

COUNTY OF HENRICO, VIRGINIA  
BOARD OF SUPERVISORS  
SPECIAL MEETING  
September 12, 2017

The Henrico County Board of Supervisors convened a special meeting on Tuesday, September 12, 2017, at 4:45 p.m., in the County Manager's Conference Room, Administration Building, Henrico County Government Center, Parham and Hungary Spring Roads, Henrico, Virginia.

**Members of the Board Present:**

Patricia S. O'Bannon, Chairman, Tuckahoe District  
Frank J. Thornton, Vice Chairman, Fairfield District  
Thomas M. Branin, Three Chopt District (*arrived at 5:00 p.m.*)  
Tyrone E. Nelson, Varina District

**Member of the Board Absent:**

Harvey L. Hinson, Brookland District

**Other Officials Present:**

John A. Vithoukias, County Manager  
Joseph P. Rapisarda, Jr., County Attorney  
Barry R. Lawrence, CMC, Assistant to the County Manager/Clerk to the Board  
Tanya B. Harding, CMC, Deputy Clerk/Administrative Assistant  
Timothy A. Foster, P.E., Deputy County Manager for Community Operations  
W. Brandon Hinton, Deputy County Manager for Community Services  
Douglas A. Middleton, Deputy County Manager for Public Safety  
Anthony J. Romanello, Deputy County Manager for Administration  
Randall R. Silber, Deputy County Manager for Community Development  
C. Michael Schnurman, Legislative Liaison  
Tamra R. McKinney, Director of Public Relations & Media Services

Mrs. O'Bannon called the meeting to order at 4:49 p.m.

Mr. Vithoukias announced Mr. Branin was on his way to the meeting and Mr. Hinson would not be attending. He briefly reviewed the agenda for this special meeting.

**J. Sargeant Reynolds Community College Update**

Mr. Vithoukias recognized Dr. Gary Rhodes, President of J. Sargeant Reynolds Community College. Dr. Rhodes introduced the Chairman of the Reynolds Board, Stephen Baril, and the following Henrico County representatives on the Reynolds Board who were in attendance: Fred Babik, Karsten Konerding, Richard Rush, and Goldie Settles. Dr. Rhodes narrated a Prezi presentation titled *Reynolds & Henrico County: 2016-2017 Academic Year Recap*. He pointed out Reynolds served 16,236 during the previous academic year and has served 341,058 students since 1972. Dr. Rhodes cited additional enrollment statistics, mentioned higher education challenges facing the United States, and offered a Henrico County

perspective. During the most recent academic year, 5,541 Henrico residents attended Reynolds, 258 of whom were high school students earning dual enrollment credit through Reynolds and 658 of whom earned a degree or certificate from Reynolds. The college's educational foundation provided \$323,000 in scholarships for Henrico residents this past year. Dr. Rhodes elaborated on the Advance College Academies (ACAs) at J.R. Tucker and Highland Springs High Schools and cited four-year colleges and universities where their graduates are currently matriculating. He also reviewed programs offered at the Reynolds Career and Technical Education (CTE) Academies at Highland Springs, Hermitage, and Varina High Schools. Dr. Rhodes identified Elizabeth Creamer as Reynolds' new Vice President of Workforce Development and Credential Attainment and mentioned the recent relocation of the college's culinary arts program to Church Hill. He concluded his presentation by showing photographs that highlighted renovations to the Parham Road campus and thanking the Board of Supervisors for the County's continued support.

Following Dr. Rhodes' presentation, Ms. Settles thanked the Board of Supervisors, especially Mr. Thornton, for the opportunity and privilege to serve on the Reynolds Board and for financially and spiritually supporting the ACAs. Captain Rush also expressed appreciation for the opportunity to serve on the Reynolds Board and remarked that it is a pleasure to attend the Reynolds graduations. Mr. Baril commented it is a privilege to have Reynolds' flagship campus in one of the nation's flagship localities. He thanked the Board for its support of Reynolds and for pioneering ACAs in the Richmond region.

Dr. Rhodes invited questions from the Board. In response to comments and questions from Mr. Nelson, he explained why reported completion rates at two-year colleges are low and acknowledged they need to be improved while pointing out that some of the students who leave before graduation eventually earn degrees at four-year institutions. He informed Mr. Nelson and the Board that not all Virginia colleges and universities accept transfer credits from community colleges. Dr. Rhodes commented on Reynolds being chosen as the lead institution for a regional workforce development grant. Mr. Nelson complimented Dr. Rhodes on the renovations at the Parham Road and downtown campuses. Dr. Rhodes confirmed for Mr. Nelson that Reynolds is moving forward with a building in Church Hill. Mrs. O'Bannon noted she attended Reynolds' May graduation ceremony and heard from parents about the cost savings they had achieved by having children enroll in a community college.

The Board recessed at 5:17 p.m. and reconvened at 5:25 p.m.

