



James City County Community Services FY07 Annual Progress Report

About Community Services:

The Department of Community Services is responsible for human service operations in the County. The department includes the following divisions:

- Colonial Community Corrections
- Housing and Community Development
- Neighborhood Connections
- Parks and Recreation
- Social Services
- Virginia Cooperative Extension
- Williamsburg Area Transport

The Department also partners with a variety of community organizations and nonprofit agencies that support our mission: To help our customers seek self reliance, meet basic human needs, prevent abuse and neglect and promote healthy lifestyles.

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Volume I, Issue I

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MANAGER'S MESSAGE

It is my pleasure to present the first Annual Progress Report for the James City County Department of Community Services. I believe the work of the Department touches virtually every citizen in some way, and our impact is evidenced by the many community accomplishments in fiscal year 2007 - July 2006 through June 2007.

I want to take this opportunity to thank the James City County Board of Supervisors and County Administrator for their support, and to thank Department employees whose talent and dedication make these accomplishments possible. I would also like to thank the Department's Communications Team, who has done an outstanding job in preparing this report.

I hope you will find this report both interesting and useful. If you have any questions or need additional information, please feel free to contact me.

Doug Powell, Community Services Manager

COLONIAL COMMUNITY CORRECTIONS

To enhance public safety, empower our clients and improve the quality of our community by providing judicial alternatives to adult incarceration, transitional services, and criminal justice planning to the localities we serve.

*As one of four sites in Virginia chosen to pilot "**Evidence-Based Practices**," Colonial Community Corrections (CCC) uses these supervision practices to not only look at an offender's risk to the community but also at the offender's probability of future criminal behavior. Evidence-Based Practices focus on enhancing communication skills between client and probation officer (*right*), a practice more likely to increase a client's willingness to make changes.

* In 2007, 1,243 adults were placed on local **probation** with 64% of these individuals successfully completing the terms and conditions of probation. Over 17,632 hours of court-ordered **community service** was completed by clients. In addition, 465 defendants were placed on pretrial supervision, with 87% successfully adhering to the terms of their bond.

*Through grant funding and private donations, CCC expanded its **pre-release and post incarceration services** for those in and released from the Virginia Peninsula Regional Jail.



Pre-release services include both job readiness and life skills training programs. Post incarceration services include temporary housing, bus transportation, telephone and meal cards, clothing and other necessary items. A mentoring program is offered to offenders 30 -60 days before release as well as follow-up contacts upon release. In FY07, 28 individuals received emergency housing, 53 received identification assistance, 197 received transportation assistance, 145 inmates completed the job readiness program and 28 received employment assistance.

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Colonial Community Corrections (cont.)

*Grant funding from the Williamsburg Community Health Foundation has allowed CCC to offer the **Better Ways, Next Steps After-care Program and the Family Education Workshop**. *Better Ways* is a therapeutic education program that focuses on the dynamics of substance use, abuse and addiction. *Next Steps* offers self-help information and resources to assist individuals in living clean and sober as well as maintaining an arrest-free lifestyle. The *Family Education Workshop* offers family members or supportive friends of *Better Ways* or *Next Steps* participants the necessary information and support to help family members gain a perspective of family dynamics that can influence the participant to make better choices and decisions.

*Enhanced services for Spanish speaking clients through **staff training** in the Spanish language.

*To address the various issues including truancy, gang activity, mental health and substance abuse, CCC and the Colonial Community Criminal Justice Board (CCCJB) twice yearly

produce the **Criminal Justice Plan** which details strategic goals and objectives for addressing community issues.

*In partnership with the Historic Triangle Substance Abuse Coalition, the division provides various **trainings** for law enforcement personnel and local faith-based organizations and program evaluations for the Virginia Peninsula Regional Jail.

*Through Williamsburg Community Health Foundation grant funds, CCC and its Board provided training for law enforcement **"First Responders"** to more effectively understand and address clients with mental health conditions.

*A technical assistance grant from the Office of Juvenile Justice and Delinquency Prevention helped implement **Targeted Community Action Planning**, a program to improve the overall effectiveness and efficiency of juvenile justice service providers and their programs.

