

**CENTRAL VIRGINIA WASTE MANAGEMENT AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
APRIL 15, 2022
TFC RECYCLING
12200 OLD STAGE ROAD, CHESTER VA**

MEMBERS/ALTERNATES PRESENT

Voting:

Patricia Paige (M-New Kent), Chairman
Robert L. Dunn (M-Chesterfield), Vice-Chairman
Stephen Chidsey (M-Ashland)
Cary Drane (M-Chesterfield)
Clay Bowles (M-Chesterfield)
Dwayne Jones (A-Goochland)
Michael Flagg (A-Hanover)
Marcia E. Kelley (M-Henrico)
John Mitchell (M-Henrico)
Josh Byerly (A-Henrico)
Monique Robertson (M-Hopewell)
Johnny Melis (A-Powhatan)
Elizabeth Hall (M-Richmond)
Carly Glenn (M-Richmond)

Non-Voting:

Dawn Bowyer (A-Chesterfield)
Jon Clary (A-Henrico)

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
Angela Burley, Customer Service Representative
Stephanie Anderson, Customer Service Representative

MEMBERS/ALTERNATES NOT PRESENT

J. Allen Lane (M-Henrico), Treasurer
Miles Jones (M-Richmond), Secretary
Tangela Innis (M-Petersburg), Director
Jenny Schontag (A-Ashland)
Ricky Hicks (M-Charles City)
Michelle Johnson (A-Charles City)
Mindy Ritchey (A-Chesterfield)
Doug Smith (M-Colonial Heights)
Todd Flippen (A-Colonial Heights)
Wendy Grady (M-Goochland)
Susan Dibble (M-Hanover)
Randy Hardman (M-Hanover)
Bentley Chan (A-Henrico)
John Lockwood (A-New Kent)
William Rigglesman (A-Petersburg)
Karin Carmack (M-Powhatan)
Dean Simmons (M-Prince George)

Guests:

Randall Williams, City of Petersburg

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 9:00 a.m.

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. Seeing no one, Chairman Paige closed the public comment period.

Item No. 2: Minutes of the Regular Meeting of March 18, 2022

Chairman Paige opened the floor for a motion to consider the minutes of the regular meeting of March 18, 2022, as submitted. A motion was made by Mr. R. Dunn (M-Chesterfield), Vice Chairman, seconded by Ms. M. Robertson (M-Hopewell), and carried that the minutes of the March 18, 2022, Central Virginia Waste Management Authority (CVWMA) Board of Directors meeting be approved as submitted.

Mrs. M. Kelley (M-Henrico) noted that page 6 of the draft minutes indicate that she represents Hanover and that should be changed to reflect she represents Henrico.

Item No. 3: Chairman's Report

Appointment of the Nominating Committee

Chairman Paige appointed Mr. C. Bowles (M-Chesterfield) and Mr. T. Flippen (A-Colonial Heights) to the Nominating Committee, who will present a slate of officers for the ensuing year at the next meeting. She also asked Board members to reach out to the Nominating Committee with their interest in serving as an officer.

Team Recognitions

Chairman Paige expressed her excitement to recognize the great work of CVWMA staff members. She indicated that our customer service team is the glue that holds us together and is pleased to recognize their efforts today. Mrs. K. Hynes, Executive Director, first provided the Board with some perspective of that amount of work and work ethic of the team. In a year's time, CVWMA has received 150,000 in bound calls, 23,500 voicemails and 16,500 emails. That breaks down to 15,800 contacts per month, 731 per day, 70 per hour and 1.2 per minute.

Mrs. Hynes continued, stating the last two years have been challenging in many ways for all of us and she is proud of our group for adjusting and transitioning to working from home during the pandemic, which was a huge adjustment and it took us some time to implement and not without a lot of frustration along the way. Everyone was patient and persevered and figured it out. Recently, post COVID effects on operations has taken a toll on everyone also, especially our frontline team as they take the brunt of that initial contact with the customer. The customer service team is the connection between CVWMA and the public and they keep a pulse on what's happening on the street and serve as a resource for our customers. Today we want to take a moment to recognize and thank these three individuals for their dedication and service to CVWMA.

Mrs. Hynes introduced Stephanie Anderson is our newest customer service team member, joining us in November 2018, at first part time and then became full time in August 2020. She began work right at the start of our busiest time, the holidays and mailing the collection schedule. There was a snowstorm shortly after she came on board for her to deal with and she did not disappoint. Mrs. Hynes expressed her gratitude that Stephanie stayed after all of that and continues to be a steady calming voice for customers.

Mrs. Hynes then introduced Angela Burley. Angela joined CVWMA part time almost 12 years ago now and became full time three and a half years later. Angela has been with CVWMA through many ups and downs, lows

and spikes and through it all always has that smile on her face. Her smile can be heard through phone. Her laughter around the office is infectious and reminds us that we need to laugh every day to survive.

