

Activity Report Highlights

City of Staunton



UNIONTOWN LEGISLATION APPROVED

On March 8, Virginia Governor Youngkin signed House Bill 136 into law, allowing the City of Staunton to reduce or waive utility connection fees in certain areas. Meanwhile, the city initiated a mass rezoning of the neighborhood to the new residential district. Most of the area is currently zoned for Industrial. At the recommendation of city staff and the Planning Commission, City Council adopted the new residential district — Traditional Residential Development — tailored to meet the specific and unique needs of Uniontown, at their Feb. 8, 2024 meeting. The public meeting for Uniontown property owners was held March 13, and a public hearing before the Planning Commission is planned for April and a hearing before City Council in May.



February 2024

Dispatched Calls for Service*

Police	2,995 ↑
Fire & Rescue	337 ↓

Average Response Time month/year

Police	4'14"/4'09"
Fire & Rescue	5'09"/4'53"

*arrows indicate if calls are up or down compared to the previous month

By the Numbers

The city's horticulture crew worked on **88** trees in February.

There are **11** active commercial construction sites in the city and **51** residential.

Approx. **200** people participated in the **9** programs offered by Parks & Rec in February.

Into the Future

Heavy Trash Week(s) will be **Mar. 25 - Apr. 5**.

Shop & Dine Out in Downtown begins **Apr. 5**

15th Annual (and final) Sgt. Tom Lerner 5K, **7:30 a.m., May 11**. Register online at runsignup.com



FLOOD SENSORS TALK TO NOAA

When the city announced its flood awareness site, www.staunton.va.us/floodawareness, and the location of flood sensors installed around the City of Staunton, WHSV's meteorologist Aubrey Urbanowicz reached out to city staff. She was able to get staff in contact with the National Weather Service so that the city's data could be shared. Thanks for the city's IT Department, data from the flood sensors is now being transmitted to the National Weather Service and NOAA. This provides them additional real-time data for their analysis of storm events.

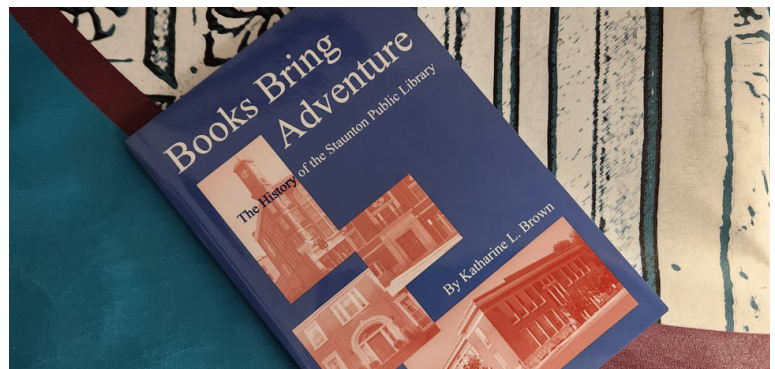


LEWIS ST. HUB RENOVATION

At City Council's February 22, 2024 meeting, representatives from BRITE bus detailed the renovation of, and temporary relocation of the Lewis St. Hub. Starting with construction, set to begin soon, the temporary location of the Hub will be along the diagonal parking spots on N. Augusta St., across from Academy St. The Hub will be set up with barricades to prevent pedestrians from entering the space and to ensure safe passage for both busses and passengers. Once construction of the Lewis St. Hub is complete, passengers will have a safer zone for waiting and loading and unloading the buses.

THE LIBRARY'S OWN LIBRARY BOOK

Did you know that the Library has its own library book? In celebration of the 125th anniversary of the Library, Katharine L. Brown wrote *Books Bring Adventure: This story of the Staunton Public Library*, which was published by the local publisher, Lot's Wife. The book features the full history of the Staunton Public Library as well as including images and advertisements from the past.



Notes from the City Manager

Citizens may remember that last fall the city sent out a survey regarding trash modernization. With both the Public Works Director and Superintendent of Refuse positions open, the plan to modernize the system is on hold. To refresh memories, \$850,000 in American Rescue Plan Act funds were allocated by Staunton City Council to modernize (and standardize) the way the city picks up trash. Each household will be given a city-owned trash bin. Existing trash trucks will be retrofitted with mechanical tippers and a new software program

will be utilized to optimize routes and services. The city will also update its refuse policies, which will be in alignment with the new collection system and will address many of the questions and concerns shared by those citizens who filled out the survey. The transition to this system will no longer occur on July 1, as previously mentioned. The city is now looking at a fall date for transitioning.



February 2024 Activity Report

Community Development

Key Construction Project Updates

Arcadia Building

Renovations continue to the 24,960 square foot former Arcadia Building located at 119 East Beverley St. to create 23 apartments and one commercial space. Footer and underslab inspections are complete and contractors are awaiting framing inspections.

Dixie Theatre Building

Building permit has been issued for the former Dixie Theatre building to renovate and update the space.

