

# WASHINGTON COUNTY VIRGINIA 2017





# MESSAGE FROM THE CHAIRMAN

On behalf of the Washington County, Virginia Board of Supervisors, I am pleased to share our 2017 Annual Report. Now entering its sixth year, the Annual Report seeks to enhance citizen awareness of county operations, and provide a snapshot of the various activities and accolades which occurred throughout the year. We look forward to receiving your thoughts and feedback.

The Washington County Board of Supervisors recognizes that many local government and community enhancement activities are long-term endeavors which require considerable foresight, and team-based collaborations. During 2017, the topics of Broadband service, poverty, and long-term capital planning and facility needs emerged as important topics of interest. To help lay the foundations for tracking the various milestones associated with these topics, various committees and initiatives were created and/or engaged including: a new Telecommunications Advisory Committee, and Rural Impact County Challenge Committee.

Washington County's 2017 economic development activities are reflective of our community's diversified approach to support for new business investment and job creation opportunities. Expansion activities at Universal Companies and Hapco Pole Products highlight important and impactful corporate reinvestment and job creation activities within our existing businesses. Over the next several years, these two projects combined will result in over \$8 million of new investments, and creation of more than 50 new jobs.

Regionalism continues to remain a theme for multiple avenues of economic development and cross-governmental collaborations. Washington County was proud to conduct a joint meeting with the Bristol, VA City Council to discuss the importance of working together on projects of shared economic development interests. The Board of Supervisors looks forward to continued efforts to precipitate additional conversations with others throughout the Southwest Virginia and Northeastern Tennessee region around the topic of regional economic development.



**Randy L. Pennington**  
Chairman, Board of Supervisors  
Washington County, Virginia







# CONTENTS

2017 Board of Supervisors ..... 4

- Board of Supervisors Committees
- Organizational Chart

County Administration ..... 6

- County Administrator
- County Attorney
- Budget and Financial Overview
- Human Resources
- General Services
- Information Systems
- Zoning Administration
- Building & Development Services

Constitutional Offices ..... 14

- County Treasurer
- Commissioner of the Revenue
- Clerk of Circuit Court
- Commonwealth’s Attorney
- County Sheriff

Economic Development ..... 20

- Economic Development & Community Relations
- Virginia Highlands Airport Authority
- Chamber of Commerce

Community Services ..... 24

- Public School System
- Public Library System
- Virginia Cooperative Extension
- Department of Social Services
- Department of Elections
- Emergency Management Services
- Recreation
- Washington County Park Authority

Community Utilities ..... 36

- Solid Waste
- Washington County Service Authority





# 2017 BOARD OF SUPERVISORS



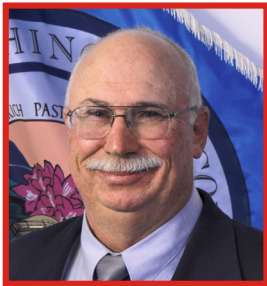
*Chairman*  
**Randy L. Pennington**

Jefferson District/B-11  
rpennington@washcova.com



*Vice-Chairman*  
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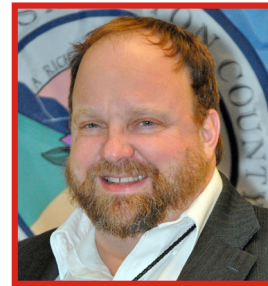
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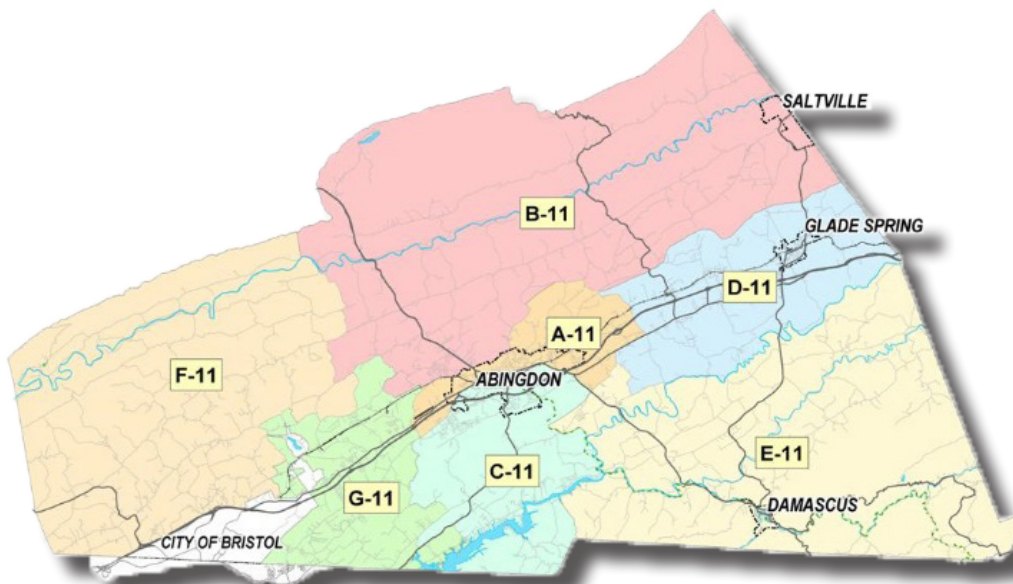
**Eddie Copenhaver**  
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**Dr. James Baker**  
Taylor District/E-11  
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**Vernon Smith**  
Wilson District/G-11  
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## Regularly Scheduled Board Meetings

are held the  
2<sup>nd</sup> and 4<sup>th</sup> Tuesday of each month,  
at 6:30 p.m. in the  
Board of Supervisors Auditorium:  
*Washington County Government Center*  
1 Government Center Place  
Abingdon, VA 24210

**Contact the Board of Supervisors**  
through the County Administrator's Office  
(276) 525-1300

Online at  
[www.washingtoncountyva.igmp2.com](http://www.washingtoncountyva.igmp2.com)

- Download meeting agendas
- Download meeting minutes
- View and download Board records

## THE BOARD OF SUPERVISORS

serves as the local legislature, adopting local laws or “ordinances” applicable only to Washington County, but within the restrictions set forth by the state laws of Virginia. The seven members of the Board are elected from their representative electoral districts every four years. Major duties of the Board of Supervisors are to set the local tax rates for land and personal property, establish a budget for use of tax revenues to fund government activities, and to regulate land use through subdivision and zoning ordinances. The Board of Supervisors is also responsible for the appointment of the County Administrator, County Attorney, and members of the County’s various authority, boards, and committees.



# BOARD OF SUPERVISOR COMMITTEES

These committees are composed of two members of the Board of Supervisors, various members of other County Boards, Authorities, Commissions, and County Staff. Committees are generally established/re-established at the Board’s first January organizational meeting each year. Additional information on each Board of Supervisor Committee can be found on the County website at: [www.WashCoVa.com](http://www.WashCoVa.com).

## AGRICULTURE COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters that impact the agriculture industry in Washington County.

## RURAL IMPACT COUNTY CHALLENGE COMMITTEE

This committee was established to assist County leadership and community leaders with resources to make a difference in the lives of rural children and families through a focus on early childhood development to help reduce childhood poverty in Washington County.

## FACILITIES COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters pertaining to County office or other building facilities, including assessing the immediate and long-term needs of these facilities.

## EMERGENCY SERVICES COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to fire and emergency medical rescue services. This committee also creates and implements policies and procedures for the replenishment of equipment and apparatus.

## PERSONNEL COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to personnel needs, policies, and practices of the Washington County government.

## REVENUE REVIEW COMMITTEE

This committee reviews, investigates, and develops recommendations and reports on matters pertaining to county revenue sources and efforts, including assessing immediate and long-term revenue needs.

## JOINT ECONOMIC DEVELOPMENT COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters involving coordination of County economic development activities between the Board of Supervisors and Washington County Industrial Development Authority (IDA) or Smyth-Washington Regional Industrial Facilities Authority (SWIFA).

## ZONING ORDINANCE REVIEW COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to County land-use ordinances in coordination with the Washington County Planning Commission.

## JOINT UTILITIES COMMITTEE

This committee reviews, oversees, investigates, and develops recommendations and reports on matters pertaining to the provision of public water and sanitary sewer services throughout Washington County, in coordination with the Washington County Service Authority and Washington County Industrial Development Authority.

