

# **GOOCHLAND COUNTY COMMUNITY DEVELOPMENT & PUBLIC UTILITIES**

**ANNUAL REPORT – FISCAL YEAR 2019**

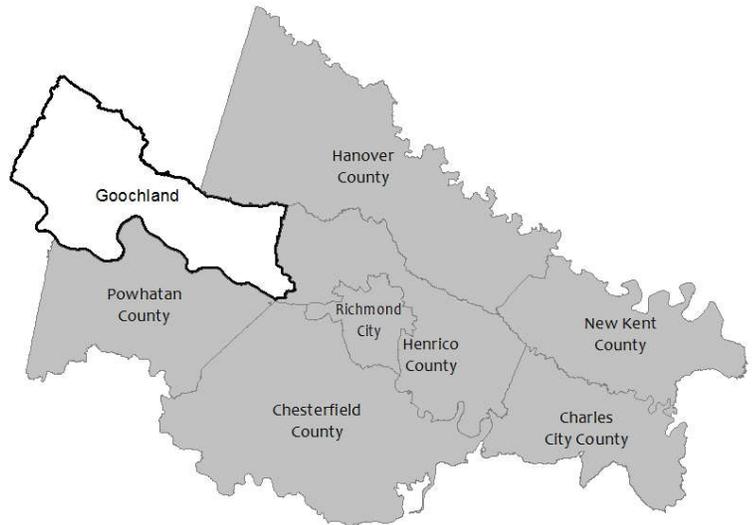


**GOOCHLAND COUNTY**  
**COMMUNITY DEVELOPMENT & PUBLIC UTILITIES**  
**FY2019 ANNUAL REPORT**  
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## **GOOCHLAND COUNTY: A BRIEF INTRODUCTION**

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 2018 estimated population is 23,176. 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 Business park, 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 2018\*, compared to adjoining communities, Goochland had one of the largest percentage increases in population.

- Between 2000 and 2018\*, the highest growth rates in the Region occurred in rural localities such as Goochland, Louisa, Fluvanna, and Powhatan.
- Weldon Cooper's 2018 estimated Goochland population is 23,176 – which is a 37% increase from 2000 population of 16,863.

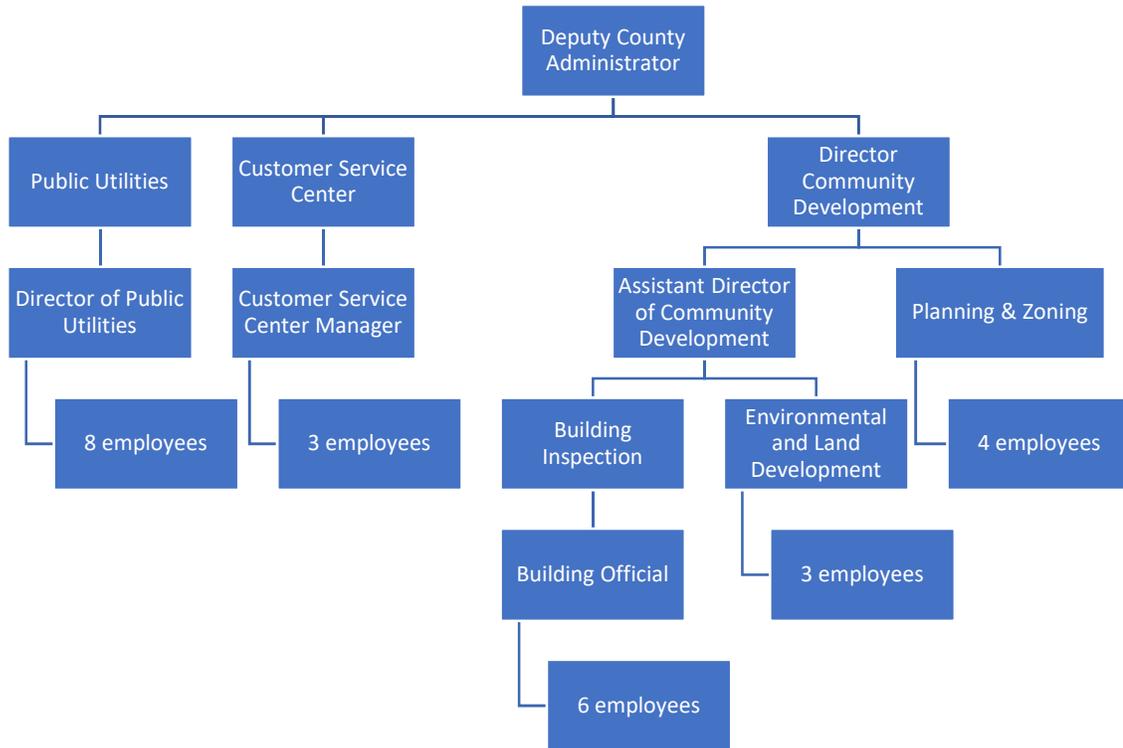
### Population Growth in Goochland & Adjoining Counties 2000-2018\*

County	2000	Change 1990-2000	2010	Change 2000-2010	2018*	Change 2010-2018*	Total Change 2000-2018*
<b>Goochland</b>	<b>16,863</b>	<b>19%</b>	<b>21,717</b>	<b>29%</b>	<b>23,176</b>	<b>7%</b>	<b>37%</b>
Chesterfield	259,903	24%	316,236	22%	346,357	10%	33%
Cumberland	9,017	15%	10,052	11%	9,820	-2%	9%
Hanover	86,320	36%	99,863	16%	107,357	8%	24%
Henrico	262,300	20%	306,935	17%	326,993	7%	25%
Fluvanna	20,047	64%	25,691	28%	26,692	4%	33%
Louisa	25,627	26%	33,153	29%	36,021	9%	41%
Powhatan	22,377	46%	28,046	25%	29,524	5%	32%

\* 2018 is estimated population from the United States Census Bureau

## ABOUT THE COMMUNITY DEVELOPMENT DEPARTMENT

The Community Development, Public Utilities, and Customer Service Center departments report directly to the Deputy County Administrator with each of those departments having its own Director or Manager.



The Community Development Department is broken down even further into the Planning & Zoning, Building Inspection, and Environmental and Land Development departments. All of which report to the Director of Community Development.

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.

## **Board of Supervisors Strategic Goals:**

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

## 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.

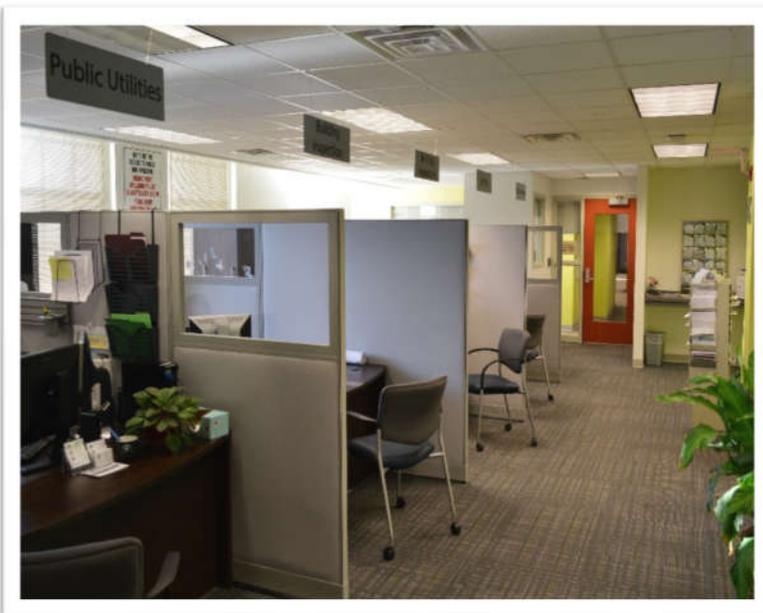
## COMMUNITY DEVELOPMENT

### 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. Staff has been methodically updating applications and processes to be more customer friendly and efficient.

This past year, there were four internal promotions within the Customer Service Center. The Customer Service Center Manager was promoted to Economic Development Coordinator, the Senior Customer



Service Specialist for Building Inspection was promoted to Customer Service Center Manager and the Customer Service Specialist for Building Inspection was promoted to Senior Customer Service Specialist for Building Inspection. Also, in February, the new hire for Building Inspections' Customer Service Specialist position was brought on board and in just a few short months received a promotion to Residential Combination Inspector. These opportunities for internal growth speak to Board of Supervisor's Goal number five "positive work environment with a highly qualified, diverse workforce" as well as making the collective departments more efficient for our citizens.

