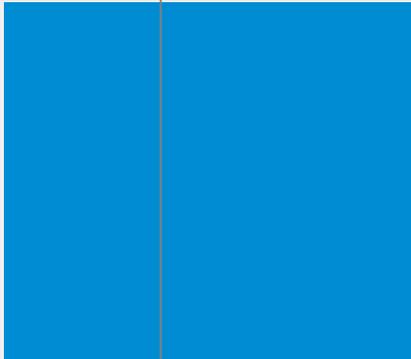
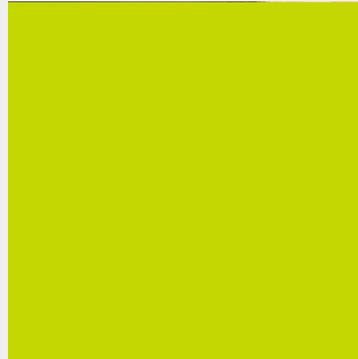




Annual Progress Report 2024

This report highlights Emporia's progress in building a thriving, connected, and inclusive community. It reflects our commitment to growth, innovation, and improving the quality of life for all residents.



Explore More



From the Desk of the City Manager

Dear Emporia Residents,

Reflecting on the past year, I am filled with pride and gratitude for all we have accomplished together. 2024 was a year of progress, resilience, and growth for the City of Emporia. Each department has made remarkable strides, contributing to a stronger community, improved services, and a brighter future for our residents.

Our collective achievements span from enhancing infrastructure through critical upgrades and maintenance to ensuring the safety and health of our community with innovative public safety and utility initiatives. Our unwavering commitment to safety is a testament to our dedication to your well-being.

Looking ahead to 2025, we remain steadfast in our vision of building a resilient, inclusive, and thriving Emporia. This vision is not just a goal, but a promise of a better future for all of us. We are committed to investing in our infrastructure, expanding opportunities for economic development, and ensuring that all residents have access to safe, clean, and reliable public services.

I want to express my sincere appreciation to our employees for their hard work and dedication. Your unwavering commitment to excellence has been instrumental in achieving these milestones and exemplifies the true spirit of public service. To the residents of Emporia, I extend my heartfelt thanks for your trust, support, and partnership. It is your collaboration that has made these achievements possible. Together, we have laid the foundation for a prosperous future.

As we embark on a new year, let us continue to work together to achieve our shared goals and aspirations. With your support and the dedication of our exceptional team, 2025 will be another banner year for the City of Emporia.

With gratitude and best regards,



William E. Johnson, III, City Manager



City Council

Emporia City Council

Carolyn Carey, Mayor-At Large

Clifton Threat, Council President, District 1

Carol Mercer, District 2

James C. Saunders, District 3

Mark S Lilly, District 4

Doris T. White, District 5

L. Dale Temple, District 6

Yolanda Hines, District 7

City Clerk

Tessie Wilkins

Constitutional Officers

Commissioner of Revenue

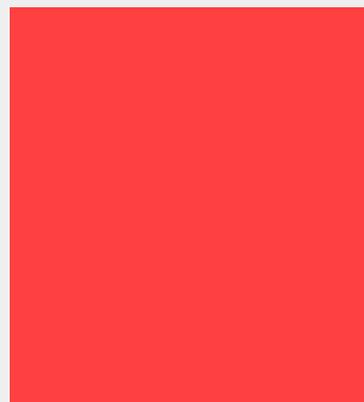
Joyce Prince

City Treasurer

Karen Taylor

Sheriff

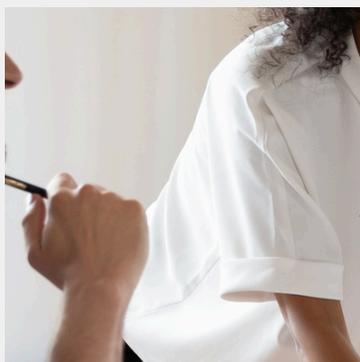
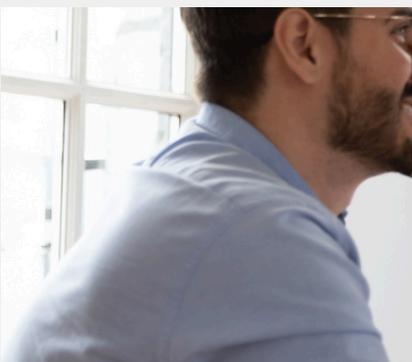
D. Keith Prince, Jr.



