

Pearisburg Town Council met in Regular Session on Tuesday, July 11, 2017 at 7:30 p.m. at the Pearisburg Municipal Building Council Chambers. Present for the meeting was Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard; Town Attorney Hartley; Town Manager Meredith; Town Clerk Harless; Lieutenant Gautier and Town Engineer Tawney. Also present was citizens Nicole Haskins (Paymentus) and Hudson Harman; and Zach Guynn, Virginian Leader.

Journell made a motion to approve and accept the Regular June 13, 2017 and Special June 27, 2017 Council Minutes with corrections. Eaton seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Journell and Ballard. Abstaining: Clark. The motion carried by a vote of 5 to 0.

Nicole Haskins addressed Council with an Online Payments Presentation. She works for Paymentus which has been in business for 16 years. The main office is in Charlotte, North Carolina. Most of their clients are government agencies. They are PCI Compliant (security) and currently work with other Harris Software clients. Paymentus software will work seamlessly with Harris, the Town's current financial and budgeting software system. The program will provide the town a way to receive payments online and/or via telephone. Paymentus staff can have the program installed and working within 8 weeks. Approximately thirty governments in Virginia currently use Paymentus. Hartley asked if Real Estate Taxes or any other type of taxes could be paid using the Paymentus program. Haskins stated that you can always add seasonal items such as taxes. Hartley stated that if the town was in favor of contracting with Paymentus they needed to decide on whether to absorb the cost, pass it onto the citizen, or absorb a little of the rate for the payment service. Meredith stated that if the town calculated the cost of paper, ink and staff time, he felt paperless billing could offset the cost. He stated we could charge to start the online payments and then absorb the cost later. Haskins stated that it was zero setup cost, no support cost and no administrative fees. She stated that the program can send out notification alerts for items such as boil notice alerts, weather alerts, water restriction notices and past due courtesy notices. Meredith estimated the annual cost for postage and mailing out notices to be around \$1700.

Haskins stated that Paymentus would help the town market its website. She stated that in the first year most businesses see approximately 40% usage. She explained that the type of contract term depended on whether you are implementing, or absorbing, or a little of both, and

which departments you want on the contract. She stated that anytime the town wants to change the contract, she would draft an addendum with the new pricing for the customers.

Hartley felt the town should absorb the cost in the beginning. Ballard stated that he is not in favor of charging convenience fees to town customers. He felt the Paymentus system appeared to be an effective solution and could be very beneficial for the town. Eaton stated that significant numbers of citizens may be willing to pay the convenience fee. Council discussed doing paperless billing with no fee and auto pay charge a fee. Meredith stated that his goal was to make the office run as efficiently as possible; therefore, his goal will be to maximize the number of transactions completed online. Hartley suggested Council absorb all the cost to start with and then advertise that if you don't go paperless you will absorb a fee. Meredith stated that has fielded inquiries from citizens regarding the availability of online payments. Ballard inquired about the length of time needed to implement the program. Haskins stated that it would be an 8-week turn-around with training provided to Town staff at no cost.

Clark reported on the Public Safety Committee. The Fire Department was awarded \$817.12 to be applied as a 50% match. The Committee discussed greater awareness of the laws and regulations concerning the use of Fireworks within town limits. A suggestion was made to place a notice in the local paper and online next year. Mayor Dickerson commended Chief Stump on his receipt of the Fire Grant. Clark stated that the firemen were making progress on completing their reports to the Virginia Fire Incident Reporting System (VFIRS). Making these reports will assist the department with their efforts to obtain new air packs through a grant with the County. Meredith explained that the County is applying for a grant to replace all air packs for county fire departments. He stated that it had come to his attention recently that our department had not been making the required reports. Since then, Fire Department volunteers have worked hard to get the data entered into the reporting system. Meredith plans to obtain quarterly reports for Council. He stated that the Pearisburg Fire Department has approximately 30 air packs which cost between \$3,000 to \$7,000 each. Our department has air packs that will start expiring in the next couple years.

Journell reported on the Property and Recreation Committee. The Committee discussed new projects in town for storage units and a hiker bathhouse in addition to some recent property maintenance issues on unsafe structures. Tawney stated that Goodwill had contacted him today and informed him that they will stop by the office this week to pick up the permits.

Eaton reported on the Finance Committee. The Committee had Nicole Haskins with Paymentus present the online payment system during their meeting. They discussed routine Finance reports.

Clark reported on the Pearisburg Community Farmers Market.

