



TOWN OF WARRENTON

Year-In-Review
Fiscal Year 2024

July 1, 2023 - June 30, 2024



A Message From Your Town Manager



Welcome to the Fiscal Year 2024 Year In Review; and what a year it has been!

I am honored to be your new Town Manager after serving our wonderful Town in a variety of roles since my hire in August 2017. I was appointed interim Town Manager in April 2023 and “full time” Town Manager in January 2024. Our time over the last seven years has helped us learn, grow, and celebrate as a Town, as a Team, and as a community; couple this with all the accomplishments of the last year, and I am sure you will agree we are “Excellence in Action.” We are moving forward with a purpose of providing consistent, predictable, professional, and efficient service to all of our Town residents, business owners, and visitors.

Our *Year in Review* is designed to provide you with an overall view of some of the great things we have been accomplishing as a Team. We are dedicated to preserving the greatness of our Town while managing the internal and external pressures of growth.

Accomplishments from the Office of the Town Manager are instilling problem-solving tactics governed by maintaining an ethical approach to leadership at every level of operations. This incorporates the elements of ensuring our decisions are moral, legal, in line with Town policies and procedures, and they are ethical.

A few projects accomplished from the Office of the Town Manager were finalizing the St. Leonard’s Farm Deed at the Wastewater Treatment Plant, an internal restructure to allow for more internal opportunities and retention, and navigating through the asbestos incident. There was also the re-purposing of the old town hall building at 18 Court Street to allow meeting space for the public, office space for the VFW, and for use of the Farmers Market on the weekend.

Next, through the establishment of a Communications Manager, who developed a team approach to outreach and messaging, we have integrated the operational principle that government is open to the people, especially on the local level. Simply put, we work for you, and the greatest change is within communities. This governing principle ensures our commitment to outreach and education. In the world of government, we believe these two are inseparable. The complexity of government operations and programs is a challenge to navigate. It is our job, as government employees, to help everyone understand what terminology we use, how systems work, and who works them. This builds trust, collaboration, communication, teamwork, and an energized commitment to doing great things.

Local government is where the health, safety, and welfare of our community are focused. We are focused on being good stewards with tax dollars, making sure we are working for the best interest of the community, and, for our Town, ensuring we hold true to our governing motto of “Excellence in Action.” It is this focus on government objectives and operations that makes our Town so great. Our staff is exceptional; our businesses are exceptional; and beyond any doubt, our Town is exceptional.

Please take time to go through our “Year in Review.” I’m sure you will agree, we are doing many great things, moving forward with a focus on the greatness of our Town.

I look forward to continuing our journey as we grow, learn, work, play, and celebrate together.

Frank Cassidy, Town Manager

TOWN COUNCIL

MAYOR H.E. Carter Nevill	WARD 1 Heather D. Sutphin	WARD 2 William T. Semple II	WARD 3 Brett A. Hamby
WARD 4, VICE MAYOR James N. Hartman III	WARD 5 John B. Heroux II Eric F. Gagnon	AT-LARGE David A. McGuire	AT-LARGE Paul W. Mooney



From Left to Right: Heather Sutphin, William Semple, Brett Hamby, Carter Nevill, James Hartman, Eric Gagnon. Not pictured: Paul Mooney and David McGuire



STRATEGIC RETREAT & GOALS

Town Council held their strategic retreat in January facilitated by the Virginia Institute of Government. The strategic retreat allows goals to be set by the Council to direct staff to create the budget within the Council’s priorities directly impacting all service levels of the Town and affecting all aspects of Plan Warrenton 2040. Council engaged in retreat exercises and learned about roles and responsibilities as well as best practices in local government policy. Council is continuing with the following strategic goals:

- Resiliency: Financial and Workforce*
- Preparedness: Technology and Utilities*
- Livability: Affordable Housing*

of FOIAs



438

TOWN CLERK HIGHLIGHTS

- Completed** the Data Consistency Project which reformatted all staff reports, nomenclature, and minutes format across Town Council, Boards, and Commissions.
- Revamped** staff quarterly reports to ensure information is clear and concise for both Town Council and citizens.

