

Customer Focused



**HENRICO COUNTY
2013-2014
ANNUAL REPORT**

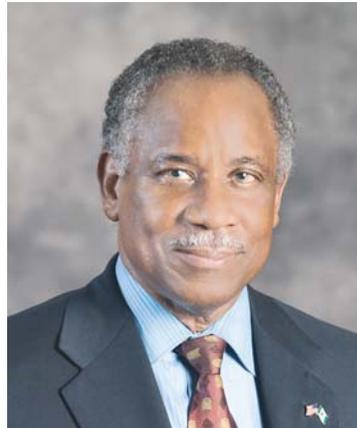
Honorable Board of Supervisors

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MESSAGE FROM THE MANAGER

Sunshine feels good after a string of gray, cloudy days. Sunlight draws us from our homes, invigorates us and adds color to everything around us.

I am pleased to report that Henrico County is once again enjoying a little sunlight as the national recession's effects continue to fade.

On behalf of the Board of Supervisors, I thank you — our valued residents, businesses and other stakeholders — for your patience and understanding during these recent years of shared sacrifice.

One can learn a lot under difficult circumstances. Reflecting on the year that ended June 30 and new challenges before us, I am proud of where we are and for what we stand.

We have accomplished much as a community by working together and focusing on the things that make Henrico such a tremendous place to live, work and play.

Please know that your local government continues to strive to work smarter and more efficiently, with an emphasis on openness, transparency and customer service.

Building on its foundation of strong leadership, Henrico has adopted a philosophy of continuous improvement as a high-performance organization.

This means we are committed to strengthening our workplace culture and cultivating a mindset among employees. All workers, from the frontline to upper management, are empowered to see themselves as leaders and are expected to seek better ways to serve residents and other stakeholders.

If the recent recession taught us anything, it is that leaner governments need an “all hands” approach and a focus on customers.

In Henrico general government, we reject the notion of measuring success from a checklist of tasks or accomplishments. Instead, we accept our pursuit of excellence as never-ending.

Richmond magazine's annual reader survey recently recognized Henrico as the “best in government” in the region.

We appreciate this and other honors, and we share them with you. We also welcome feedback and participation in your government.

We remain committed to being accessible and responsive. To that end, this Annual Report includes the name and phone number of the director or leader of each department, office or agency. I also list below my phone number and those of the four deputy county managers. As always, please feel free to call if we can be of service.



Sincerely,

A handwritten signature in black ink that reads "John A. Vithoukas". The signature is fluid and cursive.

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Board of Supervisors

Henrico County is divided into five magisterial districts: Brookland, Fairfield, Three Chopt, Tuckahoe and Varina.

Voters from each district elect one representative to the Board of Supervisors for a four-year term. The board, whose members are serving terms through Dec. 31, 2015, is responsible for appointing the county manager, who serves as the chief administrative officer. Henrico has 37 departments and agencies and 41 boards and commissions to ensure effective administration of all local functions, including the general government, public school system and court system.

The Board of Supervisors meets usually twice per month, on the second and fourth Tuesdays. Meetings are held at 7 p.m., in the Board Room at the Henrico County Government Center, 4301 E. Parham Road.

Agendas for upcoming meetings and minutes of previous meetings are posted at henrico.us/supervisors.

Since 2009, the board has provided a live stream of audio and video of its meetings as well as recordings of previous meetings. The public can view the meetings by computer, smartphone or other mobile device at henrico.us/supervisors/video-of-meetings.



Henrico's internship program began in 2013 for students who are in high school or college or are pursuing an advanced degree. A group of interns, pictured with the Board of Supervisors and County Manager John A. Vithoukas, was recognized this summer at a meeting of the board.

Police

Chief: Col. Douglas A. Middleton, 501-4840

Henrico recorded its lowest crime rate in more than two decades during 2013.

The county finished the calendar year with 26.45 crimes per 1,000 residents, a slight drop from the previous low of 26.74 in 2010, according to county crime statistics dating to 1989.

Overall, Henrico had 8,496 incidents of violent and property crimes in 2013. They include arsons plus seven categories of crime tracked

in the FBI's Uniform Crime Reporting (UCR) Program: murder, rape, robbery, aggravated assault, burglary, larceny and motor vehicle theft.

The Police Division in December opened Central Station to support patrol operations in Henrico's central area, primarily the Fairfield District.

The station, located in temporary space at Virginia Center Commons, is the division's third patrol station. The division also operates West Station, at the Public Safety Building near East Parham Road, and South Station, on Eastpark Court in Sandston. Each operates 24 hours per day, seven days per week.

With 85 officers, Central Station serves the area from Creighton Road to the east, Staples Mill Road to the west, the Hanover County line to the north and the city of Richmond line to the south. Having a station along Brook Road provides a base of operations and keeps officers close to the communities they serve.

Henrico is leasing the 2,907-square-foot space for \$1 per year from mall owner North Park Associates, L.P. The station features a briefing room, offices, a small kitchen, officer work stations and an interview room, which is available to all Henrico police and other law enforcement agencies.

Henrico spent about \$65,000 to open the station, about \$100,000 less than budgeted. The division was able to limit costs by using surplus or donated materials and furniture and by tapping the carpentry and electrical skills of about 120 students in the Career and Technical Education program of Henrico County Public Schools.

In March, Police received the highest level of endorsement by the Commission on Accreditation for Law Enforcement Agencies Inc. (CALEA).

The division earned the CALEA Gold Standard Advanced Accreditation with Excellence after an on-site review of division policies and procedures, management operations and support services. It also included interviews with residents, other agencies, Police staff and the county manager.

The accreditation — Police's eighth overall from CALEA — is valid for three years.

Also in March, Police introduced a comprehensive crime-fighting and crime-prevention initiative known as Technology-Enhanced Modern Policing Operations, or TEMPO.

Created with help from the Department of Information Technology, TEMPO uses technology and police best practices to help officers respond to crime and to identify trends quickly. TEMPO emphasizes developing relationships with residents, business owners and community leaders to improve safety.

TEMPO also organizes information in a dashboard accessible from officers' laptop computers, providing real-time access to all information about an investigation or situation.

Fire

Chief: Anthony E. McDowell, 501-4901

The Division of Fire earned reaccreditation from the Commission on Fire Accreditation International (CFAI) following an extensive review.

The stamp of approval, announced in June, lasts five years and is the division's fourth since 1997, when it became the first fire department in Virginia and the ninth in the world to become fully accredited. Fire also earned reaccreditation in 2003 and 2008.

CFAI evaluates departments based on an internationally accepted model that includes a comprehensive self-assessment and peer review across 10 categories. The evaluation considers 253 performance indicators and more than 80 mandatory core competencies.

The voluntary accreditation process promotes continuous improvement through the application of best practices, community risk assessment and data-based planning.

Also in fiscal 2014, Fire continued to modernize and expand its stations, opening two new facilities and beginning construction on an additional one. Each project is designed to meet energy-saving standards of the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) program.

Fire moved into the new Regency Area Firehouse 9, at 9401 Quioccasin Road, in September and dedicated the building in May.

At 11,160 square feet, the firehouse is about three times larger than the station built on-site in 1964. Henrico voters approved funding for



The Police Division opened Central Station in temporary space at Virginia Center Commons to provide a greater law-enforcement presence in the county's central area.

the \$4.9 million project through a bond referendum in 2005.

The new building houses an engine company, a fire medic unit and an attack pumper. It features three apparatus bays, a larger dayroom and kitchen, a workout room, a training room and office space.

In March, Fire dedicated the Glenwood Farms Firehouse 7, at 2701 E. Laburnum Ave. The \$4.7 million station includes 11,302 square feet of space — more than three times as much as the station that stood on the property from 1964 to late 2013.

The new facility houses an engine company, fire medic unit and a battalion supervisor. It also includes a small-engine repair shop and serves as a base for the division's Fire Explorer program.

Construction started in January on a new Firehouse 10, at 6313 Horsepen Road.

The 12,060-square-foot station — currently unnamed — will replace a 4,215-square-foot station built on the property in 1962. Construction is occurring in phases to allow continuous operations. The building's first section is expected to open in November, with the remainder planned for February.

The new \$4.5 million station is being funded through the sale of bonds approved by voters in a 2005 referendum. The station will include three apparatus bays and overnight accommodations for 15 firefighters. It also will house an engine company and a ladder truck.

Also in fiscal 2014, Fire earned recognition as the region's top emergency medical services agency by the Old Dominion Emergency Medical

Service Alliance. Fire received the 2013 Regional EMS Council Award for Outstanding EMS Agency in July 2013 at a banquet honoring the region's practitioners of prehospital medical care.

Planning

Director: Ralph J. Emerson Jr., 501-4605

The Department of Planning began to see an uptick in development and redevelopment activity within the county's major commercial corridors.

Noteworthy projects include a 1 million-square-foot distribution center for Lumber Liquidators and an initial phase of Broad Hill Centre, a planned community with 179,600 square feet of medical offices for Bon Secours and 564 residential units.

