TOWN OF Herndon

FY 2026 Annual Report

LIVE DIFFERENTLY.





Enjoying the Community Picnic on the Town Green.

TOWN OF Herndon

FY2026 Annual Report

MAYOR
Keven J. LeBlanc Jr.

TOWN COUNCIL
Clark A. Hedrick – Vice Mayor
Naila Alam
Cesar del Aguila
Kelvin Garcia
Michael T. Lloyd
Alex Reyes

LEADERSHIP TEAM
Dan Hoffman, Town Manager
Lesa Yeatts, Town Attorney
Kirstyn Jovanovich, Deputy Town Manager
Lisa M. Gilleran, Director of Community Development
Brent Heavner, Chief Communications Officer
Michael "MJ" Johnson, Director of Public Works and Utilities
Tanya Kendrick, Chief of Staff/Chief Human Resources Officer
Amanda Kertz, Town Clerk
Rob Mancini, Chief Information Officer
Michael Mueller, General Manager, Herndon Centennial Golf Course
Collin Okoniewski, Economic Development Manager
Steven Pihonak, Chief of Police
Marjorie Sloan, Director of Finance
Bob Williams, Director of Parks and Recreation

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FY 2026 Annual Report Table of Contents

Community Development 7

Finance 8

Human Resources 11

Information Technology 12

Parks & Recreation 15

Public Works 16

Herndon Centennial Golf Course 19

Police Department 20

Communications &
Economic Engagement 23

Town Attorney 25

Town Clerk 26



Cyclists on the W&OD Trail at Elden Street

1,650+
Community responses collected for Herndon 2050

$14m
In grant funding received for roads and sidewalks

100+
Plans, plats, and surveys reviewed

206
Zoning complaints investigated Reviewed and Approved

193
Zoning Permits

200
Native trees distributed to the community



Community Development staff engaging with the Community for the Roadway Safety Action Plan.

Department of Community Development

During FY 2026, the Department of Community Development (CD) expanded community outreach and engagement while continuing to meet operational demands for plan reviews, applicant communications, zoning enforcement, arboriculture, and transportation.

The Herndon 2050 Comprehensive Plan (2050 CP) project formally began in December. Two Early Action Plan committees were established to develop strategies for the future of Herndon's Downtown and Metro Area.

The committees, comprised of residents, business owners, and land development experts, are anticipated to complete their work during the third quarter of FY 2027. The focus on Downtown and Metro Area planning did not overshadow the broader elements of this critical townwide planning process, as extensive research and outreach occurred during the third quarter of FY 2026. Staff held 15 pop-up and canvassing events in parks, shopping centers, and other public spaces, resulting in over 1,300 one-on-one interactions, 75 completed paper surveys, and 73 "Vision Wall" interactions. Coupled with online survey results, over 1,650 individuals contributed their viewpoints, hopes, and concerns. Staff and consultants will continue public outreach efforts throughout the 2050 CP project.

The department also expanded public education and engagement for its arboriculture and historic preservation programs. During the Arbor Day celebration, staff distributed 200 native trees procured through grant funding. In FY 2026, historic preservation staff hosted two informational exhibits at Frying Pan Park's fall and spring festivals, provided a hands-on public workshop on appropriate stone cleaning techniques, and hosted a free historic rehabilitation tax credit workshop.

As policy development for Herndon's future progressed through the 2050 CP project, the department continued fulfilling the vision and policies of the current comprehensive plan. Community Development ushered two significant proffered rezonings near the Herndon Metro Station through final review and the public hearing process in FY 2026, both of which were approved. Once constructed, these projects will provide a combined total of 925 new apartments, 62 residential condominiums, and 15,100 square feet of commercial space. Based upon the current tax rate, the two developments are estimated to generate a combined annual tax revenue of approximately $850,000 for the town. In addition, both projects include cash proffers to assist in offsetting future costs associated with new development, including impacts on Fairfax County Public Schools.



Arbor Day Native Tree Giveaway

Department of Finance

In FY 2026, the Department of Finance prioritized technology improvements to deliver enhanced capabilities for both customer-facing and internal processes, updated financial reporting requirements, expanded financial analysis, fostered interdepartmental collaboration, and supported staff training.