## COURTHOUSE LONG-RANGE PLANNING COMMITTEE

This committee works to maintain the Washington County Courthouse, to preserve the historical significance of the structure, while also making adjustments to allow the local judiciary to continue modernized, fully functional, comfortable, and secure operations.

# County Organizational Chart





## THE COUNTY ADMINISTRATOR

is the Chief Administrative officer for Washington County government and is appointed by the Washington County Board of Supervisors. The County Administrator has overall responsibility for financial management, preparation and administration of the County's annual budget, planning, community and economic development, and supervision of the general County projects and agencies that are under the direct control of the Board of Supervisors.

The County Administrator provides oversight, management and coordination of the Administrative Division departments and staff, develops strategic operational goals and objectives, and oversees and directs the implementation of departmental work plans with the primary focus of continuous improvement in the delivery of governmental services, with special emphasis on quality customer service and public relations. Team building, management training, employee development and sound business decisions are tools the County Administrator uses to help the County achieve its strategic service goals.

The County Administrator promotes a good relationship between the County government and citizens of the County by establishing and maintaining a positive image of the County, promotes and encourages the continued community and economic development of the County, and promotes and encourages feasible and economically desirable cooperative projects with neighboring political jurisdictions.

The Administrator is charged with the responsibility to strive to achieve greater efficiency, effectiveness, accountability and economy in governmental services and business.



# COUNTY ADMINISTRATOR

Jason N. Berry • jberry@washcova.com • 276.525.1300

## MAJOR ACCOMPLISHMENTS:

Tasked with management and oversight of the County's Administrative Division, the County Administrator works diligently to ensure efficient, effective, and accountable delivery of governmental services and business. Notable activities during 2017 include:

- County Administrator hired Mr. Allen Morris as the new Director of Solid Waste.
- Received Rural Impact Community Challenge (RICC) Coach grant focused on addressing childhood poverty.

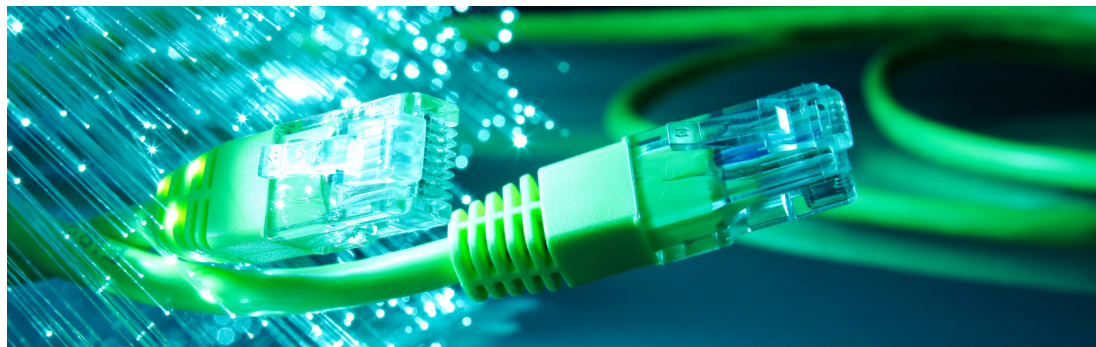
The County Administrator played an active role in multiple economic development-related activities, working closely across several departments and agencies. Highlights of the County Administrator's 2017 economic development activities include:

- Worked with the Board of Supervisors and the Industrial Development Authority on a \$1.5 million expansion project for Universal Companies that will create 30 new jobs.
- Partnered with the City of Bristol, by Joint Resolution, on a Go Virginia grant application.
- Entered into a contract with Target Industry Partners & Ady Advantage to pursue Economic Development leads.



The County Administrator worked closely with several community departments and agencies to facilitate several capital improvement projects to benefit Washington County and its citizens. Capital improvement projects during 2017 include:

- Worked with the Board of Supervisors, the General Service Department, and the Lane Group to develop options and plans to expand the Washington County Courthouse.
- Worked with the Board of Supervisors to create the Telecommunications Committee to focus and explore expanding/improving Broadband coverage throughout the County.
- Worked with the Budget & Finance Budget Department and Emergency Management Services to contract for new E-911 street signs. Once a contract was awarded and new signs arrived, a countywide installation process replaced all street signs in the County.





# COUNTY ATTORNEY

Lucy Phillips ♦ lphillips@washcova.com ♦ 276.525.1370



## THE COUNTY ATTORNEY

is appointed by and serves at the direction of the Board of Supervisors. The County Attorney provides legal assistance not only to the Board of Supervisors, but also to the County Administrator, administrative departments, and on occasion, Constitutional Officers and the Public Library system. Legal work can involve researching and drafting County ordinances; defending or bringing lawsuits in which the County or its boards, departments, agencies, officials, or employees is a party; providing guidance on local government compliance with laws; and other matters requiring interpretation of law.

Consultation often considers the Freedom of Information Act, Conflict of Interest Act, Public Procurement Act, tax assessment and collection, and Economic Development Incentive Agreements, as well as, general corporate matters such as compliance with federal and state employment law, cable television franchises, insurance policy review and research, and contract negotiations. Litigation includes prosecution of violations of County regulatory ordinances such as subdivision ordinance, zoning ordinance, building code, erosion & sediment control, and civil complaints for demolition of unsafe structures and related cost recovery.

## MAJOR ACCOMPLISHMENTS:

### LEGAL ADVICE

The County Attorney worked throughout the year to provide legal guidance and representation primarily to the Board of Supervisors, the County Administrator, and administrative departments. On a limited basis, the County Attorney provided assistance to Constitutional Officers and the Public Library system.

- Assisted in development of a Virginia Freedom of Information Act Policy and fee schedule to meet updated standards set by state law.
- Provided legal guidance on the development of new and updated personnel policies, procurement of contracts for new telephone systems for the County Courthouse and County Government Center Building, and drafting of performance agreements for economic development projects.

### LITIGATION

Together with legal counsel for the Virginia Highlands Airport Authority and the Town of Abingdon, the County Attorney successfully represented the Board of Supervisors before the State Corporation Commission. In its final decision, the Commission required Appalachian Power Company to install high-voltage power lines underground rather than in the originally proposed location that would have threatened safe travel to and from the Virginia Highlands Airport.



### ORDINANCES

Local ordinances drafted in 2017 affected zoning regulation, building code regulation, and taxation.





## THE BUDGET AND FINANCE DEPARTMENT

is responsible for the County's overall accounting system, including accounts payable, budgeting, purchasing, financial accounting, and payroll. A primary function of this department is to develop and manage the County's Annual Operating Budget. The months of July through September are spent preparing materials for the next budget cycle. Formal budget request documents are sent out in early October with the final budget adoption occurring in late June. The newly adopted Annual County Budget takes effect on July 1st of each year.

Procurement is also a primary function of this department, with the issuance of Invitation for Bids (IFBs) and Requests for Proposals (RFPs) for goods and services purchased by the County's General Government. The Department also provides small purchasing procedures and guidance to assist general government departments to obtain the best goods and services at the lowest possible cost consistent with the quality needed. To have a good procurement program, all county employees must work as a team to promote the County's best interests in obtaining the maximum value for each dollar of expenditure.

The Department of Budget & Finance processes all general government accounts payable and pays approximately 300 County employees. The Department works directly with the Treasurer's Office to reconcile the County's financial records, and it routinely prepares financial reports for the Board of Supervisors.

# BUDGET & FINANCE

Tammy Copenhaver • tcopenhaver@washcova.com • 276.525.1310

## MAJOR ACCOMPLISHMENTS:

The Budget & Finance Department worked throughout the year providing oversight of the County's Budget and Finance function and advising the County Administrator and the Board of Supervisors on major budgeting, accounting, and procurement matters. Notable activities during 2017 include:

- In her first year as Director, Ms. Copenhaver obtained the Virginia Contracting Associate (VCA) Certification by successfully completing the Virginia Institute of Procurement's VCA certification program and passing the VCA certification exam. The VCA certification program covers the full procurement cycle as well as purchasing guidelines needed for purchasing up to \$100,000.
- The County has strived to build up the General Fund Reserve percentage. For fiscal year ending June 30, 2017, Washington County increased the undesignated general fund reserves by \$692,000, representing an increase from 12.3% to 12.8%.
- The Budget & Finance Department, in conjunction with the Information System Department, continues to utilize the new financial system by rolling out more modules to County departments and agencies. This year the P-card module was implemented to all P-card users, helping to streamline this process.