Also proceeding are plans for Innsbrook Phase 1, which includes a 190,000-square-foot office building, a four-story apartment building with 156 units and two retail buildings combining for 42,000 square feet.

Rocketts Landing Phase III will provide a five-story mixed-use building with 156 apartments, 10,852 square feet of retail space and a parking deck. New development at West Broad Village includes a 24,142-square-foot Golfsmith store, a 10,000-square-foot day care center, and construction of the community's last 45 town houses.

National retailers introduced themselves to the Henrico market. Southern Season opened a 53,000-square-foot specialty grocery store at Libbie Mill. The community also is preparing for the construction of the Libbie Mill Area Library, 327 apartments, 76,333 square feet of retail space and 59,511 square feet of office space.

Other national retailers will soon break ground on stores. A rezoning approved for NV Retail will bring to West Broad Street 36,000 square feet of office uses and 420,000 square feet of retail space, including a Wegmans grocery store and a Cabela's outdoor outfitter as major anchors.

A rezoning has cleared the way for the redevelopment of Fairfield Commons mall, with 294,000 square feet of new retail space, including a Wal-Mart store. In another project, Dominion Virginia Power will build a 110,000-square-foot office building for a new operations center.

In July, Planning won an award and a best in category honor from the National Association of Counties for the Zoning Ordinance Digital Library, a searchable electronic archive of the county's zoning ordinance.

With three spreadsheet indexes, the Zoning Ordinance Digital Library allows county staff to quickly research

the zoning ordinance that was in effect at any point in its evolution. Such research, which can be helpful in determining the rights associated with the development and use of a particular property, previously required days sorting through worn, incomplete and poorly indexed paper copies of nearly 80 years of zoning ordinance records.

Completed in 2012, the Zoning Ordinance Digital Library is updated with each amendment to the zoning ordinance.

Community Revitalization

Director: S. Mark Strickler, 501-7610

The Department of Community Revitalization worked with the Division of Recreation and Parks to renovate a community center in Highland Springs and open a neighborhood park on Brook Road.

The federal Community Development Block Grant program funded both projects.

The Highland Springs Community Center, at 16 S. Ivy Ave., reopened last fall following a \$254,050 renovation that began in spring 2012. The 1,200-square-foot community center opened in 1977 for the Highland Springs Women's Club.

Recreation and Parks and non-county organizations use the facility, purchased by Henrico in 1995, for a variety of events.

The Brook Road Neighborhood Park opened in June at 7202 Brook, adjacent to Belmont Golf Course.

The 6-acre park site had been a trailer park before flooding by Tropical Storm Gaston in 2004. Henrico acquired the property two years later.

Community Revitalization provided \$199,234 to clear and improve the property. The project, which started in August 2012, included removing concrete, asphalt, utilities and dead trees, relocating utilities, and providing new topsoil, landscaping, decorative fencing and parking. The park is open for passive recreation, such as walking. A master plan calls for further improvements as funding permits.

Also in fiscal 2014, Community Revitalization continued to coordinate a program that matches volunteer workers with residents who need help taking care of their properties.

The Operation Paintbrush program provides free assistance to homeowners who are low income and elderly or physically disabled. In fiscal 2014, volunteers painted or repaired 24 homes. Overall, 586 volunteers worked 3,478 hours on the projects.

Operation Paintbrush has improved more than 200 homes in Henrico since 2000.

Economic Development

Executive Director: Gary R. McLaren, 501-7654

To spur job growth and investment throughout Henrico, the Economic Development Authority (EDA) marketed the county as a business location through a variety of efforts.

EDA staff attended 23 international and domestic trade shows, marketing missions and conferences; sent the monthly electronic newsletters Henrico NOW and Property NOW to thousands of target companies and consultants; and conducted the Henrico Strong campaign to recognize existing businesses and their role in making Henrico the top location for jobs in central Virginia.

The EDA also worked with 15 companies that announced plans to locate or expand operations in the county.

The announcements of 11 new business locations and four expansions represent 1,376 jobs and \$237.2 million in investments in nearly 2 million square feet of new or existing space. These announcements included

international companies from Brazil, Ireland and France.

Among the major announcements, Lumber Liquidators plans to build a 1-million-square-foot distribution facility in the White Oak Technology

Park. The Toano-based company bought 100 acres from the EDA for the distribution center, which is under construction and will support 150 jobs.

Dominion Packaging, a Richmond-based manufacturer of packaging products, bought a 317,400-square-foot manufacturing plant on Audubon Drive, near Richmond International Airport. The company plans to invest \$45 million in the facility, which will generate more than 100 new jobs and house the corporate headquarters.

Teleperformance, a Paris-based global outsourcing company, announced plans to open a call center in 50,000 square feet of office space in the Brookstone building on North Parham Road. The call center will generate 500 jobs and \$3.5 million in investment.

Dominion Virginia Power purchased a 76-acre site and announced plans to invest \$80 million in a 110,000-square-foot operations center that will employ 100 workers.

Universal Health Services, a

Pennsylvania-based hospital management company, announced it would relocate its regional headquarters into about 35,000 square feet of space in the Park Central Business Park off North Parham Road. The move will bring 250 jobs and \$1.3 million in investment to Henrico.

Mondelez International, an Illinois-based manufacturer of cookies, crackers and other snacks, announced a \$40 million expansion of its Nabisco bakery in eastern Henrico. The project will include a 35,000-square-foot building expansion and a new, state-of-the-art production line, the plant's 10th.

Henrico also attracted several prominent national retailers. Southern Season opened a specialty grocery store in the Libbie Mill development off Staples Mill Road. Wegmans grocery store and Cabela's outdoor outfitters announced plans for stores in Short Pump.

In addition, developers selected Henrico as the location for the first speculative commercial and industrial



The Division of Fire dedicated the Glenwood Farms Firehouse 7, at 2701 E. Laburnum Ave, in March.

space in the region since 2008.

Liberty Property Trust broke ground on a 130,000-square-foot, high-bay warehouse in Eastport, off Laburnum Avenue in eastern Henrico.

Brandywine Realty Trust announced plans for three new buildings, totaling 150,000 square feet, in the Dabney Road area. The facilities will include two multitenant, flexible-use buildings and a 70,000-square-foot distribution building.

Building Construction and Inspections Building Official: Gregory H. Revels, 501-4373

The Department of Building Construction and Inspections implemented new permit fees for the administration and enforcement of the Virginia Uniform Statewide Building Code.

The fees, which remain the lowest in the region, took effect Oct. 1 after approval by the Board of Supervisors in April 2013 and a period of outreach to contractors and other stakeholders. The department reviewed its fee structure and costs for several years,

prompting the first update since the early 2000s.

In general, the changes increased permit fees so they would cover more of the costs of inspection services, as allowed under state law. The changes also included a switch to a flat fee, which made applying for permits easier for builders and developers.



To support its 21st-century skills initiative, Henrico County Public Schools expanded its use of Google Apps for Education, providing greater opportunities for interactive and collaborative learning.

For example, the building-permit fee for a single-family dwelling is now a set amount, \$680. Previously, the fee was calculated from a \$40 administrative charge plus an incremental charge based on the amount of finished and unfinished space.

The department also reported mostly increases in permit activity, indicating the economy continues to strengthen.

In fiscal 2014, the department issued 13,972 permits, reflecting a construction value estimated at more than \$411 million. That represents a 2 percent decrease in the number of permits, but no change in the total value of construction from fiscal 2013.

The building permits for fiscal 2014 included those for 779 single-family attached or detached homes, an increase of 4 percent from the previous year. The department also completed 70,990 inspections, an increase of 6 percent.

The department issued 1,336 certificates of occupancy, an increase of 17 percent from the previous year.

It also completed 2,588 inspections of existing structures, up 4 percent; and completed 344 inspections of food-business controls for fats, oils and grease, up 17 percent.

The Permit Center

Director of Community Development: Lee J. Tyson, 501-4776

To improve customer convenience, The Permit Center began accepting debit and credit cards as an option for payment of permit fees.

The electronic payments are expected to remain a relatively small

percentage of total transactions. The Permit Center had processed about 250 credit card payments from February to June.

The idea of offering electronic payment options gained support during the Permit Center's review of its practices and processes.

The county in November launched an initiative that emphasized Henrico's development as a

high-performance organization. Each agency examined all aspects of its performance and identified opportunities for improvement.

The Permit Center considered feedback from customer surveys and input from employees. Subsequently, the department improved its website and identified other potential changes, which include modernizing its lobby furniture and reorganizing permit forms.

The website now sports a cleaner, simpler layout and gives more examples of information required for particular permits. The site also makes it easier for users to find links to related sites.

Public Utilities

Director: Arthur D. Petrini, 501-4280

The Department of Public Utilities (DPU) continued to operate the Water Reclamation Facility with a focus on safety and efficiency. The facility treats wastewater from county customers before it flows into the James River.

The large, industrial facility, which runs round the clock and has many potential hazards, continued to avoid on-the-job injuries that would cause an employee to miss work.

The period of safe operation reached 883 days and continues in

fiscal 2015. Officials credit safety programs and note that employees and the county benefit through improved worker productivity and reduced costs for insurance and worker-compensation claims.

