



New automated system enhances service for DPU customers

Henrico's water, sewer and refuse-collection customers may have noticed something new over the past couple of months — they no longer have to call during the busiest time of day to get helpful information about their accounts.

On Sept. 19 the Department of Public Utilities (DPU) launched an automated voice response system that now is providing its customers around-the-clock access to account and service information.

"The automated voice response system enhances the service options available to our customers," said DPU Director Arthur D. Petrini. "It gives them a fast and effective way to receive information any time of day."

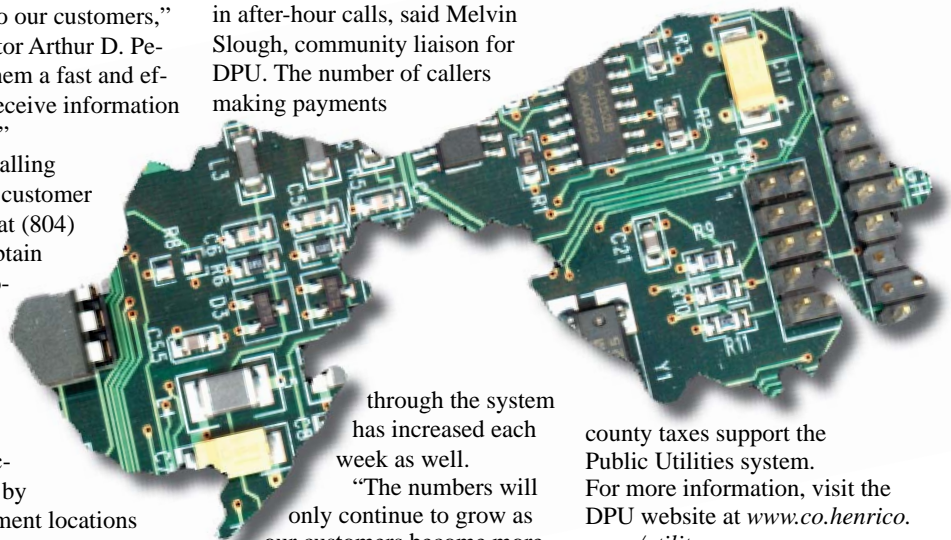
Customers calling DPU's standard customer service number at (804) 501-4275 can obtain through the automated system information such as account balances, last payment received, instructions for paying by credit card, payment locations and DPU hours of operation.

Callers continue to have the option of speaking to a customer service representative during regular business hours, 8 a.m. to 4:30 p.m. Monday through Friday.

Intended for residential as well as commercial and industrial customers, the automated voice response system is similar to systems currently used by the county's Department of Building Construction and Inspections and the real estate division of the Department of Finance. Henrico has more than 94,200 water, sewer and refuse-collection customers.

During its first four weeks in operation the automated system received a steady weekly increase

in after-hour calls, said Melvin Slough, community liaison for DPU. The number of callers making payments



through the system has increased each week as well.

"The numbers will only continue to grow as our customers become more aware of the automated voice response system," Slough said, noting that the system is being promoted on Henrico's website, on HCTV, in utility bill inserts and by other means.

While enhancing service for customers, the automated system also is boosting efficiency for DPU's customer service representatives, who now have additional time to work on new accounts, respond to more complex inquiries from customers, and perform other tasks.

Henrico's water and sewer services, including the automated voice response system, are funded entirely by customer fees. No

county taxes support the Public Utilities system. For more information, visit the DPU website at www.co.henrico.va.us/utility.

Residents asked to help evaluate Comcast Cable —Comments needed for franchise renewal agreement

Henrico is seeking public input as it begins the process of renewing a franchise with Comcast to operate a cable television system in the county.

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Residents are encouraged to provide comments regarding Comcast's performance and quality of service since the current franchise agreement began in May 2006. They also can discuss the community's future cable-related needs and how Comcast could serve the community over the course of a renewed franchise agreement.