Dunkin Donuts

Final demolition is complete, a building permit has been issued, and footer inspections are currently being scheduled for new construction of a 1,770 square foot building to house Dunkin Dounts at 704 Greenville Ave., replacing the former Wendy's. *Picture below.*



Firestone Complete Auto Care Center

Rough-in inspections are being scheduled for the new construction at 1012 Richmond Ave. to create a new Firestone Complete Auto Care Center. *Picture beow.*



1 Barristers Row

A building permit has been issued for interior renovations to the former offices at 1 Barristers Row to create seven short-term dwelling units.

Middlebrook Trace

Framing and rough-in inspections are being scheduled for two three-story apartment buildings each consisting of 41 units with a total of 82 new apartments located at 601 Moore St. *Picture below.*



Holy Cross Presbyterian Church

Framing and rough-in inspections are currently being scheduled for the former restaurant and night club located at 216 Frontier Dr. As seen in the picture below, an addition to create a sanctuary space for Holy Cross Presbyterian Church was added to the existing building.



YMCA Activity Center

Construction is complete and a certificate of occupancy has been issued for the new Staunton Augusta YMCA activity center at 575 New Hope Rd.

Walmart

Interior renovations to the original offices, breakroom, bathrooms and to an exterior pick-up addition area to the building located at 1028C Richmond Ave. continue. Rough-in inspections are currently being scheduled. *Picture below.*



4 Silver Creek Drive

A building permit has been issued for the foundation of an office and six storage buildings and footer inspections have been scheduled for the office building.

Staunton Apartments II

Construction of the apartment complex located at 1013 Seth Dr., consisting of eight buildings housing 72 units, continues. A certificate of occupancy has been issued for building 100 and footer inspections are complete for building 200. Framing and rough-in inspections are currently being scheduled for building 300. *Picture below.*



Staunton Steam – Phase #1

A temporary certificate of occupancy has been issued for the Old Staunton Steam Laundry Building at 704 Hall St. The Laundry Building is two stories with 29,298 gross square feet that will become mixed occupancy to include 28 apartments and future retail or restaurant space. Final inspections are currently being scheduled for the Armory Building which will become 20 apartments.

Reports

Site Plans

The following are newly approved site plans:

- 1031 Richmond Ave — WAWA
- 2040 W Beverley Street — J & DR Courts Facility
- 300 Grubert Avenue — Shelburne Middle School Performing Arts addition

Environmental Inspections Report

The Environmental Programs Division of Community Development completed erosion and sediment control inspections on residential and commercial construction sites throughout the city as follows:

- Residential Construction – 51 active sites with 98 inspections in February
- Commercial Construction – 11 active sites with 21 inspections in February

Planning Commission

At the Planning Commission's Feb. 15 meeting, the Commission unanimously recommended adoption of the city's Capital Improvement Plan 2025-2029 after conducting a public hearing. The Commission also discussed with staff a potential process to begin the update of the Comprehensive Plan and to draft the scope of work.