Staff successfully completed system updates in the ERP system using ReadyForms to improve the functionality of Utility Billing, General Billing, check signatures, purchase orders, Form W-2, and Form 1099 processing. The Revenue team implemented an online parking decal filing and payment process while improving the collection of overdue parking fines by establishing the DMV stop program. Additionally, FY 2026 included a refresh of town website pages related to revenue and payments, expanding online payment capabilities to include Community Development fees.

In financial reporting and internal controls, the General Ledger team adopted Governmental Accounting Standards Board (GASB) Statement No. 103 (*Financial Reporting Model Improvements*), completing necessary research and redesign for the FY 2026 Annual Comprehensive Financial Report. Finance also upgraded cash handling controls and equipment at designated municipal facilities. The Government Finance Officers Association (GFOA) once again awarded the town the Certificate of Achievement for Excellence in Financial Reporting, and Finance achieved its first certification with the Virginia Treasurer's Association.



Celebrating the debut of Herndon Woman's Club mural *Summer Symphony*, by artist Patricia Eprem.

Following the facilitation of the Fall Financial Retreat with the Town Council, the department collaborated across town operations to prepare and submit the FY 2027 Budget. This process included updated rates for Water-Sewer services, reallocated central overhead costs, and project spending reviews aligned with the Capital Improvement Plan.

The department continued delivering critical analysis to drive strategic decision-making. The Fall Financial Retreat featured presentations on solid waste fee structures, revenues and grants for the Stormwater Management Fund, and town debt capacity. Finance also partnered with Information Technology and Human Resources on forecasts related to the IT Transformation initiative and potential updates to the Deferred Compensation Plan.

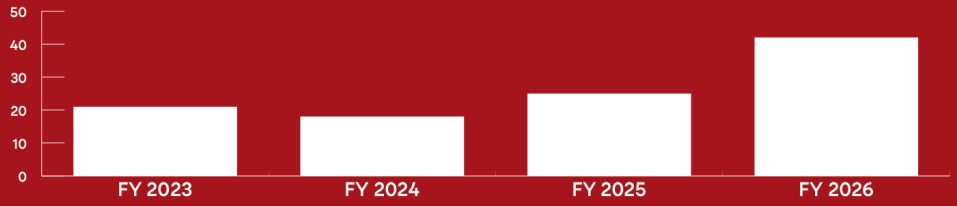
Throughout FY 2026, finance staff actively pursued professional development. A team member was selected to participate in the Leadership Development Cohort, the Purchasing Agent created and delivered small-group procurement training to town staff, and team members earned quarterly Customer Service Awards.

6,096
Vendor invoices processed

10,339
Payroll payments processed

37,643
Customer payments received

Percentage of Vendor Payments Processed Electronically Over Time





Taking a meal break during Polar Heat on Lynn Street.

27%

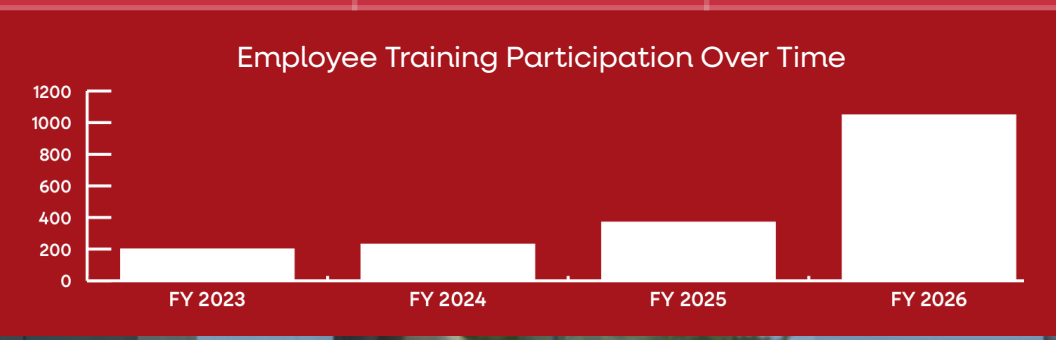
More candidates referred by employees (over previous 5-year average)

17%

More applications reviewed (over FY 2025)

2X

Twice as many staff using tuition reimbursement (over previous 5-year average)





Staff participating in the Herndon Draft department exchange.

Department of Human Resources

In FY 2026, the Department of Human Resources (HR) continued its efforts to foster a positive organizational culture prioritizing employee development, professional growth, and wellness, as outlined in the Strategic Plan.