Highlights

Launched Town Talks and Neighborhood Talks in collaboration with the Town Manager and staff. This was a part of the Town's continued mission of community outreach and education.

Developed the Town's first Strategic Communications Plan and Operating Procedures to better align the Town's communications both internally and externally.

Administered a Town Communication's Survey to engage the community on social media, the Town Crier, and the Town's overall communications.

Updates to the Town's website for easier access to information and to enhance transparency with Town projects and reports.

Trained Town staff on website management to ensure information on the Town's website is accurate and available to the public.

Initiated a website re-design to enhance navigation on the Town's website.



Scan the QR Code to visit the Town's Website to find information on Town projects, services, and programs!



Town Talks and Neighborhood Talks



Talks as the weather got nicer and gave residents the opportunity to share their concerns with staff. It also gave residents easier access to these events as it was directly in their neighborhoods. Make sure you look out on social and media and the website for future Talks.

These community outreach and engagement forums started with the Town Manager initiating a "Meet the Town Manager" at the Farmer's Market. As the Communications Office was created, we broadened the forum to include our staff to help answer questions which became Town Talks. It further evolved into Neighborhood

Town and
Neighborhood Talks



7

Website Visits



488,237

Social Media
Followers



22.6 Thousand

Press Releases



7

EXCELLENCE IN ACTION



What is Excellence in Action?

- Excellence in Action is what we live by!
- Our Town Vision and Values guide our actions.
- Embracing change, adapting as needed, communicating effectively, & collaborating at all levels is our passion.
- We know we perform our best when we are trusted, included, respected, & supported.

Building Permits
Approved



455

Inspections
Conducted



1,755

Certificates of
Appropriateness



78

Zoning Violations



62

Highlights

Awarded \$912,390 from the Septic Local Partners Program by the Virginia Department of Environmental Quality to implement septic improvements to residents. The Town has hired RK&K to administer the project.

Implemented yearly fire inspections of all non-residential structures.

Established fire lanes within neighborhoods where parking was causing issues with Emergency Services and Public Works vehicles.

Assisted the Warrenton Arts Commission with the completion of the steps at the intersection of Third Street and Horner Street. Currently working with the commission for a mural on the retaining wall at the intersection of Horner Street and First Street.

Kicked-off the Comprehensive Zoning Ordinance Update. The Town has hired Clarion to consult on the project.

Completed the Historic District Survey with the Virginia Department of Historic Resources. The state approved our Historic District to match that of the National Historic District which allows residents within the district to receive benefits.

Implemented the Town's Property Maintenance and Code Enforcement Plan. The Town currently has over 60 active cases.

Initiated and Established the forming of the Town's Local Board of Building Code Appeals.

Oversees the functions and operations of the Planning Commission, Architectural Review Board, Board of Zoning Appeals, and Local Board of Building Code Appeals.

Site Development
Plans Approved



14

Special Use
Permits Approved



4

Pre-Application
Meetings



16

Zoning Ordinance Text
Amendments Approved



4



Scan the QR Code to visit the Town's Zoning Code Update website to stay up to date on the project!



The Town of Warrenton is updating its Zoning Ordinance. A key goal of the project is to implement key recommendations relating to land use in the Town's recently adopted comprehensive plan, Plan Warrenton 2040. The project will also make the Town's updated Ordinance more internally consistent, streamlined in language and processes, more user-friendly with the inclusion of additional graphics and tables, and aligned with contemporary zoning best practices.

Community Outreach





Eva Walker Park Master Plan

The department has kicked-off the Eva Walker Park Master Plan with our contractor Kimley Horn. Phase 1 consists of developing cost estimated and construction drawings for the total concept to determine the relative costs of each proposed element and to understand the comprehensive infrastructure impacts. This phase also includes costs related to necessary site drainage improvements and soil mitigation.

