

**AGENDA
PULASKI COUNTY
PUBLIC SERVICE AUTHORITY**

**Regular Meeting
Tues., Nov. 10, 2009
9:00 a.m.**

Follow-up Action

ACTION ITEM	KEY STAFF
1. <u>Citizen Comments</u> (None)	
2. <u>Reports from the County Administrator & Staff:</u>	
a. <u>Collection Staff Activity:</u>	
1. <u>Adjustments</u> (Approved – Noted that \$300,000 error in last month's adjustments had been corrected)	Ms. Sayers
2. <u>Inmate Availability Report</u> (Reported)	
3. <u>Balance Due & Lien Report</u> (Reported – Discussed delinquent accounts status for sewer customers – Seek Attorney General and County Attorney opinion, and/or legislative action, on locality's ability to take legal action (lien) on delinquent sewer accounts)	Mr. McCarthy
4. <u>Work Order Count</u> (Reviewed)	
5. <u>Drop Site Total & County Landfill Tonnage Report</u> (Reviewed)	
b. <u>Action Items:</u>	
1. <u>Minutes of Previous Meetings</u> (Approved – Place statement in margin of October minutes relative to Balance Due report: "This report was subsequently found to be in error and has been corrected in the November 2009 minutes.")	Ms. Dehart/Ms. Hanks
2. <u>Accounts Payable</u> (Approved)	Ms. Sayers

3. Restructuring of Billing Department
(Approved concept – Provide Board with report describing the lines of authority, responsibilities, etc. with new restructuring – Place update in December follow-up memo)

Mr. Hiss/Mr. Huber

Ms. Hanks

(Reported potential locations for the PSA Billing staff including the old REMSI station and current Visitor Center building - Pursue satisfactory location for housing PSA Billing staff – Provide update to PSA Board at December meeting – Place on agenda)

Mr. Huber/Mr. Hiss

Ms. Hanks

4. Water Agreement with City of Radford
(Reported receipt of clarification that the 10% increase in rates is reflective of the rate change recently implemented by the city – Board approved authorizing PSA Chairman to execute agreement, including any further negotiation on behalf of PSA, following review of financial impact of rate increase)

Mr. Huber

c. Informational Items:

1. Personnel Changes
(No changes – Reviewed letter to former employee)
2. Financial Report
(Reviewed – Determine if Financial Report should be moved to “Action Items”)
3. Progress Reports
(Reviewed)
4. Follow-up from October Board meeting
(Reviewed)
5. Sewage Overflow
(Reported overflow from a manhole on Cougar Trail Road)

Mr. Huber/Ms. Hanks

6. Summary of Drop Center Matters
 (Reviewed – Staff confirmed drop center employees are required to sign off on listing of duties and responsibilities)

 (Staff to provide report on potential for drop sites to receive and dispose of waste oil - Place in December follow-up memo) Mr. Nichols
 Ms. Hanks

 (Place in county newsletter information related to locations for waste oil disposal) Mr. Hiss
7. Request for Fire Hydrants on Depot Road, Belspring
 (Staff to provide update on request at December meeting – Place on December agenda) Mr. Coake
 Ms. Hanks
8. Commendation of PSA Employees
 (Reviewed letter from DMV commending PSA staff)
9. Inmate Use Report
 (Reported PSA was receiving fair share of inmates)
10. Water Fluoridation Quality Award
 (Reported PSA recognized with “Water Fluoridation Quality Award” Prepare press release) Mr. Hiss
11. Report on Repairs to Packer Bodies
 (Reviewed – Staff to provide update as information is available) Mr. Nichols
12. VRS Investigation
 (Reported VRS findings re: use of retirees for employment by PSA – Request VRS findings be placed in writing) Ms. Hiss

- d. Current Authorized Projects & Items Under Review:
1. Sharing Drop Site use with the City of Radford
 2. Location of Drop Site on Southside of Claytor Lake
 3. Relocation/expansion of Dora Highway Drop Center
 4. Consideration to updated meter reading system

3. Other Matters

(Staff noted the December meeting and all subsequent PSA meetings will be held in the Central Conference Room located downstairs in the County Administration building)

Ms. Hanks

(Provide PSA Board with cost estimates on bringing drop centers to same standards as that of the Montgomery County sites – Place in December follow-up memo)

Mr. Nichols

Ms. Hanks

(Provide update on meter reading status – Place in December follow-up memo)

Mr. Coake

Ms. Hanks

4. Adjournment

November 5, 2009

TO: PSA Board of Directors

FROM: Staff

SUBJECT: Report Regarding Agenda Items

Reports from County Administrator and Staff:

a. Collection Staff Activity:

1. Adjustments - Adjustments totaling a net \$380,058.82 cr. are submitted as described on the ***enclosed*** report.
2. Inmate Availability Report – Staff reports the PSA generally had use of two inmates per day for the month of October.
3. Balance Due & Lien Report - ***Enclosed*** are the balance due and lien reports.
4. Work Order Count – Pickups pending: 1 brush; 1 large item; 0 tires; 0 refrigerator.
5. Drop Site Total & County Landfill Tonnage Report:

DROP SITE TOTAL FOR THE MONTH OF OCTOBER 2009			
Site	Trips	Tons	Tons per haul
Dora Highway	34	79.39	2.34
Dublin	22	73.83	3.36
Fairlawn	5	43.35	8.67
Totals	61	196.57	3.23

COUNTY LANDFILL TONNAGE
(COUNTY CUSTOMERS & REFUSE DEPARTMENT HAULERS)
(FOR THE MONTH OF OCTOBER 2009)

Commercial	Residential	Tires	Brush
1,148.85	958.15	1,010	7.45

b. Action Items:

1. Minutes of Previous Meeting – ***Enclosed*** are the minutes of the October 2009 meeting for your review and approval. Please let Gena know prior to the meeting of any changes so that revised copies of the minutes can be provided at the meeting.
2. Accounts Payable – Review and approval of the ***enclosed*** accounts payable is requested.
3. Restructuring of Billing Department - Brenda Sayers, PSA Bookkeeper has announced her retirement effective January 1, 2010. As in past situations, the County staff has considered restructuring options.

