

CHARTING OUR NEW COURSE:

UNVEILING CDD'S STRATEGIC SHIFT

CITY COUNCIL BRIEFING | NOVEMBER 12, 2025



CHARTING OUR NEW COURSE

01

Our Mission Today

Unveiling a new direction for Community Development & how we're evolving to better serve our staff, partners, and community.

02

What You Can Expect

Learn why we're shifting our focus & how our fresh vision & guiding motto shape the path ahead.

03

Looking Ahead

Explore each divisions impact, review our priorities, & preview what's next on our journey.



OUR STARTING POINT

What We've Learned

Perceptions suggest we were:



Not always development-friendly



Weighed down by processes that felt complex and unclear



Challenging to work with, both inside & outside of our organization

What We're Doing About It

We recognize perception shapes reality:



Streamline processes that function effectively



Stronger partnerships built on trust and collaboration



Becoming a more accessible, responsive, & truly customer-focused department

OUR CATALYSTS FOR CHANGE

Customer-First Culture

- Our community wants more than regulatory oversight - they want solutions
- Embracing a service and solution-oriented development approach that puts people first



Changing Community Needs

- Community dynamics are shifting, values are evolving and priorities are changing
- Today's residents and businesses expect genuine partnership, not just compliance



HOW WE PLOTTED OUR COURSE



Public & Staff Feedback Sessions

Identified customer service pain points in our current approach

Clarion Consultant-Led Development Process Evaluation

Mapped out bottlenecks, redundancies, and inconsistencies in approvals



Oversight Committees

Provided external guidance and transparency recommendations to keep us accountable

Community & Staff Surveys

Gathered comprehensive input on priorities, satisfaction, and course corrections needed



WHAT WE'VE DISCOVERED

Critical Priorities Moving Forward



Staffing & Retention Challenges



Workflow & System Gaps



Procedural Consistency



Outdated Planning Tools



Zoning Ordinance Issues



Development Process Delays

HOW WE' RE STRENGTHENING OUR CREW

- Enhancing career development pathways and training programs
- Improving onboarding and mentorship
- Fostering positive and inclusive workplace culture
- Addressing vacancy and staff capacity challenges
- Addition of key positions within the department



MODERNIZING OUR WORKFLOWS

- Implement modern technology for seamless permitting, plan reviews, and inspections
- Build a one-stop portal that's user-friendly, faster, and more accessible
- Subject Matter Expert leading demos, migration, and implementation after lessons learned



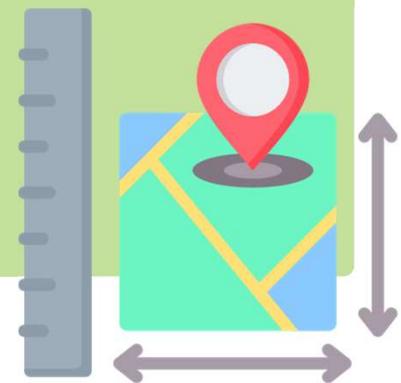
IMPROVING PROCEDURAL ACCOUNTABILITY

- Updating and improving clear Standard Operating Procedures (SOPs)
- Conducting regular internal audits and training refreshers
- Establishing accountability measures for procedural compliance



PLANNING AND ZONING IN PROGRESS

- Preparing to update long-range plans and design guidelines to guide future growth
- Laying groundwork to simplify and modernize the zoning ordinance for clearer, more effective regulations



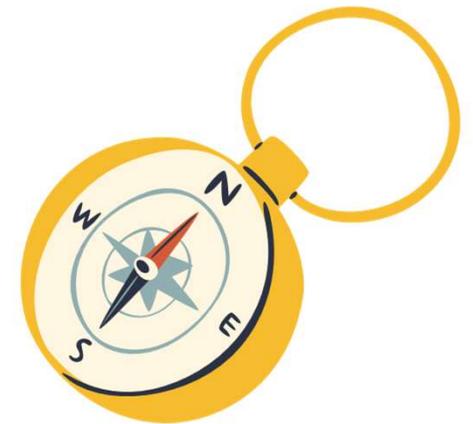
ACCELERATING THE IMPACT

- Strengthening pre-application and early coordination processes
- Fostering seamless collaboration across divisions and departments to eliminate bottlenecks



SHIFTING OUR FOCUS

To make the greatest impact, we must first reimagine our vision, one that aligns with our goals, our community, and our future.



*THROUGH THE
COMMUNITY DEVELOPMENT
DEPARTMENT,
WE STRIVE TO BE
A CONNECTION POINT FOR
PEOPLE, IDEAS, AND
OPPORTUNITIES
WHERE EVERY ONE THRIVES
IN A HEALTHY, INCLUSIVE,
AND FUTURE-READY
COMMUNITY.*



MOTTO

“Serving you today to build a better tomorrow.”



WHERE WE' RE HEADED

Enhancing Clarity & Consistency

Ensure processes and expectations are clear and reliable for all stakeholders from residents and businesses to staff and partners.

Providing Adaptive Development Options

Introduce more flexible approaches that accommodate a range of project types and development goals.

Improving Efficiency in Review Processes

Eliminate unnecessary steps and bottlenecks to make the development review process faster and more efficient.

DIVISIONS AT WORK



As we dive into each division, we'll cover:

1. **Their vital role** in serving our community
2. **Standout achievements** from this past year
3. **How they're advancing** our new vision and priorities

CODE ENFORCEMENT

CONSTRUCTION

COMMUNITY
ENGAGEMENT

CUSTOMER SERVICE

DEVELOPMENT
SERVICES CENTER

HOUSING AND
NEIGHBORHOODS

PLANNING

SUPPORT SERVICES

RESILIENT HAMPTON

ZONING

DEVELOPMENT SERVICES CENTER

Hampton's One-Stop Shop

The DSC serves the city and its applicants, contractors, property owners, and the public with coordinated, customer-focused service.



