



Utilities & Community Development Report

*Customer Service Center, Planning, Zoning,
Building Inspection, Environmental, Land
Development and Public Utilities*

Presentation to the
Board of Supervisors
September 2017

Utilities

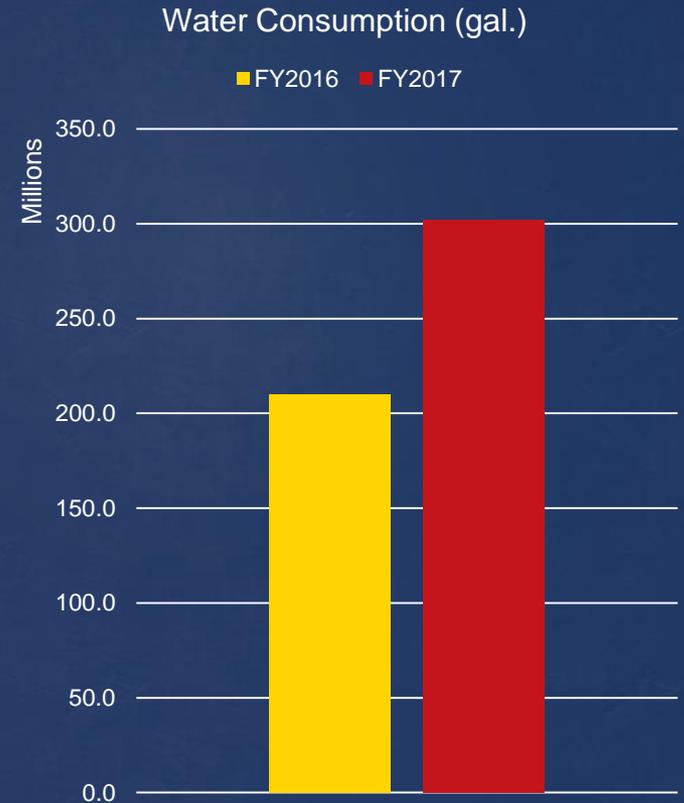
Functions:

- The Department of Public Utilities is responsible for the operation and maintenance of public drinking water and wastewater services to the entire County. Currently operate and maintain:
 - 7 sewer pump stations
 - 2 water booster pump stations
 - 3 water storage tanks
 - 1 chloramine booster station
 - Approximately 130 miles of pipe



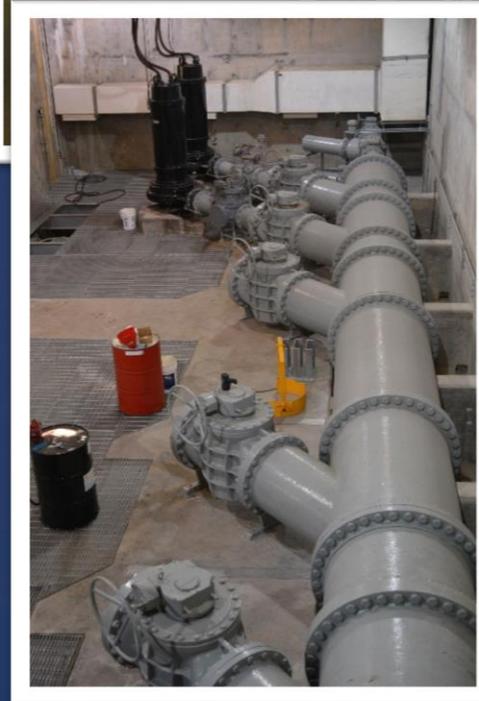
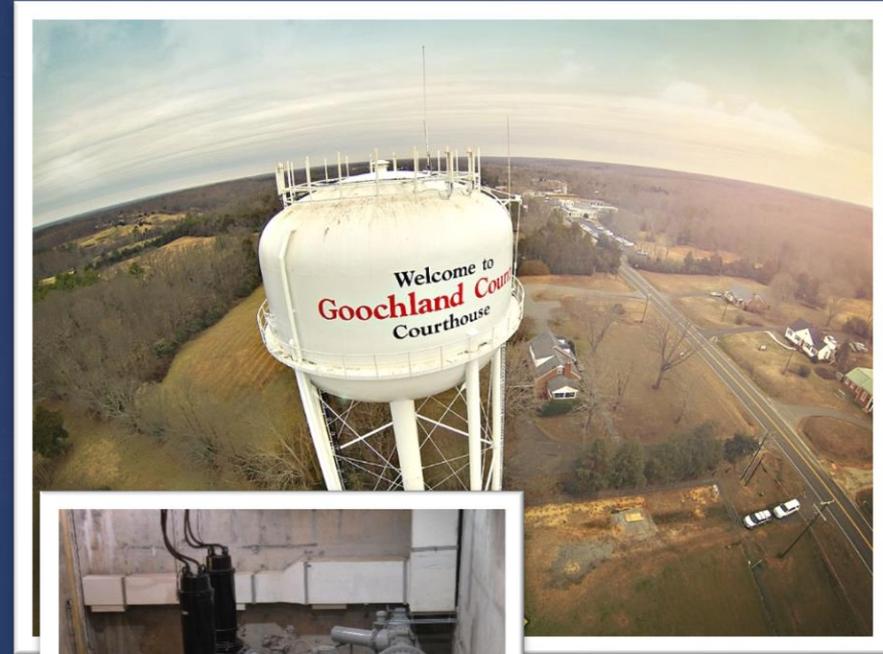
Goals and Accomplishments

