

Confronting Isabel

Henrico ready for the challenge

The birth of a hurricane is not an unusual event.

Each year, an average of 10 significant storms take shape over the warm water and tropics of the Atlantic Ocean, Caribbean Sea and Gulf of Mexico. Each year, six of these tropical storms gain sufficient strength and wind speed to become hurricanes; each year, on average, one or two of these hurricanes strike the U.S. coastline. The rest dissipate over the open ocean.

So it wasn't unusual in early September when a depression formed over the Atlantic tropics, grew into a tropical storm and acquired the name Isabel. And it wasn't entirely unexpected when Isabel's winds topped the 74 mph mark, elevating it to hurricane status.

But Isabel soon began to distinguish itself, expanding into a "storm of historic proportions," according to the National Weather Service. It grew rapidly, spreading over a vast expanse of ocean and packing winds approaching 150 mph. It also began tracking a northwesterly course, pointing for the United States' mid-Atlantic coastline—a landfall destination that was unusually far north for an Atlantic hurricane. Then another weather condition—a high-pressure zone over Canada—joined forces with Isabel, preventing the hurricane from spinning harmlessly out to sea and guaranteeing it a path that would affect millions of lives along the Atlantic seaboard.

Early the week of Sept. 15, it was clear that Isabel would be much more than an "unusual event" for residents of southeast and central Virginia in general, and Henrico in particular. Hurricane experts charted a course that projected the storm to make landfall on the North Carolina-Virginia coastline and spin into central and northern Virginia.

Suddenly, the common had become remarkable: A lumbering, rolling wrecking ball the size of Colorado was on the way, and Henrico was in its path. The county had not seen a storm of this proportion or potential in at least 30 years.

Henrico ready to respond

An unusual combination of conditions and circumstances had directed Isabel toward central Virginia, but the storm did not surprise Henrico officials. The hurricane's arrival might have been accidental, but the county's response was a case study of planning and preparation.

"Henrico County's principal concern, regardless of the situation, is always the safety and welfare of our residents," said County Manager Virgil R. Hazelett, P.E. "Our staff has trained and prepared to respond to any emergency, hurricanes included. Isabel presented a number of emergency situations and unusual

challenges, but our staff did exactly what it was trained to do."

Unlike many natural disasters, hurricanes do not often arrive unexpected, affording some time for the people in their path to board windows, ready generators and emergency supplies, or to evacuate. But a few days' advance notice is not sufficient time for an entire community—especially a densely populated suburban county like Henrico—to prepare for the massive damage that follows in a hurricane's wake. Months, even



Just after Isabel hit, residents woke to a multitude of crews from Henrico's Public Works and Utilities departments removing debris throughout the county.

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years, of planning and practice are needed to allow a community to respond appropriately to such a dramatic emergency situation.

Confronting Isabel, day by day

Sept. 16. With Isabel churning steadily toward the mid-Atlantic coastline, the county's storm preparations are well under way.

The Henrico Emergency Operations Center (EOC)—a team of leading officials and staff from more than 15 county agencies, including Fire, Police, Health, Public Works and Public Utilities, which serves as the county's crisis command center—makes final staffing arrangements, positions emergency units and work crews to key response locations, and plans for around-the-clock operations.

Sept. 17. The destination of the hurricane no longer in doubt, residents of Virginia and North

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Carolina's coastal communities evacuate inland, many streaming toward central Virginia and Henrico. The county opens six shelters to the public, offering emergency lodging and services for its displaced residents and for refugees from the coast. News of the shelters is announced to area media, which spreads the word; although Isabel would not reach the area for a number of hours, several families take advantage of the county's shelters that first night.

Anticipating the need for enhanced communication with its residents, Henrico creates a special public phone line—501-7800—that quickly is dubbed the "Hurricane Hotline." Designed to answer residents' storm-related questions and provide non-emergency information around-the-clock, the hotline also is intended to keep police and fire phone lines open for emergency communications. The hotline stays active for more than two weeks, providing information on a variety of key storm-related issues.

In the three days following Isabel, the Hurricane Hotline fields calls at a rate of 175 to 200 per hour; all told, it handles well in excess of 5,000 calls from Henrico residents that weekend and another 3,400 calls the following week. County staff log more than 160 hours to operate the special public-service line.

The county shifts its regular communications programs into emergency mode as well. Henrico County Television Comcast Channel 37 provides a continuous stream of emergency bulletins, broadcasting information on road closings, health advisories, water availability, debris removal and more. The county Web site offers up-to-the-minute emergency updates as well. Anticipating the likelihood of power outages throughout the region, staff also maintain constant contact with print and broadcast media to ensure that residents receive timely, accurate information.