Eaton asked Hartley about an update on the Cascade Well. Hartley stated that the contract was forwarded to the landowner for his review. The PSA proposed leasing the property with a 20-year option to purchase. They plan to drill a well to see what the flow is and the quality. It will be an independent water source for the eastern end of the county. At some point in future the PSA could look at the cost of moving water back this way.

Williams made a motion to approve and adopt a Resolution honoring George Psathas. Clark seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard. The motion carried by a vote of 6 to 0.

## **RESOLUTION**

### **A RESOLUTION TO HONOR GEORGE G. PSATHAS FOR OUTSTANDING SERVICE TO THE TOWN OF PEARISBURG AS A MEMBER OF THE TOWN COUNCIL**

*WHEREAS, George G. Psathas faithfully served as a member of the Pearisburg Town Council from July 1, 1976 to June 30, 2004 and April 15, 2005 to December 31, 2013; and*

*WHEREAS, as a member of the Council, George ably assisted with decision making and in formulating policy regarding the Town thereby helping insure its proper development and growth; and*

*WHEREAS, George served as a dedicated member of most Committees of Council of the Town of Pearisburg, including Budget, Finance, Recreation, and Public Works Committees where his leadership helped to develop priorities and improvements to insure the future of his community; and*

*WHEREAS, George served as voting alternate on the Board of Giles County Public Service Authority since its inception where he faithfully represented his community; and*

*WHEREAS, George G. Psathas was a considered a valued member of the Council whose input was greatly appreciated by Council in the deliberation of town affairs; and*

**NOW, THEREFORE, BE IT RESOLVED BY COUNCIL OF THE TOWN OF PEARISBURG, VIRGINIA, 7 OF ITS MEMBERS CONCURRING:**

*THAT, the sincere gratitude and appreciation of the Town of Pearisburg be expressed to the family of George G. Psathas for his outstanding and dedicated service to his community as a member of the Pearisburg Town Council from 1976 to 2004 and 2005 to 2013; and*

*THAT, upon the occasion of his death that Town Council Officially expresses its sense of loss by way of this resolution and orders its inclusion in the official records of the Town; and*

*THAT, a copy of this resolution be presented to the family of George G. Psathas with sincere condolences of the Council for their loss and appreciation for all that George Psathas did for and on behalf of all the residents of the Town of Pearisburg.*

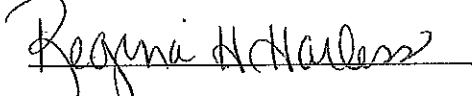
*This 11th day of July 2017.*

APPROVED:



Robert L. Dickerson, Mayor

ATTEST:



Regina H. Harless, Town Clerk

Eaton made a motion to approve and adopt a Resolution honoring Curtis Robertson. Clark seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard. The motion carried by a vote of 6 to 0.

## RESOLUTION

### A RESOLUTION HONORING AND RECOGNIZING CURTIS ROBERTSON

### UPON HIS RETIREMENT AS TOWN OF PEARISBURG EMPLOYEE

**WHEREAS,** Curtis Robertson worked for the Town of Pearisburg from January, 12, 2006 to August 1, 2017; and

**WHEREAS,** Curtis will retire from the Town of Pearisburg on August 1, 2017 after eleven years of dedicated service to the Town as a member of its Public Works Department; and

**WHEREAS,** Curtis has served the Town of Pearisburg in many capacities in the street department handling all duties as required by the Town to insure safe and efficient operations; and

**WHEREAS,** Curtis's friendly manner and constant singing, humming and love of working with the Volunteer for Community Program will be missed greatly by all who worked with him; and

**WHEREAS,** Curtis's hard work and dedication to service will be missed by the Town of Pearisburg as he begins his well deserved retirement; and

**WHEREAS,** Town Council recognizes his contributions and acknowledges his worth as a dedicated employee of the Town of Pearisburg.

**NOW, THEREFORE, BE IT RESOLVED BY COUNCIL OF THE TOWN OF PEARISBURG, VIRGINIA, 7 OF ITS MEMBERS CONCURRING:**

**THAT,** the Town Council recognizes Curtis Robertson for his outstanding and dedicated service to the Town of Pearisburg during his eleven years with the Public Works Department for the Town of Pearisburg; and

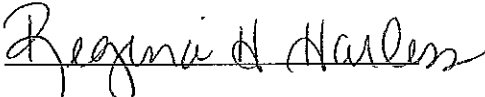
**THAT,** the Town Council officially thanks Curtis Robertson for all that he has done for the Town of Pearisburg and its citizens; and

**THAT,** the Town Council wishes Curtis Robertson well in all that he may choose to do in his retirement; and

**THAT,** the Town Council orders this resolution to recognize Curtis Robertson be spread upon the minutes of the council and that a copy be presented to Curtis Robertson in gratitude for a job well done.

