

Albemarle County Service Authority Board of Directors

1 The Board of Directors of the Albemarle County Service Authority (ACSA) met in
2 a regular session on December 17, 2015 at 9:00 a.m. at the Administration and
3 Operations Center at 168 Spotnap Road in Charlottesville, Virginia.

4 **Members Present:** Mr. Bill Kittrell, Vice-Chairman, Mr. Charles Tolbert, Ms.
5 Jennifer Sulzberger, and Ms. Kimberly Swanson.

6 **Members Absent:** Clarence Roberts, Holly Hueston.

7 **Staff Present:** Jim Bowling, Gary O’Connell, Peter Gorham, Travis Marrs, Quin
8 Lunsford, Michael Lynn, Michael Vieira, John Jackson, Jennifer Bryant, Emily
9 Shifflett, Danielle Trent, Tonya Foster, Barbara Klendworth, Amy Rankin, and
10 Terri Knight.

11 **Staff Absent:** None

12 **Public Present:** John Martin, Albemarle County Citizen.

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14 1. Call to Order and Establish a Quorum

15 The Vice-Chairman called the meeting to order and a quorum was
16 established.

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18 2. Employee Recognition – 30 Year Service Award – John Jackson

19 **(Recording Time: 09:02:35 a.m.)**

20 The Vice-Chairman stated that the first order of business was to recognize
21 John “JJ” Jackson for his service. He stated that there was a resolution that he
22 would read first, followed by a presentation of that resolution to Mr. Jackson. Mr.
23 Kittrell read the resolution, and Mr. Jackson came forward to receive it. Mr.
24 Kittrell thanked Mr. Jackson for his 30 years of service. Mr. Lunsford stated that
25 there was not a week that passed where someone in the community did not ask
26 about Mr. Jackson and how he was doing, which only further showed his positive
27 relationship with the members of the community. He noted that the ACSA
28 sincerely thanks Mr. Jackson for that service.

29 ***Ms. Sulzberger moved to approve the resolution as presented to the***
30 ***Board, seconded by Ms. Swanson. The Vice-Chairman asked for a roll-call***
31 ***vote: Ms. Swanson, aye; Mr. Kittrell, aye; Mr. Tolbert, aye; Ms. Sulzberger,***
32 ***aye.***

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3. Approve Minutes of November 19, 2015 (Recording Time: 09:06:05 a.m.)

The Vice-Chairman asked if there were any corrections or additions to the minutes of November 19, 2015. Ms. Sulzberger mentioned that she had one minor correction. She stated that on the first page of the minutes, line 31, the employee’s name, Roland Bega, was missing the “a” on the end of his last name.

Mr. Tolbert moved to approve the minutes of November 19, 2015, as amended, seconded by Ms. Sulzberger. All members voted aye.

4. Matters from the Public Concerning Items Not on the Agenda (Recording Time: 09:06:50 a.m.)

There were no matters from the public concerning items not on the agenda.

5. Response to Public Comment (Recording Time: 09:07:00 a.m.)

There was no response to public comment.

6. Consent Agenda (Recording Time: 09:07:02 a.m.)

a. Monthly Financial Reports – Ms. Swanson stated that she had a question regarding the chart on page 53 (Attached as Page____) that showed RWSA flows and ACSA customer usage. She stated that for November 2016, the service usage was greater than the flows, and wanted to know how that was possible. Mr. Lunsford replied that her question was a great one, and that it was the first time he had seen the two lines on the graph intersect. He stated that the chart used information that was reported to the ACSA by RWSA, as well as information from the ACSA, and that it was being looked into.

Mr. O’Connell stated that RWSA had installed new meters at the urban treatment plants, particularly at the South Fork plant. He stated that it was yielding a difference in readings than what it had in the past by as much as 6 to 10%. He stated that the chart was a reflection of the new

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1 meter and the reading reflected on the chart was the one taken in
2 November, which was why the usage was greater than the flows. He
3 added that it could affect the way the rate from RWSA is handled next
4 year as well and that a couple months of data would be needed to see
5 what the effect would be.

6 **b. Monthly CIP Report** – Ms. Swanson stated that her next question was
7 related to the CIP updates, specifically the Routh 29 VDOT project. She
8 asked if the meter was part of VDOT's update. Mr. Gorham replied no.
9 He stated that the meter installation was part of the Granular Activated
10 Carbon (GAC) improvements at the water treatment plants, but was
11 related to the wholesale metering program as well. He noted that data
12 was needed on not only what the city was using versus what ACSA was
13 using, but also what water was actually leaving the treatment plants.