Permitting Services

Process and issue Building, Zoning, and related permits efficiently



Customer Guidance

First point of contact to answer questions and resolve concerns



Process Coordination

Bridge communication across Site Plan, Zoning, Plan Review, and Public Works



Information Hub

Centralized intake and records management



Compliance Support

Ensure projects meet codes and ordinances

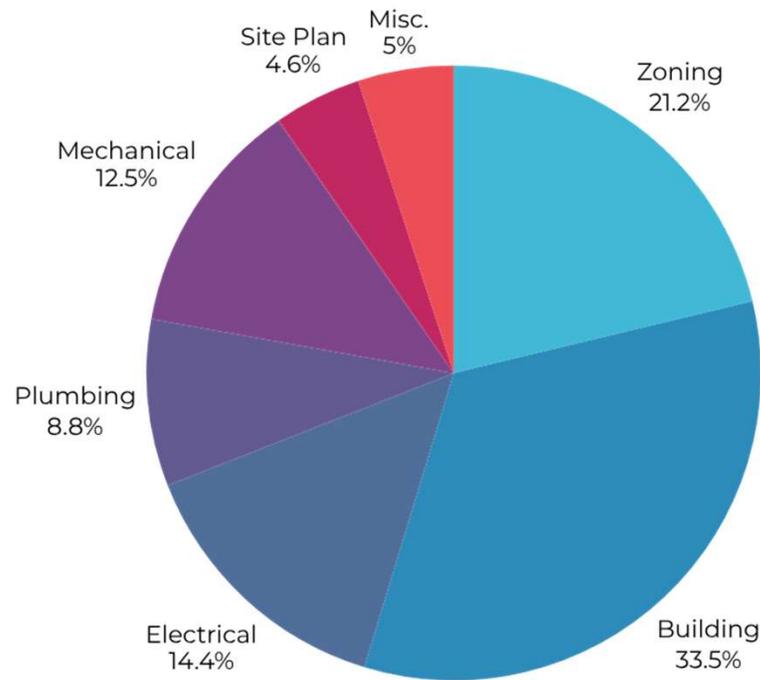
DEVELOPMENT SERVICES CENTER

Performance Year 2025 Snapshot

\$264M
Total Construction
Value

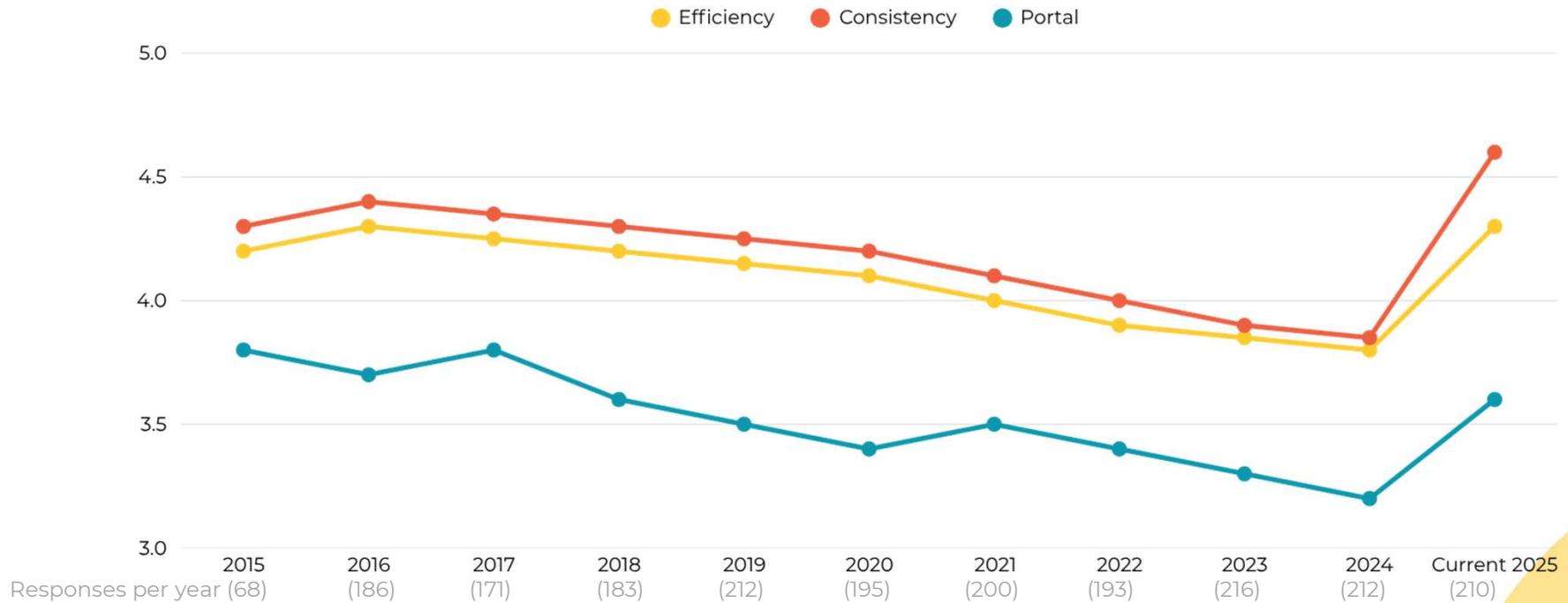
\$1.78M
Permit Fee*
Revenue Collected

7,740
Total Permit
Applications Processed



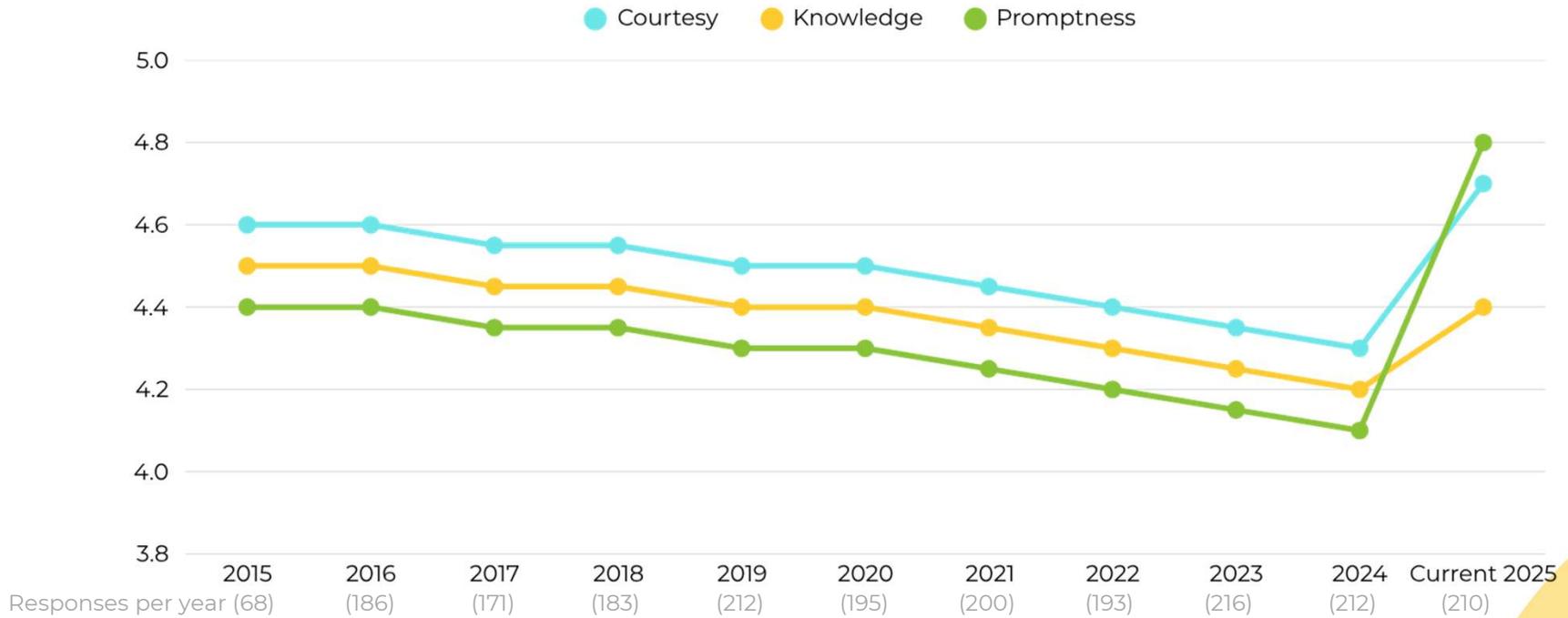
DEVELOPMENT SERVICES CENTER

Systems & Process Metrics



DEVELOPMENT SERVICES CENTER

Staff Service Metrics



DEVELOPMENT SERVICES CENTER

Team Advancement & Achievements



Leadership

- ⤴ **LaToya Forbes**
Development Services Center
Manager
- ⤴ **Suheir Diyab**
Chief Site Plan Agent



Site Plan & Subdivision

- ⤴ **Christopher Free**
Site Plan &
Subdivision Agent II
- ⤴ **Yolanda Price**
Site Plan &
Subdivision Agent I



Permit Technician

- ⤴ **Candace Bass**
Permit Technician II
- ⤴ **Alivia Harris**
Permit Technician I



Certification Achievements

- ✔ **Candace Bass** passed the Permit Technician Certification Exam
- ✔ **Molly Scoggin** passed the Permit Technician Certification Exam



Team Expansion

- ⊕ Creation of a new permit technician position

DEVELOPMENT SERVICES CENTER

How the Work Aligns with Our Vision



Certified Permit Technicians

Permit techs completing certification to broaden expertise and better support customers.



Discipline Focused Permit Technicians

Contractors connect with a dedicated tech who knows the full details of their project.



Extended DSC Hours

Opening earlier to accommodate contractor schedules and improve access.



Streamlined Comment Letters

Implement expedited review times for resubmissions and provide consolidated review letters for improved clarity and customer service.

NEW CONSTRUCTION

The New Construction Inspections Division ensures all new development and building activity in Hampton complies with state and local codes, construction standards, and safety requirements.