Events and Programs

- ▶ Step-tember Challenge
- ▶ Halloween Parade
- ▶ Halloween Trunk or Treat
- ▶ Halloween Flashlight Candy Hunt
- ▶ Halloween Fitness Classes: Aqua Zumba, Glow Ride, Pound Class,
- ▶ Holiday House Decorating Contest
- ▶ Swim with Santa
- ▶ Swimming Easter Egg Hunt
- ▶ Morning Easter Egg Hunt
- ▶ Flashlight Egg Hunt
- ▶ Dog-A-Palooza
- ▶ Kids to Parks Day
- ▶ Play All Day
- ▶ Warrenton Town Limits Festival



Community Outreach



Neighborhood Talks



Snowplow Visit to C.M. Bradley



Town Talks

PARKS AND RECREATION



Farmers Market

The Town continued its partnership with Experience Old Town Warrenton (EOTW) for the Farmers Market. Beginning with the Holiday Market, the Farmer's Market transitioned to their new location on Court and Hotel Streets and inside 18 Court Street. The Holiday Market had about 45 vendors each week in December. The Winter Market continued at the new location on Court Street and inside 18 Court Street with about 25 vendors each week. Peak season kicked off on April 20 with about 40 vendors weekly.



Scan the QR Code to visit the Parks and Recreation Website Page to view events, programs, fitness, and more!



Award

Eva Walker Park Commemorative Garden Award for Best New Renovation/Additions at the Virginia Recreation and Parks Society Annual Conference.

of WARF Visitors



107,069

of WARF Members



884

of Fitness Classes



2,878

of Park Rentals



104

Trash Collected



3,645.35 Tons

Leaves Collected



231.75 Tons

Recycling Collected



484.51 Tons

Brush Collected



164.02 Tons

Highlights

Completed the Winchester Street Paving Project. This included the paving of Winchester Street along with Roebing Street, Jackson Street, Chappell Street, Forbes Street, North Court, Stuyvesant Street, Old Orchard Lane, Pelham Street, Clay Street, Diagonal Street, Fauquier Road, Solgrove Road, and Evans Avenue.

Installed sidewalk, curb, and gutter on Lower South Fourth Street for better access to and from the Warrenton Branch Greenway.

Repaired sidewalk and storm inlet repairs on Winchester Street. This allowed for ADA upgrades.



Partnered with the Human Capital Department on the creation of the Commercial Driver's License Program for Public Works employees.

Upgraded the traffic light systems at Branch Avenue, Culpeper Street, Waterloo Street, and Van Roijen Street.

Repaired sidewalk on North Third Street as this was hazardous from the concrete breaking off.

Re-branded the Traffic Task Force from the Traffic Coalition Group to be more action-oriented. This group has conducted numerous tests on different streets and neighborhoods in Town.

Conducted sidewalk, curb, and gutter repairs and replacements on Oak Springs Drive which included over 30 handicap ramps.

Tested multiple traffic patterns at the Courthouse Square Intersection to help address pedestrian and traffic safety at this intersection.

Maintained the cemetery which is 18 acres with over 8,000 gravesites which includes mowing, weed eating, trees, and the opening and closing of gravesites.



Rehabilitated Old Town Hall at 18 Court Street to be made available for public use. This was a part of the Facilities comprehensive plan to maintain all Town facilities.

Completed the re-paving of Walker Drive along with repairing sidewalks, storm inlets, and ADA improvements.



The Richard Wines Award for a
Public Utilities Employee

James Pyne



The Richard Wines Award for a
Public Works Employee

Roger Heflin



2023 Recipient of the National Association of
Fleet Administrators- Top 50 Green Fleets &
2023 Rookie of the Year

Community Outreach



Snowplow Visit to
C.M. Bradley



Earth Day at Rady Park



Town Talks



Touch A Truck



Snowplow Naming Contest
Visit to Public Works



Trunk or Treat



Warrenton Town Limits

Highlights

Completed the rehabilitation of the Gravity Sludge Thickener at the Wastewater Treatment Plant.