HOUSING & COMMUNITY DEVELOPMENT (OHCD)

Housing and Community Development provides counseling and financial assistance for first-time homebuyers as well as rental assistance, emergency home repair assistance, and housing rehabilitation, homeless prevention services and Community Development Block Grants.

*New programs and resources were added in FY07, and more families than ever were provided financing assistance to become **first-time homebuyers**. Forty families participating in the Affordable Housing Incentive Program (AHIP) closed and moved into their new homes. Ten County employees who received funds from the County's Employer Assisted Homeownership Program also closed during FY07. Four County employees qualified and received financing assistance from both AHIP and the JCC employee program.

*During FY07, over \$8 million of low-interest Virginia Housing Development Authority (VHDA) Sponsoring Partnerships and Revitalizing Communities (SPARC) **first mortgage loans and down payment and closing cost financing** from the VHDA HomeStride program, Federal HOME program, and Federal Home Loan Bank of Atlanta's First Time Homebuyer Program were committed to individual buyers. Many of these buyers signed contracts to purchase new homes constructed by builders in

developments with Affordable Housing Proffers including New Town, Pocahontas Square in Grove and Liberty Crossing in Lightfoot.

*Forty-four new home purchasers took advantage of **First Time Homebuyer education** classes presented by the Housing staff.

*Thirty-seven families on the Section 8 Waiting List, many of whom were working, single-parent households, successfully leased housing with **rental assistance**. An additional 44 families qualified for temporary rental, security deposit and mortgage assistance to prevent homelessness.

*Six **flood-prone homes** were elevated and repaired in the Chickahominy Haven neighborhood through Federal and State funding. One flood damaged home was rehabilitated with the assistance of Housing Partnerships.

*Housing and Community Development

Housing & Community Development (OHCD) (cont.)

administered grants improved 30 homes for **elderly and disabled residents** and replaced two homes that were beyond repair.

*To enable construction of the 67-unit Parker View Elderly Apartments and affordable housing in

Ironbound Square, street and drain improvements including curb, sidewalk and turn lanes project were completed. The project was funded by a Community Development Block Grant, Virginia Department of Transportation Revenue Sharing and County funds.

NEIGHBORHOOD CONNECTIONS

Neighborhood Connections is a citizen-focused partnership that engages community resources to allow all citizens to enjoy the highest quality of life where we live, work and play. Neighborhood Connections adds value to the community by serving as a conduit for public participation to ensure the highest quality governance and positive legacy of James City County.

*Nearly 70 citizens representing 28 different neighborhoods took advantage of the Neighborhood Connection's **Prepare-Care-Share** hospitality training. The five sessions offered were designed to heighten citizens' awareness of their role in the Jamestown 2007 Commemoration. The training was offered in partnership with the Jamestown 2007 Host Committee, Thomas Nelson Community College Workforce Development and the Greater Williamsburg Chamber and Tourism Alliance.

*The division offered neighborhood associations and the community four unique networking and learning opportunities in FY07. More than 175 citizens participated:
 ► **Porch Talks**, conducted in all five of the

County's voting districts, gave citizens a platform to discuss neighborhood issues and concerns with others who live in the same district.

► **20 Things to Do Once a Year: An Annual Checklist for Homeowner Associations' Board Members and Managers** was offered to keep associations in good operating condition and good standing.

► **Role of the Property Manager** explored the relationship between boards and property managers with consideration for the types of tasks that could be delegated, oversight of management and areas that should be covered in the management agreement.

► **Reserve Studies – Dollars and Sense** offered its participants a chance to learn the steps involved in conduct-

ing a reserve study - a physical and financial analysis of a neighborhood's amenities.

*Some 160 citizens took advantage of the division's **on-going training** initiatives including Transition from Developer Control, Legal Aspects and Essentials of Community Association Volunteer Leadership. Citizens also had the opportunity to attend James City County 101 (JCC 101) which was designed for both new and existing residents who want to know more about County staff, services and resources. The Citizen Leadership Academy (CLA), a 10-week training course with a focus on citizen engagement, included a field trip and session with members of the County Board of Supervisors.