Mrs. Hynes then introduced Stephanie Breaker, Senior Customer Service Supervisor. Stephanie has been a part of our team since the inception of the call center in June 1999, the start of the then new contract with TFC. Mrs. Hynes indicated that she and Ms. Breaker have grown up together over the last 23 years and she has been a steady calming force. She is solutions oriented and proactive and really serves as her 'right hand' person in managing all aspects of customer communications. She is a huge asset to the whole team and the CVWMA. Mrs. Hynes indicated she couldn't imagine doing this without her as part of our team.

Mrs. Hynes thanked the customer service team again and provided each with a certificate of appreciation and token of appreciation. Ms. Anderson expressed her thanks and indicated she loves what she does. Ms. Burley also thanked the Board. Ms. Breaker thanked the Board for the recognition and for all of the support.

Continuing Chairman Paige thanked TFC Recycling for hosting the Board today. She asked everyone going on the tour after the meeting to sign the waiver forms on the back table. This is a great opportunity to see their facility and obtain more details on the work they do for the Authority.

Item No. 4: 2022 Virginia General Assembly Update

Mrs. K. Hynes provided an update on the 2022 General Assembly Session. 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 had passed the Senate 24-16 and passed the House 67-30; however has since been vetoed by the Governor. The statement by the Governor for vetoing the bill indicated he did not want to increase fees for doing business in Virginia and did not want increased fees passed on to consumers particularly at a time when inflation is resulting in significantly higher costs for goods and services.

Continuing, she noted that HB 831/SB 248 Composting; definition of anaerobic digestion has passed both Houses and has been signed by the Governor.

Mrs. Hynes noted that SB 14 Prescription drug donation; awareness and coordination program has passed the Senate and the House and the Governor has sent it back to the Senate for some revisions. The revision entails establishing a time frame to report back to the General Assembly.

Mrs. Hynes reported on 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, was rejected by the Senate. The Senate recommended revisions, however the House rejected the revisions and the bill is currently in Conference. In addition, one of the suggested revisions that is in debate is to limit the Air and Water Boards ability to issue, amend or deny any environmental permit. The bill has been continued to the 2022 Special Session to continue the debate.

Lastly, Mrs. Hynes reported on HB 1287 Public Procurement Act – preference for recycled materials. This Bill has passed the House and Senate. The Governor has also sent this one back to the House for some revisions. She indicated those revisions had to do with plastic materials, specifically.

Item No. 5: Strategic Plan Goal Committee Reports

Mrs. Hynes mentioned that each of the five goal committees have met a second time and are working on fine-tuning objectives and implementation strategies. Each goal committee provided an update to the Board.

Mr. J. Clary (A-Henrico) updated that Board on Goal #1: *Increase recycling rate to 80% (DEQ Recycling Rate Report) while exploring alternative options to landfilling non-recyclable waste.* He reported that much of the first meeting was focused on understanding what we can do, while at the same time balancing economics. The second meeting focused on prioritizing initiatives, beginning with actionable items that could be achieved in the short term. The committee talked about a number of ways to increase recycling, including exploring organics recycling and composting opportunities.

Mrs. J. Buchanan, CVWMA Public Relations Coordinator updated the Board on Goal #2: *Ensure positive customer experience by providing 24/7 access to customer service.* She reported the committee divided the work into three overall priorities including improving the overall customer service experience, which includes evaluating the existing experience. Secondly, the committee discussed implementing a multi-faceted communication system that balances human and digital interaction. This would include adding more self-service options for customers. The third priority is to increase resolution time and provide an easier, more efficient process. She indicated that this committee may not meet again as the group has established objectives and initiatives for reporting to the Board.

Mrs. J. Buchanan updated the Board on Goal #3: *to provide and expand educational services based on the Sustainable Materials Management Hierarchy to meet the needs of schools, local governments, and citizens in all localities.* She reported this committee also developed three objectives to include building a comprehensive outreach strategy based on the sustainable materials management hierarchy, improve the CVWMA user experience and work to increase brand awareness in the community.

Ms. C. Glenn (M-Richmond) reported on Goal #4: *increase access to recycling services to multi-family units.* She indicated the committee divided this goal into two main objectives. First, we want to ensure that any new development has the right template to start having recycling rather than retroactively thinking about recycling. It's really important moving forward that those multifamily homes know what to do, therefore we need to ensure that we have best practices and an easy blueprint to follow. Secondly, we want to increase convenient access to recycling in existing multifamily homes. This will follow a phased approach, the first being determining what can be done now, such as making them aware of drop off recycling opportunities. Phase one would include research to determine the number and type of multifamily units in the region. We definitely want to work with national experts to determine best practices. Phase three would include developing a program/procurement for providing the recycling service collection and education. Chairman Paige indicated a new development of 212 units in New Kent County is already planning for recycling.

