



GOOCHLAND COUNTY COMMUNITY DEVELOPMENT & PUBLIC UTILITIES

ANNUAL REPORT – FISCAL YEAR 2018

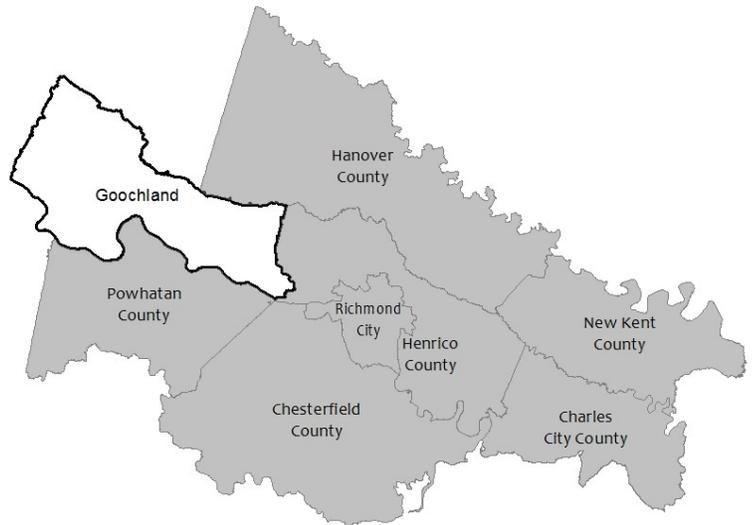


GOOCHLAND COUNTY
COMMUNITY DEVELOPMENT & PUBLIC UTILITIES
FY2018 ANNUAL REPORT
CONTENTS

<u>GOOCHLAND COUNTY: A BRIEF INTRODUCTION</u>	pg. 1
<u>ABOUT THE COMMUNITY DEVELOPMENT DEPARTMENTS</u>	pg. 3
<u>COMMUNITY DEVELOPMENT ADMINISTRATION/CUSTOMER SERVICE CENTER</u>	pg. 5
• ACCOMPLISHMENTS	
• KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES	
<u>PLANNING & ZONING</u>	pg.7
• ACCOMPLISHMENTS	
• KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES	
<u>BUILDING INSPECTION</u>	pg.15
• ACCOMPLISHMENTS	
• KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES	
<u>ENVIRONMENTAL AND LAND DEVELOPMENT</u>	pg.21
• ACCOMPLISHMENTS	
• KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES	
<u>COMMUNITY DEVELOPMENT FUTURE OUTLOOK</u>	pg.25
<u>PUBLIC UTILITIES</u>	pg.26
• ACCOMPLISHMENTS	
• KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES	
• FUTURE OUTLOOK	

GOOCHLAND COUNTY: A BRIEF INTRODUCTION

Goochland County is located in central Virginia on the western edge of the Richmond Metropolitan Area and approximately 25 miles southeast of Charlottesville. The County is approximately 289 square miles (184,960 acres) in area and the 2017 estimated population is 22,456. The County has an exurban/rural setting and is just west of the heavily populated suburban Henrico County. Weldon Cooper has projected the 2040 population to be 29,174.



The James River flows along the County's southern border and separates the County from Powhatan, Cumberland, and Chesterfield Counties to the south. The Tuckahoe Creek generally defines the eastern boundary with Henrico County, and Goochland abuts Louisa and Hanover Counties to the north and Fluvanna County to the west.

Interstate 64 traverses the northern part of the County from east-to-west, and four interstate interchanges are located in the County. U.S. Route 250 passes through the County close to and parallel to the interstate, and State Route 6 runs east-to-west in the southern part of the County. State Route 288, which serves as one segment of the outer circumferential highway/expressway for the Richmond region, crosses the eastern part of the County. Also, U.S. Route 522 is a north-to-south roadway running through the center of the County.

The County is home to West Creek, a 3,500-acre, campus-style business park which serves as the principal economic driver for the County. Major employers in West Creek include Capital One, CarMax, the Virginia Farm Bureau, and Performance Food Group. Luck Stone Corporation operates facilities countywide including its corporate headquarters near West Creek.

EXISTING CONDITIONS/DEMOGRAPHICS

In reviewing Community Development's annual report, it is helpful to understand the demographic profile of the County's past and present. The County recognizes these trends will influence the County's future and foretell, in part, the growth for which the County is anticipating and planning.

- Between 2000 and 2016*, compared to adjoining communities, Goochland had one of the largest percentage increases in population.

- Between 2000 and 2016*, the highest growth rates in the Region occurred rural localities such as Goochland, Louisa, Fluvanna, and Powhatan.
- Weldon Cooper’s 2016 estimated Goochland population is 22,312 – which is a 58% increase from 1990 population of 14,163.

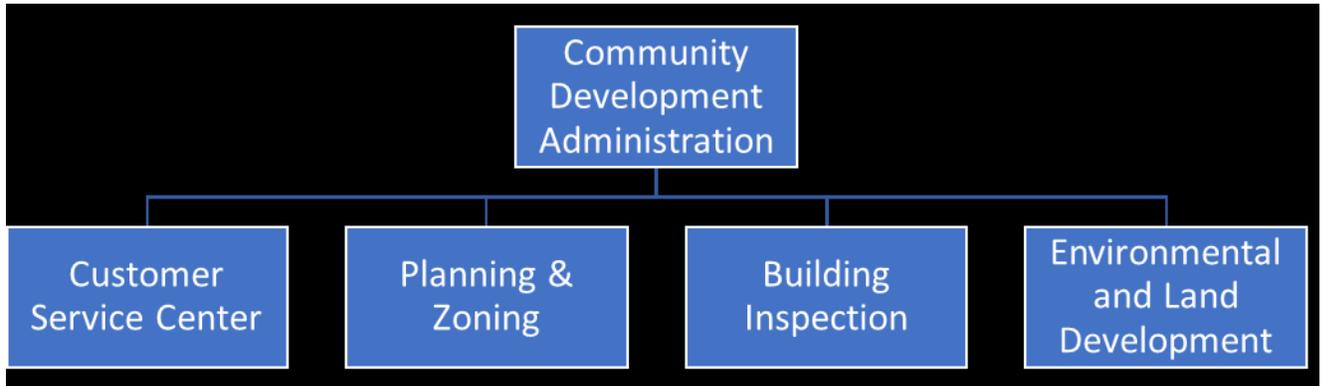
Population Growth in Goochland & Adjoining Counties 2000-2016*

County	2000	Change 1990-2000	2010	Change 2000-2010	2016*	Change 2010-2016*	Total Change 2000-2016*
Goochland	16,863	19%	21,717	29%	22,312	3%	32%
Chesterfield	259,903	24%	316,236	22%	333,312	5%	28%
Cumberland	9,017	15%	10,052	11%	9,851	-2%	9%
Hanover	86,320	36%	99,863	16%	105,210	5%	22%
Henrico	262,300	20%	306,935	17%	312,233	2%	19%
Fluvanna	20,047	64%	25,691	28%	26,133	2%	30%
Louisa	25,627	26%	33,153	29%	34,316	4%	34%
Powhatan	22,377	46%	28,046	25%	28,696	2%	28%

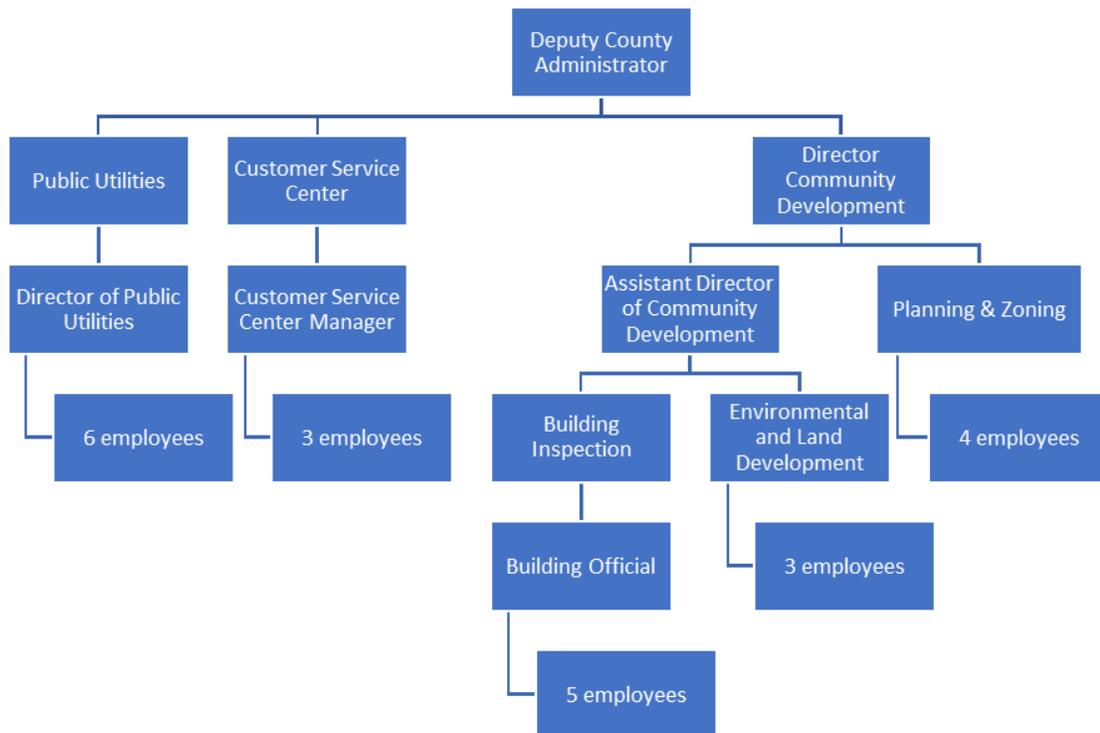
* 2016 is estimated population from the United States Census Bureau

ABOUT THE COMMUNITY DEVELOPMENT DEPARTMENTS

The Community Development Departments are comprised of Community Development Administration (Customer Service Center), Planning & Zoning, Building Inspection, and Environmental and Land Development departments.



All Community Development departments report to the Deputy County Administrator. The Director of Community Development oversees the Planning and Zoning department, Building Inspection department and the Environmental and Land Development department.



