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**HERNDON TOWN COUNCIL
Work Session
Tuesday, March 16, 2021**

Pursuant to Virginia Code Section 2.2-3708.2, as amended; the Governor's Executive Orders, as amended; and in accordance with Ordinance 20-O-23, Continuity of Governmental Operations during Pandemic Disaster (COVID-19), as amended and readopted by the Herndon Town Council on September 8, 2020, which superseded previously adopted amendments, Mayor Olem has stated that the March 16, 2021 Herndon Town Council Work Session would be by electronic means. The meeting was broadcast and recorded through Cisco Webex and details for the meeting were made available to the public on Thursday, March 11, 2021. In attendance electronically were:

- Mayor Sheila A. Olem, presiding;
- Vice Mayor Cesar del Aguila;
- Councilmember Naila Alam;
- Councilmember Pradip Dhakal;
- Councilmember Signe Friedrichs; and
- Councilmember Sean M. Regan.
- Councilmember Jasbinder Singh was absent.

Staff present during the meeting: William H. Ashton II, Town Manager; Lesa Yeatts, Town Attorney; Lisa Gilleran, Director of Community Development; Bryce Perry, Deputy Director of Community Development; David Stromberg, Zoning Administrator; Karen Gagliano and Maria Lee, Budget Managers; and Margie C. Tacci, Deputy Town Clerk.

**March 16, 2021
(work session)**

ANNOUNCEMENTS

The Deputy Town Clerk welcomed those listening to the March 16, 2021 work session and stated that night's regularly scheduled Herndon Town Council meeting was a virtual meeting, which was being conducted electronically pursuant to:

- ❖ Virginia Code Section 2.2-3708.2, as amended;
- ❖ the Governor's Executive Orders, as amended; and
- ❖ in accordance with Ordinance 20-O-23, Continuity of Governmental Operations during Pandemic Disaster (COVID-19), as amended and readopted by the Herndon Town Council on September 8, 2020, which superseded previously adopted amendments.
- Proper notice of the electronic meeting was provided in accordance with the Code of Virginia;
- Agenda and meeting materials, along with information for viewing the meeting and submitting comments for the record are available on the town's website; and
- Electronic meetings will begin with a roll call to determine a quorum and all votes, including adjournment, will be by roll call vote.

CALL TO ORDER

1. Roll Call & Confirmation of Quorum

Mayor Olem called the March 16, 2021 work session to order at 7:00 p.m. and asked the Deputy Town Clerk to call the roll for attendance. Mayor Olem indicated that Councilmember Singh was absent but may be joining the meeting later that evening. Mayor Olem asked each member of Council to respond by clearly stating their name and indicating they were present.

Following the roll call for attendance, Mayor Olem confirmed there was an electronic quorum present. All members, except for Councilmember Singh who was absent, were present electronically, with Mayor Olem presiding. As Ms. Tacci stated, the meeting that evening was being conducted pursuant to the appropriate laws associated with the COVID-19 pandemic disaster.

Mayor Olem asked Council to observe meeting decorum by showing their hand to be recognized by the chair for comments and stating their last names before providing comments and when making or seconding motions. She reminded

**March 16, 2021
(work session)**

those participating to follow the town's Meeting Guidelines that were used for all government meetings to maintain good order, which included: refraining from participation unless and until recognized by the chair; being respectful in comments; refraining from threatening or intimidating language; profane, vulgar, obscene, or threatening remarks were not permitted; and attacks on the character, motive, or other harmful remarks against individual members of Council, town staff, or the public would not be tolerated.

2-4. Comments and Updates from the Town Manager

Mayor Olem recognized the Town Manager for his comments and updates.

COVID Update

The Town Manager stated Fairfax County had around 140-160 new COVID cases daily, which was down from a few weeks prior. He also said they were seeing 290,000 COVID vaccine doses from the Virginia Department of Health (VDH) and there had been 267,000 first and second doses distributed. More vaccines were also being added to the system. PCR testing data continued to decline and was at just under roughly five percent.