It is the consensus of the PSA billing staff and the finance staff that the PSA's accounts payable and financial reporting functions should be consolidated with those of the Board of Supervisors and that responsibility for the PSA's accounts payable be transferred to Norma Spence with the funds spent by the PSA in employing Ms. Sayers be divided between an additional full-time employee at the PSA office to provide additional customer service. Currently, the two staff persons currently handling the PSA billing and related complaints and collections issues are in significant need of assistance in responding to the public. The proposed change would allow the existing billing staff to better check for billing errors and focus on the collection of delinquent accounts.

There would not be any negative operational impact on the County or PSA budget due to comparison between Ms. Sayers current compensation and a pay adjustment for existing staff or that of up to two entry level employees.

One operational change which will be required by the PSA in order for this to work is for accounts payable to be sent out on a weekly, rather than a monthly basis. We would anticipate e-mailing the accounts payable listing on Fridays, with bills to be paid on the following Thursday, pending any concerns by Board members, which would have to be received by Wednesday. This process is currently being used successfully by the Board of Supervisors.

Due to current space limitations in the PSA and administration offices, both of these changes would involve office relocations. Currently, Brenda Sayers works in an office separate from the PSA billing staff and the new person could not be of much assistance without direct communication with the two current billing staff members. Relocation of the PSA offices to the Visitor Center would help address this matter. In reviewing the matter, architect, Glenn Reynolds recommends consideration to the renovation of the downstairs portion of the Visitor Center as a PSA billing office. We are currently looking at options for access into this part of the building.

Concurrence with this change in staffing structure is requested.

4. Water Agreement with City of Radford – ***Enclosed*** is the most recent version of the water agreement with the City of Radford. We received clarification that the 10% increase in rates is reflective of the rate change recently implemented by the City.

c. Informational Items:

1. Personnel Changes – Ms. Spence reports there are no personnel changes to report for the month of October. ***Enclosed*** is a letter to a former employee regarding a personnel matter.
2. Financial Report – A copy of the monthly financial report will be presented at the meeting.
3. Progress Reports – ***Enclosed*** are progress reports from the New River Valley Planning District Commission on the various projects by the PSA.
4. Follow-up from October Board meeting – ***Enclosed*** is a memo responding to various questions by Board members at the September Board meeting.
5. Sewage Overflow - ***Enclosed*** is a copy of correspondence to DEQ documenting the recent sewage overflow from a manhole on Cougar Trail Road. Sewage overflows was caused by the weight of excess fill collapsing a section of pipe.
6. Summary of Drop Center Matters - Mr. Nichols has provided the ***enclosed*** information describing the duties and responsibilities for drop center attendants, drop site hours, and items permitted for recycling.
7. Request for Fire Hydrants on Depot Road, Belspring – Board of Supervisors Chairman Joe Sheffey has received a request from Mr. Wayne Moore of 6822 Depot Road, Belspring, regarding a lack of fire hydrants, or an adequate number of hydrants, that area of Belspring.

8. Commendation of PSA Employees - ***Enclosed*** is a letter from Mrs. Dale Reece of the Department of Motor Vehicles commending several PSA employees.
9. Inmate Use Report – Robert Hiss reports the following regarding inmate use:

Over the course of time, I have received a number of comments and concerns as to whether or not Pulaski County is getting use of our "fair share" of inmate labor considering the large number of inmates and the resulting billings from Pulaski County. On a typical day, inmate assignments to Pulaski County include two with the PSA refuse trucks, one at the Sheriff's Department, two at the Animal Shelter, two on the lake or road clean-up crews for a total of seven inmates. By comparison, there are nine inmates assigned to other localities (two to Bland County, two to Carroll County, two to Grayson County, one to Floyd County, one to Giles County and one to the City of Radford). In addition, the Regional Jail has a crew of four inmates under direct guard who undertake various projects generally equally distributed among the various member localities. Based on this information, it would appear that the use of inmates is generally in proportion to the overall contribution of each jurisdiction. I hope this information is helpful in responding to concerns voiced by the public.

10. Water Fluoridation Quality Award – The Center for Disease Control and Prevention has recognized the PSA water system for its "consistent and professional adjustment of the water fluoride content to the optimum level for oral health for 12 consistent months" by presenting the PSA with the 2008 "Water Fluoridation Quality Award".
 11. Report on Repairs to Packer Bodies – ***Enclosed*** is an update from Don Cressell regarding problems with the packer bodies on recently purchased garbage trucks.
 12. VRS Investigation – ***Enclosed*** is a letter from Ms. Susan Keith of the Virginia Retirement System (VRS) following up on a VRS concern and the response prepared by Robert Hiss.
- d. Current Authorized Projects & Items Under Review:
1. Sharing Drop Site use with the City of Radford
 2. Location of Drop Site on Southside of Claytor Lake
 3. Relocation/expansion of Dora Highway Drop Center
 4. Consideration to updated meter reading system

PMH/gh