Residents have several options for submitting comments:

- Complete the form at www.co.henrico.va.us/genserv/cablefranchise;
- Send an email to cablerenewal@co.henrico.va.us;
- Send a letter to the attention of Michelle Buresh, Henrico County Department of General Services, P.O. Box 90775, Henrico VA 23273-0775;
- Complete and return a survey mailed to a random sample of county residences;
- Call (804) 501-5153 from 8 a.m. to 4:30 p.m., Monday through Friday.

In addition, residents will have the opportunity to provide input at public information meetings scheduled for the spring. Dates, times and locations will be an-

nounced later.

Federal law allows Henrico to award nonexclusive cable franchises and prohibits the provision of cable service without a franchise in most circumstances. Comcast's current seven-year franchise will expire May 14, 2013.

For additional information, including the current franchise agreement and Henrico's ordinance governing cable television, visit the website www.co.henrico.va.us/genserv/.

New direction —Ceremony recognizes youth for positive life changes

Henrico's Juvenile Probation and Social Services (DSS) departments teamed with other county agencies to honor six young people at the eighth annual Stepping Stones awards ceremony in July.

The ceremony paid tribute to youth from the county's foster care program and juvenile justice system who had responded positively to the services and sanctions of DSS and the Juvenile and Domestic Relations Court. Working to meet the programs' rigorous requirements, the young people had made significant strides toward advancing their education, establishing career plans and living independently.

Juvenile court judges, social workers, probation officers, county officials and others saluted their efforts at the ceremony:



- Since her release from probation in 2007, **Dreneisha Carington** has graduated from high school, become licensed as a certified nursing assistant and entered the U.S. Army Reserve. She is waiting to be called to active duty with the Army.



- **Kyle Gammon** entered foster care in July 2005 and after several brief placements found a more permanent home, spending four years with a single foster family. He graduated from high school in 2010 but struggled on his own initially until receiving guidance from Beat the Odds Independent Living Academy. He now maintains his own apartment, has a full-time job, serves as a mentor at Beat the Odds and meets with prospective foster

parents to share his experiences.



- **Mariah Greene** missed her initial meeting with a probation officer in June 2008 and was assigned to the post-disposition program at James River Juvenile Detention Center. She took advantage of her time there, cultivating skills as a writer and performer while composing and helping produce an original Christmas play. She graduated from high school in 2010 and now is working full time, has leased a townhome and is pursuing a business degree in college.



- While serving four years on probation, **Whitney Harris** earned a GED diploma, received an applied medical assistant degree from ECPI

University and enrolled in the nursing program at J. Sargeant Reynolds Community College. She volunteers at Henrico's youth detention centers, visiting with the residents and sharing her personal story.

- **Raveen Lewis** (not pictured) struggled initially after being placed in the custody of her older sister. Working closely with her social worker over a two-and-a-half year period, she gained her footing and has since earned a personal care assistant degree and a certified nursing degree. She currently works with a home health agency and is enrolled in the nursing program at J. Sargeant Reynolds Community College.



- Since entering probation in 2008, **Chris Sam** has moved from supervised to unsupervised probation and completed the past two years without a criminal charge. The high school junior now is attending class regularly and improving his academic work while playing on the varsity baseball team. He also has opened a savings account with the earnings from his part-time job. The honorees received recognition certificates, savings bonds

and gift bags that featured an autographed novel by Virginia author Adriana Trigiani and a baseball autographed by Goochland native and Detroit Tigers All-Star pitcher Justin Verlander.

Other county agencies contributing to the Stepping Stones ceremony included the Community Corrections Program, James River Juvenile Detention Center, Henrico Juvenile Detention, Juvenile and Domestic Relations Court and the 14th District Court Service Unit. Henrico County Community Partners, Inc., a nonprofit organization that provides fund-raising support for local criminal justice programs, sponsored the event.