The Town Manager shared that an email from Dr. Gloria Addo Ayensu, Fairfax County Health Department, stated that registration would open the following day at 9:00 a.m. for three new frontline priority essential worker groups. VDH announced some health districts in Virginia would begin transitioning to Phase 1c, but no localities in the Northern Virginia region were ready for that Phase at that time. He shared Phase 2 was expected to begin May 1, at that time.

Internally, there were at least two employees out with positive tests, three with symptoms, and two with someone in their home who tested positive. They were out on leave per town guidelines.

He reminded those listening to mask, social distance, wash hands, and answer health department calls. He also encouraged everyone to get vaccinated at the earliest opportunity.

Questions from Council

Councilmember Regan asked if the Town Manager knew where higher education fell in the various vaccine phases. The Town Manager said colleges were most likely in the Phase 2 category, and he mentioned they were starting to test the vaccines on kids, too.

**March 16, 2021
(work session)**

Councilmember Dhakal asked who constituted Phase 1c and Phase 2. The Town Manager said the later stages of Phase 1 were for occupations encountering people and those in roles critical to the economy. He indicated if you had an opportunity to get the vaccine, you should at the earliest time.

Mayor Olem commented that everyone should mask, social distance, and get the first vaccine available to them.

The Town Manager agreed with Mayor Olem that health directors said not to be selective and to take the first type of vaccine offered.

Strategic Initiatives Update

The Town Manager indicated the Strategic Initiative updates were not in any order, were randomized, and did not show priority or preference.

The Town Manager provided progress updates, as available, for the list of 34 Strategic Initiative Discussion items created by Council, which is on file in the Town Clerk's office. This spreadsheet outlined the department assigned to each initiative, the current status, and any notes. The Town Manager went through each item and explained where staff was in the process.

Questions from Council

There was discussion amongst Council and staff on the Town Manager's updates.

Vice Mayor del Aguila indicated he had suggestions and questions. Vice Mayor del Aguila thought going forward, the Town Manager could list the items in a spreadsheet which he could update and share so Council could visualize or think of action items they wanted to discuss or direct. He suggested having columns with the dates of the updates to list any actions or requests and treat this as an ongoing project. Vice Mayor del Aguila said he assumed everyone thought that was a good idea.

In terms of directives, Vice Mayor del Aguila thought it would be helpful to know if there were any staff or budget impacts so Council could make decisions on what could be funded.

Vice Mayor del Aguila also thought all records should be released besides HR, personnel, and employees. He wanted to know if #17, "Make all Records Available to the Public," had an impact. Also, before the Council looked at the HDRB, he wanted to know the cost of maintaining the district and what value were they getting. He also brought up the idea of a housing allowance, he wanted to know how many people said yes or no during the Town Manager's informal survey, and what the budgetary impact was.

**March 16, 2021
(work session)**

Vice Mayor del Aguila also indicated he discussed staff presentations with Councilmembers Dhakal and Regan. He thought they needed a high-level template on what they would discuss along with an estimate of how long the presentation would be. He used the phrase “tell me what you’re going to tell me, tell me, and then tell me what you told me” to describe what they were looking for in the staff presentations. He said they were in executive roles and needed executive-level presentations. He referenced that some of them liked to get detail but not all of them needed that. Vice Mayor del Aguila concluded his comments saying he looked forward to it being more refined going forward.

The Town Manager stated every report had fiscal and operational impacts in mind. They include information so Council can see if they want to proceed, look at alternatives, or not proceed.

Vice Mayor del Aguila said he also wanted to see transitioning for the future with staff positions. He mentioned needing new skills and profiles and the idea they could repurpose, reassign, and redeploy staff into more current roles. He indicated that was why they were investing in training, people, and salaries.

Councilmember Friedrichs asked if they were expecting these Strategic Initiative updates at every meeting. She thought it seemed repetitive and unnecessary, and they could look at the spreadsheet and ask questions rather than spending time each meeting going through the list. She asked if Council could look at the list, have it on the website, or have it mailed for them to question it on an ongoing basis, to lessen time spent on the Strategic Initiatives at every meeting.