The town filled 33 regular status and 68 temporary/part-time flexible positions, recruited key leadership roles, and advanced strategic initiatives to strengthen recruitment, staff development, and retention. Key personnel appointments included a new Town Manager and a new Director of Public Works. Strategic outreach, school-based externships, and an enhanced employee referral program expanded the overall applicant pool by 17% compared to FY 2025. Town staff continued to view Herndon as an employer of choice, reflected in a 21% increase in employee referrals, seven of which resulted in regular hires. HR also administered four selection tests to 21 police officer applicants, highlighting the town's competitive pay and benefits structure.

HR launched the Enterprise ERP Recruitment Module, improving applicant screening capabilities for HR staff and hiring managers while elevating the overall candidate experience. Probationary completion rates, retirement figures, and retention metrics remained consistent with FY 2025. The department supported the municipal workforce by emphasizing the town's total compensation philosophy.

Professional development expanded significantly in FY 2026. Participation in the tuition reimbursement program grew by 36%, demonstrating strong employee engagement in personal advancement. The implementation of the NeoGov Learn learning management system (LMS) enhanced training delivery town-wide, providing structured curricula for new hires, supervisors, and general staff. The platform's asynchronous learning capabilities facilitated seamless access for shift workers and absent employees. Key training programs hosted by HR included Annual Harassment and Discrimination Prevention, along with ADA and FMLA compliance training delivered via NeoGov and Pryor Learning.

HR also launched targeted leadership initiatives across the organization. The Herndon Leadership Cohort continued building supervisory skills, while dedicated learning plans in NeoGov covered essential topics such as constructive feedback and FMLA administration. Over 70 employees completed the inaugural Spring 2026 Leader Courses, establishing a foundation for upcoming FY 2027 modules focused on hiring and interviewing.

To maintain legal compliance, HR actively tracked evolving employment laws, including legislative changes passed during the latest Virginia General Assembly session. Staff regularly updated administrative regulations and benchmarked compensation data to maintain regional competitiveness, resulting in zero formal grievances during the fiscal year.



Hanging out with friends at Polar Heat.

Department of Information Technology

FY 2026 marked the first full year of the Town's Information Technology (IT) Roadmap, with significant progress toward modernizing technology services, improving collaboration, and strengthening the foundation for future digital initiatives.

Key FY 2026 accomplishments included the organization-wide rollout of SharePoint Online, supporting the transition from legacy file systems while improving records management and expanding digital workflows. The Town also expanded its adoption of Microsoft 365 tools, including Microsoft Teams and OneDrive, to enhance collaboration and productivity across the organization.

FY 2026 also focused on planning and development activities for several major initiatives that will be delivered in FY 2027. These initiatives include new IT infrastructure, modern workstations, enterprise Wi-Fi, redundant internet services, and upgraded conference room technology at 397 Herndon Parkway. Additional initiatives include full implementation of Microsoft OneDrive and Microsoft Teams, modernization of Help Desk services, standardization of end-user technology across departments, migration of the Town's Geographic Information System (GIS) to the cloud, and launch of the Cityworks permitting and land development public portal.

In addition to advancing technology initiatives, the IT Department strengthened its focus on process development and delivering experiences. The department strives to deliver a high-level experience in a government setting through major investments in IT capability, technical capacity, and modern skill sets. This initial stage of transformation establishes a strong foundation for continued modernization and signals the beginning of a new era of innovation in the years ahead.

295
Networked PCs maintained

268
Mobile devices maintained

113
Service tickets completed monthly on average



Enjoying the Herndon pit stop at the 2026 Bike to Work Day.

41,549
Community center visits

27
Community outreach events reaching more than 3,600 people

2,243
Facility reservations hosted

1.4m
Social media impressions

400
Herndon Olympics swim meet participants

50
Camp scholarships awarded



Egg hunters at the starting line.

Department of Parks & Recreation

Herndon Parks and Recreation (HPR) launched Polar Heat on Lynn Street in FY 2026, a new town-wide family event celebrating Herndon's diversity that attracted 3,000 attendees and featured local performances and community groups. The department also introduced Town Square Tuesdays, a summer concert series on Old Town Hall Square highlighting diverse musical genres. Through Camp on the Go—a free mobile camp funded by the Ruth & Hal Launders Charitable Trust—staff served over 100 youth in under-resourced neighborhoods. Additional nonprofit partnerships provided scholarships for 50 campers to attend summer camp, while general outreach engaged over 3,600 residents across 47 community events.