In March, DPU also implemented a system to optimize the amounts of chemicals — sodium hypochlorite and sodium bisulfite — mixed into the flow of discharged water to kill pathogens and reduce chlorine to acceptable levels.

With technology helping to ensure a proper mix, officials expect to avoid overusing chemicals while continuing to meet regulatory requirements. The county could save as much as \$24,000 annually, based on preliminary findings.

On June 30, DPU closed the Springfield Road landfill in northwestern Henrico.

The facility, which opened in 1966 and covers more than 100 acres, was Henrico's last county-owned and -operated landfill, having accepted its permitted limit of 3.5 million tons of household waste.

The closure affects only commercial waste haulers. Residents can continue to bring their trash, yard waste and recyclables to the landfill's public use area, at 10600 Fords Country Lane.

In conjunction with the \$4.8 million landfill closure, the department on July 1 opened a transfer station to receive waste from the public use area and the county's curbside collection program. The waste — estimated at 50,000 tons annually — will be trucked to other landfills.

Henrico will begin work in spring 2015 to cap the landfill under guidelines of the Virginia Department of Environmental Quality.

Also in fiscal 2014, DPU completed work to provide emergency power to the Strawberry Hill Sewage Pump Station in case of an outage.

The \$6.2 million project provides three 2,000-kilowatt, 4.16-kilovolt diesel engine generators, which can produce enough power to operate existing and future station pumping capacities of 84 million gallons per day and 100 million gallons per day, respectively.

Without sufficient backup power, Henrico faced the possibility of significant sewer discharges into the Chickahominy River during a prolonged outage.

Public Works

Director: Steven J. Yob, 501-4390

Several projects of the Department of Public Works (DPW) earned recognition for technical excellence at the annual meeting of the Mid-Atlantic Chapter of the American Public Works

Association.

DPW received a first-place award in the transportation category for the 2.1-mile extension of North Gayton Road, which opened in October 2012 after three years of construction.

The \$48 million project included a new, divided six-lane section of North Gayton, stretching northward from West Broad Street and expanding access to Henrico's northwestern area.

DPW also received honorable mention for a nondisruptive restoration of a culvert on Byrdhill Road in Lakeside and a mobile computer app to support efforts to address drainage complaints and other concerns about standing water.

The Byrdhill culvert is a large storm sewer that was rehabilitated with a concrete spray, which allowed crews to avoid excavation as well as interference with traffic and storm water flow.

The app, developed with the Department of Information Technology, allows field inspectors to access and update records on mosquito complaints, treatment of areas of standing water and other issues.

DPW worked with the Virginia Department of Transportation (VDOT) and St. Joseph's Villa on a \$3.3 million project to improve pedestrian safety and accessibility on Brook Road between East Parham Road and Villa Park Drive.

Henrico contributed \$2.4 million to the project, while VDOT provided the remaining \$900,000. St. Joseph's Villa gave the right-of-way.

The project, completed in December, constructed a half-mile of sidewalk on Brook from East Parham to a previously built sidewalk in front of the Hollybrook Apartments. The project also built an additional southbound lane on Brook, provided curb and gutter and other drainage improvements, and upgraded a traffic signal to create a pedestrian-friendly crossing between St. Joseph's Villa and the North Park Shopping Center.

Also in fiscal 2014, Public Works assisted a private study along Jordan's Branch near Willow Lawn that resulted in the redefining of the 100-year floodplain boundaries.

The study removed more than 50 properties from the floodplain, meaning their owners no longer face a federal requirement to carry flood insurance.

County Attorney

County Attorney: Joseph P. Rapisarda Jr., 501-4344

The County Attorney's Office worked with the Department of General Services to negotiate a 15-year franchise agreement with Comcast, al-

lowing the company to continue offering cable television and other services in Henrico.

The Board of Supervisors approved the agreement in November, concluding a process that began in 2010 and included input from residents gathered through a survey, website and public hearings.

Federal law requires any company offering cable service in a locality to obtain a franchise agreement allowing the use of public rights-of-way. In addition to Comcast, Verizon has a cable franchise agreement with Henrico.

Also in fiscal 2014, the County Attorney's Office successfully defended a lawsuit filed in Henrico Circuit Court following an accident between a school bus and another vehicle near Woodman and Hungary roads.

The plaintiff had alleged gross negligence by the school bus driver and sought \$1.5 million from the driver and the School Board.

In their defense, attorneys for the county contended that the plaintiff caused the accident by failing to see the bus and that he was responsible for any injuries he suffered.

After a two-day trial in February, the jury issued a verdict in favor of the School Board and school bus driver.

Also in fiscal 2014, the County Attorney's Office completed a series of real estate transactions that will expand recreational opportunities and preserve historical features in eastern Henrico.

KCA/Camp Hill Investments LC donated three parcels totaling 87 acres along New Market, Long Bridge, Turner and Yahley Mill roads. The properties, adjacent to a planned development known as The Ridings at Warner Farm, include trenches, earthworks, a defense known as Fort Southard and other features dating to the Civil War.

The Division of Recreation and Parks will prepare a master plan for the properties consistent with deed restrictions limiting them to recreational use. The Board of Supervisors voted in November to accept the donation.

In April, the office finalized an agreement between Henrico and the Virginia Department of Transportation to support the development of the Virginia Capital Trail, a pathway for bicyclists, pedestrians and others that is planned between Richmond and Williamsburg.

The agreement provides easements that will allow the trail to cross county land, including portions of Dorey and Four Mile Creek parks. The easements also will allow the trail to avoid New Market and its interchange with Interstate 295.

Voter Registration and Elections *General Registrar: Mark J. Coakley, 501-4345*

The Voter Registration and Elections Office conducted the general election of Nov. 5, which decided the statewide offices of governor, lieutenant governor and attorney general, plus seats in the House of Delegates.

Henrico's ballot also included a referendum on whether to authorize a 4 percent meals tax in the county.

In Henrico, voter turnout was 51 percent, with 104,165 out of 205,878 registered voters casting ballots.

In the wake of the general election, Voter Registration participated in a statewide recount of ballots to decide the narrow contest for attorney general. Mark D. Obenshain petitioned for a recount after the State Board of Elections certified that Mark R. Herring had won the race by a margin of 165 votes out of 2.2 million cast.

Henrico's recount produced six additional votes from absentee ballots for Herring based on a determination of the voter's intent. Herring prevailed in the statewide recount.

Voter Registration also conducted the June 10 Republican primary election in the 7th Congressional District. Turnout in the county's precincts was 14 percent, with 20,362 out of 145,081 registered voters casting ballots.

General District Court

*Chief Judge: Mary B. Malveaux
Judge: G. Barton Chucker
Judge: John Marshall
Judge: L. Neil Stevenson
Clerk: Linda S. Knight, 501-4726*

Portraits of five retired General District judges were unveiled during a ceremony May 9.

Judge John Marshall of the General District Court led the effort to commission judicial portraits of the late-Samuel T. Binns Jr., who served from 1958 to 1977; the late-Harvey Ratcliffe Turner, 1966 to 1988; the late-Donald R. Howren, 1977 to 1995; and the late-John A. Garrett, 2002 to 2004.

The effort also produced a judicial portrait to honor the work of C. Rodney Chapman, who served from 1990 to 2002. Chapman, who sat for his portrait, attended the ceremony with family of the other judges, county officials and other guests. Henrico County and the Henrico Bar Association funded the portraits by Wendell Powell Studio.

A portrait of Judge Archer L. Yeatts III of the General District Court had been unveiled during a ceremony marking his retirement in January 2013.

The six portraits hang in a hall outside the courtrooms where the judges

presided. The paintings represent the first courthouse portraits of judges who retired from the General District Court.

Other judges honored with official portraits had served the General District Court but retired from the Circuit Court. Their portraits hang in a hall outside the courtrooms used by circuit judges.

Judge G. Barton Chucker began his service on the General District Court on July 1, 2013. The General Assembly appointed Chucker to fill the vacancy created by Yeatts' retirement. Chucker previously served as a traffic defense attorney and a substitute judge.

With its four judges, the court handles most traffic violations, hears misdemeanor criminal cases and conducts preliminary hearings for felony criminal cases. It also has exclusive authority to hear civil cases with claims of up to \$25,000.

Circuit Court

Chief Judge: Catherine C. Hammond, 501-4750

Judge: L.A. Harris Jr.

Judge: Gary A. Hicks

Judge: Richard S. Wallerstein Jr.

Judge: James S. Yoffy

The Judicial Conference of Virginia in May recognized Judge L.A. Harris Jr. for his 25 years of service to Henrico's 14th Judicial District Court and Circuit Court.

Also in fiscal 2014, the Circuit Court celebrated the Henrico Drug Court's 10 years of helping individuals overcome alcohol and drug addictions.

About 275 people, including current and retired circuit judges, county officials and others, attended a gala in September 2013 at the Henrico Theatre to benefit Drug Court activities, including Family Day functions and alumni gatherings.

