At a regular meeting of the Public Service Authority Board of Directors held on Tuesday, August 12, 2014, 2014 at 9:00 a.m. in the Board Room of the County Administration Building, 143 Third Street, NW, in the Town of Pulaski, Virginia, the following Board members were present: Doug Warren, Chairman; Dave Dean; Dennis Setliff; and Nancy Burchett. Board member Fritz Streff was unable to attend the meeting.

Staff members present included: Jared Linkous, County Engineer; Diane Newby, Finance Director; Debra Boyd, PSA Collections; Ronnie Nichols, Director of Operations, Maintenance and Transportation; and Gena Hanks, Clerk to the Board.

Dr. Warren called the meeting to order and welcomed those in attendance. Dr. Warren advised that Dr. Streff would be unable to attend the meeting due to a previous commitment.

#### 1. Citizen Comments

Brenda Blackburn inquired as to any plans by the PSA for providing "septic" in the area where the old Red Carpet Inn is located. Mr. Linkous responded that there had been some studies related to providing septic to that area; however, no funding has been provided for the actual construction of the project. Mr. Linkous also advised that, historically, the old Red Carpet Inn building had its own waste water treatment system, which had been maintained by the owners. Ms. Blackburn asked if permitting would be needed to provide septic to that facility. Mr. Linkous responded that proper permitting is required for any water or septic services.

Ms. Blackburn questioned Debbie Boyd on the status of the sending of letters to individuals where garbage service had been provided, but no billing by the PSA staff had occurred. Ms. Boyd responded that she continued to send letters to affected customers.

Ms. Blackburn inquired as to the garbage rates in 1989. Ms. Hanks advised this question, along with several other questions, had previously been submitted by Ms. Blackburn via a Freedom of Information Act request and staff planned to have a response by 5:00 p.m. on August 12<sup>th</sup>.

Ms. Blackburn shared information from the minutes of a PSA meeting held in 1993 in which the retroactive billing of customers was discussed and approved.

Mr. Garland Campbell distributed information related to the fluoridation of water and also shared statistical findings related to the return of

fluoridated water to sewage treatment facilities. Mr. Campbell requested the PSA Board reconsider the practice of including fluoride in the PSA's water system.

Dr. Warren requested the County Engineer review the information shared by Mr. Campbell and provide an update at a future meeting.

#### a. <u>Staffing</u>

Dr. Warren advised that Mr. Huber would be absent from the PSA meeting due to a commitment to attend the dedication of the new vehicle test track at Volvo and that Mr. Linkous would oversee the PSA meeting in Mr. Huber's absence.

#### b. Letter from Starr Rowe

Mr. Linkous described a letter from Starr Rowe expressing concerns over the timeframe of the monthly billings by the PSA. Mr. Linkous described the change in the billing cycle which allows for the bills to be sent out on the 1<sup>st</sup> of each month, with payment being due on the 25<sup>th</sup> of each month. Mr. Linkous advised one of the questions posed in Ms. Rowe's letter was whether or not PSA bills can be viewed online.

Ms. Burchett noted that customers who sign up for direct deposit will see the deduction from their bank accounts on the 25<sup>th</sup> of each month.

# c. <u>Drop Site Update</u>

Mr. Linkous described an email received from Mr. James Grimmett requesting the three drop sites be open all day, as well as expressing concern on the dumpsters being full on recent visits.

Mr. Nichols advised to open the three drop sites all day would be costly to operate due to the manpower that would be needed to operate the three sites.

Board members discussed recent situations where the bins were full at the drop sites.

Mr. Nichols offered to discuss the issue with the drop site attendants and to arrange for the drop site attendants to advise him when the bins are 80% full, at which time the bins would be emptied.