This 11th day of July 2017.

ATTEST:



Regina Harless, Town Clerk

APPROVED:



Robert L. Dickerson, Mayor

Meredith updated Council on the WVVA.net contract for computer and software maintenance. He stated that Clemons would like to establish a specific day each month for his staff to visit the Town office for routine maintenance. He would like for staff to have a list prepared outlining needed repairs. Meredith stated that it is difficult to evaluate the contract and performance with only six months of observation. He stated that his biggest complaint was not

receiving invoices to the town in a timely manner. Hartley asked about our offsite backup. Harless explained that Clemons had just started the process yesterday and WVVA.net will host the offsite back-up at no cost. Meredith stated that Town staff had hoped to complete the offsite and email back-up this past winter. He stated that multiple email reminders were sent regarding the work and its need for completion. Meredith stated that funds were appropriated for the service in the previous year's budget. He stated that he prefers to support local vendors when possible. Eaton expressed that Meredith feel free to make a recommendation to council. Meredith stated that he would apply gentle and persistent pressure on Clemons to finish the offsite and email back-ups. Eaton stated that Clemons was very aware of the town needs. Hartley stated that Meredith might want to look at someone else. Meredith stated that he would like to move forward with the current plan to have Clemons' staff come one day a month for routine maintenance and as needed in urgent situations. Hartley suggested sending a list in advance to his staff. He stated that the Town can opt out of the contract with a 30-day notice. He recommends Council approve the contract.

Eaton made a motion that Council approve the Contract with WVVA.net until June 30, 2018. Journell seconded the motion. Voting yes: Council Members Eaton, Williams, Clark, Journell and Ballard. Voting no: Mayor Dickerson. The motion carried by a vote of 5 to 1.

Hartley advised Council to decide what service options they would like to obtain from Paymentus so that Haskins could draw up the contract. He suggested starting with utilities. Meredith felt staff could handle whatever Council decides, but it might be easier to start with utilities. He feels it will be more efficient and more cost effective for the Treasurer's Office. Hartley suggested Council start with absorbing the cost and later pass the fees to the customers. Eaton would like the Town to offer the one-time payment and the paperless login methods. Meredith felt it would take some time to ramp up enrollment. Journell asked if Council planned to revisit options in 6 months. Hartley suggested looking at it during the budget process next year. Meredith stated that the current budget is not set up to absorb the cost.

Council discussed the Robo Call option for notices with Paymentus program. Hartley stated that he would need to review the Town Code to ascertain its requirements for how notices need to be administered. Specifically, he needs to review our ordinances to see if we must give notice on paper. He felt that a disconnect notice most likely will need to be a written letter. He stated that the advantage with using mail is that you are sending the notice to the service address.

Hartley will review the Town and State Code for more information on the matter. Hartley suggested asking Blacksburg how they use the Robo Call option.

Clark made a motion for Council to negotiate a Contract with Paymentus to utilize their software for utility billing under the assumption that the town will absorb the cost of the user fees. Ballard seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard. The motion carried by a vote of 6 to 0.

Meredith updated Council on the Recreation Revitalization Project. He will be meeting with the Subcommittee on Wednesday and Hurt & Proffitt on Thursday. He gave Council an opportunity to provide their input for the meeting. He stated that he was informed about some nice collapsible fencing that had been used in Lynchburg that would be easy to convert from one sport or event to another. Ballard asked Meredith if an agenda was prepared for the Subcommittee meeting. Meredith stated that the meeting was to provide direction to Hurt & Proffitt. Eaton asked what we planned for Hurt & Proffitt to review. Meredith stated that the Subcommittee would be reviewing the whole project to gather cost estimates for the creation of a project budget. Clark felt Council needs to keep the Community Center available for all events and not just sporting events. She thanked Meredith for considering the collapsible fencing.

Williams made a motion that Council donate \$100 to the Pearisburg Relay for Life Team. Journell seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard. The motion carried by a vote of 6 to 0.