Facility enhancements included repainting the gymnasium and locker rooms, installing new flooring in Community Rooms 3 and 4, refinishing wood floors in Community Rooms 1 and 2, and replacing the facility ice machine. Fitness revenue reached $170,909, exceeding FY 2025 levels, while picnic shelter and court rental revenue surpassed projections by 70%, totalizing $30,590. Daily and pass admissions declined 13% from FY 2025, and racquetball courts remained closed following mold remediation initiated in August 2025.

Aquatic programming remained active, with the Herndon Olympics swim meet hosting 400 swimmers from nine teams alongside an Olympic clinic led by Erika Connelly. The Harvest Moon Invitational drew 631 swimmers, and a new Aqua Bingo program welcomed 45 participants. The pool maintained uninterrupted operations throughout a five-month staffing vacancy in the Pool Manager position.

Park infrastructure saw major investments, including the replacement of the Harding Park playground based on feedback from 189 community survey responses. Bready Park received a new seating wall, native plant beds to mitigate stormwater runoff, dugout renovations, and a donor-funded synthetic turf field fence. New water fountains were installed at Bready, Runnymede, and Trailside parks, including one funded by the Friends of Runnymede Park. Staff repaired the tennis bubble following winter storm damage and continued supporting volunteer clean-up events throughout the year.

Digital engagement grew significantly, with HPR social media reaching 1.2 million users, generating 1.4 million impressions, and gaining 954 new followers. The email distribution list expanded by 3,534 subscribers while achieving a 49% open rate, and combined promotional campaigns for Polar Heat and Elden the Bear generated 1.35 million impressions. Celebrating its 50th anniversary in 2026, HPR earned the Virginia Recreation and Park Society (VRPS) New Program Award for the Herndon Torch initiative. Outreach expanded through collaborations with Fairfax County Public Schools family liaisons, She Believes in Me, and Cornerstones, increasing program awareness among residents with financial need. The department also hosted a second community Open House in January to share local resources and program information.



Elden gets in on the Polar Heat photo fun.

Department of Public Works

During FY 2026, the Department of Public Works focused on sustaining and enhancing town infrastructure, delivering facility upgrades, transportation safety improvements, and utility maintenance across Herndon.

In parks and recreation facilities, Public Works completed replacing playground equipment at Harding Park and finalized design plans to replace playground structures at Cuttermill Park. Staff designed and constructed a new seating wall and landscaped area between the tennis courts and picnic pavilion at Bready Park, alongside replacement dugouts for the Bready Park athletic complex. The department initiated design efforts to convert the tennis bubble from seasonal use to a permanent structure, enabling year-round court utilization. Additionally, staff completed the demolition of environmentally affected racquetball court facilities and began design work for reconstructed courts and mechanical systems.

Building operations finalized design efforts for Phase 1 of the Energy Savings Performance Contract (ESPC) and awarded the execution contract to CMTA. Completed Phase 1 work included upgrading lighting at 397 Herndon Parkway to energy-efficient LED fixtures. Design was also completed for HVAC system replacements at the Town Shop and Herndon Municipal Center (HMC), with construction scheduled to begin in FY 2027. Under American Rescue Plan Act (ARPA) funding, the department managed active storefront entry replacements at HMC, scheduled for completion in fall 2026 to ensure full ARPA fund utilization prior to program closeout in FY 2027.

Transportation and pedestrian safety projects advanced significantly. Public Works completed designs for intersection improvements at Monroe Street and Park Avenue, as well as Ferndale Avenue. Temporary pavement markings were installed on Ferndale Avenue, with permanent construction scheduled for FY 2027 alongside the Monroe/Park intersection project. The Town Council adopted the Town's Roadway Safety Action Plan (RSAP) in April 2026, laying the groundwork for Phase 2 development of an ADA Transition Plan for town rights-of-way starting in FY 2027. Staff upgraded sidewalk ramps to current ADA standards along Dranesville Road and completed safety designs for Bennett Street between Dranesville Road and Herndon High School in coordination with FCDOT, VDOT, FCPS, Supervisor Bierman's office, Kingstream HOA, and Herndon United Methodist Church. Implementation on Bennett Street will conclude before the start of the 2026–2027 school year. Major repaving was completed on portions of Dranesville Road, Center Street, and East Elden Street, and staff collaborated with Community Development to remove brush and plant nine native trees behind HMC.