The celebration, which was open to the public, included a showing of "Turning Point: Inside Henrico's Drug

retired deputy county manager of Henrico, as the first recipient of the Drug Court Champion Award.

The Henrico Drug Court started in 2003 after circuit judges began looking for ways to stop the cycle of individuals with alcohol and drug problems reappearing before the court.

Since its first docket Jan. 24, 2003, the Drug Court has served more than 392 participants, including 136 graduates. The voluntary program provides intensive treatment and strict supervision for at least 12 months, allowing participants to recover from addiction, secure jobs, care for family members and satisfy court-ordered financial obligations.

Clerk of the Circuit Court

Clerk of the Circuit Court: Yvonne G. Smith, 501-4202

To improve convenience and efficiency, the office of the Clerk of the Circuit Court on Jan. 1 began making electronic files for newly filed criminal and civil cases.

The office digitally scans cases, which makes them readily available for review by judges, court staff, attorneys and the public. Access by the public is available on computers at the Henrico Courts Building.

On April 1, the office expanded the system by offering a subscription service that gives attorneys remote computer access to cases. Subscriptions, which are limited to attorneys as officers of the court, cost \$150 per year for one attorney and \$50 for each additional attorney or staff member. All registrants sign a user agreement.

The fees offset costs of the service, which is offered by the Supreme Court of Virginia and integrated with its case management system.

An elected constitutional officer, the Clerk serves as the administrative officer of the Circuit Court, with more than 800 duties assigned under the

Demographics

Population:	321,374
Land area (square miles):	244.12
Total housing units:	132,363
Assessed value of taxable land and improvements:	\$31,908,424,500
Public schools:	72
Public school enrollment:	49,343
Roads (linear miles):	1352.37
Roads (lane miles):	3448.87
Voting precincts:	92
Total registered voters:	206,743

Court," an Emmy award-winning program produced by the Department of Public Relations & Media Services. The event also featured the announcement of George T. Drumwright Jr., a

Code of Virginia. The Clerk also serves as the registrar of deeds and acts as probate judge.

The office maintains the files of felony cases and civil claims exceeding

\$25,000. It also oversees the records of equity matters, including adoptions, divorces and disputes over wills, estates and property. The office handles the records of misdemeanor and civil appeals from General District Court and Juvenile and Domestic Relations District Court.

The Clerk issues marriage licenses, notary certificates and permits to carry concealed handguns.

Commonwealth's Attorney *Commonwealth's Attorney: Shannon L. Taylor, 501-4218*

The Commonwealth's Attorney is a constitutional officer responsible for prosecuting criminal and traffic offenses occurring in Henrico.

Backed by more than 60 employees, the Commonwealth's Attorney investigates and prosecutes perpetrators of violent crime and, using two multi-jurisdictional juries, pursues narcotics traffickers.

The office also works to reduce domestic violence and enforces Virginia Exile laws to reduce gun violence.

Attorneys in the office try cases in Henrico's Circuit, General District and Juvenile and Domestic Relations District courts.

In addition to the preparation and trial of criminal cases, the office advises law-enforcement agencies, consults with the Henrico Police Division on policies and procedures, and provides assistance for ongoing investigations of the Police Division and the Virginia State Police. The office also provides legal training for the Police Division.

The office's Victim-Witness As-

org/search.

The database gives attorneys, bail bondsmen, family members, news media and the public convenient access to information about inmates, and it frees Sheriff's personnel from fielding requests for information by phone.

Also in fiscal 2014, the office continued to benefit from an award-winning program that allows qualifying college students to work as deputies while they earn credits toward a degree in criminal justice.

The Summer-Student Basic Jailor Academy enrolled 25 students in summer 2013 and saved the office an estimated \$154,000 in employee training costs.

The academy allows students studying criminal justice at Virginia Commonwealth and Virginia Union universities to earn college and internship credits, plus certification as a correctional deputy from the Virginia Department of Criminal Justice Services.

With the students working part-time after graduation, the Sheriff's Office is able to avoid overtime costs and reduce training expenses.

The academy started in 2011 and earned recognition from the National Association of Counties in 2012. The program allowed the office to avoid \$840,729 in overtime salary costs during 2013.

The Sheriff's Office also continued to offer a community work program for nonviolent inmates to complete painting and lawn-care projects at county facilities.

The work program allows inmates meeting certain criteria to earn good-time credit.

Inmates worked 2,358 hours on painting projects, including at The Cultural Arts Center at Glen Allen, Fire Station 5, the Police Division's Central Station at Virginia Center Commons and Highland Springs and J.R. Tucker high schools. Inmates provided lawn care at a variety of county sites, including the Henrico Animal Shelter, Central Automotive Maintenance and the county-owned Best Products Plaza.

Community Corrections *Director: Jane E. Hardell, 501-5180*

The Community Corrections Program continued to support a two-year study aimed at better ensuring that pretrial defendants will appear for their court hearings.

The statewide study focuses on

supervision skills and strategies that increase appearance and compliance rates by defendants. Community Corrections' Pretrial Services unit completed its data collection in April.

For the study, officers received training in a program called strategies for effective pretrial supervision, or STEPS. An analysis is underway to determine the program's effectiveness.

Also in fiscal 2014, the Probation unit revised its approach to the counsel and other services made available to individuals convicted of prostitution.

Community Corrections began referring individuals first to Safe Harbor, a nonprofit organization that works with victims of sexual and domestic abuse. Previously, initial referrals were made to The Gray Haven, a nonprofit that focuses on human sex trafficking.

Community Corrections, which has been working closely with the Police Division and the Office of the Commonwealth's Attorney to reduce prostitution in Henrico, has found that prostitutes are more often victims of abuse than of sex trafficking. Under the new approach, victims of trafficking are referred to Safe Harbor and The Gray Haven.

Also in fiscal 2014, Community Corrections provided additional county support for Henrico's Drug Court, which works with individuals to overcome a dependence on alcohol and drugs.

The Drug Court in September held a gala at the Henrico Theatre to recognize its 10th anniversary.

In November, the Drug Court distributed Thanksgiving turkeys to 50 active participants and graduates of the program. Donations to the nonprofit Henrico County Community Partners Inc. supported the Turkey Tuesday program.

In March, the family of Travis Pierce established a memorial fund to support Drug Court programs and raise awareness about the dangers of drug use. Pierce was a participant in the Drug Court when he died in summer 2013.

Three fundraisers generated more than \$5,000 for the Travis Pierce Memorial Fund, which supports efforts to help participants overcome their addictions.

Juvenile and Domestic Relations District Court

*Chief Judge: Rondelle D. Herman,
501-4490*

Judge: Margaret W. Deglau

Judge: Randall G. Johnson Jr.

Judge: Denis F. Soden

Judge: Stuart L. Williams Jr.

Clerk: Rebecca L. Cone, 501-4688

The Juvenile and Domestic Relations District Court organized special

dockets of truancy cases to explain to youth and parents the consequences of continued absence from school.

The dockets, which generally consist of 20 to 30 cases, include presentations explaining how unexcused absences can lead to assignment of a probation officer and ultimately placement in a juvenile detention facility.

The dockets outline the consequences of truancy and encourage juveniles to attend school regularly. The dockets include presentations by representatives of the court, the Juvenile and Domestic Relations District Court Service Unit, the Office of the Commonwealth's Attorney and the Henrico Juvenile Detention Home.

Representatives of Henrico County Public Schools (HCPS), the Department of Social Services and Henrico Area Mental Health & Developmental Services attend the sessions in case youth or their families need assistance.

The court also worked with the Department of General Services and HCPS to furnish a courtroom in the Juvenile and Domestic Relations District Court building.

Courtroom 6 is used for classes, special dockets and cases when another courtroom is unavailable. Student carpenters outfitted the courtroom with a judge's bench and litigant tables.

Also in fiscal 2014, the court hired a part-time mediation coordinator to screen cases involving custody, visitation and support. The position is reducing costs for the court because it no longer has to contract for the services.

The mediation coordinator referred 964 cases from January through June for mediation services.

In May, the court began using a system that allows online registration for parent education classes offered through St. Joseph's Villa.

The one-day, four-hour classes are designed to educate individuals involved in issues of child custody and visitation. The classes also offer instruction on co-parenting and emphasize the importance of working together for a child's benefit. The online system also simplifies the registration process.

Juvenile and Domestic Relations District Court Service Unit *Director: Kathleen E. Jones, 501-4949*

The Juvenile and Domestic Relations District Court Service Unit (CSU) introduced a program to recognize staff for exemplary work ethic and contributions to the CSU and public safety.

The program reflects the Virginia Department of Juvenile Justice's core values of knowledge, professionalism, respect and integrity. Employees recognized receive their name on a plaque, \$100 and 10 hours of leave.



The Department of Human Resources worked with the Police Division to develop a physical fitness program for police officers.

sistance Program assists crime victims and witnesses, and, in certain matters, offers information on their legal rights, as well as rehabilitative services and community resources.

Sheriff's Office

Sheriff: Michael L. Wade, 501-4571

The Sheriff's Office in October began offering basic public information on jail inmates through a searchable database at henricosheriff.org.