14 Ms. Swanson stated that there was an update in the CIP report that
15 said the connection of the RWSA transmission main at Rio Road had
16 been delayed, and she was wondering if that work had taken place. Mr.
17 Gorham replied that the new line ran parallel to the old one to remove it
18 from the intersection of Rio Road and Route 29 North. He stated that
19 there were three main connection points, and the work had been
20 scheduled for night time. He mentioned that two of the three
21 connections were complete, and the third connection was actually
22 scheduled for that evening. He noted that the ACSA had been
23 coordinating valve closures with RWSA in an attempt to keep as many
24 customers in service as possible. Ms. Swanson asked if the flushing
25 part of the process had been going well and if testing for chlorine levels
26 had been successful. Mr. Gorham replied yes. He stated that the
27 connections would not have been made otherwise. Mr. O'Connell
28 added that the Board would be provided with information at next
29 month's meeting regarding the other Route 29 projects, including the
30 widening project and the Berkmar Drive extension, both of which were
31 approved by the RWSA Board.

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1 Ms. Swanson asked how this type of disruption to the system would
2 impact next year's water quality report and the data that comes out of it.
3 She asked if the Department of Environmental Quality (DEQ) provided
4 a window of time to ensure that the water quality was up to standard.
5 Mr. Gorham asked if Ms. Swanson was referring to the pipeline work on
6 Route 29. Ms. Swanson replied yes. Mr. Gorham replied that the
7 pipeline work involved relocating pre-existing lengths of pipe. He stated
8 that there may be a little more footage added, but it would essentially be
9 about the same footage. He stated that he did not see how that would
10 affect water quality. He noted that the bigger effect on water quality
11 would come from the GAC improvements. He stated that there was a
12 timeline for those improvements as far as getting everything up to
13 standard for the Virginia Department of Health and the U.S.
14 Environmental Protection Agency (EPA). Mr. O'Connell added that the
15 point of the bacteriological (Bac-T) testing for the new line is to make
16 sure that there is no change in the water quality. He noted that the new
17 line would not go into service until it passed that test. Mr. Gorham
18 replied that the testing was routine for any new line installed before it
19 goes into service.

20 **c. CIP Authorizations -**

21 **d. RWSA Monthly Update** – Mr. Kittrell stated that the newly named
22 Advanced Water Resource Recovery Facility (AWRRF) was expecting
23 bids today for the odor control project. He asked if there was any insight
24 as to what would be expected with those bids. Mr. O'Connell replied
25 that he knew there were several firms that were interested, but he did
26 not have any idea as to what type of bids would be received. He stated
27 that he would find out that afternoon and let the Board know.

28 Mr. Kittrell stated that the other question he had was related to the
29 wholesale master metering project, and the issue with the installation of
30 some meters on the University of Virginia (UVA) property. He stated
31 that he assumed the issue was with some of the legal language
32 regarding access to UVA property. He asked how this issue would be

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1 resolved going forward. Mr. O’Connell replied that the RWSA gave the
2 approval to move forward with the project at all other locations. He
3 stated that there was an approval that if UVA did sign the easements,
4 there would be a fixed price to add those locations to the existing
5 contract. He stated that the issue was that UVA wanted language in the
6 agreement that would allow them to force the movement of the meter at
7 any time in the future with no limitations. He noted that it was possible
8 the meters would be installed outside of UVA property, if they were not
9 able to reach an agreement. He mentioned that the project would be
10 long enough that it would allow time to work out a solution. He added
11 that UVA has standard language that is used in all of these types of
12 contracts.

13 Mr. Kittrell asked would the cost of installation change if the meters
14 were to be moved outside of UVA property. Mr. O’Connell replied that
15 he was not completely sure, but he did not believe that it would change
16 the cost. He stated that, in his opinion, RWSA was optimistic about
17 being able to come to an agreement with UVA. He stated that the
18 concern was delaying the project. He noted that there were many
19 locations involved, and that the project would move forward with those
20 locations and then come back to the UVA locations at a later date. Mr.
21 Kittrell stated that he hoped UVA would be willing to come to a
22 reasonable agreement on the matter.

