



Restoring the flow *Henrico hurries to repair service after a water main break*

A broken water main recently turned a portion of Ridgefield Parkway into a soggy mess.

After a morning jogger reported pooling at the pavement's edge, utilities crews scurried to assess the situation and initiate excavation and repairs. They set up a traffic detour and offered bottled water to three customers, including an assisted living facility and a day care, that had their service disrupted.

By evening, the repairs were complete, and efforts turned to backfilling the site and repaving the road. Ridgefield reopened to traffic 16½ hours after crews confirmed the break.

The Oct. 12 incident, near Gayton Road, was Henrico County's 150th water main break or repair of 2014. The county

recorded 197 and 179 breaks and repairs in 2012 and 2013, respectively.

This year, Henrico has had about 10 breaks or repairs for every 100 miles of line, well below the national average of 25 per

Public Utilities (DPU) oversees the water-system repairs. The Department of Public Works then restores and repaves the road. The Police Division and other agencies assist with traffic con-

ground assets.

"It is important to remember that the number of breaks typically will increase as a water system ages. Some of our infrastructure was installed over 70 years ago. Even with fewer breaks than average, this still means we average a break every other day."

While some breaks disrupt nearby water service and tempo-

—CONTINUED, PAGE 3—



A morning water main break on Lauderdale Drive forced crews to re-direct travel between Lochwood and Cambridge drives while repairs were made to the line and then the road.

Police to wear body cameras *Cameras can aid investigations, promote transparency*

Henrico County police officers will soon begin wearing body cameras, giving them another tool to gather evidence and promote transparency and accountability.

The Police Division expects to receive its first shipment of 36 cameras late this year, according to a request for proposals issued in October. By the end of next year, the division plans to equip a total of 400 officers with cameras that can be mounted on or near the head to capture the officer's point of view.

"Ideally, this is the best place to use it, because wherever it's pointing the officer is looking,"

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year for every 100 miles of line, according to the American Water Works Association.

"After a break, our primary goal is to restore water to our citizens as quickly as possible," said Timothy A. Foster, Henrico's deputy county manager for operations. "We also want to isolate the break and try to minimize the disruption to our citizens during the repair, as well as protect the infrastructure around the water main break."

To achieve those goals, Henrico's response is carefully coordinated. The Department of

trol and other support as needed. **Cause of breaks often unclear**

Officials say water main breaks are unfortunate but inevitable for a mature system that stretches 1,575 miles — nearly the distance from Henrico to Denver.

"While our rate of breaks is below average, we would like to decrease those numbers further," Foster said. "However, there is only so much preventive maintenance we can do with our under-

Police to wear cameras

(continued)

said Lt. Dennis P. O’Keeffe, commander of the quality assurance unit for the Police Division.

He cautioned that what a camera captures is not always what an officer sees. An officer might not notice, for example, a particular person when glancing at a crowd.

Division has looked at cameras since 2012

Henrico Police began considering body cameras about 1½ years ago — long before the fatal police shooting of an unarmed youth in Ferguson, Mo., following a confrontation with an officer. The incident sparked protests and calls for greater accountability for police through body cameras and other means.

Henrico Police has worked hard to build trust and relationships throughout the community, and body cameras should further strengthen those ties, O’Keeffe said.

He said the initiative complements the division’s plan for training in the “fair and impartial policing perspective,” which acknowledges biases in all people and works with law-enforcement officers to recognize and overcome theirs.

The cameras also should help resolve complaints about officer

"We get some complaints when it's the officer's word versus the citizen's word. ... This will help alleviate that."

— Lt. Dennis P. O’Keeffe

conduct and prevent frivolous ones, O’Keeffe said.

“We get some complaints

when it’s the officer’s word versus the citizen’s word. There’s no way around it,” O’Keeffe said. “This

will help alleviate that,” by providing audio and video evidence of what occurred.

A recent survey by the Police Executive Research Forum found that 25 percent of law-enforce-

ment agencies nationally use body cameras, although many lack policies to guide their use. In a report, the independent research group provided policy guidance and said body-worn cameras can promote accountability and transparency, as well as professionalism among officers and better behavior by the public.

One police department in California, for example, saw a 60 percent reduction in officer use-of-force incidents and an 88 percent reduction in citizen complaints after body cameras were issued, according to the report.

