



# City of Richmond

900 East Broad Street  
Richmond, VA 23219  
[www.rva.gov/office-city-clerk](http://www.rva.gov/office-city-clerk)

## Draft Meeting Minutes Organizational Development Standing Committee

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Tuesday, January 2, 2024

4:00 PM

Council Chamber, 2nd Floor - City Hall

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### Members Present

The Honorable Kristen Nye – Chair  
The Honorable Ann-Frances Lambert – Vice Chair  
The Honorable Andreas Addison – Member  
The Honorable Katherine Jordan – Member  
The Honorable Nicole Jones – Member  
The Honorable Cynthia Newbille – Member  
The Honorable Ellen Robertson – Member  
The Honorable Reva Trammell – Member (late arrival and early departure)

### Absent

The Honorable Stephanie Lynch – Member

### Others in Attendance

Laura Drewry, City Attorney  
LaTasha Holmes, Council Chief of Staff  
Pamela Nichols, Council Management Analyst  
Tabrica Rentz, Deputy City Attorney  
Candice Reid, City Clerk  
RJ Warren, Deputy City Clerk

### Call to Order

Chair Kristen Nye called the meeting to order at 4:04 p.m., and presided.

### Chamber Emergency Evacuation Plan Announcement and Citizen Speaker Guidelines

Upon the Chair's request, Deputy City Clerk RJ Warren provided information on the appropriate manner in which the Council Chamber is to be evacuated in the event of an emergency along with citizen speaker guidelines.

## Electronic Participation

Pursuant to Rule III(D)(4)(b) of Council's Rules of Procedure, Member Katherine Jordan made a request to participate in the meeting via Microsoft Teams from her home, due to a family emergency. The committee members present were required to adopt a motion to approve Member Jordan's participation in the meeting by electronic communication means if it appeared to the body that her request complied with Rule III(D) of Council's Rules of Procedure. A motion was solicited from those members physically assembled to approve Member Jordan's participation in the meeting by electronic communication means.

**Member Cynthia Newbille moved to allow Member Katherine Jordan to participate in the meeting by electronic communication means. The motion was seconded and approved: Ayes 6, Addison, Jones, Robertson, Newbille, Lambert, Nye. Noes None. Trammell had not yet arrived.**

## Approval of Minutes

There were no corrections or amendments to the minutes of the Monday, November 6, 2023 Organizational Development Standing Committee meeting, at 4:00 p.m., the Monday, December 4, 2023 Organizational Development Standing Committee meeting, at 4:00 p.m., and the minutes were approved as presented.

[CD.2023.363](#) November 6, 2023 Organizational Development Standing Committee Meeting Minutes

[CD.2023.375](#) December 4, 2023 Organizational Development Standing Committee Meeting Minutes

## Consideration of Appointments to Boards, Commissions and Similar Entities

Pamela Nichols, Council Management Analyst, reviewed board vacancies for the committee's consideration.

*A copy of the material provided has been filed.*

[CD.2023.376](#) January 2, 2024 - OD Board Vacancy Report

**Vice Chair Ann-Frances Lambert moved to forward the following reappointment application to Council with the recommendation to approve:**

Board of Commissioners of the Richmond Redevelopment and Housing Authority:  
Charlene Pitchford (reappointment)

**The motion was seconded and approved: Ayes 7, Addison, Jordan, Jones, Robertson, Newbille, Lambert, Nye. Noes None. Trammell had not yet arrived.**

## Reports from City Administration, Council Staff and Other Parties

### Annual Report of Reynolds Community College

Dr. Paula Pando, President of Reynolds Community College, provided the committee with a presentation that showcased the achievements and goals of Reynolds Community College.

*A copy of the material provided has been filed.*

[CD.2023.383](#) Annual Report of Reynolds Community College Presentation

*Member Reva Trammell arrived at 4:28 p.m. and was seated.*

*Member Cynthia Newbille stated her appreciation to Dr. Pando for her leadership as Reynolds Community College President.*

*Member Ellen Robertson stated her appreciation for Reynolds Community College, and she stated that she looked forward to the city partnering with Reynolds to provide vital opportunities to city residents.*

*Member Andreas Addison stated that the Future of Work Force Commission will help establish a connection between Richmond Public Schools (RPS) and Reynolds Community College to advance opportunities for RPS students. Member Addison also stated it was important that Reynolds include class offerings related to artificial intelligence.*

### Annual Comprehensive Financial Report

Lincoln Saunders, Chief Administrative Officer (CAO), Shiela White, Director of Finance, and Sean Walker, Principal with CliftonLarsonAllen, provided the committee with a presentation that addressed the results of the city's 2023 Annual Comprehensive Financial Report.

*Chair Kristin Nye requested that city administration provide Council with a copy of the Annual Comprehensive Financial Report.*

### Department of Public Utilities (DPU) Billing and Collections Audit Update

April Bingham, Director of Public Utilities, and Lynnette Lemon, Deputy Director of Customer Service for the Department of Public Utilities (DPU), provided the committee with a presentation that addressed the DPU billing and collections audit, and customer service division updates within DPU.