23 ***e. ACSA Board Policy Future Issues Agenda 2015-16***

24 ***f. Amendments to Personnel Management Plan – Job Description***

25 ***Changes-*** Mr. Tolbert stated that he noticed on a number of the job
26 descriptions that the years of experience required was listed as “3 to
27 less than 5.” He stated that this language implied that if an applicant
28 had 6 years of experience, they would not be hired. Mr. O’Connell
29 replied that it was meant to be a minimum requirement. Mr. Tolbert
30 stated that he understood what the job description was trying to say, but
31 the way it read was that if someone had 6 years of experience, they
32 would not be hired. Mr. Kittrell asked if the required number of years of

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1 experience was a minimal qualification. Ms. Shifflett replied that it was
2 meant to be a guideline, and the intent was not to turn away applicants
3 that had more than 5 years of experience. Mr. Tolbert stated that the
4 descriptions should just read “3 years or more” of experience. Mr.
5 Bowling stated that an applicant over 50 years of age, for example,
6 could claim that they were not hired based on age discrimination. He
7 added that the way the description currently read, the applicant with 6
8 years of experience would be out of luck, while the applicant over 50
9 years old could have a claim against the ACSA.

10 Mr. O’Connell stated that, for clarity, the description should say
11 “minimum.” Ms. Sulzberger agreed. Mr. Tolbert stated that “less than 5”
12 did not make sense. He stated that it was a minor issue for him, but
13 something he wanted to mention.

14 ***g. Approval of Retirement Application (VERIP)***

15 ***h. ACSA Board Meeting Schedule for 2016***

16 ***Ms. Swanson moved to approve the Consent Agenda, seconded by***
17 ***Ms. Sulzberger. All members voted aye.***

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19 7. **Presentation of Financial Systems (Recording Time: 9:20:23 a.m.)**

20 Mr. Lunsford stated that the implementation of the new financial system
21 had been a long process, and his presentation (Attached as Pages____) was
22 designed to recognize those team members that have done an extraordinary
23 amount of work in the last 12 to 14 months, as well as to give the Board an idea
24 of the work that was done. He stated that he would also touch on some specific
25 objectives of the project and what was in store for the future.

26 Mr. Lunsford stated that he wanted to begin by recognizing the
27 implementation team. He stated that there were many personal sacrifices made
28 by the team including night and weekend work. He noted that they completed
29 this project while still attending to their daily responsibilities and he could not be
30 happier with the group. He stated that he would recognize each team member
31 individually, beginning with Jennifer Bryant. He stated that Ms. Bryant had been
32 with the ACSA over 16 years, mostly in the Customer Service department. He

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1 stated that she switched to finance right in the middle of the project and has
2 focused mainly on the miscellaneous accounts receivable modules and general
3 ledger functionality. He added that she has also picked up the work load from
4 other accountants and accountant technicians to help the team.

5 Mr. Lunsford stated that the next staff member he wanted to recognize
6 was Tonya Foster. He stated that Ms. Foster has been with the ACSA for over
7 25 years, and knew ACSA accounting and operations as well as any employee.
8 He stated that she was vital to the project, and instrumental in the design of the
9 system, the testing of all modules, troubleshooting, data validation, the
10 population of data tables, anticipating potential issues, and evaluating current
11 business processes.

12 Mr. Lunsford stated that Barbara Klendworth just recently celebrated her 5
13 year anniversary with the ACSA. He stated that she had been a key member of
14 the project from the beginning. He stated that she and Ms. Foster worked hand
15 in hand to design the system, test modules, validate data, and populating tables,
16 specifically vendor accounts. He mentioned that she was forward thinking when
17 business process stops were encountered, and that she knew more about parts
18 of the system that the staff was not consulted on. He added that she was not
19 afraid to use the test environment to find solutions.

20 Mr. Lunsford next recognized Terri Knight. He stated that Ms. Knight was
21 the Customer Service Supervisor and had been with the ACSA for a significant
22 number of years as well. He stated that she had an important role in the design
23 of the miscellaneous accounts receivable portion of the new system, as well as
24 a potentially overlooked portion of the cash collection side. He stated that the
25 ACSA has a separate billing system for the collection of cash from the main
26 accounts receivable. He noted that Ms. Knight was instrumental in figuring out
27 how to process that in the new system.

28 Mr. Lunsford stated that Amy Rankin had only been with the ACSA for a
29 month and a half, but she stepped in during the final stages of the project and
30 brought to the table the ability to take the burden off of some of the other
31 members of the team, so that the project could be completed. He stated that she
32 also was able to look at the system in the way it was designed and provide a

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1 fresh perspective. He mentioned that Ms. Rankin and Ms. Bryant were working
2 with the consultants today and earlier in the week, on the second phase of the
3 project which involved human capital management (HCM) and payroll.