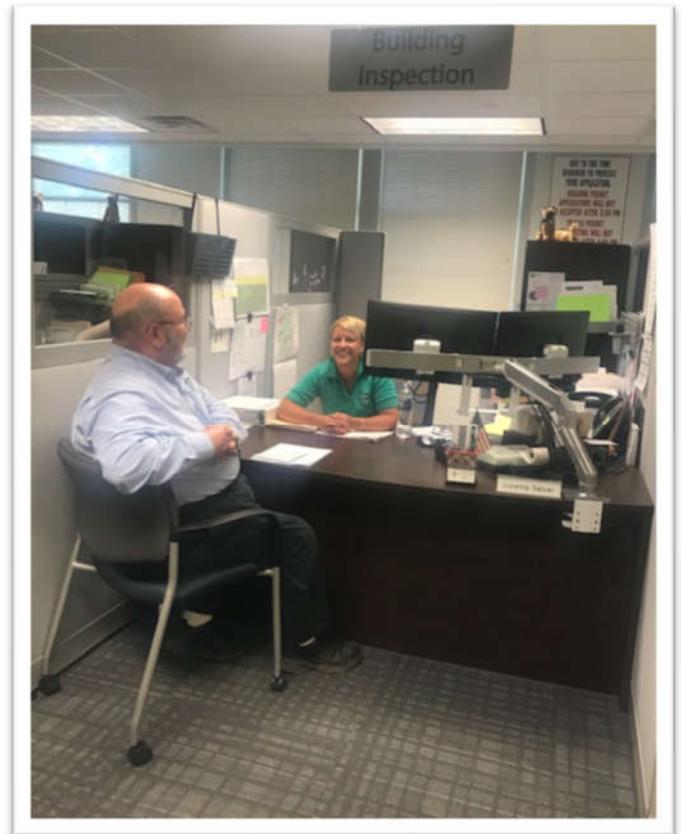
The Center also transitioned contractors and the public from previously processing Health Department well and septic applications to having the Health Department process applications directly. This change in procedure resulted in a financial savings to both contractors and the public.

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

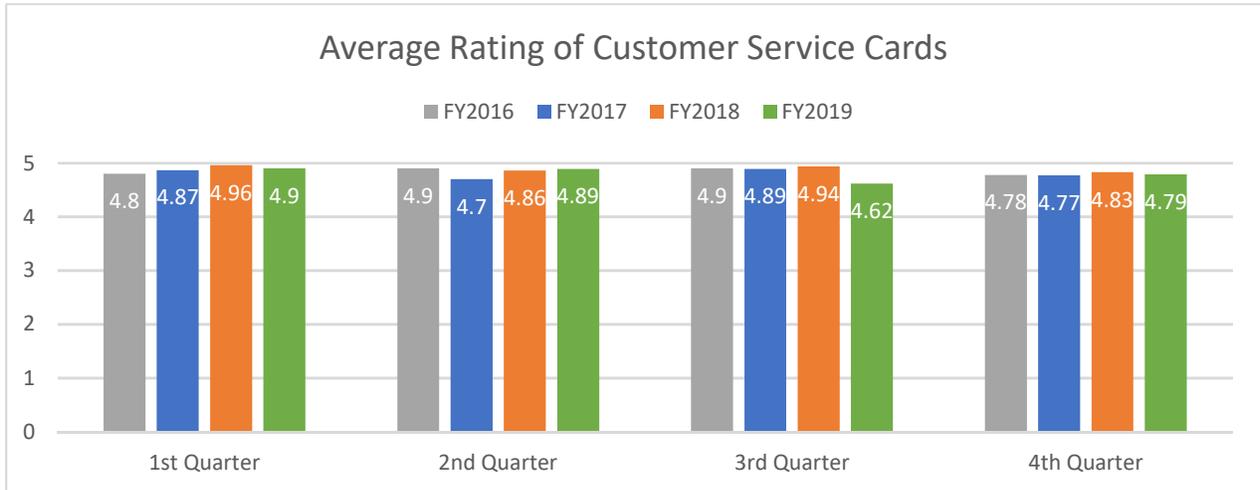
In FY2019, the Center processed over 2,700 permits, scheduled over 12,600 inspections, issued 194 certificates of occupancies for new single-family dwellings, billed 1,700 customers bi-monthly, set up 72 new utility customers, processed 35 Plan of Developments, 20 Land Disturbance Permits, and 9 Stormwater 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 392 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 decreasing from FY16, the rate of response remained consistent over fiscal years 2017 & 2018- averaging 11%. However, in fiscal year 2019 the rate of response declined to 8%. Staff contributes this continued drop in the rate of return to the fact that most

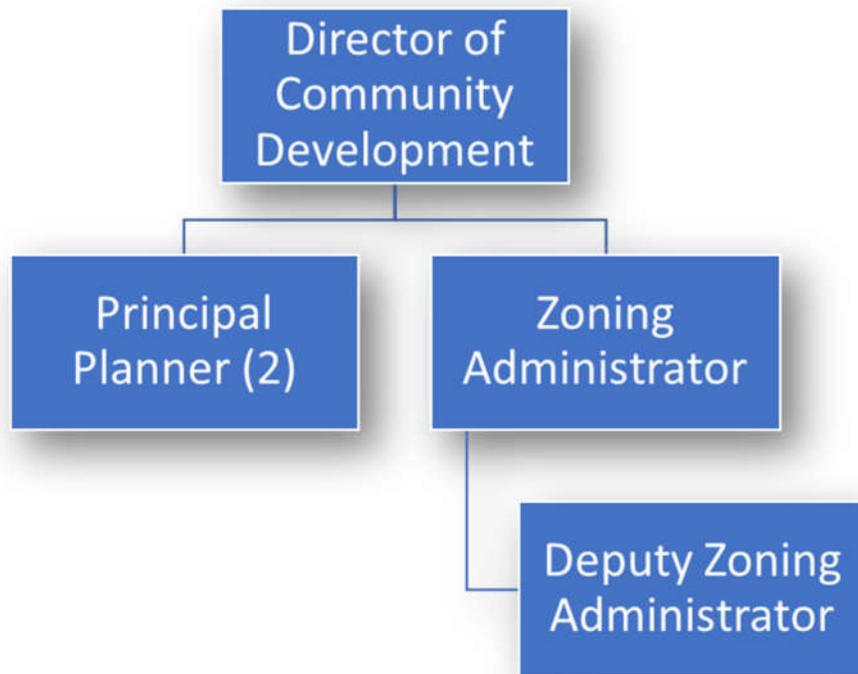


contractors returned a card during the first years of implementation and we are now receiving cards from “first-time” customers.



## 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.

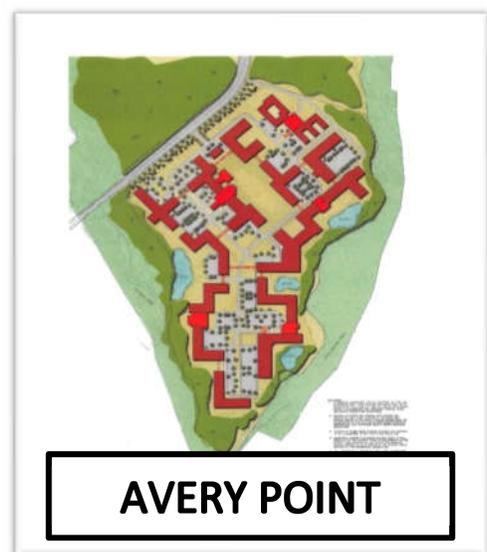
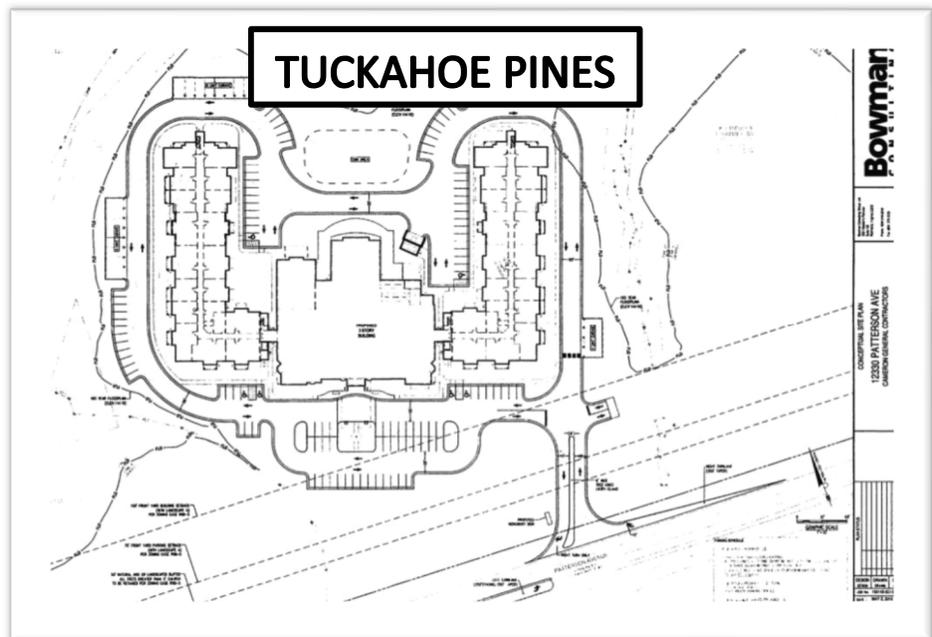


Staff administers the County's zoning and subdivision ordinances including code enforcement and development applications including Rezoning, Conditional Use Permit, Subdivision, Certificate of Approval, Variance, and Ordinance Amendments. Staff reviews plans of development, building and sign permits, 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

A major work item in FY19 for the Planning Office is the Zoning Ordinance Rewrite project. The goal of the rewrite is to modernize, simplify, and clarify the existing zoning ordinance. Staff has held monthly work sessions with the Planning Commission to review proposed changes and has completed the bulk of the revisions. Three citizen meetings have been held as well as three additional BOS work sessions to introduce proposed changes to the ordinance. As of September 2019, the draft ordinance is approximately 85% complete with a goal for adoption by the end of the 2019 calendar year.