*A copy of the material provided has been filed.*

[CD.2023.384](#) Department of Public Utilities Customer Service Division Updates

*Chair Kristen Nye requested that city administration ensure that committee members receive printed copies of presentation materials prior to any presentation.*

*Member Andreas Addison inquired if DPU could contact utility customers prior to the issuance of any bill that contains a drastic increase in required payment.*

Director Bingham stated that DPU is working to address the issue regarding surprise bill increases. Director Bingham also stated that the recent increase of surprise bills was due to DPU having the staff available to accurately read meters.

*Member Katherine Jordan inquired about DPU customer service liaisons that Council can refer residents to. Member Jordan also requested that Council be provided any special documentation DPU issues to citizens, so that members can be prepared to address questions raised by residents.*

Director Bingham stated that Rodney Munford, DPU Liaison, was the department's main liaison contact for the public, and that DPU was working to hire additional staff to assist Mr. Munford.

*Member Reva Trammell stated her concerns about long customer service wait times that residents experience when contacting DPU.*

Director Bingham stated that current wait times were unacceptable, and that DPU was working to increase caller intake capacity. Director Bingham also stated that DPU was working with a third party to increase the capacity.

Lincoln Saunders, Chief Administrative Officer (CAO), stated that Council can expect more information from city administration regarding changes and upgrades to the city's customer response during review of the upcoming city budget.

*Chair Kristen Nye inquired if city customers that utilize electronic bill pay will receive DPU information letters in the mail or electronically.*

Bob Steidel, Deputy Chief Administrative Officer for Operations, stated that customers that participate in electronic bill pay will receive notices electronically, but he noted that the documents will be issued as a separate attachment that customers must open in addition to the copy of the their bill.

### **Council Chief of Staff Updates**

Council Chief of Staff (CCOS) LaTasha Holmes, informed members that Council staff was beginning to schedule upcoming budget work sessions and compiling individual Councilmember budget priorities. CCOS Holmes stated that Matthew Slatts was hired as Communications and Civic Innovation Manager within the Office of the Council Chief of Staff. CCOS Holmes also stated the Office of the Council Chief of Staff was working to increase support for Council's boards and commissions.

*Member Reva Trammell left the meeting at 5:30 p.m.*

## Reports of Standing Committees

City Council standing committee chairs and vice chairs provided members with an update regarding committee action.

*Member Cynthia Newbille informed members that city administration would provide a presentation regarding the city's dept capacity at the upcoming January 18, 2024, Finance and Economic Development Standing Committee meeting.*

*Member Katherine Jordan informed members that the Governmental Operations Standing Committee discussed the city's honorary street sign policy at its December meeting. Member Jordan stated the committee recommended a moratorium on honorary street designation legislation until a new policy is implemented.*

*Chair Kristen Nye stated Council will have additional conversation regarding honorary street designations at its upcoming January 8, 2024, Informal meeting.*

## Paper(s) for Consideration

The following resolution was considered:

1. [RES. 2023-R024](#) To request that the Chief Administrative Officer cause the preparation of a study to identify a location in the Shockoe Bottom area of the city of Richmond for the National Slavery Museum.

**Patrons:** Ms. Newbille, Ms. Lambert and President Jones

*Member Cynthia Newbille provided an introduction and additional information regarding the proposed resolution. Member Newbille stated that a continuance would be necessary to continue the work related to the National Slavery Museum.*

**There were no further comments or discussion and Member Cynthia Newbille moved continue RES. 2023-R024 to the March 4, 2024 Organizational Development Standing Committee meeting, which was seconded and approved: Ayes 7, Addison, Jordan, Jones, Robertson, Newbille, Lambert, Nye. Noes None.**

The following resolution was considered:

2. [RES. 2023-R062](#) To request that the Chief Administrative Officer cause to be developed a program of domestic partnership benefits relating to employee leave and health care for employees of the City of Richmond, and to submit a proposed ordinance setting forth the particulars of such program to the Council.

**Patrons:** Vice President Nye and Ms. Lynch

*Chair Kristen Nye provided an introduction and additional background information regarding the proposed resolution. Chair Nye stated that state legislation could potentially be introduced at the upcoming Virginia General Assembly Session to strengthen the request referenced in RES. 2023-R062.*

*Member Ellen Robertson inquired if city administration could provide Council with the potential fiscal impact if the request referenced in RES. 2023-R062 was granted. Member Robertson stated it was important Council be prepared to address fiscal impacts if the Virginia General Assembly approves legislation related to the request referenced in RES. 2023-R062.*

*Chair Kristen Nye stated that the requested fiscal impact report will be submitted by city administration to one of Council's standing committees.*

*Member Robertson recommended that the Finance and Economic Development Standing Committee review the fiscal impact report.*

*Chair Nye stated that she believed it was important that Council adopt RES. 2023-R062, so that the Virginia General Assembly is aware of Council's position.*

Chief Administrative Officer Lincoln Saunders stated that it was difficult for city administration to produce a fiscal impact report until state legislation is approved.

**There were no further comments or discussion and Member Cynthia Newbille moved to forward RES. 2023-R062 to Council with a recommendation to approve, which was seconded and approved: Ayes 7, Addison, Jordan, Jones, Robertson, Newbille, Lambert, Nye. Noes None.**

### **Discussion Item(s)**

There were no discussion items.

### **Adjournment**

There being no further business, the meeting adjourned at 6:02 p.m.