The Board of Supervisors officially activates the EOC; the center will operate continuously the next 11 days, directing the county's on-the-ground response and recovery efforts. By 9 p.m. the center is fully operational—all that remains is the arrival of Isabel.

Sept. 18. By the time Isabel makes landfall at 1 p.m., smacking North Carolina's Outer Banks with 100 mph winds and a storm surge that makes rivers flow backward, the hurricane's outer bands are already lashing Henrico with heavy rains and steadily strengthening winds. Meteorologists say the storm's course will carry it directly over Henrico.

The combination of rain and wind begins proving lethal for Henrico's trees. They fall in scores, covering roadways and snapping power lines. By 3 p.m., lights flicker off in most Henrico homes. Ultimately, nearly all of the county's 275,000 residents lose electricity.

The loss of power leads to another significant problem—the loss of water service. Henrico's water system is linked to the City of Richmond,

which loses power to its treatment plant and a key pumping station. Henrico, in turn, loses power at its Three Chopt pumping station; pressure levels begin dropping in buildings countywide. When the city shuts down its water system at 7 p.m., the county has to follow suit. Faucets run dry throughout the county, and hospitals and other emergency facilities are forced to conserve and tap their reserve supplies.

Braving torrential rains, flooded roads and wind-driven debris, Henrico's public safety personnel respond to hundreds of emergencies and additional service calls. By 6:30 p.m. high winds have made travel perilous on the county's roads, especially for oversized emergency vehicles, but fire, EMS and police continue to respond to life-threatening calls. Fire and EMS units will respond to 585 calls before the day is over, while police will respond to another 1,165 calls for service.



The Emergency Operations Center Policy Room: (left to right) Assistant Chief of Fire Services Nicholas J. Caputo, Fire Marshal Roy E. Sprouse, Fire Chief Ronald L. Mastin, Police Major W. M. Bullock, Jr. and Chief of Police Col. Henry Stanley, Jr.

"We are working to ensure public safety in all aspects and meet our residents' needs in every way possible," said Chief of Police H. W. Stanley, Jr. "Our officers are doing that."

Fire Chief Ron Mastin applauds the group effort involved in protecting Henrico's residents.

"The coordination and cooperation among departments has been very good," Mastin said. "We've asked for a lot from our people, and they have really stepped up to the plate and met the task."

Henrico's six shelters remain open, providing refuge for hundreds of people displaced by the storm.

While Henrico personnel are responding to its extreme challenges, Isabel is raging to its peak

force in the county. A wind gust of 73 mph is recorded in eastern Henrico, while sustained winds reach their top speed of 62 mph at 11 p.m. Five-and-a-half inches of rain fall in the county's west end, while rain gauges in the east end collect a full four inches.

Sept. 19. Residents wake to blue, cloudless skies, but the calm weather of the first day after Isabel belies the destruction left in the storm's wake. Hundreds of felled trees block dozens of roads; in some places, rampaging storm waters have stripped asphalt from roadways, making them impassable as well. Roads that are open lack functioning signal lights, posing problems for drivers and traffic police. Hundreds of residents find uprooted trees resting against or—in many cases—inside their homes. Most of Henrico's homes and businesses have neither electricity nor water.

But clean-up and recovery efforts are well under way.

"In many ways, recovery after a hurricane is a more significant problem than going through the storm itself, when the focus is on providing emergency and safety services," Hazelett said. "But your response both during and after the storm will be inadequate if you haven't planned well in advance."

Public Works crews, working 12-hour shifts, begin the daunting task of clearing the county's roads of debris. Over the next month, Public Works staff log approximately 35,000 hours, including 16,000 overtime hours. Six weeks after the storm, some 250,000 cubic yards of debris will have been removed, with at least another 200,000 cubic yards to go.

The county's Springfield Road and Charles City Road landfills begin receiving debris as well, taking in some 150,000 cubic yards by the end of

October. County crews aren't the only ones clearing debris—in the three days after Isabel, nearly 5,000 residents per day take advantage of the free public-use areas at the two landfills. In the following week, an average of 2,500 residents per day dispose debris at the landfills (on a “normal” day, 800 customers visit the public-use areas).

Of course, Isabel created more than broken branches and similar vegetative debris. In the two weeks following the storm, Public Utilities crews pick up an additional 400 tons of garbage—mostly storm-damaged household items and spoiled food. The increased need for service is reflected in Public Utilities' workload as well: in the month after Isabel, the solid waste staff logs approximately 4,400 hours, including some 2,200 hours of overtime.

Fire, EMS and police have another busy day. Fire and EMS units respond to more than 450 calls, while police will respond to nearly 1,800 calls for service.