Henrico Police Chief Douglas A. Middleton began focusing on body cameras in 2012 as the division was expanding officer access to Taser stun guns, O’Keeffe said. Each officer is

now assigned a Taser that includes a video camera.

Video captured this sum-

"Ideally, this is the best place to use it, because wherever it's pointing the officer is looking."

— Lt. Dennis P. O’Keeffe

mer shows the potential value of body cameras for Henrico Police. O’Keeffe gave the following account while playing video of the incident:

his Taser at the man’s torso. The officer never deployed the weapon, and the man was ultimately taken into custody.

In their investigation, officers found on the ground a magazine for an assault rifle.

The man claimed the magazine did not belong to him, but video from the Taser suggested otherwise. It shows a magazine protruding from the man’s rear pocket as he was being lowered to the ground. As a convicted felon, the man could not legally possess a firearm or ammunition.

Policies for body-worn cameras now under review

The Police Division has drafted a memo outlining policies on the use of body cameras and sought feedback from community groups.

“Officers shall consider the privacy and constitutional rights of all citizens prior to the decision to activate a body-worn camera,” the draft document says. “Contacts with citizens ... that are nonconfrontational and routine shall not be recorded unless an officer has an articulable reason for activating the body-worn camera during that specific encounter.”

The draft policy also would prohibit the recording of confidential informants or undercover officers as well as any attempt to erase or alter the video.

Officers would record such situations as traffic stops, confrontational encounters with the public and investigations when a



The Police Division plans to begin issuing body-worn cameras to officers to help them gather evidence and promote transparency and accountability. Lt. Dennis O’Keeffe demonstrates how a camera can be mounted on a pair of glasses to capture the officer’s point of view.

On the night of July 4, officers responded to a report of shots fired outside an apartment complex. They encountered a group of people, including a man who ignored repeated warnings to back away from an officer. The officer recorded the brief but tense encounter while pointing

suspect is reported on scene. In addition, officers would advise members of the public when an encounter is being recorded.

One key feature being sought in the cameras is the ability to capture video of a situation immediately after it has occurred.

Under its request for proposals, Henrico wants cameras capable of holding at least 30 seconds of buffered video, which then can be saved upon activation. That means an officer who witnesses a traffic accident or a crime will be able to retain video of the incident if he begins recording just moments later.

The Police Division plans to retain all video for at least 90 days. Video that can be used in an investigation or that shows a confrontation between an officer and the public would be marked “evidentiary” and retained indefinitely.

Officers have tested eight types of body-worn cameras. Vendor responses to the request for proposals were due Nov. 12.

The Virginia State Police plans to test body cameras early next year, and the Chesterfield Police Department also is looking at them, according to the agencies.

“Based on what’s going on around us,” O’Keeffe said, “everybody knows they’re coming.”

For information on the Police Division’s plans for body-worn cameras, call (804) 501-5108.

Restoring the flow (continued)

rarily reroute traffic, many others have minimal impact and go largely unnoticed by the public.

In addition to a pipe’s age, fluctuations between freezing and unfreezing temperatures can increase the likelihood of a break,



Crews with the Department of Public Utilities excavate the area of the water main break on Lauderdale. With each break, the county strives to fix the problem as soon as possible while minimizing any disruption of water service for customers and inconvenience for motorists.

said Arthur D. Petrini, DPU director.

This year, Henrico recorded 96 breaks in January and February but only 33 in the six months that followed.

Other factors in a break include the type of water main, corrosion, deposit accumulations, soil conditions and movements, water pressure surges, electrical currents and vibrations from traffic, Petrini said.

Water system built over decades

Henrico’s water system dates to the early 1930s, when the county established sanitary districts to provide water and sewer services in the Westhampton, Sandston and Highland Springs areas.

By 1968, the growing number of sanitary districts as well as private well systems acquired by the county prompted Henrico to establish DPU to manage all of its utility services. The systems expanded with development and now support about 96,000 water customers, or about 94 percent of Henrico’s residents.

Throughout the years, DPU has followed industry standards for water infrastructure. Today’s system relies on a variety of line types, including unlined cast iron and galvanized steel pipe installed in the 1930s and ’40s and cast iron cement-lined pipe from the ’50s, ’60s and ’70s.