Further, Planning staff successfully administered land use applications which supported new economic development in the County. Notable projects include working with Sheltering Arms (a 190 bed rehabilitation hospital with obtaining approvals for construction); approval of Avery Point (the County's first Continuing Care Retirement Community; 1,450 units); Tuckahoe Pines (a 130-bed independent senior living facility), and a rezoning on Patterson which will encourage a large coordinated retail development in that area.



Planning staff also completed review of construction plans and first subdivision plats for 2 large scale residential projects: Mosaic (498 lots) and Readers Branch (303 lots). In FY19, the County also approved 65 additional lots for Parkside Village, Section 4.

Several significant and time-consuming ordinance amendments were also completed this past year. They include a transient lodging

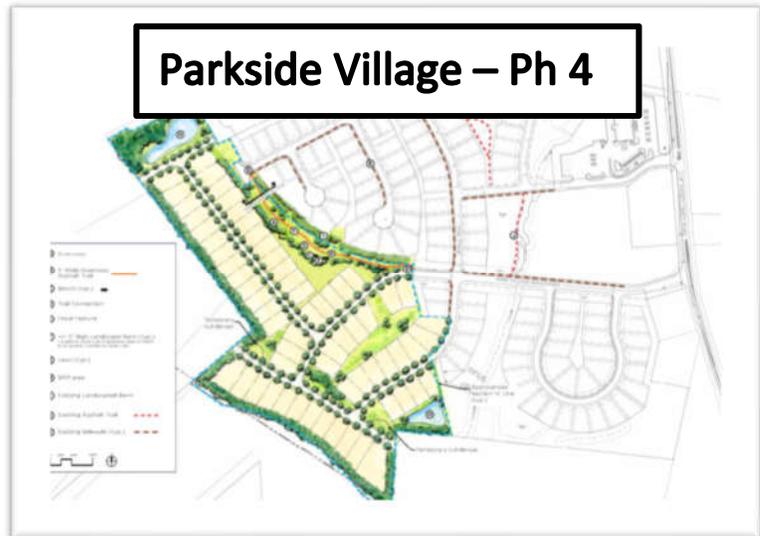
ordinance amendment that address how the county addresses short term rentals and other types of transient lodging, approval of an ordinance amendment which would allow golf carts on certain roadways, setbacks for townhouses in RPUD, adult housing and public assembly uses in Industrial Districts. Amendments were also made to the subdivision ordinance to address access issues.

This past year also included several approvals that encourage our rural economic development strategies. Expansion of the existing Courthouse Cidery to allow for a brewery was approved as well as approval of the County's first distillery, Hill Top Distillery. Two special event/public assembly uses were approved as well as three short term rental applications.

In terms of the BOS efforts to improve Broadband in the County, two new tower locations were approved which should improve broadband in their vicinity.

In order to improve conditional use permit processing, planning staff has worked with the County Attorney's office to develop a list of standard conditions for CUP uses. This allows staff to provide applicant's suggested conditions early in the process and allows for increased transparency.

Planning staff also followed proffer legislation closely and worked with the County Attorney's office to develop proposed proffer legislation that was introduced at the General Assembly. With changes to the 2019 proffer legislation, the County updated their proffer policy and standards of procedures. The Capital Impact Model was also updated primarily to address changes to the transportation section due to the adoption of an updated Major Thoroughfare Plan.



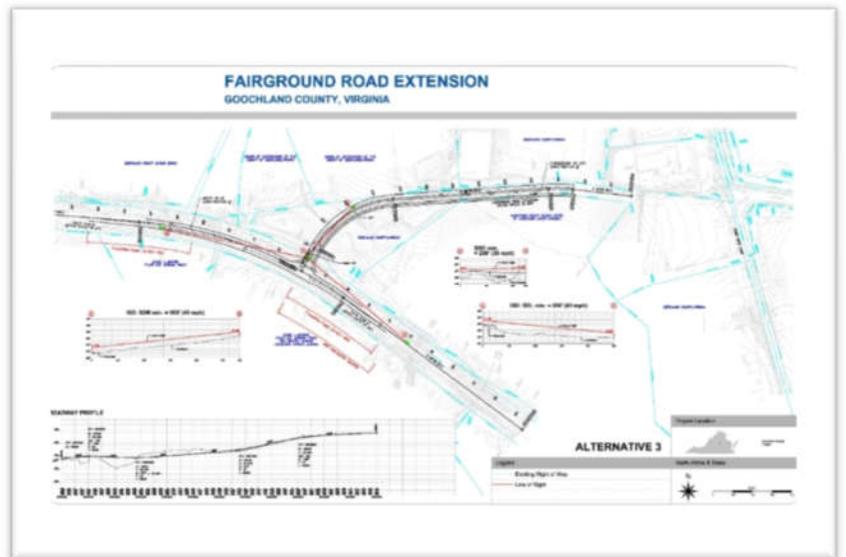
## Transportation

Transportation Planning is an important component of the Planning Department as it directly affects our citizens, businesses, and planned projects.

One major accomplishment from our transportation planners was presenting an updated Major Thoroughfare Plan, which the Board of Supervisors adopted. This planning process included numerous community outreach meetings to obtain consensus. Previously, the plan was last updated in 2005. The new plan is more streamlined.

Additional transportation accomplishments for FY 19 include:

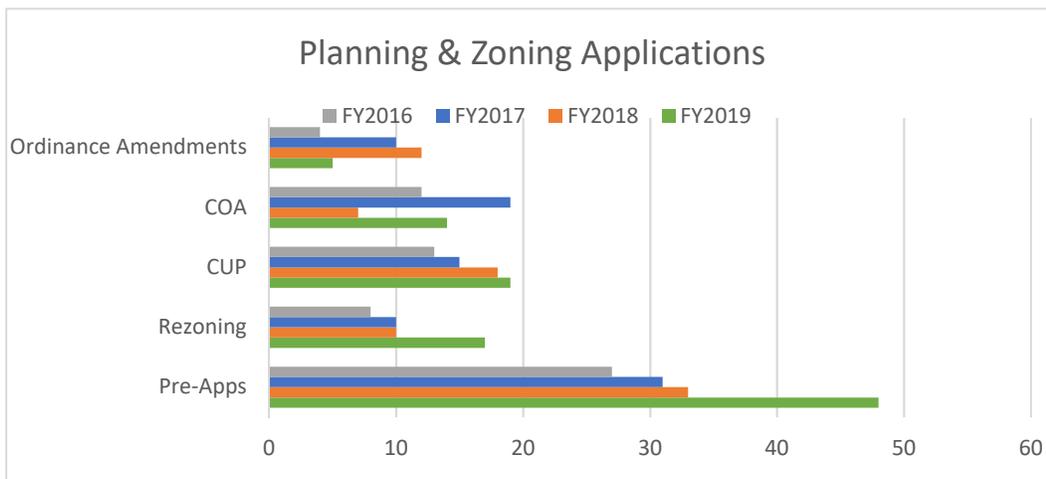
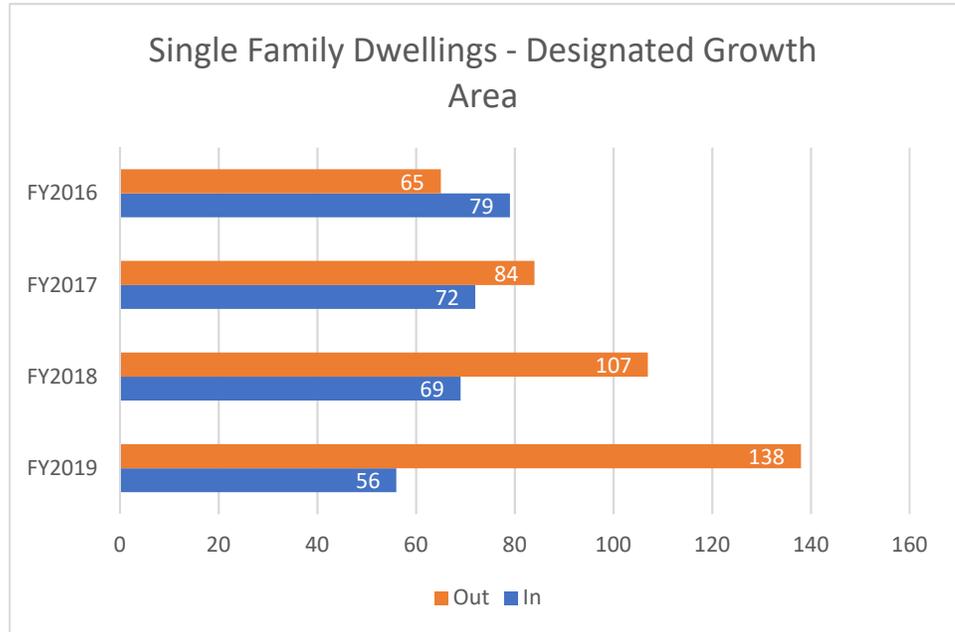
- Awarded \$200,000 by VDOT through a Transportation Alternative funding grant for trails on the east end of the County. Easement acquisition phase is underway. Signed agreement was received in August 2019.
- Traffic Signals for the Rte 288/Broad Street intersection have an expedited advertisement date of October 2019 (originally January 2020). Construction to be begin thereafter.
- Fairground Road/Sandy Hook Road Roundabout public hearing is complete. Engineering is underway. Construction is expected in late 2021.
- Fairground Road extension project public hearing is scheduled in September 2019. Construction is expected to be on the same schedule as the Roundabout project.
- Submitted 4 Smart Scale Applications to VDOT
  - I-64/Oilville Interchange
  - I-64/Ashland Road Interchange
  - Rte 288/Three Chopt Road Underpass
  - Rte 288 STARS study recommendation