The Community Development department also serves as liaisons to the Planning Commission, Board of Zoning Appeals, Design Review Committee, Monacan Soil and Water Conservation District, and works closely with the County’s Economic Development department to facilitate new commercial and industrial development.

The Community Development department focuses on all the Board of Supervisor’s Strategic Goals and works closely with the public, developers, builders, and engineers/designers to achieve those goals.

Strategic Goals:

<p>Goal 1:</p> <p>Objective 1.1: Deliver efficient and effective services</p> <p>Objective 1.2: Enhance transparency and accountability</p> <p>Objective 1.3: Achieve high level of citizen satisfaction</p>	<p>Efficient, effective, and transparent government with emphasis on customer service excellence</p>
<p>Goal 2:</p> <p>Objective 2.1: Support a balance of business and residential development that contributes to a healthy economy</p> <p>Objective 2.2: Support maintaining the County’s rural character and historic resources</p>	<p>Balanced development that contributes to the welfare of the community and preserves its rural character</p>
<p>Goal 3:</p> <p>Objective 3.1: Maintain sound financial health and strong fiscal controls</p> <p>Objective 3.2: Plan for future operating and capital needs</p>	<p>Excellence in financial management</p>
<p>Goal 4:</p> <p>Objective 4.1: Support quality education</p> <p>Objective 4.2: Promote community safety</p> <p>Objective 4.3: Promote community health and human services</p>	<p>High quality core services including education, public safety, and community health</p>
<p>Goal 5:</p> <p>Objective 5.1: Attract and retain highly qualified, diverse professionals who share our core values</p> <p>Objective 5.2: Create a work environment conducive to a committed, results driven workforce</p>	<p>Positive work environment with a highly qualified, diverse workforce</p>

COMMUNITY DEVELOPMENT

ADMINISTRATION/CUSTOMER SERVICE CENTER

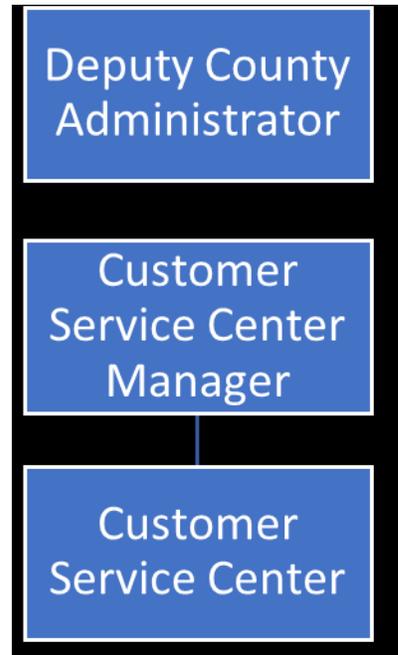
Community Development Administration staff is directly responsible for the administration and operational management of the Department. The Customer Service Center is managed by Community Development Administration. Other responsibilities include administrative support of the County's Planning Commission, the Board of Zoning Appeals, and the Design Review Committee. The Deputy County Administrator for Community Development reports to the County Administrator with associated tasks as assigned.

COMMUNITY DEVELOPMENT

ADMINISTRATION/CUSTOMER SERVICE CENTER

ACCOMPLISHMENTS

The Community Development Customer Service Center is the face of the entire department. As such, friendly customer service and efficiency is a priority. The Center opened in November 2016, and since that time, the staff in the center began cross-training to learn other department's customer-focused tasks.



Over the past year, the Community Development department has successfully continued the Board of Supervisors strategic goal of "efficient and effective government, emphasizing on customer service" by amending or writing many policies and standard operating procedures. These policies help to clarify code requirements and assist citizens and customers in understanding many of the Department's processes.

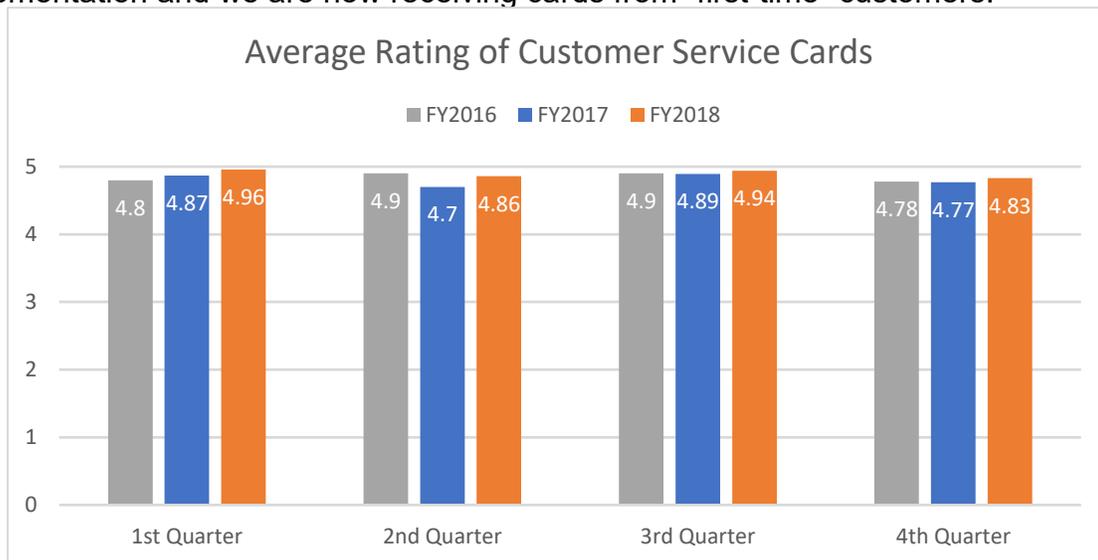
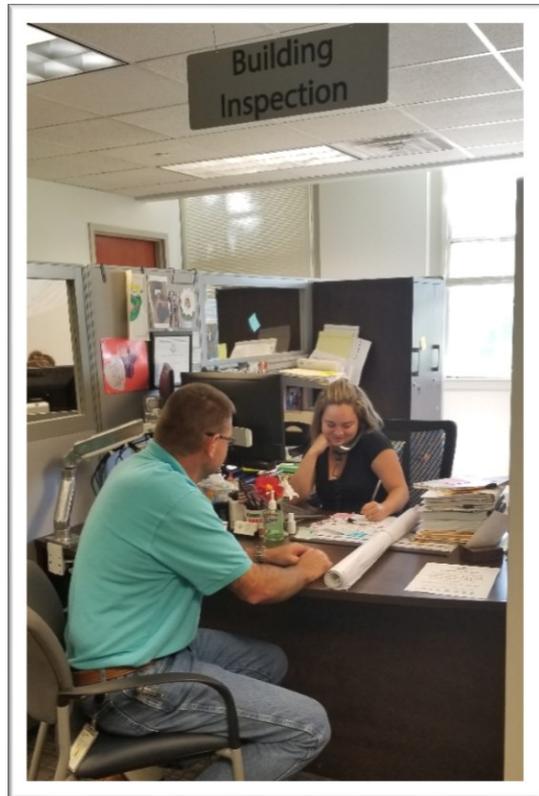
Over fifty policies and procedures have been written to create Building Inspection and Customer Service Center manuals. In addition, staff has been methodically updating applications and processes to be more customer friendly and efficient.

**COMMUNITY DEVELOPMENT
ADMINISTRATION/CUSTOMER SERVICE
CENTER KEY INDICATORS,
PERFORMANCE, AND WORKLOAD
MEASURES**

In FY2018, the Center processed over 2,500 permits, scheduled over 12,500 inspections, issued 164 certificates of occupancies for new single-family dwellings, billed 1,700 customers bi-monthly, set up 75 new utility customers, processed 30 Plan of Developments, 22 Land Disturbance Permits, and 16 Stormwater Permits.

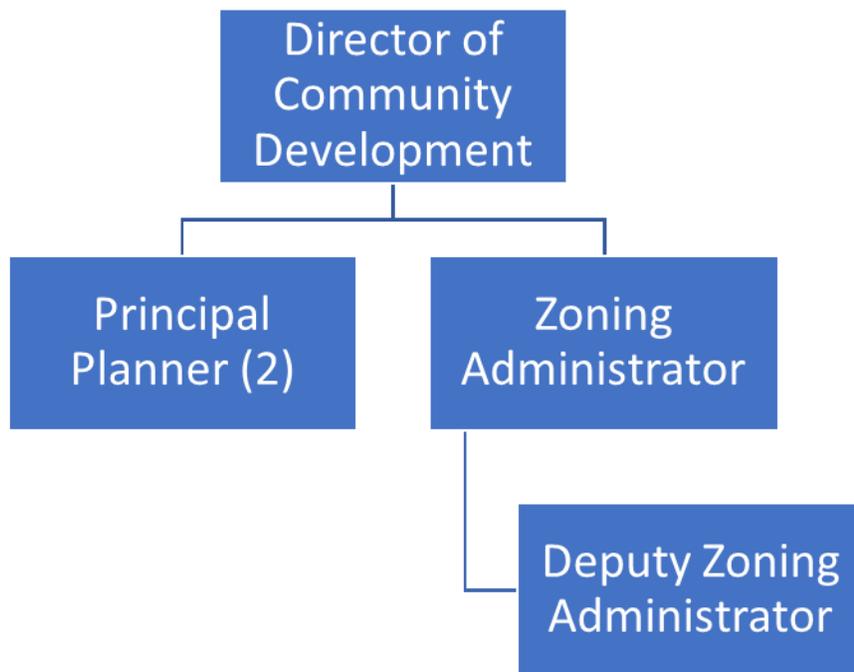
To measure the Department’s level of customer service, the department implemented *the Citizen Process Improvement & Service Quality Feedback Form* for use in house and on the County’s website. Since its implementation, the department has received over 340 returned cards with beneficial feedback. The average rating on the customer cards has remained consistent over the last two fiscal years – averaging 4.8 out of 5.

After dropping considerably from FY16, the rate of response from the cards has remained consistent over the last two fiscal years - averaging 11%. Staff contributes this drop in the rate of return to the fact that most contractors returned a card during the first years of implementation and we are now receiving cards from “first-time” customers.



PLANNING & ZONING

The Planning Office provides professional guidance and technical support to the Board of Supervisors, Planning Commission, Design Review Committee, Board of Zoning Appeals, County Administration, and to the public on land development activities, transportation, and long-range planning matters. The Director of Community Development oversees the Planning & Zoning department.