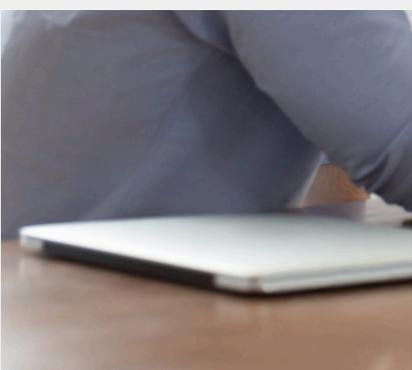
Overview

The City of Emporia achieved remarkable progress in 2024 through collaboration, innovation, and dedication across departments. This annual report highlights the key accomplishments that have strengthened our City's infrastructure, enhanced public safety, and improved quality of life for our community.

Progress & Growth



Nurture
Innovation
Culture



Safety &
Well-Being



Information Technology

The Information Technology Department experienced a transformative year, spearheading innovative projects to modernize and secure the city's technology solutions. Their dedication has laid the groundwork for sustained technological advancement.

Major Achievements

Edmunds GovTech ERP Implementation

- **Project Overview:** Initiated discussions to replace the outdated BAT Bright system with Edmunds GovTech software.
- **Future Impact:** Implementation is underway and scheduled to be fully operational by September 2025, promising enhanced operational efficiency.

GIS System Enhancements

- **Collaboration:** Maintained an effective partnership with Civic Vanguard to optimize the City's GIS system.
- **Impact:** Delivered accurate, real-time data to staff and stakeholders, improving decision-making.

CivicPlus Website Maintenance

- **Upgrades:** Enhanced the CivicPlus website to ensure a modern, user-friendly experience for residents.
- **Outcome:** Strengthened the City's online presence as a valuable resource for community engagement.

Microsoft 365 Advancements

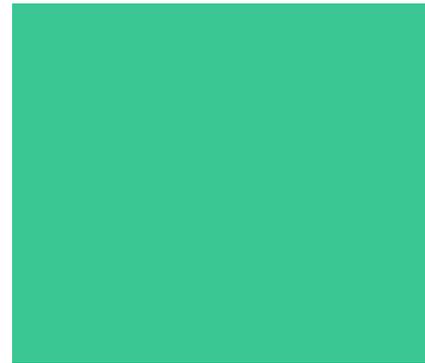
- **Improvements:** Monitored and applied security enhancements and productivity updates in Office products.
- **Benefit:** Increased staff efficiency and ensured a secure technology environment.

Network and Equipment Monitoring

- **Overview:** Upgraded network equipment, security systems, and office tools to ensure reliability.
- **Outcome:** Improved technological infrastructure and protection against cyber threats.

The IT Department is committed to driving technological excellence, focusing on system upgrades, cybersecurity, and innovative solutions to serve the City effectively.





Water Plant

The Water Plant Department achieved remarkable progress over the past fiscal year, fulfilling its mission to ensure safe, reliable, and high-quality drinking water for the City. The department's dedication to excellence is reflected in its accomplishments, which have contributed to the well-being of our community and the efficiency of operations.

Major Achievements

Coordinated Emergency Response During the South Hill Fire Incident

- Collaboration: Partnered with GCWSA to maintain a consistent and safe drinking water supply for the City during the South Hill Fire Incident.
- Impact: Demonstrated the department's ability to respond effectively during emergencies, ensuring the community's needs were met without interruption.

Ensured Safe and Clean Drinking Water

- Commitment to Quality: Consistently provided water that met or exceeded all safety and quality standards.
- Public Confidence: Strengthened trust in the City's water supply through rigorous testing and adherence to regulatory requirements.

