TOWN OF Herndon

LIVE DIFFERENTLY.

Annual Report FY 2025

MAYOR
Keven J. LeBlanc Jr.

TOWN COUNCIL
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Cesar del Aguila
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Michael T. Lloyd
Alex Reyes

LEADERSHIP TEAM
Kirstyn Jovanovich - Interim Town Manager
Lesa Yeatts - Town Attorney
Scott Robinson - Acting Deputy Town Manager

Tammy Chastain - Acting Director of Public Works - Operations
Lisa M. Gilleran - Director of Community Development
Brent Heavner - Chief Communications Officer
John Irish - Acting Director of Public Works - Engineering
Page Kalapasev - Director of Information Technology
Tanya T. Kendrick - Director of Human Resources
Amanda Kertz - Town Clerk
Michael Mueller - General Manager, Herndon Centennial Golf Course
Collin Okoniewski - Economic Development Manager
Stephen Pihonak - Chief of Police
Marjorie Sloan - Director of Finance
Bob Williams - Director of Parks and Recreation

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Introduction: 2024-2029 Strategic Plan Overview

The Town of Herndon's 2024–2029 Strategic Plan serves as a guiding framework for all municipal departments and initiatives. Developed in partnership with the town's Leadership Team and adopted by the Town Council, the plan outlines a shared vision for Herndon as an integrated, sustainable, safe, and equitable Town.

The Strategic Plan is organized around five key focus areas:

1. Strong Fiscal Stewardship – Ensuring responsible financial management, transparency, and alignment of budgets with long-term goals.
2. Secure and Interconnected Community – Promoting public safety, multimodal transportation, and regional collaboration.
3. Environmental and Economic Sustainability – Supporting energy efficiency, business growth, historic preservation, and affordable housing.
4. Good Governance – Maintaining public facilities, engaging the community, and fostering a high-performance workforce.
5. Thriving Community – Enhancing accessibility, cultural expression, parks, and community events.

This FY 2025 Annual Report highlights key achievements and activities aligning with these strategic priorities, demonstrating Herndon's commitment to building a vibrant and resilient future for all.

Town Manager's Office

The Town Manager's Office leads the day-to-day operations of the Town, carrying out the policies established by the Town Council and providing leadership and coordination across all departments. The Office ensures accountability, supports organizational health, and aligns resources to achieve Council's long-term vision for Herndon.

In FY 2025, the Town Manager's Office guided the organization through a period of transition following the departure of the previous Town Manager, supported by interim town managers and Acting Deputy Town Managers to ensure continuity of leadership. Throughout this time, the Office provided steady support and guidance to sustain the delivery of high-quality programs and services to the community. Recognizing the importance of organizational capacity, the Town Council also added the position of Deputy Town Manager to strengthen operations and further support alignment with strategic priorities.

Investing in Organizational Health

In FY 2025, the Town Manager's Office emphasized the importance of a high-performance workforce and leadership development. The inaugural Herndon Leadership Cohort was launched to build leadership capacity across all levels of the organization, bringing together employees from multiple departments to collaborate, strengthen communication, and foster a culture of "leadership from any seat." In addition, staff participation in the University of Virginia's LEAD program was expanded, ensuring that emerging leaders have access to training, networks, and professional growth opportunities that support long-term organizational resilience.

The Office also supported the creation of micro-business teams; small cross-departmental groups formed to address high-priority challenges such as business engagement processes, site plan process improvements, and property maintenance. These teams allow staff closest to the work to design and test new approaches, creating scalable solutions that improve efficiency, enhance customer service, and build ownership across the organization.

Driving Strategic Alignment

To ensure accountability and progress on the Town's 2024–2029 Strategic Plan, Town Council met in a retreat early in 2025, focused on priority setting and establishing a two-year workplan directly tied back to the Strategic Plan. Throughout the year, staff have provided regular updates on priorities identified by the Town Council as part of their work session schedule. These structured reviews keep Council and the public informed on progress and allow for adjustments where needed, reinforcing transparency and alignment with the Council's policy direction.