In response to queries from Councilmember Regan about when Council would see the CIP, the Town Manager stated they would see it later that evening along with the Enterprise Funds and Interfund Transfers. The CIP would also come back before Council in April with the published budget. Additionally, there would be a “shadow plan” CIP. The Town Manager indicated staff were just scratching the surface on what potential federal money might go to. There would be a CIP in an austere world and one for the shadow plan that they could adjust. Councilmember Regan suggested they bring the idea of the Multicultural Committee off the list at that time and make it a work session item.

Councilmember Dhakal agreed he would like to see an updated spreadsheet. Going forward, he asked if the Town Manager would only be sharing items that had updates. He did not think it would take 30 minutes every week. Councilmember Dhakal also stated that there were many items and Council might not be able to execute all of them. He asked that the items on the list be prioritized, especially given the constraints of the budget and pandemic. Items could come off the list as they were ready for Council discussion. He thought a high-level discussion of this each week would help implement Council’s priorities.

**March 16, 2021
(work session)**

Mayor Olem agreed with Councilmember Friedrichs' comments about not needing a 34 item update every week. She thought they should also keep in mind they needed citizens to weigh in and get through the budget and stay focused on that.

Vice Mayor del Aguila thought it was not a zero-sum game and Council and staff could focus on both, and they were not suggesting they forgo the budget. Most of the Council saw this as a valuable item to dedicate Council time to. He understood they may not want this weekly and they could possibly do it at work sessions. He thought most of Council wanted these initiatives discussed and they would make some tough choices and make the budget. He reiterated he thought most of Council saw this as a valuable set of initiatives.

Mayor Olem stated she understood and was reminding them they were in the middle of an emergency and that was why they were doing virtual meetings.

Councilmember Friedrichs thought it was a zero-sum game, at that point, because the Town Manager had to bring the budget April 1st, and then it had to be approved by July. In the meantime, there was a hiring freeze, they lost their Director of Finance, and lost staff. She said the Town Manager was working 24/7 on getting the budget done, finding a new Director of Finance, and on four new building projects started. She too believed they should discuss those things, but she thought they should be realistic and respect the fact that staff was working without a lot of help and multitasking. She agreed they should be discussed and considered but she did not think concentrating on both things was realistic.

COMMENTS & DISCLOSURES FOR THE RECORD

Mayor Olem asked the Chief Deputy Town Clerk whether she had received comments for the record or Transactional Disclosure Declarations from Council on any items listed on that evening's agenda, and the Chief Deputy Town Clerk stated that comments have been entered for Ordinance 21-O-05, to reduce the minimum front setback requirement in the CS zoning district; and on the proposed FY 2022 budget. The Clerk's office had not received disclosures from Council on any items listed on the agenda this evening.

Point of Order

Councilmember Regan called a point of order to inquire about moving the informational item to the end of the agenda in case Councilmember Singh could join the meeting. Mayor Olem indicated Councilmember Singh would be able to listen to the meeting recording and hear the discussion.

**March 16, 2021
(work session)**

INFORMATIONAL ITEM

5. Special Exception Informational Item

Mayor Olem recognized the Director of Community Development for the staff presentation.

The Director of Community Development presented a PowerPoint dated March 16, 2021, which is on file in the Town Clerk's office. She mentioned that the Deputy Director of Community Development and the Zoning Administrator were also present and available for questions.

The Director of Community Development provided information about the special exception process and indicated the staff presentations were made to inform for a wide level of understanding. She provided specific information about where the Zoning Ordinance came from, land uses that were allowed, and the Town Code's definitions.

She stated the Planning Commission (PC) was required to exist by the Code of Virginia. Once they reviewed and provided a recommendation, the Council was authorized to review and approve, approve with conditions, or disapprove. The Code of Virginia allows the town to impose conditions and the applicant does not need to agree to them. She then outlined the 13 general standards that apply to all special exceptions and specific additional ones for some uses.

The Director of Community Development then provided an example with definitions for an accessory dwelling unit (ADU). She then outlined some format changes to staff reports. They had added color coded tables, a table with the proposed conditions, and there would be additional changes coming. She indicated the staff report was always more detailed and discussed why staff makes recommendations on conditions. At the end of the process the applicant receives a copy of the approved resolutions and the attached conditions. This provides them a record of what they can and cannot do. She highlighted what staff would be providing in their presentations that evening.

