



***Community Development & Utilities
Annual Report***

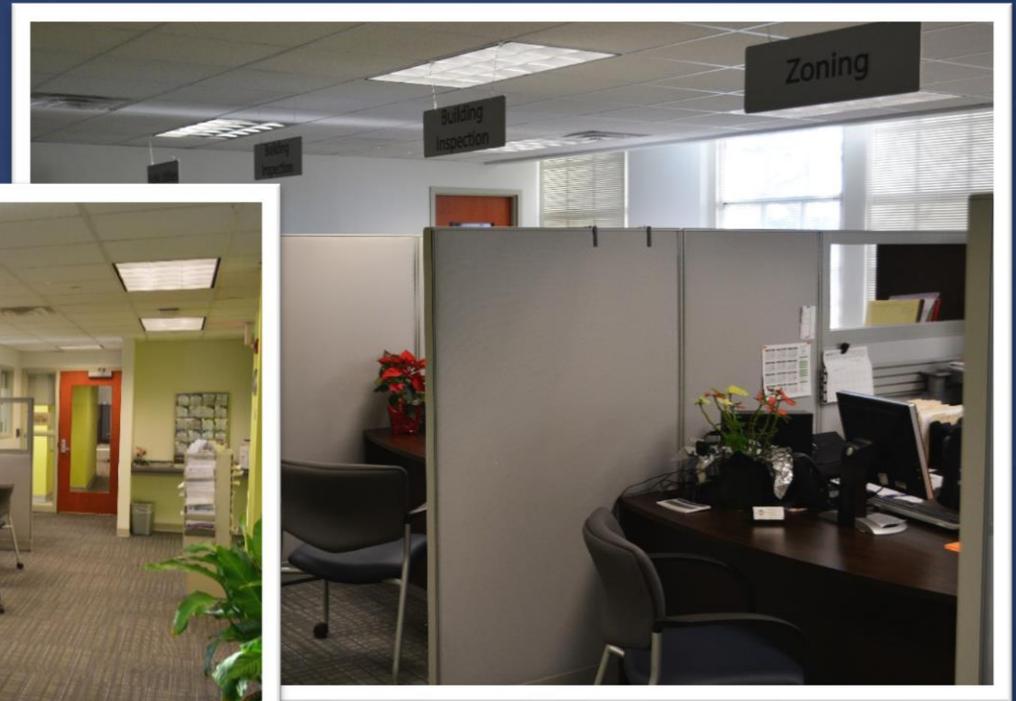
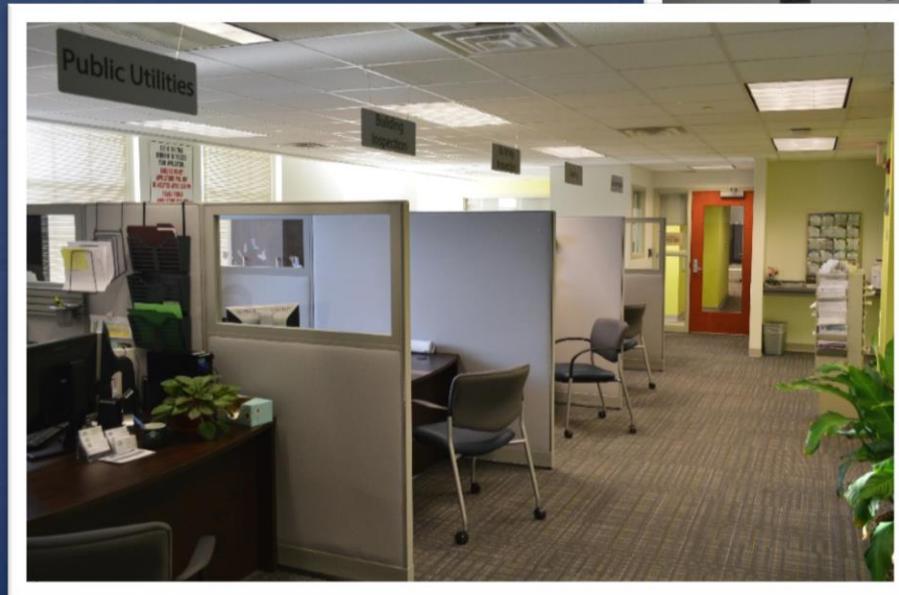
***Customer Service Center, Planning, Zoning,
Building Inspection, Environmental, Land
Development and Public Utilities***

