

**CENTRAL VIRGINIA WASTE MANAGEMENT AUTHORITY  
BOARD OF DIRECTORS MEETING MINUTES  
FEBRUARY 18, 2022  
2104 W LABURNUM AVE  
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  
Stephen Chidsey (M-Ashland)  
Cary Drane (M-Chesterfield)  
Todd Flippen (A-Colonial Heights)  
Dwayne Jones (A-Goochland)  
Michael Flagg (A-Hanover)  
Marcia E. Kelley (M-Henrico)  
Jon Clary (A-Henrico)  
Monique Robertson (M-Hopewell)  
Karin Carmack (M-Powhatan)  
Dean Simmons (M-Prince George)  
Elizabeth Hall (M-Richmond)  
Carly Glenn (M-Richmond)

**MEMBERS/ALTERNATES NOT PRESENT**

Miles Jones (M-Richmond), Secretary  
Tangela Innis (M-Petersburg), Director  
Jenny Schontag (A-Ashland)  
Ricky Hicks (M-Charles City)  
Michelle Johnson (A-Charles City)  
Clay Bowles (M-Chesterfield)  
Dawn Boyer (A-Chesterfield)  
Mindy Ritchey (A-Chesterfield)  
Doug Smith (M-Colonial Heights)  
Wendy Grady (M-Goochland)  
Randy Hardman (M-Hanover)  
Susan Dibble (M-Hanover)  
David Howard (A-Hanover)  
John Mitchell (M-Henrico)  
Bentley Chan (A-Henrico)  
Josh Byerly (A-Henrico)  
William Riggelman (A-Petersburg)  
Johnny Melis (A-Powhatan)

**Non-Voting:**

John Lockwood (A-New Kent)

**Staff:**

Kimberly A. Hynes, Executive Director  
Richard Nolan, Director of Operations  
Kenna Shea, Accounting & Financial Manager  
Julie Buchanan, Public Relations Coordinator  
Reginald D. Thompson, Operations Analyst  
Stephanie Breaker, Sr. Customer Service Supervisor

**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 9:01 a.m.

## **CHAIRMAN'S AGENDA**

### **Item No. 1: Public Comment Period**

Chairman Paige (M-New Kent) opened the public comment period and asked for anyone from the public who wishes to address the Board to come forward.

Mr. Anthony Douat of 1307 Decatur Street, City of Richmond expressed his frustration with customer service and indicated to the Board his recycling had not been picked up in over a month and half. He said he had called the CVWMA phone number, left voicemails where he is assured a call back and does not receive one. He has emailed with no response. He has called the City of Richmond to complain to them about the contract they must have with the CVWMA and no one is responding his issue. Finally, he is here at the Board meeting, taking time from work, to express to the Board his frustration in the lack of service and lack of customer service. He stated he understands resources are stretched and the pandemic has created stress for everyone, but he asked the Board to figure something out. Finally, he reiterated his displeasure and frustration with CVWMA's level or lack of customer service. Chairman Paige expressed apologies and concern and she let him know that the Board hears him and to know that his comments and complaints will be taken into consideration and addressed.

Seeing no one else from the public to address the Board, Chairman Paige closed the public comment period.

### **Item No. 2: Minutes of the Regular Meeting of January 21, 2022**

Chairman Paige opened the floor for a motion to consider the minutes of the regular meeting of January 21, 2022, as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice Chairman, seconded by Mr. J. Clary (A-Henrico), and carried that the minutes of the January 21, 2022, Central Virginia Waste Management Authority (CVWMA) Board of Directors meeting be approved as submitted.

### **Item No. 3: Chairman's Report**

Chairman Paige welcomed all to the meeting and mentioned she is happy to all be together again. She asked that the Board ponder the comments just expressed during the public comment period to ensure we are doing everything in our power to make sure our customers are being taken care of. Since the Board has not been together in a while and there are some new faces, she asked all to introduce themselves.

### **Item No. 4: 2022 Virginia General Assembly**

Mrs. K. Hynes, Executive Director reported the 2022 General Assembly Session convened January 12 and will run through March. A total of 2,195 bills have been introduced and crossover day was Tuesday, February 15. She reported on bills of interest:

SB 250 Nonhazardous Solid Waste Fees, increases the annual fees for nonhazardous solid waste management facilities and indexes the fees annually based on the change in the Consumer Price Index. This bill was presented after stakeholder recommendation to cover the cost of the compliance and permitting program at DEQ. This bill has passed the Senate.