Staff administers the County's zoning and subdivision ordinances including code enforcement and development applications including Rezoning, Conditional Use Permit, Subdivision, Certificate of Approval, Variance, and Ordinance Amendments. Staff reviews plans of development, building and sign permits, landscape plans, lighting plans, and business licenses for code compliance. Staff oversees development and implementation of the comprehensive plan, transportation plans, and small area studies. The office also facilitates economic development, demographic analysis, historic resource protection, regional planning, regional transportation planning and rural planning activities.

PLANNING & ZONING ACCOMPLISHMENTS

In FY18, Planning staff successfully administered land-use applications which supported new economic development in the County, including the new 212,000 square foot Sheltering Arms Rehabilitation Hospital in WestCreek, two event venues, and two adaptive reuse of existing warehouse spaces.



In addition, there were four important residential rezoning requests, two of which were significant: a 520 age-restricted development by HHHunt and 303 unit residential development by Eagle-Markel. These residential rezoning requests were time-consuming due to the 2016 Cash Proffer legislation which significantly changed the method by which the County can accept development related impacts. Staff originally began requiring applicants to submit development impact statements (DIS). As the County was working with the applicants on their development impact statements it became clear that the County did not have the complete data and



Figure 108. East Service Area CapIM Test Results

Project Name	East Service Area Test Project
---------------------	--------------------------------

CAPITAL COST IMPACTS FOR DEVELOPMENT PROPOSAL

	RESIDENTIAL	NONRESIDENTIAL	TOTAL
Housing Units	50	-	50
Projected Population	120	-	120
Projected Students			
Elementary School Students	5	-	5
Middle School School Students	3	-	3
High School Students	3	-	3
Projected Total Students	10	-	10
Nonresidential Sq. Ft.	-	0	0
Projected Jobs	-	0	0

CASH PROFFER ELIGIBLE INFRASTRUCTURE CATEGORIES, RESIDENTIAL

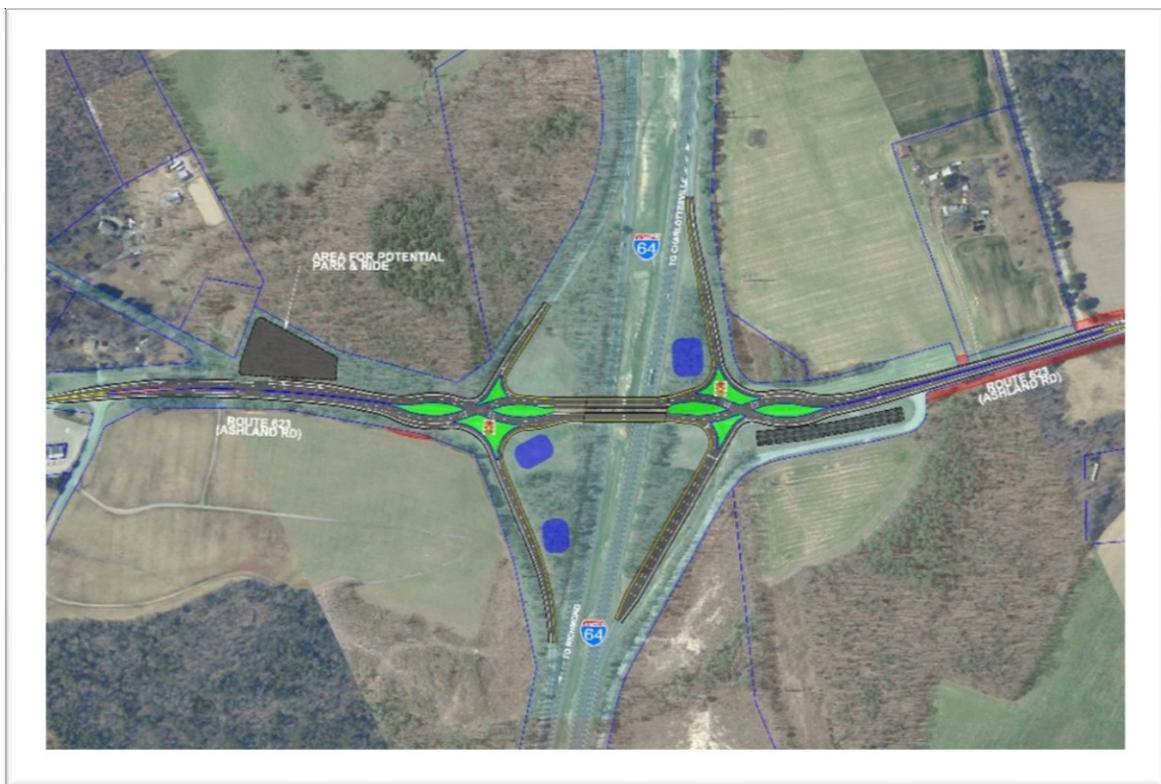
	Total Housing Units	Capital Impact	Capital Impact per
Schools	50	\$251,213	\$5,024
Parks and Recreation	50	\$55,477	\$1,110
Public Safety	50	\$106,090	\$2,122
Transportation	50	\$216,530	\$4,331
Total	50	\$629,310	\$12,586

framework to fully analyze the capital impacts of new development. In response, the County hired TischlerBise, a financial firm, who developed a Capital Impacts Study and Model for the county. The Model provides an output of the estimated capital facility impacts based on the specifics of each development and also takes into account existing capacities of the proffer

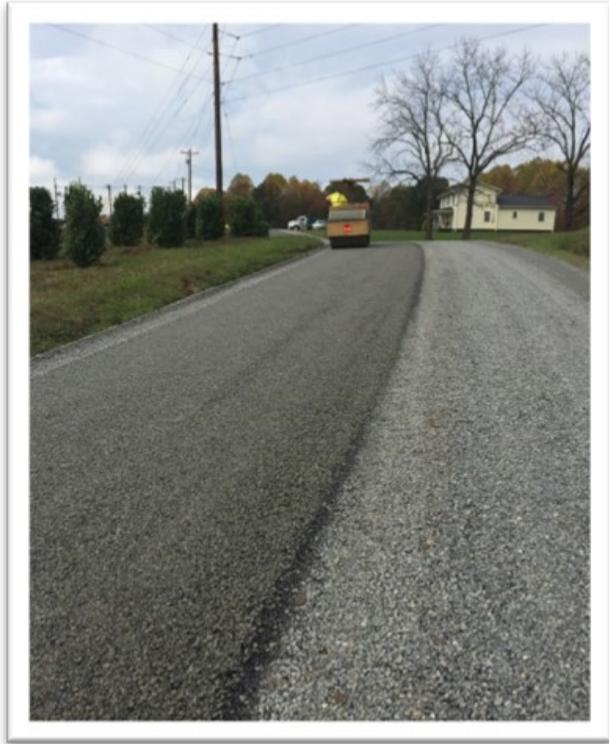
eligible categories. In order for the model to be implemented, the County first had to revise both their Capital Improvement Plan and the Public Facilities chapter of the Comprehensive Plan. In conjunction with Facilities Management and the Finance department, Planning staff worked to revise the Capital Improvement Plan and the Capital Facilities Plan which were both adopted in the winter of 2018. Once the Capital Impact Study was adopted, the Planning staff was able to use the Capital Impact Model to fully analyze the development impacts of these residential rezoning requests and make a comprehensive report to the Board of Supervisors. In the Spring of 2018, the Board of Supervisors reviewed and approved three out of the four rezoning requests.

Transportation Planning is an important component of the Planning Department. Staff filed five Smart Scale Program pre-applications with numbers 1-4 being realized as full applications:

1. I-64 / Ashland Road Interchange – application to make improvements to the interchange
2. Three Chopt Road Reconnection – application to connect Three Chopt Road under Route 288
3. Rte. 288 Southbound Auxiliary Lane – application to add a southbound auxiliary lane to Route 288
4. I-64 / Oilville Road Interchange - application to make improvements to the interchange
5. Ashland Road Widening – application to widen Ashland Road from the interchange to Broad Street Road



In addition, the County made application to the Transportation Planning Organization (TPO) to help fund a new trail network in the east end of the County resulting in \$200K funding. Furthermore, after a successful petition from the County, the TPO expanded its boundaries to include the Courthouse area. The expansion is important because including

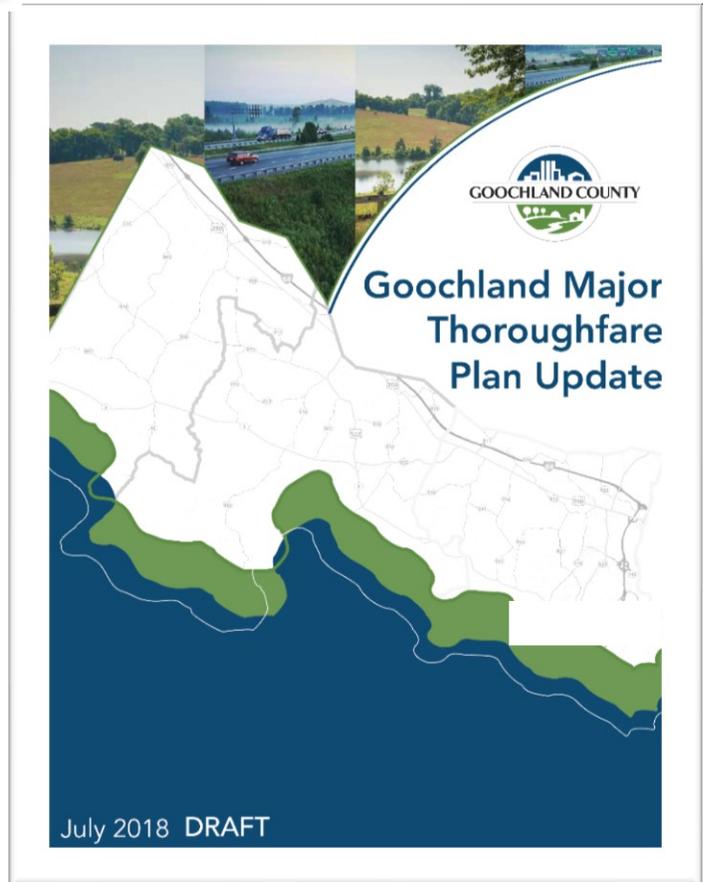


the Courthouse area in the TPO will expand opportunities to invest in the roadway, sidewalk, and bikeway infrastructure in order to promote pedestrian and cycling activities and to improve vehicular and pedestrian safety.