Meredith updated Council on the Power Grant to help Pearisburg with Downtown Revitalization. Meredith stated that Hill Studios has created initial drafts for our downtown. Their focus was on the Ingram Furniture building. They suggested decking with tiers for hikers etc. He stated that on July 19<sup>th</sup> Hill Studios will have an open house at the County Administration Building. Ballard felt that Hill Studios had received input from a small section of the Pearisburg community and felt that their designs reflected that input. He expressed concern that the designs may not be reflective of the larger community and its values. He was not in favor of their idea. Clark stated that she was not in favor either. Eaton stated that potential funding was not suggested on pursuing the idea. She stated that Hill Studios has advised the Town look at grants. Meredith stated it was a Power Grant. He asked for ideas on what the town could do to lead people into downtown Pearisburg. Eaton commented that they did not offer a suggestion on how to help the businesses in the downtown. Eaton stated that she did like the

idea of promoting the hike up Angels Rest. She suggested fixing an area designed for parking and starting the hike near the downtown. Meredith stated that Hill Studios commented that Pearisburg was challenging for them. Meredith stated that one of the challenges the town faced would be getting property owners to match a grant. Council asked Meredith to encourage Hill Studios to look at other things and a way to promote Angels Rest hike and other downtown options.

Meredith updated Council on Fiscal Year 2016-2017 and stated that the town finished the year in the black. He indicated that a few expenditures went over budget. He explained that he needed Council to appropriate Budget Funds to cover overruns with Departmental Budgets. He prepared a list of overruns in the following departments: Legal, Equipment Operations and Recreation.

Journell made a motion to appropriate the following funds into the FY2018 Budget:

Each year as we end the Fiscal Year and begin preparation for the Audit, council is asked to appropriate to the Budget funds to cover overruns within Department Budgets. Please consider the following and not that the overall budget is at 99.37% revenue and 97.27% expenditure. All other departments ended the year at or below appropriations.

Department	Budgeted Amount	Actual June 30	Difference	Requested Appropriation
Legal	\$29,605	\$30,531.14	926.14	\$927
Equipment Operations	\$81,058	\$83,301.19	\$2,243.19	\$2,244
Recreation	\$152,591.57	\$153,807.75	\$1,216.18	\$1,217

Clark seconded the motion. Voting yes: Mayor Dickerson; Council Members Eaton, Williams, Clark, Journell and Ballard. The motion carried by a vote of 6 to 0.

Meredith addressed Council about when they would like to hold a Planning Session or Council Retreat. He asked when they wanted to get together and discuss where we want to take the town in the future. He suggested September for a retreat. If Council would like a facilitator he needs some time to make the arrangements. Council would like the agenda to cover every department. They discussed meeting on September 23<sup>rd</sup>. Williams suggested Council provide some discussion ideas to Meredith to create an agenda.

Meredith presented Council with the evaluation form he developed for Department Heads. He stated that in the past evaluations had been done by a narrative. He would like to



establish some standards and expectations. The evaluation will be very intensive. He would not propose this evaluation for other staff employees. He felt the evaluation would assist him in letting Department Heads know the town's expectations. He stated that the evaluation for performance of pay lends itself to that better than what we have had in place. The evaluation also covers goal setting. He will discuss areas where the employee is outstanding and/or needs some improvement. He designed the evaluation to cover eight (8) categories with a percentage score. He feels that the evaluation will more intelligently help him discuss department heads overall performance. He explained the grading component and how it worked.

Williams had a suggestion to rate Unsatisfactory from 1 - 4; Satisfactory from 5 - 7; and Outstanding from 8 - 10. Meredith stated that it's an expectation and the evaluation is based on an average. Hartley stated that it was an evaluation tool for the town manager to utilize for evaluating department heads and to report to town council. The Council can make their own determination on whether to use the evaluation or one of their own. Meredith stated that the instrument helped establish expectations for staff. Hartley felt Meredith should do evaluations on what makes him feel comfortable. Meredith stated that the performance evaluation could also provide him with an opportunity to brag on departments. He stated that if someone scored below a 60, then he would work with them to set goals to improve their performance. The performance does leave room for professional knowledge and how employees deal with stakeholders.

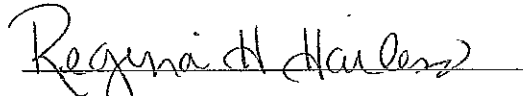
There being no further business the meeting was adjourned.

APPROVED:



Mayor Robert L. Dickerson

ATTEST:



Regina H. Harless, Town Clerk