

**CENTRAL VIRGINIA WASTE MANAGEMENT AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
AUGUST 13, 2021
2104 WEST LABURNUM AVENUE
RICHMOND, VA**

MEMBERS/ALTERNATES PRESENT

Voting:

Patricia Paige (M-New Kent), Chairman
Robert L. Dunn (M-Chesterfield), Vice-Chairman
J. Allen Lane (M-Henrico), Treasurer
Miles Jones (M-Richmond), Secretary
Stephen Chidsey (M-Ashland)
Ricky Hicks (M-Charles City)
Cary Drane (M-Chesterfield)
Dwayne Jones (A-Goochland)
Randy Hardman (M-Hanover)
Michael Flagg (A-Hanover)
Marcia E. Kelley (M-Henrico)
Jon Clary (A-Henrico)
Monique Robertson (M-Hopewell)
Johnny Melis (A-Powhatan)
Dean Simmons (M-Prince George)

Non-Voting:

Jeffrey Howard (A-Chesterfield)
Josh Byerly (A-Henrico)
John Lockwood (A-New Kent)

Staff:

Kimberly A. Hynes, Executive Director
Richard Nolan, Director of Operations
Nancy Drumheller, Public Affairs Manager (virtual)
Reginald D. Thompson, Operations Analyst
Stephanie Breaker, Sr. Customer Service Supervisor

MEMBERS/ALTERNATES NOT PRESENT

Tangela Innis (M-Petersburg), Director
Jenny Schontag (A-Ashland)
Michelle Johnson (A-Charles City)
Clay Bowles (M-Chesterfield)
Scott Zaremba (A-Chesterfield)
Al Pace (A-Chesterfield)
Doug Smith (M-Colonial Heights)
Todd Flippen (A-Colonial Heights)
Wendy Grady (A-Goochland)
Susan Dibble (M-Hanover)
David Howard (A-Hanover)
Bentley Chan (A-Henrico)
William Riggleman (A-Petersburg)
Karin Carmack (M-Powhatan)
Percy Ashcroft (A-Prince George)
Nathan Joyce (M-Richmond)

Guests:

Chairman Paige (M-New Kent) welcomed all to the meeting and started the meeting by having all attendees recite the Pledge of Allegiance. With a quorum in attendance, she called the meeting to order at 11:05 a.m.

CHAIRMAN'S AGENDA

Item No. 1: Public Comment Period

Chairman Paige (M-New Kent) opened the public comment period and with no one in attendance to address the Board and no one had contacted staff previously, she closed the public comment period.

Item No. 2: Minutes of the Regular Meeting of June 22, 2021

Chairman Paige opened the floor for a motion to approve the minutes of the regular meeting of June 22, 2021, as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice Chairman, seconded by Mr. M. Jones (M-Richmond), Secretary, and carried that the minutes of the June 22, 2021, Central Virginia Waste Management Authority (CVWMA) Board of Directors meeting be approved as submitted.

Item No. 3: Chairman's Report

Resolutions of Appreciation for Mr. Michael Purvis

Chairman Paige asked Mrs. K. Shea, Accounting and Financial Manager, to read the Resolution of Appreciation for Mr. M. Purvis (M-Prince George), former Treasurer and Board member. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice Chairman, seconded by Mr. J. Clary (A-Henrico), and carried approving the Resolution of Appreciation for Mr. Michael Purvis. Mrs. Hynes indicated she would deliver the resolution and token of appreciation to Mr. Purvis.

Resolutions of Appreciation for Mr. Dick Howe

Mrs. K. Shea read the Resolution of Appreciation for Mr. Charles "Dick" Howe. A motion was made by Mr. J. Clary (A-Henrico), seconded by Mr. S. Chidsey (M-Ashland) and carried approving the Resolution of Appreciation for Mr. Dick Howe.

Chairman Paige thanked Mr. Howe for his many years of service. She stated she would keep his number in her rolodex for questions as they arise.

Mrs. Hynes also thanked Mr. Howe for his 22 years of service with CVWMA and she noted Mr. Howe has been the comic relief in the office when things are tough. He would often share a joke that relieved the stress. Mrs. Hynes also stated that Mr. Howe has been an asset to the Authority, the staff and the region. Mr. Howe expressed his thanks and has enjoyed his time and work at CVWMA.