## PROCUREMENT

Teamwork is essential and necessary for successful procurement. The Budget & Finance Department worked with the County Administrator, County Attorney, and County departments on several procurements during the year. Some of our major procurements included:

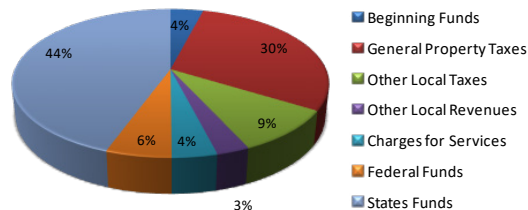
- An Invitation for Bid issued for E-911 Sign Materials, with contracts awarded to Custom Products Corporation and Hall Signs. The E-911 Sign Replacement Project is underway in Washington County to replace all County street signs.
- A Request for Proposal issued for the Courthouse Telephone System, with a contract awarded to BVU Authority. The telephone system has been installed and is providing the County Courthouse with the essential services needed.



## FISCAL YEAR 2017-2018

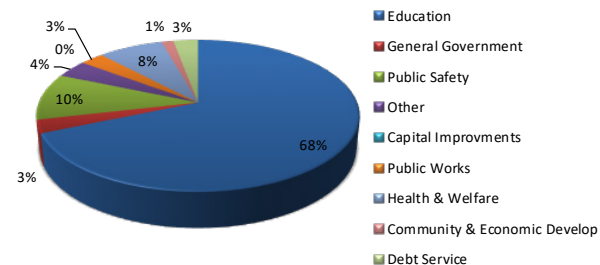
### ADOPTED REVENUE BUDGET

\$124,152,488



### ADOPTED EXPENDITURE BUDGET

\$124,152,488





# HUMAN RESOURCES

Kathy Johnson • kjohnson@washcova.com • 276.525.1313

## THE HUMAN RESOURCES DEPARTMENT

is responsible for all employees of the County's general government, as well as, administering benefits for approximately 300 employees.

This department plans, implements, and administers the human resources functions for the County. Staff works with the County Administrator, County Attorney, Department Directors, and Constitutional Officers, to ensure the County is in compliance with all state and federal regulations and advises department directors on personnel matters.

Job postings, maintaining job applications, interviewing, initial employee orientation, final exit interviews, terminations, and retirements are all handled by the Department of Human Resources.

Staff prepares and submits all timesheets for final payroll, maintains employee records, and processes workman's compensation and unemployment claims.

The Human Resources Director serves on the Personnel Committee. This Committee reviews personnel policies, procedures, and job positions. The Committee also seeks and provides solutions to workplace issues that support the vision and operating policies of the County Administrator and Board of Supervisors. All personnel actions begin with this committee before going to the Board of Supervisors for final approval if required.

The Human Resources Department is committed to providing high quality service to all prospective, current, and past employees, and to treating such individuals with respect, good care, and individual attention from the first contact concerning services and programs, through retirement.

By making this commitment, the office of Human Resources will be able to maintain a high level of mutual trust and respect, and be an example to the County's workforce as to what is expected of them in their day to day interaction with every County citizen.

## MAJOR ACCOMPLISHMENTS:

Having well-developed **POLICIES AND PROCEDURES** in place helps clarify employee expectations for performance and standards of behavior. Updating and implementing new policies is also an important process to help ensure professionalism, clarity, and compliance. New policies or updates implemented in 2017 include:

- **Electronic Reporting** - Implemented electronic paycheck statements in the ongoing efforts to move forward with electronic records and reporting. Taking effect January 1, 2018, this action will save the County thousands of dollars per year. Currently, the department is working to implement electronic I-9 reporting, leave requests, and time sheets.
- **Part Time Salary Guidelines** - A salary study was done to compare and update part time starting salaries in various positions and departments in order to stay competitive in the local workforce and maintain staffing levels. After review, adjustments were recommended to the Board of Supervisors, as well as adjusting current part time employees for years of service. These changes were approved and will be effective January 1, 2018. The Public Library System also benefited from this process as adjustments were made for library personnel as well.
- **Employee Education** - Formalized a "Certification & Education Assistance Policy" that became effective March 2017. This policy encourages employees to further their education and maintain certifications through assistance with job related education costs. While assisting employees financially, this policy also protects the County with a repayment plan to be collected in case the employee does not fulfill their part of the agreement.

### THE GREAT AMERICAN ECLIPSE

The total eclipse of 2017 in August was viewed by over 500 million people. Abingdon was in the path of totality and County employees were able to participate in viewing the eclipse after enjoying a pizza lunch. The next total eclipse in the US will not be until 2024.



### OPERATION TOMORROW'S WORKFORCE

In connection with United Way's Ignite Program, a group of local sixth grade teachers toured the County Government Center building and met with County Department Directors to learn about educational requirements needed to fill various job positions within the County Government Administrative Division.

### NATIONWIDE SOCIAL SECURITY SEMINAR

Nationwide sponsored a Social Security seminar for County employees in October. A Social Security specialist discussed retirement goals and retirement readiness, including steps to prepare for retirement. The group talked through different life scenarios and the best time to apply for Social Security benefits under those different situations. The seminar was attended by a wide range of age groups and was very successful.





## THE GENERAL SERVICES DEPARTMENT

is responsible for the efficient and economic management of County-owned properties in order to provide a safe and productive working environment for the County's employees, as well as citizens who visit and conduct business in County facilities. This department provides direct support to the County's various offices, departments, and agencies for facility needs and motor vehicle fleet management.

Maintaining the county's inventory of buildings, grounds, structures and unimproved real estate holdings is the primary responsibility of the General Services department. This includes providing essential maintenance and repair services, as well as renovations and modifications to County properties and structures. This department also manages contracts related to the upkeep, equipping, and operation of County vehicles, as well as acquisition, licensing, maintenance, replacement, and disposal of county vehicles. General Services coordinates and manages all leases and similar arrangements between the County and other agencies for use of County property, and ensures adequate insurance protection and compliance with all applicable federal, state, and local laws. This department also manages the County's central records and surplus property programs.

# GENERAL SERVICES

Kevin Hill ♦ khill@washcova.com ♦ 276.525.1355

## MAJOR ACCOMPLISHMENTS:

The General Services Department works hard to maintain the County's buildings and properties. Often this includes completing major building/improvement projects. 2017 projects include:

- Continued to convert lights over to LED inside and outside of the **GOVERNMENT CENTER BUILDING** to help with electricity cost on a monthly bases. Two HVAC unites were also replaced at the Government Center Building.
- Worked with the Long-range Courthouse Committee to evaluate the security concerns of the front entrance of the **COUNTY COURTHOUSE**. Additionally, several HVAC units were replaced that were 25+ years old.
- Completed a remodel to the public restroom in the **PUBLIC SAFETY BUILDING**.
- Worked with several local organizations in **MENDOTA** to remove playground equipment that was deemed unsafe.
- Worked with the **SHERIFF'S OFFICE** to build several long range shooting benches and a covered shooting deck at the shooting range.
- Worked with **GREEN COVE COMMUNITY CENTER** to replace outside picnic tables to better serve visitors on the Virginia Creeper Trail.
- Converted lights over to LED inside the **MAIN BRANCH LIBRARY** to help reduce monthly electricity cost, and replaced several beams in the **DAMASCUS BRANCH LIBRARY**.
- Replaced the fuel line to the boiler at the **HAYTERS GAP COMMUNITY CENTER**.
- Replaced flooring in the conference room and bathroom at the **VALLEY STREET COOPERATIVE EXTENTION OFFICE**.





the development, operation and maintenance of the County's computer-based information technology (IT) hardware and software systems. All desktop, business, and back office applications, data servers, backup and recovery processes, facility access and security controls, telephone systems and County's website are maintained and managed by the department.

The department also supports the Washington County Sheriff's Office and Office of Emergency Management through maintaining and managing the hardware and software used in daily office operations, patrol vehicles and the County's E-911 and dispatch center.

A range of professional and administrative services are provided through the department in the development, implementation, maintenance, management, and operation of a computerized geographic information system (GIS) spatial database for the County government. County Departments and agencies utilize the IS Department on a regular basis for GIS mapping applications and projects.

The IS Department supports other County departments and agencies by providing services such as software and hardware support, project management, training and technical consulting. The Towns of Abingdon, Glade Spring, Damascus, and Saltville also benefit from the services of the IS Department through sharing of tax assessment data.