In recent decades, the industry has turned to pipes made of ductile iron, PVC, pre-stressed concrete and high-density polyethylene. They are generally more flexible, durable and resistant to corrosion and deposit buildups.

In addition, Henrico’s water system employs 35,200 valves — often installed at intersections — that can malfunction or break like other mechanical devices.

No quick fix

Repairing a broken water main can be an extensive process that takes 12 or more hours to complete, excluding road work and repaving that may be needed.

Henrico officials typically learn of a break when it is reported by residents, motorists, police

officers or other employees. After DPU officials verify a break, the county’s response includes mobilizing crews, marking utilities and beginning excavation. The county sometimes enlists an on-call contractor for extensive repairs.

“Until you see it, you don’t know really what the nature of the failure is,” said James Gibson, an engineer with DPU.

Further complicating efforts, crews must follow strict health and safety procedures to avoid introducing bacteria into the water system. This means maintaining flow while repairs are made and ensuring that any new pipe and tools used are cleaned with chlorine.

Budget covers system repairs, improvements

Each year, Henrico sets aside money for the replacement and repair of water and sewer infrastructure, including more than \$20 million committed to projects in fiscal 2014-15. That com-

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Restoring the flow (continued)

pares with \$1 million set aside annually as recently as the 1990s.

Henrico strives to replace 12 miles of water main and 14 miles of sewer main annually. These targets are designed to ensure the county's water and sewer infrastructure will not age beyond 80 and 60 years, respectively.

The funding program, included in the county's five-year Capital Improvement Program, assumes no increase in utility rates. The utilities system is supported by fees charged to customers, not general tax dollars.

lion project to improve water and sewer infrastructure on Brook Road from Parham Road to New York Avenue.

The project, expected to start in November and be completed in May 2016, will replace deteriorating pipe installed in the mid-1960s. The county has repaired 24 water main breaks along that stretch of Brook since the mid-1990s, according to DPU.

Henrico's emphasis on maintenance, even as the system continues to grow, is appropriate, Petrini said.

"We've got a good program now," he said. "We're going to make it even better for water-sys-



of 32, began seeing clients in September. It replaced a clinic based at the county's Eastern Government Center on Nine Mile Road. The Health Department also operates the county's West Clinic on Dixon Powers Drive.

The new clinic provides county residents a range of medical services and health programs, including immunizations, family planning, a maternity clinic and WIC, the nutrition education program for women, infants and children.

Located adjacent to the Eastern Henrico Recreation Center, the 14,248-square-foot facility features eight exam rooms, a nurses station, lab and waiting room that can accommodate twice as many clients as the previous clinic. It also boasts a negative pressure exam room with a dedicated ventilation system and separate entrance, allowing staff to treat possible cases of tuberculosis and other airborne contagious diseases without exposing other clients or clinic workers.

Henrico is seeking Silver certification through the Leadership in Energy and Environmental Design (LEED) program for the clinic. The county funded the design, construction and outfitting of the facility, which is leased

to the Virginia Department of Health.

East Clinic is open 8 a.m. to 4:30 p.m. Monday through Friday. For more information call (804) 652-3190 or go to henrico.us/health.



Water flowing from the broken 8-inch main on Lauderdale caused a section of pavement to bubble and crumble.

Officials identify projects for funding after considering an area's history of breaks. For example, the Board of Supervisors recently authorized a \$5.7 mil-

tem rehabilitation and replacement."

Health Department dedicates new East Clinic

Scissors in hand, officials from Henrico County and the Virginia Department of Health came together Oct. 18 to cut the ceremonial ribbon and dedicate the Henrico County Health Department East Clinic, located at 1400 N. Laburnum Ave.

The East Clinic, with a staff

To report a water main break, call (804) 727-8700 workday hours

(804) 501-5025 nights, weekends and holidays

Henrico offers options for leaf collection

Henrico's annual leaf-collection efforts are underway. **Bag your own through Feb. 8**

Consult the map on page 6 for pickup dates for the free, curbside bagged-leaf collection program.

Residents living in areas A-E do not need to schedule a pickup. County crews will pick up bagged leaves once per street during the designated weeks. Residents can expect two collections before the program ends Feb. 8.

Residents living outside these areas should call (804) 727-8770 to place an order for collection of their bagged leaves.

♦ Bags should contain only

—CONTINUED, PAGE 6—

HCTV Schedule: Comcast channel 17, Verizon channel 39

For program descriptions or more information, go to henrico.us/pr.