Through these efforts, the Town Manager's Office demonstrated its commitment to cultivating organizational health, strengthening leadership capacity, fostering innovation, and advancing the community's shared priorities under the Strategic Plan.

Community Development

The Department of Community Development (CD) experienced an active year, with the town's Strategic Plan serving as the roadmap for the department's initiatives.

Shepherding New Development & Responsible Growth

In support of the Strategic Plan's Good Governance and Secure and Interconnected Community Focus Areas, staff dedicated a substantial amount of time reviewing plans and permits and working directly with applicants throughout FY 2025.

Staff reviewed the first submission of 39 plans during the fiscal year, with most plans necessitating the review of three or more resubmissions to ensure that all details were correct and complied with Town Code and policies. Additionally, staff issued 133 Zoning Appropriateness Permits (ZAP) for new or relocating businesses, and 41 Zoning Inspection Permits (ZIP) for home-based businesses and homes operating short-term rentals.

Staff spent significant effort on the review of two proposed developments located near Herndon's metro station: 250 Exchange Place and 575 Herndon Parkway. The Exchange Place project proposes 400 multifamily units and 62 two-over-two condominium Townhouses, while the 575 Herndon Parkway project will provide up to 525 multifamily units and over 13,500 square feet of commercial use. Staff collaborated with developers to ensure compliance with Town Codes and policies and negotiated to ensure multimodal design features, the inclusion of electric vehicle charging stations, and cash proffers to offset the cost of potential impacts. Additionally, staff worked with developers with an eye towards creating a positive and lasting effect on the Town's tax base, through attention to durability of material and design, and anticipated lifestyle needs and desires.

In FY 2025, 555 Herndon Parkway completed the site plan review process and became the first development to commence construction within the Herndon Transit-Oriented Core Zoning District (HTOC). Upon completion, the project will provide 400,250 square feet of multifamily residential, 5,360 square feet of retail, a parking garage, landscaped courtyard, and a small park.

In FY 2025, staff drafted and processed Zoning Text Amendments (ZOTAs) that realigned development fees with area benchmarks and the Town's actual costs for reviewing and processing plans and permits, established new zoning districts to support the implementation of the Transit-Related Growth Small Area Plan (TRG), incorporated Strategic Plan priorities such as requirements for electric vehicle charging stations, and introduced restrictions on data centers within the Planned Development-Business and Office and Light Industrial districts.

Cultivating a Thriving Community

In FY 2025, several initiatives aligned with the Strategic Plan's Environmental and Economic Sustainability goals were advanced. Staff secured a Community Forest Revitalization Program Award to support development of the Town's first urban forestry master plan, ensuring alignment with best practices. The Town Arborist completed the first public street tree inventory, enabling data-driven care of Town trees. Using grant funds, staff assessed and removed 99 hazardous trees and planted 151 new street trees in the Chandon neighborhood. In partnership with Public Works, the department also redesigned and

replanted seven town-owned landscape beds with native species and sustainable design strategies to reduce maintenance costs and enhance environmental health.

In FY 2025, staff disbursed $25,000 on direct repairs to four households that qualified for assistance under the Housing and Urban Development Community Development Block Grant program. Staff also provided non-financial assistance to 16 households who exceeded the income levels for direct funding but requested guidance on how to best prioritize repairs and what to look for and ask when hiring a contractor.

Regarding housing, the Town commenced its first Housing Study in FY 2025. Once completed in early 2026, the study will provide an assessment of the town's current housing, pipeline housing, and options for ensuring an increase in housing that aligns with community needs as called for within the Strategic Plan.

Staff coordinated with Fairfax County to obtain over $5.2 million in Local Revenue funds through the Northern Virginia Transportation Authority (NVTA). Funding was directed towards the design and construction of ADA-compliant multimodal improvement projects. Staff also assisted Public Works staff in applying for funding under the Federal Highway Administration's Safe Streets and Roads for All (SS4A) grant program. The grant program awarded $500,000 (including a local match of $100,000) to the Town for the development of a Town-wide Roadway Safety Action Plan.