The container doesn't matter — Campaign urges 'just start recycling'

If you think you can't participate in Henrico's curbside recycling program because you don't have an "official" container, the county and Central Virginia Waste Management Authority (CVWMA) want you to think again.

Just about any kind of bin, box, barrel or bag — as long as that bag isn't plastic — will do. The materials being recycled are the key, not the container holding them — that's the message of an ongoing education campaign by CVWMA.

"It's what's inside the container that counts," said Nancy Drumheller, public information coordinator for CVWMA. "Use one of ours or use your own. We don't want the container to deter anyone



from recycling."

Any sturdy, rigid container will work — such as plastic totes and bins, wastebaskets, small trash cans, laundry baskets and cardboard boxes. Containers larger than 40 gallons must be equipped with a steel bar to enable easier handling by collection crews. Residents can identify their alternate containers with recycling labels, available free of charge from CVWMA.

Paper grocery bags also are acceptable, Drumheller said. Plastic bags cannot be used as a container, however. The ubiquitous plastic bag is not recyclable and causes equipment failure at the authority's processing facility.

Henrico homeowners who prefer an official container can obtain a free 24-gallon bin from CVWMA or may purchase one of the authority's 96-gallon carts for \$65. Henrico County covers the cost of the 24-gallon bin for homeowners.

CVWMA provides a single-stream program, so recyclable items can be mixed together in the container.

Recyclable materials include steel and aluminum food and beverage cans; newspaper, office paper, magazines and other mixed paper; paperboard boxes and corrugated cardboard; glass bottles and jars; and narrow-neck plastic bottles (visit the CVWMA website

for a complete list).

Henrico's residential curbside program, available to approximately 83,760 single-family homes, collected 12,329.5 tons of recyclable materials during the 2011 fiscal year — nearly a third of the total collected in CVWMA's seven-locality service area.

"Henrico residents are making a difference by recycling," Drumheller said.

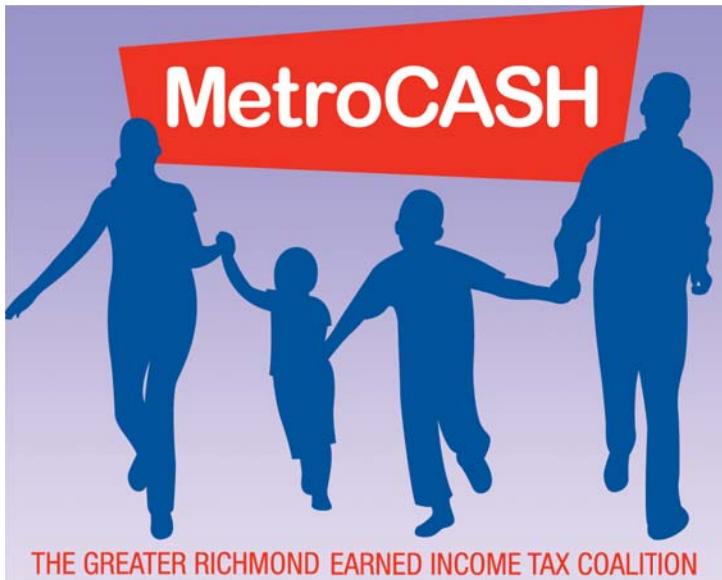
For more information about containers, recyclable materials and other questions, call the CVWMA recycling hotline at (804) 340-0900 or visit www.juststartrecycling.org.

Volunteers needed for free tax service

MetroCASH, the free income tax assistance program, is seeking volunteers to help qualifying residents prepare and file their 2011 tax returns.

Not an accountant or tax attorney? Not a problem. MetroCASH will train volunteers to serve in a variety of roles. Previous experience with income tax preparation is not necessary.