The pressing concern of the day remains the lack of water. While county officials work to restore pressure throughout the system, emergency water is made available to residents free of charge to address their immediate needs.

“At this point, we don't have water because we don't have power to pump it,” Hazelett said. “This becomes a concern for the safety and health of our residents.”

Temporary distribution systems are established at Deep Run High School in western Henrico and at the Eastern Government Center; residents are instructed to boil the water before drinking or cooking with it.

Sept. 20. With electricity restored to key pump stations in Henrico and the City of Richmond, water service begins returning to county homes and businesses. Because of the loss of pressure in the water system, however, there is a risk of contamination. Safety regulations mandate that the water undergo two rounds of tests—each taking 24 hours—before it can be cleared for drinking, cooking and normal usage. County officials take to the airwaves to spread the critical message that until further notice, residents must boil their water before consuming it. The message is disseminated through the media, the county Web site and HCTV-Channel 37 as well.

In the meantime, residents face a minimum of another 48 hours without drinkable water in their homes. And because electricity remains out in most of the county, many residents lack the means to boil their water. To address this problem, Henrico makes available thousands of gallons of drinkable, bottled water—the water is distributed free of charge to residents at Deep Run High School and the Eastern Government Center.

Sept. 21. Water pressure is restored countywide, and Henrico officials take initial samples to begin the requisite testing. Residents and businesses are again reminded that the boil-water advisory remains in effect.

Sept. 22. Henrico's administrative offices re-open, although employees can not drink the water in county facilities. Instead, they bring their own drinking water and resume service to county residents.

One of the principal needs of residents on the first Monday after Isabel, aside from water and electricity restoration, is assistance with storm debris. The county announces that it will remove debris, free of charge, that has fallen on residential and business properties; residents register for the service by telephone and by way of the county Web site. Thousands of residents sign up for the service.

The county also announces free damage inspection services for storm-damaged homes and commercial buildings. Building Inspections staff will ultimately examine more than 400 buildings with Isabel-related damage.

Henrico closes its six hurricane shelters, which had been open since the afternoon of Sept. 17 and provided refuge for dozens of families and hundreds of individuals when Isabel raged at its peak the night of Sept. 18.

But because thousands of residents still lack electricity at home, two of the shelters—Godwin High School and Highland Springs High School—re-open as emergency resource centers. Dozens of residents enjoy their first hot showers and hot meals in several days at the centers, which remain in operation until Sept. 27.

Homes and businesses continue under a boil-water advisory, but a light appears at the end of the tunnel as county officials take a second water sample and begin the final 24-hour test.

Sept. 23. Henrico's fifth post-Isabel day comes with good news and bad news. The county's water passes its second test, and the boil-water advisory is lifted for 200,000 residents. But early morning thunderstorms and tornadoes rumble through several north Henrico neighborhoods, damaging dozens of homes, felling hundreds of trees and knocking out power for thousands of residents. Many of those affected by the new round of storms had managed to escape Isabel's destruction.

Henrico officials again respond quickly. Police and emergency personnel provide immediate assistance—the hard-working units have their busiest day since the hurricane, responding to some 1,250 calls for service—and work crews and building officials reach the neighborhoods early, inspecting damage and clearing roadways.

The plight of many residents affected by this second bout with natural disaster, the elderly and disabled in particular, leads the Board of Supervisors to seek new kinds of support services to address their special needs. The result is the Emergency Debris Removal Volunteer Assistance Program, which coordinates volunteer help for elderly and disabled residents who need assistance removing storm debris. The program later adds a fraud-protection service as well.

Within three weeks of the free program's creation, more than 150 residents had registered for it.

Sept. 24. In addition to the free water-distribution sites at Deep Run High School and the Eastern Government Center, Henrico opens a second water-distribution site for eastern county residents at Varina Elementary School. Because many east-end residents depend on wells for their household water, and because these wells remain idled by the lingering lack of electricity, the need for free drinking water is still significant.

Sept. 25. Henrico receives its first bulk shipment of ice from the Federal Emergency Management Agency and immediately makes it available to residents. The free ice is distributed at Deep Run High School, Varina Elementary and the Eastern Government Center.

Sept. 30. Although the lights are blinking on for the first time in nearly two weeks, the gradual return of electric service is too late for many Henrico residents to salvage their perishable foods. The loss of groceries proves a profound problem for thousands of residents who can ill-afford the economic hardship.

Again, Henrico responds to the needs of its residents. The county makes available a federal disaster food benefits program to qualifying residents; Social Services personnel work continuously over the next seven days to process and distribute the benefits. Ultimately, the disaster food program serves some 30,820 residents—more than 11 percent of Henrico's population—and provides more than \$2.8 million in federal benefits.