Parks & Recreation

In FY 2025, the Town of Herndon Parks and Recreation Department continued to serve the community through events, programs, classes, instructional programs, facilities, and parks. In FY 2025, participation in multiple programs and spaces increased, with total visits to the Herndon Community Center (HCC) increasing 33% over FY 2024, and 15 managed events serving over 10,000 people. In this period, multiple capital improvement projects were completed, including the installation of a new replacement tennis bubble, resurfacing of the Bready Park softball field, multiple indoor pool improvements - including new deck drains and offices - and new hoops and backboards in the HCC gym.

Parks and Recreation continues involvement in community engagement activities, including holding 53 outreach events reaching over 3,300 people, the Neighbors in Action program serving 4,250 youth using the HCC, and a new Camp on the Go summer program taking the summer camp experience to an underserved neighborhood. Aquatics programming served 2,909 participants, and the Herndon Aquatics Club (HAC) had 232 swimmers, representing a 32.6% growth. Park usage is strong, with 123 picnic shelter reservations and 896 paid pickleball court reservations at Bready Park. The Chestnut Grove

Cemetery had mausoleum repairs, was involved in the cemetery development and office improvement projects and saw increases in interments and revenue.

Recreation Opportunities for the Whole Community

Parks and Recreation hosted over 10,000 people at multiple events during 2025 including our annual July 4th celebration, Turkey Trot 5K race, Holiday Arts & Crafts Show, Hoppy Egg Hunting, and many others. Other highlights from this year included our summer camps being honored for the third consecutive year as Northern Virginia Magazine's Best Summer Camp, and the launch of Towne Square Tuesdays, an eclectic free music series hosted at Town Hall Square.

Building more effective community outreach and engagement was a critical part of the Recreation Division's work in FY 2025, with the team adding a new staff member dedicated to community outreach and building stronger community connections, and initiatives such as partnerships with Cornerstones and She Believes in Me to expand access to our Summer Camps and teen after-school programs, and the launch of our Camp on the Go program providing drop-in, no-cost camp experiences to underserved youth.

Investing in the Community

Staff spearheaded several facility improvements including new carpet, entryway improvements, and gymnasium upgrades in the Herndon Community Center and infield replacement and resodding on our Softball Field at Bready Park.

Final design for the Chestnut Grove Cemetery development project was 95% completed in FY 2025, with construction scheduled for FY 2026. Staff met with neighbors adjoining the cemetery and incorporated their input into the design which enhances the landscaping and drainage of the site and increases the number of available plots, thereby extending the facility's ability to accept new interments by approximately 17 years. Additionally, design was completed on a project to refurbish the exterior of the cemetery building.

Staff also worked on some smaller projects with big impacts over the last year, such as partnering with Friends of Runnymede Park for stream cleanup, native plant garden care, and Nature Fest. They also coordinated several community service and scout projects supporting park beautification, invasive plant removal, trash pickup, mulching, and planting.

Aquatic Fun and Competition

Our team hosted many fun events during FY 2025, including the Pumpkin Plunge and Aqua Egg Hunt, and increased our aquatic exercise and lesson program offerings. Competitive

swimmers made good use of the Herndon Community Center too, with the facility playing home to the Harvest Moon Invitational with 350 swimmers and an Olympic Clinic featuring Olympian Cody Miller. Fairfax County Public Schools continued to use the facility for swim meets and practices as well, as did the Herndon Aquatic Club.

Public Works

In FY 2025, the Public Works Department (DPW) continued focus on maintaining and improving Town infrastructure. The Department made several significant improvements in the effort to provide Town residents with quality facilities, infrastructure, and services.

Facility Improvements

Herndon's parks and public facilities saw many upgrades during FY 2025. At the Herndon Community Center, staff replaced the environmental control system and installed a new entryway with an air barrier. Staff removed old, invasive plants and replaced them with native species, attracting butterflies and birds, while providing local wildlife food and shelter for the entire year.