In May, the CSU completed a six-month training program offered by the University of Cincinnati Corrections Institute. The institute uses a training model called EPICS, which stands for effective practices in community supervision.

The training aims to help probation officers hold youth accountable for their behavior while teaching skills allowing them to become productive.

In March, Kathleen E. Jones became director of the CSU, succeeding an acting director. Jones previously served as intake and special programs supervisor for the 11th CSU in Petersburg, where she had worked for 28 years.

Juvenile Detention
Superintendent: Michael D. Bingham, 501-4329

The Henrico Juvenile Detention Home began offering services to juveniles who are not on probation but have been required to receive monitoring and services under the Virginia Juvenile Community Crime Control Act.

Since December, the Juvenile Detention Home provided a variety of services to 103 juveniles and their families. Services include home-based classes on effective parenting, getting a fresh start and understanding the consequences of shoplifting and other offenses.

A state audit of the Juvenile Detention Home's case management system confirmed that all residents of the 20-bed facility had been placed appropriately based on their offenses.

The Virginia Department of Criminal Justice Services finalized its review in May.

In fiscal 2014, the Juvenile Detention Home began its 34th year without any escapes or serious injuries to its juvenile residents and its 33 full-time staff. The center maintained its record of operating a safe, secure facility for both staff and detainees.

James River Juvenile Detention Center
Superintendent: Michael D. Martin, 556-4081

To improve overall security and efficiency, the James River Juvenile Detention Center in March began using a monitoring system that uses handheld scanners when residents receive services.

The system assigns residents a wristband with a bar code, providing quick access to their photograph and other information. The scanners, previously introduced at the Henrico Juvenile Detention Home, allow staff to efficiently perform room checks, meal counts and manage medication.

The James River facility continued to see positive results from home-based services offered to juveniles upon their

release from the post-dispositional program. The program usually lasts four to six months and is designed to help juveniles avoid commitment to the Virginia Department of Juvenile Justice (DJJ).

A total of 49 juveniles completed the post-dispositional program in fiscal 2014, and 40 agreed to receive three months of home-based services.

The services, designed to help juveniles transition back into society and avoid reoffending, include family counseling, activities to support life skills and employment, crisis intervention and behavior management.

DJJ in June recertified the James River facility and its post-dispositional program following an audit that checked the center's compliance with nearly 300 state regulations.

The three-year recertification — the longest granted by DJJ — is the center's fifth since it opened in 2001.

Located in Powhatan County, the 60-bed detention center is jointly owned and operated by the counties of Henrico, Powhatan and Goochland. It houses and supervises juveniles who are serving sentences or awaiting trial on various criminal offenses.

Finance
Director: Eugene H. Walter, 501-4266

The Department of Finance prepared Henrico's \$1.1 billion budget for fiscal 2015, which took effect July 1.

The plan, adopted unanimously by the Board of Supervisors in April, includes a general fund of \$767.4 million for general government and school operations and keeps the real estate tax rate at 87 cents per \$100 of assessed value — the lowest among the 15 most populous localities in Virginia.

The budget reflects the first increase in local revenues for Henrico in six years — the result of recovering real estate assessments and a boost in state gasoline tax allocations for road maintenance. In addition, a new voter-approved 4 percent meals tax will gen-

erate an estimated \$18 million for Henrico County Public Schools (HCPS).

Overall, the budget increases funding for schools, public safety and roads, and it eases the use of cash reserves that had helped to sustain local services through the recession.

The general fund represents an increase of \$20.2 million over the previous year's plan. HCPS is receiving an

and mailing costs by allowing contractors and suppliers to view and download plans at their convenience. The system, also known as Ebid, aims to increase competition for county contracts, further reducing costs. So far, more than 500 suppliers have registered for the system, which earned an award from the National Association of Counties.

Financial Resources & Requirements for Fiscal Year 2013-14 (A)

General Resources (A)	2013-14 (B)	2012-13	Difference
Current Property Taxes	\$363,966,966	\$349,424,833	\$14,542,133
Local Sales Tax	56,079,667	55,852,004	227,663
Business and Professional Licenses	29,829,525	29,640,707	188,818
Other Local Revenue	62,166,260	64,560,664	(2,394,404)
Total Local Revenue	512,042,418	499,478,208	12,564,210
State and Federal Sources	367,289,630	359,111,642	8,177,988
Total Revenue	\$879,332,048	\$858,589,850	\$20,742,198
Net Transfer/Adjustments to Fund Bal	(36,564,087)	(21,340,018)	(15,224,069)
Total Resources	\$842,767,961	\$837,249,832	\$5,518,129
General Requirements (A)	2013-14 (B)	2012-13	Difference
General Government (C)	\$209,830,999	\$208,451,433	\$1,379,566
School Operating	409,197,498	406,776,850	2,420,648
Public Safety	164,992,431	163,376,659	1,615,772
Debt Service (D)	58,747,033	58,644,890	102,143
Total Requirements	\$842,767,961	\$837,249,832	\$5,518,129

Notes:

- (A) Includes both general and debt service funds. FY2012-13 amounts reflect audited actuals.
- (B) Figures are preclosing and unaudited for FY2013-14.
- (C) Represents all other governmental expenditures including Recreation, Libraries and Social Services.
- (D) Amounts include both General Government and School debt service requirements.

additional \$20.5 million, which means general government departments and agencies are seeing their allocations decrease by nearly \$300,000.

The fiscal 2015 budget supports a net increase of 10 positions in general government — the result of the elimination of 13 vacant positions and the addition of 23 positions.

The new positions include 10 additional police officers and 10 staff members for the planned Libbie Mill and Varina area libraries, which will open in 2015 and 2016, respectively, as well as three positions in the Department of Public Works to comply with new state storm-water regulations.

Also in fiscal 2014, Finance's Purchasing division worked with the departments of Information Technology and General Services to make construction documents more accessible to prospective vendors.

Launched in September, the Online Construction Document Management System reduces county printing

Also in fiscal 2014, the Treasury division expanded the county's ability to accept credit and debit cards for more transactions.

Official Payments, the county's vendor for the service, charges customers a fee, starting at \$1 per transaction.

Customers can now use credit and debit cards to pay planning, building-inspection and false-alarm fees online, by phone or in person.

Another change allows customers to use a credit card to pay personal property and real estate taxes, utility fees, parking tickets and dog licenses in person. Previously, customers could use only a debit card in person.

Also in fiscal 2014, Finance played a significant role in the county's preparations for and implementation of a meals tax, which voters authorized through a Nov. 5 referendum.

The 4 percent tax took effect June 1 following approval by the Board of Supervisors in February. In the weeks before the start date,



Five retired General District judges were honored with judicial portraits unveiled in a May ceremony. Pictured left to right are the judicial portraits of the late-Samuel T. Binns Jr., who served from 1958 to 1977; the late-Harvey Ratcliffe Turner, 1966 to 1988; the late-Donald R. Howren, 1977 to 1995; the late-John A. Garrett, 2002 to 2004; and C. Rodney Chapman, 1990 to 2002.

Finance hand delivered to restaurants and other businesses registration packets that included the county code and guidelines for how to apply the tax. It also conducted eight training sessions to explain the tax and how payments to the county should occur.

As of July 21, nearly 850 businesses had registered to collect the tax, while an additional 300 businesses had submitted paperwork showing they do not qualify for collection.

Information Technology

Director: Thomas L. Owdom, 501-4701

The Department of Information Technology (IT) improved access to an interactive map of Henrico through the county's geographic information system (GIS).

The map, managed by IT's GIS Office, is now available to the public and county staff on tablets, smartphones and other mobile devices through the GIS link at henrico.us. Previously, the map was accessible only by computer.

Users can manipulate the map to display such information as the locations of enterprise zones, floodplains, existing and planned parks and details of individual land parcels.

Also in fiscal 2014, the GIS Office created a mobile computer app to help reduce public health risks associated with standing water, including West Nile Virus and other mosquito-borne diseases.

The Standing Water Initiative app, which the Department of Public Works began using in early 2013, replaces a paper-based system and allows field inspectors to work more efficiently and respond more quickly to concerns about standing water.

The app eliminates paperwork and unnecessary data entry, improves reporting capabilities and provides inspectors with access to continually updated information.

IT also worked with the

Sheriff's Office to implement Health-Secure, an app used to track medical services provided to jail inmates, and a website — henricosheriff.org/search — that provides basic public information on inmates housed at Henrico's jails.

In June, the department completed the county's transition to a new, simpler Internet address, henrico.us. The address provides the basis for the email addresses of county employees and departments. For example, IT's address is henrico.us/it.

Also in fiscal 2014, IT finished a two-year project to upgrade the county's data network infrastructure.

The infrastructure will prepare the county for such technology advancements as VoIP, or voice over Internet protocols, which allows phone calls over the Internet.

Public Library

Director: Gerald M. McKenna, 290-9050

For the first time, Henrico County Public Library (HCPL) earned a Star Library designation from Library Journal based on rankings that consider per-capita circulation, visits, program attendance and computer access.