Construction Plan Review

Evaluate documents for code compliance — 7 to 21 - day review times



Construction Inspections

Confirm work matches approved plans — completed within two business days



Compliance Oversight

Meet all codes and safety standards — reduce risks, preserve integrity

NEW CONSTRUCTION

11,025

Total Inspections

- Building: 3,766
- Electrical: 3,133
- Mechanical: 2,041
- Plumbing: 2,085

308

Certificates of Occupancy Issued

- Residential: 119
- Commercial: 189

2,461

Plans Reviewed

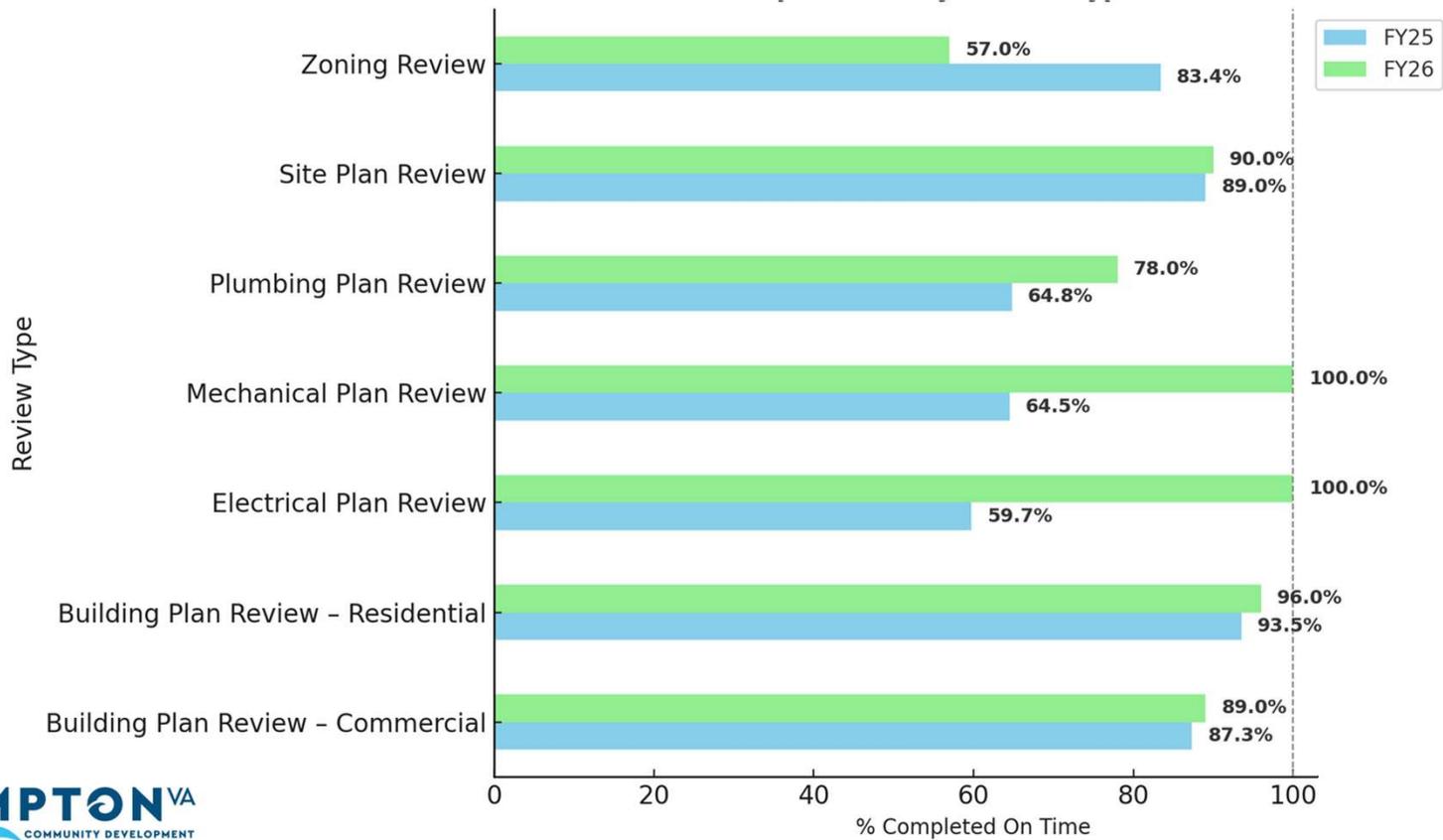
- Residential: 1,831
- Commercial: 630

NEW CONSTRUCTION

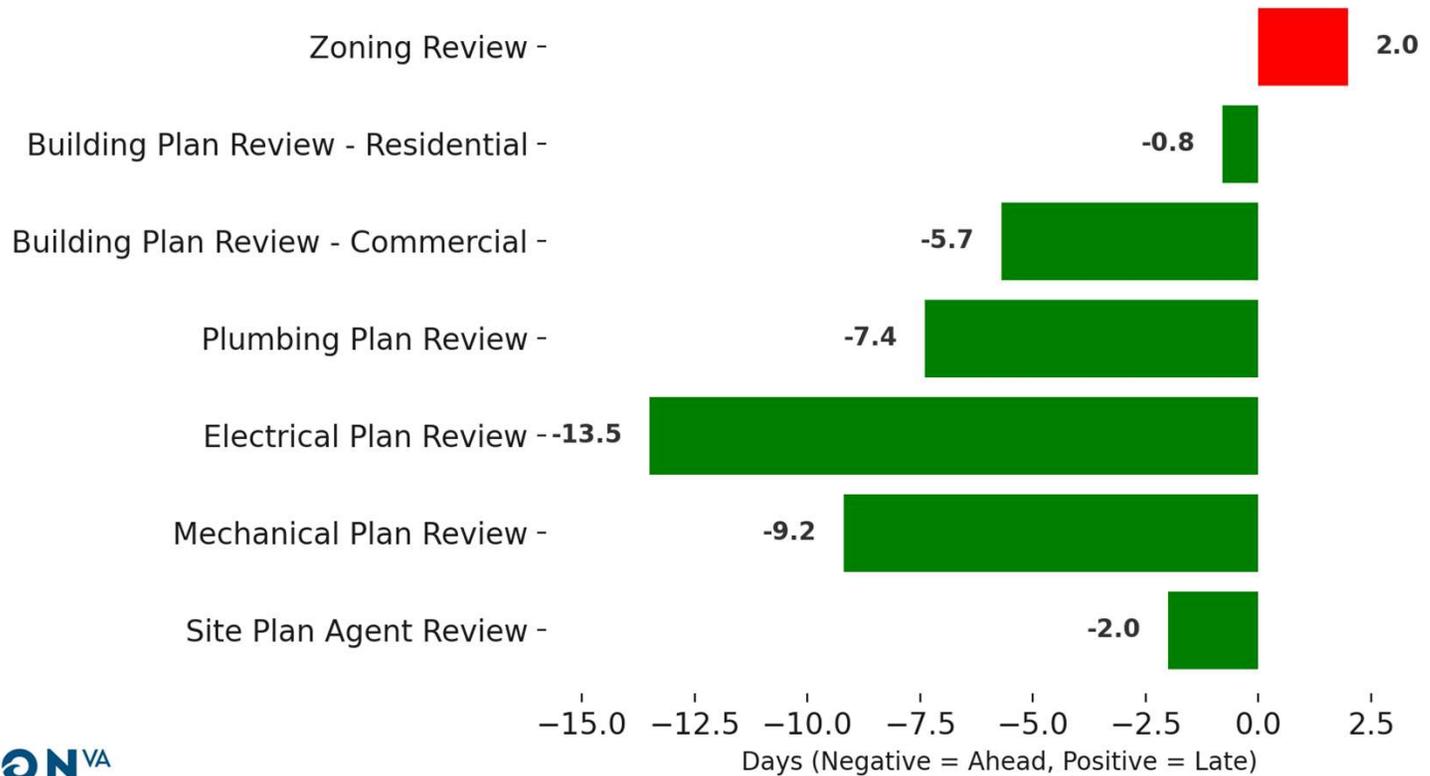
Standard Plan Review Times

- Zoning Review: **2 days**
- Zoning Review (Site Plan): **30 days**
- Site Plan, Initial Submission: **30 days**
 - Site Plan, Resubmission: **21 days**
- Plumbing, Mechanical, & Electrical, Initial Submission: **21 days**
 - Plumbing, Mechanical, & Electrical, Resubmission: **3-7 days**
- Building Plan Review Residential, Initial Submission: **7 days**
 - Building Plan Review Residential, Resubmission: **3 days**
- Building Plan Review Commercial, Initial Submission: **21 days**
 - Building Plan Review Commercial, Resubmission: **7 days**

NEW CONSTRUCTION



NEW CONSTRUCTION



NEW CONSTRUCTION



Leadership

Eldridge Reynard

Hired & appointed Building Official



Plans Reviewers



Jason Bassett

Plans Reviewer II



John Price

Plans Reviewer II



Ira Garry

MEP Plans Reviewer II



John Card

Senior Plans Reviewer



Justin Pagan-Torres

Plans Reviewer I



Building Inspectors



Vincent Moore

Building Inspector I



Certification Achievements



Trevor Adderley passed the Residential Plumbing Inspector Exam



Ira Garry passed the Electrical Plan Reviewer Exam

NEW CONSTRUCTION



Updated Submission Checklists

User-friendly checklists for contractors and homeowners ensure complete, accurate applications



Improved Comment Letters

Clearer, more constructive, solution-oriented feedback — fewer resubmissions, faster reviews



Accelerated Review & Resolution

By simplifying internal processes and fast-tracking minor resubmissions, review timelines are shorter and contractors see quicker approved plans



Field Issue Resolution