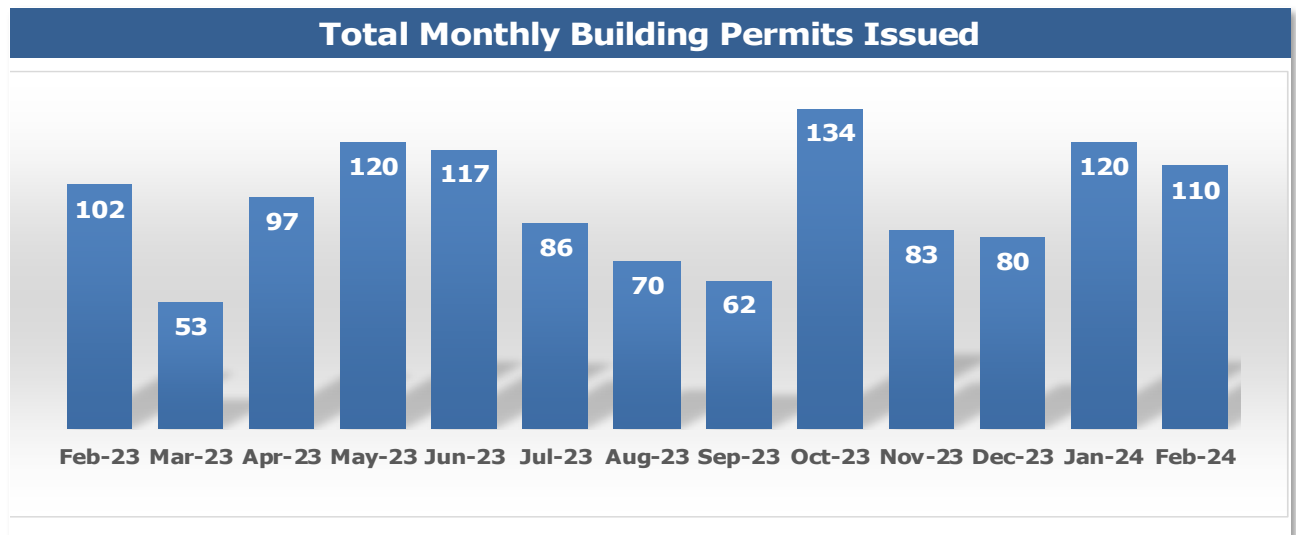
Housing and Grants Coordination

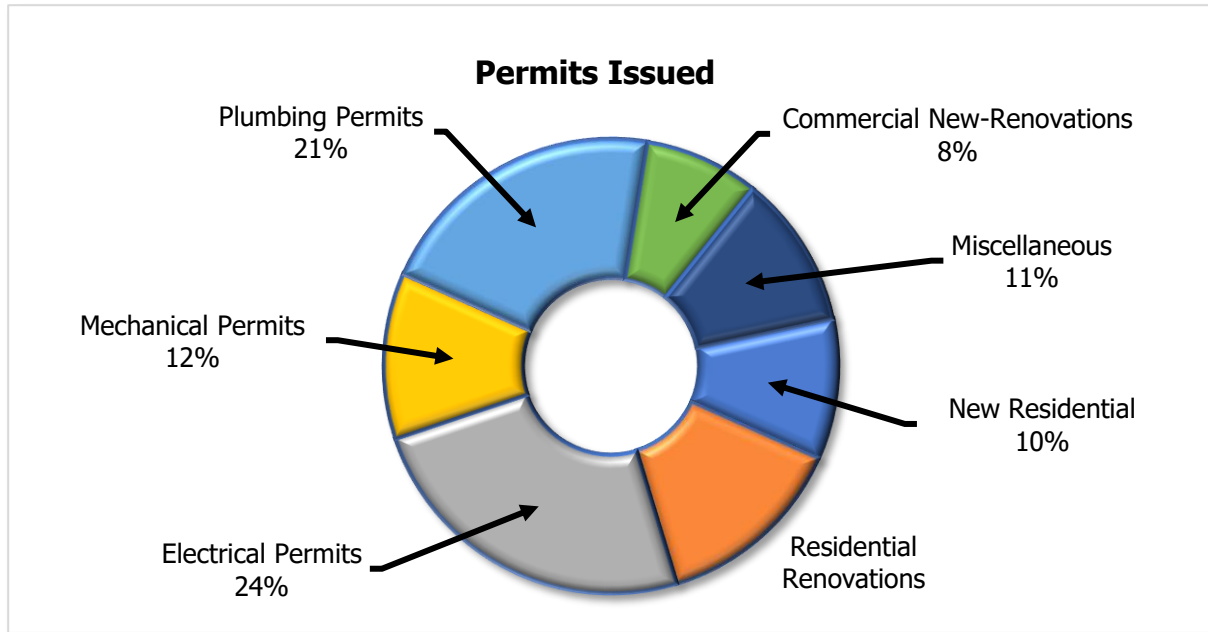
City staff have been participating on the leadership team of the Central Shenandoah Regional Housing Study for the past nine months. The most recent meeting of the leadership team was in February. The study which is being conducted by the Central Shenandoah Planning District Commission covers the 21 jurisdictions in their region, including the City of Staunton. City staff, local housing organizations, and other

stakeholders have had several opportunities to review research and data, and craft strategies to help with the housing challenges that face the city. The Regional Housing Study is scheduled be completed in the summer of 2024. The information in the study will be extremely useful to city staff and local housing providers as they move forward in creating affordable and workforce housing opportunities.

Building Construction and Related Activity

Permits Issued	Feb-24	Feb-23	# Chg	% Chg
New Residential	11	7	4	57.1%
Residential Renovations	15	11	4	36.4%
Electrical Permits	27	29	-2	-6.9%
Mechanical Permits	13	15	-2	-13.3%
Plumbing Permits	23	18	5	27.8%
Commercial New-Renovations	9	11	-2	-18.2%
Miscellaneous	12	11	1	9.1%
Total	110	102	8	7.8%