HCPL was among six library systems in Virginia and 263 libraries or library systems in the United States recognized in 2013.

HCPL was one of three libraries in Virginia to receive a four-star rating, the second-highest class. Patrons checked out 3.8 million items during more than 2 million visits to HCPL's 10 locations in fiscal 2013.

Library Journal rated a total of 7,573 public libraries across the country and awarded Star Library status to the top 30 libraries in groups with similar levels of expenditure.

In August 2013, HCPL began offering access to many popular magazine titles through the Zinio Digital Magazine.

The electronic service allows all

Henrico library cardholders to read current and past issues of magazines on a computer, smartphone or tablet. Patrons can check out an unlimited number of issues and keep them as long as they would like. So far, more than 26,000 digital magazine copies have been checked out.

The Library of Virginia offers the service to all public libraries in Virginia; HCPL spent \$5,200 to expand the number of titles available. HCPL continues to provide print versions of magazines at its locations.

Henrico County Public Library also organized the All Henrico Reads 2014 event, which featured author Lee Smith at Glen Allen High School.

Smith's credits include 13 novels, four collections of short stories and a host of awards, including a 1999 Arts and Letters Award in Literature from the American Academy of Arts and Letters.

In a morning address April 2, Smith told nearly 500 students at Glen Allen that each of them already has a story to tell — something from his or her life. Smith, who grew up in Grundy and aspired to write as a girl, encouraged the students to start telling their stories while they are young. HCPL streamed her remarks live over the Internet to all Henrico schools.

Smith spoke to nearly 1,000 people in an evening address, which was open to the public. She signed copies of her books for fans and visited the Friends of Henrico County Public Library's annual meeting.

Henrico County Public Schools

Superintendent: Patrick C. Kinlaw, 652-3717

The Henrico School Board named Patrick C. Kinlaw superintendent of schools in January.

Kinlaw joined Henrico County Public Schools (HCPS) in 1997 as director of staff development and later served as assistant superintendent for administrative services and deputy superintendent.

Kinlaw earned a bachelor's degree in education and a master's degree in education administration from East Carolina University and a doctorate degree in educational leadership from the University of Virginia. Before joining HCPS, Kinlaw worked for Longwood and East Carolina universities and for Wake County Public Schools in North Carolina.

In March, the school division began offering on the Internet a live stream of meetings and work sessions of the School Board. Live access to meetings and an archive of past meetings is available at henrico.k12.va.us/SchoolBoard/videoarchives.html.

HCPS launched the service at

the School Board's request to reach residents who may have difficulty attending meetings. The division used existing staff and resources to support the initiative.

Available on computers, tablets and mobile devices, the streaming of audio and video of the meetings promotes openness and gives the public a better understanding of HCPS' decision-making process. So far, the monthly School Board meetings have attracted 250 to 280 viewers.

Last fall, HCPS began using a secure, Internet-based service for the collection of basic student information and other forms.

By collecting forms on ZippSlip.com, HCPS gives parents and guardians the convenience of submitting forms online through password-protected accounts while avoiding the time-consuming process of distributing and collecting paper forms and inputting data.

An online packet provided with back-to-school activities includes forms covering a student's basic information and health history, as well as an authorization for pickup and a volunteer application.

HCPS expanded its use of Google Apps for Education, giving all elementary, middle and high school students and teachers greater opportunities for interactive and collaborative learning.

HCPS introduced the set of free, Internet-based tools in 2011 but improved their usefulness in fiscal 2014 by switching to a setup that requires less account management by teachers.

Part of HCPS' 21st-century skills initiative, Google Apps for Education allows easy collaboration and feedback in real time through word processing documents, emails, spreadsheets, forms and calendars. Previously, collaboration required students and teachers to share various versions of documents on a flash drive or through email.

Google Apps for Education provides tools used, for example, in student assignments, analysis of student performance, classroom and school websites, lesson planning and tracking homework by students as well as by teachers and parents.

Recreation and Parks

Director: Edwin C. Luther IV, 501-5119

The Division of Recreation and Parks completed a renovation of the Highland Springs Community Center and opened a neighborhood park on Brook Road.

The Highland Springs Community Center, at 16 S. Ivy Ave., opened last fall following a \$253,831 overhaul that began in spring 2012. The 1,200-square-foot community center was built in 1977 for the Highland

Springs Women's Club and purchased by Henrico in 1995.

The facility serves a variety of events sponsored by Recreation and Parks and noncounty organizations.

The Brook Road Neighborhood Park opened in June at 7202 Brook, adjacent to Belmont Golf Course. The park remains undeveloped but is open to the public, with a small parking area.

The 6-acre property had been a trailer park before Tropical Storm Gaston flooded the site in 2004. Henrico acquired the land two years later.

The park master plan calls for a 48-space parking lot, a shelter building with restrooms, a garden, trails and a playground. Further development is not currently funded.

Also in fiscal 2014, the division restructured its Recreation Services section to improve customer service, increase opportunities for staff development and reduce costs.

Beginning in March, the division assigned more of its recreation coordinators to facilities, such as the Eastern Henrico, Deep Run, Belmont, Dorey, Hunton and Twin Hickory recreation centers, as well as Walkerton Tavern.

Most of the coordinators had worked from the division's main office in the Henrico Government Center. Twelve of 26 coordinators had been reassigned through June.

The coordinators received training in facility management and were placed in a career development plan to allow for professional growth and advancement. Similarly, Recreation and Parks reassigned some of its administrative staff to facilities to provide better support for the handling of deposits and class registrations.

For residents, the reassignments are expected to increase interaction with recreation coordinators and expand access to programs and facilities. The changes also allowed the division to cut costs by reducing part-time staff.

Also in fiscal 2014, Recreation and Parks continued to promote Henrico as a tourist destination, particularly for families and participants in recreational sports.

The Visit Henrico campaign, launched in March 2013, helped generate an estimated \$36 million in economic impact from sports tourism during calendar 2013. Henrico park sites hosted more than 130 sports tournaments throughout the year.

Public Relations & Media Services Director: Tamra R. McKinney, 501-4976

The Department of Public Relations & Media Services (PR&MS) coordinated a campaign to inform residents and others in the community about a meals tax referendum in Henrico.

Voters approved the Nov. 5 referendum 52,628 to 49,646, which authorized the Board of Supervisors to adopt a 4 percent tax on prepared meals in the county. The tax took effect June 1.

PR&MS managed the effort, called "It's Your Decision," by working with the County Manager's Office, the Department of Finance and Henrico County Public Schools. The department prepared information for a website, titled Henrico Meals Tax Facts, and produced a brochure sent to 150,000 addresses and a utility bill insert sent to 95,000 customers.

PR&MS also designed posters and display advertisements for public meetings held to explain the referendum and answer questions from the public. The department produced videos about the referendum and provided updates in news articles written for the Henrico Today quarterly publication and in segments featured on the Inside Henrico program for Henrico County Television (HCTV).

In addition, PR&MS coordinated a speakers bureau that met with neighborhood and community groups, and it staffed nine public meetings at county high schools.

Also in fiscal 2014, PR&MS expanded public access to the meetings of the Board of Supervisors. The county has offered since 2009 a live video stream of board meetings as well as recordings of past meetings at henrico.us/supervisors/video-of-meetings. In June, access was extended to smartphones and other mobile devices. PR&MS also made HCTV programs available on mobile devices.

HCTV programs also are available on Comcast Channel 17 and Verizon Channel 39 and through Comcast's on-demand service.

PR&MS received 11 awards from the National Association of County Information Officers. The department earned the awards for news articles, news releases, scripts, print and video graphics, video programming and photography.

HCTV was named the third best overall government television station in the country by the National Association of Telecommunications Officers and Advisors, trailing only San Diego and Seattle — stations serving major metropolitan areas. HCTV also won five awards for individual programs in the categories of public safety, arts and entertainment, social issues documentary, public education and profile documentary.

The department's year-end accomplishments included 26 original programs for HCTV; 1,354 distributed photos; 40 publications, including brochures, signs and posters prepared for other departments; 19 awards;

6,551 contacts with news media; 5,637 responses to requests for assistance; 6,979 mailings; and 1,617 mailings of HCTV program DVDs.

General Services

Director: John H. Neal Jr., 501-5271

The Department of General Services led a series of initiatives to promote energy conservation and sustainability.

In October, the department organized the Eighth Annual Henrico Energy Symposium, a three-day event highlighting energy conservation methods and innovations as well as the county's beautification program. Eleven vendors presented displays for the event, which coincided with National Energy Awareness Month.

General Services also conducted seminars at the Dumbarton, Fairfield and Tuckahoe area libraries to explain how residents can use a meter to help reduce energy use.

The Kill A Watt EZ Meter, available for checkout at the libraries, measures the electricity consumed and associated costs when household appliances and other devices remain in electrical outlets. The meter helps consumers understand the potential benefits of unplugging.

Under the guidance of General Services, Henrico received two Go Green Awards for Leadership in Sustainability, from the Virginia Association of Counties (VACo) and the Virginia Municipal League. Similarly, Henrico County Public Schools received a Green Practices award from VACo.