Even Hours
Midnight, 2 a.m., 4 a.m., 6 a.m.,
8 a.m., 10 a.m., Noon, 2 p.m.,
4 p.m., 6 p.m., 8 p.m., 10 p.m.

Odd Hours
1 a.m., 3 a.m., 5 a.m., 7 a.m.,
9 a.m., 11 a.m., 1 p.m., 3 p.m.,
5 p.m., 7 p.m., 9 p.m., 11 p.m.

		Even Hours	Odd Hours
Nov 24 through Nov 30	Mon Wed Fri Sun	Taking to the Sky: First Ladies of Aviation — mins TBD	Hometown Hero: Arthur Ashe, Jr. — 28 mins
	Tue Thu Sat	Strumming up the Past: Henrico's Bluegrass Music — 24 mins	Inside Henrico: Fall 2014 Edition — mins TBD
Dec 1 through Dec 7	Mon Wed Fri Sun	Real Estate Advantage Program — mins TBD	Emergency Preparedness: Are You Ready? — 23 mins
	Tue Thu Sat	An Evolving Legend: The Story of Robert E. Lee — 38 mins	Adoption Celebrations: A Moment in Time — 25 mins
Dec 8 through Dec 14	Mon Wed Fri Sun	150th Anniversary Reenactment of Battle of New Market Heights — mins TBD	Raymond Bennett Pinchbeck: The Good Neighbor — 28 mins
	Tue Thu Sat	Living Among Us: A Closer Look at the Bugs to Beware — 25 mins	Henrico's Legacy: Commemorating 400 Years — 53 mins
Dec 15 through Dec 21	Mon Wed Fri Sun	Elder Abuse — mins TBD	Learning the Henrico Way: Inside the County's Internship Program — 18 mins
	Tue Thu Sat	In the Hot Zone: Henrico's Hazardous Incident Team — 24 mins	You Are Not Alone: Breaking the Stigma of Mental Illness — 27 mins
Dec 22 through Dec 28	Mon Wed Fri Sun	A Henrico Holiday — 20 mins	Henrico's Iron: Ironclad Battles on the James River — 25 mins
	Tue Thu Sat	Historic Henrico Churches: Windows to Our Past — 28 mins	Airwaves of Yesteryear: Early Television in Central Virginia — 30 mins
Dec 29 through Jan 4	Mon Wed Fri Sun	When the Clock Strikes Twelve: New Year's Traditions — 29 mins	Taking Flight: Stories of Modern Virginia Aviation — 51 mins
	Tue Thu Sat	Frozen in Time: The Ruins of the James River Steam Brewery — 23 mins	Southern Man of Mystery: Edgar Allan Poe — 37 mins

Leaf collection (continued)

leaves (no debris or garbage).

- ✦ Bags should be placed at the curb or road's edge by 7 a.m. Monday of pickup week (the county cannot provide the specific day of collection).
- ✦ There is no limit to the number of bags you can place curbside.
- ✦ Bags must be accessible from the street (crews are not authorized to enter your property).
- ✦ Bags should not block traffic lanes, parking or drainage ditches.

Use a public-use area

Can't wait for your pickup week? Residents can deliver their bagged leaves free of charge through Feb. 8 to Henrico's public-use areas at 2075 Charles City Road and 10600 Fords Country Lane.

After Feb. 8, residents will pay \$3 per trip to dispose bagged leaves at the public-use areas. These sites accept unbagged leaves and other vegetative yard waste at no cost throughout the year.

The public-use areas are open

daily 7:30 a.m.-7 p.m. except for certain holidays. For more information, go to henrico.us/utility/solid-waste.