Questions from Council

Councilmember Dhakal thanked the Director of Community Development for her presentation. He thought definitions of the acronyms used would be helpful. He asked if she foresaw or recommended anything that they could change to be more relevant.

The Director of Community Development stated if they were discussing specific types of special exception uses, the PC was currently researching the issue of ADUs and seeing if there were ways to make ADU home additions easier. This

**March 16, 2021
(work session)**

included looking at permitted uses verses special exception uses and adding specific requirements to the zoning ordinance. Staff could review an application and determine if it met those requirements and move ahead. She expected the PC to be drafting a memo to Council in the coming months to inform them what might be appropriate and what they would encourage regarding ADUs. There would always be some types of uses that needed to be special exceptions, but some uses might be able to move into the permitted use category.

Councilmember Dhakal said they wanted to know what standards and conditions could change. He felt it was time to review to see if they were relevant.

Councilmember Friedrichs asked for a copy of the PowerPoint presentation. She also stated she was eager to hear Councilmember Regan's thoughts. She indicated the PC were experts and asked if Council should accept their recommendations.

The Director of Community Development responded that Councilmember Friedrichs was right that staff and the PC have considered ordinance and planning practices before items go to Council. She stated they researched/supported staff and provided Council with their best conclusions and analyses of the matter before Council. Council might not agree, and there could be additional information that comes after the PC or someone may have requested a change or something that was not enough to send it back to the PC. They might not agree 100 percent, but they were trying to do that analysis and provide information and guidance.

The Director of Community Development confirmed that staff and the Planning Commission complete all the detailed analysis before an item comes to Council, in response to further queries from Councilmember Friedrichs. She reiterated everyone may not agree. Staff and the PC were trying to provide as much detail and analysis as possible.

Councilmember Regan thought the special exception process was arduous for property owners and many did not want to go through them. He added that a public hearing allowed anyone to comment, and he thought it was important to remember a property owner could always use by-right zoning.

Councilmember Regan thought they owed the property owners expediency and what they could do differently would be moving quickly at all levels. He liked that the Director of Community Development took time to describe the 13 standards. He said it was important to understand the owners were getting a benefit and a cost associated with that. He indicated some of the questions were hard to discuss and not yes or no answers. There were many "right" answers. He also said the PC is the frontline, and the staff and PC do the research and leg work. He suggested if Council were interested in a special exception, they should watch the PC meetings. That was the first level of detail he would suggest a councilmember

**March 16, 2021
(work session)**

get into because a lot of nuance could not show up in a staff report. He thought they should support the PC. He also mentioned the Virginia Commonwealth University (VCU) Land Use Education Program.

The Director of Community Development confirmed there was a land use education program. Councilmember Regan said the new PC members do that and Council could join.

Councilmember Alam thanked the Director of Community Development for her presentation.

Mayor Olem provided appreciative comments about the presentation. She asked the Town Manager to forward the presentation to Council. The Town Manager stated he instructed staff to post it on Granicus the following morning, and they would send it out to Council.

Mayor Olem stated staff is very helpful to people going through the process.

PUBLIC HEARINGS

6. **Resolution 21-G-33, to consider Special Exception, SE #20-05, 385 Spring Street, Security Public Storage, to permit the addition of four moving trucks for rent accessory to a self-service storage facility.**

Mayor Olem recognized the Zoning Administrator for the staff report.

The Zoning Administrator presented the staff report and PowerPoint dated March 16, 2020 which are on file in the Town Clerk's office. He outlined how this use was allowed through special exception in the zoning district. The special exception was for adding moving trucks to the site for rental use. He also went over the 13 standards for all special exceptions and the specifics of the use being looked at in this zoning district. The Zoning Administrator showed Council the location of the special exception on the zoning map and the 2030 Comprehensive Plan map. He also outlined the proposed Special Exception plan, staff analysis and proposed conditions, the Planning Commission's recommendation for approval, and the number of additional conditions added. Staff recommended approval of this item with conditions in accordance with the draft resolution.

There was brief discussion amongst Council and staff on this item.

