

**CENTRAL VIRGINIA WASTE MANAGEMENT AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
SEPTEMBER 21, 2018
2104 WEST LABURNUM AVENUE
RICHMOND, VA 23227**

MEMBERS/ALTERNATES PRESENT

Voting:

Marcia Phillips (M-Chesterfield), Chairman
Scott A. Wyatt (M-Hanover), Vice Chairman
Patricia Paige (M-New Kent), Secretary
Mark Kukoski (M-Richmond), Treasurer
Robert L. Dunn (M-Chesterfield), Director
J. Allen Lane (M-Henrico), Past Chair
Jennifer Schontag (A-Ashland)
Ricky Hicks (M-Charles City)
William E. Henley (A-Colonial Heights)
Dwayne Jones (A-Goochland)
Stephen Chidsey (M-Hanover)
Marcia E. Kelley (M-Henrico)
Jon Clary (A-Henrico)
Monique Robertson (M-Hopewell)
Tangela Innis (M-Petersburg)
Johnny Melis (A-Powhatan)
Michael Purvis (M-Prince George)
Miles Jones (M-Richmond)

Non-Voting:

Jeffrey Howard (A-Chesterfield)
Al Pace (A-Chesterfield)

Staff:

Kimberly A. Hynes, Executive Director
Richard Nolan, Director of Operations
Terry Eckhout, Accounting and Financial Manager
Reginald D. Thompson, Operations Technician
Nancy Drumheller, Public Affairs Manager
Mary Beth Mains, Part-time Administrative Assistant

MEMBERS/ALTERNATES NOT PRESENT

Lee Sloppy (M-Ashland)
Michelle Johnson (A-Charles City)
Scott Zaremba (M-Chesterfield)
Clay Bowles (A-Chesterfield)
Doug Smith (M-Colonial Heights)
Leigh Dunn (M-Goochland)
Randy Hardman (A-Hanover)
Michael Flagg (A-Hanover)
Robert C. Whiteman (M-Henrico)
Chip England (A-Henrico)
Bentley P. Chan (A-Henrico)
James H. Burrell (A-New Kent)
William Riggelman (A-Petersburg)
Cindy Odum Harris (M-Powhatan)
Rod Compton (A-Prince George)

Guests:

With a quorum in attendance Chairman Marcia Phillips (M-Chesterfield) called the meeting to order at 9:03 a.m.

CHAIRMAN'S AGENDA

Item No. 1: Public Comment Period

Chairman Phillips opened the floor for public comment. Without any requests to address the Board, she closed the public comment period.

Item No. 2: Minutes of the Regular Meeting of August 17, 2018

Chairman Phillips opened the floor for a motion to approve the minutes of the regular meeting of August 17, 2018 as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mr. M. Kukoski (M-Richmond), Treasurer, and carried that the minutes of the August 17, 2018 Central Virginia Waste Management Authority (CVWMA) Board of Directors meeting be approved as submitted.

Item No. 3: Chairman's Report

Consideration of Resolution of Appreciation for Mr. Allen Lane

Past Chairman J. Allen Lane (M-Henrico), was awarded a **Resolution of Appreciation** for his service as Chairman from July 2016 to June 2018. Chairman Phillips asked Mrs. Teresa Eckhout, CVWMA Accounting and Financial Manager, to read the resolution. Past Chairman Lane stated it had been a privilege to serve as chairman and thanked the Board and staff for their dedication. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mrs. P. Paige (M-New Kent), Secretary, and carried that the **Resolution of Appreciation** for Mr. J. Allen Lane be approved as presented. Mrs. K. Hynes, CVWMA Executive Director, thanked Past Chairman Lane for his ongoing support to the staff and his dedication to the Board over the past few years.

Item No. 4: Audit Committee Report

2018 Comprehensive Annual Financial Report (CAFR)

Mrs. K. Hynes stated that staff would defer the presentation of the CAFR until the October Board meeting because staff is waiting on the Other Post-Employment Benefits (OPEB) information from the Virginia Retirement System (VRS). She noted the State Auditors of Public Accounts would be notified that the report will not be sent in by the September 30th deadline since we are waiting on information from another state department.

STAFF AGENDA

Item No. 5: Residential Recycling Program

Mr. R. Nolan, CVWMA Director of Operations, reported that the total tonnage of recyclables collected in the month of August in the residential program was 3,225 tons, 90 tons less than last August. Mr. R. Nolan also added that there was a total of 626 misses for the month compared to 632 in 2017.