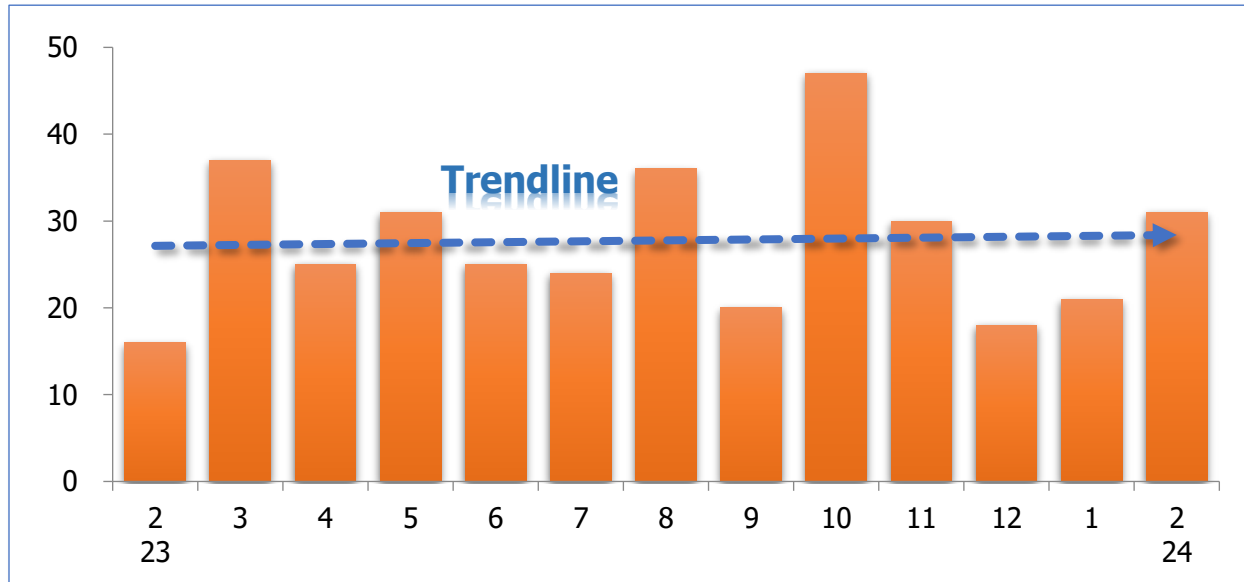


Permit Fees Collected	Feb-24	Feb-23	# Chg	% Chg
New Residential	\$4,925	\$3,250	\$1,676	51.6%
Residential Renovations	\$1,163	\$2,668	-\$1,505	-56.4%
Electrical Permits	\$2,321	\$3,594	-\$1,273	-35.4%
Mechanical Permits	\$1,107	\$1,862	-\$755	-40.5%
Plumbing Permits	\$1,969	\$1,632	\$337	20.6%
Commercial New-Renovations	\$714	\$4,678	-\$3,964	-84.7%
Miscellaneous	\$50	\$222	-\$172	-77.5%
Total	\$12,248	\$17,905	-\$5,657	-31.6%

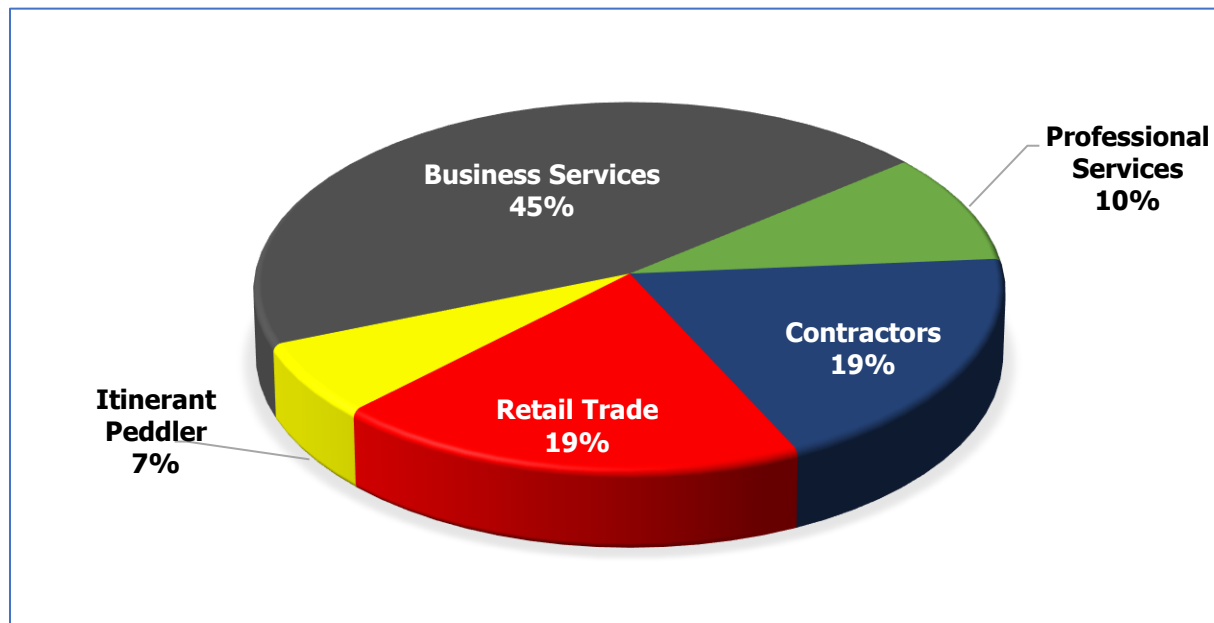
Economic Development

Business License Activity

During the month of February, the Commissioner of Revenue's Office issued 31 new business licenses compared to 21 the previous month, representing a 47.6% increase. This month a year ago, only 16 business licenses were issued. The following bar chart provides a monthly comparison for the total number of new business licenses issued for the past year.