Presentation to the
Board of Supervisors
September 2018

Customer Service Center

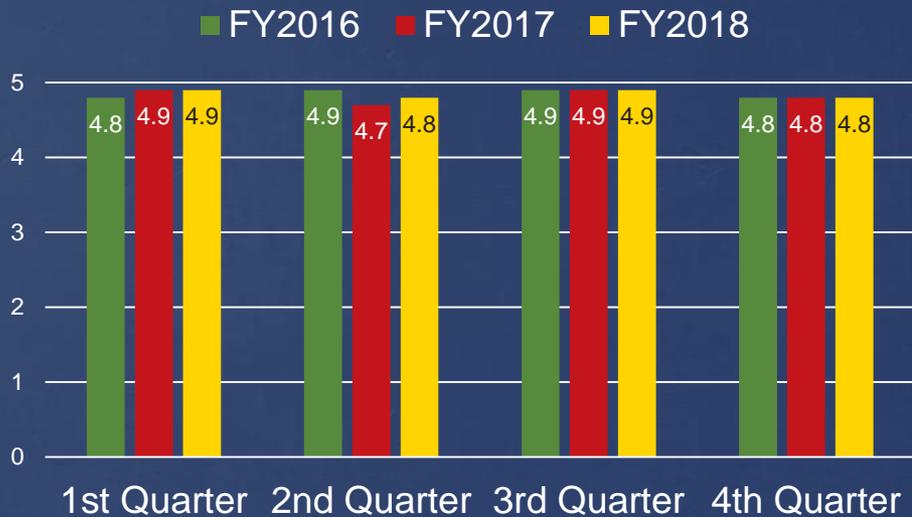
Function:

- 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: _____

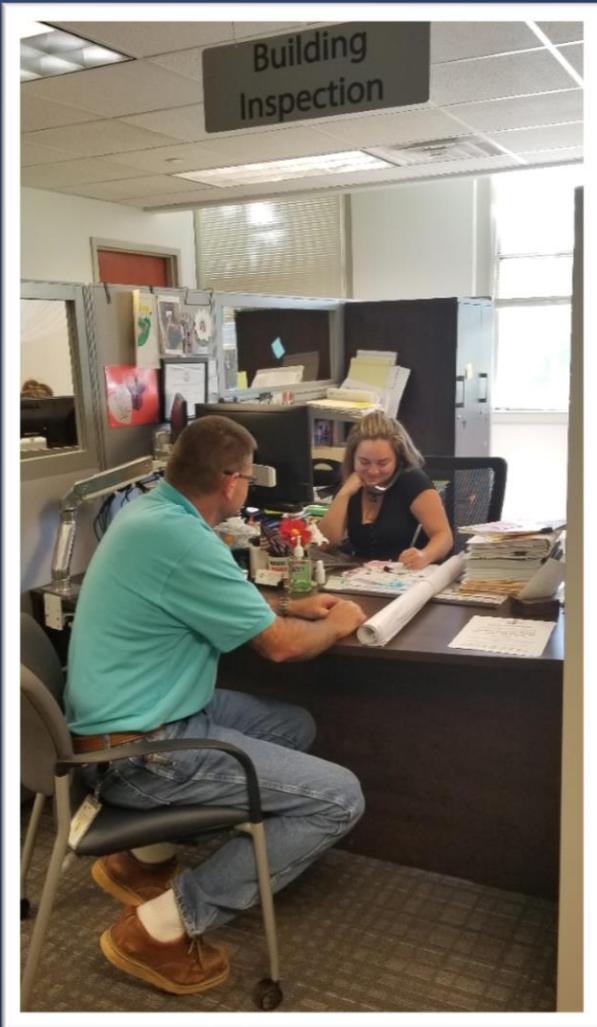
You may also email us at CommDevFeedback@goochlandva.us

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:

FY2018 - Received 63 Citizen and Customer Feedback cards – Average of 4.8

Goals and Accomplishments



- Actively cross-training members in Utility and Zoning Customer Service
- Processed 2,637 permits
- Scheduled 12,735 inspections
- Billed 1,700 customers bi-monthly
- Set up 75 new utility customers
- Processed 30 Plan of Developments & 22 Land Disturbance Permits

Planning & Zoning



- 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 650 building permits
- Reviewed approximately 30 Plan of Developments
- Investigated 41 zoning complaints
- Attended 35 community meetings



Goals and Accomplishments

3 Major Rezoning Requests

- Mosiac (HHHunt) – 520 lots
- Reader’s Branch – 303 lots
- Swann’s Inn – 30 lots

Capital Impact Study:

- 4 month process
- Capital Improvement Plan - adopted
- Public Facilities Plan – adopted
- Capital Impact Model – adopted