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PURCHASE OF DEVELOPMENT RIGHTS

The James City County Purchase of Development Rights (PDR) Program is one way to protect our land and our quality of life. It is a voluntary program for landowners interested in preserving the natural character of their property. The James City County Board of Supervisors established the PDR Program, a program that pays landowners to protect the cultural and natural resource assets of their property. The PDR Program allows landowners to enter into agreements to sell the development potential of qualifying property to the County while maintaining the right to continue to own and use the property. The purpose of the PDR Program is to protect County open-space, community character, farm land and natural resources.

* As a steward of the **natural environment and historic heritage**, PDR collaborated with the County's Greenspace Program and the owners of three important rural properties in developing special conservation easement agreements that will protect these properties in perpetuity. These three properties comprise over 230 acres and represent some 70 acres of prime farmland. One of the conservation easements was acquired through a \$295,000 USDA Farm and Ranchland Protection Program matching grant received by PDR.



PARKS AND RECREATION

James City County Parks and Recreation offers more than 2,000 successful programs each year. Our goal is to provide programs that meet and exceed the expectations of our citizens - programs that contribute opportunities for exercise and recreation, social interaction and learning, growth and relaxation – programs that make our community a better place to live.

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James City County Mission

*We work in partnership
with all citizens to achieve
a quality community.*

James City County Strategic Directions and Pathways

1. Manage finances wisely and encourage a balanced economy.
2. Improve the lives of citizens and foster a sense of community.
3. Plan responsibly for the needs of a growing, diverse community.
4. Steward the natural environment and historic heritage.
5. Provide outstanding customer services.

*A new 3,000 seat stadium and a multi-use field complex with eight natural turf fields and six artificial turf fields were completed at the **Warhill Sports Complex** to support varsity football, soccer and field hockey games for Jamestown, Lafayette and Warhill high schools as well as championships, tournaments and a variety of community events. The synthetic turf fields are weather resistant which requires less maintenance, all factors that will increase play time and practice space for community sports programs. Also new at the site is a 3.5 mile, ADA accessible, multi-use trail, a unique project in itself to minimize environmental impacts by using alternative designs to reduce land disturbance. The trail will connect eight neighborhoods, two high schools and one community college to the existing Warhill Sports Complex, all located in the heart of the community.

*As part of the County's 2007 Legacy Projects, the first of three black home sites at **Freedom Park** opened to the public in February and is the County's first venture into operating a significant national historic site. Other projects are planned at the site, and collectively, they will interpret the story of slavery from its initial impact on Colonial America through present day.

*In response to citizen requests for more waterfront recreational access, James City County purchased **Jamestown Beach Campground**. The park, more than 200 acres on the James River, is designed to preserve open space and provide recreational opportunities. The property presently has a campground and marina and is adjacent to the historically significant Jamestown Settlement. The County funded approximately 75% of the acquisition cost for this site, with the remaining funds provided by the Trust for Public Land, Dominion Resources, National Oceanic and Atmospheric Administration and the State. In May 2007, this newly acquired beach site served as host to Jamestown 2007 and America's 400th Anniversary Weekend activities. The beachfront with picnicking and water access and a basic camping area are now open.

*To plan for the needs of our diverse community, more than 1,500 citizens shared their thoughts on the future of parks, programs and facilities during Parks and Recreation's **Master Plan** update process in October. Citizens attended a series of Community Forums and participated in telephone and online surveys. Those citizen comments will become the Recreation component of the County-wide Comprehensive Plan process taking place in late 2007.

*A 2007 Legacy Project, **2007 Legacy Hall**, is the first publicly owned facility of its type in James City County. The facility is available to government, civic and community groups as well as the general public on a fee basis. User and rental fees offset tax supported funds to operate the building.

*The first two phases of the **Virginia Capital Trail** opened in FY07. Upon completion, this 55-mile hiking, biking and pedestrian trail system will link all of Virginia's past and present capitals – Jamestown, Williamsburg and Richmond. In partnership with the Virginia Department of Transportation, this multi-use trail passes through two County park facilities, Chickahominy Riverfront Park and Greensprings Trail - and offers users scenic, cultural and recreational experiences between Jamestown and the waterfront in downtown Richmond.

*A **new playground and parking lot** around the Chickahominy Riverfront Park pool were completed. A new park entrance was constructed by the Virginia Department of Transportation to allow for right-of-way across the old entrance to make way for a replacement Judith Dresser Memorial Bridge.