## 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.

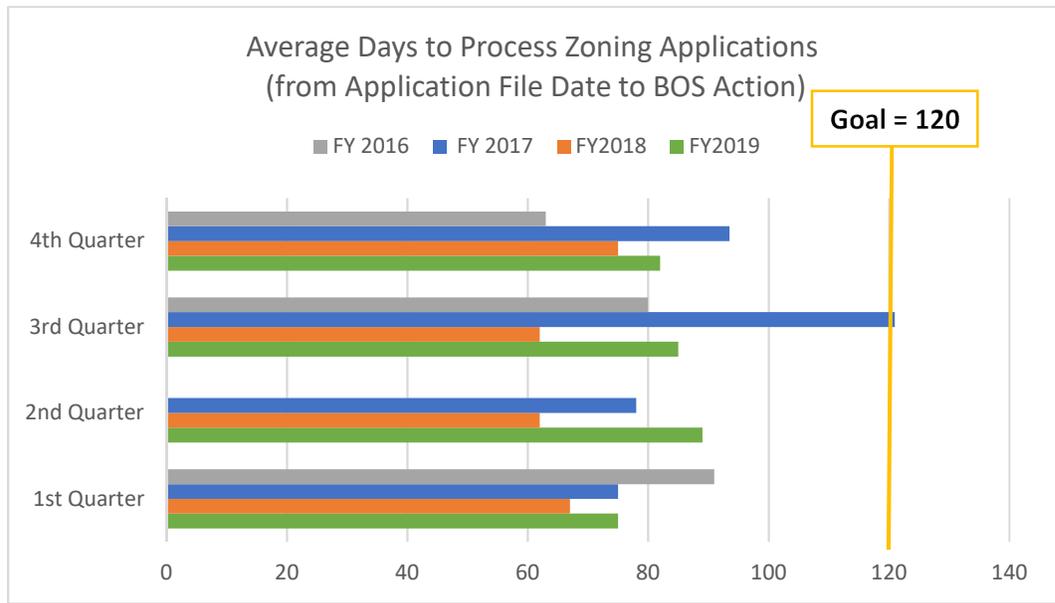
According to permit data, growth is occurring outside of the Designated Growth Areas. In FY2019 there were 56 certificate of occupancies issued in Designated Growth Areas as compared to 138 issued out of Designated Growth Areas.



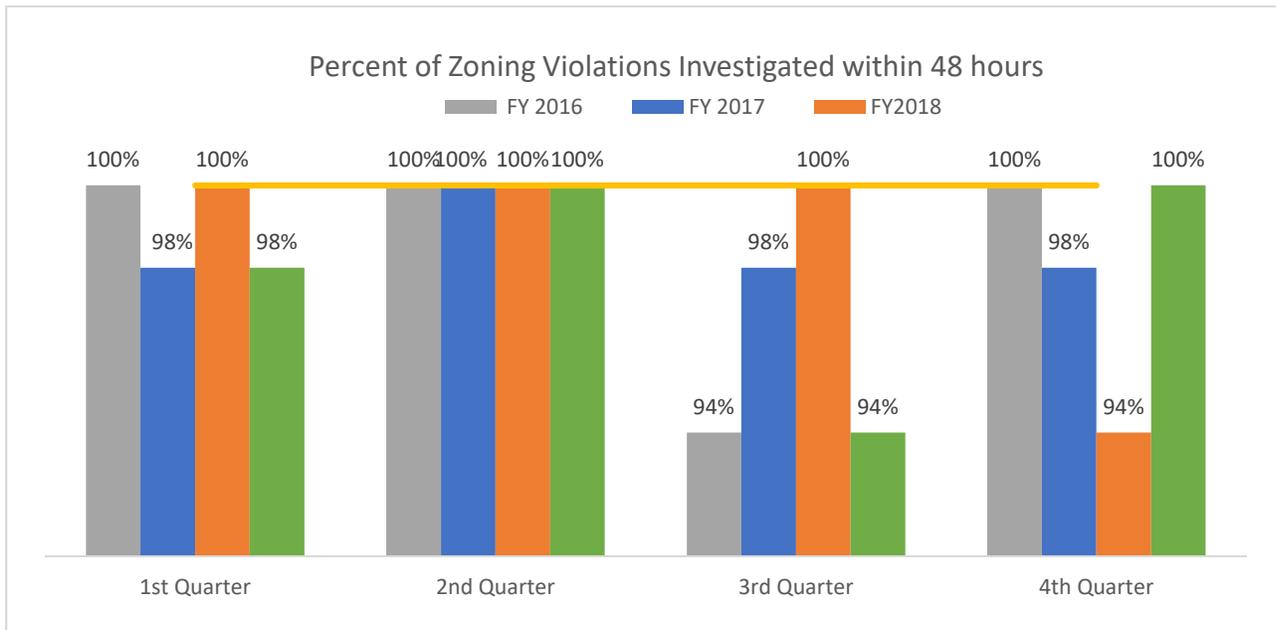
In FY19 there was a substantial increase in all types of applications. Pre-applications (which are an applicants first step in

the application process) increased from FY2018 to FY2019 over 45%, rezoning applications increased by 60% and CUP applications showed a slight increase.

The Planning & Zoning department has been able to achieve its performance goal of completing the rezoning and conditional use permit process within 120 days.

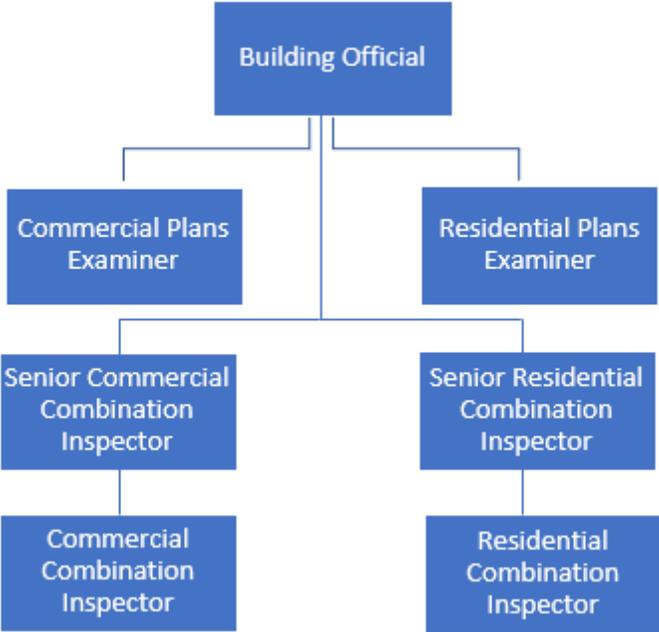


The total number of zoning violations increased between FY2018 and FY2019. The most common zoning violation complaints are related to property maintenance (i.e. grass and weed complaints) followed by proffer or condition enforcement complaints. Most zoning complaints were investigated within 48 hours.



## BUILDING INSPECTION

The purpose of the Building Inspection Office is to protect the health, safety, and welfare of the citizens of Goochland County and guests through the regulation of the built environment in accordance with the Uniform Statewide Building Code. The office fulfills this role by reviewing, and inspecting the structural, mechanical, electrical, plumbing, and fire protection systems of buildings and structures in the County. This also includes insuring that the barrier-free provisions of state and federal legislation for the physically and aged population are adhered to. The Building Inspection staff report to the Building Official. The Assistant Director of Community Development oversees the department.