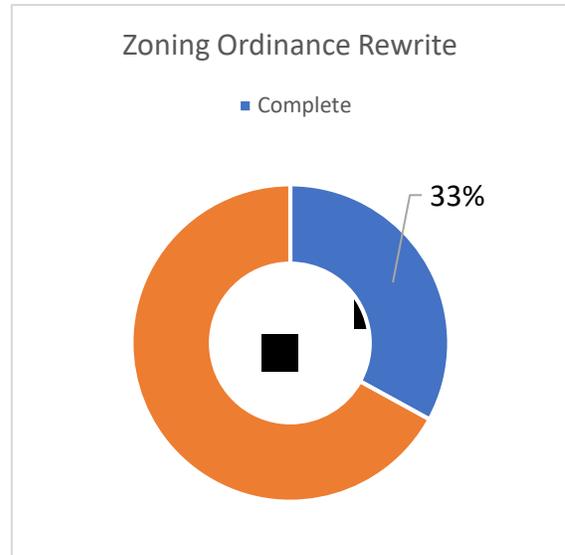
In conjunction with the Virginia Department of Transportation (VDOT), the County successfully completed three Rural Rustic Road projects. The Rural Rustic Road program utilizes VDOT funds to pave graveled state roads. Furthermore, the County secured \$1,825,517 in Revenue Sharing funds to design and construct the extension of Fairground Road to Route 6.

The Planning office worked with Richmond Regional Planning District Commission (RRPDC) to successfully update the County's Rural Long Range Transportation Plan (RLRTP). The RLRTP is an important tool to secure funding outside of the TPO boundary.

Lastly, on the transportation efforts, the Planning staff initiated a two-year process to update the County's Major Thoroughfare Plan. The last Major Thoroughfare Plan was adopted in 2005. The County has contracted with Kimley-Horn to assist in the update and expect the plan to be ready for public hearing in the fall of 2018.



In support of a 2035 Comprehensive Plan priority, Planning staff initiated a long-term effort to amend the zoning ordinance to make it more user friendly and to ensure that it aligns with Comprehensive Plan objectives. Thus far, Staff has developed a new user-friendly format for the rewrite, completed an issue analysis of the code, prepared a detailed matrix of uses, and have completed a review of the agricultural and residential districts with the Planning Commission. Due to the increased workload of adopting the Capital Impact Model, staff was unable to make significant progress in the zoning ordinance rewrite in FY17. However, this is a priority project with a goal of adoption by the Board of Supervisors by Fall 2019. As of the date of this report, the ordinance rewrite is approximately 1/3 complete.



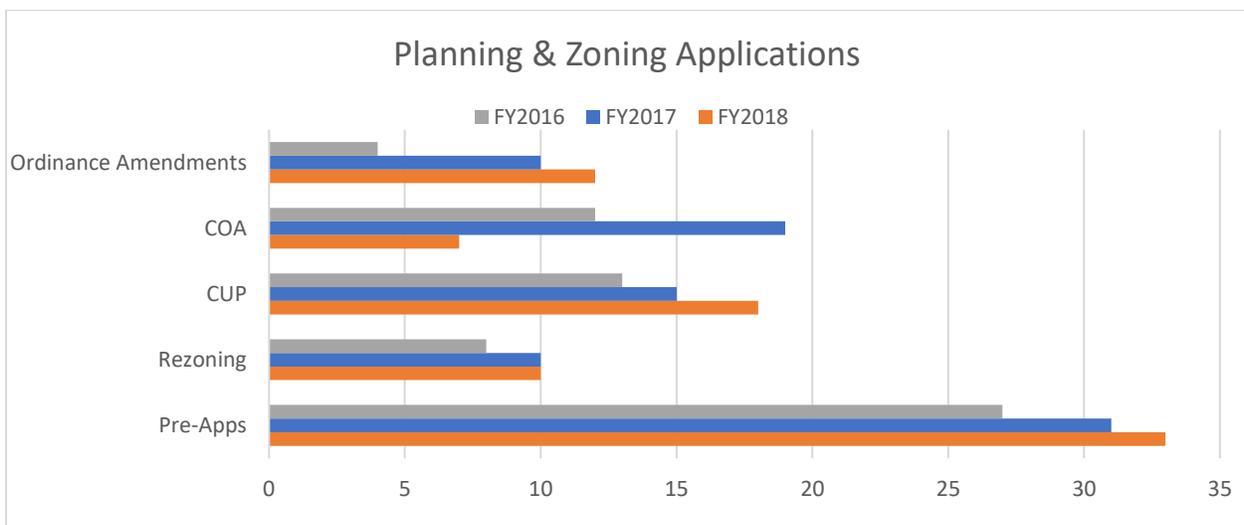
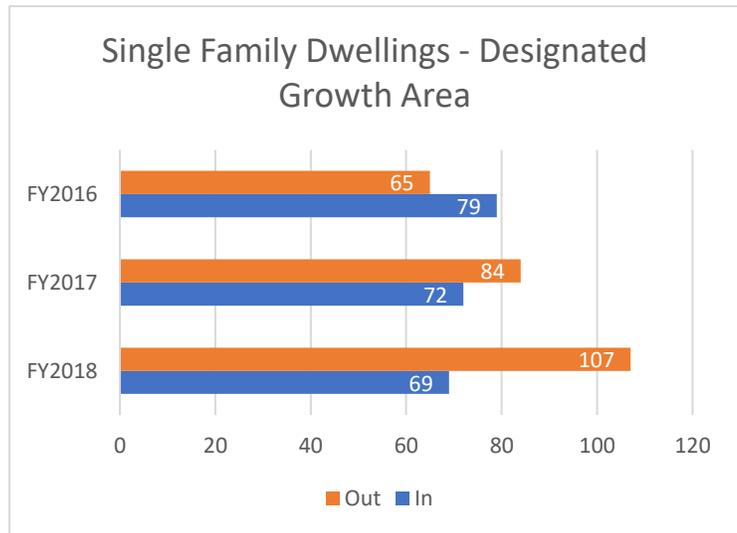
In addition to the long-term zoning update, Staff has worked on numerous ordinance amendments over the past year including, an ordinance to address short-term rentals /transient lodging and an ordinance to clarify when required infrastructure is to be installed during the development process.

Staff also worked to create and/or clarify existing policies such as: the cash proffer policy, conditional use permit enforcement, conditional use permit renewals, and standard conditional use permit conditions. In addition, staff has been working with the Richmond Regional Planning District Commission (RRPDC) on a technical assistance project for agricultural uses and standards. Staff also redesigned the standard zoning staff reports for public hearings to be more reader friendly.

Lastly, Staff also closely monitors the General Assembly to anticipate any changes in legislation that may impact the County. For example, Staff participated in the Legislative Wireless Work Group and was actively involved in tracking the Cash Proffer legislation. Furthermore, staff reaches out to the community through presentations to real estate groups, Rotary Club, and neighborhood groups and serves as a Steering Committee Member of the Gochland Community Health Assessment.

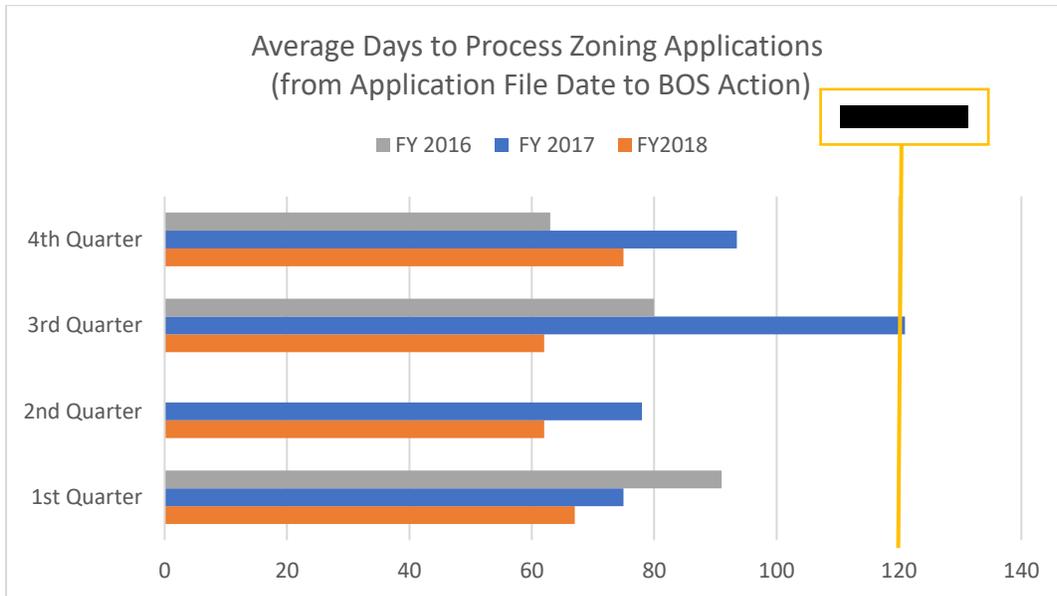
PLANNING & ZONING KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

Through the Comprehensive Plan, the Board has established policies and strategies which encourage residential growth in the Designated Growth Areas. According to permit data, growth is occurring outside of the Designated Growth Areas. In FY2018 there were 69 certificate of occupancies issued in Designated Growth Areas as compared to 107 issued out of Designated Growth Areas.