*The 920-foot paved **multi-use trail** around the James City/Williamsburg Community Center and adjoining park property was completed. This trail has proven extremely popular with residents and is used by hundreds of citizens every week.

Parks and Recreation (cont.)

*An innovation seed grant was used to fund a new **Peer Mediation Program** jointly offered by the division and James City County 4-H. The program, offered at all Rec Connect sites, Beyond the Bell, STRIVE and in 4H, promotes the importance of leadership and positive decision making by empowering youth to solve conflict in a peaceful productive way. Over 80 youth were trained and certified as peer mediators.

*Seventeen new families representing 21 elementary age youth were served by **Kids Quest**, a new prevention program designed to enhance self-esteem, promote academic achievement and encourage community involvement.

*Two new community athletic organizations were accepted as co-sponsored organizations – the **Williamsburg Lacrosse Club**, representing 65 males who compete against other high school teams in the region and the **James City Jaguars**, representing more than 200 new youth participating in youth football and cheerleading as part of the Peninsula Youth Football Association. The community soccer program was also expanded with over 100 new youth added to the recreation league program.

*Working in partnership with the Williamsburg Youth Baseball League, the first **Buddy Ball League** was formed last spring for youth with disabilities. Over 20 youth of varying degrees of disabilities such as the learning disabled to those with Down Syndrome to mental retardation participated in their first formal baseball league. As result of a successful league and community demand, plans for a 2008 Fall Ball League are underway.

*More than 900 students at all seven elementary schools received instruction in water safety and basic swim techniques as part of the **4th Grade Learn To Swim Program**. The program goal is to reduce the number of water related accidents and injuries while encouraging swimming as a lifelong activity.

***Computers for Kids**, a public/private partnership between James City County and Computer Recycling of Virginia, Inc., offers qualifying youth – at a no charge – a refurbished computer or laptop for homework and neighborhood and faith based tutorial programs. In FY07, some 80 refurbished computer systems and laptops including a modem and software were provided. Since the program's inception in 2000, more than 355 computers have been diverted from our landfills into the hands of those who otherwise might lack access to technology in today's digital economic climate.

SOCIAL SERVICES

*Social Services programs are intended to help people to help themselves by temporarily **helping** residents to meet their basic needs, including food, shelter, utilities and medical care, **Protecting** children, the disabled and the elderly from abuse, neglect and exploitation and **Promoting** self-sufficiency through employment.*

*The Human Services Center enhanced services in its "**Learning Lobby**" area with the addition of an electronic message board, more literature in both English and Spanish, additional educational programming and the upgrade of the customer computer with faster internet service. There were 10,300 customer visits to the Human Services Center and 5,728 visits by citizens using meeting rooms in the Human Services Center.

*The **Adult Services Unit** serves the needs of County residents aged 60 and older and those over 18 who are physically or mentally incapacitated. Some of the services provided include screenings for Medicaid long term care services, evaluations for companion services, assistance in applying for entitlement programs and connecting citizens to other agencies and resources to assist with special care needs. The Adult Protective Services Workers, who investigate reports of abuse, neglect, and/or exploitation of elderly and disabled citizens, received 150 referrals for investigation. These investigations resulted in 52 unfounded reports, 83 reports where protective services were needed and accepted, and 15 reports where

services were needed but refused by individuals who had the capacity and right to refuse protective services intervention.

***The Child Care Program** assisted 160 families with 240 children who were provided with assistance to help pay child care costs totaling \$752,000. This assistance helps parents who are employed or in educational programs.

***Child Protective Services (CPS)** is responsible for responding to allegations that meet a legal definition of child abuse and neglect. The CPS Unit responded to 310 child abuse and neglect reports involving 509 children under the age of 18. Approximately 75% of these reports became "Family Assessment" cases with the remaining 25% of them becoming "CPS Investigations." On-going services were offered in all cases where there remained a concern for the safety of the children. The most serious cases and all sexual abuse cases are investigated jointly with the police with support from the Commonwealth Attorney's Office. CPS continues to provide services to parents that will empower them to provide a safe and nurturing home for their children.

Social Services (cont.)