Mrs. K. Hynes spoke about the recycling contamination program and what staff is doing to work with contractors to get the word out. She referred the Board to the Oops! Stickers on their table. Mrs. Hynes mentioned that CFS is using the stickers in Petersburg and County Waste is using stickers sporadically in Hopewell. County Waste trucks have an automated arm which allows the driver to stay in the cab while servicing customers but makes it difficult to see what is in the carts and so they are not as effective in spotting contamination. Mrs. Hynes noted that staff has been working with TFC to implement and manage the Oops! Sticker program. TFC has initially identified one route per day to audit

and they have hired a team to inspect the recycling material that is in the bins and carts before the truck collects the material. During the initial collection, TFC will pick up the recycling in all containers and leave Oops! Stickers on containers that have contamination. During the next collection cycle, carts that were tagged will be inspected a second time and if the material is still contaminated, another sticker will be left and the material will not be collected. CVWMA staff will measure the number of households on the streets in the area where TFC is auditing and compare that to the number of addresses where Oops! Stickers were left. With this information, CVWMA will determine the percentage of homes where stickers were left in each cycle. Mrs. Hynes noted that the plan is to start small so that we can identify issues as they come up and to measure the results. TFC will use the same driver and audit team in a 10 day period. Mr. W. Henley (A-Colonial Heights) asked if the audit team will be entering the date of the rejection as well as the address. Mrs. Hynes stated TFC will be using tablets which will capture the data in real time and the address will be matched in our system. The audit teams will also be recording what type of items are being rejected. Richmond will be the focus because contamination is more prevalent in the carts. The routes have been sent to the Counties of Chesterfield, Henrico, and the City of Richmond so they are aware of the locations where the project will start. Mrs. Hynes noted the Executive Committee has been discussing putting forth a campaign with TFC to reach some of the worst offenders. Mrs. Hynes noted that any additional ideas or suggestions are welcome.

Item No. 6: Municipal Solid Waste (MSW) Program

Mr. R. Thompson, CVWMA Operations Technician, stated that CFS is cracking down on the contamination issue in Petersburg's Curbside Recycling program. They rejected 323 cans due to contamination in August and removed 32 recycling carts since the crackdown started in June. Mr. Thompson noted there was no delay in trash or recycling service due to Hurricane Florence although some carts were tied down which caused a delay.

In the month of August, 25 misses were recorded in Ashland and 46 misses in the Chesterfield tax relief program for County Waste. For the month of August, 87 misses were recorded in Colonial Heights, 110 misses in Hopewell; and 158 misses in Petersburg.

Item No. 7: Consideration of Resolution 19-01: Awarding Contracts for Household Hazardous Waste Collection, Hauling and Disposal and Used Oil Recycling

Mr. Nolan and the Evaluation Committee consisting of Todd Flippen (Colonial Heights), Mr. S. Chidsey (M-Hanover), and Mr. J. Clary (A-Henrico County), recommended that Safety Kleen and Universal Environmental be awarded the Household Hazardous Waste and Used Oil Recycling Contracts respectively. Mr. Nolan stated both companies have very good environmental histories. Mr. R. Dunn, (M-Chesterfield), Director, asked where the company's headquarters are located. Mr. Nolan stated Heritage Crystal Clean's (current vendor for Used Oil Recycling) corporate office is in Chicago, Illinois and they have a local operation in the Montpelier, Virginia area. Universal Environmental is located in the Ashland Air Park and their corporate office is in the Atlanta, Georgia area. Universal will be transporting the used oil to Atlanta.

Chairman Phillips opened the floor for a motion to approve **Resolution 19-01** as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mr. S. Chidsey (M-Hanover) and carried that **Resolution 19-01** be approved as submitted.

Item No. 8: Consideration of Resolution 19-02: Amending the Contract for Petersburg MSW and Curbside Recycling Collection Services

Mr. Nolan introduced **Resolution 19-02: Amending the Contract for Petersburg MSW and Curbside Recycling Collection Services**. Petersburg officials have agreed to renew the contract for 5 years effective July 1, 2019. CFS has requested a 5% increase in price and Mr. Nolan stated he thought this was reasonable since they have not had a CPI increase since the inception of the contract.

Chairman Phillips opened the floor for a motion to approve **Resolution 19-02** as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mrs. M. Kelley (M-Henrico) and carried that **Resolution 19-02** be approved as submitted.

Item No. 9: Consideration of Resolution 19-03: Amending the Contracts for Hopewell MSW and Curbside Recycling Services

Mr. Nolan introduced **Resolution 19-03: Amending the Contracts for Hopewell MSW and Curbside Recycling Services**. The initial term of the contracts for MSW collection in Hopewell by CFS and for Curbside Recycling in Hopewell by County Waste will expire June 30, 2019. Renewal pricing was approved for both contractors by the City of Hopewell Council Members.

Chairman Phillips opened the floor for a motion to approve **Resolution 19-03** as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mr. M. Kukoski (M-Richmond), Treasurer, and carried that **Resolution 19-03** be approved as submitted.