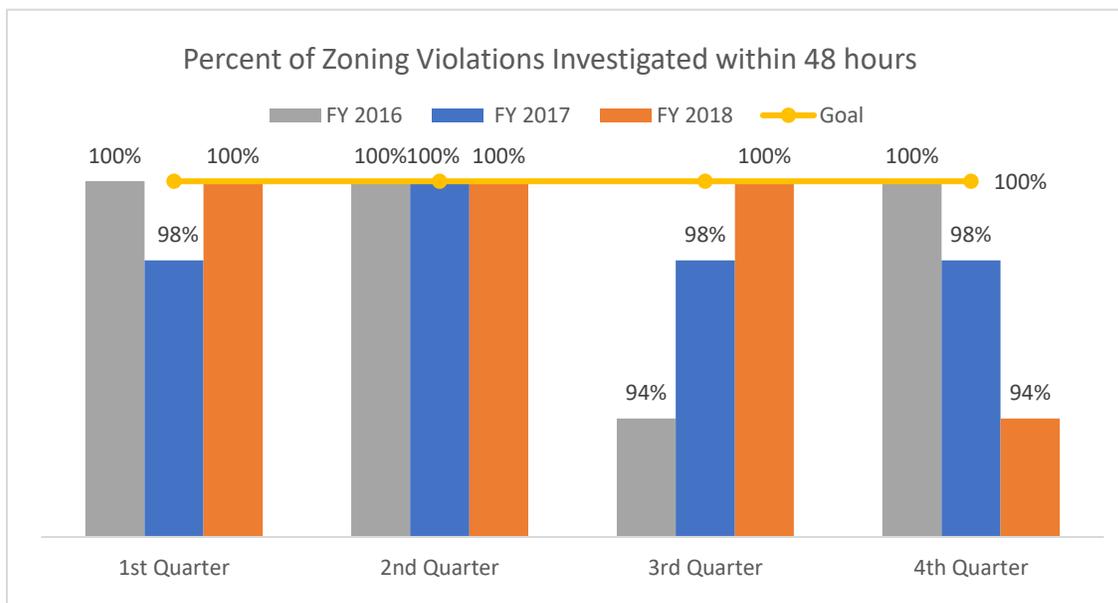


In FY2018, there was no change to the number of rezoning cases and the Conditional Use Permit cases have grown 20% since FY2017. In addition, County staff has processed an average of one new ordinance amendment per month in FY18, which is a 20% increase from FY17. While the Department understands there are times that amending small portions of the zoning ordinance are requested, staff is continuing the major task of updating the entire ordinance to be more user friendly and consistent with the Comprehensive Plan. We anticipate adoption in Fall 2019.

Except for the large residential rezoning cases that required the completion of the Capital Impact Model, the Planning & Zoning department has been able to achieve its performance goal of completing the rezoning and conditional use permit process within 120 days.



The total number of zoning violations have dropped between FY2017 and FY2018. The most common zoning violation complaints are related to property maintenance (i.e. grass and weed complaints) followed by proffer or condition enforcement complaints. Most zoning complaints were investigated within 48 hours.



BUILDING INSPECTION

The Building Inspection Department's purpose is to preserve and promote the health, safety, and welfare of the public through the regulation of the built environment in accordance with the Uniform Statewide Building Code. The Building Inspection Department fulfills this role by reviewing, and inspecting the structural, mechanical, electrical, plumbing, and fire protection systems of buildings and structures in the County. The Building Inspection staff report to the Building Official. The Director of Community Development oversees the department.



BUILDING INSPECTION ACCOMPLISHMENTS

Over the past year, Building Inspection staff completed several special training courses including successfully completing the recertification program for erosion and sediment control. The Building Inspection personnel are unique in that they are certified as combination inspectors, which makes them more versatile and allows a single inspector to do multiple inspections at one location. This increases efficiency for both the County and the contractors. In addition to the building combination certification, the building

inspectors are responsible for the six required residential erosion inspections and they also perform zoning setback inspections.

In cooperation with the Customer Service Center, Building Inspection streamlined numerous processes. For example, a policy was created that coordinated commercial permit review with both County and state agencies and a comprehensive commercial final checklist was created. In addition, staff worked with the Health Department to update an antiquated process that is estimated to save 1 or 2 weeks in plan review time for new single-family dwellings on well and septic. Staff also added a page on the website for citizens to find helpful home-owner tips.



In the winter of 2018 the Insurance Services Office, Inc. (ISO) performed its regular survey of the Department to update the Building Code Effectiveness Grading Schedule (BCEGS) for the County. ISO is an independent statistical, rating, and advisory organization that serves the property/casualty insurance industry. The survey involves the collection of information on a community's building-code adoption and enforcement services, analyzing the data, and then the assignment of a Building Code Effectiveness Classification from 1 to 10. Class 1 represents exemplary commitment to building-code enforcement. Municipalities with well-enforced, up-to-date codes demonstrate better loss experience, and the insurance rates of County property owners may be positively affected by this exemplary commitment. After the Commonwealth of Virginia adopts the 2015 ICC codes, our ratings will drop to a class two for all construction. This is an improvement from the last BCEGS rating in which the department received a class three in residential and a two in commercial.

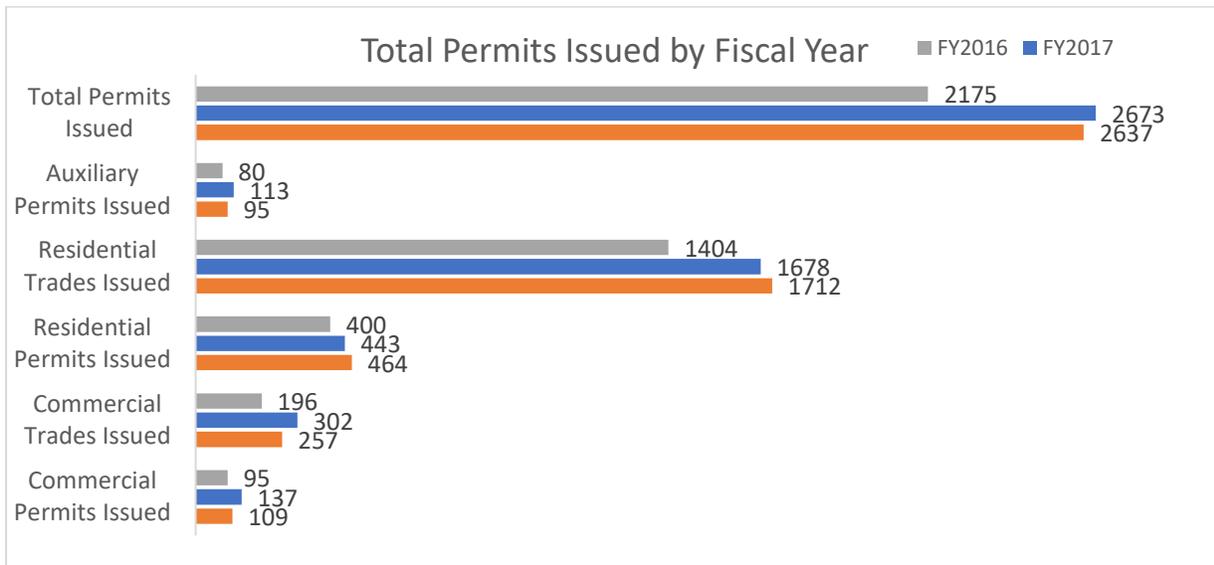
Furthermore, the department completed the final inspections and issued a certificate of occupancy for the new Hardywood Brewery in WestCreek. Lastly, the department has begun plan review on Sheltering Arms Rehabilitation Institute and the 5-story Residence Inn and continue inspections on the following large projects:

- Drive Shack entertainment center
- Animal Services Shelter
- Bristol Apartments

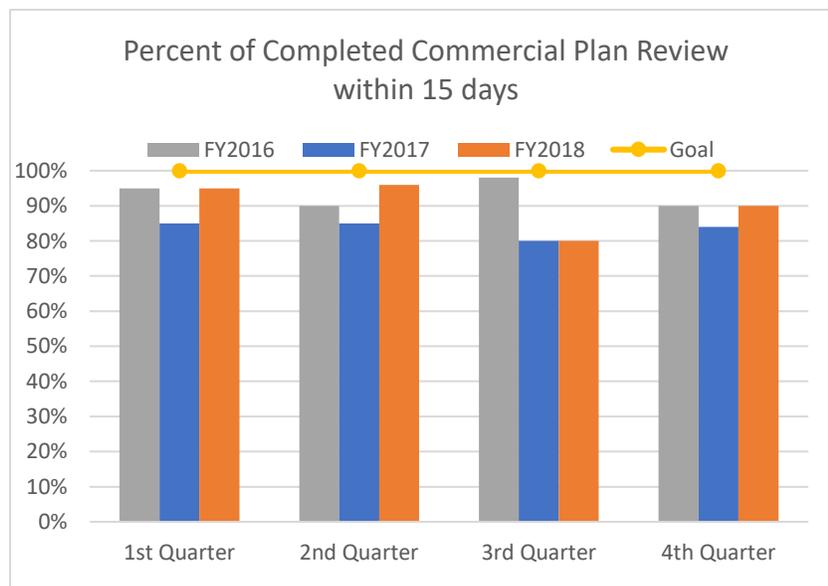


BUILDING INSPECTION KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

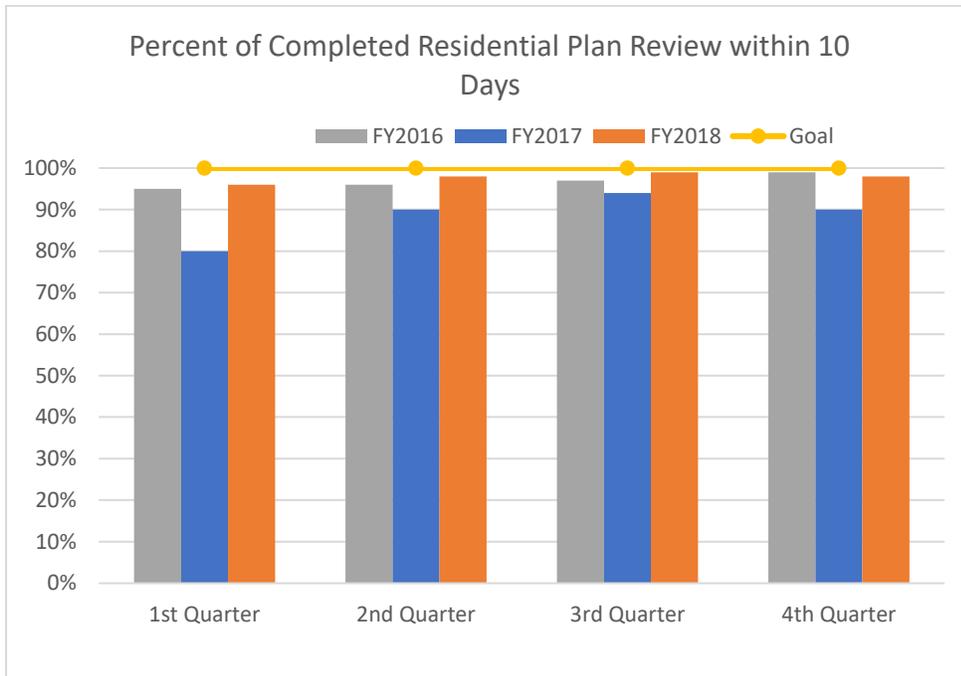
The number of permits remains steady as compared to FY2017 (see graph below). In FY2018, the department issued a total of 2,637 permits which is a 1% decrease from FY2017. The slight change is mostly due to a decrease in commercial permits. Residential permits have increased 3% and commercial permits have decreased 17%.