- Animal Shelter sewer design
- Worked with DEQ, Aqua VA, and citizens in Old Oaks Community on plans to provide safe water to 25 homes
- Hickory Haven sewer study is underway
- Assisted Goochland Free Clinic and Family Services with obtaining a public sewer
- Worked with DOC to gain 25,000 gallons per day increase in sewer capacity for the Courthouse area
- DPU rate study is 90% complete
- Wastewater Testing Program – County’s first wastewater testing program – will assist in our contracts with Henrico and Richmond City



Goals and Accomplishments

- Completed construction of the Chloramine Booster Station
- Completed valve adjustments and isolation of the West Creek Tank to realigned water pressure zones to better meet pressure demands within the east end system
- Inspected and tested all new public utility infrastructure which includes all commercial and residential developments and CIP projects
- GPS located all public water meters in the county
- Addressed over 3,200 Miss Utility tickets (~15/day)
- Read at total of 10,098 meters



Utilities – Future Outlook

- Closely monitor the east end system for pressure and quality progress now that all the initial capital project listed in the Utility Master Plan are complete.
- Continue to provide the highest quality of service to all of our 1,600+ customers.
- Coordinate and manage all pending residential and commercial utility construction projects.
- Continue providing staff with relevant developmental training.



Customer Service Center

Function:

- Provide outstanding customer service to the citizens, contractors, builders, and developers of Goochland County
 - Customer Service for all Utility and Community Development Functions
 - Permit Intake
 - Inspection Scheduling
 - Utility Billing



Goals and Accomplishments

Average Rating of Customer Service Cards





Help Us Serve You Better!

The Goochland County Department of Community Development wants to hear from you.
 Please submit your feedback by filling out the below information.
 Please provide your information if you would like us to contact you (optional).

Name: _____ Phone/Email: _____

You may also email us at CommDevFeedback@goochlandva.us

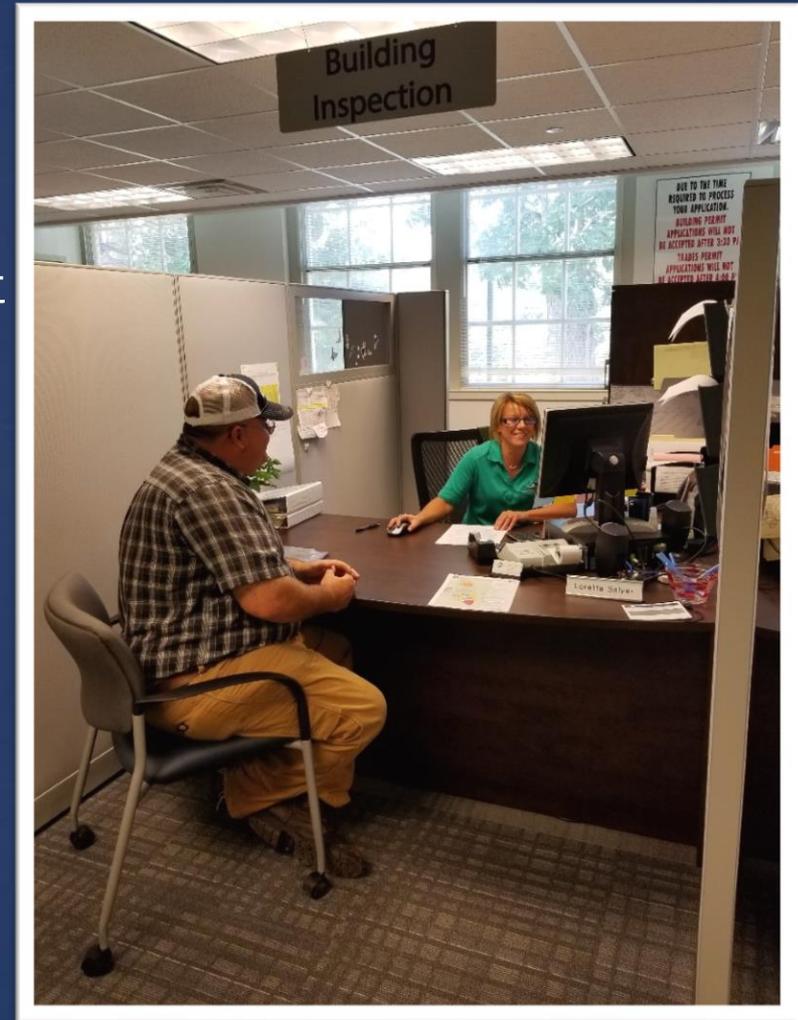
Please rate the below items based on your experience in the Community Development Department	1 = Poor	2	3	4	5 = Excellent
Quality of the service received	1	2	3	4	5
Helpfulness & courtesy of County Staff	1	2	3	4	5
Knowledge/Expertise of County Staff	1	2	3	4	5
Ease of permit application process	1	2	3	4	5
Timeliness of County Staff response	1	2	3	4	5
Overall experience	1	2	3	4	5