As seen in the following pie chart, the services sector accounted for nearly three quarters of the total new licenses issued in February.



Finance

- The department issued 7,256 utility bills and general bills totaling \$1,084,237 during February.
- Collection activities in February resulted in the recovery of \$1,986 in delinquent utility invoices.

- The Utility Payment Office processed 3,075 receipts in the amount of \$608,905 during February.
- The department processed 470 City and 250 School accounts payable checks totaling \$2,913,468. 850 City and 573 Schools payroll-related advices totaling \$3,826,647; and 27 ACH debit/wire transactions totaling \$2,823,004 during February.
- As a result of an invitation-for-bid, the department assisted the Environmental Programs Division in awarding a contract to Environmental Quality Resources LLC for the Gypsy Hill Park Stream Restoration Project and assisted the Public Works Department in awarding a contract to B&S Contracting Inc. for the city's annual paving projects.
- The department assisted the Parks and Recreation Department in posting a bid for Gypsy Hill Park Restroom Improvements.
- The FY2025-2029 Capital Improvement Plan was approved by the Planning Commission after holding a public hearing on Feb. 15. The plan was introduced to City Council on Feb. 22.

Fire & Rescue

- Staunton Fire and Rescue responded to 337 incidents in February, totaling 714 emergency incident responses for 2024. The average response time for February was 5 minutes and 09 seconds. The average response time for 2024 is 4 minutes and 53 seconds.
 - Fire Station No. 1 responded to 226 incidents in February.
 - Fire Station No. 2 responded to 111 incidents in February.
- Staff received over 508 hours of training in February. Personnel totaled 908 training hours for 2024, averaging 14 hours per person every month.
- Staff conducted 52 business fire safety inspections and 40 re-inspections in February, making the total for 2024, 130 business fire safety inspections and 90 re-inspections.
- Staff conducted 15 public education visits in February, totaling 28 public education visits for 2024.

Human Resources

Employee Actions

The following employee actions were processed:

Terminated:

Full Time—2

Part Time/Seasonal—2

Hired:

Full Time—2

Part Time—4

Retired—1

Activities

Human Resources staff members took part in the following activities in February:

Recruitment:

- Initiated recruitment for the following positions:
 - Executive Director – Staunton Downtown Development Association
 - Horticultural Intern – Susan Blackley Horticulture Internship
 - City Assessor
 - Pretrial Officer Position – Blue Ridge Court Services
 - Sanitation Worker
 - Library Assistant I – Circulation Assistant
 - Superintendent – Facilities Services and Refuse
 - Lifeguards – 2024
 - Referees/Umpires – Parks & Recreation
- Continued recruitment for the following positions:
 - Equipment Operator I – Public Works Utilities
 - Police Officer – Certified
 - Equipment Operator II – Public Works Utilities
 - Equipment Operator II – Public Works Streets

Orientations:

- Conducted orientations for two full-time employees.

Other:

- Hosted the Sentara Mobile Mammography van, 19 employees participated.

Information Technology

Information Technology staff took part in the following activities in February:

- Completed several updates to Munis, as well as projects to move fleet maintenance to Munis and JD Power integration for vehicle assessments.
- Data from the city's flood sensors is now being transmitted to the National Weather Service and NOAA. This provides them additional real-time data for their analysis of storm events.
- Continued work on building security projects including several camera upgrades to the city courthouse and design for access control in the Library and City Hall. Upgrades should start in April at the Library.

Library

- Throughout February, the library hosted a Black History Month reading challenge for patrons and encouraged readers to pick up books by Black authors on the topics of speculative fiction/horror, events and figures in Black History, humor and romance.
- Technology Services librarian Carrie Whitlock coordinated the installation of a new hearing loop at the reference desk with the assistance of IT and a patron volunteer. A hearing loop works with some hearing aids to help amplify only the voice of a speaker in conversation with the hearing aid wearer rather than all ambient noise present. Once the wired connections are better secured on two other hearing loop devices, they will also be installed at the first and ground floor check-out desks to ensure that hard of hearing patrons with compatible aids will be able to better communicate with library staff.
- To celebrate the Backyard Bird Count, the Augusta Bird Club held a talk about how the count works and the kinds of birds that can be seen year-round in local backyards. Virginia Greene, a local nature illustrator and a former resident artist at the Cornell University Ornithology Lab, also presented a workshop on illustrating birds. More than 30 people attended.
- Public Services Librarian Ali McCue was interviewed alongside Virginia Festival of the Book director, Kalela Williams and was featured in a video for the Virginia Foundation for the Humanities about the impact of the festival and library programming.
- Staff utilized State Aid funding to replace the obsolete microfilm reader with a new model with higher resolution. The microfilm reader is used frequently to access dozens of reels of historical *News Leader* papers and other documents.
- Repairs began on the exterior stair railings located at the library's main entrance. The middle railing had deteriorated to the point that a hole had formed at its base: it was



removed, repaired, and reinstalled. A side railing has also been removed for repair and is awaiting reinstallation.