## BUILDING INSPECTION ACCOMPLISHMENTS

Over the past year, nearly all Building Inspection staff completed the necessary training and successfully passed the erosion and sediment control certification examination. 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 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, and the Environmental Department, Building Inspection in FY 2019 developed a shrink/swell policy and detailed corresponding map, developed updates to the county code regarding

subdivision emergency accesses, updated language involving subdivision infrastructure upgrades and tackled minimum requirements for the installation of dry hydrants.



Furthermore, the department completed the final inspections and issued certificates of occupancy for the Drive Shack entertainment center, Audi automobile dealership, Tractor Supply retail center, and finalized all remaining buildings at the Bristol



Apartment complex. The department is in the middle of reviewing plans for Tuckahoe Creek Retirement Community, Avery Point Retirement Community and Readers Branch a

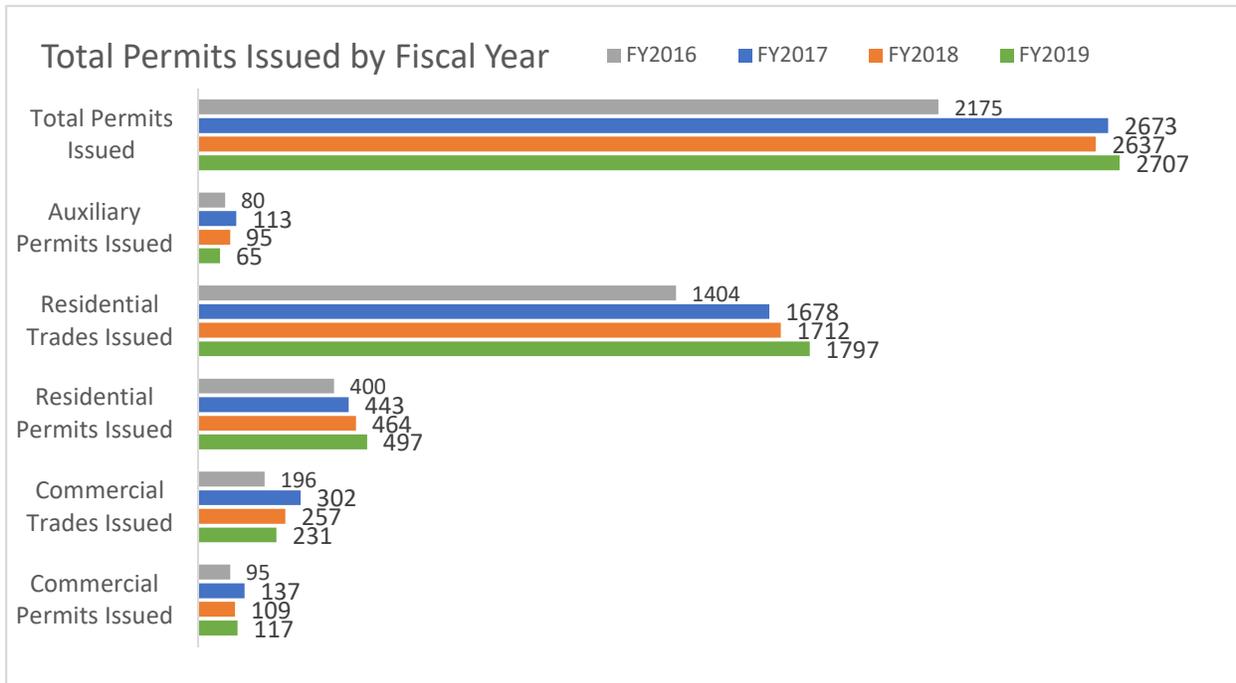
subdivision with over 400 single-family dwellings. The department is still conducting inspections on the following large projects:

- Residents Inn
- Sheltering Arms Rehabilitation Center
- Kiddie Academy
- Benedictine Gymnasium
- Animal Protection Services

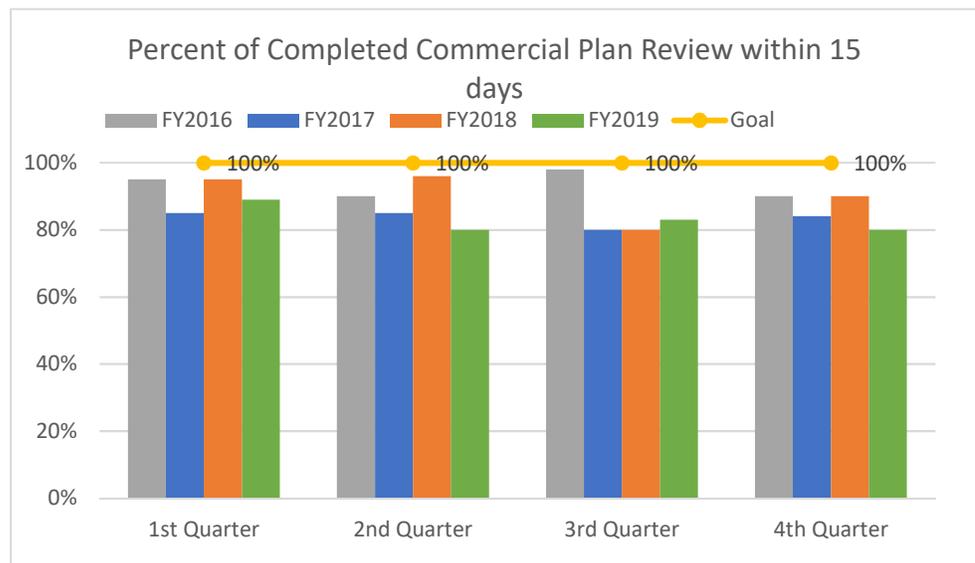


## BUILDING INSPECTION KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

The number of permits issued increased slightly in FY2019 as compared to FY2018. In FY2019, the department issued a total of 2,707 permits which is a 2.6% increase from FY2018. The slight change is mostly due to an increase in residential permits. Residential permits have increased 5.2% and commercial permits have decreased 1%.

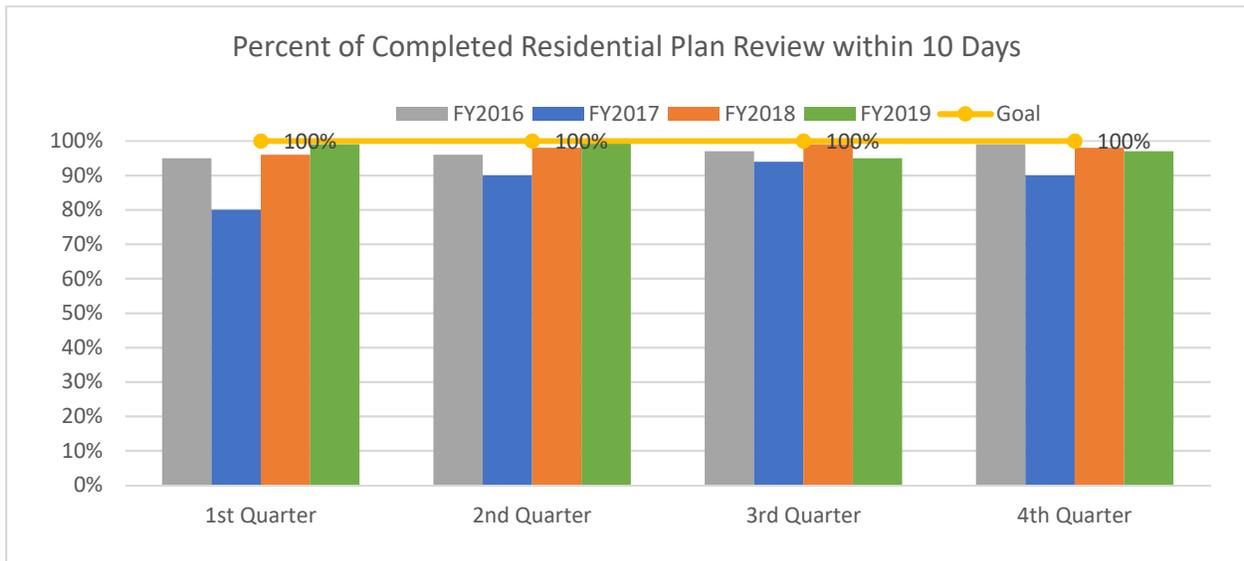


In 2017, the department hired a Senior Combination Commercial Inspector to assist in the influx of multi-family and commercial permits. The new addition to the team allowed the commercial plans reviewer to concentrate more on plan review instead of assisting with inspections. However, since that time the size and complexity of commercial structures has increased with very little