What is the one thing we could do better? Please give us comments/suggestions to improve our service:

FY2017 - Received 46 Citizen and Customer Feedback cards – Average of 4.8

Goals and Accomplishments

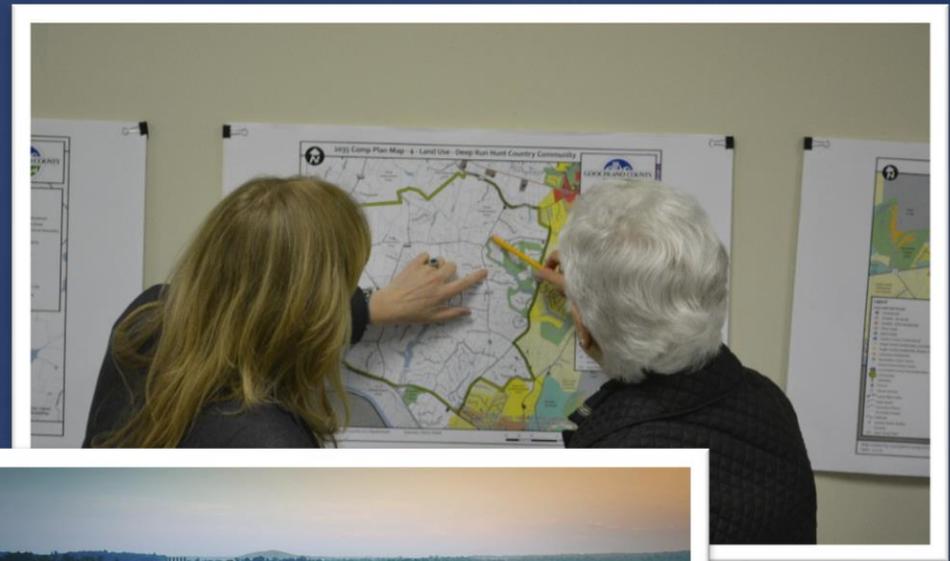
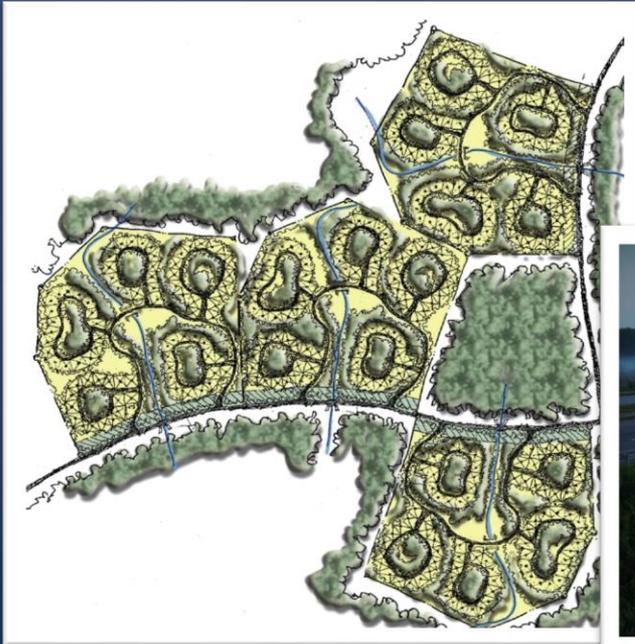
- Created two Customer Service Center Manuals to document daily processes and cross-train Customer Service Center staff
- Three Customer Service Center staff members are fully trained in Building Permit Intake and Inspection Scheduling
- Actively training other members in Utility and Zoning Customer Service
- Processed 2,673 permits
- Scheduled 10,493 inspections
- Billed 1,683 customers bi-monthly
- Set up 215 new utility customers
- Processed 38 Plan of Developments & 22 Land Disturbance Permits