Oct. 3. As daily routines begin to return to normal for many residents, the need for ongoing emergency services is dramatically reduced. Henrico officials close the special water-distribution sites, although residents still may obtain free water at several county fire stations. Officials also shut down the Hurricane Hotline and close the Emergency Operations Center.

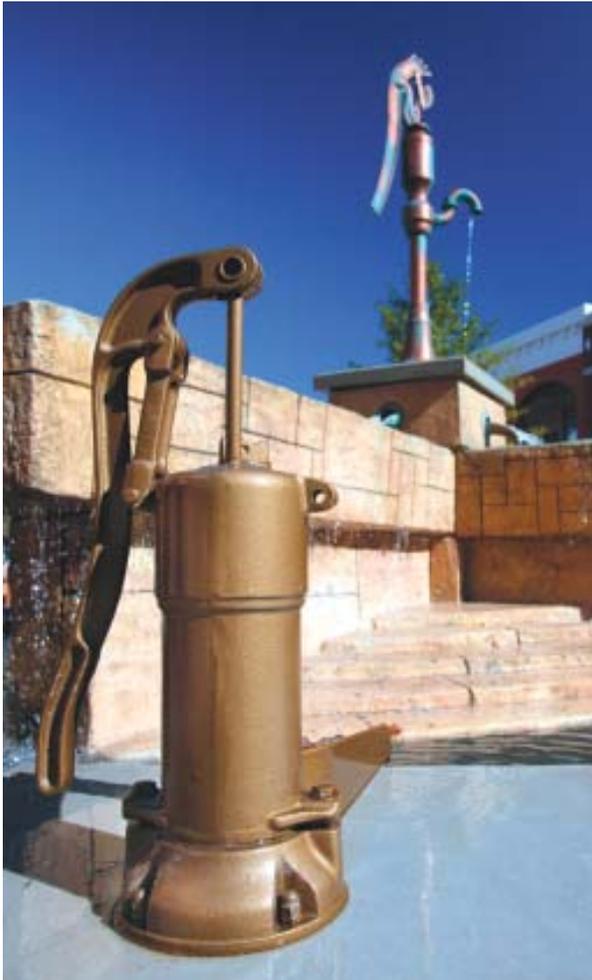
The provision of key post-Isabel services does not end, however. Public Works and Public Utilities crews continue working 12-hour days to clear storm-related debris. The county formally announces the creation of the Emergency Debris Removal Volunteer Assistance Program (see page 6 for more information). And the county continues to respond to residents' needs on a host of issues and concerns.

“Henrico's response to Hurricane Isabel represented a complete effort on the part of county staff,” Hazelett said. “This wasn't something that everyone wants to experience. But our staff was ready and did yeoman's work, especially considering the challenge that was facing them.

“This represents again the county's steadfast commitment to provide the best possible service to Henrico residents,” he said.

Supervisors celebrate Short Pump opening

It would take more than a little drizzle to come between a serious shopper and Short Pump Town Center, as proven by the massive horde attending the grand opening on Sept., 4. At 9 a.m., members of Henrico's Board of Supervisors and other county officials attended the opening ceremonies among 1,000 other



A fountain in the center plaza adorned with water pump handles is a monument to the mall's namesake. According to legend, a tavern and stagecoach stop along the western portion of the Broad Street corridor had a well in the yard with an unusually short pump handle. The name Short Pump thus came about, and now is applied to a considerable area in the county.

guests; by 10 a.m., parking was at a premium in the 5,500 space lot.

Despite the on-again, off-again showers, The Greater Richmond's Children's Choir kicked off the festivities with the "Star Spangled Banner," and Virginia Commonwealth University's Fashion Design students wowed the crowd with a "glimpse of their designs as they define their style for the future," according to a very ominous-sounding, behind-the-curtain announcer, a la "Wizard of Oz." The Children of the Richmond Ballet joined the show just before its finale, complete with all the fireworks, feathers, glitz and glamour befitting the upscale, lifestyle

shopping center.

"Last night I started thinking about Short Pump Town Center," said Dave Kaechele, Chairman of the Henrico Board of Supervisors. "Our motto in the county is 'proud of our progress, excited about our future,' and part of that exciting future is happening here today." Kaechele thanked the many people involved in the creation of the 1.2 million square foot center, and its "high quality of economic development that is consistent with Henrico County."

The urban streetscape design of the center, including the abundant use of brick, pillars, stucco and other architectural features, is a testament to Henrico County's expectations of excellence in construction and economic development, according to the mall's co-developer Tommy Pruitt. "Like the Board Chairman said earlier, Henrico County does set a high standard—we needed to look at that and say, OK, that's the standard, and we need to be strong."

