

Priorities for *strengthening customer service*



Customer Service Goals include:

- Investing in communities through a new Department of Neighborhood and Community Services
- Implementing improvements to the 311 Call Center and RVAPay
- Creating a new Department of General Services to focus on capital projects, parking, real estate, and fleet service delivery
- Investing in affordable housing and community capital investments
- Investing in our future by funding schools, social service programs, and sustainability



Community Service and Resilience



Prioritizing Community Services and Resilience through:

- ✓ \$500,000 to create the Department of Neighborhood and Community Services
- ✓ \$2.3 million for RVAPay conversion
- ✓ \$1.0 million for modernizing the 311 Call Center
- ✓ \$500,000 for the Richmond Resilience Initiative
- ✓ \$250,000 for the Neighborhood Climate Resiliency Grant Program



Children and Human Services



Sustaining the Future for Children and Families through:

- ✓ \$15.8 million to RPS
- ✓ \$1.0 million to NextUP RVA for Positive Youth Development
- ✓ \$500,000 for the Health Equity Trust Fund
- ✓ \$500,000 for the Childcare and Education Trust Fund
- ✓ \$1.0 million for Family Crisis Funding
- ✓ \$250,000 for the Pathways Program



Affordable Housing and Homelessness



Providing Affordable Housing and Homeless Services through:

- ✓ \$40 million over FY 2025 – FY 2028 for Affordable Housing
- ✓ \$5.0 for Creighton Court redevelopment
- ✓ \$4.0 million for a year-round emergency homeless shelter
- ✓ \$1.0 million for Eviction Diversion
- ✓ \$500,000 for legal counsel for families facing eviction
- ✓ \$200,000 for a centralized Office of Homeless Services Resource Center



Economic and Capital Investments



Funding Economic and Capital Investments through:

- ✓ \$8.7 million for Hull Street improvements
- ✓ \$13.0 million for the Shockoe Project
- ✓ \$1.2 million for the Arthur Ashe Bridge replacement
- ✓ \$10.0 million for Brown's Island improvement
- ✓ \$6.2 million for the Fall Line Trail
- ✓ \$21.0 million for safe and complete streets



Employer of Choice Investments



Achieving Responsive, Accountable, and Innovative Government through:

- ✓ \$500,000 for a new Department of General Services
- ✓ \$5.7 million for a General Wage Increase
- ✓ \$9.1 million for Sworn salary increase
- ✓ \$20 Per Hour Minimum Wage
- ✓ \$1.3 for short-term and long-term disability
- ✓ \$2.0 million for market pay adjustments