Focused on resolving contractor issues on-site — keeping projects moving forward with minimal delays

PROPERTY MAINTENANCE & ZONING ENFORCEMENT

Safeguarding Hampton's neighborhoods and business districts by enforcing city codes, zoning ordinances, and property standards ensuring compliance while maintaining public safety, property values, and community quality of life.



Code Enforcement

City Code: high grass, overgrowth, debris, inoperable vehicles



Property Maintenance

Structural, plumbing, mechanical, and electrical systems



Zoning Ordinance

Fences, home occupations, parking, Zoning Administrator Permits



Inspections & Compliance

Land, homes, businesses, hotels, and short-term rentals — court testimony when needed

PROPERTY MAINTENANCE & ZONING ENFORCEMENT

5,592

High Grass
Violations Cited

36,780

Total Property
Maintenance
Inspections

2,042

Inoperable Vehicles
Cited

636

Debris
Violations Cited

24

Hotel/Motel
Inspections

250

Overgrowth
Violations Cited

PROPERTY MAINTENANCE & ZONING ENFORCEMENT



New Inspectors



Austin Davis

Property Maintenance Inspector II



Ashlay Saunders

Hired as Property Maintenance Inspector



Frank Moreira

Hired as Property Maintenance Inspector



Michael Falls

Hired as Property Maintenance Inspector



Forest Flynn

Hired as Property Maintenance Inspector



Certification Achievements



Megan Lands passed the Property Maintenance Inspector & Zoning Inspector Exams



Chase Andrucci passed the Property Maintenance Inspector Exam

PROPERTY MAINTENANCE & ZONING ENFORCEMENT



Code Road Show Initiative

Educating residents and business owners on code requirements. Building proactive relationships with neighborhood groups, enhancing transparency and trust



Strategic Focus on Commercial Corridors

Targeted enforcement and support to revitalize key economic areas prioritizing maintenance of existing structures



Expanded Staffing for Targeted Efforts

New staff additions allow narrowed focus on priority areas, improved response times, and enhanced service delivery aligned with updated goals

HOUSING & NEIGHBORHOOD SERVICES

Building Stronger Neighborhoods Together

Fostering safe, vibrant, and thriving neighborhoods across Hampton by shaping housing policy and cultivating strong civic leadership.