## 2. Follow-up Items

## a. Well Drilling Update

Mr. Linkous described information provided to the PSA Board, specifically emails between Mr. Linkous and Mr. Sheckler related to capping of the well. Mr. Linkous advised that Mr. Sheckler was concerned that the water leak was eroding and flooding the bank. Mr. Linkous also described a potential solution would be to place a cap on the leak to hold it in, with another option to extend the casing higher to the point where water would not leak out. Mr. Linkous advised the matter would be reviewed by PSA staff. Further, Mr. Linkous was awaiting a return call by Mr. Sheckler to arrange a meeting to discuss moving forward with the purchase of the property.

# b. <u>Water Pump Update</u>

Mr. Linkous provided an update regarding the pressure losses resulting from the Bourne's residence being located approximately 100 feet above the PSA water meter which serves the Bourne's residence. Mr. Linkous also described the options that had been provided to the Bournes. Mr. Linkous advised that recent communication with the Bournes indicated the pressure issues had improved and if the problem starts again, the option by the Bourne's would be to move the pump. Mr. Linkous emphasized that the PSA is obligated to maintain 20 psi and the PSA was satisfying those obligations.

# 3. <u>Action Items</u>

# a. <u>Meter Replacement Project</u>

Mr. Linkous described a proposed "Decision Tree Analysis for the Replacement of Meters" submitted by professors at Virginia Tech, a copy of which is filed in electronic form in the BoardDocs agenda for this meeting.

Mr. Linkous advised that, now that a significant number of meters had been replaced, verification can take place of the accuracy of the **es**timated percentage reading loss calculated into the decision

to replace both the body and head portions of the existing meters. Mr. Linkous noted replacement of the recording portion of the existing meters would cut the cost of going to radio read meters by approximately 50%.

Mr. Linkous also advised the purpose of the proposed study is to verify the accuracy of the PSA's early estimate regarding the loss of revenue, due to inaccuracy of the mechanical measuring system in the remaining existing meter bodies.

Mr. Linkous advised it was staff's recommendation to the Board to approve the \$30,000 cost of the study, prior to planning for the \$750,000 estimated cost for replacing the remaining PSA water meters.

Board members discussed the following: status of meters having been previously replaced; use of the study as a tool in making decision regarding replacement of water meters; previous discussions by the PSA Board indicating a desire to replacing all meters; and specifics regarding data to be obtained by Virginia Tech to allow for recommendation.

Mr. Setliff advised he had no issues with the \$30,000 expenditure, as long as the proper strategy is in place.

Mr. Dean expressed a desire to replace all of the meters now and avoid the time and funds for a study.

Dr. Warren suggested tabling action on the matter until Dr. Streff could be in attendance at the meeting. Mr. Linkous advised there were time constraints due to Virginia Tech's need to assign the study to students who are preparing their 2014 fall classes.

On a motion by Ms. Burchett, seconded by Mr. Setliff and carried, the Board approved a \$30,000 expenditure to be used towards the cost of the study by Virginia Tech.

Voting yes: Mr. Setliff, Dr. Warren, Ms. Burchett.

Voting no: Mr. Dean. Not present: Dr. Streff.

Mr. Dean requested staff notify the appropriate contact at Virginia Tech and request all references to "Pulaski" be corrected to reference "Pulaski County PSA".

### b. Agreement – PSA & PCSA

Mr. Linkous described an agreement between the PSA and Pulaski County Sewerage Authority (PCSA) and a recommendation for the following modifications: propose that the Sewerage Authority be asked to consider paying for two additional PSA maintenance staff members, with their time being credited to overall PSA staff hours spent working on the PCSA system, thus, the PCSA would not be billed for the first 4,160 hours of staff time spent during the course of the year in exchange for paying the PSA for the permanent employment of the additional PSA staff persons. Additionally, staff recommended the PSA purchase and equip an additional pick-up truck for use by the additional employees at an estimated cost of \$35,000 which would also serve to recognize the benefit to the PSA of the additional staff availability.

