

Work Session Update

City of Petersburg
VIRGINIA

**City of Petersburg, VA
City Council Work Session Update
October 2, 2018**



Rebuilding Our Foundation for a Brighter Future

Discussion Content



Provide Update on Break Out Session Discussions

- Summary of Tasks and Assigned Agencies
- Session I: Billing and Collections
 - Customer Service
 - Operations
- Session II: Economic Development
 - Operations
- Session III: Neighborhood Revitalization
 - Operations
- Session IV: Community Engagement & Support
 - Customer Service
 - Operations

Summary of Tasks



□ Summary of Tasks and Assigned Agencies

■ 51 Tasks Identified

- 2 tasks for COO and 17 collaborative efforts between COO's office and other city departments (e.g. COO & DCA, City Treasurer and CM & COO, COO & Planning, COO, City Attorney, Planning)
- 9 tasks for DCA & 4 collaborative efforts between DCA's office and other city departments (e.g. DCA & Econ Dev, DCA & PW, & DCA & Sheriff)
- 5 tasks for Planning & 4 collaborative efforts between Planning and other city departments (excluding the COO's office), (e.g. Planning & Econ Dev, Planning & City Attorney, Planning & Police Dept)
- 2 for Public Works
- 8 tasks across several departments (e.g. IT and B&C, Econ Dev, PIO & City Council)

Assigned Agencies



☐ Who are the Assigned Agencies?

COO	Chief Operating Officer
DCA	Department of Community Affairs
CM	City Manager
PW	Public Works
Econ Dev	Economic Development
IT	Information Technology
B&C	Billing & Collections
PIO	Public Information Officer

BREAKOUT SESSION I



Task Number	Session I Billings & Collections Task <i>(Customer Service)</i>	Assigned Agencies	Timeline to Completion
1	Improve telephone etiquette & be consistent	COO & DCA	Now-3 months
2	Print on bill either "Print Date" or when was the last payment received	IT and B&C	Now-3 months
3	Create an area to address private utility bill issues Customer Consultation Area	B&C	6 Months
4	Provide alternative customer service hours	COO and B&C	6 Months

BREAKOUT SESSION I (con't)



Task Number	Session I Billings & Collections Task (Operations)	Assigned Agencies	Timeline to Completion
5	Encourage the City Treasurer to hire for an open position	City Treasurer and CM & COO	Now-6 Months
6	Establish a daily processing & reconciliation process	City Treasurer and CM & COO	Now-6 Months
7	Replace 1,100 Electronic Reader Transfers (ERTs)	PW	Now-3 Months
8	Assess new employees impact on B&C	COO & B&C	Now-3 months
9	Create an info desk & FAQ's for distribution	COO & DCA	6 Months-1 Year

BREAKOUT SESSION II



Task Number	Session II Economic Development	Assigned Agencies	Timeline to Completion
10	Developing a strategy for pursuing companies for Petersburg	Econ Dev	Now-4 Months
11	Streamline new Business License process	Commissioner of Revenue & COO	Now-6 months
12	Investigate an automated system for Business Licenses	Commissioner of Revenue & COO	6-months-1 year
13	Engage all parties involved for Business License Task Force	Commissioner of Revenue & COO	6-months-1 year
14	Review process to address dilapidated City Owned & Vacant Properties	Planning	Now-3 months

BREAKOUT SESSION II (con't)



Task Number	Session II <i>Economic Development</i>	Assigned Agencies	Timeline to Completion
15	Use grant funds to sell City Owned & Vacant Properties	Planning & Econ Dev	Now-3 months
16	Generate revenue for the City	COO & Planning	Now-6 Months
17	Expand Workforce Development, Job Development & Social Services	DCA & Econ Dev	Now-6 Months
18	Host consistent City Clean programs	DCA	Now-3 Months
19	Development classes for future entrepreneurs	Econ Dev	Now-3 Months

BREAKOUT SESSION III



Task Number	Session III Neighborhood Revitalization Task	Assigned Agencies	Timeline to Completion
20	Annually review clean up contract for I-95 Exit 52	Planning	Now-Ongoing
21	Complete Operating Plan	COO	3-Months
22	Review City ordinances to improve appearance	Planning	Now-6 Months
23	Improved Public Communication	DCA	Ongoing
24	Create rental ordinances	Planning	Now-3 Months
25	Include the City Attorney for court appearances	COO, City Attorney, Planning	Now-Ongoing
26	Develop minimum construction standards for Residential/Commercial	DCHD (State), Planning	Now-Ongoing