*Grant funds supported the publication of a new book *Adoption...A New Step in Life* produced by the **Foster Care and Adoption** unit. The book was written by volunteers and detailed the adoption experiences of children, resource families and the legal and professional community. In FY07, 42 children were in foster care. Nine children exited care. Of those nine, two children returned to their parents, three were placed with relatives, three were adopted and one reached majority age.

*The **Fraud Program** received 43 referrals. Collections of agency over-

payments through tax refund intercepts, restitution payments through Court, recoupment from current benefits and voluntary payments totaled \$4,560.

*Nine staff members completed **Spanish Language Training** to help provide interpretation and translation services for customers.

*The **Virginia Initiative for Employment, Not Welfare (VIEW)** helps customers of Temporary Assistance for Needy Families (TANF) to find employment. In FY07 there were 82 TANF cases with 87% of those cli-

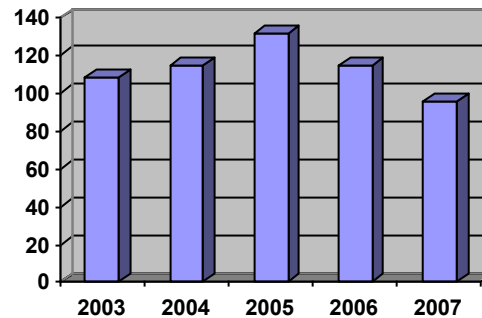
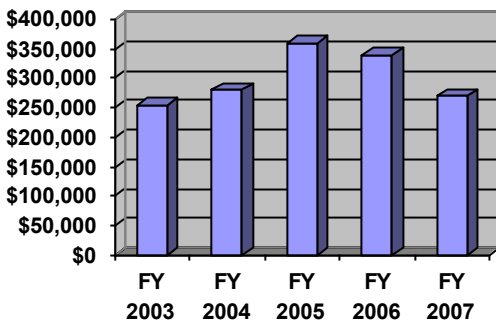
ents now enrolled in a job activity. The majority are employed full time with an average monthly earning of \$913.

***Advisory Board** accomplishments include distribution of information about emergency shelters to homeowners associations, distribution of holiday food baskets, attending foster care holiday party, attending Red Cross emergency shelter training, attending Spanish language classes and distribution of personal care items to adult customers.

Benefit Programs

Our four largest programs are Medicaid, Food Stamps, TANF and Energy Assistance. Below is a brief description of each along with a display of payments made to or on behalf of James City County residents. These assistance payments do not include any local funds. The "revenue" shown here represents state/federal funds spent in our community by program recipients from James City County.

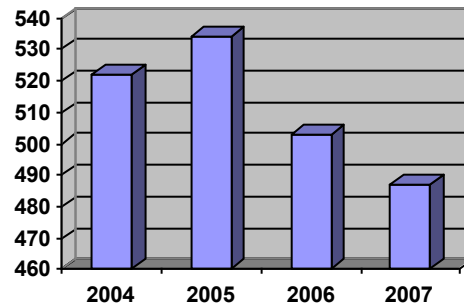
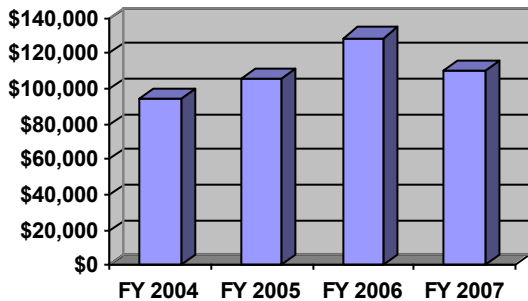
Temporary Assistance for Needy Families (TANF) provides temporary cash assistance to eligible needy families with children. The family receives a monthly cash payment to meet basic needs.



Assistance Payments

Case Counts

The **Energy Assistance** Program assists low-income households with home heating and cooling assistance.