Mrs. M. Kelley (M-Henrico) reported on Goal #5: *spur regional economic development opportunities to support the Sustainable Materials Management Hierarchy through education and research.* She reported the committee decided to start off with a two-way educational process. First, we will reach out to the localities and their economic development people and provide an overview of what CVWMA does and educate them on the sustainable materials management hierarchy. The committee also discussed the need for CVWMA to learn from the economic development officials about their processes, what they are looking for and how they are looking forward in terms of waste diversion and recycling. In the next meeting, the committee will be working out details on how we are going to gather that information. Secondly, the committee will be focusing on attracting business that support the sustainable materials management hierarchy and how we can be resource for localities and economic development officials on the needs in the region. Mr. R. Dunn (M-Chesterfield), Vice Chairman commented that when the Governor was recently at TFC signing the new Executive Order, he touched on economic development in recycling. Governor Youngkin touched on all of our goals and now is the time to get the new administration involved.

Mrs. Hynes thanked everyone for their participation in input. She recognized the extra time and more meetings, but the ultimate outcome will be very important in moving us forward. She also mentioned that even if you weren't part of the initial meetings, anyone can join at any time.

Item No. 6: 2021 Regional Recycling Rate

Mr. R. Thompson, CVWMA Operations Analyst presented the calculation of the regional 2021 Recycling Rate. Mr. Thompson reminded the Board that each year staff calculates regional recycling rate for the members of the Solid Waste Management Plan Unit but not an individual rate by locality.

Regulations requiring regions such as the CVWMA and towns, cities and counties not part of a designated region and that have a population more than 100,000 to submit a recycling rate report to the Department of Environmental Quality (DEQ) annually by April 30th for the previous calendar year that documents the recycling efforts of the area. He noted that Virginia has a two-tier recycling rate which requires a 25 percent recycling rate or a 15 percent rate if qualified. He asserted that the solid waste planning unit must have a population density less than 100 persons per square mile or an unemployment rate of 50 percent greater than the statewide average to qualify for a 15 percent recycling rate. Further, Mr. R. Thompson reminded the Board that under the 2012 legislation, those with a population less than 100,000 are now required to submit a report every 4 years. The CVWMA region is required to report every year and is required to meet the 25 percent mandate.

Continuing, Mr. Thompson stated, in order to calculate the amount of waste recycled in the region, staff takes the data from various recycling processors that participated in our survey to get the region's Principal Recyclable Materials (PRM). Referring to the slides, Mr. Thompson noted that Paper, Metal and Yard Waste are the 3 largest contributors to the recycling rate by weight. Principal Recycling Materials totaled 605,213 tons in 2021. Mr. Thompson noted an increase in Yard Waste, but the other categories remained consistent with last year's reported volume.

The DEQ allows recycled or reused tons of certain materials to be used as credit tons. For 2021, 94,404 tons of Construction and Demolition Debris waste is factored in as credit tonnage. Using this formula for the adjusted rate and adding the credit tons, the adjusted rate is 57.85%. The DEQ allows an adjusted rate no greater than 5% of the base recycling rate. Since the adjusted rate is only 3.56% greater than the base rate, the adjusted rate of 57.85% is our preliminary recycling rate for 2021. Mr. Thompson noted staff is waiting to hear from a few processors for information and if we get more information, the rate may change slightly before submitting to DEQ. Referring to the slide, Mr. Thompson noted the rate has been consistent over the past five years.

Item No. 7: Financial Reports for March 2022

Mrs. K. Shea, Accounting and Financial Manager, reported the February financial activity is consistent with previous months. The Authority has a combined Net Income of \$257,196 and the Authority remains in total budget in all funds as of March 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 \$977 CVWMA has been working with the locality.

Chairman Paige opened the floor for a motion to accept and file the Financial Reports for February as submitted. A motion was made by Mr. S. Chidsey (M-Ashland), seconded by Mr. J. Mitchell (M-Henrico), and carried that the Financial Reports for March 2022 be approved and filed as submitted.

Item No. 8: Operations, Public Information and Administrative

Mrs. Hynes indicated that in the interest of time, the Board can refer to the agenda packet for the monthly report on operations and public information activities and she and the staff would be happy to answer any questions. Program statistics are posted on the website and there are a few copies on the back table.

OLD/NEW BUSINESS

Chairman Paige asked if there was any old or new business to come before the Board. Mr. C. Bowles (M-Chesterfield) introduced Ms. Dawn Bowyer (A-Chesterfield), recently appointed as his alternate to the Board. Mr. Bowles indicated she is a fantastic member of the Chesterfield General Services Team and happy to have her on board. Chairman Paige welcomed Ms. Bowyer to the Board.

Chairman Paige also asked Mr. Randall Williams to introduce himself. Mr. Williams indicated that he is the Interim Director of Public Works for the City of Petersburg and works with Ms. T. Innis (M-Petersburg).

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 9:36am. The motion was made by Mr. R. Dunn (M-Chesterfield), Vice-Chairman, seconded by Mr. C. Drane (M-Chesterfield) and carried that the April 15, 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 April 15, 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., May 20, 2022. Given under my hand and seal of the CVWMA this 20th day of May 2022.


Patricia Paige, Chairman