HUD Entitlement Grants

Collaborate with stakeholders to advance community-driven initiatives



Housing Resources

Support home improvements, housing initiatives, and fair housing education



Neighborhood Commission

Foster strong representation and resident-led initiatives



Civic Leadership Development

Facilitate education and leadership to engage residents — strengthen neighborhood capacity

HOUSING & NEIGHBORHOOD SERVICES

Performance Year 2025 Snapshot

\$2M

Grant Activities

\$80K

Neighborhood & Pool Grants

43

Newly Registered Neighborhood Leaders

4

New Registered Neighborhood Organizations

3

New District Representatives Onboarded

HOUSING & NEIGHBORHOOD SERVICES

Team Advancements and Achievements



Neighborhood Specialist

- + **Travis Rash**
Chief Neighborhood Development Specialist
- + **Raquel McMillan**
Neighborhood Development Associate

Education & Engagement

- Neighborhood Leadership Academy
- Monthly Roundtables launched
- Engagement in 5 priority neighborhoods with Hampton Police Department & Community Engagement

Housing Programs

- Model Block Initiative
- Rock the Block grants
- Support HRHA Housing Programs

Neighborhood Development

- New Placemaking Grant Program

HOUSING & NEIGHBORHOOD SERVICES

How the Work Aligns with our Vision



Empowering Residents

Building civic capacity through leadership training and Neighborhood Commission support residents drive the change they want to see



Strategic Housing Investment

Leveraging U.S. Dept. of Housing & Urban Development grants and partnerships to create tangible improvements in housing quality and neighborhood stability



Inclusive, Thriving Communities

Ensuring every neighborhood has the resources, voice, and support to build a healthy, future-ready community

COMMUNITY ENGAGEMENT

Proactively engages the community to build meaningful connections grounded in trust and inclusion.



Advocate & Execute

Engage with disengaged and disconnected communities



Collaborate Across Departments

Building a united city approach



Public Input on Policies

Plans and projects related to future developments



Youth Commission

Facilitate Hampton Youth Commission, grants, connect students to decision-making

COMMUNITY ENGAGEMENT

3,164

Development-related notices

869

Household Engagements

37

Steering Group/Committees

444

Students Engaged (13-18)

238

Youth-led Event
Connections

COMMUNITY ENGAGEMENT



Connection Point for People & Ideas

Improving household engagement by creating meaningful touchpoints with previously disconnected communities



Inclusive & Future-Ready

Youth engagement on the rise, linking the next generation to decisions that shape their future



Opportunities to Thrive

Community-led initiatives and engagement to ensure everyone has a voice in shaping Hampton's growth

COMMUNITY ENGAGEMENT



Leadership

- + **Monica Meharg**
Hired as Community Engagement Manager



Engagement

- + **Carol Wilson**
Hired as Community Engagement Specialist
- + **Amari Jones**
Hired as Community Engagement Associate

Community Engagement

- Youth initiatives expanded connections beyond projections
- Designed new civic pathways for youth engagement

Partnerships & Capacity Building

- Braille history panel installed with Hampton History Museum – first of its kind
- Neighborhood Block Party Kit launched with Libraries & HNS

SUPPORT SERVICES

Powering the Work That Serves Hampton

Support Services ensures daily operations run smoothly and effectively providing critical administrative, financial, and records management support to leadership, staff, and the public.



Administrative Support

Direct support to Director, Deputy Directors, and senior leadership



Personnel Management

Records, recruitment coordination, payroll oversight



Financial Operations

Budget preparation, transaction monitoring, accounts payable, travel



Procurement

Oversee processes to ensure compliance and efficiency



Records Management

Coordinated office services and managed over 550 FOIA inquiries in PY'25.

SUPPORT SERVICES

Performance Year 2025 Snapshot

Streamlined procurement

processes to reduce approval timelines and improve vendor relationships

Enhanced financial tracking

systems for improved budget transparency and accountability

Coordinated comprehensive **records management overhaul** to improve accessibility and compliance

SUPPORT SERVICES

Team Advancements and Achievements

Support Services - New Division Assignments

- + **Kristie Graves**
Administrative Coordinator - Interdepartmental Support
- + **Dorinda Weeks**
Support Coordinator - Interdepartmental Support
- + **Chela Dawn**
Senior Administrative Assistant - Interdepartmental Support
- + **Chona Thomas**
Administrative Assistant - Community Engagement
- + **Daniel Champion**
Systems Specialist
- + **Serita Anderson**
Senior Administrative Assistant - Development Services Center
- + **Laura Walker**
Administrative Assistant - Housing & Neighborhood Services
- + **Damaris Hunt**
Administrative Assistant - Property Maintenance & Code Enforcement
- + **Arlena Cahoon**
Clerk of Boards and Commissions

SUPPORT SERVICES

How the Work Aligns with Our Vision



Operational Excellence

Behind-the-scenes efficiency that empowers every division to focus on their mission



Transparency & Accountability

Financial and records management systems that build trust with staff and community



Enabling Future-Ready Teams

Recruitment, training, and support that attract and retain top talent

PLANNING

The Planning Division administers land use policies, supports boards and commissions, and shapes development that balances community, environmental, and economic priorities.