Expanded Team Expertise

- Professional Growth: Supported professional development by fostering a learning and skill-enhancement culture.



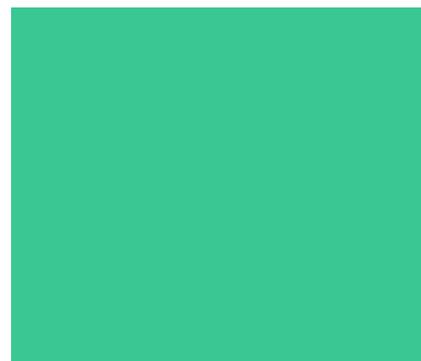
Certification Milestone Achieved

- **Class II Water Operator License:** One team member earned their Class II Water Operator License, reflecting the department's commitment to professional advancement.
- **Enhanced Operations:** This milestone further strengthens the team's technical expertise and operational efficiency.

Resolved Disinfection Byproduct Issues

- **Improvements Made:** Successfully addressed the City's Disinfection Byproducts (TTHM/HAA5) issues, ensuring compliance with health and safety standards.
- **Community Impact:** Delivered safer water and bolstered public confidence in the City's ability to manage complex water quality challenges.

The past fiscal year has been a testament to the Water Plant Department's commitment to excellence and innovation. From emergency response to professional development and resolving critical water quality issues, the team has consistently risen to challenges with determination and expertise. The department is poised to continue its mission of delivering safe, clean water while pursuing initiatives that enhance service delivery and community trust. Together, we are building a resilient and sustainable future for our City.



Building

In 2024, the Building Department demonstrated its dedication to modernizing processes and supporting economic growth. The team's achievements reflect a commitment to fostering development and maintaining efficient operations.

Major Achievements

Updated Fee Schedule

- **Modernization:** Revised and streamlined the building ordinance and fee schedule to reflect current standards.
- **Impact:** Improved transparency and efficiency for permitting processes.

New Developments

- **Achievements:** Reviewed, permitted, and inspected all trades for a new restaurant and a gas station/convenience store within record time.
- **Community Growth:** Facilitated timely completion of projects that add value to the local economy.

Team Expansion

- **Skill Development:** Enhanced the department's capacity to manage permitting processes efficiently.

Permit Processing

- **Volume:** Processed approximately 240 permits, adding \$5.2 million in community value.
- **Outcome:** Demonstrated the department's ability to handle high workloads effectively.

The Building Department remains focused on efficiency, fostering development, and supporting Emporia's growing infrastructure needs. The department continues to be vital to the City's success by embracing modernization and encouraging team growth.

Public Works

This year, the Public Works Department made tremendous strides, delivering essential services to support infrastructure development, waste management, and community well-being. Their achievements reflect a dedication to improving the quality of life for residents and ensuring a sustainable future.

Major Achievements

Street Division

- Completed the wall and sidewalk project on Center Street.
- Replaced storm drainpipes on Ingleside Avenue and Purdy Road.
- Removed and cleared trees and stumps from the Meherrin River Park.
- Cleared trees along Route 58 for Rosie's Gaming Emporium.

Sanitation Division

- Upgraded fleet equipment, including a new residential truck and a recycle trailer.
- Cross-trained crew members to improve efficiency and job flexibility.
- Implemented a bulk waste charge for large loads exceeding a standard truck bed size.
- Replaced old dumpsters throughout the City with brand-new ones.

Ground Maintenance Division

- Maintained tree lines in ditches to ensure proper drainage.
- Mulched key areas around the City to enhance aesthetics and safety.
- Controlled mosquito reproduction to improve public health.

Fleet Division

- Expanded capabilities to handle maintenance on large equipment.
- Installed larger lifts to improve efficiency and safety during vehicle repairs.
- The Public Works Department's accomplishments demonstrate their commitment to maintaining vital city infrastructure and ensuring a cleaner, healthier environment for residents. Looking forward, the department will continue to enhance services and invest in innovative solutions to meet the growing needs of our community.



Utilities

The Utility Department excelled in addressing critical infrastructure needs while prioritizing community support and sustainability. Their accomplishments reflect a commitment to improving the City's utility services.