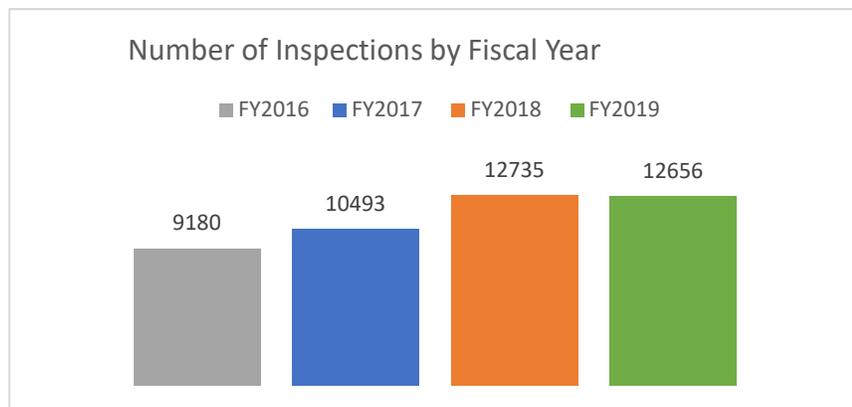


reduction in the number of permits being processed. Due to the changing complexity of commercial structures more time is needed to complete commercial plan reviews and more frequent and longer duration inspections are required. As a result, the gains that were accomplished in FY2018 in lowering the department's average time to perform commercial plan review has been significantly impacted. The average turn-around time for commercial plan review has increased. The department reached its goal of a 15-day commercial plan review 83% of the time in FY2019 compared to 90% in FY2018.

The average turn-around time for residential plan review remains steady. The department reached its goal of a 10-day residential plan review 98% of the time in both FY2018 and FY2019.



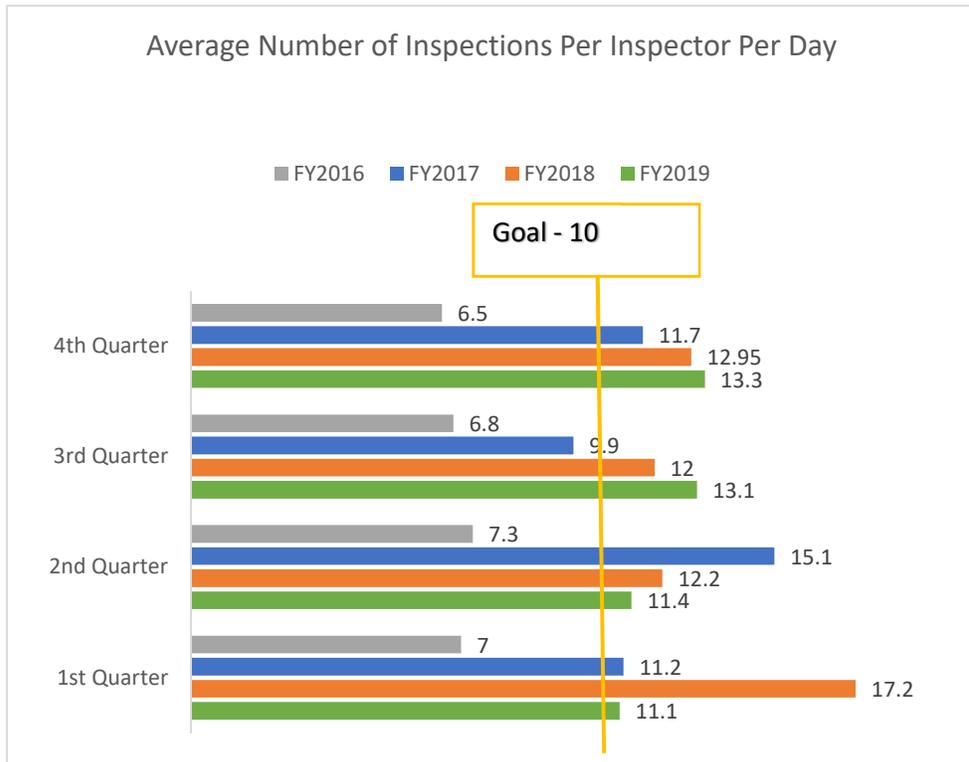
The number of inspections decreased 0.6% compared to FY2018. The department performed 12,656 inspections in FY2019, as compared to 12,735 inspections in FY2018.



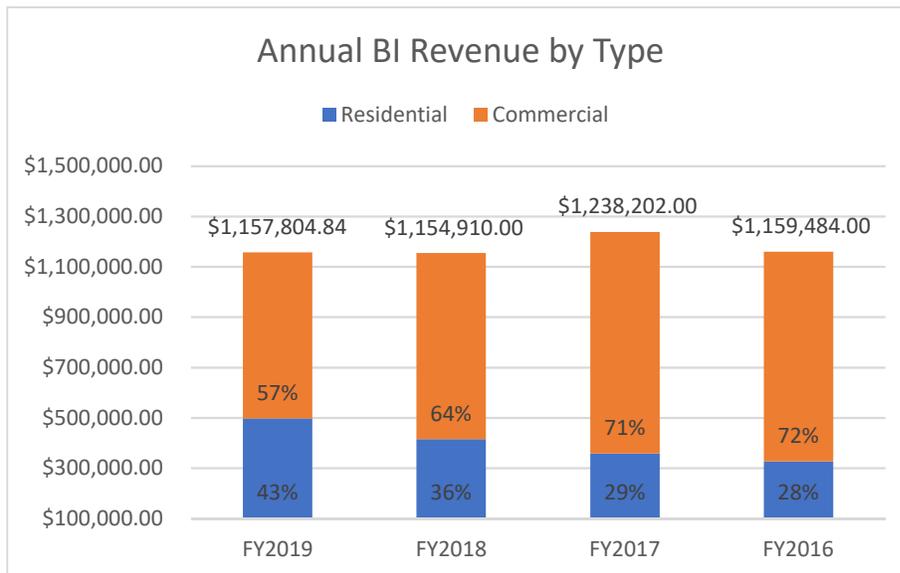
For the purposes of inspection consistency, thoroughness and quality; one of the department's performance measures is for each inspector to perform, on average, no more than 10.0 inspections per day. This number was modified from the 6.5 inspections

per day used in years passed to better coincide with the standard performance measures associated with the ISO-BCEGS report guidelines.

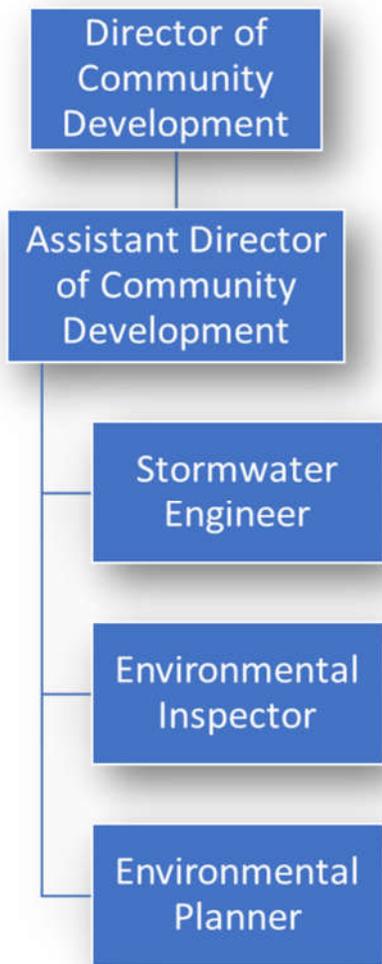
While the department continued to struggle to reach this goal in FY2019 there were strong improvements. The average number of inspections per inspector per day fell from an average 13.5 in FY2018 to 12.2 in FY2019, a nearly 10% decrease.



The revenue for FY2019 was 1.16 million dollars. 57% of the revenue generated in



FY2019 was from commercial permits while 43% was from residential permits. This compares to 1.15 million dollars of revenue in FY2018 for an increase of 1%. Please note the closing gap in revenue between commercial and residential permits.



## **ENVIRONMENTAL AND LAND DEVELOPMENT OFFICE**

The Environmental office 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/>). This department also continues to serve as the County’s liaison to the Monacan Soil and Water Conservation District.

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.

## **ENVIRONMENTAL AND LAND DEVELOPMENT ACCOMPLISHMENTS**

The office has seen a continual increase in both residential and commercial developments over the last five years.



Construction is continuing for commercial projects such as Residence Inn, Notch Retail in West Creek, Kiddie Academy, Sheltering Arms Rehabilitation Hospital, Drive Shack and with subdivisions such as Readers Branch, Breeze Hill, Swann's Inn, Tuckahoe Creek, Kinloch, Parkside Village, Boundary Run and Preston Park. Significant new developments include Manakin Crossings, Avery Point, Car Max parking expansion, Capital One parking deck and surface lots, Benedictine Gym, Byrd Cellars, Hill Top Distillery, Courthouse Creek Cidery expansion, Tuckahoe Pines, Kinloch CC expansion and subdivisions like Mosaic, Grand Ridge II, Parkside Village Sec. 4, and Park View.