County Manager Virgil R. Hazelett, P.E. added that the shopping mall "was but a dream seven years ago . . . I took the concept to the Board of Supervisors and they very, very much believed in it." After seeing the mall rise "from the mud and the dust, the Board of Supervisors and the Henrico County Administration could not be more proud. To Tommy and [partner developer] Forrest City, I simply say thank you for this monument in Henrico County."

Henrico residents and visitors can look forward to more than shopping at Short Pump Town Center. The central plaza "was designed for concerts, fashion shows, and 'Jazz on the Plaza' on Friday nights. The center has a full staff committed to planning indoor and outdoor events," Pruitt said. Entertainment aside, true mall aficionados won't know where to start among the 120 specialty retail shops and restaurants, as well as anchors Nordstrom, Hecht's, Dillard's and coming soon, Lord & Taylor.

Short Pump Town Center is an obvious boost to the local economy as a whole, and Henrico County in particular. As well as creating thousands of new jobs in the area, the center will be the largest single source of tax revenue for the county. Before bidding the crowd farewell and sending them off to explore the mall, Kaechele suggested to the anxious shoppers that they "use credit cards liberally and come back often." From the looks of things over the past two months, many in attendance have heeded that advice.

New book examines county manager government in Henrico

Although it was both controversial and revolutionary when Depression-era civic leaders and reformers pushed for its adoption in Henrico County, the county manager form of government has been key to the county's development and the quality of life currently enjoyed by its residents, according to a new book by a Richmond scholar.

"County Manager Government in Henrico, Virginia: Implementation, Evolution, and Evaluation," by Dr. Nelson Wikstrom, an award-winning professor and government scholar at Virginia Commonwealth University, provides a detailed analysis of the experience, impact and future of county manager government in Henrico.

After voters adopted the county manager form of government in 1933, Henrico became the first Virginia county—and one of the first in the nation—to implement it. The book examines the circumstances that prompted Henrico residents to approve the innovative form of government, which promised to make their government more economical and responsive to their needs. As a result, Henrico's government transformed from a sometimes-inefficient body in the early 20th century to an award-winning organization that receives high marks from residents and serves as a model nationwide for effective local governance in the 21st century. The book traces its development from a relatively simple organization serving a predominantly rural population to a sophisticated government providing an array of services to a diverse urban and suburban population.



The Board of Supervisors receive a copy of the book: (from left to right) Fairfield District Supervisor Frank J. Thornton, Brookland District Supervisor Richard W. Glover, Chairman and Three Chopt District Supervisor David A. Kaechele, Vice Chairman and Tuckahoe District Supervisor Patricia S. O'Bannon and Varina District Supervisor James B. Donati, Jr.

Dr. Wikstrom examines the administrations of Henrico's seven county managers, including the tenure of current County Manager Virgil R. Hazelett, P.E., and argues that their skills and personality have been essential to the government's success. He notes that a historically close working relationship between the county manager and the Board of Supervisors—and the high level of professionalism and personal integrity that has characterized the 36 individuals elected to the board since 1934—have played a critical role as well. Dr. Wikstrom further explains that this form of government has prepared the county to face a variety of new challenges, including management of 21st-century growth and service of a changing, diverse population.

“County Manager Government” includes an overview of Henrico history, ballot results from the 1933 referendum that approved the new form of government, historical photographs, financial data and other resource materials.

About the author:

Dr. Nelson Wikstrom is professor of political science and public administration at Virginia Commonwealth University in Richmond. His research has focused on federalism, intergovernmental relations and state and local government. He is the author of “Councils of Government: A Study of Political Incrementalism” (Nelson-Hall, 1977); “The Political World of Small Town: A Mirror Image of American Politics” (Greenwood Publishers, 1977); and, with G. Ross Stephens, “Metropolitan Government and Governance: Theoretical Perspectives, Empirical Analysis, and the Future” (Oxford University Press, 2000). He has published a number of journal articles as well.

The winner of several scholarly honors and awards, Dr. Wikstrom received his bachelor's degree from Northeastern University and earned his master's and doctoral degrees at the University of Connecticut.

See page 6 for purchase information.

The cost of winter: Maintaining our roadways during winter storms

Winter lurks just around the corner, and with it the potential for a variety of road-impairing weather conditions. But whether Henrico's public roadways are coated with sleet, ice, snow or a mixture of wintry precipitations, the county's Department of Public Works is on-call to keep them cleared and safe for travel.

It isn't easy—or cheap—to keep Henrico rolling during and after a winter storm. When major snow or ice storms strike the county, as happened last winter, Public Works may use as many as 120 vehicles in the clean-up effort. During such events, the department's staff works around the clock, in 12-hour shifts, to clear roadways. Additional county personnel often assist the effort; outside contractors may be used to provide additional manpower and equipment.