Item No. 10: Operations and Program Statistics

Mr. R. Thompson reported that CFS was penalized \$700 for the Drop Off Roll Off Recycling program in Henrico and \$200 in penalties for the MSW FEL program in Hanover.

Mr. Nolan noted the Program Statistics will be updated and available online in the next few days. He also stated that he is adding a new line in the Program Statistics report to report recycling processing fees.

The City of Richmond's recycling event scheduled for September 15, 2018 was cancelled due to potential hurricane issues and a new date has not been decided. On October 6, 2018, Henrico County will hold an eCycling event at the Best Products site. On November 17, 2018, there will be several recycling events in the area: Chesterfield County will be holding an eCycle event with paper shredding at Westchester Commons; Goochland County will have a Tire Amnesty Day with paper shredding; and Hanover County will hold an HHW event with paper shredding at the Verdi Lane location.

An evaluation committee is considering several proposals for multiple programs administered by the CVWMA. They include the Town of Ashland Municipal Solid Waste Collection, FEL MSW program, FEL Recycling program and the Roll Off Recycling Hauling program. All are under consideration and Mr. Nolan stated he hoped to come before the Board in October with proposals for consideration.

Item No. 11: Technical Advisory Committee (TAC) Report

Mr. Nolan reported that the TAC met on September 6, 2018 and curbside recycling contamination issues were discussed. Mr. Nolan stated the Solid Waste Management Plan surveys have gone out to the jurisdictions and we are waiting on a few to be returned. The next TAC meeting is scheduled for October 4, 2018, and the renewal of eCycling contracts will be one topic of discussion.

Item No. 12: Public Information

Contamination, Oops! Sticker

Mrs. N. Drumheller, Public Affairs Manager, shared with the Board that staff continues to work with member localities and our community partners to increase our educational reach to residents to Recycle Right. Mrs. Drumheller stated staff is pleased to report that Kim Hynes' contamination article is the Home Space feature in the September 2018 Richmond Family Magazine publication. Included with Ms. Hynes article is a picture of one of our

Customer Service Representatives and the Oops! Sticker. Mrs. Drumheller stated this family focused magazine serves areas from Ashland to Petersburg with over 38,000 copies given away for free each month at 850 different locations. The article is available online too. Mrs. Drumheller thanked a few of the jurisdictions for their help this month - Tangelia Innis (M-Petersburg) and her team for messaging on the City of Petersburg website, Mark Kukoski (M-Richmond), Treasurer, for the flyer he is developing to share with his neighbors, and Marcia Phillips (M-Chesterfield) for writing an article for her Civic Association. Mrs. Drumheller stated having this help with regional contamination education is greatly appreciated.

Mrs. Drumheller shared Ms. K. Carney, Recycling Education and Outreach Specialist, is including regional contamination communication in the Regional Waste Line - Fall 2018 publication. This publication is distributed to elected officials and leaders in the region as well as locality department heads, and many more and is an excellent visual snapshot of all that CVWMA has provided for member localities through contacts, programs, outreach, education, customer service and revenue back to member localities. The Fall 2018 publication will have a frontpage feature from Kim Hynes and a whole page is devoted to contamination.

Staff has included the Oops! Sticker contamination rollout as an agenda item for the Curbside Education Advisory Committee meeting in October, Mrs. Drumheller stated. Members will be updated on the initial routes, top contaminants, the tonnage before and after the rollout, feedback from the contractors and member localities, impacts to call volume, as well as additional education and outreach.

Finally, the visual Recycle Right as well as the Oops! Sticker art designed by the Recycling Partnership will be featured as key education areas on the 2019 CVWMA Recycling Collection Schedule which is distributed annually to all eligible households within the nine participating member localities. Mrs. Drumheller stated these educational messages will be a visual reminder to recycle right.

Education and Outreach August

Staff responded to 35 requests for the month of August and of these requests, 12 were for presentations, 19 were for educational materials, 3 were grassroots events, and 1 media story (WTVR CBS 6). These requests impacted 800 people as well as the distribution of over 4,700 educational materials in nine of our 13 member localities. The education focus areas for the month of August included summer camps, delivering Back to School kits, Chesterfield Science Teachers Professional Development Workshops, Reduce, Reuse, Recycle and regional contamination.

Call Center/Customer Service (August)

Mrs. Drumheller shared that during the month of August, the Call Center phone lines received over 11,000 calls. Of these, over 6,000 callers listened to the queue message and then hung up. Our three customer service representatives processed over 5,100 calls, responded to over 900 emails, in addition to mailings, cart management, database additions, and credit card purchases for carts and bins. Finally, Customer Service Representatives continue to educate an estimated 1,000 callers a month on contamination and accepted items.