- The Youth Services team hosted a range of engaging programs for children and teens:
 - Puzzle-palooza
 - *Baby-Sitters Club* week
 - Anime Club
 - Homeschool Hour
 - Valentine's Day crafts



Monthly Statistical Report: February 2024

CIRCULATION	Month	YTD		SERVICES	Month	YTD
Adult	10,164	81,196		ILLs Borrowed	7	106
Young Adult (YA)	906	6,020		ILLs Lent	0	0
Juvenile	7,414	54,587		Proctoring/Book-a-Librarians	4	47
Digital	5,169	39,557				
Total Circulation	23,653	181,360		PROGRAMS		
Talking Book Center (TBC) Circulation	1,318	9,929		Adult	14	91
				Attendance	256	1,403
Items Checked In	19,717	159,984		YA	4	57
				Attendance	407	5,463
Outgoing to VLC Libraries	2,090	15,945		Juvenile	43	306
Incoming from VLC Libraries	1,697	13,946		Attendance	1,763	11,913
Total Holds Filled	5,024	40,836				
				PEOPLE		
Added to Collection	848	7,100		Library Visits	13,133	101,951
Withdrawn from Collection	112	10,219		Curbside Visits	68	684
				Computer Users	687	5,439
Database Use/Sessions	4510	14,914		Juvenile Computer Users	1,323	5,867
				Meetings Held	4	26
				Volunteer Hours	93	1056.75
				New Card Registrations	146	1253
				Total Registered Cards		17,352

Parks & Recreation

Horticulture

Horticulture completed the following tasks:

- Planting projects:
 - Replaced 30 perennials and eight shrubs on Central Avenue.
 - Replaced one Black-haw viburnum at Staunton Crossing.
- Tree Work:
 - Pruned 72 trees in Gypsy Hill Park and 18 along Richmond Rd.

Maintenance

Park Maintenance completed the following:

- Park maintenance poured concrete pads for bleachers at the t-ball field located in Gypsy Hill Park.
- Two staff members are attending CDL training at Blue Ridge Community College.

Community Outreach

Staff engaged in the following community outreach activities

- Annual Gypsy Hill Yard Sale was a tremendous success, with over 100 vendors participating.
- Staff attended Virginia Adventure Education Conference.
- McSwain and Ware Elementary afterschool programs are at full capacity, Bessie Weller currently has 35 participants enrolled.
- Following programs were offered this month:
 - Morning Warmups, 17 participants
 - Handprints, 10 children
 - Explorers Club, 18 children
 - Toddler Open Gym, average of 30-40 children each Wednesday
 - Girls Night Out, 8
 - Smart Cookies, this event was cancelled due to low registration numbers
 - Egg-citing wreath making, 6
 - Winter sowing, 12
 - Puppy preschool, this event was cancelled due to low registration numbers

Police

- All regularly scheduled policy reviews and revisions were completed during the month; the accreditation on-site assessment was completed March 14.
- The Police Department's E-911 Center handled a total of 3,802 telephone calls during the month, including 1,065 9-1-1 calls.
- Police personnel responded to 2,995 incidents during the month, including 1,280 citizen calls for service, 1,040 officer initiated activities, 192 administrative calls, and 483 directed patrols.

- The average response time for police emergency calls for service during the month was 4 minutes and 14 seconds; it is 4 minutes and 9 seconds for the year.

Public Works

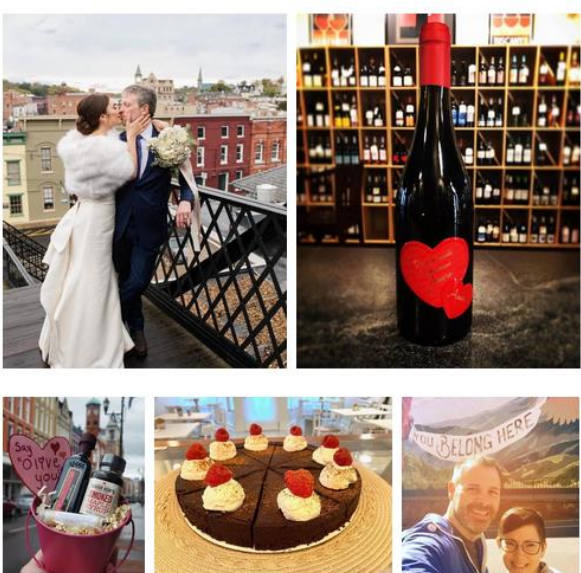
- The Utility Office established 26 new owner accounts, 19 new rental residential accounts, and two commercial accounts.
- The Public Works Utility Office collected \$42,635 in payments.
- Utility crews repaired two water main breaks, one water valve, one water service, and nine water meters. The crew responded to four sewer main blockages and 14 sewer lateral blockages. The crew completed two sewer lateral repairs.
- The Facilities Department replaced two light poles; one on Johnson and Augusta and the other on Johnson and New. Also repaired a water break at City Hall and shampooed the carpets on 1st and 2nd floors of City Hall.
- The Streets Department finished up litter clean up and started cutting brush. Started black topping utility cuts. Started doing concrete cuts.