## MAJOR ACCOMPLISHMENTS:

In the ongoing collaborative effort to integrate the **FINANCIAL ERP SOFTWARE SYSTEM** purchased in 2013, the IS Department worked extensively to implement several additional features, including:

- Extended utilization to offices within the courthouse; Commonwealth Attorney, Circuit Court, Clerk of Court, Court Services, General District Court and Juvenile & Domestic Relations Court. Configuration, connectivity, security and training provided to these offices now provides financial integration to better manage procurement process and budget decisions using the system's workflow rules and content management.
- Utilization of the automated import for payment feature for court and jury checks eliminated manually keyed entries, saving several hours of time and reducing possible errors.



Continually working to provide responsive and reliable hardware/software systems, the IS Department conducted several notable updates during 2017, including:

- Office 2016 upgrades to all PC's and laptops for County Administrative Offices, Treasurer's Office, Commissioner of Revenue's Office, and Sheriff's Office.
- Financial ERP Major Release upgrade from Version 10.5 to 11.2.
- Upgraded the phone system for County Administration Offices and Courthouse Offices, generating a huge annual savings to the County.
- Created a new web page for collection of Real Estate and Personal Property taxes, offering a more robust search and payment process.
- Implemented a new work order system to assist in the coordination and tracking of work submitted to the IS and General Services Departments.



Continued to work with the Sheriff's Office to deploy new electronic citation software and hardware in 15 patrol vehicles. Plans are to have all patrol vehicles completed in 2018. This solution provides a more error-free process, with business rules, validation scripts, and auto-populating capabilities. Additionally, citations are sent electronically to the court systems and the in-house Records Management Systems, eliminating manual entry by the clerks.



## THE ZONING ADMINISTRATION DEPARTMENT

is responsible for the administration of Washington County's subdivision and zoning ordinances. A major duty of this department is to provide technical assistance on zoning and subdivision issues to the public, the Board of Supervisors, the County Planning Commission, and the County Board of Zoning Appeals. Zoning Administration also serves as secretary for the County Planning Commission and the Board of Zoning Appeals, and is responsible for the preparation of agenda materials.

In addition, Zoning Administration also conducts investigations on any violations of the County's zoning and subdivision ordinances. Any modification (division, boundary adjustment, consolidation) to a parcel must be approved by the Zoning and Subdivision Administration Department to ensure compliance with Zoning Ordinances.

# ZONING ADMINISTRATION

Cathie Freeman • cfreeman@washcova.com • 276.525.1390

## MAJOR ACCOMPLISHMENTS:

A text amendment to the Zoning Ordinance is initiated when changes to sections of the Zoning Ordinance are needed to address specific issues. Ordinance amendments for 2017 included:

- Assisted the Planning Commission and the Zoning Ordinance Review Committee to propose an amendment including quarrying in association with such operations. Subsequently Zoning Administration assisted the Zoning Ordinance Review Committee propose conditions that should be considered for a Special Exception Permit to allow these uses in the A-1 zoning district, as directed by the Board of Supervisors.



## TECHNICAL REVIEW COMMITTEE

The Zoning Administration coordinates and participates in monthly meetings of the Technical Review Committee to review all County subdivision and development projects. These meetings allow developers and all of the local entities to meet at one time to clarify and simplify the approval process, and to review projects to determine if the developer has adequately provided infrastructure improvements and complied with subdivision platting requirements. The Technical Review Committee is composed of Virginia Department of Transportation, Washington County Health Department, Washington County Service Authority, County Subdivision & Zoning Department, Town Engineering Department, Local Land Surveyors/Engineers, and County Building Development.





# BUILDING & DEVELOPMENT SERVICES

Brian Hilderbrand, CBO • bhilderbrand@washcova.com • 276.525.1320

## THE BUILDING AND DEVELOPMENT SERVICES DEPARTMENT

is responsible for administration and enforcement of the adopted Virginia Uniform Statewide Building Code. Homeowners and developers are entitled to skillful, effective, and reliable guidance from trained personnel in the areas of construction, renovation, improvement, and demolition of property. This department is committed to administering support in a courteous and timely manner. With a focus on the safety of county residents, the Building and Development Services Department provides knowledge and services regarding local, state, and federal building codes and standards, plan reviews, issuing building permits, and conducting inspections.

In an effort to maintain the professionalism and integrity of this department, staff members participate in continuing education for the latest techniques and requirements within the construction industry, as well as customer service and technology.

Beginning in 2015, the department assumed the responsibilities as the Virginia Stormwater Management Program Authority of reviewing, permitting, and inspecting all projects in accordance with Virginia's Erosion and Sediment Control/Stormwater Laws and Regulations. From plan review to inspection to completion, the County is able to service the entire project from beginning to end.

### REVISED FEE SCHEDULE:

As of June 1, 2016, the Department of Building & Development Services implemented a revised fee schedule as adopted by the Board of Supervisors. The new fee schedule is structured more fairly and serves as a user fee to partially defray the cost of Department operations and ease the burden of the County's taxpayers.

## MAJOR ACCOMPLISHMENTS:

### 2017 PROJECT HIGHLIGHTS:

The Building & Development Services Department provided plan review, permitting, and inspection services for over 590 projects during 2017. A total of over 1,075 permits were issued and over 2,700 inspections were performed. Many new Erosion & Sediment/Stormwater projects were also in progress this year.

### PROJECTS IN 2017 INCLUDE:

- 59 New Residential Homes
- 22 Commercial Plans
- Emory & Henry Housing Village (Includes Nine Residence Halls)
- Blue Ridge CDJR
- Dollar Tree
- Crane addition for Utility Trailer
- New Building for Hapco
- Addition & Renovation to AEP Transmission Facility
- New Building for Valley Rescue Squad





## THE OFFICE OF TREASURER is

responsible for the collection, investment, and disbursement of County funds originating from the tax levies and other fees authorized by the Washington County Board of Supervisors and the Commonwealth of Virginia.

The Virginia Constitution of 1869 established the Office of the Treasurer for cities and counties of the Commonwealth. Title 58.1 of the Code of Virginia holds the central core to the statutory duties and authority of the Treasurer. Additional duties are found through-out the code. The Treasurer may also agree to assume other duties at the request of the governing body or other county agencies. The Treasurer is considered to be the Chief Financial Officer of the locality. The Treasurer is elected at-large for a four year term.

Regular duties of this office include: mailing and collection of County taxes, issuance of dog tags, receipt of Virginia Income Tax payments, and other services related to DMV Select Office and US Passport Office designation.



# COUNTY TREASURER

Fred Parker • fparker@washcova.com • 276.676.6272

## MAJOR ACCOMPLISHMENTS:

The Washington County Treasurer's Office consistently has a high tax collection rate and partners with the Virginia Department of Taxation to decrease delinquent tax payments by placing stops on DMV activities and withholding State tax returns. All Deputies are enrolled and working on the Master Deputy Certification program through the Weldon Cooper Center at the University of Virginia. Currently the Treasurer and seven deputies are fully certified.



## SOUTHWEST VIRGINIA TECHNOLOGY COUNCIL

Winner of the Southwest Virginia Technology Council Government Award for use of scanner and remittance technology which allows for same day deposit of tax payments by check accompanied by tax record stub. This process is completely automated and replaces time-consuming manual processing.



## SERVICES AVAILABLE TO COUNTY CITIZENS

- DMV Select Office - as a Virginia Department of Motor Vehicle Select Office, citizens can conduct most DMV transactions, including tag renewal, in the Treasurer's Office. However, this select office **does not** issue driver's licenses.
- U.S. Department of State Passport Agent Acceptance Office - citizens can access all forms and receive assistance in completing passport documents through the Washington County Treasurer's Office.
- Free Notary Services
- Optional auto-draft for monthly payment of County Real Estate and Personal Property Taxes
- Credit cards may be used to make tax payments
- Local processing of payment for Virginia Income Tax and Estimated Quarterly Taxes



# COMMISSIONER OF THE REVENUE

David Henry ♦ ldhenry@washcova.com ♦ 276.676.6270



## MAJOR ACCOMPLISHMENTS:

The Commissioner's Office supports fair and equitable taxation. Out-of-state businesses and property owners are taxed in the same way as local business owners and citizens. State law requires a reassessment of property taxes every four years. The Commissioner's Office worked diligently to complete a county-wide reassessment that took effect January 1, 2017.