Zoning & Land Use

Administer zoning ordinance, review land use applications for policy consistency



Board & Commission Support

Provide expertise and guidance to decision-making bodies and regional planning partners



Master Plans & Overlays

Develop plans and special district overlays to shape future growth



Environmental Protection

Enforce Chesapeake Bay and wetlands protections
safeguard natural resources



Demographic Trends & Code Updates

Track trends, propose updates to align with community needs

PLANNING



Leadership

- + **Milissa Story**
Hired as New Planning Manager



City Planners

- ★ **Han Vu**
Celebrated one-year work anniversary
- ★ **Quinn Heinrich**
Celebrated one-year work anniversary
- ★ **Valerie Taylor**
Celebrated one-year work anniversary



Achievements

- ✓ **Infill Housing Pattern Book:** Public launch and community engagement completed
- ✓ **Ordinance Amendments and Adoptions**
- ✓ **Accessory Dwelling Unit (ADU) Ordinance:** Draft completed and community engagement conducted

PLANNING



Inclusive Planning

Policies that reflect diverse community voices



Environmental Stewardship

Protecting natural resources for future generations



Future-Ready Framework

Adapting policies to emerging trends and needs



Economic Opportunity

Balanced growth that supports prosperity

ZONING

The Zoning Division administers and enforces the zoning ordinance to ensure land use and development are consistent with adopted plans creating a predictable process that supports economic investment, redevelopment, and community stability.



Application Processing

Review and process zoning applications, permits, and certifications for ordinance compliance



Interpretation & Guidance

Interpret and apply zoning regulations to guide development decisions



Compliance Checks

Support business licenses, home occupations, and property uses



Property Research

Provide zoning certification letters and property record research

ZONING

3,657

Total Zoning
Reviews

235

Zoning Inbox
Inquiries

480

Business License
Inquiries

150

Structure
Encroachment

148

Sign Permits

19

ZAP Applications

73

Zoning
Certificates

455

Zoning Walk-ins

ZONING



Leadership

- + **Melvion Knight**
Hired as Zoning Administrator
- + **Christopher Langaster**
Hired as Deputy Zoning Administrator



Zoning Officials

- + **Samar Ravan**
Hired as a Zoning Official
- + **Wanda Wynn**
Hired as a Zoning Official
- + **Rachel Dickens**
Hired as a Zoning Official
- + **Urvi Patel**
Hired as a Zoning Official
- + **Lisa Barnette**
Provided supportive zoning queue management & guidance



Achievements

- ✓ **Staffing levels at 86%**, with only one vacancy (Senior Zoning Official)
- ✓ **Launched Short-Term Rental (STR) Program**
- ✓ **Standard Operating Procedures updated** to reduce workloads and speed reviews
- ✓ **New inquiry tracking portal in development** for transparency and efficiency
- ✓ **Training programs expanded** for new and experienced officials

ZONING



Growth with Sustainability

Guides development with consistency, giving residents & investors confidence in Hampton's future.



Protecting Community Character

Preserves neighborhood identity while allowing thoughtful growth that supports quality of life.



Supporting Economic Investment

Applies clear land use standards that encourage redevelopment and business growth.



Building Public Trust

Enforces zoning ordinances transparently and fairly to strengthen community confidence.

RESILIENCY

Our mission is to envision, create, and empower Hampton to live and thrive with water and the impacts of climate change through approaches driven by data and values.



Adaptation Planning & Policy

Develop strategies with neighborhoods to address flooding and climate impacts



Project Delivery & Implementation

Design and implement shoreline protection, green infrastructure, hazard mitigation projects



Living with Water

Co-create resilience strategies with residents and regional stakeholders

RESILIENT HAMPTON

\$12M

Grant Funds
Awarded

\$65M

Projects & Studies
Managed

3

Professional
Awards

RESILIENT HAMPTON



Leadership

Olivia Askew

Promoted to Resiliency Officer



Resilience

- + **Scott Smith**
Hired as a Coastal Resilience Engineer
- + **Anna Hammond**
Hired as a Resiliency Specialist



Achievements - Projects & Programs

- ✓ Lake Hampton completed
- ✓ Blue Bird Gap Living Farm Shoreline P1 completed
- ✓ Big Bethel Blueway under construction
- ✓ North Armistead Avenue Road Raising bids advertised
- ✓ \$65M in projects and studies under active management
- ✓ 3 Professional awards for staff and projects

RESILIENT HAMPTON



Achievements - Planning & Policies

- ✓ Coastal Storm Risk Management (CSRM) Study with USACE
- ✓ Fox Hill, Grandview & Harris Creek Water Plan
- ✓ Back River Estuary Study
- ✓ Central Newmarket Creek Flood Study
- ✓ Citywide Stormwater Masterplan
- ✓ Aberdeen Gardens Drainage Study
- ✓ Adopted the Natural Infrastructure Resilience Plan



Achievements - People & Partners

- ✓ 30+ community groups engaged
- ✓ Partnerships with universities, nonprofits, USACE, NASA, JBLE



RESILIENT HAMPTON



Living with Water

Adopting a philosophy of coexisting with water while turning flood challenges into opportunities for innovation, safety, & community value.



Data-Driven, Value-Focused Solutions

Using strong data, design modeling, & layered public benefits to deliver sustainable projects that protect residents & enhance our natural assets.



Collaborative Partnerships

Working across departments & with the community to integrate engineering, planning, environmental goals, & economic development in every project.



Innovating for a Resilient Future

Applying nimble, equitable, & heritage-based solutions that make Hampton safer, stronger, & more adaptive for generations to come.

SMALL BUSINESS

Making Hampton the Best Place to do Business

Coordinates city processes to help small businesses navigate zoning, permitting, and inspections. Connects entrepreneurs with resources and departments to streamline development, support compliance, and strengthen Hampton's small business ecosystem



Project Navigation

Guide entrepreneurs through zoning, permitting, inspections, and compliance so projects move forward smoothly



Process Coordination

Align city departments and staff around business needs, streamlining reviews, feedback, and approvals



Small Business Support

Connect business owners with grants, training, and community partners to help them start and grow.



Communication & Advocacy

Translate regulations into clear steps, champion small business needs across city leadership, and build tools (webpages, guides, trackers) to make the process more transparent.