Chairman Paige introduced and welcomed Mr. Dean Simmons from Prince George County as the newest member to the Board.

Item No. 4: Installation of Officers for Fiscal Year 2021-2022

Mrs. Shea administered the Oath of Office to the new officers for the 2021-2022 fiscal year, requesting that all officers-elect stand and recite the Oath of Office after her.

Officers Sworn in for the 2021-2022 Fiscal Year are as follows:

Ms. Patricia Paige (M-New Kent)..... Chairman

Mr. Robert Dunn (M-Chesterfield).....Vice-Chairman

Mr. Allen Lane (M-Henrico).....Treasurer
Mr. Miles Jones (M-Richmond).....Secretary
Ms. T. Innes (M-Petersburg).....Director

STAFF AGENDA

Item No. 5: 2021 Education and Outreach and Program Statistics Presentation

Mrs. Nancy Drumheller, CVWMA Public Affairs Manager, shared the 2021 efforts of the Education and Outreach and Customer Service staff. Mrs. Drumheller noted that it has been a different fiscal year because of the continuing Covid-19 pandemic restrictions but staff and the customer service representatives continued to provide educational resources and customer service.

Using our existing mission and visions goals to align our education and outreach efforts, staff stayed engaged, provided consistent messaging, and maximized influence by equipping members and customers with current information and tools needed to impact a positive environment where they live, work and play.

Mrs. Drumheller noted the Education Resource Goals:

- *Maximize our influence by equipping members and customers with information and tools to impact a positive environment

- *Maximize the use of technology while balancing the need for face-to-face communication

- *Provide educational tools and resources that meet the needs of a diverse audience

- *Identify and use subject matter experts to further CVWMA goals

- *Have a significant impact with limited resources

Staying connected with CVWMA

Understanding the need for face-to-face communication, staff offered many ways for member localities and the public to stay connected with CVWMA. The CVWMA website was refreshed to make the experience more user friendly and offer a one stop experience based on the locality. Each locality has its own location page and staff promoted locality events on the CVWMA calendar and the Recycling Wizard feature and is searchable by all 13 member localities. Staff continues to look for more ways to provide connections with all 13 of our member localities and if you participate in the Residential Curbside Recycling Program you have the email reminders. The top pages visited on the website are What To Recycle, the Collection Schedule pdf, the Collection Schedules webpage and the electronic recycling events. Mrs. Drumheller explained the importance of the Authority having an online presence noting it enhances the education and outreach efforts. Staff provides great information in a timely manner.

Other Outreach Services

Mrs. Drumheller noted there were more than 41,000 email subscribers for the Curbside Email Reminder. Staff works with the Senior Customer Service Supervisor for phone queue messaging and the electronic newsletter. In addition, CVWMA sends out the monthly Waste Reduction News e-newsletter sharing current program information and other recycling information. This year staff started a member locality spotlight and August highlighted the town of Ashland showing their Public Service Announcements on pet waste and the information on the Chesapeake Bay License Plate grant they received.

Social Media

Continuing Mrs. Drumheller noted consistent messages, transparency, and resources online are important to CVWMA customers. Staff continues to report on the importance of online communications and the CVWMA presence on social media. It is a resource that engages the public on multiple platforms. Mrs. Drumheller stated

the website and social media are two major “hubs” for education and resources, and people want visuals and a good reason to recycle correctly.

Virtual Resources and Outreach Programs

With Covid 19 closures, staff converted to virtual resources for our member localities by working with Jonathan Austin to create 13 locality specific, 30 minute educational videos on how to Reduce, Reuse, and Recycle. The CVWMA Kids Page offers a plethora of resources that benefit kids and families in all 13 of our member localities.

Between July and November of 2020, the Young Scientists provided 10 programs with an estimated reach to over 400 students/families in Henrico and Richmond. Ms. Denise Gammon, a former classroom teacher, was hired in February of 2021 and offered programs virtually that were viewed in classrooms. From March to June of 2021, staff estimates Ms. Gammon reached over 2,500 students and teachers during classroom programs in Chesterfield, Colonial Heights, Henrico, and the City of Richmond.