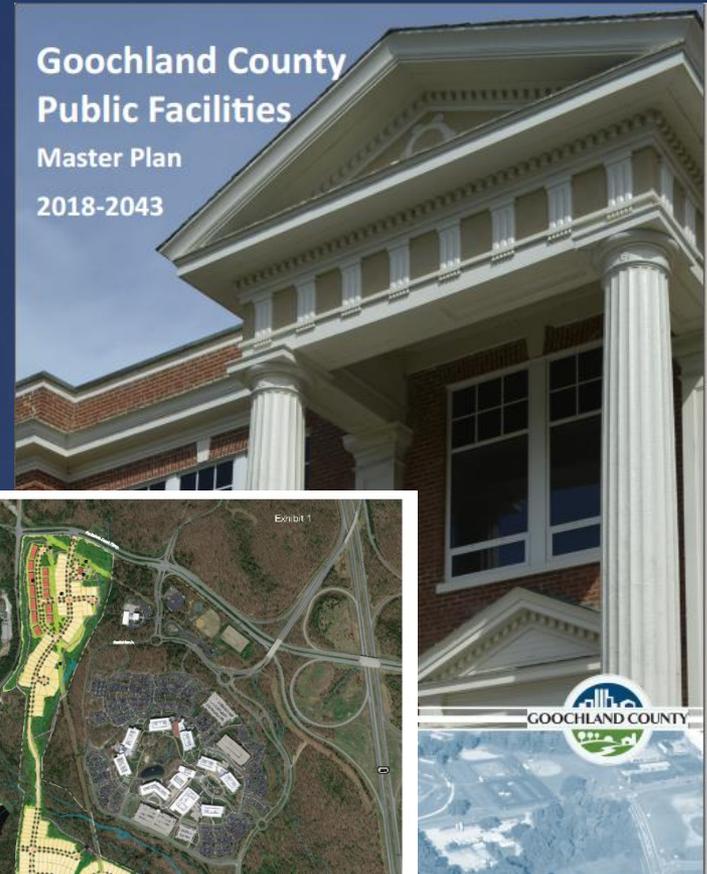


Figure 108. East Service Area CapIM Test Results

Project Name	East Service Area Test Proje	
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CAPITAL COST IMPACTS FOR DEVELOPMENT PROPOSAL

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

CASH PROFFER ELIGIBLE INFRASTRUCTURE CATEGORIES, RESID

	Total Housing Units	Capital Impa	
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



Goals and Accomplishments

Transportation

- Filed 5 Smart Scale pre-applications (4-full applications)
- Obtained \$200K funding from Transportation Planning Organization to fund new trail network
- \$1.8 million in Revenue Sharing to design and construct extension of Fairground Rd



Goals and Accomplishments

- Completed 3 Rural Rustic Road projects



Old Stage Rd.



Martin Rd.



Manakin Ferry Rd.