The snow- and ice-removal effort has benefited significantly from advances in technology. Fifty years ago, Public Works trucks required a crew of five people, lots of shovels and manual labor. Today, large tandem dump trucks, equipped with ground-speed chemical spreaders and hydraulically controlled reversible snow plows, can disperse 10 tons of salt or sand with just a one-person crew.

When a winter storm descends on Henrico, Public Works crews begin the systematic process of plowing the county's roadways. The Virginia Department of Transportation maintains the interstate highways and other major roads with federal or state route assignments, such as Broad Street and Staples Mill Road. County crews give first priority to clearing Henrico's high-volume arterial roads, including Parham Road, Laburnum Avenue, Gayton Road and Azalea Avenue. Next in line are collector roads, such as Raintree Drive, Warren Road and Causeway Drive. In major snowfalls, the county also will clear local, neighborhood streets.

Despite the new technologies and significant staff effort, clearing the county's public roadways of snow and ice remains a daunting, costly task. The job becomes cost-prohibitive, however, if private, residential driveways are added to the list.

Henrico currently has 76,796 individual, residential driveways throughout its neighborhoods and communities. The cost to plow each residential driveway could reach \$100, not including the county's additional liability expenses. That means the county would incur an additional cost of nearly \$7.7 million (again, excluding liability) to clear residential driveways.

Because of this significant expense to its residents and taxpayers, Henrico devotes its resources to clearing public roadways of snow, ice and other wintry hazards. The county strives to keep costs down while maintaining a high level of service for residents.

For more information, call Public Works at 501-4393 or log on to www.co.henrico.va.us/works and follow the link for “snow removal.”



In addition to maintaining county roads, Henrico's Department of Public Works provides snow removal countywide.

HCTV—Channel 37 adds feature programming

HCTV—Channel 37 has a brand new lineup of feature programming in store for Henrico County cable subscribers. Recent broadcasts on the government access station have included “Responding to Isabel,” a behind-the-scenes look at Henrico's Emergency Operations, and “A Road through History,” a documentary-style feature of the Public Works Department complete with vintage footage circa 1940.

“We have a lot more on the way, and are continually producing new programs to let our residents see first-hand how the county operates and the types of services we have available,” said Public Relations & Media Services Director Tamra McKinney. Residents can tune-in to HCTV-37 to preview the programming schedule, or log on to www.co.henrico.va.us/pr and follow the HCTV programming link.

Tuckahoe library reinvents itself

The day was picture perfect for the groundbreaking of the new Tuckahoe Area Library. On Oct. 7, members of Henrico County's Board of Supervisors, the Library Advisory Board, Henrico County Manager Virgil R. Hazelett, P.E. and Director of Libraries Gerald M.

times, this branch will include a drive-through book return and a pick-up window, as well as a café and wireless technology. There will be something for everyone to enjoy at the new library.

Henrico residents approved the funding for this ambitious project through general obligation bonds when they passed the \$237 million bond referendum in fall 2000, allowing this dream to become a reality.



New beginnings: County and library officials break ground on the new and improved Tuckahoe Area Library.

McKenna gathered to take part in the afternoon's festivities along with dozens of supporters.

The new library will replace the current, well-used facility it has long outgrown. Since it first opened over three decades ago, one million visitors have passed through the doors of the Tuckahoe Area Library. The estimated completion time for this long-anticipated, state-of-the-art library is spring 2006. The new location, a stone's throw from the current location, will occupy the lot at 1901 Starling Road, adjacent to the Regency Post Office.

Once open, the new facility will operate an impressive 50,000 square foot area—expandable to 75,000—with abundant parking. The library's collection will feature approximately 190,000 books, magazines, videos, audiotapes, compact discs and DVDs. In addition, the new Tuckahoe Area Library will contain a 16-piece computer lab and 110 public computers throughout the building, an area exclusively for teens and a room for children's programs. Undeniably a sign of the

'Gouged' by debris removal? Henrico wants to help

Henrico County continues to offer a special service to help protect elderly and disabled residents from price gouging and other potentially fraudulent activities by private debris-removal businesses. The service is an extension of the county's Emergency Debris Removal Volunteer Assistance Program.

Henrico residents can access the service by calling 261-6059 during regular business hours, 8 a.m. to 4:30 p.m., Monday through Friday.

