

**Vision**

The City of Charlottesville's civic facilities and services are important to fostering a healthy and vibrant community. Residents benefit from access to excellent public services, recreational facilities and public buildings. Therefore, Charlottesville will have outstanding civic and recreational facilities, bicycle and walking trails and be served by a strong support system that includes one of the nation's best emergency response systems. Effective and efficient water, wastewater and stormwater services will support the health and welfare of the City.

**Emergency Preparedness**

**Goal 1: To reduce community, citizen, and employee vulnerability to hazards and to improve community resilience in the face of natural and made-made disasters by employing an all-hazards, full spectrum approach to emergency preparedness, by integrating planning, preparedness, response and recovery efforts.**

- 1.1: Develop and maintain the City's Critical Incident Management Plans.
- 1.2: Develop and maintain hazard-specific critical incident plans.
- 1.3: Complete an annual Hazard Vulnerability Analysis for both the city government infrastructure as well as the community at-large.
- 1.4: Coordinate the development of Continuity of Operations Plans (COOP) for all City departments and provide COOP planning guidance for local businesses as well.
- 1.5: Coordinate City staff education and training in the National Incident Management System and Incident Command System to ensure essential emergency management capabilities.
- 1.6: Organize and implement disaster tabletops, drills, and exercises for city staff/government and the local business community.
- 1.7: Coordinate the development, implementation, and evaluation of City-wide safety programs.
- 1.8: Coordinate and promote the use of the emergency community notification system.

**Fire Protection Services**

**Goal 2: To improve the quality of life in our community by consistently striving to provide superior fire and emergency services focused on prevention, preparedness, response and recovery. This will be accomplished through the development and cultivation of a safe, resilient and self-sufficient community.**

- 2.1: Proactive identification and analysis of both community and organizational risks, and the development and implementation of effective strategies to address these risks.
- 2.2: Implement a comprehensive facilities master plan to maximize service delivery, safety, energy conservation and sustainability.
- 2.3: Maintain a fleet of emergency response vehicles appropriate for the delivery of rapid and effective emergency services in an increasingly more densely populated environment.

2.4: Provide an aggressive, comprehensive Community Risk Reduction program through fire and life safety education and effective fire code enforcement.

2.5: Maintain a superior Insurance Service Office rating of Class 1 and accredited agency status through the Commission on Fire Accreditation International to ensure the city's infrastructures supports the provision of adequate fire protection.

2.6: Recommend and advocate for the installation of fire protection systems in all renovated and newly constructed buildings.

### **Emergency Medical Services**

**Goal 3: To support a resilient, safe community through the provision of the highest quality Emergency Medical Services focused on service delivery, patient outcomes, and responder health and safety.**

3.1: Adopt and implement an EMS strategy to ensure an appropriate level of EMS first response and transport capability leveraging both career and volunteer resources.

3.2: Maintain a fleet of emergency response vehicles appropriate for the delivery of rapid and effective emergency services in an increasingly more densely populated environment.

3.3: Fully leverage current and future technologies to achieve the most effective resource distribution and unit reliability (such as Automated Vehicle Locators, Mobile Data Computers and Global Information Services).

3.4: Ensure adequate facilities exist for the effective deployment of EMS resources in the community.

3.5: Create adequate facilities that support initial and on-going education and training for EMS providers, and professional development.

### **Police Department**

**Goal 4: Secure adequate facility space, equipment, and staff for the Police Department and its operations to continue providing safety and protection to Charlottesville residents.**

4.1: Identify and obtain a new permanent, centralized facility for the Police Department which will address current and future operational, space, storage and parking needs.

4.2: Identify and obtain a location which will provide adequate space for a Regional Training Facility which can be shared with other local law enforcement agencies.

4.3: Purchase and implement needed technology for the Police Department and its operations.

4.4: Identify and obtain locations throughout the city for police substations that will increase efforts in community policing.

4.5: Upgrade the quality of vehicles purchased by the Police Department that will better suit operational needs. Consideration should be given to lower cost, high interaction vehicles that enhance community policing efforts such as bicycles and scooters.

4.6: Purchase and implement security upgrades for the Police Department that include a video monitoring system of our facility as well as adjacent areas.

### **Water Infrastructure**

**Goal 5: Improve the water system infrastructure to provide reliable, healthy, and efficient water service to City residents with contingencies for drought conditions and address capacity needs within the City as part of any improvements.**

5.1: Maintain, repair, and replace water lines where necessary to minimize emergency operations and maintenance.

5.2: Map, inspect, and inventory the existing infrastructure, assess the condition of water facilities, and identify actions that can be taken to improve the hydraulic conditions of the water network.

5.3: Continue to implement the recommended improvements for increased capacity, fire protection, and redundancy of systems by replacing and/or upsizing water lines as outlined in the City's Water Prioritization Study.