Major Achievements

Lead and Copper Inventory Completion

- Success: Completed inventory ahead of the October deadline.
- Impact: Ensured compliance with regulatory requirements and enhanced public health.

Sanitary Sewer Evaluation

- Progress: Reached 60% completion and identified cost-saving opportunities for pipe repairs.
- Efficiency: Leveraged technology to optimize evaluation and repair processes.

Community Support

- Contribution: Installed water and sewer lines for a Habitat for Humanity project.
- Outcome: Provided essential infrastructure for community housing initiatives.

Technology Integration

- Advancements: Introduced field computers to streamline leak detection and work orders.

Results: Reduced water complaints and improved service efficiency.



Wastewater

The Wastewater Department achieved substantial progress in 2024, implementing critical infrastructure improvements and operational efficiencies. Their accomplishments reflect the department's dedication to safeguarding the City's wastewater systems and ensuring environmental sustainability.

Major Achievements

Emergency Bypass Pump Acquisition

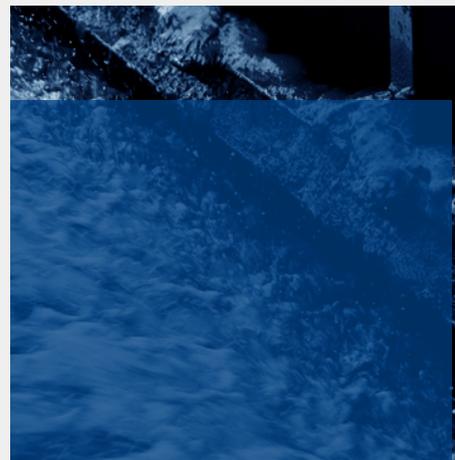
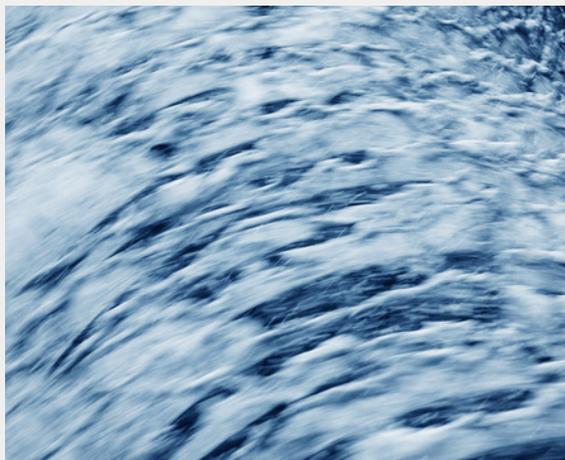
- **Investment:** Acquired a 6" bypass pump with float controls using remaining ARPA funding.
- **Benefit:** Ensures uninterrupted wastewater flow to the plant during power outages or emergencies.

Pump Station Upgrades

- **Enhancement:** Procured four new 4" Gorman Rupp pumps to upgrade Williams Street and Wiggins Road Pump Stations.
- **Impact:** Upgraded the last three Gorman Rupp stations, which have been operational since 1997.

SCADA Alarm System Installation

- **Technology:** Installed a new SCADA alarm system at the Metcalf Pump Station.
- **Outcome:** Provides real-time updates on pump production and station levels, accessible via cellular devices.



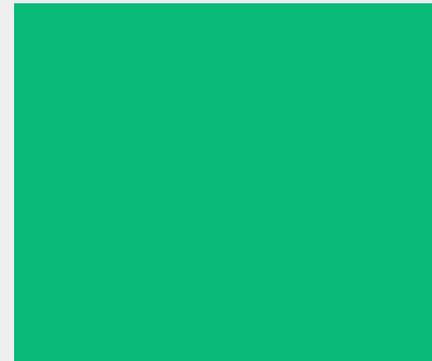
Budget Optimization

- Efficiency: Reduced the wastewater plant budget over the past two years by addressing operational issues and introducing new vendors.
- Result: Achieved significant cost savings while maintaining service quality.