Get the vacuum

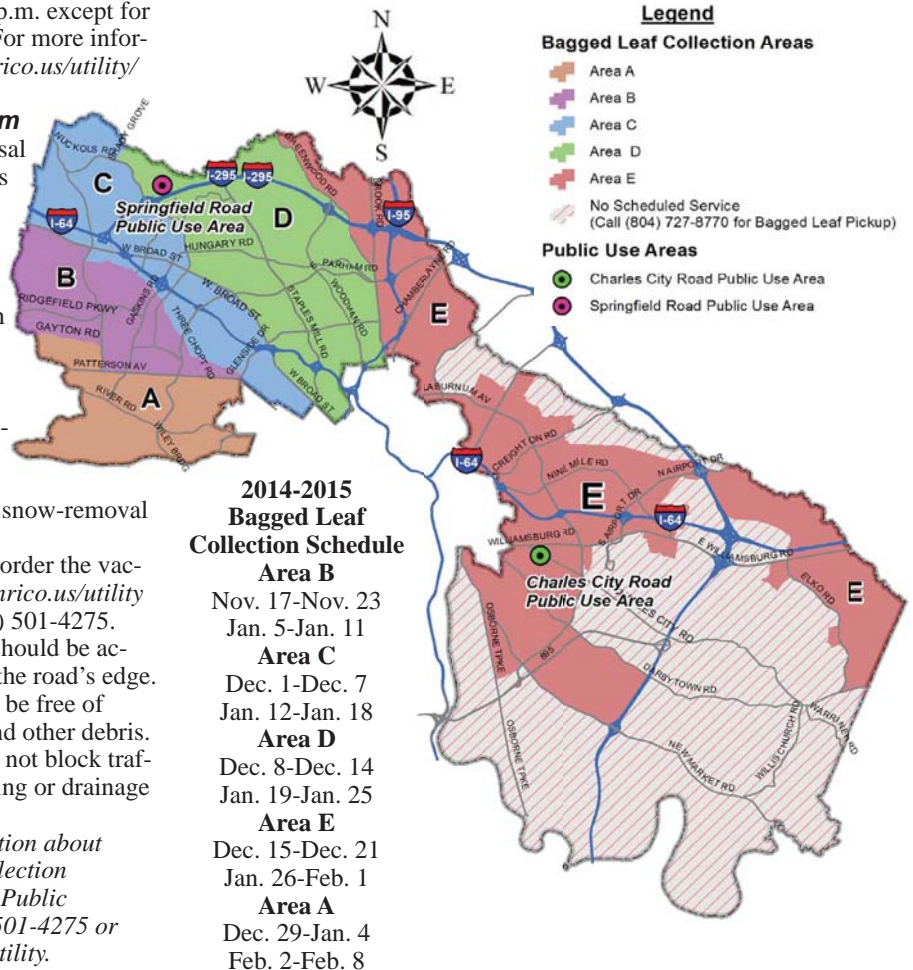
Another disposal option is Henrico's leaf-vacuuming program. The \$30 service is available through Jan. 2 and again March 2-27.

The program pauses in January and February to allow the county to direct trucks and other resources to snow-removal efforts.

Residents can order the vacuum service at henrico.us/utility or by calling (804) 501-4275.

- ✦ Loose leaves should be accessible from the road's edge.
- ✦ Leaves should be free of trash, sticks and other debris.
- ✦ Leaves should not block traffic lanes, parking or drainage ditches.

For more information about Henrico's leaf-collection programs contact Public Utilities at (804) 501-4275 or go to henrico.us/utility.



Top exemption for REAP to increase next year

Qualifying Henrico homeowners may see additional reductions on their tax bills in 2015 following recent action by the Board of Supervisors to restore funding to the Real Estate Advantage Program (REAP).

The Board voted unanimously Oct. 14 to approve an ordinance that increases the maximum annual real estate tax exemption for qualified REAP participants to \$2,500, up from the current amount of \$1,500.

The change will take effect Jan. 1. All qualifying REAP participants will receive relief for 100 percent of their real estate taxes, up to \$2,500, in 2015.

REAP is designed to give Henrico's older and disabled residents some relief from their real estate taxes. County officials note that the program is a way of giving back to these residents, many of whom have paid taxes for many years and now may be living on a fixed income.

To qualify for REAP, residents need to apply and meet the following criteria: be age 65 or older, or be permanently and totally disabled; have taxable annual income not exceeding \$67,000; have a net worth not exceeding \$350,000; own the home and occupy it as their sole dwelling. The income of a spouse and any relatives living in the home counts toward the \$67,000 threshold; however, the first \$10,000 of each relative's income is excluded.

Applications are available online at henrico.us/finance or from the Department of Finance at the Henrico Government Center, 4301 E. Parham Road; and at the Eastern Government Center, 3820 Nine Mile Road. Applications are due by April 1 of the qualifying year.