The service is available to elderly and disabled residents who are considering hiring a private contractor to remove storm debris on their property, who have questions about their debris-

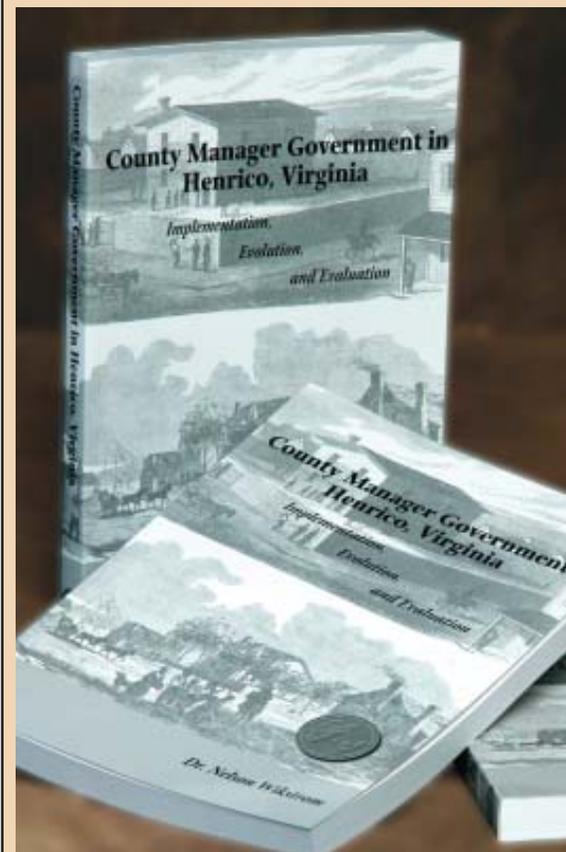
removal contract, or who believe they may be the victims of fraud.

County staff will provide a variety of services, including reviewing contracts and negotiating prices and fair contract terms. Staff also will help residents manage debris-removal activities, ensure that clean-up work on their property is completed and provide general advice and support.

Get your copy today!

Need a gift idea for the upcoming holiday season? Why not include a bit of Henrico history.

Soft-cover editions of "County Manager Government in Henrico, Virginia: Implementation, Evolution, and Evaluation" are available for \$25, with discounts for multiple purchases. Books can be purchased during regular business hours (8 a.m. to 4:30 p.m., Monday through Friday) at the Henrico Recreation and Parks administrative office, located in the Human Services building, 8600 Dixon Powers Drive. Books also can be ordered by phone or online. Call 501-PARK (7275) or log on to www.co.henrico.va.us/rec/govtbook.htm.



Just published by Henrico County is a comprehensive book detailing the county manager form of government in Henrico—past, present and future.

Recreation Roundup

Decorating the Christmas Tree

Christmas trees were an uncommon sight in mid-19th century homes. Watch and learn about the evolution of Christmas customs as we decorate the Sheppard's Christmas tree with historic ornaments. Offered by Henrico County Division of Recreation & Parks. For more information, call 501-5520.

Sun, Nov 30, 1-3 p.m.

Meadow Farm Museum, 3400 Mountain Rd.
Free.

Jingle All the Way

The Henrico Pops Chorus and the Henrico Community Band will present a holiday concert for the entire family. Under the direction of Bobbie Moore and Archer Johnson, these two groups, together totaling 80 members, will present an evening of holiday favorites. Start off your holiday season in a festive way and join us for this evening of seasonal classics. Offered by Henrico County Division of Recreation & Parks.

Tue, Dec 2, 7:30 p.m.

The Cultural Arts Center at Glen Allen, 2880 Mountain Road.

Free. Reservations are required call 501-5859 or 501-5115.

Working With Animals

For ages 8-10. Get a behind-the-scenes tour of our animal room at the Nature Center. View the collection and learn what an animal curator does on a daily basis. Afterwards, help feed some of our hungry reptiles!

Sat, Dec 6, 9:30-11 a.m.

Three Lakes Nature Center, 400 Sausiluta Drive.
\$6. Register by Nov 24.

Silver Bells and Sugar Plums

For families. Come out for a night of fun; enjoy carols and songs around the piano, holiday crafts, and a chili dinner.

Sat, Dec 6, 7-9 p.m.

Belmont Recreation Center, 1600 Hilliard Road.
\$5 per person. Register by Nov 21.

Yuletide on Mountain Road

December 6.

The County of Henrico Division of Recreation and Parks and The Cultural Arts Center at Glen Allen cordially invite you to attend the holiday celebration on Mountain Road in Glen Allen. Take a tour down Mountain Road starting with Meadow Farm and the Yuletide Fest. Visit historic Courtney Road Service Station and proceed down the corridor to the early 19th-century Walkerton Tavern. Continue your tour to The Cultural Arts Center at Glen Allen with the tree lighting ceremony. Enjoy fine food, holiday music, and lots of fun!