4 Mr. Lunsford stated that the Board was very familiar with Emily Shifflett.
5 He stated that Ms. Shifflett had been a major collaborator on the HCM portion of
6 the project. He stated that he would not go into great detail about that aspect of
7 the project yet, but wanted to note that the timelines did not include weeks of
8 consulting visits. He mentioned that Ms. Shifflett was instrumental in ACSA
9 payroll processes, and had helped to design the system up until this point from a
10 payroll and human resources perspective. He added that now that the ACSA
11 was fully staffed on the payroll side, Ms. Shifflett could truly focus on the human
12 resources module, which the ACSA intended to take advantage of in the future.

13 Mr. Lunsford stated that last, but not least, he wanted to recognize Travis
14 Marrs. He stated that Mr. Marrs was the IT Manager, and the backbone to the
15 backbone of the system. He stated that, as far as he was concerned, Mr. Marrs
16 has made this project his first priority, promptly addressing any need that arose.

17 Mr. O'Connell stated that Mr. Lunsford was not going to brag on himself,
18 but his level of energy to keep the project going and to keep everyone focused
19 and in the right mindset was extraordinary. He stated that he did not want to
20 belabor the point, but that there were other organizations prominently named in
21 the community that have implemented financial systems, and they have become
22 a mess to the point of being in the newspaper. He stated that it was
23 unbelievable how smoothly the ACSA's implementation of the new system has
24 gone. He noted that most organizations also faced a great deal of resistance to
25 this level of change, but that there had been none of that with the ACSA's
26 implementation, which was remarkable. He stated that he felt everyone saw the
27 value in the new system, and how it would make the ACSA more electronic and
28 efficient.

29 Mr. Lunsford stated that there were five distinct phases to the project, as
30 far as he was concerned which were planning, development, testing, "go-live,"
31 and post "go-live." He stated that in the planning phase, subsequent to Board
32 approval of the project, the contract was executed in October 2014, and

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1 planning with the consultant began almost immediately afterwards. He stated
2 that "site-fit" questionnaires were completed by the staff, which were requested
3 by the consultant and spoke to the specific business needs of the ACSA. He
4 noted that a considerable amount of time was spent last December
5 documenting exactly what the staff did, what they needed, and how they
6 currently fulfilled those needs, in order to give the consultants a better
7 understanding of the ACSA. He added that the first face to face meeting with the
8 consultant was in January of this year.

9 Mr. Lunsford moved next to the development phase, which he stated
10 began in February 2015. He stated that the consultants worked directly with the
11 implementation team to review the "site fits" to further understand the ACSA. He
12 noted that the consultants were very thorough in their process, which showed in
13 the success of the project as it progressed. He stated that one very important
14 meeting was with the ACSA IT team and the consulting IT group, and the design
15 of the IT blueprint of the server configuration. He stated that the solution design
16 presentation was when the consultant took information provided by the ACSA,
17 such as ACSA specific transactions, and showed the staff how they would work
18 in the new system.

19 Mr. Lunsford stated that the testing phase was probably the most
20 demanding phase. He stated that this is the phase where the staff began testing
21 their information at the ACSA, and verifying that the system was doing what the
22 staff wanted it to do. He noted that this phase also consisted of a lot of validating
23 information, creating work flows, and multiple on-site visits. He added that
24 hundreds, if not thousands, of decisions were made during this phase.

25 Mr. Kittrell asked Mr. Lunsford to give the Board a real life example of a
26 test that the staff ran during the testing phase. He stated that one of the things
27 the staff tested was how the system would handle a transaction amount below
28 the purchasing threshold and above the purchasing threshold. He stated that the
29 staff took actual ACSA information and verified whether the designed work flow
30 functioned as it was intended to. He stated that the staff took an invoice from the
31 ACSA's uniform rental company that was below the purchasing threshold that
32 would require a purchase order. He stated that accounting would enter that

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1 invoice into the system, and the system would then check to see if there was a
2 purchase order associated with the invoice. He noted that if there was a
3 purchase order, it would be reviewed by accounting for accuracy and processed
4 for payment. He mentioned that if there was not a purchase order associated
5 with it, the staff would test the system to make sure the invoice was in fact below
6 the threshold that required a purchase order. He stated that if the staff entered a
7 transaction that was over the threshold into the system without a purchase
8 order, the system should reject it immediately. He stated that those were the
9 types of things that the staff was testing, in addition to verifying expenses are
10 associated with the proper accounts.