Pay Study for Operators

- Recognition: Conducted a pay study that led to salary adjustments for underpaid water and wastewater treatment operators.
- Outcome: Improved employee satisfaction and retention, fostering a stronger workforce.

The Wastewater Department's efforts in 2024 highlight its commitment to operational excellence, cost efficiency, and infrastructure resilience. The team will continue investing in advanced technologies and proactive solutions to support the City's wastewater needs.



Police

The Police Department excelled in community engagement and operational advancements, ensuring a safer, more connected city. Their achievements reflect a commitment to public safety and collaboration.

Major Accomplishments

CALEA Reaccreditation

- Achievement: Achieved dual CALEA reaccreditation for dispatch and police services, one of only 23 agencies in Virginia to hold this distinction.
- Impact: Demonstrated excellence in law enforcement operations and adherence to national standards.

Emergency Medical Dispatch Accreditation

- Recognition: The Virginia Department of Health recognized the Communication Center for state accreditation in emergency medical dispatch.
- Benefit: Enhanced the department's ability to provide life-saving assistance to the community.



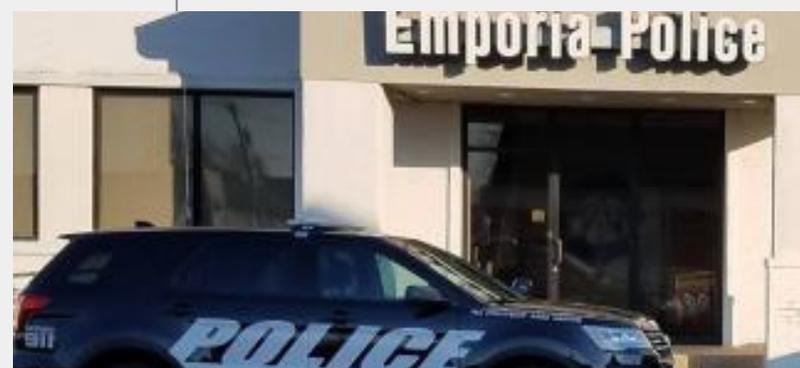
Community Outreach

- Blue Christmas Event: Provided gifts for over 160 children, spreading holiday cheer and strengthening community bonds.
- Summer Camps: Hosted two summer camps, engaging children of all ages in meaningful activities.

Grant Acquisitions

- Funding: Secured over \$330,000 in grant money to purchase advanced equipment.
- Impact: Improved resources and operational capacity for the department.

The Police Department is dedicated to fostering trust, community engagement, and public safety through innovative initiatives and continuous improvement. These accomplishments highlight the department's role in building a stronger, safer Emporia.



Emergency Services

Emergency Services prioritized safety and preparedness through innovative training, strategic collaboration, and effective crisis management. Their efforts ensured the City's resilience in the face of challenges.

Major Accomplishments

Safety Training Programs

- Development: Created and conducted in-person and online safety training curricula for city employees.
- Impact: Improved workplace safety and emergency readiness.

Emergency Medical Technician Course

- Collaboration: Secured funding and planned the second annual EMT course in partnership with Greensville County.
- Outcome: Enhanced the community's access to trained emergency responders.

Joint Local Emergency Planning Committee

- Implementation: Partnered with Greensville County to establish a Joint Local Emergency Planning Committee.
- Benefit: Strengthened regional coordination for emergency preparedness.

Water Crisis Management

- Response: Managed the Meherrin River contamination crisis effectively.
- Result: Minimized the impact on the community and ensured continued water safety.
- Emporia Dam Concerns
- Action: Collaborated with the City Manager and department heads to address short- and long-term concerns regarding the aging dam.
- Outcome: Established a framework for proactive infrastructure maintenance.

Emergency Services' dedication to training, collaboration, and crisis management reflects their commitment to safeguarding the City. Looking ahead, they will continue to enhance preparedness and community safety through innovative solutions.



Economic Development

The Economic Development Department made remarkable strides in fostering economic growth and enhancing the quality of life for Emporia's residents. Their efforts have strengthened the City's financial standing and community engagement.