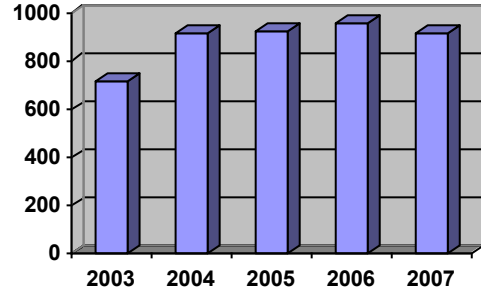
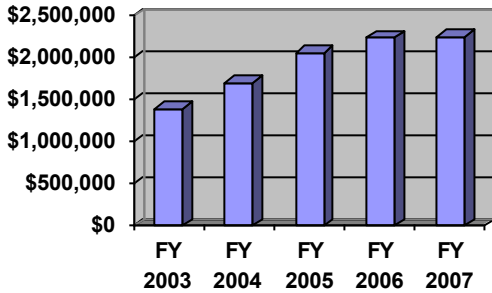


Assistance Payments

Case Counts

Social Services/Benefit Programs (cont.)

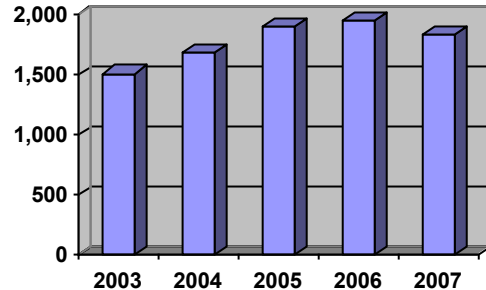
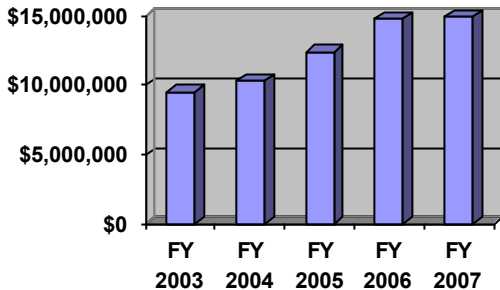
The **Food Stamp** Program provides benefits to low-income households to purchase nutritional food items.



Assistance Payments

Case Counts

The **Medicaid** Program enables states to provide medical assistance to public assistance recipients and other low-income individuals and families who require medical care. The primary components of Medicaid are:
 Medically Indigent Children and Pregnant Women
 Low-Income Families and Children
 Aged, Blind and Disabled
 Long-Term Care



Assistance Payments

Case Counts

VIRGINIA COOPERATIVE EXTENSION

*The **America's Anniversary Garden program** resulted in a coordinated beautification efforts with the theme of red, white and blue plantings supported by schools (*right*), businesses and garden clubs both local and statewide. The program team received the College Award for Outreach Excellence and two Communication Excellence awards for publications.

*A Greenhouse, Vegetable Garden and America's Anniversary Garden were incorporated into the Merrimac Detention Center **Horticulture Skills Course** which graduated eight students from its 8-week workforce development training.



*Conducted a monthly **horticulture training program** for the professional landscape industry entitled "Landscapers BMP's." The course incorporated seasonal skills including pruning, insect and disease identification and turf grass management.

*Through the **Turf Love program**, over 257 home lawns were surveyed, representing 91 neighborhoods and 43 acres of turf – a 100% increase since the program's inception in 2002. Turf Love educates homeowners and landscape professions on how to produce healthy turf while reducing the use of fertilizers, pesticides and insecticides.

Virginia Cooperative Extension (cont.)

* The **Taking Root Farm Tour** (right), attracted over 400 citizens for its Toano Area Tour in June. This annual tour of County farmland began four years ago with more than 2,300 citizen participants to date learning more about local agriculture.



***Family and Consumer Sciences** served more than 2,500 citizens, offered more than 40 educational opportunities and collaborated with some 60 area agencies and organizations to offer services.

* Two **workshops** were taught at the unit's 4-H Summer Camp to over 40 youth with the assistance of one volunteer and conducted a budgeting workshop to 33 youth with the assistance of volunteers at a County sponsored Youth Summit.

* Nine **workshops** for local child care providers was offered providing information on a variety of topics including home-based business, nutrition and wellness and behavior management. Eighty-eight providers said they would update their policies and procedures manuals to improve their business practices and alert parents of changes.

* Nineteen **budgeting and getting out of debt workshops** were offered. Post-evaluations revealed 47% of the attendees did not have a written budget, but as a result of their participation, 23% planned to develop financial goals.