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A coalition of social service, nonprofit, faith-based, business and government organizations in central Virginia, MetroCASH will operate 13 volunteer income tax assistance centers in the metropolitan area from late January through the end of the tax season in April. Henrico will host two sites: Fairfield Area Library, 1001 N. Laburnum Ave.; and Dumbarton Area Library, 6800 Staples Mill Road.

The centers will provide free tax preparation assistance for qualifying residents — generally, households earning less than \$50,000 in 2011. They also will help eligible taxpayers receive key tax credits such as the earned income tax credit.

Volunteers will fill several positions:

- **Greeters/screeners** will help clients register and organize their paperwork; they will receive training at the tax assistance centers.
- **Tax preparers** will work

with clients to complete their income tax returns; they will receive tax-law and tax-preparation training prior to tax season and will be certified by the Internal Revenue Service.

- **CASH coaches** will connect clients with asset-building resources available in the community; they will receive financial-education training prior to tax season.
- **ASTP coaches** will help clients complete and file their own tax returns electronically, answering general questions and providing minor technological assistance; they will receive training prior to tax season.

Last year, 138 volunteers donated more than 4,000 hours at MetroCASH centers. Volunteers helped clients file 2,093 tax returns, generating \$932,216 in earned income tax credit funds and a total of \$2,577,886 in federal refunds. The free service saved cli-

ents an estimated \$418,600 in tax preparation fees.

MetroCASH is seeking 160 volunteers for the upcoming tax season and anticipates filing 2,500 tax returns.

Volunteer sign-up information is available at www.metrocash.org and by calling (804) 775-6432 or 211, the United Way information referral service.

Ceremony remembers heroes of Sept. 11

Henrico Board members, county officials, personnel from the division of Police and Fire and Sheriff's Office, county staff and residents came together in September for solemn ceremonies commemorating the 10th anniversary of Sept. 11.

The memorial commemoration honored the nearly 3,000 people killed in the terrorist attacks on the World Trade Center and Pentagon as well as the passengers of United Airlines Flight 93 that crashed in Shanksville, Pa.

"The people who died on Sept. 11 always will be remembered as ordinary people, but they ended that day as heroes," said Tuckahoe District Supervisor Patricia S. O'Bannon. "After 10 years, the hole in

our hearts is still there."

Included among the victims Sept. 11 were some 411 emergency response personnel. Police Maj. Tom Leary said the attacks that day have affected the way Henrico's first responders train.

"We now plan, prepare and train together — Fire, Police and Sheriff — at the local, state and federal levels," Leary said. "We're stronger now and we're continuously working to keep our community safe."

The commemoration featured a bagpipes rendition of "Amazing Grace" and a bugler's offering of "Taps." It also included a bell-tolling ceremony by Henrico Fire, a tradition of the fire service. Chief Ed Smith noted that 343 members of the New York Fire Department perished while conducting rescue operations Sept. 11.

The bell, which tolled 25 times, "announces the passing of a firefighter and symbolizes the devotion of our comrades," Smith said. "Their task has been completed and their duties, well done."

At left, Henrico firefighters unfurl a 20-foot by 30-foot American flag from the roof of the Public Safety Building as part of county ceremonies commemorating the 10th anniversary of Sept. 11.



HCTV–Channel 17 schedule

For program descriptions or more information, tune to the Comcast TV Guide channels 20 or 100 or go to www.co.henrico.va.us/pr.