Staff provides educational tools and resources that meet the needs of a diverse audience with educational materials, bilingual resources, visual guides and contests. The annual collection schedule continues to be our biggest educational piece and each year we try to incorporate as many educational messages as possible.

Customer Service Team

Mrs. Drumheller reminded the Board there is only one Senior Customer Service Supervisor and two full time Customer Service Agents currently. They average over 15,000 calls a month and the call volume continues to increase. The top calls continue to be service issues, collection day verification and what can I recycle questions.

Subject Matter Experts and CVWM

Continuing, Mrs. Drumheller noted CVWMA is fortunate to connect with people to further the CVWMA goals and the U.S. Plastics Pact has lofty goals for reducing, reusing, recycling and composting plastic waste by 2025. Mrs. Drumheller stated the national voice of the Recycling Partnerships has given CVWMA the best practices for recycling, reducing, reusing and recycling, right; many free images, resources, toolkits, webinars, staff development; and aligned staff with other people that are doing similar work.

Continuing Mrs. Drumheller stated she is grateful for the expertise and partnerships with the Virginia Department of Environmental Quality (DEQ) and Keep America Beautiful for statewide goals and resources. Mrs. Drumheller stated we couldn't do what we do without the member localities and the partnerships throughout the community such as Richmond Family Magazine which is delivered from Ashland to Petersburg and has offered CVWMA numerous opportunities for articles in their publication.

In closing, Mrs. Drumheller stated it will be interesting to hear the recommendations the Board makes for education and outreach on the strategic plan. She stated staff would like to stay current and maximize technologies because we want to stay engaged. Mrs. Drumheller stated staff would like to create additional curriculum tools that support classroom teachers in all of our 13 member localities and continue to collaborate with our member localities and contractors so that all of our messages are consistent to the public. Mrs. Drumheller stated the job has been the best job ever and she appreciates all for listening to her stories because stories are what CVWMA is about, as they connect us all. Mrs. Drumheller stated it has been her pleasure to work for the Board and to brand CVWMA.

Mr. R. Nolan, Director of Operations, stated that Mrs. Drumheller will be missed, and Chairman Paige thanked Mrs. Drumheller for her reporting and was especially amazed at the volume of phone calls the Customer Service Team averages per month, 15,000. Chairman Paige thanked the Customer Service staff for the awesome job they do. Mrs. Hynes took this opportunity to remind the Board of the Customer Service Agent opening.

Chairman Paige also noted that if Nancy were in the room of the meeting instead of virtually, she would have a Richmond Family Magazine (RFM) to show the Board. Chairman Paige noted that Nancy has been in continuous contact with RFM to showcase a do it yourself (DIY) craft. Chairman Paige thanked Nancy and her team of one for all that they do. Chairman Paige stated we are not replacing Nancy, only filling her position. As times get tighter and we hear of landfills closing, education will be the key for Central Virginia to be able to sustain.

Mr. Nolan, Director of Operations, presented the annual program statistics. He noted that 9 of the CVWMA jurisdictions participate in the Residential Recycling program and FY2021 saw a volume bump in recyclables collected at the curb of 728 tons; 37,508 tons of recycling were collected, increases in all jurisdictions as a result of the Covid-19 pandemic.

Mr. Nolan also reported on other Programs including Scrap Metal which is down slightly from last year due to Chesterfield County using a third party to pick up their metals. The CFC/HCFC (freon) Recovery is up by 1,453 units and Mr. Nolan noted the volume of collected Used Oil, Category 1 (paints and solvents), antifreeze and oil filters, were slightly lower than FY2020. The Goodwill Textile program saw a slight increase of 25 tons.

Mr. Nolan reported that the MSW Program supported by a contract with Waste Management, experienced an increase in tonnage at the Convenience Centers.

Mr. Nolan noted that over \$994,769 in recycling rebates was returned to the jurisdictions in FY21 compared to \$630,295 in FY20. The reason for the increase is due the dramatic increase in commodity prices over the last six months of FY 2021. The price of steel is now over \$300/ ton. In FY20 the price for Mixed Paper was at \$0.00/ton and in August 2021, is up to \$100/ton. The commodity price of OCC increased from under \$100/ton to \$185/ton by July 2021. Newsprint which was under \$50/ton increased to \$125/ton. Mr. Nolan also noted the CVWMA is receiving a rebate for Used Oil that we haven't received in the last two years.