The Commissioner's Office administers and supports several tax relief and discount programs, including:

- The Veterans Tax Relief Program, which removes the real estate tax liability for veterans on their homes and home sites.
- Tax discounts for senior citizens, disabled residents, and low or fixed income citizens are also available. Each year, the Commissioner meets with the Board of Supervisors to propose this income and net worth based tax discount.
- The Land Use Program, which assesses real estate taxes based on a property's "use value," or productive potential of the land, instead of the property's "fair market value."



### LOOKING FOR INFORMATION ABOUT A PROPERTY?

Online assessment cards and services provide attorneys, real estate agents, and citizens access to real estate information at no charge.

[www.washcova.com/government/constitutional-offices/commissioner-of-revenue](http://www.washcova.com/government/constitutional-offices/commissioner-of-revenue)

### THE COMMISSIONER OF THE REVENUE

is responsible for assessing all real estate, personal property, and machinery and tools within Washington County, and for maintaining the County's real estate and personal property tax records. The staff of this office also dedicates time to assist citizens with completion of individual Virginia State Tax returns, and performs initial processing prior to delivery of the forms to the Virginia Department of Taxation. Other duties include: implementing local programs such as Tax Relief for the Elderly and Disabled Homeowner, and validation and revalidation of the Land Use Program. The Commissioner of the Revenue is elected at-large for a four year term.

Virginia State Law requires a county with the population the size of Washington County to have a general reassessment at least once every four years. Appraisal companies are selected using a regional, competitive bidding and public procurements process administered by Mount Rogers Planning District Commission. A final recommendation and selection is made by the local Board of Supervisors. The assessment process takes about eighteen months. Current sales data along with market analysis during the reassessment year determine the assessed value that will stand for a four year time period. Once the assessments are complete, the appraisal company mails notification to the taxpayers concerning procedures for appealing assessment values.



**THE CLERK OF CIRCUIT COURT** serves as administrative support and custodian of records for the Circuit Court. Such records include: criminal and civil case files and rulings, appeals from district courts, deeds and land records, marriage licenses, wills and estate records, guardianship records, adoption records, and divorce proceedings and rulings.

In an effort to enhance customer services, the Clerk's Office includes marriage license kiosk. Applicants can opt to expedite the licensure procedure by entering their own information into the free-standing system, then completing the license with the Clerk or Deputy Clerk.

In 2013, the Circuit Court Clerk's Office recieved a special collection of records created during the 28 years of service to the 4th District by Joseph P. Johnson, Jr. Included in this collection is information on legislation, photos, publications, letters and memorabilia. Materials for the project were donated. The technical concept, systems and records work were performed through internship and donated time. The format of this collection is the first of its kind in the Commonwealth and is available in its entirety for inspection upon visit to the Clerk's Office. For legislative issues on the Clerk's website: <http://www.washcova.com/government/constitutionaloffices/circuit-court-clerk>.



# CLERK OF CIRCUIT COURT

**Patricia Moore** ♦ [tsmoore@vacourts.gov](mailto:tsmoore@vacourts.gov) ♦ 276.676.6224  
189 East Main Street ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### NEW COMPUTER SOFTWARE

The Circuit Court Clerk's office continued its focus on improving customer service and work flow processes by updating software programs and computer hardware. A new AlphaCard system is in the process of being installed and integrated in the Clerk's office. This will provide a hard card Concealed Handgun Permit for applicants granted permits. Additionally, applicants may request an automatic renewal reminder via email for their Concealed Handgun Permit. This system was purchased with subscription funding, and not County budget money.

### TRAINING & EDUCATION

Taking advantage of educational opportunites ensures that the Clerk and her staff are equipped with the knowledge to perform their duties and efficiently serve the citizens of Washington County.

Notable activities during 2017 include:

- One Deputy Clerk completed and received certification from the Virginia Court Clerk's Association's career development program, which includes rigourous educational exercises designed to advance knowledge of office operations and hone professional skills. Currently, three additional Deputy Clerks are enrolled in this program.
- Staff members were trained in a curriculum provided by the Virginia Access to Justice Commission: "The Ethical & Practical Intersections at a Clerk's Counter."
- The Clerk is a certified Master Clerk and certified Court Manager. She continues to teach career development courses to clerks, deputy clerks, and court administration staff for the National Center for State Courts.





# COMMONWEALTH'S ATTORNEY

**Joshua S. Cumbow** ♦ jcumbow@washcova.com ♦ 276.676.6291  
191 East Main Street ♦ Abingdon, VA ♦ 24210



**THE COMMONWEALTH'S ATTORNEY** is responsible for the prosecution of criminal cases occurring in Washington County and to seek sentences that ensure public safety and fair treatment for victims, including restitution.

Located in the courthouse, the Commonwealth's Attorney's Office consists of five assistant Commonwealth's Attorneys; Marianne Woolf, Loretto Doyle, Michelle Robertson, Ginger Largen, and Elizabeth Bruzzo. Support staff includes Roxanne Holloway - office manager, Joey Lamie, Annette Osborne, Mary Millsap, Kay Saul, and Nathan Graybeal.

The Victim-Witness Assistance Program is also housed in the Commonwealth's Attorney's Office to assist victims and other witnesses of crimes throughout the court process. It is our goal to ensure that crime victims and witnesses receive fair and compassionate treatment in the courts of Washington County. Sharon Reed is the victim-witness coordinator. Haley Magstadt is the assistant victim-witness coordinator.

## MAJOR ACCOMPLISHMENTS:

- Prosecuted a high-profile case for numerous felonies, including rape and burglary, and obtained a sentence of life in prison plus thirty-five years.
- Obtained guilty verdicts in all jury trials in Circuit Court.
- Collected \$127,446.00 in unpaid fines and court costs through our Delinquent Fines and Collections Program. Of those proceeds, \$63,723.00, stays in Washington County.
- Attorneys participated in the Virginia Rules Program to teach middle and high school students about Virginia laws relevant to young Virginians.



L to R: Ginger Largen, Elizabeth Bruzzo, Josh Cumbow, Marianne Woolf, Michelle Robertson, Loretto Doyle



L to R: Nathan Graybeal, Mary Millsap, Roxanne Holloway, Kay Saul, Annette Osborne, Joey Lamie

## RESPONDING TO DOMESTIC VIOLENCE

The Commonwealth's Attorney's Office continued to provide an integral part in the County and region's response to domestic and sexual violence by maintaining a leadership role in the Washington County and City of Bristol domestic and sexual violence coordinated response team. Comprised of over 20 agencies, this group works diligently to constantly improve the system's response for victims, ensure victims receive the necessary support and services, and ensure that abusers are held accountable.

Additionally, the office provided an attorney to act as the project and data coordinator for the Washington County Lethality Assessment Project, a program coordinated by the Attorney General's Office and established to ensure a coordinated, rapid response by law enforcement to domestic violence. This project puts into a place a research based response to incidents of domestic violence and allows those victims with the highest risk of lethality to be identified and quickly provided with services and surrounded by support.



Sharon Reed and Haley Magstadt





## THE WASHINGTON COUNTY SHERIFF'S OFFICE

is responsible for the enforcement of all laws enacted by state and local governments, and for the investigation of felonies and misdemeanors committed in Washington County. Established in 1776, the Sheriff's Office has grown to its current staff of 95 full and part time employees, each assigned to various divisions with specific duties.

The Patrol Division is responsible for patrolling the County, responding to emergency calls, and traffic enforcement on interstate, primary, and secondary roads in Washington County.

The Criminal Investigation Division responds to major crime scenes, investigates serious felony cases, and assists the Patrol Division with investigations. The Narcotics Investigation Unit and Domestic Violence Detective are also assigned to this Division.

The officers of the School Resource Division are based in each of the 15 County schools to ensure the safety of the students, faculty and other school personnel. The Drug Abuse Resistance Education (D.A.R.E.) Program is assigned to the officers within this division.

The Court Security Division is responsible for the security of the Washington County Courthouse, the judges, court personnel, and individuals who visit the Courthouse.

The Civil Process Division serves all civil and criminal papers on individuals who reside in Washington County.

The Communications Section dispatches calls to all police, fire and rescue personnel within Washington County, and the Towns of Abingdon, Damascus and Glade Spring.

The Animal Control Division oversees the enforcement of County ordinances and state laws pertaining to the control of domesticated animals, and the operation of the C. C. Porter Animal Shelter.