Planning & Zoning

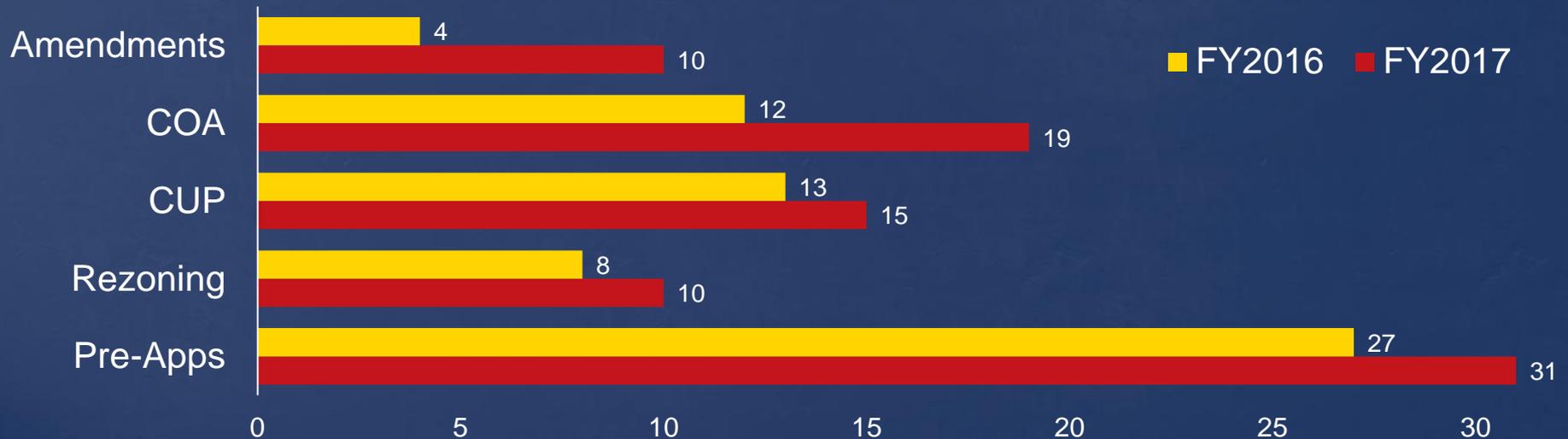
Functions:

- Administers County Zoning & Subdivision Ordinances
 - Rezoning, Conditional Use Permits, Design Overlay Review, Building Permit Review, Plan of Development Reviews
- Comprehensive Planning
- Transportation Planning
- Code Enforcement



Goals and Accomplishments

- Reviewed approximately 700 building permits
- Reviewed approximately 40 Plan of Developments
- Investigated 70 zoning complaints
- Attended over 40 community meetings



Goals and Accomplishments

Drafted many development policies including:

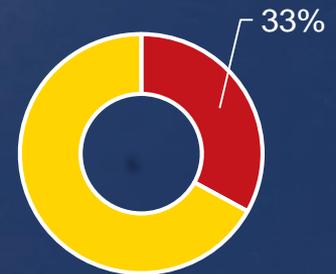
- CUP Renewal/Enforcement
- Substantial accord
- Lot width
- Development impact statement for residential rezonings

Zoning Ordinance Rewrite

- Held 4 public work session with Planning Commission on zoning rewrite
- Developed and reviewed rewrite timeline with Board of Supervisors
- Reviewed Agricultural and Residential Districts with Planning Commission

Zoning Ordinance Rewrite

■ Complete



Goals and Accomplishments

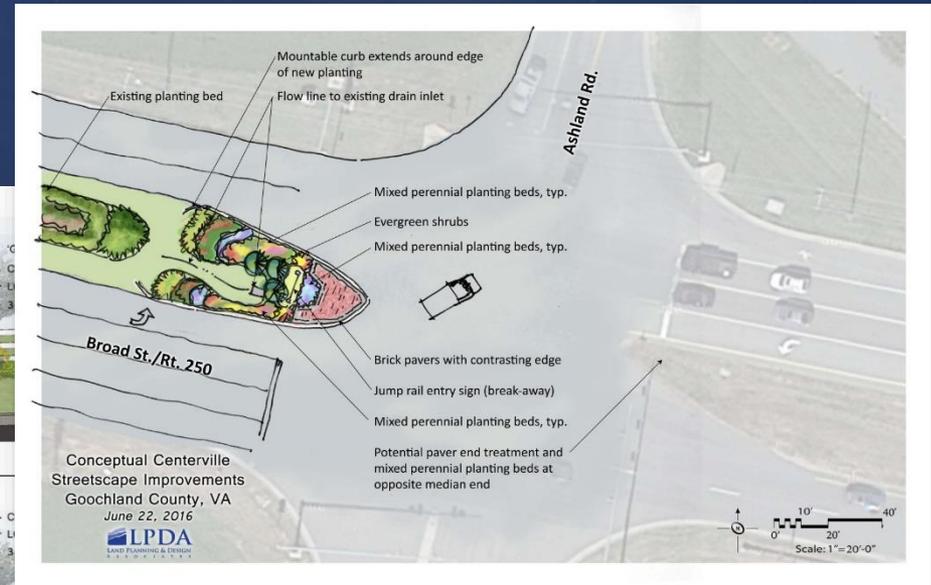
- Participated in Virginia Wireless Communication Infrastructure Group on telecommunications legislation
- Finalized Centerville Streetscape Plan



CENTERVILLE GATEWAY CORNER FEATURE - OPTION A



CENTERVILLE GATEWAY CORNER FEATURE - OPTION B



Goals and Accomplishments

Transportation

- Monitored changes to SSYP process
- Identified new projects meeting eligibility requirements and successfully initiated an appeal to keep unallocated unpaved road funds (~\$260K) in the County.
- Chairman of Technical Advisory Committee – Tom Coleman