11 Ms. Swanson asked if the system would also verify that a vendor was on
12 the approved vendor list. Mr. Lunsford replied yes. He added that access to the
13 approved vendor list was limited as well. He stated that it was a robust system,
14 and was very different from the old one. Mr. Bowling noted that the General
15 Assembly was constantly making amendments to the Procurement Act. He
16 asked if it was an easy procedure to change the purchasing threshold levels in
17 the software. Mr. Lunsford replied yes. He stated that a considerable amount of
18 time was spent training the ACSA staff on how to create work flows in the
19 system and the staff was comfortable with any future manipulation of those work
20 flows.

21 Mr. Lunsford stated that the testing phase concluded at the end of
22 October. He stated that the new system went "live" the week of November 30th,
23 and went fully live with all financial information December 1st. He stated that the
24 new system ran parallel to the old system during the last couple of weeks in
25 November, as the staff validated information to ensure it was being processed
26 correctly. He noted that there was a consultant on-site during the second week
27 of the "go-live" phase in the event of any issues that did not surface during the
28 first week.

29 Mr. Lunsford stated that the next phase was the post "go-live" phase. He
30 stated that this phase would be a continuous learning experience, and that there
31 were advanced tools within the system that would allow information to be
32 provided to users. He stated that the staff would continue to evaluate processes

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1 and as more end-user feedback became available, it would be incorporated into
2 the system to make it as easy and efficient as possible for every user. He noted
3 that everyone with approved access would be using the system, not just the
4 finance department. He stated that he wanted to specifically thank some of the
5 end-users that were instrumental during the live phase. He stated that Pete
6 Gorham, Michael Vieira, Alex Morrison, and Jeremy Lynn spent a great deal of
7 time entering purchase requisitions. He noted that Mike Lynn, Calvin
8 Underwood, Billy Defibaugh, and Roland Bega in the Maintenance department
9 and Kenny Barrow, the Meter Operations Supervisor, spent a great deal of time
10 doing so as well. He mentioned that the aforementioned people had been
11 generally trained but had not touched the system until it went live. He stated that
12 Emily Shifflett and Gary O'Connell in the Administration department were both
13 active participants, and that Travis Marrs and April Walker were critical to the
14 success of the live phase as well.

15 Mr. Lunsford stated that one of the main objectives of the new financial
16 system was to enhance segregation of duties. He stated that the staff was able
17 to implement internal controls into the system. He noted that there was a
18 significant amount of time spent looking at the security roles and what functions
19 different users were allowed to perform. He mentioned that it would evolve as
20 the staff continued to refine processes and responsibilities. He stated that the
21 ACSA was at a much more controlled level than ever before. He stated that the
22 staff would also reach out the auditor, who was fully aware of the system
23 change and was making plans to perform an analysis of the system. He
24 mentioned that whether the analysis is separate from the regular financial
25 statements audit would be at the auditor's discretion. He added that the auditor
26 would validate the transition financially, as well as address the comment they
27 have had for the last three years regarding internal controls. Mr. Lunsford stated
28 that the system was designed for a very large user, and that there would be
29 some staff members in multiple roles, but that the staff was able to restrict
30 access to prevent any potential misappropriation. He stated that the system was
31 very detailed down to different task levels.

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1 Ms. Swanson asked if the system was able to be remotely accessed from
2 outside of the ACSA. Mr. Lunsford replied that from his understanding, if an
3 approved user accesses the ACSA's VPN, they would be able to access the
4 system. Mr. O'Connell added that the user would have to have ACSA
5 equipment with a VPN installed, as well as an assigned role that allowed
6 access. He noted that there would be a fairly limited number of people who
7 would be allowed to do so.

8 Mr. Lunsford stated that another objective of the new system was to get
9 information to users that pertained to their position without having to go through
10 a member of the finance staff. He stated that the only people that had access to
11 the old system were members of the finance staff. He stated that the new
12 system would allow the user to do an analysis within the system and then
13 inquire with the finance staff. He noted that the information would be available to
14 users provided that they have the appropriate rights within the system.