Board members discussed the following: terms in the existing agreement; concerns over the PSA staff to respond to PSA needs due to time spent responding on PCSA issues; timeframe for implementing personnel changes; the need to have a separate department/line items for the additional staff; and potential costs associated with adding the proposed two additional staff to the PSA payroll.

Dr. Warren clarified that the agreement between the PSA and PCSA had previously been approved by the PSA Board and that the action being recommended by staff was to present the proposed changes to the PCSA.

Mr. Setliff advised he would present to the PCSA the modifications for review and consideration.

# c. <u>Employee Exit Interview Policy</u>

Mr. Linkous explained the proposed policy was an effort to allow staff to identify workplace, organizational or human resource factors that may have contributed to an employee's decision to leave employment, enable the County to identify trends requiring attention or any opportunities for improving the County's ability to respond to employee issues, and further to allow the County to improve and

continue to develop recruitment and retention strategies aimed at addressing those issues.

Board members discussed the following: potential for exiting employee to not participate in exit interview; the need to add a place for employee to check that keys have been returned; the addition of a section

allowing for employee to explain reasons for leaving; and the addition of a signature line for the employee to sign if they refuse the exit interview.

Ms. Hanks read comments sent (via email) by Dr. Streff describing suggested changes to the policy which included correction of a typographical error in the policy, as well as the splitting of two questions related to discipline policies and practices and time off policies and practices.

On a motion by Mr. Setliff, seconded by Ms. Burchett and carried, the Board approved the following Employee Exit Interview Policy, with changes as suggested above and subject to same approval by the Board of Supervisors at its August 25, 2014 meeting:



# Pulaski County Employee Exit Interview

The state of the s	(Confidential)
Employee Refused to Complete F	pnjiaentiai
Employee Name:	Department:
Supervisor:	Termination Date:
Position Held:	Salary:
Part 1 – Reasons for Leaving Employment:	
RESIGNATION (please check all that apply, circle	
Took another position	Dissatisfaction with supervisor/management
Home/Family needs	Dissatisfaction with type of work
Relocation to another area	Dissatisfaction with working conditions
Poor health-physical problems	Dissatisfaction with salary
To attend school	Other
Explanation:	
LAID OFF	RETIREMENT
Lack of work	Voluntary retirement
Position eliminated	Compulsory retirement
Financial	
DISCHARGED	=
Violation of policies	Tardiness/Excessive Absenteeism
Unsatisfactory work performance	Dishonesty/Stealing
Insubordination	Controlled substance abuse
Other (specify)	
Part II: Comments/Suggestions for Improvement:	
What did you enjoy most about your job?	
Tribut with you orgo; most about your joo?	
What did you like least about your job?	

	Excellent	Good	Fair
Poor			
Rate of pay	-		
Paid holidays			
Annual Leave/Sick Leave Accrual	<del></del>		
Retirement plan	<del></del>		
Medical/Dental coverage	====0		
Life insurance	===>	<del></del>	-

# Pulaski County Employee Exit Interview (Page 2)

Part II: Comments/Suggestions for Improve	mont (Conti	muod):		110
How do you feel about the following:	ement (Conti	nucu).		
Tion do you reet about the fellowing.	Very Satisfied			Slightly Very Dissatisfied
Dissatisfied				
Opportunity to use your abilities		-		<del></del>
Recognition of the work you did		/ <del>====</del> :		
Training you received		—		====1
Supervisor's management method	**			
Communication with supervisor		-	-	
Information on policies				
Discipline policies	-	-		-
Discipline practices	<del></del>			<del></del>
Time off policies				17

	Time off practices
	Performance reviews
f you a	re taking another job, what type of work will you be doing?
What h	as your new place of employment offered you that is more attractive than your present job?
Sould B	
oulu r	rulaski County have made any improvements that might have influenced you to stay on the job?
ther C	omments:

# Pulaski County Employee Exit Interview (Page 3)

Part III - Payroll Information:			
Print employee dealers on the control of	distinguish from their		
Leave Payout: Sick Leave Final Payout: Check	Annual Leave Direct Deposit	Comp. Time	
Forwarding address:			_
Employer & Employee Paid Deductions:	Single Deduction	Double Deduction	Term.
Date	28.0 2.0	Bouble Beduction	rem.
VRS			1
Health Insurance		<del></del>	
Dental Insurance	<del></del>		
Employee Paid Deductions:			
	Term Date		m Date
Christmas Club AFLAC		Washington National Colonial	

TransAmerica YMCA Nationwide Deferred Comp Flexible Spending Account (FSA)	Virginia Cre United Way Optional Li	VI.
Other:  Uniforms returned Return of keys Health Savings Account – Employe	ee keeps what is remaining in account	
Employer Use Only:  Termed Aetna Insurance Termed Delta Dental Termed Eyemed	Term Date	·*
COBRA Benefits	(Date of continuing of	coverage) Term
Interviewers Signature	Title	Date
Employee Signature	Employee (Please Print)	Date
Copy provided to cuttions:		

Voting yes: Mr. Setliff, Dr. Warren, Ms. Burchett.

Voting no: Mr. Dean Not present: Dr. Streff.

# 4. Consent Items

# Minutes of Previous Meeting

The Board approved the minutes of the June 10, 2014 meeting, as presented.

# a. <u>Balance Due & Lien Reports</u>

The Board reviewed and accepted the following balance due and lien reports:

Balance Due	5/6/2014	6/2/2014	7/1/2014	8/4/2014
Current Balance	498,541.30	111,410.47	657,929.11	724,218.18
Over 30 Days	107,233.99	52,713.41	208,803.57	293,895.59
Over 60 Days	40,536.90	48,446.65	19,779.87	161,482.92

Over 90 Days	1,127,295.46	1,134,285.06	1,130,438.59	1,126,018.06
Total	1,773,607.65	1,346,855.59	2,016,951.14	2,305,614.75
Liens Filed	1,935,664.11			

# Details of Accounts Delinquent for 90 days or more

# Detail by type of customer and level of service billed for

	Garl	page & Water	Sewe	r Only	Gar	bage Only	Total
Residential	\$	57,621.85	\$	68,191.58	\$	767,956.05	\$ 893,769.48
Commercial	\$	1,715.16			\$	55,951.05	\$ 57,666.21
Nonuser	\$	174,582.37	See E	Breakdown			\$ 174,582.37
Total	\$	233,919.38	\$	68,191.58	\$	823,907.10	\$ 1,126,018.06

# Detail by type of customer and active, inactive and non-user accounts

	Inactive		Non User		Active			Total	
Residential Water	\$	50,267.12	\$	31,633.33	\$	7,354.73	\$	89,255.18	
Commercial Water	\$	1,715.10			\$	0.06	\$	1,715.16	
Residential Garbage	\$	56,723.26	\$	15,373.22	\$	711,232.79	\$	783,329.27	
Commercial Garbage	\$	37,549.37			\$	18,401.68	\$	55,951.05	
Sewer	\$	7,943.36	\$	1,527.65	\$	60,248.22	\$	69,719.23	
Penalty			\$	12,989.45			\$	12,989.45	
Interest			\$	113,058.72			\$	113,058.72	
Total	\$	154,198.21	\$	174,582.37	\$	797,237.48	\$	1,126,018.06	

# c. <u>Budget Adjustments</u>

The Board approved the following budget adjustments:

# FISCAL YEAR ENDED JUNE 30, 2015 PSA FUND #1

			Ar	nount Increas
Account Number	Account Title		_	(Decrease)
REVENUES:				
500-041050-0100	Transfer from PSA Reserves		\$	1,391,770.0
500-024040-7005	Department of Health Generator Grant			420,000.0
500-032020-0315	Rural Development Community Sewer Project	ts		1,249,000.0
500-032020-0330	Rural Development Water Meter Project			64,655.0
500-051020-0003	CDBG Skyview Phase 2			575,405.0
		TOTAL	\$	3,700,830.0
EXPENDITURES:				
500-094100-8120	Relocate PSA Billing Office		\$	24,200.0
500-094100-8124	Dewatering Container		Ψ.	8,233.0
500-094100-8123	Raw Water Traveling Screen Rebuild			50,000.0
500-094100-8127	Water Quality Improvements			800.0
500-094100-8130	Raw Water Intake Improvements			262,750.0
500-094100-8131	PSA Water/Sewer/Refuse Offices			123,800.0
500-094100-8133	Mt Olivet ARVs			25,000.0
500-094100-8134	Water Treatment Plant Well Testing			94,350.0
500-094100-8241	Skyview Phase 2 Sewer Project			833,355.0
500-094100-8160	Roll Off Containers			7,600.0
500-094100-8163	Water Treatment Plant Roof			30,000.0
500-094100-8235	Drop Center Improvements			6,000.0
500-094100-8253	Community Sewers Projects			1,246,017.0
500-094100-8254	Replacement of Galvanized Water Lines			16,098.0
00-094100-8256	Water Meter Replacements			82,205.0
00-094100-8264	Newbern Adult Daycare Center Water Line			10,000.00
00-094100-8112-000	Water Treatment Plant Improvements			232,669.00
	Water Tank Painting & Maintenance			217,589.00
00-094100-8101-002	Water Department Tractor			2,700.00
00-094100-8105-005	Water Department Vehicles			1,193.00
00-094100-8112-008	Water Treatment Plant Chemical Optimization			232.00
	Water Treatment Plant Emergency Electrical			402,832.00
	Refuse Department Vehicle			18,000.00
	Water Treatment Plant Energy Improvements	_		5,207.00
		TOTAL	\$	3,700,830.00

#### FISCAL YEAR ENDED JUNE 30, 2014 PSA FUND # 12

				Amount Increase
Account Number	Account Title		(l	Decrease)
REVENUES:				
500-016190-0300	Commercial Water Sales	ı	\$	44,905.00
		TOTAL	\$	44,905.00
EXPENDITURES: 500-095100-9161	VRA 2004 Bond Refinancing		\$	44,900.00
500-046105-5110	Lakewood Estates Electrical Services		φ	5.00
		TOTAL	\$	44,905.00

# d. <u>Billing Adjustments</u>

The Board reviewed and accepted billing adjustments totaling a net credit of \$8,044.43.

## e. <u>Accounts Payable</u>

The Board approved accounts payable for checks numbered 8010639 through 8010782, subject to audit.

Voting yes: Mr. Dean, Dr. Warren, Mr. Setliff, Ms. Burchett.

Voting no: None. Not present: Dr. Streff.

#### 5. Staff Reports

# a. <u>Financial Reports</u>

Dr. Warren inquired regarding the impact of the budget adjustments to the overall budget. Ms. Newby advised the budget adjustments are carryover items from the FY 14 fiscal year.

On a motion by Ms. Burchett, seconded by Mr. Dean and carried, the Board approved the financial report as presented.

Voting yes: Mr. Setliff, Mr. Dean, Dr. Warren, Ms. Burchett.

Voting no: None. Not present: Dr. Streff.

# b. Operational Report

On a motion by Mr. Dean, seconded by Ms. Burchett and carried, the Board reviewed and accepted the following Operational Reports:

### 1. <u>Inmate Availability</u>

Staff reported use of three inmates per day for the month of July 2014.

# Drop Site and County Landfill Tonnage Reports for July 2014

# **Drop Site Total**

Site	Trips	Tons	Tons per haul
Dora Highway	17	42.07	2.47
Dublin	23	91.10	3.96
Fairlawn	8	46.73	5.84
Totals	48	179.90	3.74

# County Landfil! Tonnage (County Customers & Refuse Department Haulers for the Month of July 2014)

Commercial	Residential	Tires	Brush	7
3084.68	1306.28	1056	3.75	1

#### 3. <u>Cut Off List</u>

Staff reported there were 61 cutoffs for the month of July.