Mr. Nolan reminded the Board, prior to Covid, we were paying \$30/ton to process recyclables through the contract with TFC Recycling. In August 2021, we will be receiving a rebate of \$50/ton, an \$80/ton swing in one year, all of which goes back to the jurisdictions.

Mr. Nolan reminded the Board that a Request for Proposal (RFP) was completed for the Residential Recycling Program which expires in 2023. It has been awarded to TFC for most of the jurisdictions. He noted that recycling carts will be provided for everyone. CVWMA has also issued two RFPs for MSW collection at the Convenience Centers and Residential MSW Collection.

In conclusion, Mr. Nolan mentioned what can be expected in future operations of CVWMA, including the impact of commodity pricing, the new Residential Recycling Contract and implementing a cart program; new MSW programs; the impact closure of 3 landfills will have on the region; continued Covid-19 impacts; new Strategic Plan initiatives and a establishing a multi-family recycling program.

Mr. J. Clary (A-Henrico) asked what month the rebate flipped, and Mr. Nolan stated it started in June. Mr. Clary asked what attributed to the increase in demand. Mr. Nolan explained more domestic capacity for various commodities have come online since the China bans that have increased demand. Mrs. K. Hynes also noted that Covid-19 also impacted demand for recycled goods for items such as paper towels and toilet paper.

Item No. 6: Consideration of Resolution 22-01: Renewal of Contracts for Recycling and Solid Waste Consultant Services

Mr. Nolan referred the Board to the resolution to extend the Contracts for Recycling and Solid Waste Consultant Services. He noted the terms of the current Contracts between CVWMA and Gershman, Bricker, & Bratton, Incorporated (GBB) and SCS Engineers (SCS) expire September 30, 2021. The current contracts have three one-year renewal options remaining. This request is to renew the contracts for one additional year.

The partnership with both vendors has been exceptional. GBB assisted the CVWMA in evaluating the current Residential Recycling Contract and development of the CVWMA Strategic Plan. Their presentations have been well received and met the requirements of scope of work. SCS is well known in the industry as a leading environmental consulting firm. At least one of our jurisdictions has used SCS and the CVWMA may utilize them in the future for some vendor and third-party auditing and other upcoming projects. This renewal was reviewed and approved by the TAC members during the August 2021 TAC meeting.

Mr. A. Lane (M-Henrico), Treasurer, asked if we know how we intend to use SCS in the future. Mr. Nolan stated for the upcoming year there has been discussion on using them as a third-party company to evaluate environmental audits on CVWMA vendors and to potentially use them to help with evaluating multi family dwelling recycling. Mr. Lane asked if there was a maximum and Mr. Nolan replied we only have hourly rates in the contract and so we would ask them for a scope and then we would get approval from the Board before moving forward with any project.

Mrs. M. Kelley (M-Henrico) asked if we have to vote to extend contracts on both of these companies at the same time or could we separate the two contracts for voting. Mrs. Hynes noted, extended the contract(s) doesn't indicate we would use them. For any project, approval of the Board would be necessary. Mr. S. Chidsey (M-Ashland) asked to Mrs. Kelley's question, could the contract separate the two vendors. Mrs. Hynes noted, the CVWMA has separate contracts with each of the vendors and if the Board wanted to separate the resolutions to consider the extension of the contracts separate, we can do that.

Mrs. Kelley (M-Henrico) made a motion to separate the two contracts for voting, seconded by Mr. A. Lane (M-Henrico), Treasurer. Mr. R. Dunn (M-Chesterfield), Vice Chairman, asked why they wanted the contractors to be separated. Mrs. Kelley explained that she believes the Board could find someone as an alternative to GBB. Chairman Paige asked for a roll call and the vote was unanimous to separate the approval of the extending the contracts with GBB and SCS.

Chairman Paige asked for a motion to approve **Resolution 22-01** Renewal of Contract for Recycling and Solid Waste Consultant Services with GBB and a motion was made by Mr. M. Flagg (A-Hanover) and seconded by Mr. J. Clary (A-Henrico) and via a roll call vote, the resolution was approved, with one dissenting vote by Mrs. M. Kelley (M-Henrico).