At Bready Park, staff completed refurbishment of the tennis complex, including installation of a new tennis bubble in time for the fall and winter season, and the resodding of the adjacent softball field. In Runnymede Park, staff completed the replacement pedestrian bridge behind Hunter's Creek pool.

The Department worked with Community Development to plant native plants around Herndon Municipal Center, Town Hall, and the Depot buildings, beautifying our public spaces.

Preparing for the Future

Supporting Secure and Interconnected Community and Good Governance Strategic Plan focus areas, several DPW initiatives paved a path to the Town's future during FY 2025.

Staff upgraded sidewalk ramps along Dranesville Road to meet current ADA standards, enhancing accessibility in a high foot-traffic area. A major paving project was completed on streets between Park Avenue and Third Street, including Grant, Tyler, Van Buren, Monroe, Second, Ballou, Station, and Third Street. In collaboration with Community Development and the Police Department, safety boulders were installed along Lynn Street to protect pedestrians during the Farmers Market and other public events.

Designs for two key road safety improvement projects, Monroe Street and Park Avenue intersection and Ferndale Avenue, got underway in FY 2025. Installation of temporary

markings and striping to replicate the permanent improvements were completed on Ferndale Avenue. Construction of permanent improvements is expected in FY 2026 for Monroe Street and Park Avenue, and in FY 2027 for Ferndale Avenue. As part of the Town's Safety Action Plan process, staff completed public outreach for the Monroe Street and Park Avenue intersection improvements and for the Ferndale Avenue parking and pedestrian improvements.

DPW staff applied for and received $400,000 in funding under the Federal Highway Administration's Safe Streets and Roads for All (SS4A) grant program for the development of a Town-wide Roadway Safety Action Plan (RSAP). By the close of FY 2025, staff had begun work on the RSAP including public outreach and historical data analysis to identify transportation safety and accessibility for all users, including pedestrians, bicyclists, drivers and transit riders. The plan will help prioritize projects that can most effectively reduce traffic-related injuries and death. The plan is scheduled for completion in Spring of 2026.

The Dranesville Road watermain project was completed in FY 2025. The construction to replace the sewer line along Folly Lick began in FY 2025 and will be completed in early FY 2026. The Department, in coordination with a consultant, completed the first phase of the water service line inventory plan, in adherence to an Environmental Protection Agency (EPA) requirement to identify service line material to all customers by October 2024. The Town is completing the next phase of the service line inventory using EPA grant funds.

Strong Fiscal Stewardship

The Department has continued to use federal American Rescue Plan Act (ARPA) funding to complete infrastructure improvements. There are currently 10 active projects funded by ARPA. These projects are making needed repairs to buildings, improving parks, expanding the paving program, making repairs and improvements to water and sewer systems, and replacing end-of-life equipment.

Herndon Police Department

The Department had a change in leadership in FY 2025 and welcomed a new chief that has been with the Town of Herndon since 1999. The new chief brings a wealth of knowledge and familiarity with the Town's culture, small-Town charm, and its ambitious determination to thrive as a safe community. Aligned with Town of Herndon Strategic Plan Focus on Good Governance, specifically Goal 3, fostering a positive Town organizational culture, the chief seeks to foster a positive and supportive environment for department personnel and the community.

The Department achieved reaccreditation in November 2024 by the Commission on Accreditation for Law Enforcement Agencies (CALEA), an international law enforcement accrediting commission. This is a rigorous four-year program review culminating in an onsite assessment. The Department continues to demonstrate its voluntary commitment, since 1986, to comply with essential law enforcement program standards that adhere to best industry practices. This award constitutes 38 consecutive years as an accredited agency.

Recruitment, Promotion, Training, and Wellbeing

The Department introduced a new dedicated recruitment website to host active police and civilian job vacancies. The website highlights important information on positions and the department, and it effectively streamlines the hiring process by directly connecting to the Human Resources application process. In FY 2025, the department hired four new members, two officers and two dispatchers, advanced two officers due to career development eligibility, and promoted seven officers to supervisory ranks.

