



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

- 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

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