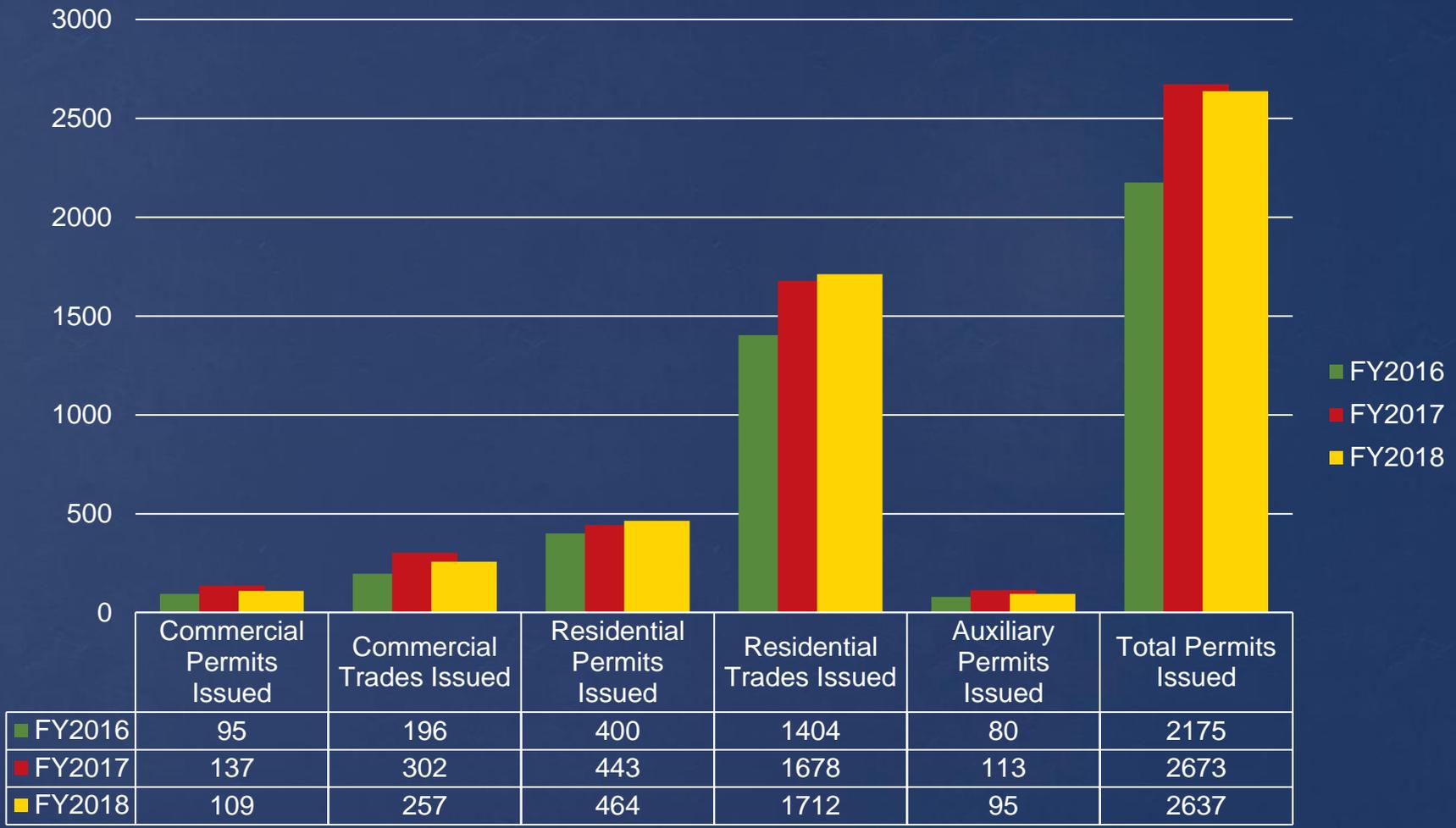
Building Inspection

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 FY2018



Over 2,242/year increase

Average Number of Inspections Per Inspector Per Day

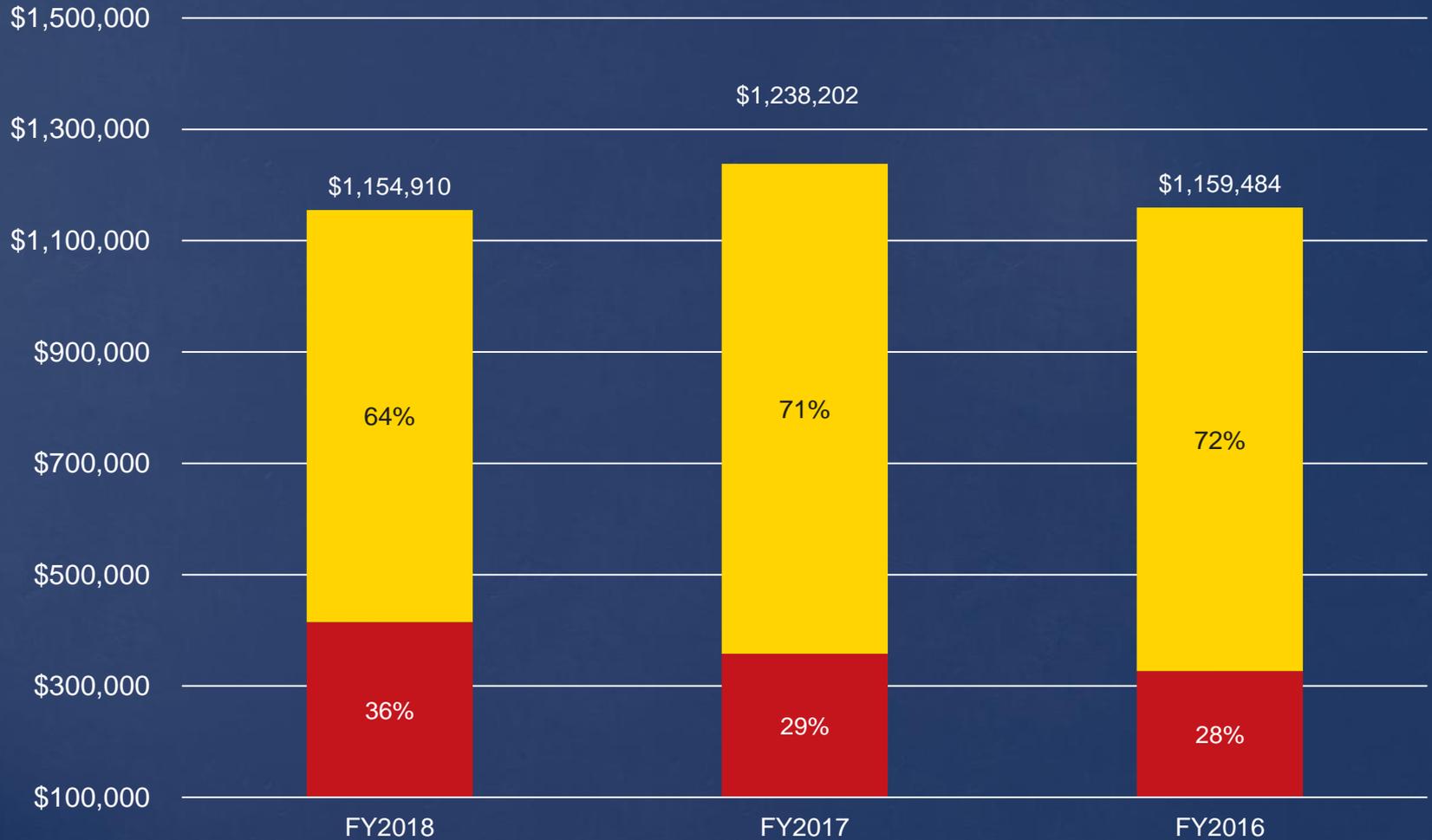
FY2016 FY2017 FY2018



Building Inspection – Revenue History

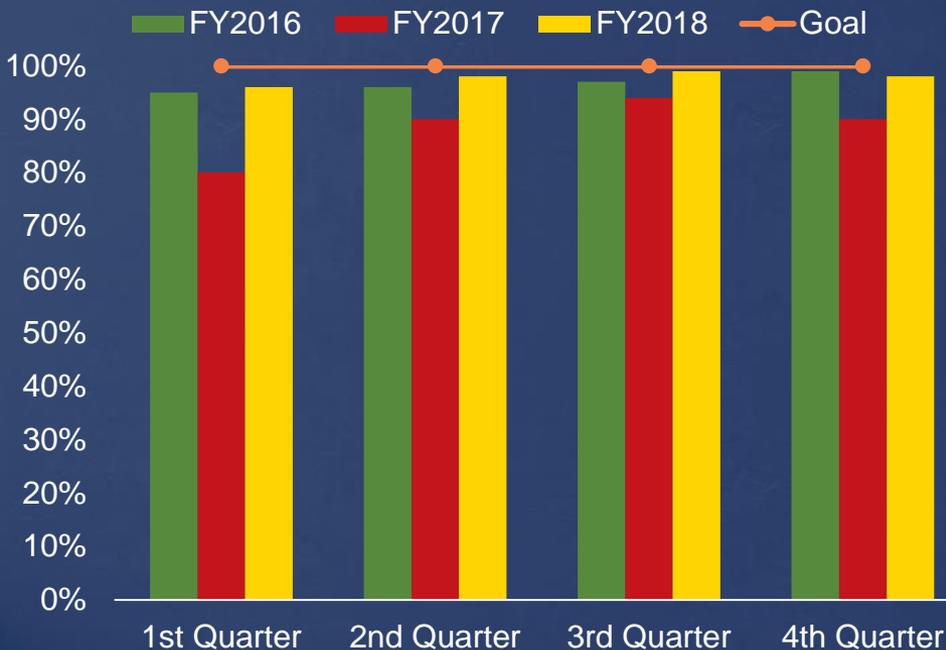