#### 4. Personnel Changes

Staff reported the following change in personnel: Byron Dollinger retired effective June 30, 2014.

#### c. Collections Report

Ms. Boyd described the status of the collections method being used noting calls and responses are made daily and letters are sent on a routine basis. Ms. Boyd also advised that out of the 3,000 letters sent out by the PSA, 119 new customers had been added to the PSA system.

Ms. Burchett noted the rise in delinquent amounts and inquired as to plans for addressing the delinquencies. Ms. Boyd advised she was working with other PSA billing staff to address the delinquencies. Ms. Burchett suggested the PSA's attorney working on delinquencies may need to become involved in addressing the continued delinquency issue.

On a motion by Ms. Burchett, **se**conded by Mr. Dean and carried, the Board accepted the following collections report provided by Debra Boyd:

- 1. Set-off Debt collections: 437 accounts submitted totaling \$629,130.85. Received \$24,969.56 to be posted on the delinquent accounts.
- 2. Addition of 119 new refuse customers since January
- 3. In the process of setting up billing for those customers who have not responded to prior notices for garbage service requirements.

Voting yes: Mr. Dean, Dr. Warren, Mr. Setliff, Ms. Burchett.

Voting no: None. Not present: Dr. Streff.

# d. Staff Commendation

Mr. Linkous read an email from Jack Gill commending the drop site attendant at the drop site on Bagging Plant Road for keeping the site "tidy" and "well supervised".

# e. <u>Hazardous Waste Collection Day</u>

Mr. Nichols advised a "Hazardous Waste Collection Day" was held by the NRRA on August  $9^{\text{th}}$  with the NRRA staff reporting a successful collection day.

# f. Sustainable Waterworks Short Course

Mr. Linkous described a "Short Course for Establishing a Successful and Sustainable Waterworks: Revenues, Rates, and Funding" to be held September 22-25, 2014 and invited PSA Board members to participate, if desired.

#### 6. Staff To-Do Listing

Board members reviewed the following items which staff is currently working on but for which there is no additional information to report to the Board at this time.

- a. Skyview/NRV Fairgrounds Sewer Funding
- b. South Side of Lake and Fairlawn Drop Centers
- Dublin PSA Office Relocation

Ms. Burchett inquired as to the status of the office relocation matter. Mr. Linkous advised he was not aware of the status of this matter; however, the matter could be placed on the September agenda for an update.

Staff was also requested to determine status and cost of the property located beside of the old Coca Cola lot on Rt. 100.

- d. Covered Water Meter Ordinance
- e. Meter Replacement with Radio Read Units
- f. Draper Area Wythe County Sewer/PSA Connection
- g. Water Meter Replacement
- h. Water Master Plan
- i. Change Exit at Fairlawn Drop Site

# 7. Other Matters

Mr. Setliff described the recent groundbreaking ceremonies held by the Pulaski County Sewerage Authority to kickoff the new \$300,000 project in Fairlawn with said project addressing ongoing mechanical issues with the current infrastructure in the system.

Ms. Hanks requested Mr. Nichols invite Ronnie Gravely's family to the September 9, 2014 PSA Board meeting to accept the memorial resolution.

# 8. Adjournment

On a motion by Ms. Burchett, seconded by Mr. Dean and carried, the Board adjourned its regular August 2014 meeting. The next regular meeting of the PSA Board is scheduled for Tuesday, September 9, 2014 at 9:00 a.m. in the Board Room of the CAB.

Voting yes: Mr. Dean, Dr. Warren, Mr. Setliff, Ms. Burchett.

Voting no: None. Not present: Dr. Streff.

Doug Warren, Chairman

Nancy Burchett, Secretary/Treasurer