Conducted a Preliminary Assessment of the Rady Park Stream Restoration Project (CIP #SM-003). The Rady Park stream is badly eroded that causes safety issues for equipment and local park users.

Finalized the engineering and design of the Primary Clarifier's and Sludge Pump Station at the Wastewater Treatment Plant (CIP #S-001 and CIP #S-007). These projects are critical to the Town's infrastructure as this equipment is beyond their expected useful lifespan.



Awards

Earlier this year we congratulated our Water Treatment Plant Professionals for receiving the **2023 Gold Award for Outstanding Performance in Water Treatment Operations** from the Virginia Department of Health.

The Team also received the **CDC's Water Fluoridation Quality Award** for achieving optimal fluoridation levels.



Replaced the Waterline on Rappahannock Street (CIP #W-004) to a more resilient material and that is not susceptible to breaks and water loss.

Concluded the engineering of the Second Digester at the Wastewater Treatment Plant which uses bacteria to break down wastewater biosolids and this piece of equipment is past end of life (CIP #S-003).

Completed the engineering for the secondary clarifier and sludge pump at the Wastewater Treatment Plant (CIP #S-006). This equipment is critical to the Wastewater Treatment Plant as it captures and removes wastewater solids.

Finalized the preliminary engineering for the Clearwell Project at the Water Treatment Plant which allows for storage and additional resiliency (CIP #W-001).

Continued with the I&I Reduction Project which seeks to reduce inflow

and infiltration into the wastewater system from heavy rainfall events and from broken/damaged piping (CIP #S-002). This project is always ongoing and has been for several years.



Scan the QR Code to view more about these projects in the FY24 Budget labeled 2024-2029 Capital Improvement Plan.



Community Outreach



Stormwater Poster Contest



Field Trip from FHS to WWTP



Snowplow Visit to St. James



WWTP at Touch A Truck



Utilities Crew at Touch A Truck



Stream Clean-Ups

Average Daily Facility Water Production



1.1 Million Gallons

Average Daily Wastewater Flow



1.7 Million Gallons

Miles of Sewer Lines



69.8 Miles

Miles of Water Lines



89.8 Miles

Water Main Breaks



9

Feet of Sewer Lateral Repaired



447 Feet

Feet of Sewer Main Cleaned



2,670 Feet

Feet of Sewer Main Inspected



7,301 Feet

Calls for Service



20,984

Special Events Worked



148

of Reported Accidents



228

of Parking Tickets



1,373

POLICE



Events and Community Outreach

- ▶ National Night Out
- ▶ Halloween Parade
- ▶ Halloween Trunk or Treat
- ▶ Halloween Flashlight Candy Hunt
- ▶ Easter Egg Hunt
- ▶ Coffee with a Cop
- ▶ Chief for the Day
- ▶ Ride to School with the Police
- ▶ Special Olympics Torch Run
- ▶ Cast with a Cop
- ▶ Flags Project at Warrenton Cemetery with the American Legion Post 72 for Memorial Day, Labor Day, & Veteran's Day
- ▶ Shop with a Cop
- ▶ Joint Community Academy



Accreditation

On March 7, 2024, Chief Carter and select members of the Department's accreditation team appeared before the Virginia Law Enforcement Professional Standards Commission (VLEPSC) at their quarterly meeting in Chincoteague, VA. At the meeting, the Commission reviewed a report from a team of law enforcement accreditation assessors that in November 2023 assessed the Warrenton Police Department's adherence to State accreditation standards over the prior four-year term. The Commission found the WPD in compliance and awarded it a fifth consecutive accreditation award. Chief Carter was in charge of the Police Department and oversaw preparation for the assessment during the last two four-year accreditation cycles.



Awards



Corporal Shaver Officer of the Year from the Warrenton Ruritan Club



Lieutenant Pierce graduation from Leadership Fauquier



Deputy Chief Arnold graduation from FBI Academy

Larceny/Theft		116
Aggravated Assault	5	
Burglary	4	
Motor Vehicle Theft	4	
Robbery	2	
Arson	1	
Murder	0	
Rape	0	

Major Crimes

The graph here reports on the eight major crimes the Police Department reports on. We are proud that these numbers show that the Town is remaining safe and public safety is our top priority.