Responding to queries from Councilmember Dhakal, the Zoning Administrator confirmed the business requesting the special exception was the only one at the location and security staff would manage the trucks onsite. Responding to further questions from Councilmember Dhakal, the Zoning Administrator confirmed

**March 16, 2021
(work session)**

there was enough space for all the uses requested. That was why the spaces chosen were indicated and a reason for one of the conditions.

Councilmember Friedrichs complimented the business owner on the appearance of this business.

Councilmember Alam asked about noise, and the Zoning Administrator indicated there were time restrictions on when the trucks could be moved.

There was a brief question and answer session between Mayor Olem and the Zoning Administrator about the return spaces and the drop off location's availability if the spaces were full.

7. **Ordinance 21-O-05, to amend Chapter 78 (ZONING), Article IV (Business Districts), Section 78-40.2 (CS – Commercial Services District), to reduce the minimum front setback requirement in the CS zoning district.**

Mayor Olem recognized the Zoning Administrator for the staff report. He presented the staff report and PowerPoint dated March 16, 2021 which are on file in the Town Clerk's Office.

The Zoning Administrator outlined a summary of the changes. He defined a setback and explained it did not apply to other site features such as parking. The amendment would reduce the requirement for the setback from 50 feet to 25 feet. A building setback would not change other sections of the zoning ordinance, and this text amendment was a small, specific change. He then outlined the reason for the text amendment to implement the South Elden Area Plan which was part of the Comprehensive Plan as an amendment which encouraged redevelopment and better support for pedestrian, bicycle, and transit access.

The Zoning Administrator reviewed the reasons for the text amendment. He also outlined there was an active application for one of the commercial properties and the applicant hoped to redevelop under the text amendment, if it were passed. He then identified the location of the town parcels zoned as Commercial Services (CS). Staff recommended approval of the proposed ordinance, as presented.

There was brief discussion amongst Council and staff on this item.

Councilmember Regan asked the Zoning Administrator about the location of one of the photos in the PowerPoint and provided comments about using the tool to get the desired outcome for appearance.

**March 16, 2021
(work session)**

Councilmember Friedrichs asked the Zoning Administrator if they were moving greenspace. The Zoning Administrator confirmed it was allowing them to shift the requirements around, but there would be no green space lost. She stated she was asking in the interest of answering the question of someone who wrote in.

Responding to queries from Mayor Olem, the Zoning Administrator confirmed this would allow reorienting the buildings in the same space and would not allow a larger or taller building.

8. Resolution 21-G-32, to consider special exception, SE #20-01, 1131 Elden Street, Pollo Campero, to permit drive-through service accessory to an eating establishment in a CS, Commercial Services, zoning district.

Mayor Olem recognized the Deputy Director of Community Development for the staff report. He presented the staff report and PowerPoint dated March 16, 2021 which are on file in the Town Clerk's Office.

The Deputy Director of Community Development presented information about the drive-through service accessory use being requested for a restaurant that was not yet built. He also outlined specific standards for restaurant drive-throughs and showed Council where the special exception request was located on both the Zoning Map and the Comprehensive Plan Land Use Map. He stated it was an important point that the special exception was for the allowance of a drive-through only. He then drew attention to the 13 standards, specific drive-through service accessory use standards, the location of the restaurant, site plans, staff's analysis, the proposed conditions of approval, and the Planning Commission's recommendations. Staff recommended approval, with conditions in accordance with the draft resolution, as presented.

Councilmember Dhakal provided comments about the color coding. He asked if there was enough space for drivers to maneuver in the drive-through lane. The Deputy Director of Community Development said it did come up with the Planning Commission, and there was a "point of no return" in the lane. The applicant was aware of the condition, and they did not seem concerned. Councilmember Dhakal said he had further questions about the prior item, which was the setback requirement, for the Town Attorney. He asked, if that failed, how would that impact this ordinance.

The Town Attorney thought the Deputy Director of Community Development could answer. The Deputy Director of Community Development said if the ZOTA was not approved, the special exception before them would not be allowed either. The applicant would probably have to go back to the drawing board and return through the special exception process with a revised plan.

**March 16, 2021
(work session)**

In response to further queries from Councilmember Dhakal about how the special exception was approved by the PC, the Deputy Director of Community Development said the PC reviewed and recommended approval by Council. They reviewed and developed their resolution based on the fact they are not the final body it goes before.