The Litter Control Division handles litter complaints and operates the Assign-a-Highway Program for the Probation Office. In 2014, a highway clean-up program through VDOT enabled utilization of Regional Jail Trustees for the task of cleaning the roadways of Washington County.

The Canine Unit consists of three certified canine/handler teams with highly specialized training in tracking, searches, aggression control, and narcotics detection.



# WASHINGTON COUNTY SHERIFF

**Fred P. Newman** ♦ [sheriff@washso.org](mailto:sheriff@washso.org) ♦ 276.676.6000

20281 Rustic Lane ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### AWARDED 2<sup>ND</sup> PLACE IN THE 2016 VIRGINIA LAW ENFORCEMENT CHALLENGE

The Washington County Sheriff's Office was honored with the 2<sup>nd</sup> place award for the 2016 Virginia Law Enforcement Challenge in their respective category at the Virginia Association of Chiefs of Police Annual Conference held in Virginia Beach, VA, on September 18, 2017. This program promotes professionalism in traffic safety enforcement and encourages law enforcement agencies to share best practices and programs with each other. The awards are based on entries prepared by the participating agencies that highlight their traffic safety activities in the past calendar year.

This was the ninth year the Sheriff's Office competed for the awards. Lt. Greg Hogston and Master Deputy Sheriff Erik Hinchey coordinated the Law Enforcement Challenge entry. Sheriff's deputies participate in aggressive criminal and traffic enforcement projects, drunk driver sobriety checkpoints and saturation patrols to curb the problems associated with drunk, reckless or aggressive driving.



"The Washington County Virginia Sheriff's Office began their traffic enforcement program in January 2005. Since then, our county has seen a reduction in traffic fatalities and an increase in safety belt usage," said Sheriff Newman. "I am extremely proud of our Sheriff's deputies who enforce criminal and traffic laws in our county on a day-to-day basis. The recognition that our Sheriff's Office has received shows the commitment and dedication of our deputies."

### ACTIVE SHOOTER DRILL

The Washington County VA Sheriff's Office, in conjunction with multiple partner agencies, conducted an active shooter drill on June 15, 2017, at the C. B. Hale Community Services Building on Lee Highway, Bristol, VA. The C. B. Hale Community Services Building is home to the Washington County Department of Social Services, Virginia Department of Health and the Care Connection for Children.



### SAVING WILDLIFE

Animal Control deputies assisted in the rescue of a red-tail hawk that was entangled in the batting cage netting at the Washington County Little League fields. Thankfully, the hawk sustained no injuries and after a few minutes of rest and some water, it flew off under its own power!







## COMMUNITY OUTREACH:

- Hosted **2<sup>ND</sup> ANNUAL COUNTYWIDE NEIGHBORHOOD WATCH MEETING** at the Public Safety Building. Over 200 citizens enjoyed a nice dinner, had an opportunity to meet Sheriff Newman and Sheriff's Office Staff, tour the building, and learn about community policing practices. The highlights of the night included a K-9 demonstration and firearms training simulation. Several citizens were presented Crime Fighter Awards for their part in solving major crimes in the County.
- Second year participating in the state-wide **HALLOWEEN TWEET ALONG**, joining law enforcement agencies from across Virginia by providing "tweets" on Halloween Night. #TweetsOnPatrol gave the public an inside look at law enforcement activities on Halloween Night and allowed followers to interact with Washington County Sheriff's Office and other local police departments.
- Participated in **DRUG TAKE BACK DAY**, where citizens turned in a total of 509.6 lbs. of un-needed or outdated prescriptions.
- Partnered with the Circuit Court Clerk's Office to host nine **CONCEALED WEAPONS TRAINING CLASSES** throughout the year. Over 250 participants received critical information about gun safety and gun laws and assistance completing the application for a concealed weapon permit.
- Partnered with the Commonwealth's Attorney and County Emergency Management Services to present a community **CHURCH SECURITY TRAINING SEMINAR** at Victory Baptist Church in November. Over 300 church security team members representing 55 churches met to learn how to better protect their congregations.
- 34 members of the Sheriff's Office participated in **NO SHAVE NOVEMBER** along with Mr. Cade Watson, a citizen who contacted Sheriff Newman about the event to benefit St. Jude Children's Hospital. As a result participating in No Shave November, the Sheriff's Office was able to make a donation of \$1,750.
- Continued the **"VIRGINIA RULES"** program sponsored by the Virginia Attorney General's Office, by hosting a free law-themed summer camp for rising 6th graders. An average of 36 campers each day learned about Virginia laws concerning bullying, responsibility, and technology as it relates to teens. Campers had the opportunity to participate in many fun activities and were treated to demonstrations by law enforcement, fire and EMS teams.





## THE ECONOMIC DEVELOPMENT & COMMUNITY RELATIONS DEPARTMENT

**DEPARTMENT** focuses on three strategic areas: the retention and expansion of existing businesses, new industrial attraction and recruitment, and business development and entrepreneurship. To foster a pro-business environment in Washington County, this department creates collaborative partnerships between businesses, government, and the community. This includes working closely with the Washington County Joint Economic Development Committee, the Washington County Industrial Development Authority (IDA), the Smyth-Washington Regional Industrial Facilities Authority (SWIFA), the Washington County Chamber of Commerce, and the Virginia Highlands Airport Authority.

The Washington County IDA developed and oversees Oak Park: Center for Business and Industry, a 338 acre industrial park located near Exit 13 on I-81. This Board is comprised of seven members appointed by the Washington County Board of Supervisors and is the primary organization responsible for industrial development within the County.

In the late 1990's, Smyth County and Washington County entered into a joint venture to develop Highlands Business Park, a 300 acre industrial park located in Glade Spring. The Smyth-Washington Regional Industrial Facilities Authority was formed along with the park, and is comprised of six members, three each appointed by the Boards of Supervisors for Smyth and Washington Counties, and is responsible for the development and marketing of Highlands Business Park.

# ECONOMIC DEVELOPMENT AND COMMUNITY RELATIONS

Whitney Bonham • wbonham@washcova.com • 276.525.1305

## MAJOR ACCOMPLISHMENTS:

### EXISTING BUSINESS GROWTH HALLMARKS ECONOMIC DEVELOPMENT SUCCESS IN 2017

#### • HAPCO POLE PRODUCTS ANNOUNCES EXPANSION PROJECT:

Washington County was pleased to assist long-term employer Hapco Pole Products through announcement of an expansion project during late summer. Operating in Washington County for over 50 years, Hapco's recent expansion project includes construction of a 60,000 square foot facility adjacent to its current manufacturing campus. This expansion results in an investment exceeding \$6 million and will create 28 new jobs. Washington County provided support to this project with a local performance-based grant award. The Virginia Tobacco Region Revitalization Commission and the Virginia Jobs Investment Program also supported this expansion effort. Hapco Pole Products is a leading producer of aluminum and steel poles serving the flag pole and architectural lighting industries.

#### • UNIVERSAL COMPANIES EXPANSION PROJECT:

A leading distributor to the international spa and wellness services industry, Universal Companies possess a rich history in the greater Tri-Cities region, dating back to the early 1980's. Located in Washington County's Oak Park: Center for Business and Industry since the early 2000's, Universal Companies announced a planned expansion effort which will include investments to the existing facility and creation of 30 new jobs over the next several years.



## REGIONALISM INITIATIVE

Throughout 2017, the statewide initiative to foster regional collaboration known as GO Virginia began the process of establishing guidelines and processes for its new funding programs. Concurrently, Washington County initiated activities to enhance understanding of County commuting patterns and began outreach efforts to communities which shared similar economic development vision. On August 8, 2017, Washington County's Board of Supervisors held a joint meeting with the City Council of Bristol, Virginia and approved a resolution to work collaboratively through the GO Virginia initiative. Throughout 2018, Washington County will continue efforts to work with neighboring communities in both Southwest Virginia and Northeast Tennessee.



VIRGINIA INITIATIVE FOR  
**GROWTH & OPPORTUNITY**  
IN EACH REGION



# VIRGINIA HIGHLANDS AIRPORT AUTHORITY

**Mickey Hines** ♦ vji46@embarqmail.com ♦ 276.628.2909  
18521 Lee Highway ♦ Abingdon, VA ♦ 24210  
www.VaHighlandsAirport.com

## THE VIRGINIA HIGHLANDS AIRPORT AUTHORITY (VHAA)

is responsible for the operation of the Virginia Highlands Airport. The Authority is composed of a seven member Board of Directors, one member from each of the County's seven Electoral Districts appointed by the Washington County Board of Supervisors.