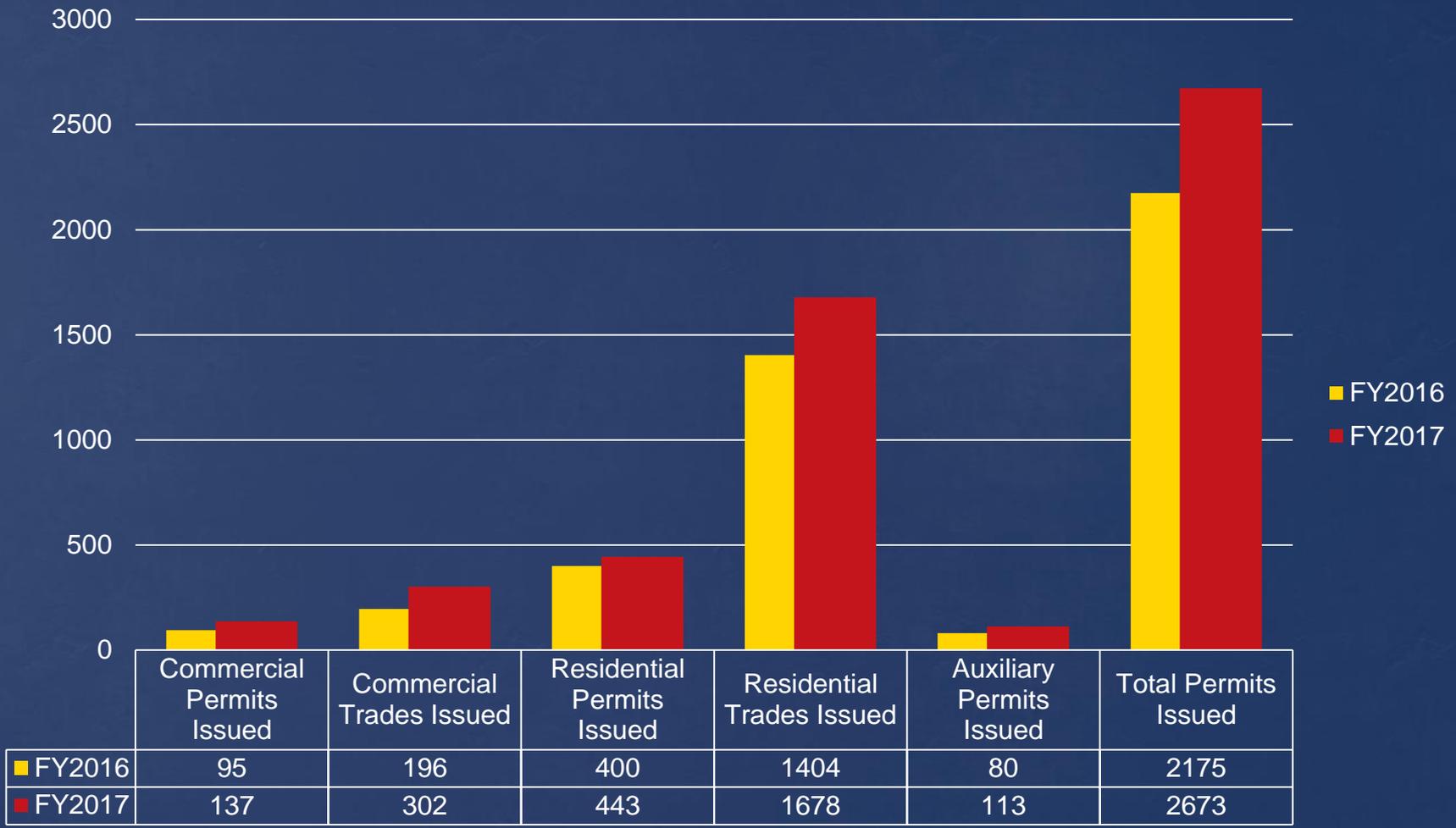
Building Inspection

Function:

- Preserve and promote the health, safety, and welfare of the public in accordance with the Uniform Statewide Building Code
 - Permitting
 - Plan Review
 - Inspections