Cemetery and utility infrastructure projects progressed across several areas. Final design for the Chestnut Grove Cemetery expansion reached 95% completion, following delays required for archaeological surveys of early and native gravesites, with construction set for FY 2027. Public Works completed the Folly Lick sewer line replacement and ongoing sanitary sewer main lining and manhole rehabilitation projects. The department also fulfilled EPA requirements by completing the Water System Risk and Resiliency Assessment.

4,909
Tons of trash collected

1,265
Tons of recyclables collected

2,528
Permit inspections completed

135,625
Feet of storm sewer CCTV inspected

87,525
Feet of sanitary sewer CCTV inspected

400
Water quality samples collected



Public Works staff begin decorating downtown Herndon for the holiday.



Herndon Centennial Golf Course

During FY 2026, Herndon Centennial Golf Course recorded 49,578 total rounds played, consisting of 42,624 public rounds, 1,993 resident rounds, and 4,961 annual passholder rounds, reflecting strong facility utilization across all customer segments.

A total of 467 players participated in signature tournaments and special events throughout the year. Major events included the Gobbler Scramble (120 participants), New Year's Eve Scramble (88), Spring Shamble (84), Match Play Championship (71), Club Championship (48), Herndon Cup (32), and the Herndon vs. Sterling competition (24). The annual Superintendent's Revenge event was canceled due to winter weather.

League play remained active across multiple demographics. The Wednesday Seniors League averaged 50 players across eight events, while the Seniors & Duffers League hosted 40 players across 16 events. The Herndon Golfers Club (HGC) engaged 80 players in 14 events, and the Herndon Ladies Golf League (HLGL) maintained 59 weekly participants. The course also hosted 52 group outings, including two events with over 100 participants and three events exceeding 80 participants.

Marketing and customer outreach efforts included publishing 21 digital newsletters, posting 54 social media updates, fulfilling 80 special orders, and supporting local scholastic golf teams from Herndon High School, Paul VI Catholic High School, Fairfax Christian School, and Potomac High School. Instructional programming grew by 12% compared to FY 2025, with all beginner golf instruction reaching full capacity.

Environmental stewardship remained a priority for the facility. Herndon Centennial achieved recertification as an Audubon Certified Sanctuary Property and updated its Nutrient Management Plan in FY 2026. Additionally, Virginia Bluebird Society volunteers monitored ten nesting boxes across the property, successfully fledging 51 Eastern Bluebird chicks.

49,578
Total rounds played

467
Tournament participants

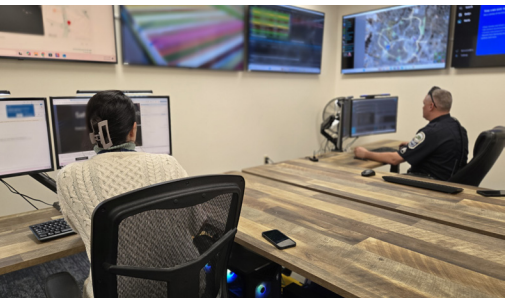
12%
Increase in golf lessons over FY 2025

Herndon Police Department

In FY 2026, the Herndon Police Department (HPD) advanced key operational and community safety initiatives while fulfilling its core public safety mission. HPD successfully launched the Community Bike Team, enhancing officer visibility and proactive engagement with residents and business owners in high-traffic commercial and community areas. The department also developed and implemented the Real-Time Crime Center (RTCC), expanding technological capabilities through live analytics, situational intelligence, and direct field support. The RTCC enhances incident response times and serves as a centralized command center for joint multi-jurisdictional operations and emergency management, supporting the town's strategic commitment to regional safety coordination.

Personnel highlights included welcoming two police academy graduates, certifying a new polygraph examiner, and awarding Master Public Information Officer certification. To strengthen victim support services, HPD established two dedicated Police Domestic Violence (DV) Coordinators focused on survivor safety, victim advocacy, and offender accountability. Community outreach remained central to department operations, with officers participating in numerous neighborhood events, public safety demonstrations, and youth programs throughout the year.

Operational achievements included a 20% year-over-year reduction in Group A crimes, a 27% reduction in traffic accidents, and a notable increase in distracted driving enforcement actions.



Monitoring in the Real Time Crime Center.

20%

Reduction in group A offenses

27%

Reduction in traffic accidents

2

New police domestic violence coordinators



Herndon Police Officers at the start of the Herndon Homecoming Parade.