The Environmental department has worked with the Planning department on the zoning ordinance rewrite and on various Code amendments and resolutions such as the Flood Plain Conditional Use Permit for Tuckahoe Pines, Plan of Development expiration extension to 5 years and acceptance of the roads in Parkside Village Sec. 3, Whitehall Creek, Grand Ridge subdivisions.

Staff has also worked hand in hand with developers as we implemented the new policy on when infrastructure must be installed during the development of subdivisions and how the County's 50 lot policy applies to new developments.



The department submitted proposed goals and strategies to DEQ as part of their localities WIP III review and these will be used to help develop new Total Maximum

Daily Loads (TMDL's) for the river and streams in our region to ensure we meet our 2025 Chesapeake Bay clean-up goals. We are working with FEMA, through the Discovery program, to assess our existing flood maps and resources and suggested to them areas needing additional mapping.

This will be very helpful as development in the eastern part of the County continues to grow and our existing resources do not adequately address the impacts of flooding in this area. FEMA uses this process to reevaluate risks in a community and come up with ways to address gaps in flood hazard data, better engage the public in risk management in flood prone areas, better planning that results in reduction or elimination of risk from flooding and gives the locality an enhanced digital platform of flood information. In collaboration with the County Attorney's office, we developed a Road Service District Policy that was approved by the Board to help assist older developments with private roads in bringing them up to the state's minimum standard and thus allowing them to be accepted into the state system for maintenance. We also worked with the residents of the Bridgewater Subdivision to resolve a long-standing issue with the acceptance of their roads into the state system that resulted in the creation of a Road Service District for those residents. Creation of this district allows the County to proceed with bringing the roads into compliance with the State's standards and the residents will repay the County through collection of a special tax over a period of 10 years.

The office also frequently assists other County departments to provide technical support in reviewing improvements for the new facilities such as the Courthouse Security addition and various site improvements at the Central High Complex.

In addition, the office also collaborates with Parks, Recreation, and Facilities



Management to assist with various related projects such as the proposed dog parks, proposed pedestrian connector at Tucker Park and the East End Trails. We are also working with them on submitting for the additional Recreational Trails Program Grants through the VA Dept. of Conservation and Recreation to fund additional work on the East End Trails.

With funding secured from Department of Forestry grants, this allowed us to proceed with

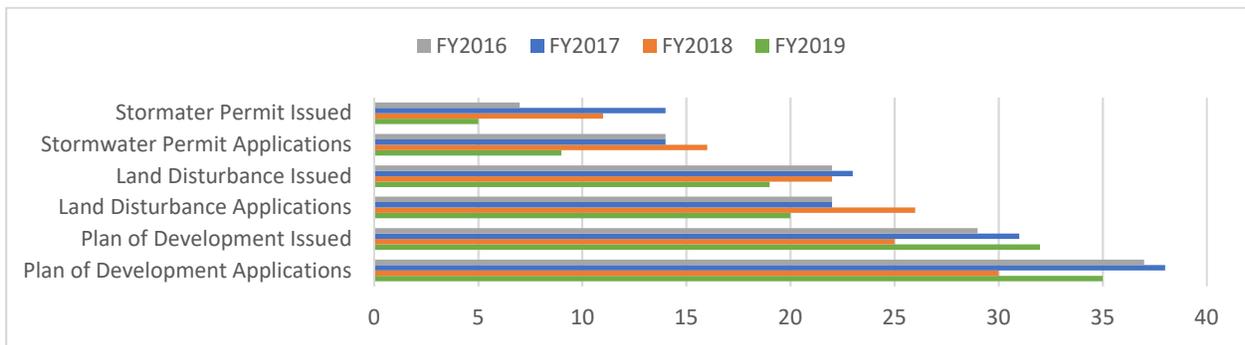
the installation of 60 street trees on Broad Street just east of Ashland Road.

Earlier this year, DEQ approved our request to Terminate Post Closure Care for Groundwater Monitoring at the Goochland County Closed Landfill. Based upon the Board's recommendation we will continue to monitor the groundwater but on a less

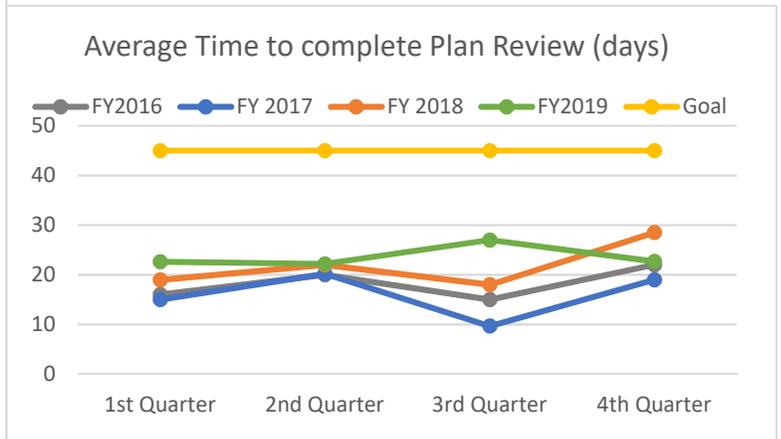
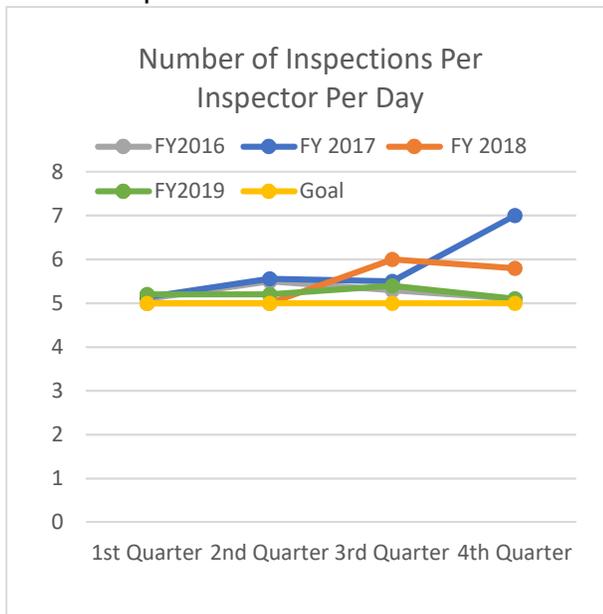
frequent schedule thus reducing our annual landfill monitoring costs. In addition, conservation easement stewardship visits were conducted on several county easements to ensure compliance with their deeds of easement. No enforcement actions were needed. Lastly, the department continues to monitor biosolid activity within the County and processed the CUP renewal for Nutri-Blend’s biosolid storage facility.

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

The Environmental department has seen an increase in the number of site plan reviews. Plan of Development applications have increased 17% since FY18 while both land disturbance and stormwater permits have decreased.



The department has been able to successfully reach its performance goals in the last fiscal year. The average plan review time is 23.6 days and the average number of inspections per inspector per day is 5.2.



## **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 3,321 residential lots with approved zoning that are platted, or anticipated to be platted, in the next five years. In addition, there are 272 lots pending zoning approval. Staff is also anticipating two large retirement communities, hotel, and numerous retail and industrial projects this year.

While the Customer Service Center is preparing to handle the anticipated growth, a new permitting system will ease some of the administrative burden and enhance customer satisfaction. Over the next year and a half, staff is planning to implement 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 has focused on the Zoning Ordinance rewrite. The department projects adoption in the fall of 2019 with an effective date of January 2020. 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.

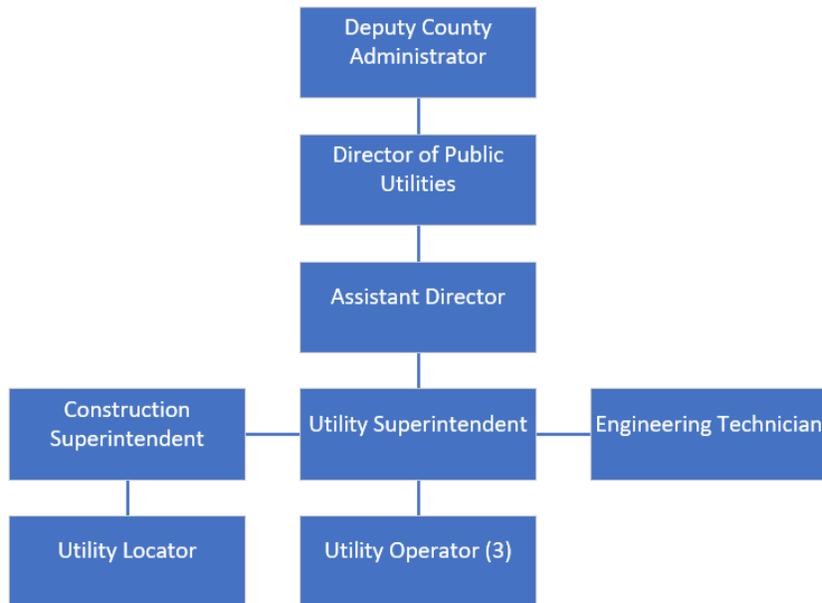
The Department of Building Inspection is prepared for the anticipated significant increase of commercial as well as residential development within the County with addition of a Residential Plans Examiner and an additional Residential Combination Inspector. Not only will these important staff supplements help the department further improve turn-around time on plan review and complete inspections in a timely manner it will ultimately help the department in its next ISO rating review. The department will also continue to develop streamlining policies and procedures to help us become more efficient and user friendly to our customers. Finally, we look forward to developing the necessary support data for the implementation of new permitting/inspection software in 2021.