The Town Attorney confirmed and said the Planning Commission recommendation was advisory.

There was a brief question and answer session between Vice Mayor del Aguila and the Deputy Director of Community Development about the "point of no return" and how cars would exit the lane.

Mayor Olem indicated there was video of the Planning Commission's public hearing about all three of this meeting's public hearing items posted on the Granicus page of the town's website.

GENERAL

9. Resolution 21-G-34, to award contract RFP #21-01, Financial Audit Services.

Mayor Olem recognized the Acting Director of Finance for the staff report. He indicated this was a resolution to award a contract for auditing services. He reviewed the requirements of an audit annually by a certified, independent public accountant. He also outlined where this was posted and stated the town received five proposals. An evaluation committee ranked and scored the proposals. Based on that, they selected two for oral interviews. He outlined the details of the proposals and provided information about the two firms. The amount needed to pay for the audit was included in the FY 2022 budget. Staff recommended approval of the resolution, as presented.

There was no discussion on this item.

With concurrence of Council, this item was moved to the Consent Agenda for next week's meeting.

10. Resolution 21-G-35, to authorize the submission of a Creative Communities Partnership Grant Application/Virginia Commission for the Arts.

Mayor Olem recognized the Director of Parks and Recreation for the staff report. The Director of Parks and Recreation requested that Council authorize the Town Manager to submit a Creative Communities Partnership Grant to The Virginia Commission for the Arts. She indicated the town had applied for decades prior to

**March 16, 2021
(work session)**

the past year during the COVID pandemic. She indicated the grant goes to independent arts organizations and requires a match. The maximum reward was \$4500 and required an equal match, by the town, to an arts organization in the community. They put out a PSA requesting proposals and received two. A panel of citizens reviewed those proposals and recommended the \$4500 go to Arts Herndon to assist them in producing their third annual International Children's Festival. The grant submission deadline was April 1, 2021. Staff recommended approval of the proposed resolution, which would authorize the Town Manager to sign the application for staff to submit the grant.

There was no discussion on this item.

With concurrence of Council, this item was moved to the Consent Agenda for next week's meeting.

CONSENT

11. **Resolution 21-G-36, to award contract IFB #21-06, Contract Mowing and Landscape Services.**

There were no questions on this item.

RECESS

At 9:45 p.m. Mayor Olem called a brief recess, and at 9:48 p.m., the work session meeting reconvened by electronic meeting using Cisco Webex.

DISCUSSION

12. **Organizational Orientation Discussion by the Town Manager and the Directors of The Department of Public Works and Communications and Economic Development.**

Mayor Olem recognized the Town Manager who reviewed the purpose of these department orientation discussions.

He turned the discussion over to the Director of Public Works, who presented a PowerPoint dated March 16, which is on file in the Town Clerk's Office. He began by providing an overview of the department's mission.

**March 16, 2021
(work session)**

ROLL CALL

During the presentation, Mayor Olem requested a roll call vote for attendance since the meeting had resumed. She then asked the Deputy Town Clerk to call the roll for attendance.

The Deputy Town Clerk took attendance by roll call, with all members present except for Councilmember Singh, who was absent, and with Mayor Olem presiding.

CONTINUED DISCUSSION

Organizational Orientation, Department of Public Works

The Director of Public Works continued his PowerPoint presentation by showing the organizational chart of the department's operations. He highlighted a vacant position for a Streets and Right of Way Manager.

He then detailed the department's responsibilities and services before highlighting recent accomplishments including moving permit applications and inspections online. The department's initiatives were outlined, and he concluded by explaining some of the challenges facing the department.

The Director of Public Works then turned the presentation over to the Deputy Director of Public Works, who presented information about the various CIP Projects which were categorized as: Metro, Downtown, Herndon Facilities, and Sugarland Run Stream Restoration. The Deputy Director of Public Works provided specific information and updates about the progress of the various improvement projects being undertaken in each category.

There was brief discussion amongst Council and staff on this item.