The Department provided advanced training opportunities to staff that included supervisory, leadership, and professional development courses in addition to required certifications and state-mandated training. The Department continued to prioritize health and wellness for police personnel through enhanced wellness initiatives that include a mandatory physical fitness program and scheduled squad workouts, mental wellness checks, facility support dog, and a certified Peer Support Team.

Securing the Community

In service of Focus Area 2 of the Town's Strategic Plan, Secure and Interconnected Community, the Department acquired "Pilot", a new explosives detection canine that replaced the previous dog that retired after 12 years of service. Pilot, a labrador retriever, and his handler have been trained in explosive materials detection, which involves the identification of various explosive compounds, materials, or devices. The team is utilized routinely to inspect the safety of large events in the Town and is available to assist local law enforcement partners as requested.

A substantive increase in assault offenses, vandalism, larcenies, and motor vehicle theft cases were indicated in the Town from the previous calendar year. The Department is developing an initiative to form a special team to provide focused enforcement support to address these types of offenses and further concentrate efforts on community concerns, crime prevention, and other activities to increase safety and neighborhood quality.

As part of the HPD's commitment to being connected with our community, officers and staff attended more than a dozen community events ranging in size from small opportunities to connect -like coffee with a cop and preschool visits to large community events like National Night Out and Que Pasa Festival.

Finance

The Finance Department's primary purpose is to manage the Town's financial resources in a professional, responsible, and accountable manner. The Department's mission aligns closely with Strategic Plan Focus Area 1, Strong Fiscal Stewardship, and Focus Area 4, Good Governance. For FY 2025, Finance prioritized process improvement, cross-department collaboration, analytical capability, and staff development.

Technology Upgrades

In FY 2025, staff made upgrades to their online forms systems and processes to further automate utility billing, check signatures, and W-2 and 1099 form processing. The general ledger team also strengthened cash management through the implementation of new bank reconciliation software.

Leveraging the recently implemented procurement software upgrades, staff led several complex procurement efforts on key Town transactions including the Comprehensive Plan, the Roadway Safety Action Plan, the Golf Course tee box renovation, and several large projects funded through ARPA funds.

Additionally, Finance partnered with Parks and Recreation, Information Technology, and Public Works staff to implement other software implementations and upgrades that streamline workflows and internal controls.

Award-winning Budgeting Processes

The Department completed a successful FY 2026 Budget preparation. The process included an updated water-sewer rates model, project spending reviews to align with the Capital Improvement Plan, and streamlined preparation of the digital budget book. Staff presented enhanced reporting to provide the Town Council with additional detail on forecasted revenues and proposed expenditures to effectively set tax rates and spending priorities.

The Government Finance Officers Association (GFOA) again awarded the Town with the Distinguished Budget Presentation Award and the Certificate of Achievement for Excellence in Financial Reporting.

Collaboration and Cross Training

Finance continued to collaborate across departments to deliver increased efficiency and compliance. Finance staff worked with Human Resources for the initial set-up and training delivery for critical upgrades to our time keeping systems, which ensure regulatory compliance and strong internal controls on time tracking and support for payroll processing.

In FY 2025, staff continued to cross-train and complete professional development. Finance employees were active in the inaugural Leadership Development cohort, cross-functional problem-solving, continuing education, and impressive achievement of professional certifications.

Herndon Centennial Golf Course

Herndon Centennial Golf Course continued to see revenue and sales growth in FY 2025. The facility continues to set the pace for area public facilities for course conditioning, customer service, and affordability.

In FY 2025, Herndon Centennial hosted 46 tournaments in partnership with organizations such as the Herndon Golfer's Club, Herndon Ladies Golfer's Club, Senior Duffers and other groups to provide a quality venue for tournaments.

In FY 2025, a total of 48,363 rounds were booked, representing an 8% decrease from FY 2024. Because golf participation is highly dependent on weather, annual fluctuations are common. In addition to weather conditions, the decline in FY 2025 was also influenced by course improvement projects occurring during the season.