Annual BI Revenue by Type

■ Residential ■ Commercial

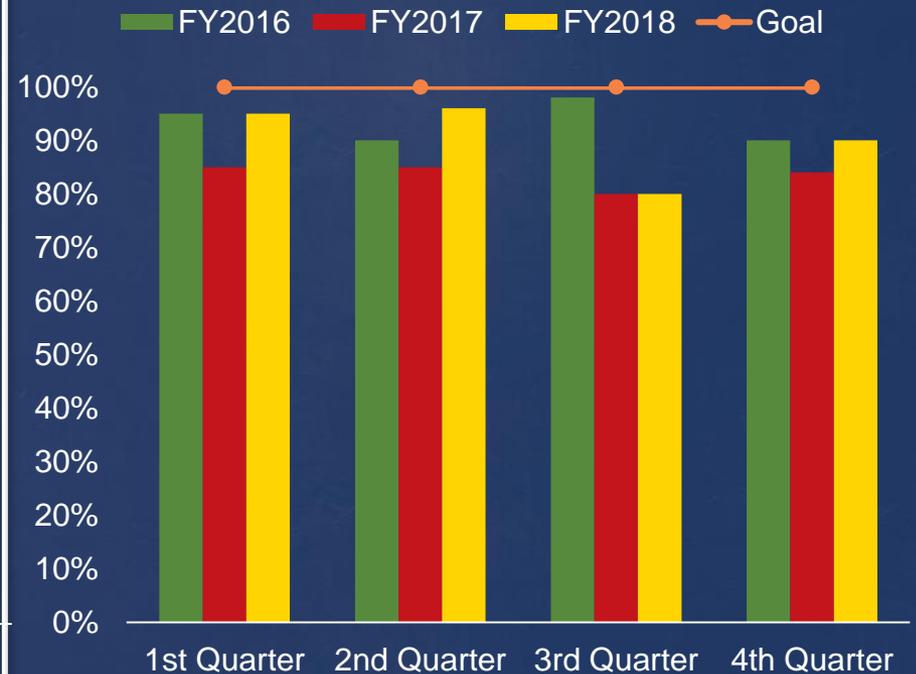


Goals and Accomplishments

Percent of Completed Residential Plan Review within 10 Days



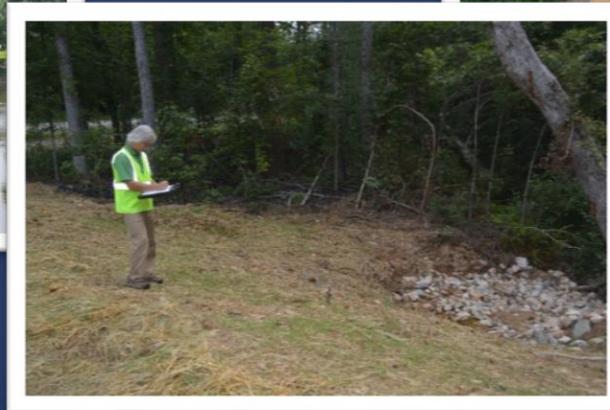
Percent of Completed Commercial Plan Review within 15 days



Environmental and Land Development

Functions:

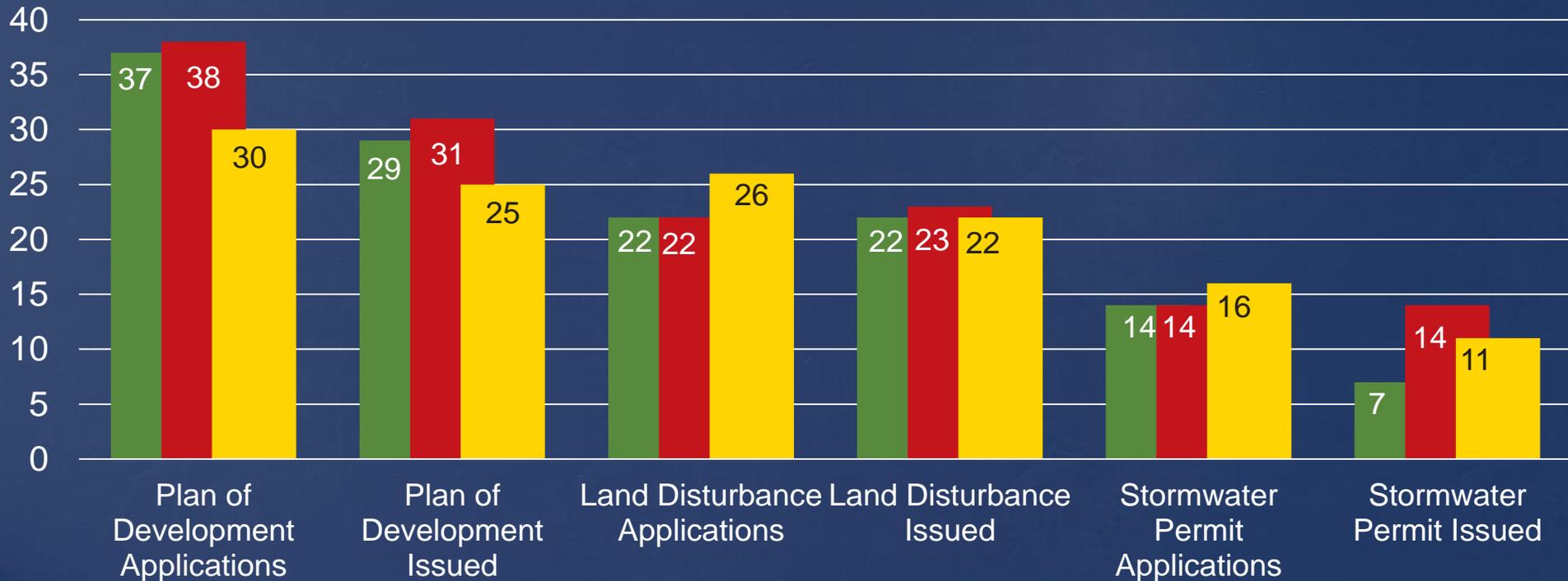
- Promote and facilitate development in the County through an efficient Plan of Development Process
- Protect the County's natural resources by ensuring compliance with erosion and sediment control measures, stormwater management, and other environmental regulations.
 - County liaison to Monacan Soil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