Highlights

Installed a new internet-based phone system at three Town building locations which ensures continuity of operations and bridged the gap between technology and daily functions.

Implemented a cybersecurity awareness training tool which significantly improved the Town's security posture.

Entered the planning stages for implementing an Enterprise Resource Planning (ERP) software package which aims to centralize data management for real-time collaboration and decision-making across Town department.

Replaced wireless infrastructure at Public Works and Water Treatment Plant, meeting the needs of staff for mobile communications which enhanced the security and reliability of essential operations.

Relocated the Town Hall Audio Visual (AV) systems to create reliable infrastructure and improved live-stream performance.

Started a security educational campaign which successfully reduced phishing attacks.

Created a monthly IT newsletter for staff featuring security awareness and training tips.

Attended many Town Talks to answer any community questions and to be engaged.

Collaborated with Fauquier County for the use of the Council Chambers at 21 Main Street for County to hold their Board of Supervisors Meetings.



INFORMATION
TECHNOLOGY



Scan the QR Code to view live streaming of Town Council Meetings and view past recordings of other public meetings!

Public Meetings
Produced



53

Online Meeting
Engagement



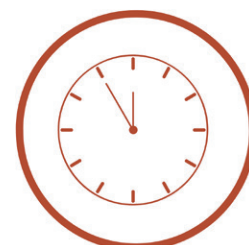
4,538 views

Help Desk
Tickets



2,218

Average Resolution
for Help Desk Tickets



40 Hours

New Business Licenses



62

Utility Accounts



5,030

Meals Tax Accounts



90

of Vendor
Invoices Paid



7,891

Highlights

Worked with the Town Manager to develop the Fiscal Year 2025 Budget. Supported budget work sessions and provided additional information to Council prior to budget adoption in June.

Implemented OpenGov budgeting software to facilitate the creation of the budget and enhance transparency.

Updated Town financial policies to ensure compliance with applicable laws and regulations, and to safeguard and properly account for public funds and other assets.

Provided Finance 101 training to educate Town staff on policies and procedures for the Finance Department.

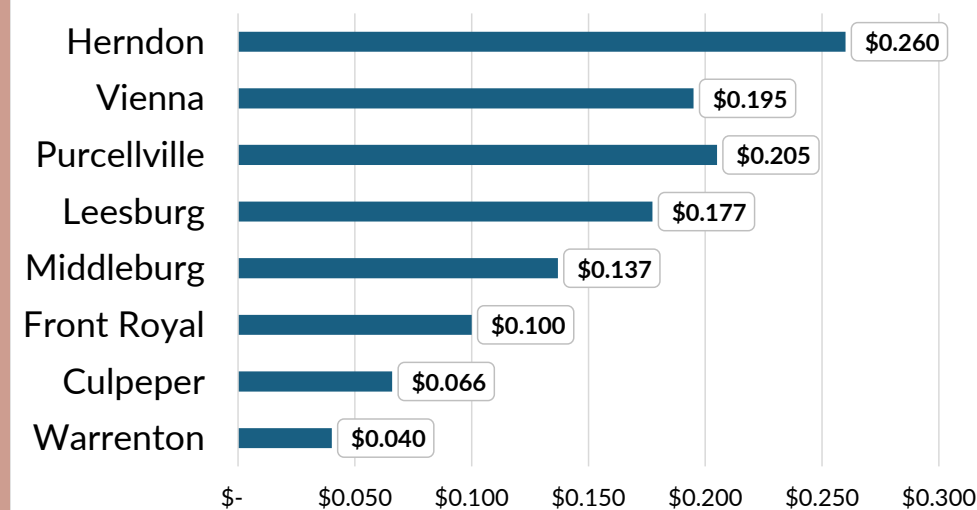
Published a Budget in Brief document that shows the highlights of the budget to make it easier for citizens to understand.