Major Accomplishments

Grant Management Excellence

- Success: Successfully closed four major grants (DHCD-VA-Housing, ARPA, and Tobacco Commission).
- Impact: Ensured proper fund reimbursement and bolstered the City's financial position.

Introduction of New Business Incentive Initiatives

- Innovation: Launched promotional measures, including a "Welcome Gift" initiative for new businesses during ribbon-cutting ceremonies.
- Outcome: Created a welcoming culture and promoted the City through new promotional items.

Cost-Effective Marketing and Promotion

- Development: Created a modern marketing booklet showcasing Emporia's strengths.
- Savings: Reduced the Signage Program's costs by \$19,500 while maintaining high visibility and effective promotion.

Community Engagement and Economic Growth Efforts

- Outreach: Enhanced engagement through events like the Cinco De Mayo festival.
- Support: Improved the Senior Farmers Market Voucher program and assisted entrepreneurs with tools such as mobile pay and POS systems.

The Economic Development Department's efforts have fostered a dynamic and thriving community. Looking forward, the department is committed to sustaining momentum and exploring new opportunities to strengthen Emporia's economic foundation and improve the quality of life for its residents.

Emporia's achievements in 2024 reflect the dedication and hard work of its departments. Each accomplishment builds a stronger, more resilient, and vibrant community. As we look to the future, we remain committed to innovation, collaboration, and service delivery excellence for the benefit of all residents.



Human Resources

The Human Resources Department remains committed to fostering a supportive and growth-oriented workplace that empowers City employees to thrive. This year, we made significant strides in optimizing compensation and benefits, streamlining performance management, and enhancing retirement plan administration.

Major accomplishments:

- Partnered with a new benefits provider to ensure competitive and comprehensive employee compensation packages.
- Secured approval for the City's performance management plan to promote accountability and professional growth.
- Transitioned to full administrative oversight of the Virginia Retirement System's hybrid defined contribution and deferred compensation plans.
- Conducted a comprehensive compensation review, supporting the implementation of career development plans.
- Successfully advertised, recruited, and filled vacant positions to maintain operational excellence.

In the upcoming year, we will continue enhancing employee engagement, developing talent pipelines, and strengthening workplace culture to support the City's long-term goals.





Finance

The Finance Department remains dedicated to upholding the City's fiscal health through transparent financial management and strategic planning. This year, we focused on maintaining financial integrity, optimizing revenue growth, and preparing for future advancements.

Major accomplishments

- Successfully completed the FY2022 audit with no significant findings, reflecting the department's commitment to sound financial practices.
- Secured approval for part-time employment within the department, providing critical support during peak periods.
- Contributed to a 10% increase in annual revenue through strategic collaboration with Davenport and Co., optimizing Certificates of Deposit, and transitioning Money Market funds to a higher-yield Intra-Net Sweep account.
- Fully utilized American Rescue Plan Act (ARPA) funding in compliance with all regulations, supporting projects impacted by inflation.
- Received approval to acquire a new ERP system in the upcoming year, which will reduce human error, automate manual processes, and increase overall efficiency.

As we implement the new ERP system, we anticipate enhanced productivity, improved data accuracy, and streamlined workflows, positioning the department to better support the City's financial needs in the years to come.



Emporia/Greensville Recreation Authority Park

The Emporia/Greensville Recreation Authority Park is dedicated to promoting health, wellness, and community engagement by providing accessible recreational spaces for residents of all ages.

Exciting enhancements are on the horizon, including the opening of a new outdoor fitness station, the reopening of the walking trail, and the installation of a vibrant Kaboom Playground—each designed to encourage physical activity, foster social connections, and enrich the quality of life in our community.

As we look ahead to 2025, exciting developments are set to shape the future of our community.