Goals and Accomplishments

Environmental Permits

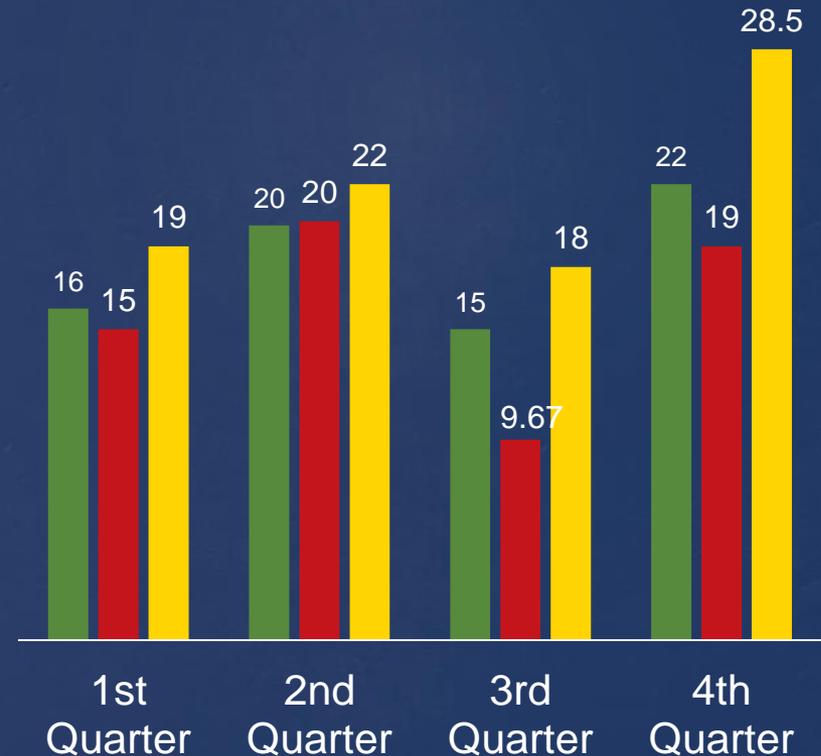
FY2016 FY2017 FY2018



Goals and Accomplishments

Average Time to complete Plan Review (days)

■ FY 2016 ■ FY 2017 ■ FY 2018



Major Projects Reviewed

- Sheltering Arms
- Residence Inn
- Notch Retail
- Tractor Supply
- Kiddie Academy

Goals and Accomplishments

Awarded *Trees for Clean Water* Grant

- 1st phase - 15 trees planted at Tucker Park and Leake's Mill Park by volunteers
- 2nd phase - 60 street trees will be planted in Broad Street median in Centerville



Monacan Soil and Water Conservation District

Functions:

- Assists local producer and landowners to implement Best Management Practices on agricultural lands to reduce soil loss and improve water quality
- Administers the Virginia Cost Share Program (VACS) that provides cost-share funding from the Virginia Department of Conservation and Recreation (DCR) to assist local farmers in implementing approved conservation practices such as cover crops, stream exclusion, nutrient management plans and conversion of cropland to hayland.