15 Mr. Lunsford stated that the new system also modernizes processes and
16 takes the ACSA to a new level. He stated that the system would assist the
17 different departments in evaluating budgets, and that the financial reporting
18 should improve as well. He stated that there were two consulting sessions
19 related to financials that the staff had not utilized yet. He stated that the first of
20 those sessions was focused on financial reports such as the Comprehensive
21 Annual Financial Report (CAFR) and monthly financial statements. He stated
22 that the second was on budget control and how to use the budget module for
23 the future.

24 Mr. Lunsford moved next to workflows within the system. He stated that
25 the workflow for purchasing was similar to that of accounts payable. He stated
26 that any user purchasing an item over the purchase threshold would need to
27 create a purchase requisition. He stated that once the user enters the purchase
28 requisition into the system, it is routed to an accountant for review. He noted that
29 the accountant is not looking for appropriateness of expenditure, but rather is
30 looking to verify that the purchase is coded to the correct account. He stated
31 that this step was created to prevent purchase requests from going through the
32 system twice because of an incorrect account number. He noted the purchase

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1 request then goes to the head of the user's department for review. He stated
2 that if the purchase was over the purchase threshold, it would then go to the
3 Executive Director, but if it was under the threshold, it would go through the
4 system. He stated that throughout the entire process, any user with the
5 appropriate access would know each function that was performed, who did it,
6 and when they did it. He stated that there was a similar workflow for journal
7 entries as well.

8 Mr. Lunsford stated that the next step was to continue mastering the daily,
9 weekly, and monthly processes. He noted that the staff had a great foundation,
10 and processed their largest batch of checks to date yesterday, at 100 checks.
11 He stated that document retention procedures were now more established with
12 regards to electronic information, and that the ACSA was essentially paperless.
13 He noted that the scanning was happening on the front end upon entry. He
14 stated that this meant more work on the front end for staff, but that it saved time
15 on the back end and so far, it was working very well.

16 Mr. Tolbert asked if Mr. Lunsford was referring to paper checks. Mr.
17 Lunsford replied yes. Mr. Tolbert asked if they were mailed out to people, and if
18 they were to pay for purchases and salaries. Mr. Lunsford replied that the
19 checks were mailed out, and if there were any physical salary checks, they
20 would come out of this system. Mr. Tolbert asked if, otherwise, salary checks
21 were deposited directly to the employee's bank account, and if vendors could
22 request payments to be directly deposited. Mr. Lunsford replied that salary
23 checks were directly deposited and that, on occasion, the ACSA has wired
24 payments to vendors. He noted that paper checks for vendors have served the
25 ACSA well. Mr. Tolbert asked if the ACSA checked the account balance to
26 make sure that checks issued have been cashed. Mr. Lunsford replied yes. He
27 stated that the balance was checked, on a minimum, once a month and that this
28 information was tracked by the accountants. Mr. Tolbert asked if there was
29 some built-in mechanism that indicated if a check was not cashed in a certain
30 amount of time, so that the staff could investigate the matter or cancel the
31 check. Mr. Lunsford replied yes.

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1 Mr. Lunsford stated that the staff was currently working on Phase 2 of the
2 system, which consisted of the human resources and payroll modules. He
3 stated that the staff anticipated going live with this portion of the new system
4 April 1, 2016. He stated that these modules integrated two departments,
5 Finance and Human Resources. He noted that these modules also streamlined
6 processes and the staff was very excited about what they had to offer.

7 Mr. Lunsford stated that one of the major items on his to-do list was to
8 collaborate with different users and analyze their needs, specifically the Board.
9 He stated that, in time, he intended on reaching out to the Board and learning
10 what information they found useful, as well as any information they were not
11 receiving that would be useful. He mentioned that he wanted to thank the Board
12 for their support over the last five months and realizing the time commitment of
13 the staff to make the new system work. He noted that he wanted to specifically
14 thank Mr. O'Connell, as he was present in many of the consultant meetings and
15 his continuous support and positive attitude towards the project empowered the
16 staff to make the implementation successful. He added that he also wanted to
17 thank the IT department again for making the implementation a priority, and all
18 other departments for their contributions as well.

19 Ms. Sulzberger asked if Mr. Lunsford had been pleased with the on-site
20 time commitment and responsiveness of the consultant when not on-site. Mr.
21 Lunsford replied that the consultant had been very good. He stated that they
22 had met every request he made and they would continue to do so. He stated
23 that the support group was small and the staff knew them all by name, and that
24 there was one representative for the ACSA who had been very responsive thus
25 far.

