



# City of Petersburg

Office of the City Manager  
135 North Union Street  
Petersburg, Virginia 23803

(804) 733-2301

## MEMORANDUM

Date: December 8, 2020  
To: Honorable Mayor and Members of City Council  
From: Aretha R. Ferrell-Benavides, City Manager  
Subject: **City Manager's Report – December 8, 2020**

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### **Customer Service Center**

- Average # of Daily Calls: Between 100-250 calls per day
- Call average increases around the time when bills are mailed/received and close to the due date.
- Call Inquiries include (*but are not limited to*):
  - Understanding how to properly read bills
  - Balance Questions
  - DMV stop removals
  - Address changes
- Customer Service Representatives (CSR) are equipped to answer and assist with inquiries. Should calls require work orders or elevated assistance, the CSR collaborates with the identified Billing and Collections personnel to work toward resolution for the customer.

### **Risk Management**

- Based on the 2020 Annual Worker's Compensation Audit, Petersburg's Risk Performance rating of 1.50 has been reduced to 1.05 which has resulted in a cost refund of \$40,000.

### **Public Works and Utilities (Including Projects)**

#### **Leaf Collection - Fall 2020**

- The annual fall leaf vacuuming program is continuing on schedule. The City is providing one round of vacuuming in each ward.
- The full schedule is available at [www.petersburgva.gov](http://www.petersburgva.gov). Questions can be directed to the Streets Division at 804-733-2415.

### **LED Conversion**

- Plans to start phase 1 have been initiated and a work order has been created.
- The map required and Letter of Request have been sent to Dominion Energy.
- Dominion has asked for extra information on light poll numbers. The collection of this information is underway.
- This project is projected to take at least a year with 100 light conversions per phase of the conversion.

### **Park and Ride**

- To date, the City has spent a total of \$373,698.33 on this project and has been reimbursed \$310,825.00 by Department of Railroad and Public Transportation. We anticipate the submission of the additional reimbursement funds within the next two weeks. The project is being paid for by Department of Railroad and Public Transportation.
- Engineer from Dominion Energy has developed the initial conceptual design and cost estimates to relocate existing power and to provide a new transformer.
- The engineer has also completed the Right-of-Way agreements for the properties where the new power poles will be located.
- The Right-of-Way document has been signed and returned to Dominion Energy.
- The project is still on schedule.