BREAKOUT SESSION III (con't)



Task Number	Session III Neighborhood Revitalization Task	Assigned Agencies	Timeline to Completion
27	Develop strategy for new technology to the community	IT	Now-3 Months
28	Use Social Media & engage citizens	PIO	Now-3 Months
29	Develop a partnership plan with National Guard (Demolition of Buildings)	Planning & COO	Now-12 months
30	Ardent enforcement of delinquent taxes & standardizing polices	COO	3-Months
31	Review City Ordinances	Planning & City Attorney	Now-3 Months
32	Create Rental Property Ordinances	Planning	Now-3 Months

BREAKOUT SESSION III (con't)



Task Number	Session III Neighborhood Revitalization Task	Assigned Agencies	Timeline to Completion
33	Include the City Attorney for Court appearances	Planning & City Attorney	Ongoing
34	Environmental Enforcement Officer	Planning & Police Dept	Now-3 Months
35	Engaging & Empowering Citizens	DCA	Now-3 Months
36	Clean Up Reward Program-Citizens, Neighborhoods & Communities	DCA & PW	Now-3 Months
37	Community Clean Up Projects (Exit 52)	PW	Now-3 Months

BREAKOUT SESSION IV



Task Number	Session IV <i>Community Engagement & Support</i> <i>(Customer Service)</i>	Assigned Agencies	Timeline to Completion
38	Improve customer service with a City Employee Training Program	COO & DCA	Now-6 Months
39	Answer the phones in timely manner (Internal & External)	COO & DCA	Now-6 Months
40	Establish Internal & External Understanding Implant Customer Service Training at New Employee Orientation	COO & DCA	Now-6 Months
41	Recruit & Engage Citizens who serve on various Boards & Commissions (Develop Outreach Strategy)	City Council	Now-3 Months

BREAKOUT SESSION IV (con't)



Task Number	Session IV <i>Community Engagement & Support</i> <i>(Customer Service)</i>	Assigned Agencies	Timeline to Completion
42	Customer Service Training at Petersburg High School	DCA	Now-3 Months
43	Create content for public access Channel 15 on Comcast	PIO	Now-3 Months
44	City Wide Community Fun Day at Sports Complex	DCA	Now-3 Months
45	Celebrity Golf Tournament	DCA	6 Months-18 Months
46	City Ombudsman Operator (Central Call Center) Customer Service	COO & DCA	3-Months

BREAKOUT SESSION IV (con't)



Task Number	Session IV <i>Community Engagement & Support</i> <i>(Customer Service)</i>	Assigned Agencies	Timeline to Completion
47	Triad – Volunteers	Sheriff/DCA	6-Months
48	Expand the Youth Ambassador Program	DCA	6-Months
49	Partner with Work Study Program at VA State University	DCA	6-Months
50	Improve telephone etiquette & be consistent	COO & DCA	Now-3 months
51	Develop a partnership plan w/ National Guard (Community Affairs)	DCA	Now-12 months

Next Steps



❑ PROJECT MANAGEMENT

- ❑ Continue to work on assigned tasks
- ❑ Track progress using PM Red Light Status Tracker

RAG rating	Criteria description
Green	Successful delivery of the project to time, cost and quality appears highly likely and there are no major outstanding issues that at this stage appear to threaten delivery significantly.
Amber/Green	Successful delivery appears probable ; however, constant attention will be needed to ensure risks do not materialise into major issues threatening delivery.
Amber	Successful delivery appears feasible but significant issues already exist, requiring management attention. These appear resolvable at this stage and if addressed promptly, should not present a cost/schedule overrun.
Amber/Red	Successful delivery of the project is in doubt , with major risks or issues apparent in a number of key areas. Urgent action is needed to ensure these are addressed, and whether resolution is feasible.
Red	Successful delivery of the project appears to be unachievable . There are major issues on project definition, schedule, budget, quality and/or benefits delivery, which at this stage do not appear to be manageable or resolvable. The project may need re-scoping and/or its overall viability reassessed.