Tourism

Activities

The Tourism Department staff took part in the following promotional, networking, or administrative activities in February:

- February promotions included Love Blooms in the Queen City, A Journey Through Black History and Culture, How to Celebrate President's Day, and Staunton's Murals & Outdoor Art.
- Style Blueprint writer published Things to do in Staunton, VA article.
- DEQ Tanks Conference was in town Feb. 27th – 29th.
- Jessica has been invited to be a Digital Marketing Program Advisory Member with Shenandoah University for the 2024 – 2025 academic year.



Love Blooms In The Queen City: A Romantic Guide To Valentine's Day in Staunton

Looking for something to do this Valentine's Day? Whether you're happily coupled, single and looking for love, or just interested in spending time with your besties, we have the event for you. Unwind and reconnect with events, desserts, and cozy rooms in charming, historic, romantic Staunton.

Get Struck By Cupid's Arrow

Public Relations

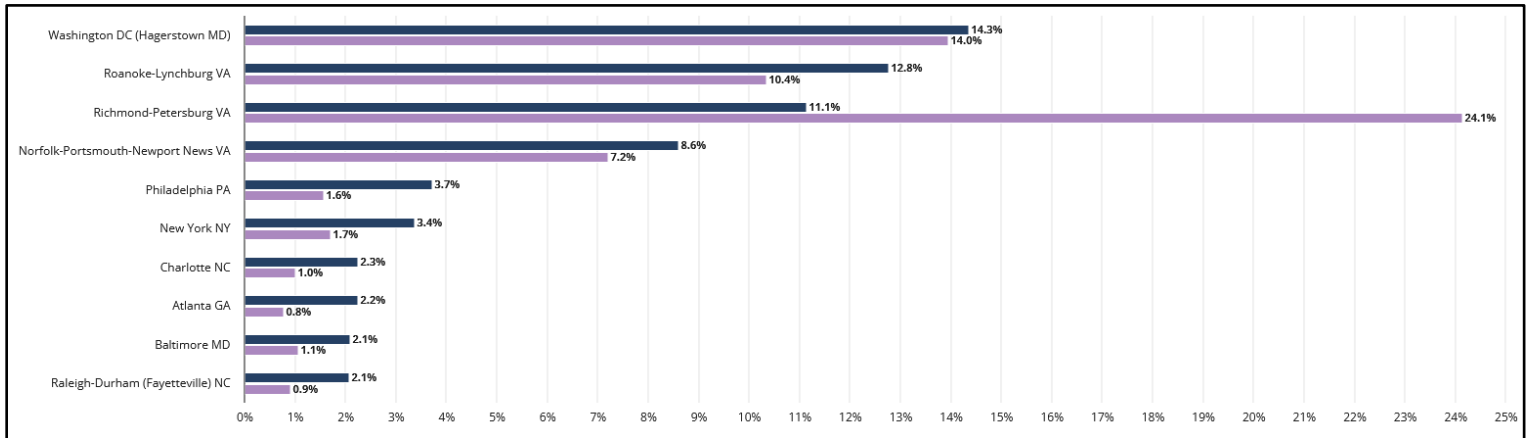
The following is a list of newspapers, websites, magazines, and television stations that published articles about Staunton:

Date	Headline	Source	Reach
Feb. 12	<u>A Legacy of Hospitality: 100 Years of Memories in Staunton Virginia</u>	Associated Press	43,272,736
Feb. 29	<u>These Small Towns in the Mid-Atlantic Have the Best Historic Districts</u>	World Atlas	5,133,887
Feb. 29	<u>11 Offbeat Towns to Visit in Virginia</u>	World Atlas	5,133,887
Feb. 21	<u>13 Best Small Towns to Retire in Virginia in 2024</u>	World Atlas	5,133,887
Feb. 15	<u>12 Must-See Historic Towns in Virginia</u>	World Atlas	5,133,887
Feb. 29	<u>5 Best Cities to Retire on a Budget of \$1800 a Month</u>	Insider Monkey	3,663,932
Feb. 29	<u>5 Best Mountain Towns for Retirement</u>	Insider Monkey	3,663,932
Feb. 23	<u>Feel Good Friday: Cassius Goes All Mean Girls on Caesar</u>	Playbill	1,621,645
Feb. 03	<u>43 Harry Potter Fan Vacation Ideas in the US: Harry Potter-themed Sights, Activities, Tours, and More</u>	Mommy Poppins	1,438,750
Feb. 29	<u>Valley Women's Weekend happening March 8-9</u>	WHSV-TV	558,308
Feb. 19	<u>Remembering former President Woodrow Wilson, 100 years after his death</u>	WHSV-TV	558,308
Feb. 05	<u>President Woodrow Wilson: 100 years since the death of America's leader through World War I</u>	Augusta Free Press	300,442
Feb. 28	<u>Staunton to Ivy: Virginia's only scenic railway carries passengers through view of Shenandoah Valley</u>	Augusta Free Press	247,245
Feb. 26	<u>Staunton to host two Virginia Festival of the Book preview events in March</u>	Augusta Free Press	247,245
Feb. 20	<u>American Shakespeare Center announces departure of Artistic Director Brandon Carter</u>	News Leader	98,397
Feb. 05	<u>Staunton new restaurant Bijou is a cozy space for soups, salads and desserts</u>	News Leader	86,212
Feb. 20	<u>Artistic Director Brandon Carter to Leave American Shakespeare Center</u>	American Theatre	56,176
Feb. 22	<u>The Best Winter Getaways in Virginia (3 Hours or Less From DC!)</u>	C'est Bien	13,796
			76,362,672