Facility Maintenance and Improvements

The course saw a number of significant improvements this year including 14 new driving range mats, 16 new tee boxes, laser leveling tee decks, upgrades to the irrigation system, and improvements to drainage systems. Additionally, the course's maintenance team added a new bunker rake, utility vehicle, and rough mower.

Environmental Stewardship

Herndon Centennial continued its focus on environmental planning in FY 2025 by partnering with Audubon International. Herndon Centennial's Nutrient Management Plan was updated by the Virginia Department of Conservation and Recreation in FY 2025. The Stormwater Pollution Prevention Plan (SWPPP) was updated in compliance with the Town's MS4 permit for high priority facilities. The golf course also partnered with the Virginia

Bluebird Society and their volunteers, who monitor ten bluebird boxes located throughout the property.

Staff conducted twenty-four soil tests throughout the golf course. Six greens, tees, fairways and roughs were tested, and data was reviewed for fertilizer applications based on soil test recommendations. Staff also conducted ninety-two root zone moisture audits and adjusted irrigation cycles according to meter reads in the field.

Information Technology

In FY 2025, with the support of an outside consultant, Information Technology (IT) staff conducted a complete IT assessment, culminating in a multi-year roadmap to modernize IT systems, support data-driven governance, and reinforce cybersecurity.

Staff advanced the Town's cloud-first strategy by beginning the migration of key services to modern cloud-based platforms, improving reliability, scalability, and remote accessibility. A pilot program was also launched to test enhanced collaboration tools that support secure file storage, information sharing, and team-based websites. Based on the success of this pilot, these tools are planned for implementation across the organization by the close of FY 2026.

To better serve our internal customers, FY 2025 marked the launch of the Town's first IT ticketing dashboards, enabling real-time insights into key operational data, performance tracking, and strategic decision-making. Staff used this tool to respond more efficiently to help desk issues and analyze patterns in service delivery.

The IT department also upgraded the Town's network backbone to improve performance and reduce downtime risks, reinforcing the 99.9% service reliability target.

Communications & Economic Engagement

FY 2025 saw a number of changes for Communications and Economic Development in the Town of Herndon. After nearly 20 years of dedicated service, Ann Papa retired as the Town of Herndon's Chief Communications Officer in April of 2025. Brent Heavner, who brings more than 20 years of experience as a communication professional - over 15 years of which in the public sector - was named as her successor.

FY 2025 saw the completion of the Town's rebranding initiative, culminating in the Town Council's adoption of the "Live Differently" motto for the Town, along with refined brand standards to bring consistency to the Town's communications.

The Town also undertook key economic development initiatives during FY 2025, including the launch of its Small Business Improvement Committee. The committee, comprised of staff from across its planning, zoning, public works, building inspection, engineering, finance, and IT teams, worked to identify issues faced by new and existing small businesses in the community and improve the processes through which the Town and small businesses work together.

Staff conducted an assessment of the Town's economic development program in FY 2025, which identified a strategic focus on small business retention and growth, as well as the need for alignment between economic development and communications. Based on these findings, the Town is moving forward with the merger of these two functions into a single office, Communications and Economic Engagement, co-led by the Chief Communications Officer and Economic Development Manager. This change will not only ensure the most efficient use of Town resources, but also strengthen the Town's ability to deliver clear, consistent, and impactful messaging to residents, businesses, and visitors, while positioning the Town as a vibrant and competitive community.

Human Resources

The Human Resources Department navigated another year of evolving employment trends. As turnover, inflation, and hiring rates stabilized following the pandemic, spring of FY 2025 brought notable shifts to the federal workforce and, by extension, the local workforce it influences. Onboarding and offboarding remain significant time commitments, reflecting the department's integral role in workforce transitions. All Human Resources initiatives align with Focus Area 4 of the Strategic Plan, Good Governance.