Obtained the highest opinion possible for the external audit of the Town's financial statements, required annually per Virginia Code.

All things Budget at Town Talks. Residents were able to see the impact of their choices in how to allocate the Town's funds.



Town Real Estate Tax Rate Comparison



The chart above compares real estate tax rates for our peer communities. The last time the Town's Real Estate Tax Rate was changed was in Fiscal Year 2023, when it was decreased from \$.05 to \$.0401.



The Finance Department won a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the 30th year in a row.

They won for the first time, the GFOA's Distinguished Budget Presentation Award.

FINANCE

Highlights

Conducted a Benefits Survey to employees requesting their feedback on the Town's benefit programs and offerings to ensure the Town continues to provide the best benefits programs to employees.

Implemented a Citizen Misconduct Policy to ensure employees are entitled to work under the safest conditions possible.

Initiated an internal Health Care Committee which established program guidelines and assisted in identifying the FY25 benefits program.

Assisted the Town Manager with the creation of the Town Manager Guiding Principles and Employee Culture beliefs.

Streamlined the internal recruiting processes and procedures.

Closed out of Classification and Compensation Study.



Conducted an Organizational Staffing Study Review with departments to review their internal processes and procedures as it related to hiring and retention.

Participated in community outreach events at a Job Fair Event at Kettle Run High School and Town Talks events.

Scan the QR Code to view job opportunities at the Town!



Awards

Kasey Braun and Dennis Merz completed the LEAD Program which provides local government leaders essential skills they can directly apply in their organizations to make positive change.

Chris Melmer received the 2023 Life Saving Award from the Fauquier Chamber of Commerce with recognition from Senator Mark Warner.

Employee Events

- Employee Picnic
- Employee Appreciation & Holiday Luncheon
- Manager's Training

Risk and Emergency Management Highlights

Conducted multiple staff trainings including Defensive Driving, Active Threat, Federal Emergency Management Agency (FEMA), Workers Compensation & Employee Reporting, Occupational Safety & Health Administration (OSHA), and Virginia Occupational Safety & Health (VOSH) best practices.

Communicated and tracked severe weather systems that could pose dangerous threats to daily operations and Town citizens to ensure the safety of Town employees and citizens.

Streamlined training processes and procedures for the Town's Commercial Driver's License (CDL) Academy in collaboration with Public Works and Fleet & Facilities Management. This year the Town had eight CDL graduates from the academy.

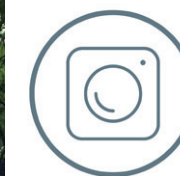
Navigated the Town through an asbestos incident at Town Hall in compliance with OSHA & VOSH workplace safety best practices.

RESOURCES



Facebook

Follow the Main, the Police Department, and the Parks and Recreation pages to stay up to date on events, programs, and projects.



Instagram

Follow the Main, the Police Department, and the Parks and Recreation pages to stay up to date on events, programs, and projects.



Website

The Town's website has all the information you need about the Town's services and more. Visit www.warrentonva.gov.



Town Crier

The quarterly newsletter provides residents information on events, programs, important dates, and more. Mailed quarterly and available on the Town's website.



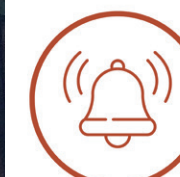
Press Releases

The Town publishes press releases on important topics and are available on the Communications Page on the Town's website.



Live Stream

The Town live streams Town Council meetings and the other public meetings are recorded for viewing after. These recordings are available on the Town's website.



Notify Me

Sign up for Town news, events, traffic alerts, and more. Sign up is available on the Town's website under Notify Me.



Public Meetings Calendar

Check out the Town's public meetings calendar on the website to stay up to date on when all public meetings are happening.



Events & Programs Calendar

Check out the Town's events and programs calendar to stay up to date on all the fun events the Town is putting on!





Town of Warrenton
P.O. Box 341
Warrenton, VA 20188-0341

PRSR STD
US POSTAGE
PAID
MANASSAS VA
PERMIT NO 100



TOWN HALL

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