Chairman Paige asked for a motion to approve **Resolution 22-02** Renewal of Contracts for Recycling and Solid Waste Consultant Services with SCS and a motion was made by Mr. J. Clary (A-Henrico) and seconded by Mr. J. Melis (A-Powhatan) and via a roll call vote, the resolution approved unanimously.

Item No. 7: Technical Advisory Committee (TAC) Report

Mr. Nolan stated the TAC met on August 5th and topics discussed were the MSW Collection RFP, the Convenience Centers RFP; the two pre-proposal meetings that took place; and multi-family recycling. The next TAC meeting is scheduled for September 2nd.

Item No. 8: Financial Reports for July 2021

Mrs. K. Shea, CVWMA Accounting and Financial Manager, reported July is the first month of the new fiscal year and financial activity is consistent. The Authority has a combined Net Income of \$551,035. She reminded the Board the annual operating assessments are billed annually at the beginning of the year and thus net income will decrease monthly as operating expenses are incurred. The accounts receivable schedule reflects the details of the amounts due to the Authority as of the end of the month and one account is 60 days past due and staff is working to bring the account current.

2021 Annual Audit

Ms. Shea reported the CVWMA audit firm Brown & Edwards conducted their field work the week of July 28th. Staff is completing the 2021 Comprehensive Annual Financial Report (CAFR) and will be discussing the results of the audit and the draft CAFR with the Audit Committee in early September and the CAFR will be presented at the September Board of Directors meeting for consideration and approval.

Chairman Paige opened the floor for a motion to accept and file the Financial Reports for July 2021 as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice-Chairman, seconded by Mr. M. Jones (M-Richmond), Secretary, and carried that the Financial Reports for July 2021 be approved and filed as submitted.

9. Administrative

Mrs. K. Hynes informed the Board Meridian Waste has petitioned the CVWMA for a rate increase on the five contracts. Mrs. Hynes stated staff has reached out to each of the four municipalities and to the CVWMA General Counsel.

Mrs. K. Hynes stated Mrs. Drumheller could never be replaced but the CVWMA does need to find a Public Relations Coordinator and it is posted on the CVWMA website. Mrs. Hynes also noted her vacation was the next week and there may be a need to move the September Board meeting to September 10th and Nancy will be recognized at that meeting.

OLD BUSINESS

10. Strategic Plan Draft Review

Chairman Paige stated the next agenda item is the planning process and everyone's comments and thoughts are important.

Mrs. K. Hynes began reviewing the strategic plan draft and after some discussion the Chairman recommended sending the strategic plan out to the Board members again and then at the September meeting, make the plan discussion the main agenda item. Chairman Paige suggested that would give the Board time to write in suggestions and get them back to Mrs. Hynes. The Board agreed to reviewing and the comments would be discussed at the next meeting.

NEW BUSINESS

11. Board Meeting Format

Chairman Paige stated she would like to change the board meeting format and asked the Board to think outside of the box. She asked them what they would like to see at the meetings, and she made the suggestion that staff provide operational and public information reports in written form in the Board package and highlight any necessary topics at the meeting. She suggested the Board invite agencies, legislators, contractors and others to educate the Board on what's going on relevant to CVWMA's work and strategic plans. She posed some

questions to Board members to think about, in regards to making the most of the meeting time. For instance, what are the needs of the Call Center? Would you like to see Financial Reports in a different way? What about a roundtable discussion to help localities solve issues?

ADJOURNMENT

With no further business to come before the Board, Chairman Paige opened the floor for a motion to adjourn the CVWMA Board of Directors meeting at 12:51 p.m. The motion was made by Mr. R. Dunn (M-Chesterfield), Vice-Chairman, seconded by Mr. M. Jones (M-Richmond), Secretary, and carried that the August 13, 2021, Board of Directors' meeting be adjourned.



CERTIFICATE

I, Patricia Paige, Chairman of the CVWMA, certify that the foregoing minutes are a true and correct copy of the minutes of the August 13, 2021, 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., September 17, 2021. Given under my hand and seal of the CVWMA this 17th day of September 2021.



Patricia Paige, Chairman