5.4: Ensure that all applications for increased capacity are analyzed to discern adequate water line capacity and water meter sizing in the review process.

5.5: Identify sources of non-revenue water and focus efforts in reducing those water losses.

5.6: Support and coordinate efforts with the Rivanna Water and Sewer Authority and the Albemarle County Service Authority to provide a more efficient distribution and treatment system.

5.7: Coordinate timing of improvements with similar efforts to complete Streets that Work plan priorities where possible.

### **Wastewater Infrastructure**

**Goal 6: Improve wastewater infrastructure to provide effective sanitary sewer services to residents, to accommodate the increased projected densities and uses in the City, and to protect public health and water quality.**

6.1: Maintain, repair, and replace sanitary sewer lines where necessary to minimize emergency operations and maintenance.

6.2: Map, inspect, and inventory the existing infrastructure, assess the condition of these facilities, and identify actions that can be taken to improve the conditions of the wastewater network, especially the capacity of the sewer system in prime development areas.

6.3: Emphasize the annual maintenance of wastewater facilities and continue to identify and complete improvement projects. This includes, but is not limited to, increasing the size of pipes to enlarge the system's capacity, relocating main lines that were built on private property, or building new main lines to extend the system.

6.4: Continue to improve sanitary sewer infrastructure to eliminate sanitary sewer overflows and reduce infiltration and inflow.

6.5: Design and replace the 14th/15th Street Collector sewer line. The sewer line currently exceeds capacity and will be receiving significant additional flow from developments currently under construction and planned development in this area.

6.6: Support and coordinate efforts with the Rivanna Water and Sewer Authority and the Albemarle County Service Authority to provide a safe and reliable sanitary sewer collection and treatment system.

6.7 Coordinate timing of improvements with similar efforts to complete Streets that Work plan priorities where possible.

### **Stormwater Conveyance Infrastructure**

**Goal 7: Improve stormwater conveyance infrastructure to provide a safe and effective public drainage system while mitigating the water resources impacts of said infrastructure.**

7.1: Map, inspect, and inventory the stormwater conveyance network to assess the condition, configuration, location, and extents of the stormwater conveyance infrastructure to facilitate strategic actions to maintain and improve the condition and integrity of the network.

7.2: Rehabilitate, repair, and replace public stormwater conveyance infrastructure both preventively and reactively to promote sustainable stewardship of the stormwater conveyance system.

7.3: Modernize, on a case-by-case basis, the stormwater conveyance system to achieve compliance with current local and state engineering standards, specifications, and best practices.

7.4: Ensure that proposed additions and modifications to the existing stormwater conveyance infrastructure network are implemented in a way that addresses deficiencies of the existing infrastructure.

7.5: Incorporate, as is practicable, water quality improvements and measures that lessen the impact to receiving water bodies when improvements are made to stormwater conveyance infrastructure.

7.6: Continue to advance the understanding of best policy and practice related to the City's public/private stormwater conveyance system with the goal of integrating public responsibility and private needs.

7.7: Coordinate timing of improvements with similar efforts to complete Streets that Work plan priorities where possible.

## **Gas Infrastructure**

**Goal 8: Maintain the existing gas system within City and County limits, expand the system to new development, and provide a safe and efficient service for the community.**

8.1: Map, inspect, and inventory the existing infrastructure, assess the condition of these facilities, and identify actions that can be taken to improve the conditions of the natural gas network.

8.2: Continue to promote public awareness regarding gas safety and reduce third party damages to the gas system.

8.3: Continue to expand the natural gas system within the designated growth areas to target the home improvement and new development markets, as well as existing homes that may not have natural gas service.

8.4: Coordinate timing of improvements with similar efforts to complete Streets that Work plan priorities where possible.

## **Parks and Recreation (Upgrades)**

**Goal 9: Upgrade existing park and recreation infrastructure to modern standards and address the value and uses of natural areas.**

9.1: Develop and apply as appropriate system-wide design standards.

9.2: Improve the overall aesthetics of park sites through signage, landscaping, parking lot and safety improvements that also include area lighting and trash receptacles in appropriate locations.

9.3: Create resource management plans to support and maintain natural areas and create a new core recreation service in environmental education to educate users on the value of these natural areas.\*

9.4: Update recreation amenities and refurbish existing restrooms and drinking fountains.

9.5: When possible, parks should provide a cross functional benefit for the City's environmental goals.

## **Parks and Recreation (Expansion)**

**Goal 10: Expand current inventory of park facilities**

10.1: -Examine the feasibility of creating a regional park authority in conjunction with City/County planning efforts.\*

10.2: Prioritize and encourage acquisition of natural areas, particularly along existing and proposed trails and near the Rivanna River, through developer contributions and fee simple purchase.