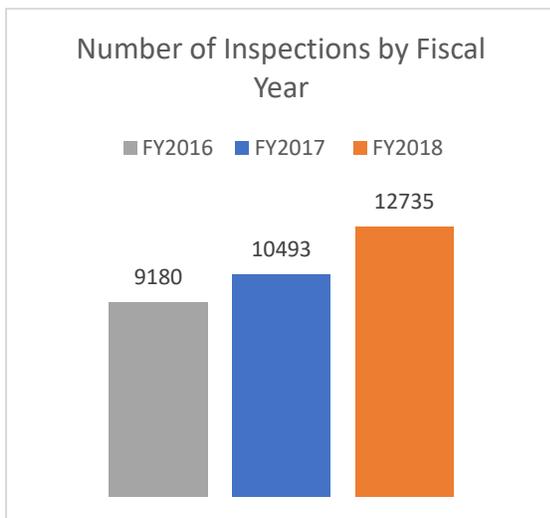
In 2017, the department hired a Senior Commercial Combination Inspector to assist in the influx of multi-family and commercial permits. This new addition to the team has allowed the commercial plans reviewer to concentrate on plan review instead of assisting with inspections. Therefore, the department's average time to perform commercial plan review has decreased and the department is moving closer to meeting its goal of 100% of commercial plan review performed within 15 days.



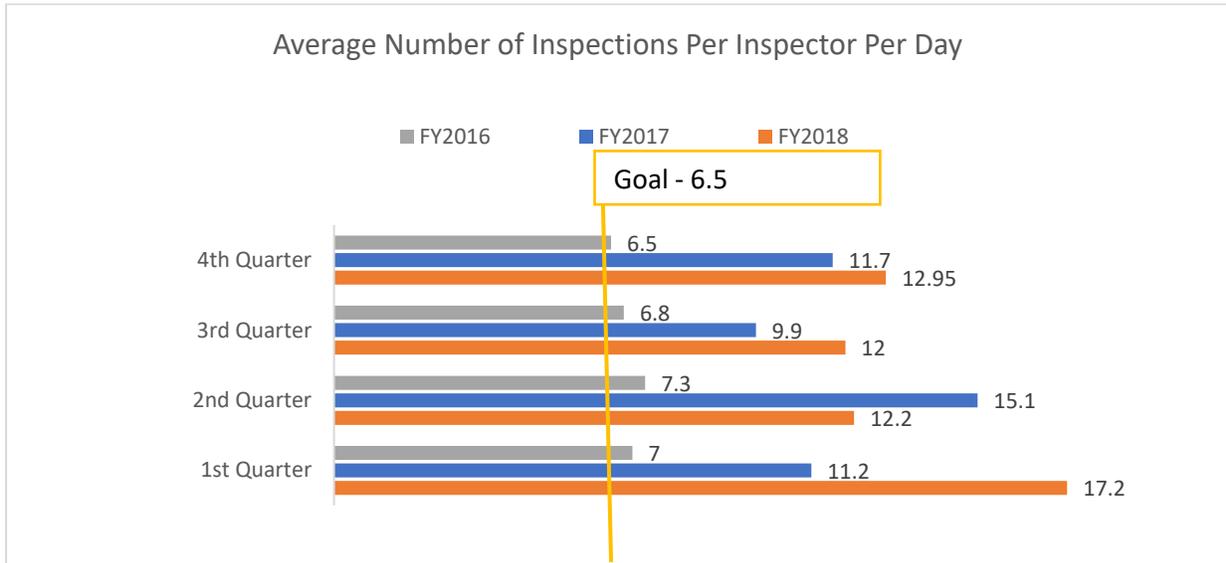
The average time for residential plan review has also decreased and the department reached its goal of a 10-day residential plan review 98% of the time.



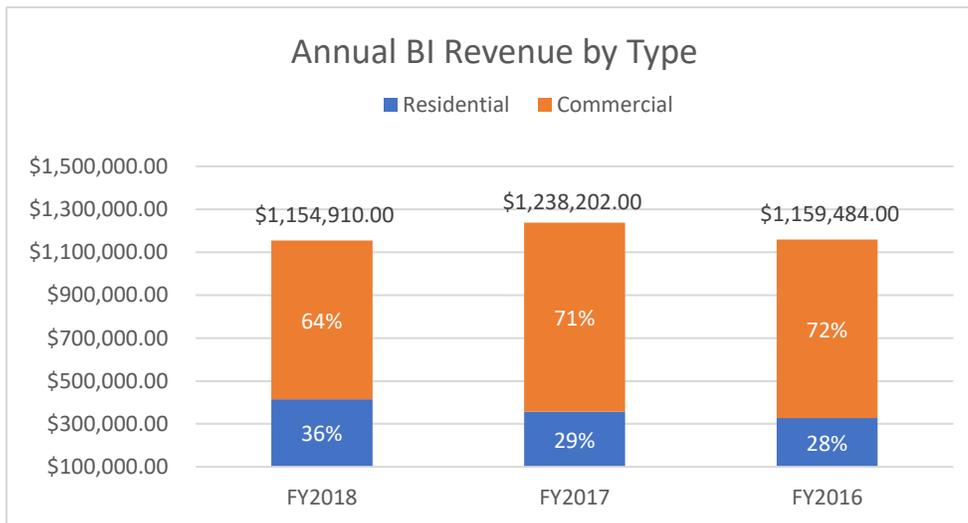
Interestingly, as compared to the rate of permits, the number of inspections has risen 21% since FY2017. The department performed 12,735 inspections in FY2018, as compared to 10,493 inspections in FY2017. Staff contributes this increase to the numerous inspections that are required for both commercial and multi-family projects. For example, one of the Bristol apartment buildings required over 460 inspections.



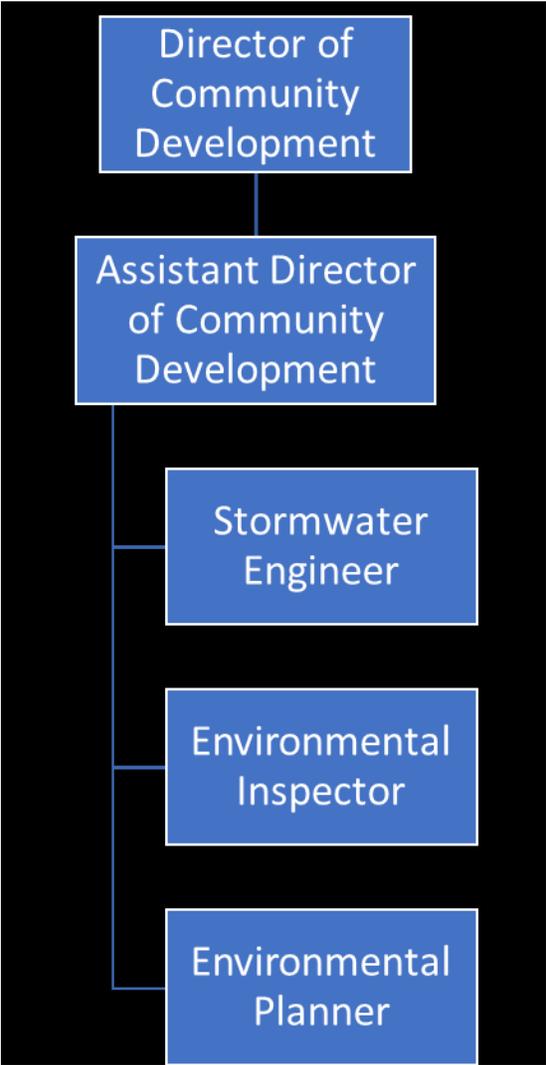
These inspection numbers include residential erosion and sediment control inspections as well as zoning setback inspections. One of the department's performance measures for each inspector to perform, on average, 6.5 inspections per day. The department has not been able to reach this goal in FY2018. The average number of inspections per inspector per day has reached as high as 17.2 and averages 13.5. Since the hiring of the new commercial inspector, the inspections per inspector per day has decreased.



With the adoption of the FY2018 budget, the department recommended that the Board of Supervisors lower the fees for commercial permits. Staff benchmarked other localities and determined that the commercial permit fees should be lowered by \$2.00 per \$1,000 of value to bring the permit fees more in line with surrounding localities. The FY2018 revenue reflected the reduction in fees and reduced the department's revenue to \$1.1 million dollars. 64% of the revenue generated in FY2018 was from commercial permits.



ENVIRONMENTAL AND LAND DEVELOPMENT DEPARTMENT



The Environmental Department provides engineering expertise to all County departments, agencies, and to the citizens in all matters related to site development and the environment. The primary responsibilities include administration, review, and issuance of all Plans of Development (POD), Land Disturbance Permits (LDP) and Stormwater Permits; coordinating review of development proposals; and assisting staff and citizens with environmental concerns/questions such as FEMA flood plain, wetlands, drainage problems and Biosolid applications. The department also oversees the monitoring and maintenance of the closed county landfill and helps to organize Goochland Green Day and the James River water quality monitoring program (results can be found at <http://jamesriverwatch.org/>).

All the required commercial erosion and sediment control, POD inspections, stormwater inspections, annual maintenance compliance and outreach for these programs are done by the Environmental department.

The Environmental staff report to the Assistant Director of Community Development. The Director of Community

Development oversees the Environmental department.

ENVIRONMENTAL AND LAND DEVELOPMENT ACCOMPLISHMENTS

The department has seen a continual increase in both residential and commercial developments over the last five years. Significant new developments include: Residence Inn and Notch Retail in West Creek, Kiddie Academy near Bristol apartments, Tractor Supply off Ashland Road, Sheltering Arms Rehabilitation Hospital in West Creek, Drive Shack behind the newly completed Page Audi, and future retail development along the new Four Rings Drive.