HB 826 Beverage container deposit and redemption program; established, civil and criminal penalties. Beverage deposit on containers, made of any material, including glass, plastic, aseptic packaging or multi-materials and

includes cartons and pouches of 10 cents on containers less than 24 ounces and 15 cents on containers 24 or more ounces and less than one gallon. This bill has been tabled in the subcommittee. The Chairman of the Committee indicated adding a bottle bill to the work of the Waste Recycling and Diversion Task Force.

HB 647/HB 709/ HB 918 Packaging Stewardship Program and Fund; established – producer that sells products with packaging materials in the Commonwealth pays a fee to the Dept based on the amount of packaging used and whether or not it's easily recyclable. Establishes Packaging Stewardship Fund. All of these bills were tabled in the Subcommittee.

HB 1200 Landfill siting; proximity to private wells, would require that no landfill could be sited within one mile upgradient of any private well. This bill was tabled in subcommittee.

HB 831/SB 248 Composting; definition of anaerobic digestion. House Bill 831 has passed the House and Senate Bill 248 has passed the full Senate.

SB 520/HB 712 Regional planning; climate resilience – requires regional planning commissions to include climate resilience as part of their strategic plan. SB520 has passed the Senate, however companion bill HB712 was tabled in the House Committee on Counties, Cities and Towns.

HB 712 Pharmacy, Board of; safe sharps disposal containers required for pharmacies for public use. This bill was continued to 2023.

SB 14 Prescription drug donation; awareness and coordination program has passed the full Senate.

HB 1261 State environmental board; members to be appointed by the Governor, Senate Rules Committee and Speaker of the House. Currently, the Boards are appointed solely by the Governor. Mrs. Hynes mentioned much support and opposition to this bill. It passed the House narrowly 52-48.

HB 1287 Public Procurement Act – preference for recycled materials. This Bill has passed the House unanimously.

Mr. R. Dunn (M-Chesterfield), Vice-Chairman indicated there is another bill that will restrict citizen boards from approving permits. Permits will only be approved by DEQ and citizen boards will have no action on those. Mrs. Hynes responded that she will try and find out about that bill.

#### **Item No. 5: Consideration of Resolution 22-13: Renewal of Textile Collection and Recycling Contract**

Mr. R. Nolan, Director of Operations informed the Board the current term of the contract between CVWMA and Goodwill of Central Virginia for collecting and recycling textiles expires April 30, 2022. There is a renewal option for an additional five (5) year period. Goodwill has been a good contractor, consistent and reliable. There are no costs associated with this Contract. Goodwill is interested in renewal. The Technical Advisory Committee (TAC) has reviewed the renewal request and supports renewing the contract for the additional five (5) year period.

A motion was made by Mr. J. Clary (A-Henrico), seconded by Mr. S. Chidsey (M-Ashland), and carried that Resolution 22-13 be approved as submitted.

#### **Item No. 6: Consideration of Resolution 22-14: Renewal of Disaster Recovery Service Contracts**

Mr. R. Nolan, Director of Operations informed the Board the current term of the contracts between CVWMA and DRC Emergency Services, LLC and Ceres Environmental Services, Inc. for disaster recovery services expire May 31, 2022. There is a renewal option for an additional five (5) year period. Mr. Nolan indicated that CVWMA nor any member jurisdictions have not needed to use these contracts over the initial five (5) years. DRC and Ceres have provided annual training sessions for CVWMA for member jurisdictions annually, established and maintained relationships with emergency managers and offered assistance in planning and mobilization after a debris generating event.

Both DRC and Ceres have expressed interest in renewal under the same terms with only CPI increases in costs. The TAC has reviewed the renewal and recommends renewal of these contract.

Mr. S. Chidsey (M-Ashland) asked if the CPI would be initiated upon renewal of the contracts, to which Mr. Nolan responded affirmatively.

Chairman Paige asked about their definition of disaster. Mr. Nolan responded that normally these contracts would be activated when there is an emergency declaration by the Governor or federal government. These contracts have been procured and negotiated to maximize state and federal reimbursement. Also, localities can activate one or both of these contracts even after an event that might not qualify for reimbursement.