10.3: Encourage the acquisition of land that serves a cross functional purpose as parkland/public space and the development of green infrastructure and prioritize land acquisition.

10.4: Add additional rectangular fields to the parks and recreation network.\*

10.5: Add fenced, smaller, flexible athletic fields designed to accommodate multiple recreational uses.

### **Parks and Recreation (Use)**

#### **Goal 11: Promote efficient use of all park properties and recreation facilities.**

11.1: Create a Parks and Recreation system wide Master Plan for the City, align current and future park master plans, and continue to evaluate and adjust programs to align all program lifecycles and establish new programs.

11.2: Enhance multimodal access to parks.\*

11.3: Incorporate best design practices for creating multiple, complimentary uses in urban scale parks while following best practices for the stewardship of the parks' historic resources.

### **Parks and Recreation (Best Practices)**

#### **Goal 12: Adopt customized park and recreation facility standards that support a livable community for the City and its partnering agencies, and perform consistent maintenance on all parks and recreation facilities.**

12.1: Implement facility standards that support the recreation needs of the community and region.

12.2: Continue to pursue partnerships to meet City and Departmental service delivery goals.

12.3: Establish maintenance standards and frequencies for all park facilities, trails and recreation facilities in the system.

12.4: Communicate park maintenance standards to users of parks and recreation facilities.

12.5: Continue to include more kinetic and/or creative play modules and equipment in city playgrounds.

### **Parks and Recreation (Trails)**

#### **Goal 13: Connect the park system to the community through the development of trails and through the effective and appropriate design of park and recreation facilities.**

13.1: Fully implement the Bicycle and Pedestrian Master Plan that has been approved by City Council.

13.2: Encourage land and easement acquisition along trail corridors to ensure permanent use as trail and the ability to manage land as park space and a green infrastructure resource.

### **Park and recreation (Environment)**

#### **Goal 14: Develop trails that are sensitive to the community's environmental system and cultural and historic resources.**

14.1: Ensure that all new trails and trail improvements are designed within the context of surrounding natural systems and urban areas to maximize positive and minimize negative impacts on environmental systems and cultural and historic resources. Formalize guidelines for trail design, trail construction materials, trail maintenance and improvements.

14.2: Develop information materials and trail signage that highlight the characteristics of natural resources and cultural and historic areas located along trail systems in the City and within parks.

### **Parks and Recreation (Access)**

#### **Goal 15: Create balance and accessibility for all types of parks and facilities across the City.**

15.1: Continue to utilize GIS mapping to examine the equity or disparities in place by park and facility types.

#### **Parks and Recreation (Facilities and Programs)**

**Goal 16: Develop and implement cost recovery and program standards as they apply to core offerings, services and facilities.**

16.1: Determine the true cost of services for programs and facilities (including parking), and create a cost recovery goal for each program.

16.2: Facilities should be designed to produce revenue to offset operating costs.

#### **Educational Institutions**

**Goal 17: Improve and maintain City public school facilities to continue providing an excellent education to City students.**

17.1: Complete all needed renovations, repairs, and improvements according to the Public Works Department's system of prioritization, and in close coordination with Charlottesville City Schools administration and School Board.

17.2: Maintain school properties in accordance with the Memorandum of Understanding developed in 2013.

17.3: Ensure that community planning addresses and responds to the impact of population growth on existing enrollment and services provided by schools, including the capacity and quality of spaces, buildings, and grounds.

17.4: Develop and implement a school buildings and grounds modernization program to continually redesign internal and external learning spaces that reflect best practices in education.

17.5: Employ innovative technology and green building practices for all eligible capital construction and renovation projects, and in routine maintenance program efforts.

17.6: Develop and maintain detailed inventories of all school facility elements, and develop condition indexes to guide maintenance, replacement and improvement investments. This practice should include both annual assessments of critical equipment conducted internally and periodic facility condition assessment conducted by third-party consultants.

#### **Public Buildings (Government)**

**Goal 18: Develop and maintain state of the art meeting spaces in modern, safe, and accessible public facilities.**

18.1: Ensure that community planning addresses and responds to the impact of population growth on City of Charlottesville service provision agencies, including the capacity and quality of spaces, buildings, and grounds.

18.2: Employ innovative technology and green building practices for all eligible capital construction and renovation projects, and in routine maintenance and custodial program efforts.

18.3: Develop and maintain detailed inventories of all government facility elements, and develop condition indexes to guide maintenance, replacement and improvement investments. This practice should include both annual assessments of critical equipment conducted internally and periodic facility condition assessment conducted by third-party consultants.

18.4: Develop and maintain detailed inventories of all City-owned facility elements equipment, and develop condition indexes to guide maintenance, replacement and improvement investments.