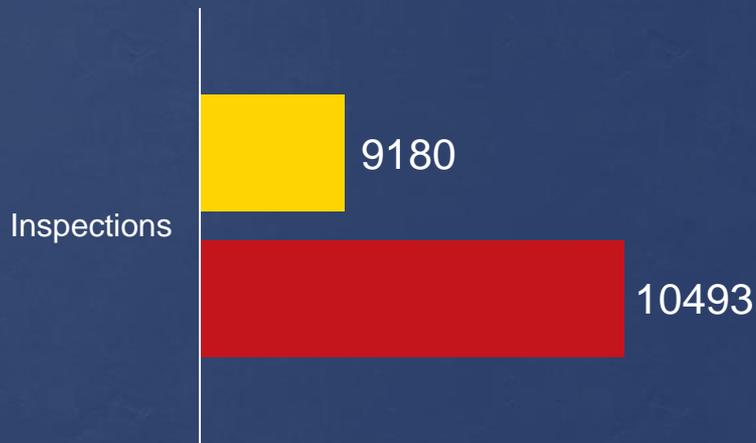
Building Inspection – Permit History



Building Inspection – Inspection History

Number of Inspections

■ FY2016 ■ FY2017



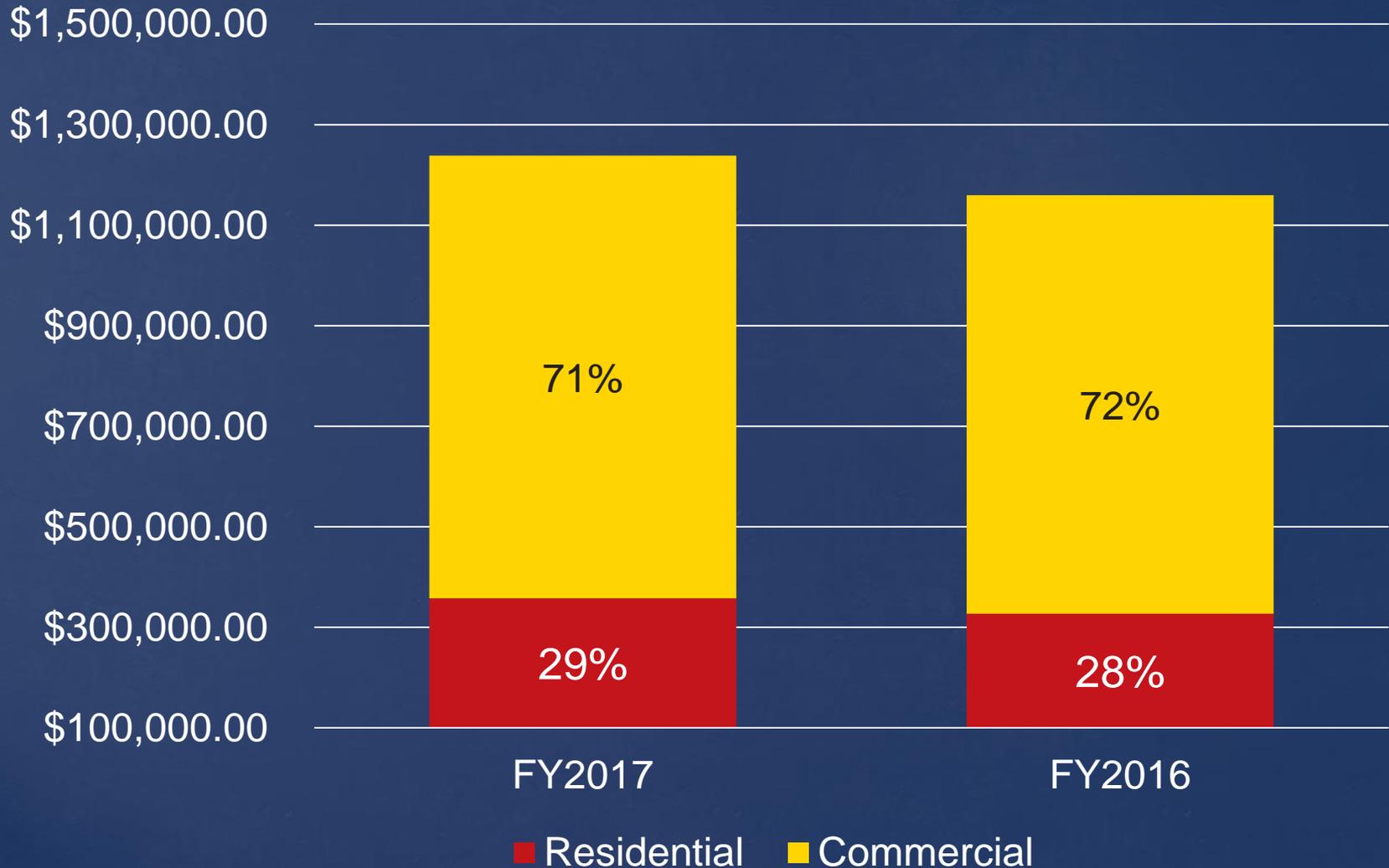
Over 1,300/year increase

Average Number of Inspections Per Inspector Per Day

■ FY2016 ■ FY2017

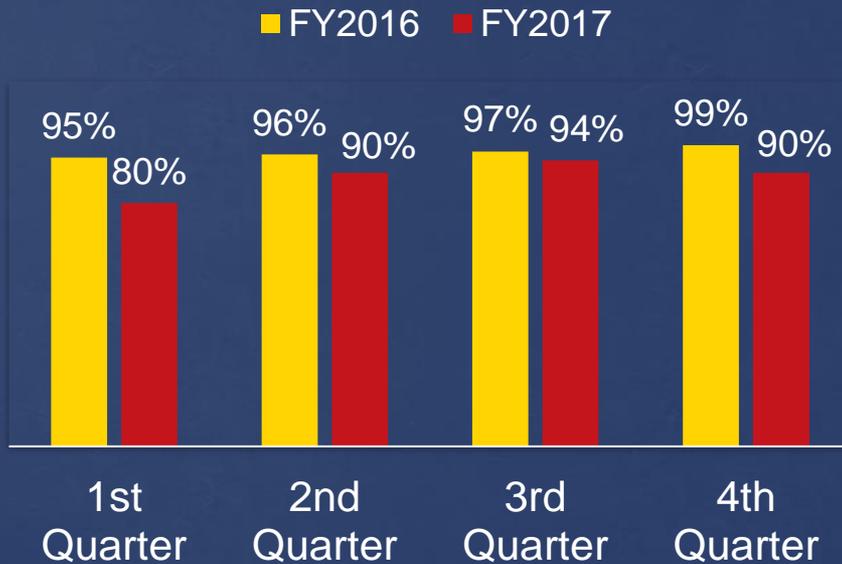