Monacan Soil and Water Conservation District

- Administers the Virginia State Tax Credit program for certified conservation practices on agricultural lands
- Coordinates with the Virginia Department of Environmental Quality (DEQ) to plan, implement, and track agricultural conservation practices to aid Goochland in reaching their Total Maximum Daily Load Goals established by the EPA and DEQ.
- Holds educational programs for citizens, landowners and schools on soils, soil health, watershed and nonpoint source pollution, water conservation and biological water monitoring



Goals and Accomplishments

- Signed new MOU with County on July 17, 2017
- Entered into lease agreement with County to facilitate creation of the Agricultural Center at the Old Central High School allowing Extension Office and MSWCD to be co-located
- Attended Goochland's Legislative planning event and participated in VASWCD Legislative Day at the General Assembly
- Attended various staff training as required by VASWCD and DCR to maintain various required certifications
- Assisted landowners with agricultural land clearing and conservation assistance
- Additional information on their programs will be provided by Keith Burgess in the next presentation



Goals and Accomplishments

Sample of deliverables reported on for 2 quarters:

- Number of general inquiries and contacts made: 322
- VACS:
 - Number of contracts created: 15
 - Number of contracts approved: 11
 - Value of contracts: \$135,431
 - Amount of funds dispersed: \$48,968
- Number of Conservation Plans developed/reviewed/approved: 6
- Number of education programs held: 6
- Number of participants attending programs: 240



Utilities

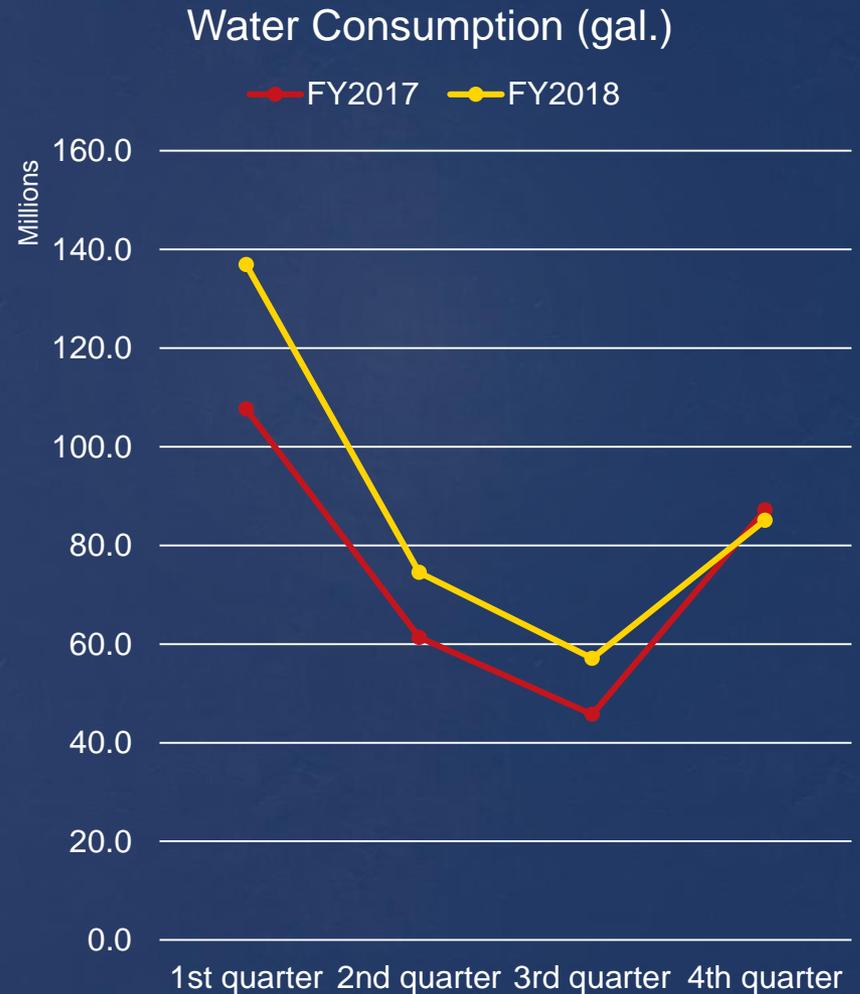
Functions:

- 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 140 miles of pipe



Goals and Accomplishments

- Animal Shelter sewer design
- Goochland Cares 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 CIP project is underway
- Started first unidirectional flushing program
- Sewer capacity analysis for western Centerville sewer basin



Goals and Accomplishments

- Replaced two large control valves within Eastern water system
- Updated Industrial Pretreatment Agreement with City of Richmond
- Inspected and tested all new public utility infrastructure which includes all commercial and residential developments and CIP projects
- Addressed over 3,000 Miss Utility tickets (~15/day)
- Read \approx 1,700 meters bi-monthly



Utilities – Future Outlook

- 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;
- 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.



Community Development Future Outlook

- Development impact outlook
 - 3,191 residential lots with approved zoning
 - 494 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

Community Development Future Outlook

- Monitor legislation - Cash Proffer and Telecommunications
- Update of the Major Thoroughfare Plan – in progress
- Digitization of historical paper zoning maps
- Continue to provide outstanding customer service

Questions?