Councilmember Regan provided appreciative comments about the electronic plan submissions to streamline the process and further discussed process improvements. He mentioned to the Deputy Director of Public Works, that at the corner of Elden and Monroe streets there was a big box, he hoped would go away. Councilmember Regan then provided a personal anecdote about getting a call from the Department of Public Works about a leak that was inside the house that was identified by the meter reading technology and indicated his appreciation for that service.

Mayor Olem asked about the ETA for the Herndon Metro. The Director of Public Works indicated information varied, and the earliest he had seen was July. He said he would not speculate.

**March 16, 2021
(work session)**

Following discussion, Mayor Olem recognized the Town Manager. He thanked the Director and Deputy Director of Public Works. He then introduced the Director of Communications & Economic Development.

The Director of Communications & Economic Development was experiencing technical difficulties. The Town Manager suggested moving to the budget discussion item and returning to the Director of Communications & Economic Development's presentation afterward.

[Note: Later in the meeting, discussion was resumed to include the second presentation.]

Mayor Olem indicated they would move to the FY 2022 Budget, Enterprise Funds discussion item.

13. FY 2022 Budget, Enterprise Funds

Mayor Olem recognized the Town Manager who presented a PowerPoint dated March 16, 2021 which is on file in the Town Clerk's office.

This was a presentation of the Enterprise Funds which included Herndon Centennial Golf Course Fund, Chestnut Grove Cemetery Fund, Downtown Parking Fund, Water and Sewer Fund, and Interfund Transfers-Capital Improvement.

The Town Manager outlined the demands on each of the Enterprise Funds and the amounts requested for the FY 2022 Budget.

The graph presented was requested by Vice Mayor del Aguila. The Town Manager clarified that the user fee was designed to recover the cost of delivery and did not include availability fees. He also provided information about historical issues with this fund and the specific FY 2022 challenges. He outlined the reasons for various requests and their associated costs.

There was brief discussion amongst Council and staff on this item.

Councilmember Dhakal asked questions about the Water and Sewer Fund. In 2019, he saw that the operating expense and operating revenue met. For the benefit of those watching, he asked if the Town Manager could explain what they did for that to meet. Town Manager said they believe it was because of a consumption decrease due to COVID. He also indicated they had done a lot of work to get the rate increased to work on closing that gap. He thinks the increase from the FY 2020 Budget adoption helped those converge.

**March 16, 2021
(work session)**

Responding to Councilmember Dhakal, the Town Manager confirmed that an Enterprise Fund should be self-supporting. Councilmember Dhakal feared that if they did not address it, the gap would become larger. The Town Manager indicated that was why they were scheduled to have another rate increase the prior year, which was missed due to the COVID pandemic. He said that was why they were asking for an increase this year while they studied the rate of increases needed moving forward.

Vice Mayor del Aguila thanked the Town Manager for the graph and asked about what a 1.5 percent increase would do versus a one percent or two percent. He wanted to know what the percentage needed to be, and he said he felt people wanted to know the truth. The Town Manager indicated they wanted to update the models to see long-term ramifications and capture changes in a study to indicate what they needed to do. The Director of Public Works clarified an increase of 1.5 percent was about \$97,000. They were trying to stabilize the line and keep revenues from dropping. There was further discussion about yearly operating loss, depreciation costs, and cost of conveyance to the consumer.

Vice Mayor del Aguila thought they needed to shift to aggressive planning. He thought they needed to accelerate that effort and indicated his support.

Mayor Olem asked if the town's rates were still the lowest in Fairfax County, and the Town Manager confirmed their rates were the lowest in Northern Virginia. Mayor Olem also mentioned some CARES Act Funds that covered the accounts of some people who were unable to pay their bills. The Town Manager mentioned discussing the requirements criteria and seeing how popular that fee reimbursement program was.

12. Organizational Orientation Discussion by the Town Manager and Director of Communications and Economic Development [resumed].

Earlier in the meeting, the Town Manager indicated he would recognize the Chief Communications Officer for her organizational discussion when she signed on. Seeing that she was available, he recognized her for the presentation.

The Chief Communications Officer presented a PowerPoint dated March 16 which is on file in the Town Clerk's office. She provided an overview of the Communications & Economic Development department's purpose, team, citizen opinions, surveys, communication channels/ coverage, the town brand, the Economic Development Manager's role, miscellaneous additional roles, and future initiatives.