In February, the Virginia Department of Forestry awarded the County a *Trees for Clean Water Grant* to plant trees in local parks and along the roadways. Fifteen trees were planted at Tucker Park and Leake's Mill Park by 11 volunteers on Goochland Green Day. The second part of the grant will be implemented this fall when 60 street trees will be planted within the Broad Street median, just east of Ashland Road.



Earlier this year, a Termination of Post Closure Care for Groundwater Monitoring at the Goochland County Closed Landfill was submitted to DEQ. Approval of this request would

enable to the County to stop groundwater well sampling at the landfill reducing our annual landfill monitoring costs.

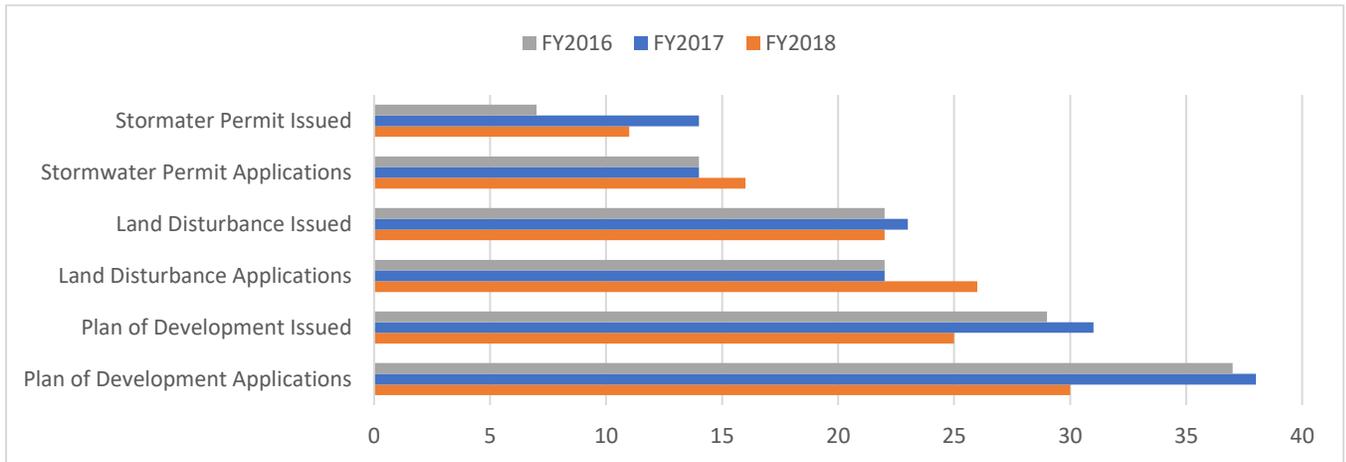
In addition, conservation easement stewardship visits were conducted on five county easements to ensure compliance with their deeds of easement. No enforcement actions were needed.

Lastly, the department continues to monitor biosolid activity within the County.

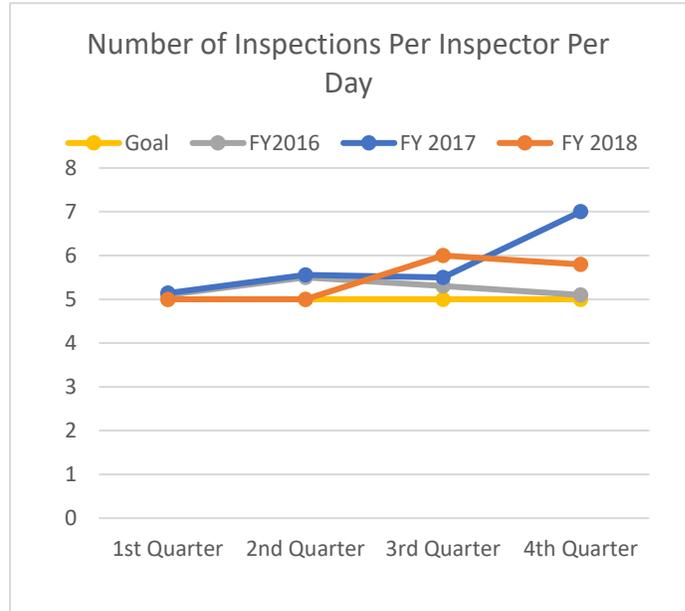
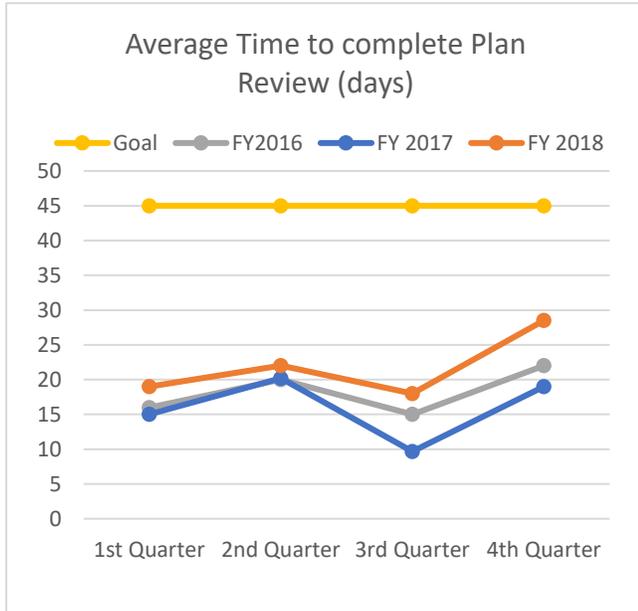


ENVIRONMENTAL AND LAND DEVELOPMENT KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

The Environmental department has seen a decrease in the number of site plan reviews. Plan of Development applications have decreased 21% since FY17 while both land disturbance and stormwater permits have increased.



The department has been able to successfully reach its performance goals in the last fiscal year. The average plan review time is 21 days and the average number of inspections per inspector per day is 5.5.



LOOKING FORWARD IN COMMUNITY DEVELOPMENT

The Department of Community Development is anticipating a continued increase in both residential and commercial development. According to the Planning department's calculations, there are 3,191 residential lots with approved zoning that are platted, or anticipated to be platted, in the next five years. In addition, there are 494 lots pending zoning approval. Staff is also anticipating 447,050 square footage of commercial development including, Sheltering Arms hospital and the County's first mixed use development in Centerville.

While the Customer Service Center is well-suited to handle the anticipated growth, a new permitting system will ease some of the administrative burden and enhance customer satisfaction. In FY20, Staff is planning for a new permitting system that will allow for online permit submission, online permit status updates, and online inspection scheduling and results. In addition, being able to accept credit card payments will greatly ease the permit application process.

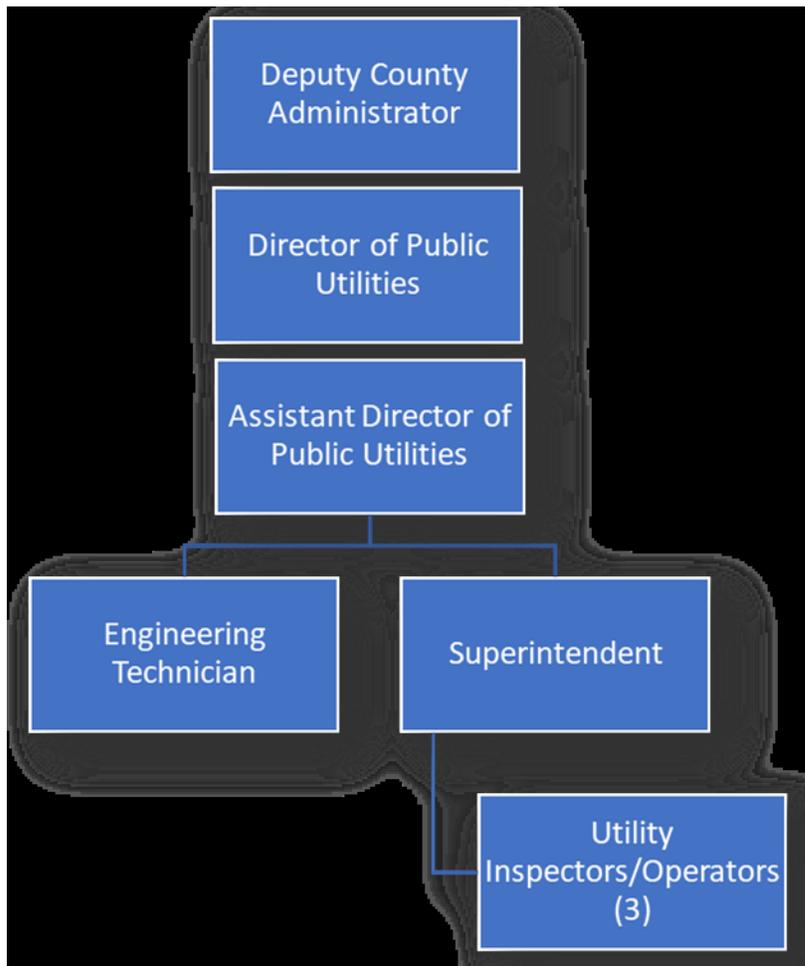
Planning staff hopes to be able to increase their focus on the Zoning Ordinance rewrite over the next year. In addition, Planning staff will coordinate with the Information Systems department to digitize zoning and other historical maps as well as update the County's existing subdivision information.

The Building Inspection staff will continue their training to remain up-to-date with their required certifications in anticipation of the coming development. Further, similar to larger jurisdictions, the department would like to develop its own Department of Housing and Community Development (DCHD) certified in-house training program. In addition, staff plans to assist in the procurement and implementation of the new permitting system.

The Environmental and Land Development staff is poised to review the anticipated development applications in a timely fashion and is looking forward to assisting the Planning Department with the zoning rewrite project and the General Services Department with new County Capital Improvement projects. In addition, staff will be working with the Department of Environmental Quality to update the County's local Total Maximum Daily Load (TMDL) strategies and focus on measures that will have a sustainable impact on reducing these pollutants in the local streams and in the James River. Lastly, staff will be coordinating with the State's Department of Conservation and Recreation and FEMA as they conduct their discovery program assessment of the flood programs in the region.

PUBLIC UTILITIES DEPARTMENT

The public utilities department is responsible for the operation and maintenance of public drinking water and wastewater service to the County. The Director of Public Utilities reports to the Deputy County Administrator for Public Utilities and Community Development.