### **Online Tax Payment – Electronic Bill Presentment**

Mr. Vithoukas noted the Department of Finance began discussing electronic bill (eBill) presentment when he was serving as the agency's director. He recognized Ned Smither, Director of Finance, who thanked the Department of Information Technology for assisting the Department of Finance with the eBill presentment project. Mr. Smither advised the Board that electronic payment of taxes will be available to Henrico taxpayers by the end of September. He introduced Information Technology Manager Doug Baugh and Treasury Division Director Louise Evans. Ms. Evans distributed to the Board a new Treasury Division brochure produced by the Department of Public Relations & Media Services that outlines tax payment options.

Mr. Baugh narrated a slide presentation on this item. He began by reviewing current tax customer payment options and internet payment features. He informed the Board that eBill

presentment will offer the County's tax customers the following new online payment features: the ability to view an actual bill image for regular installment billings, receive multiple forms of notifications when new billings are available, initiate payment via secure notices, schedule online payments, and receive courtesy advance notifications of scheduled payments. Mr. Baugh provided examples of a customer's online experience in making a one-time payment or creating a Paymentus portal account for personal property and real estate taxes. He noted customers will be able to view their payment history for all accounts made via Paymentus.

Mr. Baugh clarified for Mr. Branin that a customer's online bill history will begin at the time a Paymentus accounts is established. He also explained for Mr. Branin the process the County followed in researching and selecting its vendor. Mr. Baugh, Ms. Evans, and Mr. Vithoukaskas responded to questions and concerns expressed by Mr. Branin about the security of the online payment system in light of the recent Equifax data breach. Mrs. O'Bannon pointed out she will be holding two town meetings on September 13 addressing the topic of cyber security. Mr. Baugh and Ms. Evans clarified for Mr. Nelson how Henrico's eBill presentment system is distinct from what currently exists in other localities. They clarified for Mrs. O'Bannon that the new Ebill presentment system allows customers to set up an online account but still pay their bills in person by check.

Mr. Baugh resumed his presentation by demonstrating how customers can view their bill history, define a payment schedule, and manually submit payment through the new system. He also showed how customers will be able to access additional notification and payment options. Mr. Baugh concluded his presentation by alerting the Board that a second phase of the Ebill presentment project will expand online payment features to include utility bills. Staff anticipates Phase II to be completed within the next six to twelve months. Ms. Evans responded to a further question from Mrs. O'Bannon pertaining to the process for establishing an online account. Mr. Baugh confirmed for Mrs. O'Bannon the first phase of the project will go live on September 26.

### **Regular Meeting Agenda Items**

Prior to beginning his review of the 7:00 p.m. meeting agenda, Mr. Vithoukaskas showed a video of the demolition of the Quioccasin Road bridge at the Regency Square shopping mall, which began earlier in the day. Steve Yob, Director of Public Works, explained the scope and schedule of the demolition and provided background information on the County's contractor for this project, S.B. Cox, Inc.

Mr. Vithoukaskas began his review by highlighting the three proclamations and the Finance Board resignation and appointment papers listed on the agenda. He briefly noted the zoning case and provisional use permit case scheduled for public hearing and the two ordinances and one resolution also scheduled for public hearing. Mr. Vithoukaskas pointed out there were 22 items on the general agenda. In regard to a resolution introducing budget amendments, Mr. Vithoukaskas and Mr. Silber responded to a question from Mr. Nelson by elaborating on a proposed appropriation of \$1.5 million towards the County's acquisition of Malvern Hill Farm. Tony McDowell, Fire Chief, commented on a resolution to adopt the 2017-2022 Richmond-Crater Multi-Regional Hazard Mitigation Plan. In regard to a resolution finding the Staples Mill Fire Station site substantially in accord with the County's Comprehensive Plan, Mr. Vithoukaskas and Mr. Yob responded to a question from Mrs. O'Bannon concerning the status of a traffic signal near the site. Mr. Vithoukaskas responded to a question from Mrs.

O'Bannon relating to the amount of a construction change order the Board was being asked to authorize for hot water loop replacement at the County's Water Reclamation Facility. He confirmed for Mr. Branin that Mr. Yob would be presenting the eight resolutions authorizing agreements with the Virginia Department of Transportation for various improvement projects.

The Board recessed at 5:57 p.m. and reconvened in the Board Room at 6:09 p.m.

### **NACo/VACo Achievement Award Recognitions**

Mr. Vithoukas reminded the Board that Henrico County earned a total of 34 awards this year from the National Association of Counties (NACo) and Virginia Association of Counties (VACo) awards competitions. These awards highlight many of the exceptional programs created, coordinated, and implemented by County staff from general government and Henrico County Public Schools (HCPS).