A motion was made by Mr. R. Dunn (M-Chesterfield), Vice Chairman, seconded by Mr. T. Flippen (A-Colonial Heights), and carried that Resolution 22-14 be approved as submitted.

#### **Item No. 7: Consideration of Resolution 22-15: Renewal of Professional Debris Monitoring Services Contracts**

Mr. R. Nolan, Director of Operations informed the Board the current term of the contracts between CVWMA and Tetra Tech, Inc and Thompson Consulting Services, LLC. for professional debris monitoring services expire May 31, 2022. There is a renewal option for an additional five (5) year period.

Mr. Nolan explained that these contracts would monitor the disaster recovery contractors to ensure proper documentation to maximize federal and state reimbursement. Mr. Nolan indicated that, similarly to the Disaster Recovery Contracts, CVWMA nor any member jurisdictions have not needed to use these contracts over the initial five (5) years. Tetra Tech and Thompson have provided annual training sessions for CVWMA for member jurisdictions annually, established and maintained relationships with emergency managers and offered assistance in planning and mobilization after a debris generating event to provide monitoring services.

Both Tetra Tech and Thompson have expressed interest in renewal under the same terms with only CPI increases in costs. The TAC has reviewed the renewal and recommends renewal of these contract.

A motion was made by Mr. J. Clary (A-Henrico), seconded by Mr. R. Dunn (M-Chesterfield), Vice Chairman, and carried that Resolution 22-15 be approved as submitted.

#### **Item No. 8: Operations and Technical Advisory Committee (TAC) Report**

Mr. Rich Nolan, CVWMA Director of Operations reported on operations. He reported recycling markets have dropped somewhat in the last month but remain strong. Mixed paper and cardboard market prices have dropped by \$5 per ton to \$75/ton and \$160/ton, respectively in the last month and newsprint has remained flat at \$115/ton. For the first 6 months of the fiscal year, material sales rebated back to the participating jurisdictions has totaled \$811,000.

Mr. Nolan updated the Board on recent recycling collection delays. CVWMA has been working closely with TFC to get back on schedule. Staff reported last month, TFC would be back on schedule February 7, which did happen, but the volume from three (3) weeks in addition to continued shortage of labor, resulted in getting behind again, therefore TFC continues to struggle with labor as our program is very manual in nature. It may take a couple more weeks, but TFC is confident on getting caught up and sustaining timely collection. We recognize we have heard this before and recognize the frustration as expressed by the gentleman that addressed the Board earlier.

Mr. C. Drane (M-Chesterfield) asked why anyone would not have been picked up in a month. Mr. Nolan responded he would need to check into the specifics of his particular issue. Mrs. Hynes noted when they are stretched thin and an area is missed, they have a hard time getting back to that area. It should not be missed multiple times in a row. New drivers and constant hiring takes time to learn routes and nuances results in more misses. In addition, with most waiting three (3) weeks for collection, the volume on the curb is much higher than normal. Higher volume leads to increased trips to the recycling facility and more time to collect.

Mr. S. Chidsey (M-Ashland) also asked about investigating why he didn't get a response from CVWMA to his voicemails and emails. Mrs. Hynes responded CVWMA will investigate. She also noted that the Contract Center received 45,000 inbound calls in January, compared an average 10,000 calls per month. In addition, residents are utilizing email as well, especially if they can't get through on the phone. She reminded the Board we have three (3) full time employees, including the Senior Customer Service Supervisor on the phones and responding to email as quickly and efficiently as possible. However, CVWMA is not set up to handle that type of call volume and contact from the customer. CVWMA has worked on driving people to the website for updates. She admitted we need to make some changes and are already researching better ways to communicate so the customer gets the information they need and feels comfortable the information is accurate. Mrs. Hynes also noted that some of the issues will be corrected in the new recycling contract when all will have the large carts, as the small bins make the collection a very challenging manual process.

Chairman Paige commented that we are receiving 30,000-40,000 calls because the contractor we have a contract with is not doing their job. Our localities pay significant amount of money for the contractor to provide the service. When they enter into a contract with us, it is their total responsibility and it is our expectation they perform the job. She feels TFC is not living up to their word and the contract they signed. Chairman Paige believes we need to do more than remain complacent and hope it will get better. She is understanding of the issues, however we do pay them for a service and need to hold them accountable. CVWMA is overloaded with calls, which has resulted in negative press and we shouldn't have to hire more people because of service issues. Chairman Paige indicated we need to have a firm voice and enforce the performance of the contract.