Old-Fashioned Christmas

Costumed interpreters portraying the Sheppard family and their neighbors will welcome you to Meadow Farm with music and games. Tour the farmhouse and visit with the family as they celebrate Christmas Day 1860. Other activities include an 1848 style St. Nick reading "Twas the Night Before Christmas" and a Victorian ornament workshop conducted by Meadow Farm's Sewing Guild. Free.

12:30-3 p.m., Meadow Farm Museum/Crump Park, 3400 Mountain Rd.

Courtney Road Service Station

Open for tours: 12:30-4:30 p.m.,
10698 Courtney Rd.

Walkerton Tavern Open House

Tour historic Walkerton Tavern and enjoy holiday music and storytelling.

3-4:30 p.m., Walkerton, 2892 Mountain Rd.

5th Annual Tree Lighting

Enjoy your favorite holiday carols, free hot chocolate and cookies with a special appearance by the famous man in red! A 55-foot cedar tree lit with bright and glowing lights will captivate your heart. Bring your family and friends to join in this great holiday tradition. Free.

4:30 p.m., The Cultural Arts Center at Glen Allen, 2880 Mountain Rd.

Lamplight Tours

In the evening take a lamplight tour of the farmhouse or enjoy music in the Orientation Center. Tours leave every 15 minutes. No registration necessary for the music. Register for the lamplight tours by calling 501-5520. Free.

6:30-8 p.m., Meadow Farm Museum/Crump Park, 3400 Mountain Rd.

Kid's Night-Parent's Delight

For grades K-5. Come and have a great time eating pizza and chips, playing games, and watching a G-rated movie while mom and dad enjoy holiday shopping.

Fri, Dec 12, 5-9 p.m.

Hidden Creek Recreation Center, 2417 Brockway Lane.

\$5. Register by Nov 28.

Wreath Making

For ages 18+. "Deck the Halls..." and what better way than by making your own wreath. Natural greens and other items from nature make beautiful Christmas wreaths. You provide the creativity and we'll provide the rest. Offered by Henrico County Division of Recreation & Parks. For more information, call 501-5520.

Sat, Dec 13, 1-3 p.m.

Sun, Dec 14, 1-3 p.m.

Meadow Farm Museum, 3400 Mountain Rd.
\$15. Pre-registration required. Register by Nov. 28.

Big Band Holiday Concert

Celebrate the holiday season with Bill Zickafoose and the Continentals as they bring you the holidays, swing style. This annual holiday event features 1940s era classics as well as some holiday tunes! Offered by Henrico County Division of Recreation & Parks. For more information, call 501-5138.

Sun, Dec 14, 7-9 p.m.

Hermitage High School, 8301 Hungary Spring Rd. Free.

Wintergreen Night Ski Trip

Join us for a fun-filled evening on the slopes of Wintergreen! Offered by Henrico County Division of Recreation & Parks. For more information, call 501-5147.

Sat, Dec 20, 3 p.m.- Sun, Dec 21, 1 a.m.

Lift, Transportation, and Rental: \$41.

Lesson: Free with rental.

Transportation only: \$19.

Trip departs from the Henrico Human Services Building, 8600 Dixon Powers Dr.

Register by Dec 12.

Holiday Break

For grades K-8. Have a great time during your holiday vacation playing pool, designing a creative craft, playing board games, jumping rope, listening to your favorite tunes, and participating in contests and sports games. Bring a snack; a drink will be provided.

For grades K-5: Mon & Tue, Dec 29 & 30,
9 a.m.-12:30 p.m.

For grades 6-8: Mon & Tue, Dec 29 & 30,
1:30-5 p.m.

Hidden Creek Recreation Center,
2417 Brockway Lane.

\$5. Register by Dec 8.

Henrico Recreation and Parks

Community Relations,

Marketing & Publicity

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www.co.henrico.va.us/rec

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501-4207

Important County 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
Fire - Non-emergency	501-4900
Food Stamps	501-4002
Health Clinic - East	652-3190
Health Clinic - West	501-4651
Human Resources	501-4628
Human Resources 24-hour Jobline	501-5674
Leaf/Bulky Waste Collection	261-8770
Library Answer Line	222-1318
Magistrates	501-5285
Marriage Licenses	501-5055
Mental Health Emergency Services	261-8484
Planning & Zoning	501-4602
Police, Non-emergency	501-5000
Real Estate Assessment	501-4300
Recreation & Parks	501-7275
Schools	652-3600
Sheriff	501-4571
Traffic Ticket Court	501-4723
Vehicle Licenses/Personal Property	501-4263
Volunteer Program	501-5231
Voter Registration	501-4347



Government Center
4301 East Parham Road
501-4000



Eastern Government Center
3820 Nine Mile Road
652-3600

HENRICO TODAY

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