In FY 2025, the Town filled 35 regular status positions, down from 43 the previous year, reflecting a cooling job market after historic highs. The broader employment landscape has begun to normalize post-pandemic. For the first time in years, the Town fully staffed all police dispatch positions and reduced public works vacancies thanks to proactive recruitment and improved retention. Overall turnover for regular status employees dropped by approximately 1%, continuing a positive trend from the past two years.

The Town hired 89 temporary/part-time flexible employees, up from 71 in FY 2024. In total, 124 new employees joined Herndon's workforce. Key personnel moves included the appointment of a new Chief Communications Officer, a Deputy Town Manager, and Chief of Police. The former Town manager resigned, and the search for a successor is ongoing.

Human Resources reviewed 1,222 employment applications—an increase from 1,162 in FY 2024—demonstrating the success of proactive recruitment strategies. Staff advertised job

openings widely, represented the Town at job fairs, and cultivated relationships with local schools and organizations to support long-term workforce development. As vacancies arise, HR evaluates each role to ensure the Town's structure meets its evolving needs.

The employee referral program continues to be an effective recruitment tool, generating 11 percent of hires and engaging current employees in the hiring process. Collaboration with Herndon High School led to a thriving externship program, now in its third year. Some student externs have since joined the Town workforce. Four employees retired in FY 2025, consistent with the previous year and the lowest number in several years.

The Town published its Total Compensation Philosophy this year, reflecting the Strategic Plan's direction. With fewer than half of employees enrolled in the original Virginia Retirement System (VRS) plan, retirement benefits are shifting. More than half of Town employees participate in the deferred compensation plan, supported by regular HR outreach and administration. Communicating total compensation has become increasingly important, particularly across five generations in the workplace. Younger employees often prioritize current pay over pensions. HR is adjusting its messaging to better align with the priorities of today's workforce.

HR administered two selection tests to 14 police officer applicants. Career development continues for police officers and communications technicians, with updated educational requirements reinforcing the professionalism of the accredited police department.

One key metric for recruitment success is the probationary completion rate. In FY 2025, 63% of regular status hires from FY 2024 completed probation, slightly down from the previous year. To improve this, HR implemented enhanced pre-employment screening, trained hiring managers in behavioral interviewing, and aligned interview questions with Town values.

The Town offers multiple professional development opportunities. It fully funds participation in the George Mason University Master of Public Administration (MPA) cohort. One employee currently participates, and one recently graduated. Nine employees used the Town's tuition reimbursement program this year—a figure consistent with previous years. The program expanded to cover leadership programs like LEAD and Leadership Fairfax, supporting high-impact growth for Town staff.

HR delivered several trainings in FY 2025, attended by more than 300 employees. Topics included Workplace Harassment, Discrimination and Retaliation, First-Time Supervisor Training, Delegation, Recruitment, Coaching, and Excel. The newly launched Herndon Leadership Cohort marked a significant step in fostering future leadership development.

The Town's "We Are Herndon" core values remain central to all hiring and training initiatives.

To attract and retain skilled professionals, the Town continues to support certification and licensure programs - recognized best practices in modern workforce management. HR will continue to expand this program based on organizational needs.

HR leads or collaborates on several modernization efforts that transform workflows across departments. Led by the finance department, HR helped implement a new Time & Attendance system in spring 2025 to improve Fair Labor Standards Act (FLSA) compliance and Town-wide consistency.

HR continues to advise departments on recruitment, performance management, employee relations, discipline, investigations, terminations, and workplace issues. Mental health and behavioral challenges - an issue across many industries - demand increasing attention. HR dedicates significant time to managing these complex cases compassionately and professionally.

Legal changes in employment law present ongoing challenges. HR remains vigilant in tracking evolving requirements, including minimum wage increases and SECURE 2.0 retirement reforms, which affect multiple employee benefits. Staff regularly update policies and plan documents and benchmark compensation data to ensure the Town remains competitive.

In FY 2025, HR updated eight administrative regulations to reflect current legal standards and best practices. The Town received one grievance during the year.

