

AGENDA

ROANOKE VALLEY RESOURCE AUTHORITY

Transfer Station

1020 Hollins Road, N.E.

Roanoke, Virginia, 24012-8011

January 27, 2021

12:00 Noon

I. OPENING CEREMONIES

- A. Call to Order – January 27, 2021 – Time: _____
- B. **ROLL CALL**
- C. Welcome Guests
- D. Requests to Postpone Add to or Change the Order of Agenda Items

II. NEW BUSINESS

- A. Motion to Elect Officers for Calendar Year 2021
- B. Declaration of Intent to Reimburse Expenditures for Phase III of the “RVRA Facilities Modifications and Improvements Project”

III. CONSENT AGENDA

ALL MATTERS LISTED UNDER THE CONSENT AGENDA ARE CONSIDERED TO BE ROUTINE AND WILL BE ENACTED BY ONE RESOLUTION IN THE FORM OR FORMS LISTED BELOW, IF DISCUSSION IS DESIRED, THAT ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED SEPARATELY

- A. Approval of minutes –December 9, 2020 Board Meeting

Resolution approving and concurring in certain items set forth on the Roanoke Valley Resource Authority’s Agenda for this date designated as Item IV. Consent Agenda

IV. REPORTS

A. December Financials

- 1. Statement of Cash Balances
- 2. Statement of Operations
- 3. Reconciliation of Net Income to Cash Provided by Operations for Month Ended December 31, 2020 (Cash Basis)
- 4. Summary of Reserve Funds
- 5. Summary of Cash Reserve Funds Transferred from Roanoke Valley Regional Solid Waste Management Board
- 6. Cumulative Statement of Operations

- B. WASTE TONNAGE REPORT
- C. RESIDENTIAL WASTE REPORT
- D. WOODWASTE REPORT
- E. RECYCLING REPORT
- F. HOUSEHOLD HAZARDOUS WASTE REPORT
- G. PROJECT STATUS REPORT

V. INFORMATION

- A. Operational Update – NS Bridge Outage Impact
- B. Follow-Up to Amendment #4 to Groundwater Monitoring Contract and Various Engineering Service with Draper Aden Associates

VI. PUBLIC QUESTIONS/COMMENTS RECEIVED

A. Leon T. McGhee

Mr. McGhee left two voice mail messages on Wed. Dec. 9, 2020, while Ms. Bishop was hosting the Zoom Board meeting. On Dec. 10, 2020, he emailed Mr. O'Donnell complaining that he did not receive a call back and also that the 540-857-5052 number was not in service. Mr. McGhee also complained that the Authority's voice mail was too long. We agreed and shortened the voice mail (which had been changed during the COVID 19 shut down - temporary changes for citizens such as canceling mulch and HHW events.)

Ms. Bishop returned his call, apologized for not returning the call sooner, and answered his question. He asked Ms. Bishop to look into the 857-5052 number that was not in service. Ms. Bishop replied by email that he found it on the search engine "Bing" and corrections had been made. In addition, Ms. Bishop encouraged Mr. McGhee to use Google Chrome and directed him to the correct RVRA website and explained some of the helpful features such as where to find RVRA staff information.

B. Ms. Johnson

On Thursday, December 17, 2020, at 2:30 p.m., Ms. Johnson left a voice mail asking for a call back because she had questions. At 7:40 a.m., Friday, December 18, 2020, Ms. Bishop returned her call and Ms. Johnson complained she had called several weeks ago and no one returned her call; no such calls were received. Ms. Bishop asked what she could do for her and Ms. Johnson refused to say. She continued to complain that no one returned her calls. Ms. Bishop apologized even though this was the first voice mail she received from Ms. Johnson. She was referred to Business Supervisor Ollie Tyree, who called and left both her cell and office numbers; Ms. Johnson did not return her calls.

On Wednesday, December 30, 2020, at 3:30 p.m., 3:43 p.m. and 4:08 p.m., Ms. Johnson left messages saying she had a few questions and has an issue with no one returning her

phone calls. Ms. Bishop worked 7:00 a.m. to 3:00 p.m., no lunch break, and did not receive a call prior to this time.

On December 31 at around 8:00 a.m., Mr. Hacker, Safety & Environmental Manager returned Ms. Johnson's phone call and she asked him questions about the disposal rates; residential policy and all her questions were answered.

Ms. Tyree also returned her call at 9:00 a.m. and left a voice mail for Ms. Johnson but Ms. Johnson did not call her back. RVRA's voice mail was again revised to say that "We will get back with you within 24 hours, or the next business day."

VII. MEMBER COMMENTS

VIII. ADJOURNMENT