There was brief discussion amongst Council and staff on this item.

**March 16, 2021
(work session)**

Councilmember Dhakal mentioned the survey related to social media and asked about doing another survey to see how residents prefer to receive communications. He also mentioned website redesign and entrepreneurial training which he hoped they could resume soon for business and entrepreneurial development. He thought another idea for the future was to make the website more accessible.

Vice Mayor del Aguila asked how survey responses were received. The Chief Communications Officer stated they were phone interview responses and it was a statistically valid survey. Vice Mayor del Aguila also asked about communication channels for non-English broadcast media used to communicate updates. The Chief Communications Officer stated staff sent information to a couple of the major Spanish-speaking media outlets. Responding to further questions about providing information in other languages, the Chief Communications Officer stated that was important to the Council and, from a communications standpoint, they were cognizant of that need. She stated staff were volunteering to help in translations as the need arose. She said they needed to address this across the board. Vice Mayor del Aguila thought most of the Council would support any cost related with communication and inclusion.

Vice Mayor del Aguila also spoke about the town brand and his support for a rebrand.

Mayor Olem provided comments about using Facebook as a town and communication.

ROUNDTABLE

1. **Vice Mayor del Aguila:** Reported he recovered from his second COVID vaccine.
2. **Councilmember Alam:** Shared she received the Johnson & Johnson COVID vaccine. She also shared that the DMV accepted her request that the town be included in a DMV Connect event. Residents could stop by with an appointment. She thanked the Town Manager and Acting Deputy Town Manager for their support for this event.
3. **Councilmember Dhakal:** Indicated he had questions for the Town Manager regarding the \$1.9 trillion bill. He asked about the benefits for local governments and asked the Town Manager to give them updates at their next meeting. He also provided comments about Friday Night Live feedback and asked about the financial impacts. He said the emails received reflected that people wanted to have entertainment. He asked what the bare minimum was the town could provide to support Friday Night Live.

**March 16, 2021
(work session)**

4. **Councilmember Regan:** Reiterated pulling the Multicultural Committee idea off the Strategic Initiatives list and adding it as an item at the next work session.
5. **Mayor Olem:** Provided comments about Washington Metropolitan Area Transit Authority (WMATA) receiving \$1.4 billion which meant they may not close metro stations. She congratulated Councilmember Alam on getting the DMV Connect to come to the Herndon Community Center.

COMMENTS FROM THE TOWN MANAGER

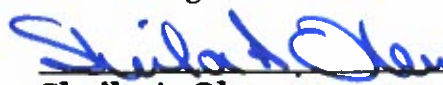
The Town Manager responded to Councilmember Dhakal's question about the town receiving federal money. He discussed the amount the town could receive and said staff was reviewing the requirements in the legislation to see what the restrictions were and how the money could be used. He stated that what would be permissible was fuzzy at that time. He indicated Council would hear more from him in the coming weeks on this topic.

The Town Manager also stated staff was holding discussions about Friday Night Live which would be ruled by pandemic restrictions, and it was on their radar.

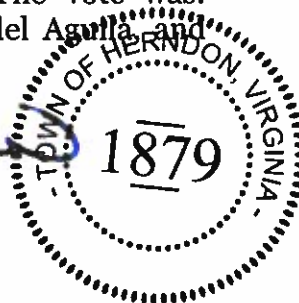
Vice Mayor del Aguila mentioned how Council discussed having more diversity at Friday Night Live. The Town Manager stated those concerns were represented, and he clarified the town was a sponsor of the event, but it was run by the Chamber of Commerce.

ADJOURNMENT

On motion of Councilmember Friedrichs, seconded by Councilmember Dhakal, and carried by a 6-0 roll call vote by electronic means, the meeting of the March 16, 2021 work session was adjourned at 11:38 p.m. The vote was: Councilmembers Alam, Dhakal, Friedrichs, Regan, Vice Mayor del Aguila, and Mayor Olem voting "Aye." Councilmember Singh was absent.


Sheila A. Olem
Mayor


Jessica Sizemore
Legislative Assistant



Minutes approved by Town Council: May 11, 2021.