

Government Operations
Draft Priorities for Calendar Year 2019
February 28, 2019

I wanted to develop an agenda for the Gov Ops Committee for the year to focus on driving some modernization of operations and services. To best coordinate presentations, speakers, and expectations with the administration, I wanted to get a list compiled for the members to define and outline together. Here is a list of items to get started with:

- **Public Meeting Transparency & Accountability** - Improve council meeting spaces for equitable, digital, and modern access for all public meetings. Online recording for audio, HD videos, and monitor screens for the audience to follow along. Every conference room used for public meetings must have the same technology and recording capabilities. We need to fully utilize the features in Granicus our online app for meetings to its fullest extent.
- **City Council org chart, process for Resolutions & Ordinances** - outline our structure, process flow for papers, and identify improvements to streamline
- **GPS Trackers for City Fleet** - asset management and accountability for city services needs location tracking of city owned and operated vehicles, we should not need an audit to identify issues with city fleet not being accountable.
- **RVA311 App and Call Center** - engaging in modern ways, we need a great app, more importantly, reporting of accountability from services requested citywide and by district.
- **Digital Payments** - the city has many active contracts with credit card vendors that do not leverage our collective buying power of volume which would give us competitive rates and standard offers for citywide services. Parking Tickets, Utility Bills, Personal Property Taxes, etc. We have hundreds of thousands of transactions that if centralized, would make paying the city easier, faster to capture revenues, and easier auditing.
- **Permitting** - permits are signs of investment in our city, yet we continually have complaints about delays, inconsistencies, and a laborious process. A monthly report of new, active, and closed permits by type and value would elevate the importance the Administration must take in improving this function.
- **Recycling and Trash Services** - multi-family, parks, and public spaces need better recycling options, we need to improve this expectation citywide.
- **Multi-family Tenant Moveout/in Process** - our communities are still struggling to get cleaned, we need to coordinate with multi-family housing units and their landlords to enforce our laws around bulk trash collection requests.