Virginia Highlands Airport has a long history tied to economic development and industry. In 1958, Appalachian Power Company began construction on a power plant in Russell County. An employee working on the project, with a desire to live in the Abingdon area and fly the 30 miles to the construction site, leased farm land along Highway 11 and graded out a small dirt airstrip. As industry spread throughout Southwest Virginia and Washington County, the small dirt airstrip became a 2,800 feet long and 40 feet wide paved runway by the late 1960s, 3,380 feet in length and 75 feet in width by 1986, and then extended again in 1991 to its present length of 4470 feet.

As one of the busiest general aviation airports in Virginia, it became apparent that the runway would need to be extended by an additional 1,000 feet to support the growing demand of industry and corporate air traffic, and to enhance the safety of aircraft using Virginia Highlands Airport. At present, the runway length limits the size of aircraft that can take off and land, resulting in lost business to Tri-Cities Regional Airport.

Working with the Federal Aviation Administration (FAA) and Virginia Department of Aviation, the VHAA has completed numerous improvement projects, including installing a perimeter fence around airport property and a stormwater drainage system, updated security system, and constructed ten new public T-hangars.

## MAJOR ACCOMPLISHMENTS:

### RUNWAY EXPANSION PROJECT

The Virginia Highlands Airport Authority completed the first phase of a multi-year project to extend the runway. In the spring, the bidding process was completed for the second phase of the project which will include installation of a box culvert to relocate Spring Creek. Construction is anticipated to begin Spring 2018.



### TAXILANE REHABILITATION PROJECT

A taxilane rehabilitation project was designed and bid this year for a taxilane between two of the t-hangars on the airfield. The project also included a seal coat and remarking of the apron area as well as the automobile parking lot.



## THE WASHINGTON COUNTY CHAMBER OF COMMERCE,

founded in 1927, is a volunteer association of business members working together to strengthen the business climate and to advance the economic, industrial, professional, cultural, and civic welfare of Washington County. Financed by approximately 560 member investments, the Chamber is independent of all other organizations or groups, and serves as the leading spokesperson for private enterprise in Washington County.

The Chamber of Commerce provides secretarial and administrative services for the Washington County Industrial Development Authority. In this capacity, the Chamber serves as custodian of records and files for the IDA, handles monthly meeting agendas and minutes, and coordinates IDA activities with the IDA Board and the County Economic Development Department.

The Leadership Washington County (LWC) program was started in 1992 as a non-advocacy, non-partisan group to challenge individuals to become actively involved in community affairs and to provide the necessary background to enhance their leadership abilities. Many of Washington County's elected and appointed local government officials, as well as corporate executives from banking, healthcare, education, and private non-profit organizations are graduates of Leadership Washington County.

A monthly Chamber Breakfast series was started in 2009, as a great opportunity for the community to be informed about important topics in Washington County. March through November, the breakfasts are held on the third Thursday of each month at the Southwest Virginia Higher Education Center. Contact the Chamber of Commerce, or visit [www.WashingtonVaChamber.org](http://www.WashingtonVaChamber.org), for Breakfast Series dates and locations.

# CHAMBER OF COMMERCE

Suzanne Lay • [chamber@bvu.net](mailto:chamber@bvu.net) • 276.628.8141 • [www.WashingtonVaChamber.org](http://www.WashingtonVaChamber.org)

## MAJOR ACCOMPLISHMENTS:

### AGRICULTURE

As agriculture is the largest industry in Washington County, contributing over 76 million dollars in farm sales and millions more from related industries, the Chamber of Commerce strives to promote the importance of agriculture in the community. Beyond the economic benefits, agriculture provides much of the scenery and cultural background for the County.

The Chamber of Commerce Agriculture Committee promotes the importance of vocational and agriculture educational programs for elementary schools, high schools, and Virginia Highlands Community College. The 4-H Clubs and 4-H Center have also been instrumental in the educational process.

Additionally, the Chamber of Commerce hosts an annual Agriculture Awareness Tour for community leaders. The tour has highlighted many of the County's local farmers and farms including the Highlands Dairy Farm, Adam Wilson Farm, and the CH Cattle Company. Also included in the tour have been several secondary agriculture related industries such as Meade Tractor - John Deere Dealership, Abingdon Equipment Company, and Tri State Livestock Market that make an impact on the County's Agriculture revenue in terms of sales. Green Valley Poultry Farm, the largest producer of shell eggs in Virginia, was also the location of one of the Agriculture tours.



The **BUSINESS CHALLENGE CONTEST** program is an ambitious business plan competition designed to attract entrepreneurs to locate start-up businesses or to expand existing small businesses within Washington County and the Towns of Abingdon, Glade Spring, and Damascus. In addition to the Washington County Chamber of Commerce, other local, regional, and state agencies, as well as private sector organizations partner to support this program. This program is one of the most successful small business and community support programs of the Chamber of Commerce.

The 2017 winners:

#### Start-Up Category

- **1<sup>st</sup> Place:** Brian Zier - *Trail Town Tiny Houses*
- **2<sup>nd</sup> Place:** Mohsin Kazmi - *The Pacaklachian*
- **3<sup>rd</sup> Place:** Denise Peterson - *Blue Door Garden*
- **Best Business Pitch:** Mohsin Kazmi - *The Pacaklachian*

#### Existing Business Category

- **1<sup>st</sup> Place (tie):** Steven Harris - *Appalachian Drafting*
- **1<sup>st</sup> Place (tie):** Lindsey Holderfield - *Paper Moon*
- **2<sup>nd</sup> Place:** Frank Cardinale - *The ReCall Shop*
- **3<sup>rd</sup> Place:** Marla Edwards - *The Crooked Road General Store*







## 24<sup>TH</sup> GRADUATING CLASS

The **LEADERSHIP WASHINGTON COUNTY** program challenges individuals to become actively involved in the community through participation, education, and service. Running from September through April, 18 sessions introduce the dynamics of social, economic, and political institutions and resources in Washington County. A highlight of the program includes a 3-day trip to Richmond, where participants attend a session of the General Assembly and committee meetings, meet with elected officials, and tour the Capitol buildings. Additionally, Leadership Washington County participants complete small group community service projects, which this year included:

- A barbeque fundraiser to help with the restoration of White's Mill. The VHCC Old Time String Band provided music and funds were collected through admission of \$10 per person and t-shirts for sale. The team also had a Clean Up day at White's Mill in preparation for the big event.
- Presentation on the "Health Benefits of the Mediterranean Diet" at Johnston Memorial Hospital. Dr. Nick Cavros talked about the benefits of the Mediterranean Diet along with this lifestyle approach to healthy eating. Additionally, a representative of the Olive Oil Company provided a tasting of several olive oils and members of the class participated in a game of Jeopardy to test their health knowledge.
- An audio presentation was created for van drivers taking bikers from Damascus to Green Cove to ride the Creeper Trail. The audio presentation is about 20 minutes long and describes attractions found in Washington County along the Creeper Trail.

## RIBBON CUTTING CEREMONIES

The Chamber of Commerce hosted seven ribbon cutting ceremonies in 2017, including:

- *Lavelle Manufacturing* with owner Steven Curd - a 2016 Business Challenge Winner
- *Salt of the Earth* with owner Tonya Page
- *Wolf Hills Antiques* with owners Bobby & Sally Lane
- *District Three Public Transit*
- *White Birch Juice* with owner Nicole Dyer - a 2016 Business Challenge Winner
- *Trail Town Tiny Houses* with owner Brian Zier - a 2017 Business Challenge Winner
- *McGarry Orthopedic Clinic* with owner Dr. Timothy McGarry



## 2017 OFFICERS

John Brickey, President  
April Hamby-Crabtree, President-elect  
Danny Ruble, Treasurer  
Neta Farmer, Secretary

## 2017 BOARD MEMBERS

Chad Arnold	Allison Mays
Mary Begley	Tim McVey
Jamea Blevins	Bryan Mullins
Steve Bralley	Jack Phelps, Jr.
Stacey Ely	Grey Preston
Mark Goodman	Sandy Ratliff
Kristie Helms	Susan Seymore
Melinda Leland	Kay Stout
Cathy Lowe	Sally Stringer-Scott