*The **James City County 4-H program** received grant funding that will expand the current 4-H Junior Master Gardener program to reach an additional 365 students. There was a 64% increase in County 4-H participants at 4-H Congress. In FY07, 63 adult volunteers provided 3,854 hours of service. 4-H youth club members and teen counselors provided

4,133 hours of service. The total number of youth enrolled in James City County 4-H programs in 2006 was 1,138 of which 149, or approximately 13%, were 4-H club members.

*The **4-H program** worked with James City County Parks and Recreation to provide a leadership summer day camp, a character education program with an at-risk after school group, and workforce preparedness training with teens. In addition, the 4-H Making Waves Teen Leadership Club has provided community service in conjunction with five Parks and Recreation programs which included Family Fun Fest, Family Fun Night, the County Fair, Celebration of Cultures and Haunted Forest. The 4-H program collaborated with each of the mentioned agencies and partners to recruit and provide underserved youth with 4-H camping opportunities at Junior 4-H camp, High Octane: Kids on the Move, Project Explore, 13 Going on 30, and 4-H Winter Teen weekend at Jamestown and Airfield 4-H Centers. The County 4-H program targeted the at-risk and underserved population by forming a Theatre Arts Club with nine participants in conjunction with the Colonial Community Services Board and Lafayette Square Apartments.

*The James City County 4-H program played an innovative and integral role in planning and implement-

ing the **4-H Winter Teen Event**, a weekend residential camping event to teach teens citizenship, leadership and life skills. Youth constructed 60 colonial holiday wreaths that were distributed to families in need across the Northeast District. Teens also constructed holiday ornaments that were sold to benefit the Jamestown 4-H Educational Center. The County 4-H Program collaborated in a co-director role of the Peer Mediation program, a co-sponsored youth mediation program with Parks and Recreation. In this capacity, a program plan was written and committees were formed to implement a program in which youth are trained to mediate conflicts at Parks and Recreation and 4-H programs. As a result of peer mediation training, among the 64 youth participants, 96.9% reported an increase in the ability to help others that are in a conflict.



WILLIAMSBURG AREA TRANSPORT

Williamsburg Area Transport (WAT) provides a public transportation system to citizens of James City County, the City of Williamsburg, the College of William and Mary and the Bruton District of York County. Our major objective is to ensure services meet the social and business needs of our community by providing a seamless coordinated regional transit system serving residents, visitors and students through Fixed-Routes and transportation service for the Disabled.



*Williamsburg Area Transport served as the lead transportation agency for **America's Anniversary Weekend**, May 11-13, 2007 coordinating the transportation shuttle system. By acquiring exclusive use of the Colonial Parkway between Williamsburg and the Jamestown Settlement, WAT assured the seamless operation of buses from six school systems to transport over 63,000 riders smoothly between nine Park & Ride lots and Anniversary Park over the three-day kickoff period.



Shuttle buses from the Park & Ride lots (above) arrive only seconds apart at Anniversary Park for the initial three-day kickoff of the official Jamestown 2007 commemoration.

* WAT ended FY07 with a **14% increase** in bus ridership over FY06. All WAT routes contributed to the increase. In addition to the boost from the Jamestown 2007 commemoration, increases were also attributed to busing an increased number of international guest workers to and from their respective work locations and living facilities. Busch Gardens and Water Country experienced dramatic increases in visits which were reflected in increased ridership on the Yellow Line. Substantially more riders took the Blue Line to dining and shopping sites on Richmond Road.



WAT serves passengers at the Transportation Center on Boundary Street.

The opening of Williamsburg Marketplace and the new Sentara Williamsburg Regional Hospital (below) contributed to increased ridership on the extended **Tan Line**,



*A growing number of commuters chose the **Gray Line** to get to and from work locations along Route 60 East and to locations in Lee Hall and Newport News. WAT also worked hard in FY07 to acquire multiple grants of \$5.3 million to institute improvements and new services for the future growth of public transportation services.



The 2007 Legacy Hall bus stop (above) is one of three new stops in the New Town development.

FY 2008 - FY 2010

The WAT improvement plans are already underway to extend the William and Mary College bus service to New Town and High Street, to increase frequency and Sunday service on selected routes, and to add new bus routes to Jamestown and Surry.