CVWMA Website/Social Media/and Collection Day Email Reminders

Mrs. Drumheller shared the CVWMA Pinterest boards are like having a table top display with different topics and the "pins" are resources the public can view and use. Mrs. Drumheller referred the Board to the slide showing the picture "pin" from the CVWMA Recycled Classroom Board on Pinterest of a pencil holder made from old cassette tapes. This one recycling project alone had 171 views for the month of August. Staff reports 379 new email subscribers signed up for the Curbside Recycling Collection Day email reminder in the month of August, with total subscribers now at 31,974 as of August 31, 2018. Staff added contamination information several months ago and plan to add the Oops! Sticker graphic.

September 2018 Waste Reduction News and Regional Waste Line

Mrs. Drumheller shared that the monthly electronic newsletter included holiday delay information, upcoming special collection events, recycling correctly articles and CVWMA's Reduce, Reuse, Recycle Scout patch information. Staff thanks Scott Wyatt (M-Hanover), Vice-Chairman, for sharing CVWMA's special Scout Patch rack cards with his scout contacts. Mrs. Drumheller invited other member localities to let her know if they have contacts they would like to share this information with. The patch is appropriate for other groups such as 4H too.

Curbside Education Advisory Committee

The next quarterly meeting of the Curbside Education Advisory Committee will be held on Tuesday, October 23, 2018, at the Appomattox Regional Library in Hopewell, Virginia and the City of Hopewell will be the member focus. Mrs. Drumheller thanked Monique Robertson (M-Hopewell) for hosting the meeting which will include presentations on the City of Hopewell programs, Plastic Bag Recycling and Stormwater, and Rethink Waste!

America Recycles Day

Staff has updated CVWMA's America Recycles Day webpage and locality special collections have been included.

Item No. 13: Financial Reports for August 2018

Mrs. T. Eckhout, Accounting and Financial Manager, reported that the financial activity is consistent with previous months and the Authority continues to remain within total budget in all funds as of August 31, 2018. The Authority has a combined Net Income of \$472,053 and the net income will decrease as we continue to incur expenses throughout the fiscal year. The accounts receivable schedule is included and reflects the details of the amounts due to the Authority. All accounts are current.

Chairman Phillips opened the floor for a motion to accept and file the Financial Reports for August 2018 as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Director, seconded by Mrs. P. Paige (M-New Kent), Secretary, and carried that the Financial Reports for August 2018 be approved and filed as submitted.

Item No. 14: Administrative

Mrs. K. Hynes reminded the Board that funds were included in the budget for a pay and classification study which is well on its way. CVWMA staff is working with a consultant to help with the fine tuning of job descriptions. A survey has been sent to all 13 member jurisdictions, other solid waste authorities around the state, other authorities, regional bodies like the planning district commissions, nonprofits, and private sector groups to determine comparability to various CVWMA positions. Another part of the study is benefits and upon return of the results we plan to have the consultant meet with the Executive Committee to provide recommendations.

Staff is working on a budget draft for FY20 which is usually presented at the November Board meeting and is required to be adopted by December 31st for the ensuing fiscal year according to the bylaws. Mrs. Hynes stated that staff can help with providing information on CVWMA programs to the member localities for budgeting purposes. Staff will gladly send estimates if needed.

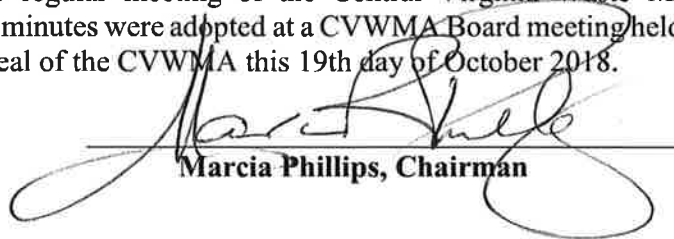
Old/New Business

Chairman Phillips asked if there was any old or new business to come before the Board and with no further business to come before the Board, Chairman Phillips opened the floor for a motion to adjourn the CVWMA Board of Directors meeting at 9:46 a.m. The motion was made by Mr. R. Dunn (M- Chesterfield), Director, seconded by Mr. J. Clary (A-Henrico) and carried that the September 21, 2018 Board of Directors' meeting be adjourned.



CERTIFICATE

I, Marcia Phillips, Chairman of the CVWMA, certify that the foregoing minutes are a true and correct copy of the minutes of the September 21, 2018 regular meeting of the Central Virginia Waste Management Authority (CVWMA) Board of Directors. These minutes were adopted at a CVWMA Board meeting held at 9:00 a.m., October 19, 2018. Given under my hand and seal of the CVWMA this 19th day of October 2018.



Marcia Phillips, Chairman