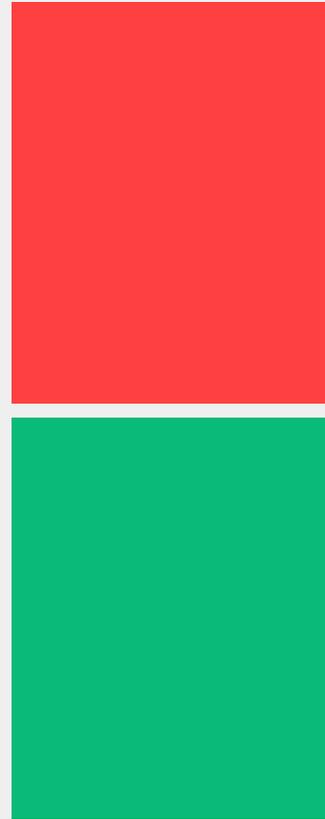
Key projects include:

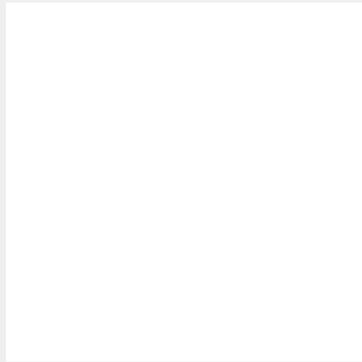
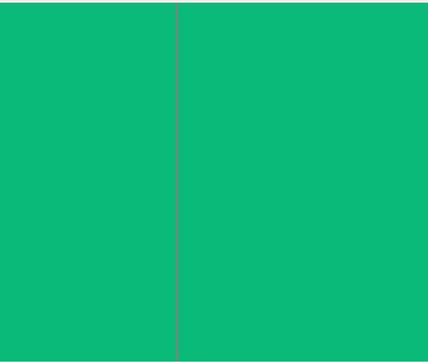
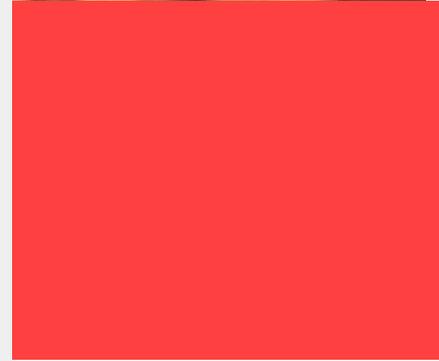
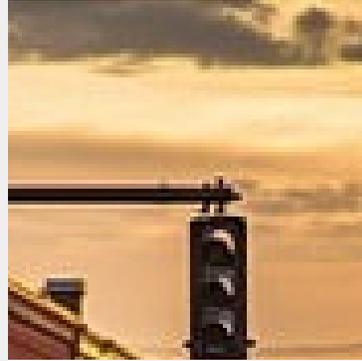
- **Groundbreaking of Reese Street’s 52 Townhouses** – Expanding housing options to meet the needs of our growing community.
- **Groundbreaking of Station 67 Sports Complex** – Providing new recreational opportunities for residents of all ages.
- **Groundbreaking of the New Police Department** – Enhancing public safety with updated facilities and resources.
- **Reopening of the Applebee’s Building** – Revitalizing a key commercial space to support local dining and economic growth.

Each milestone reflects our commitment to fostering growth, safety, and vibrant community spaces.

Summary

In 2024, the City of Emporia made significant strides in growth, development, and community engagement. From enhancing public spaces and infrastructure to strengthening financial stability and expanding services, we have built a strong foundation for the future. The updates shared reflect an upward trajectory for our city—one of progress, innovation, and opportunity. As we move into 2025, we remain committed to building on this momentum, delivering meaningful improvements, and shaping a thriving community for all who call Emporia home.





City of Emporia

 434-634-3332

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 <https://www.ci.emporia.va.us/>

The City of Emporia, Virginia, is a dynamic and growing community committed to progress, safety, and engagement. As the gateway to the Commonwealth, Emporia serves as a regional hub for commerce, transportation, and community development. With a strong focus on infrastructure improvements, economic expansion, and public service enhancements, the city is dedicated to fostering a high quality of life for residents and businesses alike. Through strategic planning and collaborative leadership, Emporia continues to build on its rich history while embracing new opportunities for a thriving and inclusive future. For more information, visit www.ci.emporia.va.us.