Also in fiscal 2014, General Services worked with the Division of Fire to complete the construction of two firehouses.

Regency Area Firehouse 9, at 9401 Quioccasin Road, opened in September and was dedicated in May. The \$4.9 million firehouse includes 11,160 square feet of space — about three times as much as a station built on the property in 1964.

Glenwood Farms Firehouse 7, at 2701 E. Laburnum Ave., opened in March. The \$4.7 million station includes 11,302 square feet of space — more than three times as much as the

station that stood on the property from 1964 to late 2013.

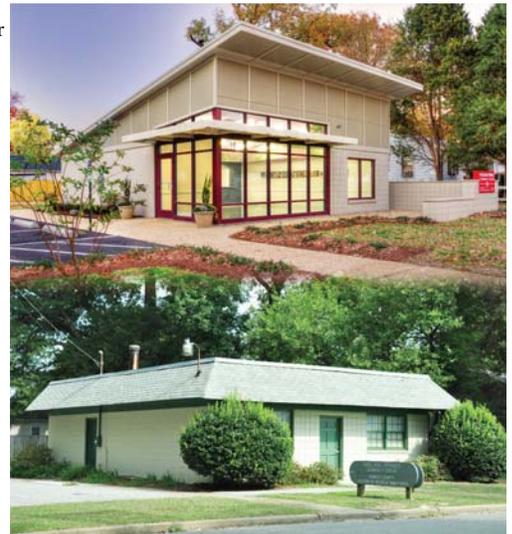
Henrico designed the new firehouses to meet energy-saving standards of the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) program.

In January, Café 1611, a cafeteria and catering service managed by General Services, began accepting debit cards and electronic gift cards. Café 1611, on the second floor of the Administration Building at the Henrico County Government Center, is open to county employees and the public.

Capital Region Workforce Partnership Executive Director: Brian K. Davis, 226-1941, ext. 228

The Capital Region Workforce Partnership (CRWP) continued to promote employment and workforce development for Henrico County and other localities in the region.

CRWP collaborates with the Resource Workforce Investment Board



The Highland Springs Community Center, at 16 S. Ivy Ave., reopened in fall 2013 following a \$254,050 renovation. Pictured (below) before and (above) after the renovation, the 1,200-square-foot community center accommodates a variety of events organized by the Division of Recreation and Parks and non-county organizations.

(Resource WIB) to operate three workforce centers, in eastern Henrico, central Chesterfield County and downtown Richmond. CRWP serves those localities as well as the counties of Charles City, Goochland, Hanover, New Kent and Powhatan.

In February, staff and job seekers at the downtown workforce center and CRWP leaders met with U.S. Sen. Tim Kaine to discuss a variety of workforce issues, including unemployment insurance, workforce



Public Works field inspectors are benefitting from a new computer app that allows them to respond quickly to standing-water concerns.

development and community colleges in Virginia.

Also in February, CRWP's Resource Youth Network collaborated with the Crater Region Workforce Investment Board to present the 11th Annual Central Virginia Youth Leadership Summit.

The program, held at the Greater Richmond Convention Center, encouraged nearly 500 high school students to strive for excellence as they pursue their studies and careers.

The event featured workshops on life, education and career skills and keynote addresses by motivational speakers.

Also in fiscal 2014, CRWP and Resource WIB collaborated with local workforce boards in Northern Virginia and Tidewater to secure federal grants to support entrepreneurial efforts among job seekers.

Supported by the U.S. Department of Labor, the program is providing \$2.1 million over four years to help individuals start businesses in the region. Available to job seekers 21 and older, the program aims to support the creation of 94 businesses and 118 jobs in four years. So far, individuals have started 19 businesses.

Real Property

Director: Jon B. Tracy, 501-5537
The Real Property Department, with help from the County Attorney's Office, worked on a variety of real estate transactions, which included the lease and sale of county property and acquisitions of land for public use.

Real Property provided assistance to settle condemnation cases with three owners of the remaining properties needed for the extension of North Gayton Road, which opened in fall 2012.

The department also continued negotiations to acquire 1,100 acres of property for the planned Cobbs Creek Reservoir in Cumber-

land County, which will provide water for Henrico, Powhatan and Cumberland counties.

Real Property has completed the purchase of parcels held by 14 of 22 owners. Negotiations continue with the other eight owners. All purchases are expected to be completed by the end of 2014.

Real Property worked with the Division of Recreation and Parks to accept 87 acres in the Varina District for a park.

KCA/Camp Hill Investments LLC donated five parcels that are valued at more than \$1.9 million and adjacent to the site of a planned development, The Ridings at Warner Farm.

The department also worked with Recreation and Parks and the Department of Public Works to finalize negotiations with the state for easements and an agreement allowing the construction and maintenance of the Virginia Capital Trail over parkland in Varina.

Designed for bicyclists, pedestrians and other recreational users, the trail is being developed in phases between Richmond and Williamsburg.

Real Property assisted the Economic Development Authority with the sale of a 100-acre site at the White Oak Technology Park to Lumber Liquidators Services LLC for \$4.8 million. The company plans to build a 1-million-square-foot distribution center.

Real Property worked with the Henrico County Public Library and the Department of General Services to close on a 3.3-acre site for the planned Libbie Mill Area Library.

The donated property is ready for construction off Staples Mill and Bethlehem roads. The library will help anchor Libbie Mill, a mixed-used community under construction.

Internal Audit

Director: Vaughan G. Crawley, 501-4292

The Office of Internal Audit assisted Henrico's external auditors to complete a year-end financial audit for fiscal 2013.

The office also finished more than a dozen other audits, consultations and projects to improve governmental accountability and ensure proper use of tax dollars. Department managers responded with plans to address issues identified.

The audits included a review of the management of fuel cards and other fuel-authorizing devices. Central Automotive Maintenance, part of the Department of General Services, issues and activates the devices, and bills fuel purchases to county agencies.

Internal Audit recommended ways to improve maintenance of a database of fuel devices and the monitoring of

fuel use. Other suggestions focused on refining monthly reports of fuel use, securing and managing the fuel-authorizing devices and enhancing policies, procedures and system controls for fuel-use oversight.

The office also made recommendations for the management of county-issued smartphones and other mobile devices.

Internal Audit suggested improvements to practices for employees who use their own devices for county business and tighter access controls over smartphones. Other recommendations included providing instruction for the handling of lost or stolen devices, improving management reporting on mobile device use and periodically ensuring only approved administrators can adjust payroll deductions relating to personal use of mobile devices.

Also in fiscal 2014, the office made recommendations as part of an audit of expenditures by the Voter Registration and Elections Office.

The review outlined ways to ensure election officials are paid accurately, improve pay calculations for election workers and provide better financial monitoring.

Internal Audit also completed follow-up reviews of several audits, determining that agency managers had implemented more than 80 plans to address issues.

Human Resources

Director: Paula G. Reid, 501-7202
Several programs and efforts of the Department of Human Resources (HR) earned recognition from the National Association of Counties (NACo).

One program, developed with the Police Division, promotes physical fitness and wellness among the county's police officers.

Overseen by HR's Fitness and Wellness and Employee Health Services divisions, the program began in 2012 with baseline fitness testing of all sworn officers. It later provided access to exercise classes, a fitness-training regimen and nutrition counseling.

Under the program, officers receive regular physical exams and may exercise up to four hours per week while on duty.

The program helped 281 of 584 officers increase their baseline scores from 2012. A total of 106 officers earned a fitness commendation bar after meeting standards for excellent physical condition.

NACo also recognized HR and the Division of Fire for a program that helps fire personnel pursue promotions and makes the promotions process more transparent.

The promotional process feedback program includes group meetings that give information about the process, the

division's vision and expectations, and tips for interviewing. Participants also have opportunities to meet individually with leaders of HR and Fire to review their performance on an exam and in an interview.

In addition, NACo recognized HR for an initiative that began to examine the workplace culture within Henrico general government and introduced new approaches to employee training.

The county's focus on institutional culture came in response to a wave of retirements of longtime, high-ranking officials.

With the learning through conversations initiative, HR organized a series of interactive forums that emphasized the workplace culture that has developed — and is desired — within Henrico general government. These forums included panel discussions in employee-training classes, group discussions of leadership and employee meetings hosted by senior managers. More than 600 employees have participated in the sessions. The initiative also earned an award from the Virginia Association of Counties.

Also in fiscal 2014, HR expanded its use of technology in employee training.

For example, HR in early 2013 created an online course so that supervisor-level employees can conveniently complete their required training in the identification and prevention of sexual harassment. Through system-generated reports, HR tracked which employees had completed the course. The department is adapting the course for marketing to other organizations.

In addition, HR managed the county's internship program, which launched in summer 2013 for students who are in high school or college or are pursuing an advanced degree.

A total of 76 interns had worked for the county through June 30, receiving either pay or educational credits. An internship coordinator oversees the program by working with county departments and colleges and universities to determine how internships might benefit all parties.