		Even Hours 12 a.m., 2 a.m., 4 a.m., 6 a.m., 8 a.m., 10 a.m., Noon, 2 p.m., 4 p.m., 6 p.m., 8 p.m., 10 p.m.	Odd Hours 1 a.m., 3 a.m., 5 a.m., 7 a.m., 9 a.m., 11 a.m., 1 p.m., 3 p.m., 5 p.m., 7 p.m., 9 p.m., 11 p.m.
Nov 21 through Nov 27	Mon Wed Fri Sun	Voices from Mountain Road — 36 mins	Beyond the Palisade: Life in 17th Century Henrico — 34 mins
	Tue Thu Sat	Ready to Respond: Police and Fire at Richmond International Airport — 25 mins	Hermitage Enterprises: Staffing and Labor Services — 30 mins
Nov 28 through Dec 4	Mon Wed Fri Sun	Inside Henrico: Fall 2011 — mins TBA	The Bridges of Henrico County — 28 mins
	Tue Thu Sat	City Limits: Henrico Escapes Richmond's Attempts to Merge and Annex — 19 mins	A Gift from the Heart: Fostering Our Children — 25 mins
Dec 5 through Dec 11	Mon Wed Fri Sun	H2O Henrico: From the River to Your Home — 20 mins	Wasted Youth: Teen Drug and Alcohol Abuse — 32 mins
	Tue Thu Sat	Inside Henrico: Fall 2011 — mins TBA	Community Revitalization: Vital to Our Future — 22 mins
Dec 12 through Dec 18	Mon Wed Fri Sun	Attention Deficit Hyperactivity Disorder — mins TBA	The History of Short Pump — 30 mins
	Tue Thu Sat	A-Shift: Station 12 -- 24 Hours with Henrico Fire — 31 mins	Soaring Free: Bird Watching in Henrico — 24 mins
Dec 19 through Dec 25	Mon Wed Fri Sun	U.S. Presidents from Virginia — mins TBA	A Henrico Holiday — 16 mins
	Tue Thu Sat	Historic Henrico Churches: Windows to Our Past — 28 mins	Henrico's Legacy: Commemorating 400 Years — 53 mins
Dec 26 through Jan 1	Mon Wed Fri Sun	When the Clock Strikes Twelve: New Year's Traditions — 23 mins	A State of Mind: The History of the Glen Allen Community — 29 mins
	Tue Thu Sat	The Four Legged Force: Life in Henrico's K-9 Unit — 34 mins	Caring for the Animals: From Lizards to Livestock in Henrico Recreation — 34 mins

New county facilities unveiled in October ceremonies



Eastern Henrico Recreation Center

Opened on Oct. 8, the Eastern Henrico Recreation Center is the county's newest and largest recreation center.

The 25,773-square-foot facility houses a regulation high school gymnasium — the first full-size gym in a Henrico recreation center — with seating for up to 150 spectators. It also features a weight room and fitness center, dance studio, children's activity room, small and large classrooms and administrative offices.

The environmentally friendly building was designed and con-

structed according to the standards of the Leadership in Energy and Environmental Design (LEED) program. Henrico is seeking LEED Silver certification for the center.

Outside, the 24-acre site includes a football complex with a press box, scoreboard, field lighting, concession facilities and seating for 400. A five-lane, 360-meter track circles the regulation field. The site also features walking trails and a multipurpose athletic field.

Henrico voters approved funding for the \$13.3 million project in the 2005 bond referendum.

Fire Station no. 8

More than 350 people attended the Oct. 8 public dedication ceremony for the newly renovated and expanded Fire Station no. 8, located at 8000 Patterson Avenue.

The new station more than doubles the size of the original Fire Station no. 8, built in 1950 on the same site. The 8,234-square-foot facility features a two-bay, drive-through garage and houses an engine company, an attack pumper and a reserve

engine. Like all new Henrico fire stations, it is equipped with an emergency generator capable of powering the entire station for three days before refueling.

Staffed with 13 personnel, the station features enhanced living quarters, office space, an exercise room, a large kitchen area and training room and a shop.

Henrico voters approved funding for the \$2.05 million station in the 2000 bond referendum.



Fire Station no. 12

Henrico residents got their first look at the newly renovated and expanded Fire Station no. 12, located at 3803 West End Drive, during a public dedication ceremony Oct. 18.

Originally constructed in 1974 on the same site, the expanded station covers 10,551 square feet and contains an extended two-bay, drive-through garage that can accommodate the station's ladder truck, engine and ambulance. It also includes a shop, EMS storage room and, like station no. 8, is equipped with an emergency

generator capable of powering the entire station for three days before refueling.