SMALL BUSINESS

Performance Year 2025 Snapshot

110

Businesses
Supported

\$2.2M

Total Small Business
Construction Value

49

New Businesses
Opened

450+

New Jobs Created

SMALL BUSINESS

How the Work Aligns with Our Vision



Linking Planning to Business Growth

Small business projects bring land use plans to life, activating corridors and shaping development patterns consistent with city goals.



Connecting Zoning to Real Outcomes

By helping entrepreneurs navigate zoning rules, the city balances business needs with community character and policy priorities.



Turning Permits into Open Doors

Coordinated permit support moves projects from concept to opening day, aligning new construction and renovations with safe, code-compliant practices.



Advancing Community Standards

Supporting small businesses ensures compliance while driving reinvestment in properties and neighborhoods.

CUSTOMER SERVICE



Joshua George

Executive Project Manager

Superpower: Big ideas into Small Parts

Shines: Sensitive Projects

When to Contact:

- Enterprise & EDA managed projects
- City property development & questions
- Sensitive Projects
- Council & Board Inquiries



Lisa Barnette

Customer Service Manager

Superpower: Pattern Recognition

Shines: Where customers feel stuck

When to Contact:

- Customer complaints and concerns
- Zoning queue management in BG
- Customers that feel unheard or need special attention



Skylar Lockard

Small Business Project Coordinator & Customer Service Ombudsman

Superpower: Strategic Support

Shines: All things small business

When to Contact:

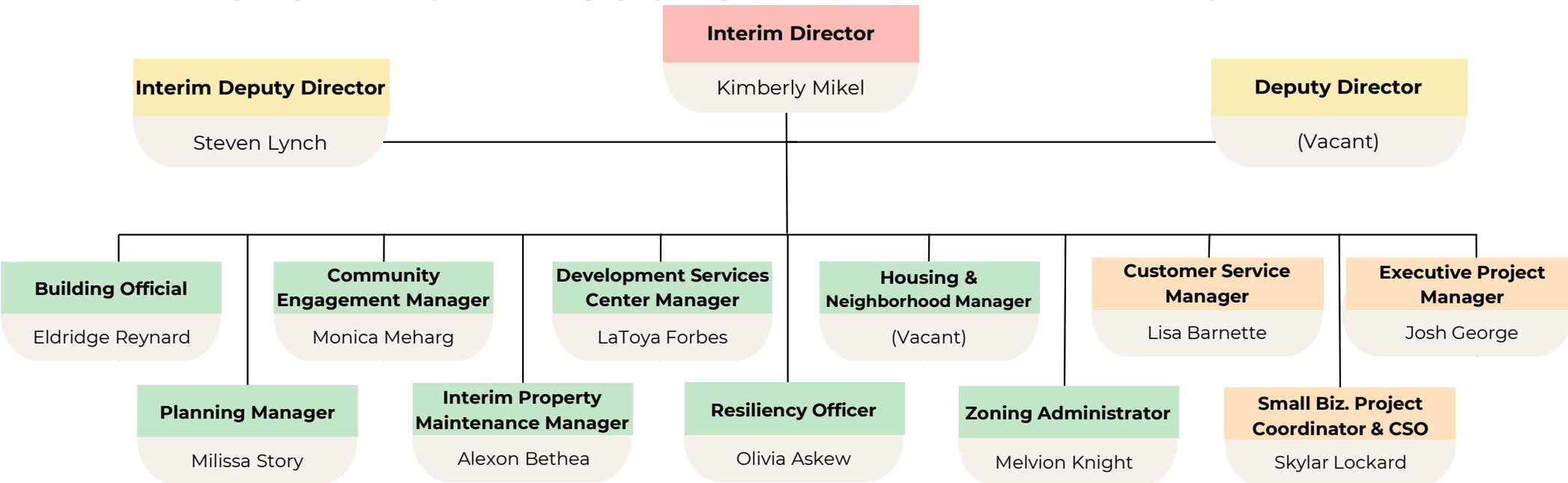
- New Small Businesses at any stage
- Connecting Businesses with other departments or external agencies
- Small Business Compliance & Resources

CDD FUN CREW

- Surveys staff to measure satisfaction and feedback
- Builds morale through meaningful activities
- Organizes philanthropy opportunities
- Strengthens cross-division connections



OUR CREW: CDD LEADERSHIP



OUR CREW: CDD LEADERSHIP

- Leadership team with first-hand experience in staff roles
- Diverse backgrounds and perspectives driving growth
- Committed to regular one-to-ones to build stronger connections
- Driving a customer first culture



NEXT STEPS

Our progress is only
the beginning.
The work continues,
and so does our
dedication.



THANK YOU!



This year, your investment enabled transformative changes that will enhance our ability to serve Hampton for years to come. Your strategic decisions have positioned us to respond more effectively to community needs, enforce standards that protect quality of life, & build a more resilient Hampton for future generations.



New Positions Created

Strengthening our capacity across critical divisions. These additions have been vital in expanding our ability to serve Hampton's growing community.



Compensation Study

Implementation of a compensation study ensures our department remains competitive in today's market. This investment helps us attract top talent and retain the experienced professionals who know Hampton best, reducing turnover and maintaining institutional knowledge.



Consulting Partnerships

Dedicated funding for expert consultants enables thorough process assessments and operational improvements. These partnerships bring fresh perspectives and industry best practices, helping us work smarter and deliver a better experience for Hampton's community & businesses.

Your time & attention to our people & processes ensures Hampton continues to grow responsibly, efficiently, & with purpose. Thank you for believing in our mission & empowering us to serve this community with excellence.

THANK YOU!