In 2013, nearly 6,300 residents participated in Henrico's REAP program and received a total of approximately \$7.8 million in relief from their real estate taxes.

Call (804) 501-4263 for more information.

Recreation Roundup

Sat, Dec 6: Mountain Road Corridor Holiday Celebration

Spend the afternoon touring historic sites on Mountain Road decked out for the holiday season. Trolley rides between sites add to the fun! Mountain Road. 2:30-5 p.m. Info: 501-2130.

Sun, Dec 7: Meadow Farm Holiday Lantern Tours

Costumed interpreters will guide visitors through Meadow Farm for an 1860 wedding. Guests can take part in the wedding! Bring a flashlight. Register at the Orientation Center; tours leave every 15 minutes, 5:30-8 p.m. Meadow Farm Museum/Crump Park. Info: 501-2130.

Tue, Dec 9: Henrico Pops Chorus Holiday Concert

Reservations required. Henrico Theatre. 7:30 p.m. Info: 501-5859.

Sat, Dec 13: James River Parade of Lights

Celebrate the magic of the season at the river! Come at 3 p.m. for the Toy Parade and then stay for the bonfire, holiday music and activities followed by the main event on the river. Concessions available for purchase. Osborne Park and Boat Landing. 4:30-8:30 p.m. Info: 795-2334.

Sun, Dec 14: Eastern Henrico Holiday Extravaganza

Share in the experience of tradition and holidays past in celebrations at Dabbs House and the Armour House and Gardens. 2:30-5 p.m. Info: 343-3506.

Mon, Dec 15: Henrico Concert Band Holiday Concert

Reservations required. Henrico Theatre. 7:30 p.m. Info: 501-5859.

Thu, Jan 8: Bluegrass Coffeehouse

Musicians of all ages and abili-

ties are invited to jam with fellow bluegrass performers. Never played bluegrass? Now's the time to try! Acoustic only. *Ages 3 and above; children must be accompanied by an adult.* Dorey Recreation Center. 7-9 p.m. Info: 795-2334.

Sat, Jan 17: Life at Lee's Headquarters

Commemorate Robert E. Lee's 208th birthday by visiting his 1862 headquarters and talking with reenactors portraying the general and his staff. House tours and children's activities will be available as well. Dabbs House Museum. 1-3 p.m. Info: 652-3409.

Tue, Jan 20: Big Band Concert featuring The Continentals

Hermitage High School. 7-9 p.m. Info: 501-5138.

Sun, Jan 25: Unzipped: The History of American Fashion

Explore fashion trends from the

18th to 20th centuries through a multimedia fashion show. Come dressed to celebrate your favorite era! Cameras welcome. Henrico Theatre. 2-4 p.m. Info: 501-2130.

Sat, Feb 7: A Hidden History: African-Americans at Dabbs House

Learn the role African-Americans played in the history of this building. Featuring 15-minute tours on the Dabbs' family slaves; Perry Parks, Robert E. Lee's slave; the Battle of New Market Heights; and African-Americans at the almshouse. Dabbs House Museum. 1-3 p.m. Info: 652-3409.

Programs are free and open to everyone except where noted. For additional activities, see "Program Guide," our catalog of events and classes, available at henrico.us/rec, Henrico libraries and by calling (804) 501-7275.

Library Lineup

Thu, Dec 4: Holiday Music with the Short Pump Symphonette

The 20-piece orchestra will showcase both youth and adult performers. Glen Allen Branch Library. 7-8 p.m. Info: 290-9500.

Tue, Dec 9: All Ages Holiday Craft-A-Thon

The whole family can make a gift or decoration and refuel with holiday snacks. North Park Branch Library. 6-8 p.m. Info: 290-9700.

Wed, Dec 10: Holiday Concert with Joshua Allen

The local musician will perform traditional songs on a variety of instruments, including hand-carved horn pipes. Fairfield Area Library. 7-8:45 p.m. Info: 290-9330.

Mon, Dec 22: Winter Crafts and Fun

Kids can enjoy holiday crafts and activities with the help of the Northside Teen Advisory Board. *Ages 5-11.* Dumbarton Area Library. 2-2:45 p.m. Info: 290-9400.

Thu, Jan 8: eBook Workshop

Bring your own gadget and learn the basics about library eBooks, downloadable audiobooks and digital magazines. *Workshops will be held at all libraries in January and February.* Sandston Branch Library. 2-4 p.m. Info: 290-9042.