26 Ms. Swanson asked if the consultants provided this particular software
27 solution for both private and public utilities. Mr. Lunsford replied that Dynamics
28 AX was implemented by countless consultants. He stated that Tyler, which was
29 the consultant for the ACSA, only works with public entities. He stated that he
30 did not know if they specifically would provide consulting for a private company
31 implementing AX, but that there were consultants that could use the system, or
32 a version of it, for the private sector.

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1 Mr. Kittrell asked how Mr. Lunsford saw the new system playing out as the
2 ACSA moved into budget season, in terms of if it would make the process more
3 difficult or easier. Mr. Lunsford replied that this budget season would probably
4 not be much different than it has been because the budget season has started.
5 He stated that most of the information was still in the Legacy system. He noted
6 that the staff had all year-to-date information in the new system, but he did not
7 believe the staff would be able to fully utilize the new system for this year's
8 budget process. He added that although the budget would not be approved until
9 June, it was currently being prepared.

10 Mr. Tolbert stated that he had another question about the check process.
11 He asked if the staff actually printed a check and placed it in an envelope. He
12 stated that he had been receiving checks that were already sealed up and the
13 check portion was perforated, which could be torn off. Mr. Lunsford stated that
14 those types of checks were an option, albeit more expensive. He stated that the
15 functionality of the check system that was recommended by the consultant
16 works well for the ACSA. He mentioned that the check prints out with the
17 address, which was then placed in a window envelope. He noted that the check
18 stock used was blank and a magnetic ink was used, which the bank required in
19 order for it to be processed. He added that if there was anything not correct with
20 the check, the bank would not process it. Mr. O'Connell added that the checks
21 were electronically signed, with tight controls over the signatures.

22 Mr. Kittrell stated that Mr. Lunsford had mentioned meeting with the Board
23 about what type of information they wanted. He stated that he thought it would
24 be good to revisit that idea at a later meeting. He stated that it was a good thing
25 to think about with regards to the typical monthly financial statements that the
26 Board had been receiving thus far, and looking at other information that might
27 be useful to the Board. He stated that the Board members could also be thinking
28 about what other information they might want out of the system. Mr. O'Connell
29 added that if the Board saw a report from another board that they felt might be
30 helpful, to mention it. He stated that it was also a good time to think about any
31 information that they were receiving that they did not find useful.

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1 8. Imagine a Day Without Water – Art Contest Update (Recording Time:
2 10:01:27 a.m.)

3 Mr. O’Connell stated that Ms. Shifflett would give the Board a quick update
4 on the contest. He stated that there was recently an awards ceremony for the
5 contest, and that the number of children and teachers that participated was
6 staggering.

7 Ms. Shifflett stated that in September, the Board approved a resolution
8 proclaiming October 6th-8th, 2015 as the Imagine a Day Without Water campaign.
9 She stated that there was a kickoff event on the Downtown Mall which included
10 the City of Charlottesville and the RWSA. She noted that there was radio
11 coverage at the event, as well as employees handing out conservation materials.
12 She mentioned that the art contest was announced at that time, and that it was
13 open to County and City schools, grades 1-8. She stated that over 570 entries
14 were received with participation from all City schools and 19 out of 22 County
15 schools. She stated that the entries were judged by judges from the City, County,
16 RWSA, ACSA, StreamWatch, and the Piedmont Council for the Arts.

17 Ms. Shifflett stated that the winner from each grade division received a
18 \$200 gift card, water conservation goodie bag, and recognition at the awards
19 ceremony. She mentioned that all of the artwork would be displayed at various
20 places throughout the County and the City, and the ACSA planned on displaying
21 them in the lobby. She added that four teachers were randomly selected to win a
22 \$200 gift card for use in the classroom. Mr. O’Connell added that a lot of the
23 teachers were integrating the theme into other activities in the classroom, which
24 provided an opportunity to keep the idea of conservation going.

25 Mr. Kittrell asked what type of event the ACSA planned to do next year.
26 Mr. O’Connell replied that he was not sure, but they probably would not do the art
27 contest again. He stated that there was a national campaign focusing on the
28 value of water, and there was a program associated with the campaign every fall.
29 He stated that this year’s theme was “Imagine a Day Without Water,” but that it
30 would probably be a different theme next year. He noted that one of the pros of
31 the campaign was that it brought staff together from the City, ACSA, and RWSA
32 in a common way, and he saw an opportunity to build on that.