Building Inspection - Revenue History

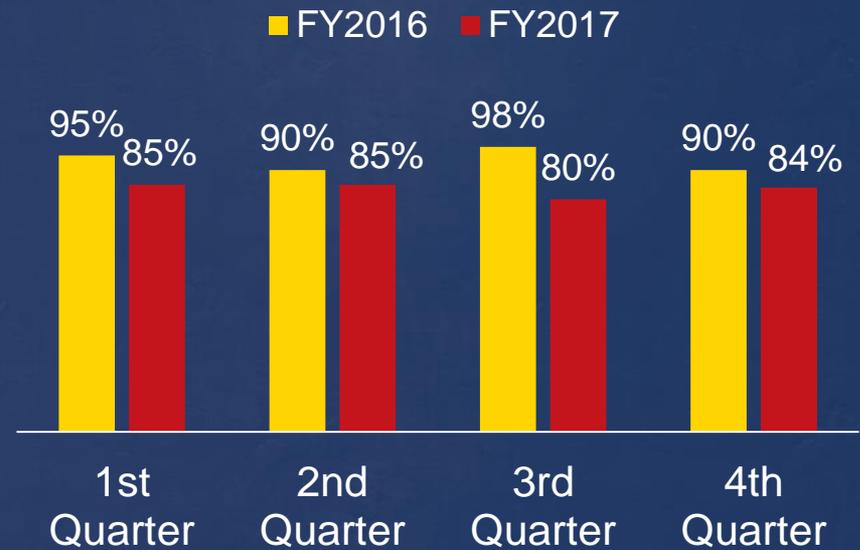


Goals and Accomplishments

Percent of Completed Residential Plan Review within 10 Days



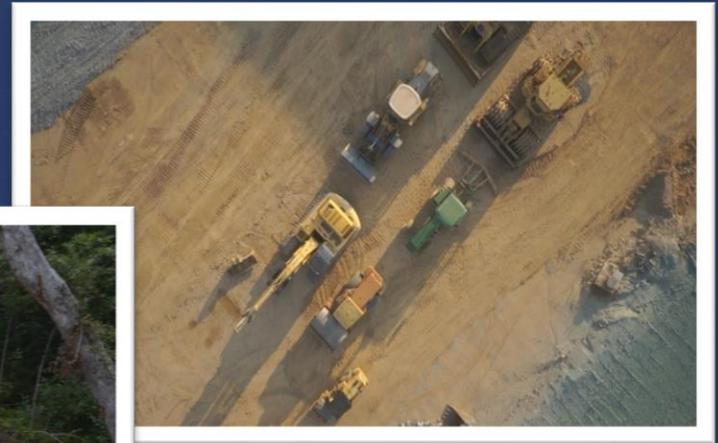
Percent of Completed Commercial Plan Review within 15 days



Environmental and Land Development

Functions:

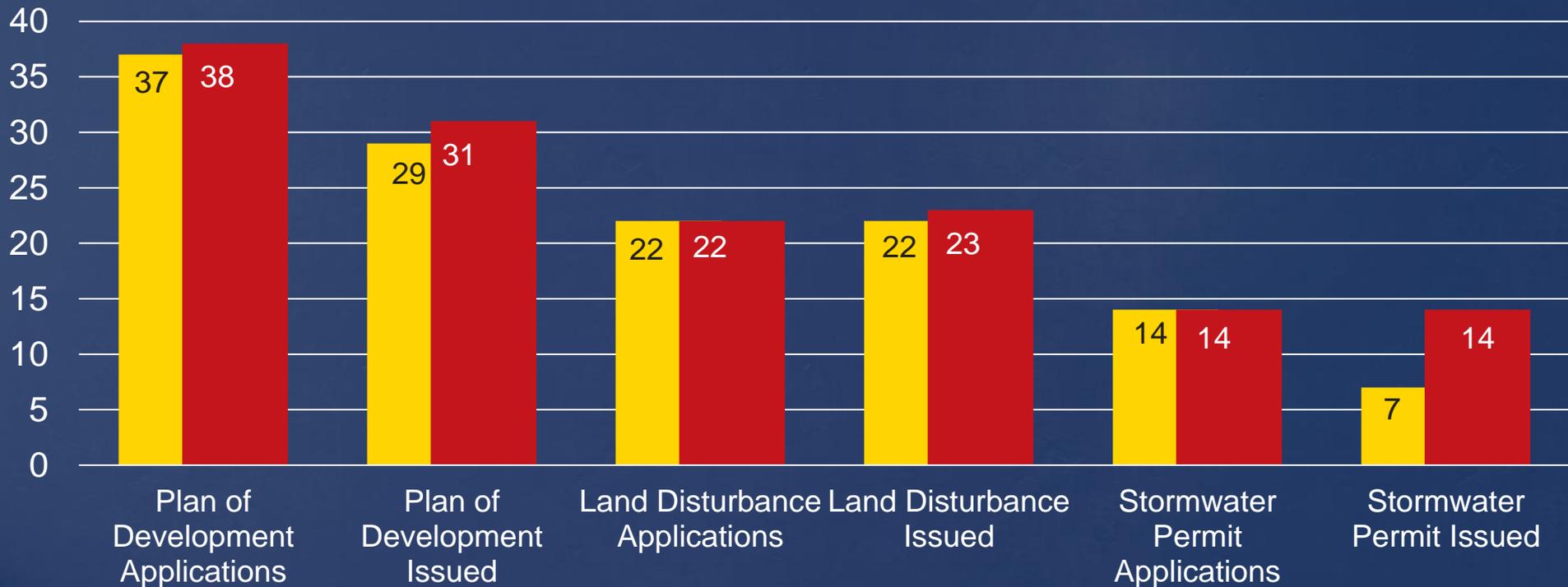
- Promote and facilitate development in the County through an efficient Plan of Development Process
- Protect the County's natural resources by ensuring compliance with erosion and sediment control measures, stormwater management, and other environmental regulations.
 - County liaison to Monacan Soil and Water Conservation District
 - Oversight of County conservation easements
 - Monitors Biosolids and the closed landfill



Goals and Accomplishments

Environmental Permits

■ FY2016 ■ FY2017

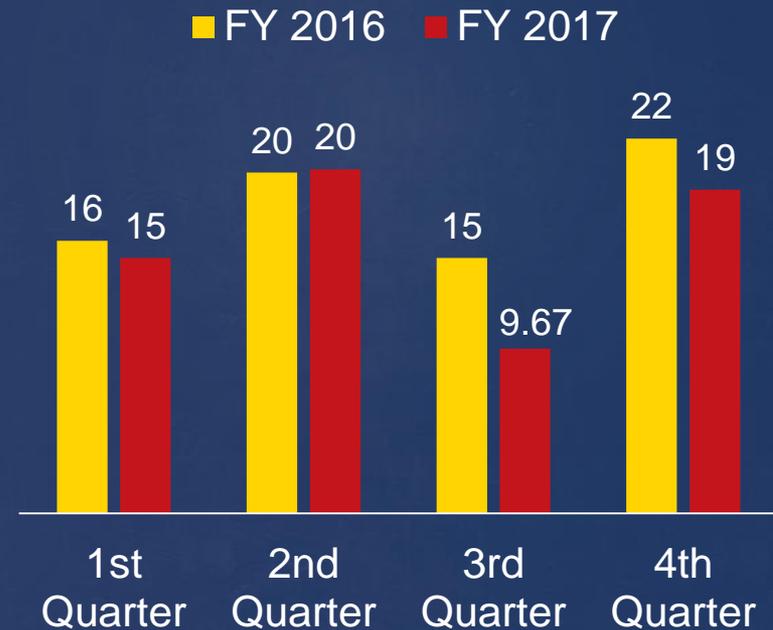


Goals and Accomplishments

Major Projects Reviewed

- Bristol Apartments
- MEDARVA expansion
- Page Audi/ 4 Rings Drive
- Animal Shelter
- Courthouse Creek Cidery
- 623 Landfill expansion
- Martin Solar Farm

Average Time to complete Plan Review (days)



Goals and Accomplishments

- Received the 2016 Virginia Recycling Associations outstanding rural innovations award in recognition of County's comprehensive recycling program
- *Cover Your Load* campaign
- Finalized Monacan Soil and Water MOU



Future Outlook

- Development impact outlook
 - 2,336 residential lots with approved zoning
 - 796 residential lots with zoning pending
 - 447,050 sq. foot of Commercial Development
- Rewrite of zoning and subdivision ordinances to be consistent with the Comprehensive Plan, to be more customer friendly, and to address antiquated processes for development and subdivisions
- Upgrade permitting software to allow for online permitting, inspection scheduling, and project status updates

Future Outlook

- Telecommunications and Cash Proffer legislation
- Capital Impact Model to help determine cash proffers
- Update of the Major Thoroughfare Plan
- Digitization of historical paper maps
- Continue to provide outstanding customer service

Questions?