Staffed with 31 personnel, Fire Station no. 12 features enhanced living quarters, an expanded kitchen and dayroom and skylights for natural lighting. It includes an exercise room, office area and a separate conference room as well.

The \$1.85-million facility was constructed in accordance with LEED program standards and is seeking Silver certification.



Recreation Roundup

Fri, Nov 18 & Dec 9: Discovery Hunt

There's a lion in the tavern...and 73 keys! Discover animals and objects hiding in plain sight. Learn about some real animals that reside at the historic Walkerton property. *For ages 3-6.* Walkerton Tavern. 10-11 a.m. Free. Info: 261-6898.

Sat, Nov 19: Soundworks Chorus

Without any instruments or fancy effects, the men of Soundworks unleash the tremendous power of the unaccompanied human voice in music that ranges from silly to serious to sacred. Henrico Theatre. 7:30 p.m. Free. Info: 328-4491.

Fri & Sat, Dec 2, 3 & 9, 10: Henrico Holiday Spectacular
Enjoy seasonal singing and dancing featuring the best-loved holiday movie songs! Following the performances, enjoy "A Christmas Story" (Dec 2 at 7

p.m. & Dec 3 at 2 & 7 p.m.) and "Scrooge" (Dec 9 at 7 p.m. & Dec 10 at 2 & 7 p.m.). Henrico Theatre. \$1 per person. Info: 501-5138 or 328-4491.

Sat, Dec 3: Holiday Lantern Tour at Meadow Farm

Dr. Sheppard's family and friends are welcoming guests to Meadow Farm. Experience the family's holiday traditions as they celebrate Christmas evening in 1860 with a guided lantern tour. Meadow Farm Museum. 6-8 p.m. Free. Info: 501-2130.

Sat, Dec 3: Walkerton Holiday Open House

Wander the halls and enjoy tours, refreshments, music, dance, costumes and the history of this 19th-century tavern. Walkerton Tavern. 1-6 p.m. Free. Info: 261-6898.

Sun, Dec 11: Ornament Making Workshop

Make your own Victorian ornament at Meadow Farm's annual workshop, or join an 1840 St. Nick as he reads "'Twas the Night Before Christmas." Meadow Farm Museum. 1-3 p.m. Free. Info: 501-2130.

Tue & Wed, Dec 13 & 14: Henrico Pops Chorus Presents "A Reel Holiday Celebration"

A concert for the entire family! Under the direction of Bobbie Moore, the chorus will perform holiday songs from your favorite movies. Henrico Theatre. 7:30 p.m. Free. Reservations are required. Info: 501-5859.

Sun, Dec 18: Storytelling with Kim Weitkamp

Join us as Kim's stories, songs and humor touch the heart and tickle the funny bone. Henrico Theatre. 2:30 p.m. & 6 p.m. Free.

Reservations are required. Info: 328-4491.

Tue, Dec 20: Big Band Concert Featuring The Continentals

Enjoy the best of the holiday season with a big band sound. Hermitage High School. 7-9 p.m. Free. Info: 501-5859.

Sat, Jan 21: Opera for People Who Don't Like Opera

Join the Virginia Opera for a humorous, insightful and interactive introduction to the art of opera. Henrico Theatre. 2 p.m. Free. Reservations are required. Info: 328-4491.

For additional programs, please see "At Your Leisure," our catalogue of events and classes, available online at www.henricorecandparks.com, at your local library or by calling Recreation & Parks at 501-7275.

Library Lineup

Sat, Nov 19: The Powhatan Tribes — Past & Present

Wayne Adkins, second assistant chief of the Chickahominy Tribe, will discuss the Powhatan Tribes. Tuckahoe Area Library. 2:30-4 p.m. Sponsored by Friends of the Tuckahoe Library.