Town Attorney's Office

In FY 2025, the Town Attorney team advanced key priorities across governance, sustainability, public safety, and fiscal responsibility. Strategic financial oversight was demonstrated through active participation in the Town's internal Bond Committee and effective management of ARPA contract amendments. The team supported long-term planning with the Comprehensive Plan Amendment (TRG), while enhancing community vibrancy through the Streetery Pilot Program. Governance practices were strengthened with the implementation of new procedural rules for the Town Council, and public safety was upheld through the prosecution of over 1,100 criminal and traffic cases, reinforcing a secure and connected community.

Forwarding the Town's Strategic Plan Goals

In support of the Strategic Plan's focus on Environmental and Economic Sustainability, the Town Attorney's office reviewed and contributed to the Comprehensive Plan Amendment (related to the Transit Related Growth (TRG) small area plan), aligning long-term development with environmental and economic goals.

In furtherance of the Strategic Plan's focus on Good Governance, the Office developed and implemented Procedural Rules for Town Council, promoting transparency, efficiency, and accountability in local government operations.

Aligned with the Strategic Plan's focus on a Secure and Interconnected Community, the Town prosecuted 592 traffic/criminal matters and 512 town-specific cases, reinforcing public safety and upholding the rule of law within the community.

Forwarding the Town's Strategic Plan focus on strong fiscal stewardship, the Town Attorney's Office played a key role in the Town's internal cross-departmental Bond Committee, ensuring responsible financial planning and investment. Staff also successfully managed ARPA contract amendments, optimizing the use of federal recovery funds to support local priorities.

Town Clerk

In FY 2025, the Town Clerk's Office advanced the Town of Herndon's strategic focus on Good Governance by strengthening transparency, public access, and consistency. The Office supported the Mayor and Town Council, facilitated public participation through the coordination of meetings and events, and ensured compliance with legal and procedural requirements. Operational improvements included streamlined internal processes, digital records management, and expanded coordination of ceremonial and civic functions. These efforts reinforced the Town's commitment to promoting civic engagement and responsive local government.

The Town Clerk's Office serves as the hub of legislative and civic process management, ensuring consistency in supporting the Mayor, Town Council, advisory boards and commissions, Town departments, and residents. The office continued operating under the reorganization begun in FY 2024, which created two budgetary divisions within the department: Clerk Services and Legislative Services, to better reflect operational responsibilities and resources.

The Office facilitated the Town Council's legislative process, including the preparation, publication, and archiving of agendas, minutes, ordinances, resolutions, and other official

actions. In FY 2025, the Town Clerk's Office managed 16 regular Council meetings, 17 work sessions, two retreats, four special sessions, and a community-wide forum. These meetings provided platforms for public input and legislative decision-making, with the department coordinating logistics and public access.

The Office also serves as a central point of contact for the public, processing more than 240 community comments and managing a wide range of correspondence on behalf of the Mayor and Town Council. This included proclamations, certificates, plaques, letters of recognition, and business milestone acknowledgments.

Working closely with the Town Attorney's Office, the Clerk's Office contributed to maintaining the Town Code, including codification of adopted ordinances and the development of a new 2025 Town Council Rules of Procedure. The Department continued to advance the digitization of records, with a focus on permanent record retention and electronic access to meeting documentation.

The Clerk's Office played a key role in coordinating Councilmember participation in 156 events and agency meetings throughout the year. These included ceremonial functions such as the swearing-in ceremony of the 2025/2026 Town Council, National Night Out, the Herndon Olympics, Earth Day/Arbor Day celebrations, the Mayor's Volunteer Appreciation Reception, and multiple ribbon cuttings and dedications. Staff also supported the onboarding of new Councilmembers and administered oaths of office to new board members and certain promoted personnel.

Support for the Town's advisory boards and commissions continued be a departmental priority. In FY 2025, the office facilitated 55 appointments and reappointments, coordinated filling of boards and commission vacancies, and provided support to onboarding efforts.

In all efforts, the Town Clerk's Office remained focused on providing high-quality, responsive service that aligns with the Strategic Plan goal of Good Governance, particularly in the areas of transparency, civic engagement, and accountability.