Public water and sewer is located generally in the eastern end of the County in the Tuckahoe Creek Service District and south of Patterson Avenue and in the Courthouse Village. The Tuckahoe Creek Service District (TCSD) was established in 2002 and is located in easternmost Goochland County.

Water provided in the eastern system is purchased from Henrico. The water source for that system is surface water from the James River which is treated by Henrico using conventional flocculation, sedimentation, and filtration processes. Sanitary sewer effluent is

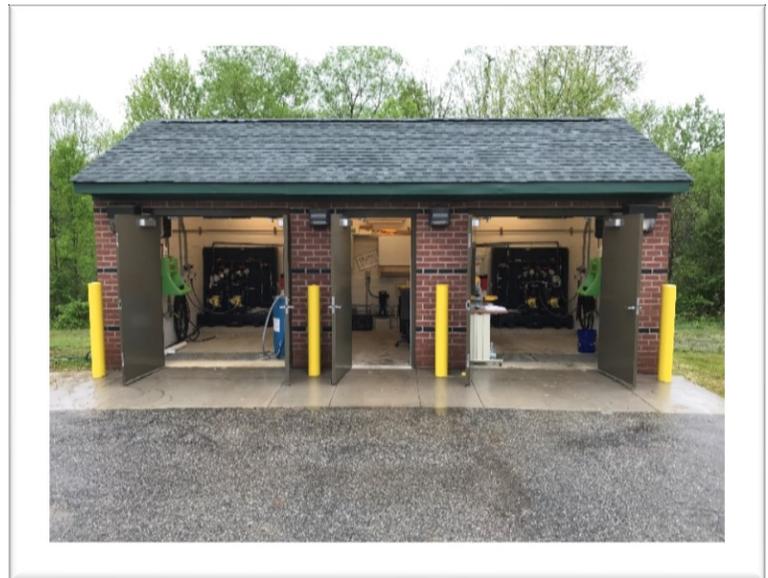
pipied to either the Henrico or the Richmond Waste Water Treatment Plants for treatment and released back into the James River.

The Goochland Courthouse Village is served by public water and sewer systems. The water source for this system is surface water from the James River which is treated by conventional flocculation, sedimentation, and filtration processes. The County purchases water from the Department of Corrections and owns all the branch lines serving the village outside the correctional



center. This system serves approximately 250 customers. There is a Memorandum of Understanding between Goochland, Powhatan, and Department of Corrections to provide additional water allocations in the future, of which, Goochland's share would be 2 million gallons per day. It is important to know that the Utility Master Plan projects a maximum "gallons-per-day" need of 1 million with a 30-year lookout.

Several private central water systems are in operation: a small area in the Crozier Village, Pagebrook, James River Estates, Manakin Farms, and Jenkins Mobile Home Park. James River Estates has a connection to the County owned system along River Road where the County supplements their existing well system.



The Department currently operates and maintains 7 sewer pump stations, 2 water booster pump

stations, 3 water storage tanks, 1 chloramine booster station, and approximately 130 miles of pipe. In addition, staff reads approximately 1,700 meters bimonthly.

PUBLIC UTILITIES ACCOMPLISHMENTS

Over the past year, the Public Utilities department has assisted the Animal Protection Department and the Goochland Cares with sewer designs. The Department joined with the State Department of Environmental Quality to facilitate bringing water to the Old Oak Community whose wells had been contaminated with petroleum and is working with an



engineering firm to bring sewer to the Hickory Haven/Samary Forest subdivision. Furthermore, the department started its first unidirectional flushing program to promote water quality within the Eastern Central municipal water system and completed a sewer capacity analysis for the western Centerville sewer basin to assist in plan reviews of future development.

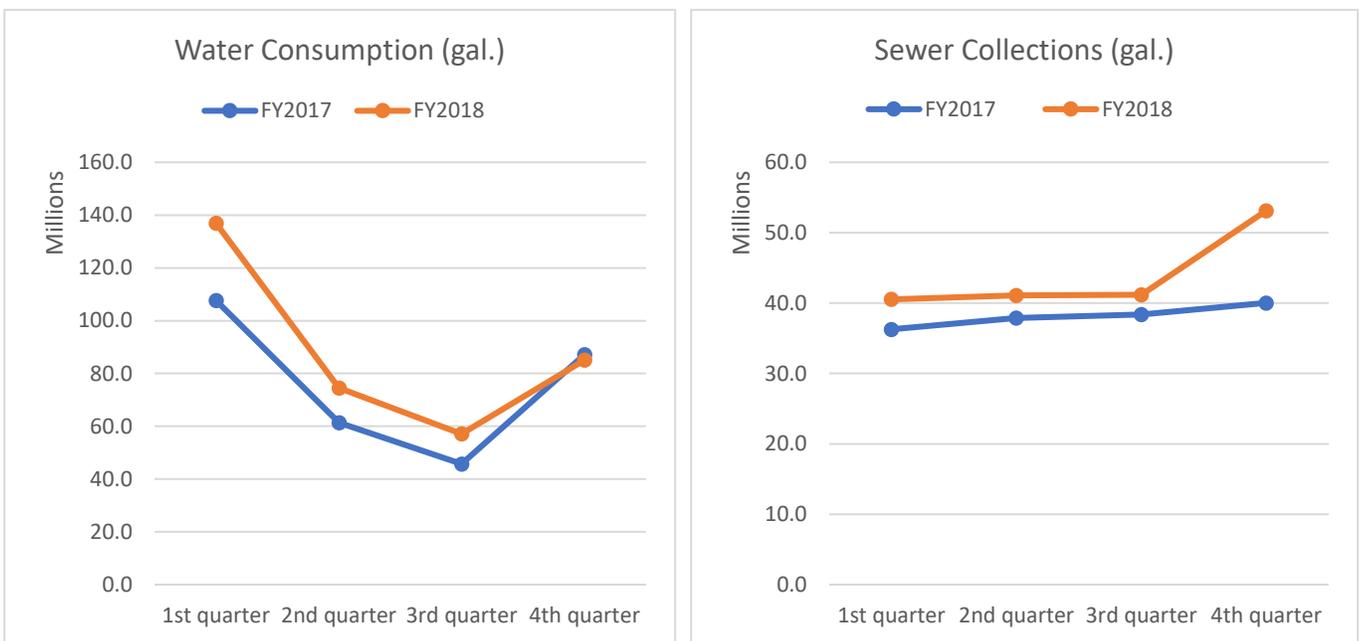
In addition to designing and planning future water and sewer infrastructure, the department is also responsible for maintaining the existing lines. In FY18, the department replaced two large control valves within the Eastern Central water system at the

Ridgefield Parkway and Patterson Avenue interconnections and worked with the City of Richmond DPU to update the Industrial Pretreatment Agreement.

The Department inspected and accepted public utility infrastructure on multiple commercial and residential projects including: Kinloch Sections 9 & 10, Parkside Village Section 3, Tuckahoe Creek Subdivision, Medarva Surgical Center Expansion, Bristol Apartments, Hardywood, Goochland Cares, and West Broad Audi;

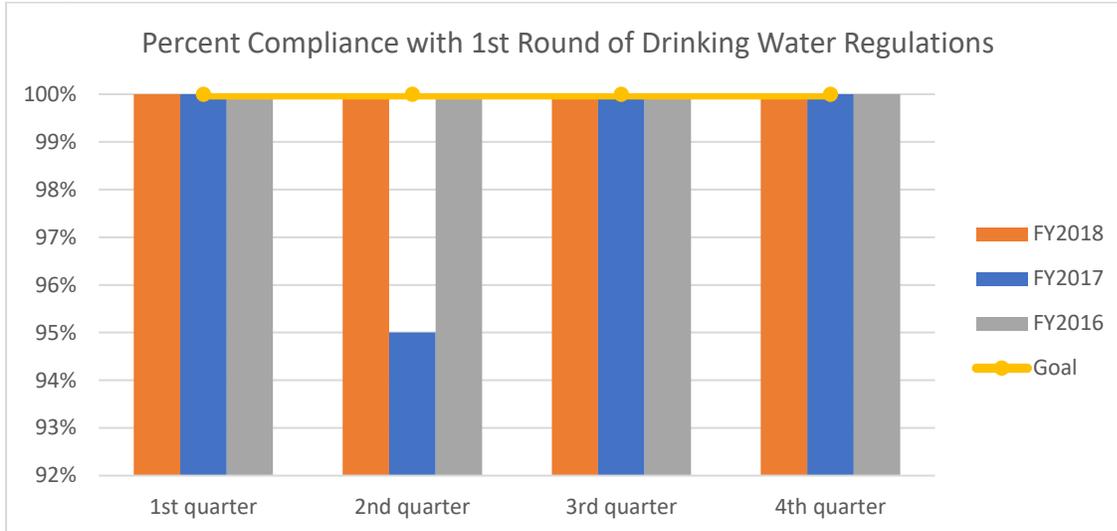
PUBLIC UTILITIES KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

In FY2018, Public Utilities has seen a 17% increase since FY2017 in the amount of water consumed. Roughly 354 million gallons of water were used as compared to roughly 302 million gallons in FY17. The highest water usages were in the summer months, which reflects increased lawn irrigation. Sewer collections increased 15% in FY2018 from roughly 153 million gallons to roughly 176 million gallons.



Development in the County is also affecting the Public Utilities department. In FY2018, 75 new utility customers were established, and 3 new utility permits were issued.

To ensure the safety of our water, the Public Utilities department completes monthly water compliance bacteriological sampling along with quarterly and yearly sampling for disinfection byproducts. We successfully reached our goal of 100% sampling in compliance with zero 'Notice of Violations' issued.



Furthermore, the Public Utilities department fulfilled more than 3,000 Miss Utility VA811 tickets in the last fiscal year.

LOOKING FORWARD IN PUBLIC UTILITIES

The Utilities Department will:

- Complete construction of Old Oaks Lane water system expansion;
- Complete design of Hickory Haven and Samary Forest public sewer expansion;
- Continue to provide training and licensing opportunities for all DPU staff;
- Continue to sample and monitor water quality parameters in both public water systems;
- Update DPU's water and sewer models to incorporate new system demands by current development activities;
- Complete a flushing optimization program;
- Continue to identify utility infrastructure rehab and replacement needs.