Thu, Jan 22: Royal Tea

Princes and princesses are invited to enjoy stories, a craft and refreshments. Varina Branch Library. 7-8 p.m. Info: 290-9800.

Mon, Jan 26: LEGO Bracelets

Tweens and teens can learn to make LEGO bracelets. Sandston Branch Library. 2-3 p.m. Info: 290-9900.

Sat, Jan 31: Appy Hour

Parents can learn about helpful free apps for tablets and smartphones. North Park Branch Library. 3-4:30 p.m. Info: 290-9700.

ALL HENRICO READS Book Discussions

Discuss the 2015 selection "Silver

Sparrow" by Tayari Jones (more AHR details at henricolibrary.org/ahr). **Mon, Feb 2:** Gayton Branch Library. 1-2 p.m. Info: 290-9600.

Tue, Feb 3: Glen Allen Branch Library. 7-8 p.m. Info: 290-9500.

Sat, Feb 7: Looking and Feeling Your Best

Join consultant Joanne Rae and learn the basics for looking and feeling your best. *Registration required; begins Jan 2.* Tuckahoe Area Library. 2-4:30 p.m. Info: 290-9100.

Wed, Feb 11: Basic Digital Photography Workshop

Learn the basics of digital photography, including taking, downloading and emailing photos. Twin Hickory Area Library. 7-8:30 p.m. Info: 290-9200.

Tue, Feb 17 & 24: Inclusive Play Date

Henrico's Early Intervention pro-

gram staff will provide guidance at this playtime for children of all abilities. *Ages 6-36 months; additional dates at Fairfield Area Library in March.* North Park Branch Library. 11-11:30 a.m. Info: 290-9700.

Thu, Feb 19: Unknown No Longer

Representatives from the Virginia Historical Society will demonstrate the database "Unknown No Longer: A Database of Virginia Slave Names" and provide information about slavery in Virginia. Tuckahoe Area Library. 7-8 p.m. Info: 290-9130.

Events are free and open to everyone except where noted. For more information go to henricolibrary.org; email krothman@henricolibrary.org; or call (804) 290-9000.

Henrico County Board of Supervisors

Vice Chairman
Fairfield
Frank J. Thornton
501-4208
fairfield@henrico.us



Three Chopt
David A. Kaechele
501-4208
threechopt@henrico.us



Chairman
Tuckahoe
Patricia S. O'Bannon
501-4208
tuckahoe@henrico.us



Brookland
Richard W. Glover
501-5292
office@dickglover.com



Varina
Tyrone E. Nelson
501-4208
varina@henrico.us

Quick Reference Telephone Numbers

Adult Protective Services.....	501-7346
Board of Supervisors.....	501-4208
Building Permits & Inspections.....	501-4360
Business Licenses/Personal Property....	501-4310
Child Protective Services.....	501-5437
Community Maintenance.....	501-4757
Community Revitalization.....	501-7640
Fire, Non-emergency.....	501-4900
Food Stamps.....	501-4001
Health Clinic - East.....	652-3190
Health Clinic - West.....	501-4651
History/Historic Preservation.....	501-5123
Human Resources.....	501-4628
Libraries.....	290-9000
Magistrates.....	501-5285
Marriage Licenses.....	501-5055
Mental Health Emergency Services.....	727-8484
Permit Center, The.....	501-7280
Planning & Zoning.....	501-4602
Police, Non-emergency.....	501-5000
Real Estate Assessment.....	501-4300
Recreation & Parks.....	501-7275
Recycling Collection (CVWMA).....	340-0900
Report Fraud/Internal Audit.....	501-4292
Schools.....	652-3600
Sheriff.....	501-4571
Traffic Ticket Court.....	501-4723
Trash/Bulky Waste/Leaf Collection.....	501-4275
Vehicle Licenses/Personal Property.....	501-4263
Volunteer Program.....	501-4425
Voter Registration.....	501-4347
Water and Sewer Service.....	501-4275



Government Center
4301 East Parham Road
501-4000



Eastern Government Center
3820 Nine Mile Road
652-3600



HENRICO TODAY

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Public Relations & Media Services
Henrico County
P.O. Box 90775
Henrico, VA 23273-0775
(804) 501-4257
henrico.us/pr



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Excited about our future.**