Henrico Area Mental Health & Developmental Services

Acting Executive Director: Laura S. Totty, 727-8585

Henrico Area Mental Health & Developmental Services (MH/DS) expanded its training program for the Crisis Intervention Team (CIT), which works with individuals experiencing a mental-health emergency.

Since 2008, MH/DS has trained more than 1,000 first responders and other professionals from more than 30 agencies and jurisdictions. These include Henrico's Police and Fire divisions, Sheriff's Office and MH/DS,

plus the Virginia State Police and U.S. Army Criminal Investigation Command.

Of the 1,000 trainees, nearly one-third of them completed the 40-hour basic class during fiscal 2014.

The CIT program now gives first responders and other professionals an opportunity to receive training on topics not covered by the basic CIT class.

The advance training covers issues affecting seniors, including dementia, abuse and hoarding, as well as general issues of mental-health recovery and strategies for coordination of care.

The CIT program expanded with the opening of the Crisis Receiving Center (CRC), based in the emergency room of Parham Doctors' Hospital.

The CRC has assisted more than 1,000 individuals since its start in December 2012. More than 600 individuals received assistance during fiscal 2014.

Also in fiscal 2014, MH/DS helped nine people with intellectual and developmental disabilities move to community living.

The transitions from institutional settings follow a 2011 finding by the Department of Justice that Virginia was not meeting legal requirements for providing services to disabled individuals in the most integrated setting appropriate to their needs. As a result, the state agreed to provide more community-based services.

MH/DS also helped 12 people move to community living during fiscal 2013.

In the transition process, MH/DS works with the individuals and family members to find suitable placements in local group homes or day programs. The approximate 12-week transition process includes site visits and meetings with staff to ensure access to services.

Also in fiscal 2014, MH/DS expanded the time each week that it offers evaluation and treatment for substance abuse without an appointment.

MH/DS boosted the availability of walk-in services to remove barriers to treatment and in recognition of rising rates of opiate use. The expanded hours allow shorter wait times and help clinicians spend more time with clients. Clinicians also have found that having immediate access to services is critical when someone decides to address a problem with substance abuse.

Walk-in service is now available 42 hours per week between two locations, up from 18 hours per week. The expanded hours started in April 2013 and have resulted in consultations with 1,067

clients, an increase of 10 percent.

Social Services

Director: Cynthia J. Steinhauser, 501-4982

In response to state and federal requirements, the Department of Social Services in October started using a new automated system to process applications and determine eligibility for Medicaid benefits.

Created as part of the federal Affordable Care Act, the Virginia Case Management System initially supported only the receipt and processing of Medicaid applications for families and children. The system's ability to accommodate eligibility reviews for those applicants began in April.

A second phase of deployment, scheduled for 2015 and 2016, will support adults applying for Medicaid and applicants of other benefit programs, including Temporary Assistance for Needy Families, Supplemental Nutrition Assistance Program and Virginia Initiative for Employment not Welfare.

Also in fiscal 2014, Social Services reunited 17 youth in foster care with their families. The department placed for adoption eight young people and finalized the adoptions of four others. One youth who had spent time in foster care graduated from college.

The Child Protective Services unit responded to 805 complaints throughout the year. As a result of the complaints, staff conducted 171 investigations and completed 634 family assessments to assure the safety of children and to assist in their care.

In July 2013, Social Services began preparing monthly reports to monitor expenses under the Comprehensive Services Act (CSA), a state law that establishes a pool of funds to provide services for at-risk youth and their families.

The reports, an initiative of Social Services and the CSA Henrico policy and management team, allow county officials to track expenses and the number of children served across three categories: foster care, education and

community-based services.

Health Department

Director: Dr. Susan Fischer Davis, 501-4656

The Henrico County Health Department continued to promote public health through a variety of services, initiatives and programs. Henrico ranked 34th out of 133 municipalities in Virginia in overall health, according to a 2014 study by the University of Wisconsin Population Health Institute and the Robert Wood Johnson Foundation.

The Health Department supported or conducted a number of investigations, including ones involving multiple county, state and federal agencies.

The Environmental Health division aided an investigation — still active as of August — of potential contamination of groundwater in Sandston. The division also supported an investigation into milk distributed to Henrico County Public Schools that spoiled before its expiration date.

Also in fiscal 2014, the Epidemiology program conducted 25 outbreak investigations of a variety of concerns affecting families, nursing homes, workplaces and schools.

The investigations involved food-borne illnesses, scabies, norovirus, flu and other issues. Department representatives also met with emergency staff from several hospitals to provide training on potential rabies exposure and appropriate protocols for treatment.

In October, the department provided 614 free flu vaccinations to residents at two sites in eastern Henrico and two sites in western Henrico. The Police and Fire divisions, and the Sheriff's Office assisted the effort.

The Health Department also supported a statewide initiative to transition to electronic management of food benefits offered through Virginia's Women, Infants and Children program.

In December, Dr. Susan Fischer Davis returned as health director. She previously served as Henrico health director from December 2009 to December 2011.

Davis has more than 20 years of public-health experience in a variety of positions with the Virginia Department of Health and the U.S. Centers for Disease Control and Prevention. She earned a doctor of medicine degree from Dartmouth Medical School.

Extension Office

Unit Coordinator: Karen F. Carter, 501-5160

The Henrico County office of the Virginia Cooperative Extension marked the 100th anniversary of a

federal law that effectively established its programs.

The 1914 Smith-Lever Act sought to expand vocational, agricultural and home-demonstration instructional programs to improve life in rural areas. The law called for the federal, state and local governments to cooperatively fund the services, creating stability and support at each level.

Programs extended from land-grant universities, including Virginia Tech and Virginia State University. Serving as Extension agents, faculty members worked with local staff and resources to provide research and information to communities.

The Board of Supervisors proclaimed May 4-10 as Cooperative Extension Centennial Celebration Week. Extension also marked the anniversary with displays in the Administration Building and during Varina Day, held in June at Dorey Park.

Also in fiscal 2014, a 4-H team sponsored by Extension completed a successful run in the LifeSmarts consumer education competitions.

The team, known as WYSIWYG — an abbreviation for "what you see is what you get" — captured the Virginia championship in March and finished tied for fourth nationally in April in Orlando, Florida.

A program of the National Consumers League, LifeSmarts challenges students in ninth through 12th grades with questions about personal finance, health and safety, the environment, technology, and consumer rights and responsibilities.

Extension also began using its SMART Lawns program to help Henrico meet requirements for cleaning up the Chesapeake Bay.

SMART Lawns helps residents maintain a healthy, attractive yard using environmentally friendly practices. In the past, the program has provided participants with a lime and fertilizer plan based on their yards' needs.

In the spring, Extension began providing a more extensive plan that meets state standards for urban nutrient management.

Using the detailed plans, Henrico is able to count the nutrient load reductions achieved through SMART Lawns toward the county's requirements for improving the health of the Bay. The office had completed 15 plans through June with seven others pending.

Extension worked with the Department of Information Technology's GIS Office to provide SMART Lawns participants with detailed maps of their yards. Each map shows which areas are suited for turf or other plantings.



A mover drops scrap metal into a container at a transfer station that opened in July at the Springfield Road Public Use Area.

DIRECTORY As of September 2014

ADMINISTRATION

County Manager
John A. Vithoulkas

Deputy County Manager for Administration
Joseph P. Casey, Ph.D.

Deputy County Manager for Community Development
Randall R. Silber

Deputy County Manager for Community Operations
Timothy A. Foster, P.E.

Deputy County Manager for Community Services
Jane D. Crawley

Assistant to the County Manager for Board Affairs/Clerk to the Board of Supervisors
Barry R. Lawrence

Building Official
Gregory H. Revels

Chief, Division of Fire
Anthony E. McDowell

Chief, Police Division
Col. Douglas A. Middleton

County Attorney
Joseph P. Rapisarda, Jr.

Director, Capital Region Workforce Partnership
Brian K. Davis

Director, Community Corrections Program
Jane E. Hardell

Director, Community Development
Lee J. Tyson

Director, Community Revitalization
S. Mark Strickler

Director, Court Service Unit
Kathleen E. Jones

Director, Finance
Eugene H. Walter

Director, General Services
John H. Neal, Jr.

Director, Human Resources
Paula G. Reid

Director, Information Technology
Thomas L. Owdom

14 Director, Internal Audit
Vaughan G. Crawley

Director, Libraries
Gerald M. McKenna

Director, Planning
Ralph J. Emerson, Jr.

Director, Public Health
Susan Fischer Davis, M.D.

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Jon B. Tracy

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Cynthia J. Steinhauer

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Gary R. McLaren

Executive Director (Acting), Mental Health & Developmental Services
Laura S. Totty

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Superintendent, Juvenile Detention Home
Michael D. Bingham

Superintendent, James River Juvenile Detention Center
Michael D. Martin

Superintendent, Schools
Patrick C. Kinlaw, Ed.D.

Unit Coordinator, Virginia Cooperative Extension
Karen F. Carter

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Shannon L. Taylor

Sheriff
Michael L. Wade

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James S. Yoffy

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John Marshall
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Denis F. Soden
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