Mr. Vithoukas recognized Dean Lynch, VACo's Executive Director, who discussed criteria and provided statistics for the highly competitive VACo Achievement Awards Program, which is in its 15<sup>th</sup> year. Only 21 percent of the 79 entries received by VACo were selected as winners in 2017. Henrico won four awards and is tied with Loudoun County and second only to Chesterfield County in the number of all-time awards presented by VACo to a single locality. Tedd Povar, Associate Director of the Virginia Institute of Government; Dr. Sheryl Bailey, Senior Vice President for Springsted Incorporated and former Chesterfield County Deputy County Administrator; and Ted McCormack, retired VACo lobbyist, served as judges for this year's VACo Achievement Awards Program. Mr. Vithoukas invited agency representatives to come forward to accept awards from Mr. Lynch for the following initiatives: *Local Government 101 - Youth Educational Program* (County Manager's Office), *Children's and Teens' Neighborhood Collections* (Public Library), *The Zika Working Group and the Pick-a-Day to Fight-the-Bite Initiative* (Department of Public Utilities, Health Department, and Division of Fire), and *Student Congress* (HCPS).

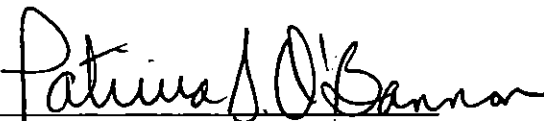
Mr. Vithoukas pointed out Henrico County received 28 Achievement Awards from NACo in 2017 and earned two additional honors from NACo's new competition, "100 Brilliant Ideas at Work." The 28 NACo Achievement Awards were the most won by any county in Virginia for the 12<sup>th</sup> consecutive year and the seventh highest number won by a single locality in the nation. In July, Mr. Thornton attended NACo's national conference in Ohio, where he accepted the "Brilliant Ideas at Work" awards on behalf of the County at a special ceremony. The NACo awards represent the efforts of 13 general government departments as well as HCPS.

Mr. Vithoukas invited Dr. Pat Kinlaw, Superintendent of Schools, and Andy Jenks, Director of Communications and Public Relations for HCPS, to come forward to accept awards from Mrs. O'Bannon for the following nine HCPS initiatives: *Coding for Success - Web Development and Programming Collaboration*; *Digital Citizenship*; *Field of Dreams*; *Loving - A School's Behind-the-Scenes Role in a Major Film Production*; *The "One Lunch" Menu - Improved Learning, Collaboration, and Community*; *The Role of the LPN in Community Education*; *Schoolology*; *Springer Preschool Academy - Summer with Friends*; and *Student Giving Back - Technology Training and Refurbishment Program*. Dr. Kinlaw expressed pleasure at receiving these recognitions and noted the School Board will host a separate awards ceremony for HCPS' winning initiatives at a later date.

Mr. Vithoukaskas next read a brief summary of the 19 general government initiatives that earned a NACo Achievement Award this year, two of which were additionally honored with a Best of Category designation. He invited agency representatives to come forward to accept awards from the Deputy County Managers for the following initiatives: *Local Government 101 – Youth Educational Program* (County Manager's Office); *Streamlined Business Tax Non-Filer Resolution Process* (Department of Finance); *Fire Apparatus Diesel Particulate Filter Processing* (Division of Fire); *Fire Command Officer Exchange Program* (Division of Fire); *Residential Fire Risk Identification* (Division of Fire); *Employee Academy – Engaging Employees at All Levels of the Organization* (Department of Human Resources); *Unified Workforce Environmental Awareness Training* (Department of Human Resources and HCPS); *Community Authors Showcase – Library Promotes Local Authors with “Self-Serve” Events* (Public Library); *Heritage Wall – A Personal Interaction with Local History* (Public Library and Division of Recreation and Parks); *Nature Study – Connecting Families to the Outdoors through the Public Library* (Public Library); *Client Art Project – An Initiative of the Health and Wellness Committee* (Henrico Area Mental Health & Developmental Services); *Crisis Intervention Team Mentoring Program* (Henrico Area Mental Health & Developmental Services, Division of Fire, Police Division, and Sheriff's Office); *Pre-Sentencing Jail Diversion Program* (Henrico Area Mental Health & Development Services and Sheriff's Office); *Continuing, Cooperative, and Comprehensive Transportation Report Process Improvements* (Henrico Area Mental Health & Developmental Services and Sheriff's Office); *A Focus on Customer and Employee Safety – Critical Incident Response Program* (Department of Planning); *Creating a Culture of Leadership – Public Works Leadership Discussion Group* (Police Division, Division of Fire, and Department of Human Resources); *The Zika Working Group and Pick-a-Day to Fight-the-Bite Initiative* (Department of Public Works, Health Department, and Division of Fire); *Virtual Town Halls – Government at Your Fingertips, Best of Category* (County Manager's Office and Department of Public Relations & Media Services); and *Children's and Teen Neighborhood Collections, Best of Category* (Public Library).

Mr. Vithoukaskas concluded the presentations by remarking it is because of the County staff's collective efforts and support from the Board of Supervisors that the County maintains its golden reputation as one of the best-managed localities in the country. These efforts, especially what staff does at the street level with customers, have placed the County in the state and national spotlights for being exceptional. Mrs. O'Bannon joined Mr. Vithoukaskas in congratulating County staff and thanking employees for their hard work.

There being no further business, the meeting was adjourned at 6:50 p.m.

  
Chairman, Board of Supervisors  
Henrico County, Virginia