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 subdivision 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 1) 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 and 2) to begin the implementation of the next phase of the Stormwater program which requires the County to ensure installed BMP's are continuing to function as designed and constructed. Staff is working with DEQ on writing the proposed regulations that will implement the consolidation of the Erosion and Sediment Control and Stormwater programs and with the Chesapeake Bay Preservation Act Working Group that was

established by Governor Northam to review implementation and oversight of the existing Bay Act with a focus on identifying and recommending improvements to this program as recommended in the State's Draft Phase III WIP Plan. Lastly, staff will be coordinating with the State's Department of Conservation and Recreation and FEMA as they complete their discovery program assessment of the flood programs in the region.

## PUBLIC UTILITIES DEPARTMENT

The Department of Public Utilities (DPU) 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 Community and Economic 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 central 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 piped to either the Henrico or the Richmond Wastewater Treatment Plants for treatment and released back into the James River.

The Goochland Courthouse Village is also 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 treatment processes. The County purchases water from the Department of Corrections and owns distribution system serving the village outside the correctional center, serving about 250 customers. Current water supply capacity in the Courthouse Village stands at 1 million gallons per



day, which is the projected 30-year lookout maximum need per the most recent Utility Master Plan adopted in 2015.

Several private central water systems are in operation throughout the county: 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 150 miles of combined water and sewer pipeline. In addition, staff reads approximately 1,700 meters bimonthly.

## **PUBLIC UTILITIES ACCOMPLISHMENTS**

Over the past year, the Department of Public Utilities has overseen several Capital Improvement Plan (CIP) projects in addition to new utility installations for multiple development projects throughout DPU's service areas. Ongoing CIP projects include Hickory Haven/Samary Forest Sewer Installation and Huguenot Hills Water Service – Phase 1.

The Department has also joined with the State Department of Environmental Quality to facilitate bringing a reliable source of potable water to the Old Oaks Community whose wells had been contaminated with petroleum. This project includes construction of approximately 8,000 feet of new waterline in addition to extensive modifications to the existing well site



including a new 10,000-gallon water storage tank. Construction of this project is set to be completed by the end of September 2019.

For development driven projects, DPU inspected and accepted public utility infrastructure on multiple commercial and residential projects including: Readers Branch – Section 1,

Tractor Supply, Tuckahoe Pine Retirement Community, Kiddie Academy at West Creek, and Residence Inn among others. For every project with proposed public water and sewer extensions, all infrastructure is inspected and tested to verify that it is constructed in accordance with the County's Standards and Specifications.

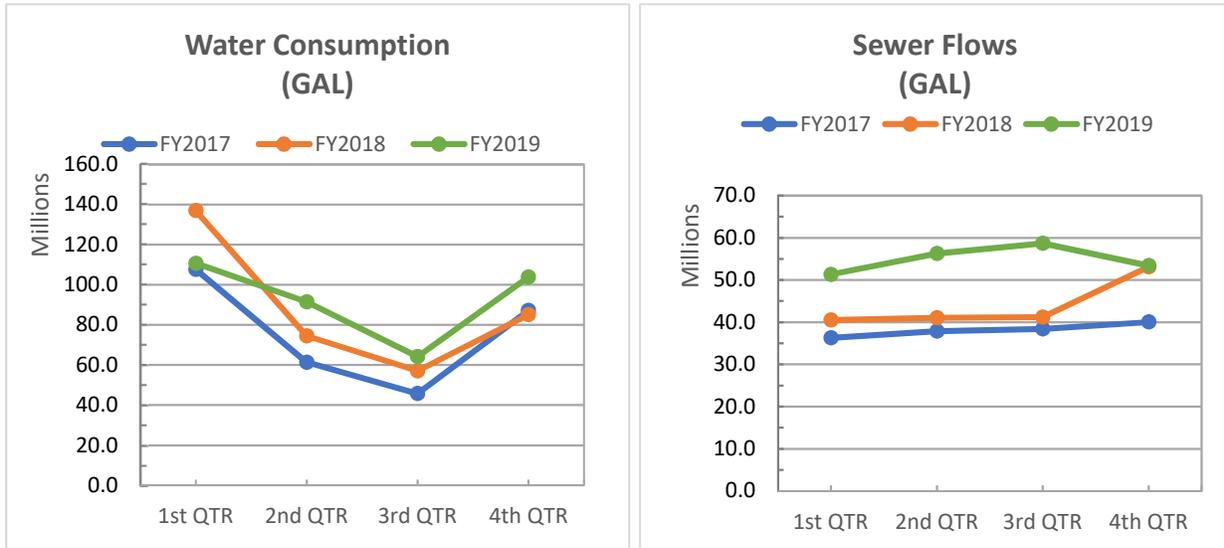


In addition to designing and planning future water and sewer infrastructure, DPU also completes core functions on a daily basis such as operation and maintenance of all publicly owned infrastructure and assets, underground utility locating of all public water and sewer lines, and regulatory compliance

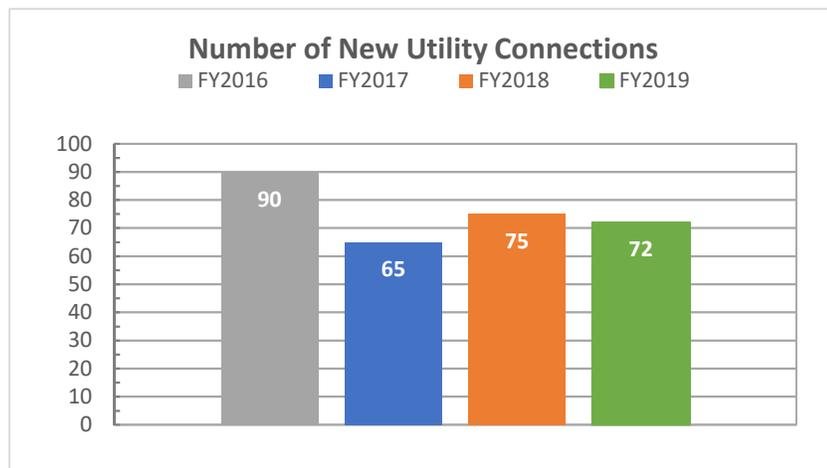
sampling of the water distribution systems. In FY19, DPU continued the unidirectional flushing program to promote water quality and continued to make improvements in the SCADA network. DPU also worked with the City of Richmond to develop a new sewer billing format for wastewater originating in the Tuckahoe Creek Service District.

## PUBLIC UTILITIES KEY INDICATORS, PERFORMANCE, AND WORKLOAD MEASURES

In FY2019, Public Utilities has seen a 5% increase since FY2018 in the amount of water consumed. Roughly 370 million gallons of water were used as compared to 353 million gallons in FY18. The highest water usages were in the summer months, which reflects increased lawn irrigation. Sewer collections increased from FY2018 to FY2019 by approximately 44 million gallons, totaling 220 million gallons in FY2019.



Development in the County has also remained consistent as in past years in the context of new utility connections to the public system. In FY2019, 72 new utility connections were established, comprised of 62 residential connections and 10 commercial connections.



During the next 5-year lookout, DPU anticipates new utility connections to remain consistent as residential and commercial development projects continue to build out.

To ensure the safety of our water, the Department of Public Utilities completes monthly water compliance bacteriological sampling along with quarterly and yearly sampling for disinfection byproducts in accordance with Virginia Department of Health (VDH) guidelines. We successfully reached our goal of 100% sampling compliance with zero 'Notice of Violations' issued by VDH.

Furthermore, the Public Utilities department responded to more than 3,500 Miss Utility VA811 tickets in FY2019. As a direct result, no Public Utilities' infrastructure was reported damaged in FY2019 due to excavation and underground construction activities.

## **LOOKING FORWARD IN PUBLIC UTILITIES**

The Utilities Department will:

- Complete construction of the Old Oaks Community Water Supply project;
- Complete construction of the Hickory Haven and Samary Forest public sewer expansion project;
- Complete construction of Huguenot Hill Water Service – Phase 1 project;
- Continue to provide training and licensing opportunities for all DPU staff;
- Continue to sample and monitor water quality parameters in both public water systems;
- Complete the next 5-year (FY2020) update of DPU's Utility Master Plan;
- Continue to identify utility infrastructure rehab and replacement needs and incorporate specific R&R projects in the updated Utility Master Plan.