Ribbon cutting for Hawkley Brewing.

Office of Communications & Economic Engagement

In FY 2026, the town established the Office of Communications & Economic Engagement, integrating public communications and economic development under a unified strategy to enhance community outreach and support local economic growth.

The office led local execution of the town's America 250 initiative, partnering with businesses, civic organizations, and regional stakeholders to celebrate Herndon's history through community events, promotions, and placemaking activities. The department expanded proactive communications through enhanced storytelling, modernized social media campaigns, and regular updates highlighting municipal services, community achievements, and business successes.

On the economic development front, the department launched Herndon's first comprehensive Market Study & Economic Development Strategy (MSEDS) to guide future commercial investment, redevelopment, business retention, and district activation. Staff engaged local business owners, property developers, and regional partners to address economic opportunities and expand business support networks. The office also relaunched the *Herndon Business Bulletin* newsletter and assumed management of the Herndon Farmers Market, aligning the longstanding event with downtown activation and small business growth initiatives.

1,518
Social media posts

8,423
Subscribers & followers added

2.13m
Social impressions from 1,094 posts

116
New businesses opened

70
Business retention visits conducted

11
Ribbon cuttings organized



Juneteenth event attendees enjoy local speakers who shared stories and history of the people and places that shaped our community.

Office of the Town Attorney

In FY 2026, the Office of the Town Attorney provided comprehensive legal counsel and operational support across municipal government, serving as primary legal advisor to the Town Council, statutory boards, and 13 operating departments. Staff attended 93 official Council, board, and commission meetings to deliver real-time legal guidance and review agenda documentation. The office drafted ordinances, resolutions, contracts, and administrative policies while issuing formal and informal legal opinions to support daily town operations.

A key organizational achievement was the consolidation and modernization of Freedom of Information Act (FOIA) procedures within the Town Attorney's Office. Staff established a centralized tracking and response system to improve compliance timeliness and conducted town-wide FOIA training for municipal staff. The office also developed and delivered Townwide *Get R.I.T.E.* training to strengthen interdepartmental collaboration and risk management awareness.

Legal staff supported major Council priorities, including the rollout of the Herndon 2050 Comprehensive Plan, updates to special event policies, small area corridor planning, establishment of the Designated Outdoor Refreshment Area (DORA), and ongoing redevelopment negotiations along South Elden Street and transit-oriented Metro properties. In legislative advocacy and public safety, the office managed the town's state legislative program, coordinated Charter amendments, and supervised the prosecution of hundreds of traffic and criminal cases in local courts. Continued oversight of risk management programs ensured compliance with state standards while helping control municipal insurance costs.

93
Council, board and commission meetings attended

100%
Compliance with VRSA Risk Management Guidelines resulting in reduced premiums

325
FOIA and Subpoena responses drafted or reviewed

Office of the Town Clerk

The Office of the Town Clerk serves as the custodian of the town's official records, preserving public meeting history, legislative actions, and municipal decisions in compliance with Virginia statutory requirements.

In addition to preparing ordinances, resolutions, public notices, and official filings, the Clerk's Office expanded its meeting support in January 2026 to include the Planning Commission, Architectural Review Board, Historic District Review Board, Board of Zoning Appeals, and Town Council ad hoc committees. This expansion standardized agenda preparation, meeting procedures, minute-taking, and records retention across all public bodies. During the fiscal year, staff reviewed and edited over 4,000 pages of agenda documentation to ensure accurate and transparent information for officials and the public.

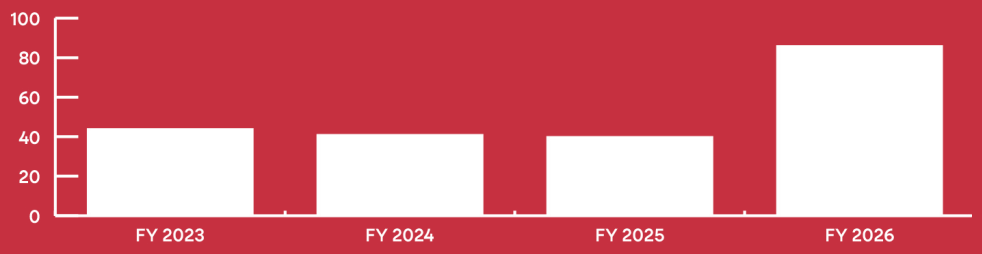
The Clerk's Office also coordinated event logistics and ceremonial recognition items for the Mayor and Town Council, supporting civic functions such as the Mayor's Volunteer Appreciation Event, Town Halls, and official proclamation presentations.