Sat, Nov 19: Thanksgiving & Christmas around the House

Join Lu Cavallaro as she covers advent wreaths and basic arrangements with evergreens and flowers. Dumbarton Area Library. 3-4 p.m. Registration required. Call 290-9400.

Tue, Nov 22: Celebrate NaNoWriMo

November is **National Novel Writing Month**. Join local writers for a coffee hour. Open to writers of all ages, published or not! Twin Hickory Area Library. 6-7 p.m.

Thu, Dec 1: Interlude with Seasonal Music

Interlude male quartet will present selections of holiday music. Tuckahoe Area Library. 7-8 p.m. Sponsored by Friends of the Tuckahoe Library.

Sat, Dec 3: Klezmer Music Concert

Klezmer band Klezm'Or'Ami'm will perform a free concert of old-world Eastern European folk music. Fun for the whole family! Dumbarton Area Library. 3-4:30 p.m.

Tue, Dec 6: Ready for Kindergarten

Join Henrico County kindergarten teacher Kathleen Cummings for a workshop on preparing children for kindergarten. Child care providers earn 1.5 hours of CE credits. Registration required: www.henricolibrary.org or call

290-9700. North Park Branch Library. 6:30-8 p.m.

Mon, Dec 19: School's Out!

Join us for gaming night to celebrate! Sandston Branch Library. Session 1, 2-4 p.m. Session 2, 6-8 p.m.

Mon, Jan 9: Black Authors Book Group

Join us for a discussion of "The Kid" by Sapphire. Newcomers welcome. Fairfield Area Library. 7-8 p.m.

Thu, Jan 19: Virginia College Savings Plan

Learn about the four 529 plans available and start planning for those future college tuition bills! Twin Hickory Area Library. 7-8:30 p.m.

Wed, Feb 8: Thinking About Downsizing? Things to Consider

Join Susan Campbell of More Than Moving as she offers advice about moving and downsizing. Dumbarton Area Library. 3-4 p.m.

Sat, Feb 11: Locked Out: The Fall of Massive Resistance

Join us for a film about desegregation of Virginia schools. Glen Allen Branch Library. 2-3 p.m. **Companion talk** by Charles Alexander of the "Charlottesville 12," **Mon, Feb 20**, Dumbarton Area Library. 7-8 p.m.

Events are free and open to the public. For more information, go to www.henricolibrary.org, email library@henrico.lib.va.us, or call 290-9000.

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Quick Reference Telephone Numbers

Adult Protective Services.....	501-7346
Board of Supervisors.....	501-4207
Building Permits & Inspections.....	501-4360
Business Licenses/Personal Property.....	501-4310
Child Protective Services.....	501-5437
Community Maintenance.....	501-4757
Community Revitalization.....	501-7640
Fire, Non-emergency.....	501-4900
Food Stamps.....	501-4002
Health Clinic - East.....	652-3190
Health Clinic - West.....	501-4651
History/Historic Preservation.....	501-5736
Human Resources.....	501-4628
Human Resources 24-hour Jobline.....	501-5674
Libraries.....	290-9000
Magistrates.....	501-5285
Marriage Licenses.....	501-5055
Mental Health Emergency Services.....	727-8484
Permit Center, The.....	501-7280
Planning & Zoning.....	501-4602
Police, Non-emergency.....	501-5000
Real Estate Assessment.....	501-4300
Recreation & Parks.....	501-7275
Recycling Collection (CVWMA).....	340-0900
Schools.....	652-3600
Sheriff.....	501-4571
Traffic Ticket Court.....	501-4723
Trash/Bulky Waste/Leaf Collection.....	501-4275
Vehicle Licenses/Personal Property.....	501-4263
Volunteer Program.....	501-5231
Voter Registration.....	501-4347
Water and Sewer Service.....	501-4275



Government Center
4301 East Parham Road
501-4000



Eastern Government Center
3820 Nine Mile Road
652-3600

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