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9. Items Not on the Agenda (Recording Time: 10:07:00 a.m.)

Mr. O’Connell stated that the first item he wanted to share with the Board was the Daily Status Report from the water department at RWSA that he received yesterday (Attached as Page____). He stated that the Ragged Mountain Dam was at -5 ft. yesterday, which was a continued increase in the level. He noted that this was the time of year that this increase was expected to occur. He stated that his observation was that the dam was filling at a rate of 1.5 to 2ft per month, which would mean it should be completely filled sometime in March 2016. He noted that there had been a lot of rainfall and wet weather the last few weeks, filling the reservoirs throughout the system, which was a good sign. He stated that the floating bridge was to be installed around the time the dam reached the level it is currently at. He noted that the bridge has been constructed and was being stored, and he was going to check the progress on that process. He added that there was also a trail building project in progress that was complete with the exception of one or two sections. He noted that once the trail was in place, people would be able to walk around the entire reservoir and across the top of the dam.

Mr. O’Connell stated that the next item he wanted to mention was an old hydrant that was found in the ACSA system (Attached as Page____). He stated that the hydrant was 130 years old and that he wanted to thank Mike Lynn and a couple other members of the staff for preparing it for display. He noted that it could possibly be museum worthy, and the unique thing about the hydrant is that it was in the ACSA system for the last 8 to 10 years. Mr. Tolbert asked if the hydrant was originally painted as it is now. Mr. Gorham replied that they had no idea. Mr. O’Connell replied that there were some cut sheets found of what the hydrants looked like, but they were not in color. He stated that the staff was pretty sure that the age of the hydrant is correct because the company that manufactured the hydrants changed different parts of the hydrant and the staff thought the year was most likely 1885.

Mr. O’Connell moved to the last item he wanted to discuss, which was an article on water conservation issues in urban areas across the country. He noted

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1 that this was in line with the types of issues that the ACSA had been looking at
2 the last 10 years. He mentioned that he felt the ACSA was doing all the right
3 things to be sustainable for the future. He noted that in the West, there were
4 issues with the water supply and rates. Mr. Kittrell added that encouraging water
5 conservation meant a decrease in revenue. He stated that there have been water
6 authorities that have actually discouraged water conservation for that very
7 reason.

8 Ms. Swanson stated that she hoped to see more of a focus on water
9 quality. She stated that a number of outlying communities in Detroit have had to
10 draw their water from the Flint River and are now seeing higher levels of lead in
11 children. Mr. O'Connell replied that our area was fortunate to be able to get our
12 water locally. He stated that there were thousands of tests that were performed
13 to test the quality of the water, and the installation of GAC at the treatment plants
14 would increase the level of the water quality delivered to customers as well. He
15 noted that within a year, the water quality would be in a much better place than it
16 already was.

17 Mr. Kittrell stated that when the water supply plan was being considered
18 about a decade ago, one of the options being considered was installing a
19 pipeline to the James River. He stated that he believes that option was thrown
20 out because people wanted to use water locally. He stated that he felt it was
21 good and important to use our own water within our own watershed. Mr.
22 O'Connell stated that Louisa County and Fluvanna County had issues over the
23 water supply from the James River. He mentioned that the City of Richmond
24 apparently has claimed that the James River is their water supply and the two
25 counties could not draw from it.

26 Mr. Tolbert mentioned the recent accident at a sewer plant where a worker
27 got caught in a tunnel. Mr. O'Connell stated that a construction worker was
28 injured in a tunnel and taken to the hospital. He stated that what he saw in the
29 report yesterday was that the injuries were not life-threatening.

30 Mr. Kittrell stated that he wanted to mention one item that he failed to
31 mention earlier. He stated that there was a schedule of dates for upcoming Board
32 meetings for 2016 in the consent agenda. Mr. Tolbert stated that he had not

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1 looked at the dates but assumed all of the meetings would still be held on the
2 third Thursday of the month. Mr. O'Connell replied yes and stated that the
3 holiday periods did not affect that schedule at all. He noted that he wanted the
4 Board to have those dates well in advance.

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6 10. Adjourn (Recording Time: 10:15:18 a.m.)

7 *There being no further business, Ms. Sulzberger moved that the*
8 *meeting be adjourned, seconded by Mr. Tolbert. All members voted aye.*

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Gary B. O'Connell, Secretary-Treasurer

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