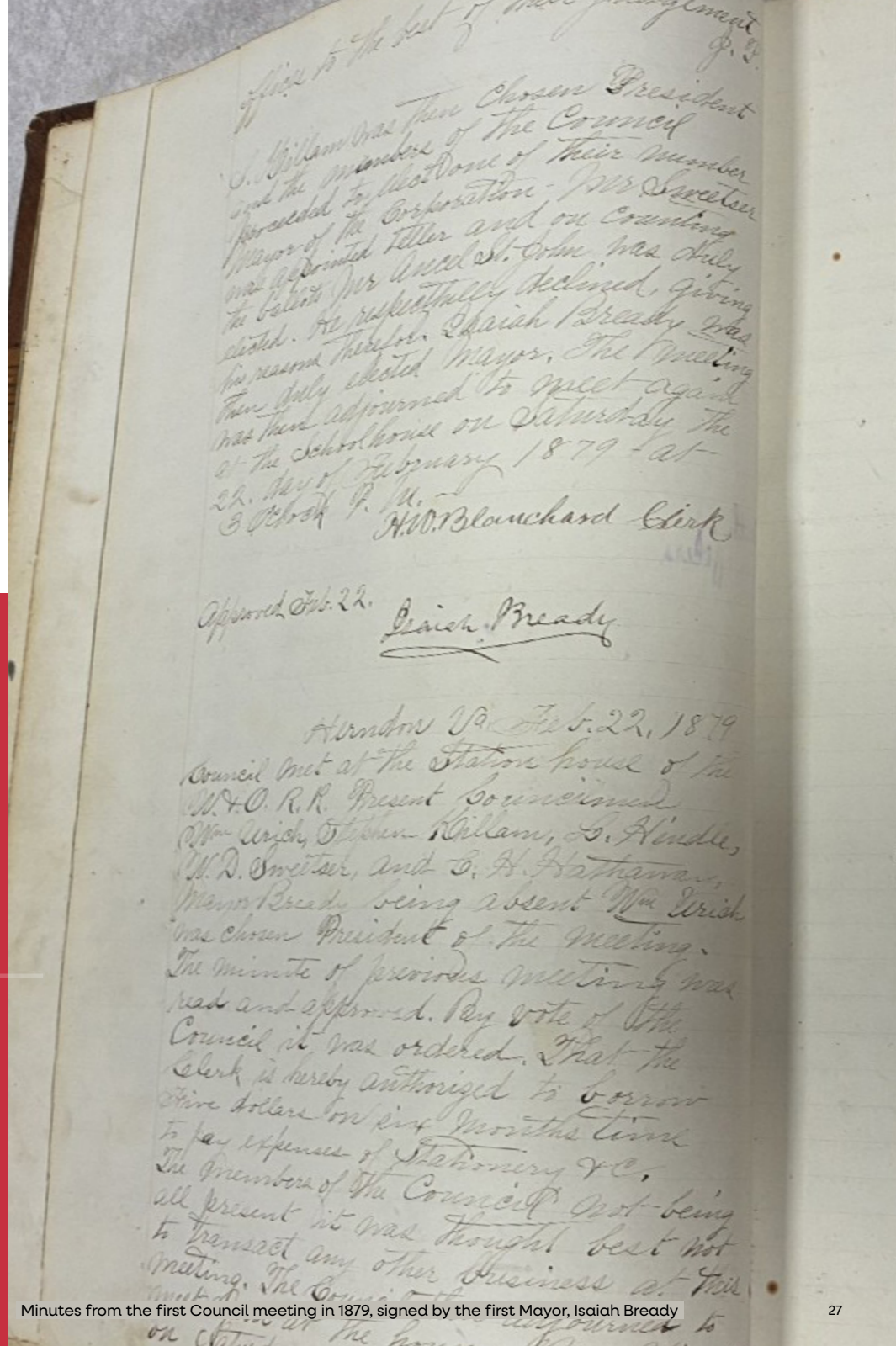
83
Legal advertisements processed

167
Public comments processed

29
Proclamations issued

Total Meetings Supported





Minutes from the first Council meeting in 1879, signed by the first Mayor, Isaiah Bready

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