Website Visitation

Website Traffic		
February 2023	February 2024	% Change
41,093 visitors	31,301 visitors	-23.82%
171 visitor's guide requests	169 visitor's guide requests	-1.2%

Top 10 Origin Markets and Visitor Spending



Smith Travel Research (STR) Hotel Occupancy Report

Occupancy	2023												2024	Year to Date		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	2022	2023	2024
This Year	40.6	45.8	54.1	60.9	65.8	65.6	61.0	60.9	60.8	67.4	53.5	40.1	35.2	39.7	40.6	35.2
Last Year	39.7	42.9	51.3	63.8	64.4	65.0	65.0	64.2	67.3	71.7	58.1	47.2	40.6	26.0	39.7	40.6
% Change	2.4	6.8	5.3	-4.5	2.2	1.0	-6.1	-5.0	-9.7	-6.1	-7.9	-15.0	-13.3	52.5	2.4	-13.3

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Office on Youth

Crime Control Programs

- Twenty youth received detention alternative services.

Parenting Programs

- Ten adults participated in First 5 Years program.
- Twenty adults participated in Parenting and Divorce co-parenting program.
- Five adults participated in The Parent Project program.

- Eleven adults participated in Loving Solutions program.
- Ten adults participated in Active Parenting program.

Community in Motion Program

- Outreach Coordinator attended a Federal Grant Funding Webinar Feb. 22.

Check and Connect – Truancy Prevention

- Participants include 75 students from 11 area middle and high schools. There were 10 students from Staunton High School and 13 from Shelburne Middle School.

Personal Responsibility Education Programs (PREP)

- 314 students participated in PREP education programs. There were 82 9th-grade and 58 10th-grade students from Staunton High School.

Community and Trainings

- Director participated in *The Fentanyl Crisis in America* hosted by Virginia Foundation for Healthy Youth February 7.
- Director participated in *Reaching Teens on Their Terms: Tailoring & Targeting Health Communications* hosted by Virginia Foundation for Healthy Youth February 14.
- Division Supervisor and Outreach Coordinator participated in *Youth Mental Health First Aid* training presented by Valley Community Service Board February 29.

Staunton Downtown Development Association¹

- An open house for the SPACE's newest exhibit, Newtown Kids, was held on Saturday, Feb. 24. In attendance was founder Jennifer Vickers and former "kids." The exhibit was made possible by the Shenandoah Valley Black Heritage Programs, the SDDA, and the Jerome L. Greene Foundation, as recommended by Karen Brooks Hopkins. Filmmaker David "Angel" Verde partnered with SVBHP and the SDDA for an exhibit on 1990s youth program honoring Black History Month. From 1990 to 1995, local children took part in organized art projects, camping trips, fencing matches, community elder meetings, and even neighborhood trash cleanups. It was all through a program called Newtown Kids, the vision of Staunton native, Jennifer Vickers. Daughter of the late Rosa Lee and Timmie Vickers Sr., Jennifer came from a legacy of active community engagement. She became involved with the Staunton Community Involvement Awareness (C.I.A.), a grassroots effort whose initial focus was to address

¹ The Staunton Downtown Development Association (SDDA) is an independent, non-profit corporation, separate from the City of Staunton. Pursuant to the Staunton City Code and a contract with the city, SDDA provides facilities and services funded by the City in the City's downtown service district. SDDA furnishes information to the City Manager's Office for inclusion in this Activity Report to update the city in the performance of its obligations.

the “blight” in the Johnson Street neighborhood. Through her involvement with C.I.A., Jennifer saw a need to provide structure in the lives of neighborhood children. Youth from all over town participated before Newtown Kids was disbanded in 1995. The exhibit will be open through April 12 and can be seen from the windows on the New Street side of The Space.



- SDDA staff and Board members met with Ellie Dudding-McFadden with VA Main Street for an accreditation meeting. SDDA met all expectations and has received accreditation for another year. Ms. Dudding-McFadden was very impressed with the stand-out performance of the staff and the continued development of events and programs that create an inclusive environment. She expressed how Staunton has been a model for other VA Main Streets.