Mr. M. Flagg (A-Hanover) acknowledged the struggles, and also commented that the banners and the communication from TFC and the CVWMA has improved to residents regarding the delays. He recognized and sympathized with the gentleman earlier that residents don't know when to expect collection when there are delays. Mr. Flagg finds a level of understanding with the citizenry if they know what to expect. He encouraged CVWMA to continue to communicate with residents as much as we can. He also mentioned it is critical that TFC communicate as much information as possible. He indicated that Hanover has also struggled with having enough workers to open facilities and the challenges in offering competitive compensation packages. He also mentioned that "we" are now putting up with the service demands because there isn't anyone else to fill in. He indicated we need to focus on the positives and assure everyone 'we will get through this.'

Ms. C. Glenn (M-Richmond) added that, from a customer service standpoint, we need to manage expectations properly. If she heard a voicemail that she would be contacted back within a day, she would expect to be contacted within that time frame. Even changing that detail or that message would help lessen frustrations. If we are not, we are just breaking another promise.



Ms. Stephanie Breaker, Senior Customer Service Supervisory indicated there was a missed collection entered earlier this week and would follow up on why it hasn't been collected. Sometimes residents send an email but don't provide their address, creating more follow up by CVWMA, which leads to more frustration. She also mentioned we will double check the messaging. It currently says we are experiencing high call volume and asks people to check the website or send an email.

Mr. R. Dunn (M-Chesterfield) Vice Chairman agreed with the Chairman's comments and agreed with Mr. Flagg on the communication improvements. He indicated that many complain on social media but don't give us the information necessary to assist them. He also commented that this is what's happening in our society. If you go to a restaurant, there is terrible service because they don't have the help. Mr. Dunn also relayed experiences contacting companies who say they will call back in a day and you never hear from them. He provided an example of his experience contacting the local Apple store. He indicated our whole society seems frustrated and no one has patience anymore. He continued that we need to keep working on but there has been improvement and he encouraged us to continue doing what we are doing.

Ms. E. Hall (M-Richmond) asked how the CVWMA is receiving information from TFC on what routes are being picked up every day. She indicated she hears and sees positive outbound communication from CVWMA on specific collection days and then TFC doesn't collect. If they could be more on target would be easier on the residents and our staff. Mrs. Hynes responded that the communications between CVWMA and TFC several times per day. They are better now about telling us where they are collecting each day, the number of trucks and update us throughout the day. Where we struggle sometimes is when the evening update changes by morning or what they planned to do over the weekend doesn't get done, so what we told people the night before and by morning the message is different. We are challenged to keep up. Also, we don't have email addresses for everyone in the program and even on social media, as much as we update, we notice people sharing posts that are a day or two old. We recognize there are many ways we can communicate better and we are working on those.

Mr. D. Simmons (M-Prince George) commented that the reason we have contracts is for accountability and it seems we are too understanding of their reasoning for not performing under the contract. He suggested we may need to go down the path of penalties to indicate we are serious.

Mr. C. Drane (M-Chesterfield) suggested that maybe the individuals that are not picking up start bearing the phone calls and media reports and take the responsibility. If we could hold them accountable on a public forum may get a quicker response from the contractor.

Mr. J. Clary (A-Henrico) questioned whether we want them to focus on customer service or fixing the problem. Mr. Drane responded they aren't fixing the problem and the only way to get them to fix the problem is publicly and financial assessments. Mr. Clary commented, we can fine them, but at the end of the day there isn't another company to take over the contract. Mr. Drane iterated that penalties don't have to mean dollars but could mean that TFC will join CVWMA in front of the media.

Mr. S. Chidsey (M-Ashland) suggested asking them to send a staff person over to help answer phone calls and share the pain. Chairman Paige like the suggestion of joint news coverage.

Ms. K. Carmack (M-Powhatan) questioned that while it is difficult to find another company to do this work, could they dump us. Sometimes public berating isn't the best way to work with a company. If we assess penalties and/or publicly berate them, maybe next time the contract comes up for renewal they don't want to work with CVWMA anymore. This is another thought to consider if there aren't any other companies out there to do this work.

