
    - Green Circle Trail vandalism being probed
  - October 18 –
    - Five women arrested, charged in regional prostitution sting
    - NECA lists concerns over learning center
  - October 19 –
    - Schedule set for city to demolish building
    - Planning Commission defers requests for permit
    - Spate of drug overdoses has hit region since Oct. 12
  - October 20 –
    - Images sought for 2017 informational calendar
    - Traffic signal removed as part of plan
  - October 21 –
    - Airport addition moves forward
    - Fight at motel leads to assault charges
    - Woman allegedly hits man with beer bottle
    - North End Community Clean Up on Saturday
- Northern VA Daily articles:
  - [Strasburg town pool lost \\$90,172 this year](#)
- WHAG reports:
  - Downtown improvement grant awarded to the City of Winchester [Watch](#)
  - City of Winchester is accepting pictures for its annual calendar [Watch](#)

## Photo of the Week



Winchester Fire and Rescue personnel are proudly wearing pink shirts this month in honor of Breast Cancer Awareness Month.

## BOARD VACANCIES

- Current [Board Vacancies](#):
  - Old Town Development Board (owner/operator)
  - Economic Development Authority
  - Board of Architectural Review
  - Fire Prevention Code Board of Appeals (Alternate)
  - Local Building Code Board of Appeals (Alternate)
  - Lord Fairfax Emergency Medical Services Council
  - Frederick-Winchester Service Authority
  - Environmental Sustainability Taskforce
  - Winchester Parking Authority (unexpired term ending 5-31-20)
  - Social Services Advisory Board (unexpired term ending 3-31-19)

*Note: Unexpired terms do not count against the two-term limit requirement.*
- Upcoming Vacancies:
  - Old Town Development Board (owner/operator and at-large resident)