Mrs. Hynes thanked everyone for their comments and committed to keep everyone up to date on the progress. Chairman Paige also thanked everyone for their engagement in this topic and we will continue to work on this topic. She suggested inviting them to job fairs and getting the word out that they need employees.

Mr. Nolan continued and provided the calendar of events coming up. He noted on March 12 Chesterfield is providing an electronics recycling and paper shredding event and New Kent is hosting an event providing recycling, paper shredding and tire recycling. On April 9, Hanover is hosting a household hazardous waste event and on April 16, Prince George will be utilizing our household hazardous waste contractor for their community event. On April 23, Hanover will be collecting electronics at the Verdi Lane site and on May 21, City of Richmond will be providing a household hazardous and electronics recycling event.

#### **Item No. 9: Public Information**

Mrs. Julie Buchanan, CVWMA's Public Relations Coordinator reported notification efforts of CVWMA regarding collection delays which includes updating the website daily and sometimes twice a day, social media, press releases and emails to over 45,000 residents. Chairman Paige asked CVWMA to explore options to work with the Contractor and the media jointly to inform residents on what's happening in the industry to cause the significant delays.

Continuing, Mrs. Buchanan reported the Young Scientists are reaching over 300 students this month and are working getting back in all schools in person. She mentioned CVWMA is partnering with Richmond Family Magazine with a recycled craft project in celebration and promotion of Earth Day. She noted that Read Across America is March 2 and she will be working with Richmond Public Library reading a story about recycling during their story time.

Mrs. Buchanan reminded the Board James River Week is September 10 -17 and she is working on planning an event and partnership opportunities. Lastly, she will be meeting with the Lion's Club in New Kent to talk more about their plastic bag/film initiative with Trex.

#### **Item No. 10: Financial Reports for January 2022**

Mrs. K. Shea, Accounting and Financial Manager, reported the January financial activity is consistent with previous months. The Authority has a combined Net Income of \$335,395 and she reminded the Board the net income decreases each month as expenses are incurred throughout the fiscal year. The Authority remains in total budget in all funds as of January 31, 2022. The accounts receivable schedule reflects the details of the amounts due to the Authority as of the end of the month and there was one account more than 60 days past due for \$20,042 and the payment has already been received.

Chairman Paige opened the floor for a motion to accept and file the Treasurer's Report for December 2021 as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice-Chair seconded by Mr. J. Clary (A-Henrico), and carried that the Financial Reports for January 2022 be approved and filed as submitted.

#### **Item No. 11: Strategic Plan - Committees**

Mrs. Hynes reminded the Board on the strategic planning timeline. The Board has reached consensus on the Vision, Mission and five goals. The next step is to form committees for each goal to work on developing objectives and initiatives to achieve the goals. Many Board members have signed up to work on the various goals. She reminded the Board of each of the five goals and encouraged members to sign up and provide input into at least one goal. She will be setting up meetings prior to the next Board meeting with the idea that each goal committee would report to the Board at each of the next few meetings and be prepared at the June 17, 2022,

Board meeting to adopt a comprehensive strategic plan, complete with vision, mission, goals, and initiatives and the plan for implementation.

#### **Item No. 12: Administrative**

Mrs. Hynes mentioned that as part of the Strategic Planning process, CVWMA will be having industry related speakers/presenters at future Board meetings as well as conducting tours. The next meeting in March, we are planning to have the meeting at TFC in Chester, listen to TFC's plans for upgrades to the facility, and subsequent to the meeting will tour the recycling facility.

#### **OLD/NEW BUSINESS**

Chairman Paige asked if there was any old or new business to come before the Board.

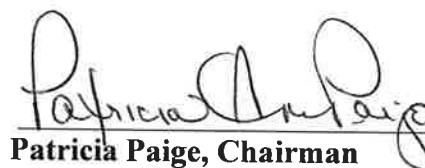
#### **ADJOURNMENT**

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 10:21am. The motion was made by Mr. R. Dunn (M-Chesterfield), Vice-Chairman, seconded by Mr. T. Flippen (A-Colonial Heights) and carried that the February 18, 2022, 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 February 18, 2022, 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., March 18, 2022. Given under my hand and seal of the CVWMA this 18<sup>th</sup> day of March 2022.

  
Patricia Paige, Chairman