## 2017 COMMITTEES

### INTERNAL AFFAIRS DIVISION

Jamea Blevins, Vice President

### BUDGET & FINANCE COMMITTEE

Danny Ruble, Chair

### MEMBERSHIP COMMITTEE

Kristie Helms & Jim Swartz, Co-Chairs

### PUBLIC RELATIONS COMMITTEE

Tonya Triplett, Chair

### FUND RAISING COMMITTEE

April Hamby-Crabtree, Chair

### PUBLIC AFFAIRS DIVISION

Stacey Ely, Vice President

### LEGISLATIVE COMMITTEE

Mary Begley, Chair

### TRANSPORTATION COMMITTEE

Pete Montague, Chair

### INFORMATION TECHNOLOGY COMMITTEE

Nancy Firebaugh, Chair

### HEALTHCARE COMMITTEE

Bryan Mullins, Chair

## ECONOMIC DEVELOPMENT DIVISION

Andrew Neese, Vice President

### AGRICULTURAL COMMITTEE

Phil Blevins, Chair

### TOURISM COMMITTEE

Eva Beaulé, Chair

### INDUSTRIAL DEVELOPMENT COMMITTEE

Joe Hutton, Chair

## COMMUNITY AFFAIRS DIVISION

Cathy Lowe, Vice President

### SMALL BUSINESS COMMITTEE

Sandy Ratliff, Chair

### EDUCATION COMMITTEE

David Matlock, Chair

### PROFESSIONAL COMMITTEE

Jack Phelps & Sally Stringer-Scott, Co-Chairs

## LONG RANGE PLANNING COMMITTEE

Danny Ruble, Chair

## LEADERSHIP WASHINGTON COUNTY

Barry Firebaugh, Coordinator



**THE WASHINGTON COUNTY PUBLIC SCHOOL SYSTEM** is an award winning school system that provides quality education for more than 7,300 students. The students are taught by a highly devoted team in 17 schools across the County. The system consists of 7 elementary schools, 4 middle schools, 4 high schools, a Career & Technical Education Center.

The Washington County School Board oversees the operations of the County's public school system and is comprised of seven elected school board members, one from each of the seven election districts. High expectations, strong relationships, and continuous academic rigor are the foundational tenets to accomplish its mission and vision and to remain focused on building student learners and leaders.

The Washington County School Board and Board of Supervisors are committed to providing the best learning environment possible for all students. Schools in Washington County are fully accredited by the Commonwealth of Virginia. Washington County Public Schools maintain a state graduation rate above 95% (including all diploma and completion types recognized by the Virginia Board of Education).

The Washington County School Division is determined to build on its accomplishments by improving every day.

# PUBLIC SCHOOL SYSTEM

**Dr. Brian Ratliff**, Superintendent ♦ [bratliff@wcs.k12.va.us](mailto:bratliff@wcs.k12.va.us) ♦ 276.739.3000  
812 Thompson Drive ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### A YEAR OF HIGH ACHIEVEMENT

All schools achieved state and federal accreditation, as established by the Department of Education and the Code of Virginia. Students made continued improvements in achievement as indicated by the Department of Education Standards of Learning (SOL) assessments. As a result, Washington County Schools is highly ranked in state comparisons.

The Washington County Career and Technical Educational Centers had a successful year with an increased number of students earning industry certificates and verified credits in Career and Technical Education courses.



A **STEM CAMP** was provided for a week in the summer for middle schools students for enrichment in the area of Science, Technology, Engineering, and Math. Additionally, in November, all sixth-grade girls from the 4 middle schools traveled to the Southwest Virginia Higher Education Center for the annual **STEM CONFERENCE** for girls. The purpose of the conference is to inspire and interest girls in a variety of careers across STEM fields.







## 2016-2017 DISTINGUISHED SCHOOL AWARDS

- Greendale and High Point Elementary Schools designated as Title I Distinguished Schools by the Department of Education.
- Greendale, High Point, and Watauga Elementary Schools received the 2017 Board of Education Excellence Award.
- John Battle and Patrick Henry High Schools received the 2017 Board of Education Distinguished Achievement Award.



## 2017-2018 GOALS

Washington County Public Schools will continue to provide students with opportunities for problem solving and critical thinking. Assessment opportunities for students will be expanded through the use of project-based learning and standards-based rubrics. Enrichment opportunities will be expanded by a Gifted Resource Teacher to support and enhance classroom instruction. All schools will build student leadership capacity by providing numerous leadership opportunities for students.





## THE WASHINGTON COUNTY PUBLIC LIBRARY SYSTEM

includes five libraries, the main library in Abingdon and branches in Damascus, Glade Spring, Hayters Gap and Mendota. The library provides the community with current resources for lifelong learning, social exchange, pleasure, and entertainment.

All libraries provide educational, cultural and recreational programs for children and adults, in addition to classes and tutoring on the use of computers and electronic devices. Public computers, wireless internet, copiers, printers, and free notary service are available in all locations. The libraries are open a total of 203 hours per week.

The WCPL maintains 182,134 items in its collection. In addition to traditional book format, the library also lends DVDs, music CDs, books on CDs, digital magazines and downloadable audio and e-books. Over 1 million items are accessible through the library consortium.

# PUBLIC LIBRARY SYSTEM

**Charlotte Parsons** ♦ charlotte@wcpl.net ♦ 276.676.6222

205 Oak Hill Street ♦ Abingdon, VA ♦ 24210

## MAJOR ACCOMPLISHMENTS:

### AWARDED STATEWIDE RECOGNITION

The Washington County Public Library System received two awards from the Virginia Public Library Directors Association in the category of libraries serving 30,000 to 80,000 citizens. The WCPL won **MOST OUTSTANDING INNOVATIVE OUTREACH PROGRAM** for its Friends of Santa program, and **MOST OUTSTANDING YOUNG ADULT PROGRAM** for a program conducted at the Glade Spring Branch.

The Virginia Public Library Directors Association makes awards annually in ten different categories. Nominations are accepted from libraries across the state. The association promotes professional growth and professional unity, and provides a forum for discussion among public library directors.

### THE BIG READ - "A WIZARD OF EARTHSEA"

Washington County Public Library was one of 75 organizations in the county and the only organization in Virginia to receive a \$15,000 Big Read grant from the National Endowment for the Arts. The Big Read involves a community reading a book selected from a list of titles that are designed to encourage dialogue and increase understanding about issues that are important to our society.

The selected title for WCPL's Big Read was "A Wizard of Earthsea" by Ursula Le Guin. This fantasy book follows the characters efforts to cope with life, death, power and responsibility. Book discussions held in public and school libraries and classes taught at Virginia Highlands Community College provided an opportunity to encourage discussion about these themes.

The Big Read allowed WCPL to partner with the Symphony of the Mountains as they created a special performance focused on the music from "Fantasia" and other fantasy movies. A community concert held at Emory & Henry included performances from three musical groups in the public schools and provided an opportunity to promote the library and participation in the Big Read to the sold out crowd of parents and community members who attended. Musicians from Symphony of the Mountains promoted an appreciation for music and reading through two workshops conducted for local students.

Additional programs during the six weeks of the Big Read project included a lecture by world-renowned graphic artist Charles Vess who illustrated the new edition of Earthsea and activities offered in collaboration with the William King Museum of Art, Arts Array, College of Older Adults, Abingdon Cinemall and Appalachian Poets and Writers.







### CHILDREN’S PROGRAMMING FOCUSES ON STEM

New directions in library programs for children are based on STEM (science, technology, engineering and math) and STEAM (STEM with a component of art). Ten STE(A)M programs per month are offered at WCPL libraries and at afterschool care centers.

In these programs library resources and staff provide opportunities for children to explore, experiment and create while engaging in tactile activities that are fun. Each program offers a science challenge to encourage observation, inquiry and thought and provides a way to engage budding explorers, scientists and engineers outside the classroom. Art projects complement the science challenges. After each experiment, staff promote the use of traditional and electronic resources available free to students from the public and school libraries.

Grant funding from Dominion Energy enables the library to take these learning opportunities outside the walls of our libraries and reach children who have limited occasions to visit the public library or learn outside the classroom. To ensure that our teaching methods are effective two library staff members attended STEM training offered by the Library of Virginia and the Science Museum of Virginia.



### NEW TEEN CENTER IN GLADE SPRING

The Abingdon and Washington County Rotary Clubs partnered with WCPL, through funding and manpower, on a project called the Teen Connected Learning Initiative to create a makerspace environment dedicated for teens in the Glade Spring Branch Library. Equipment includes an Xbox with a variety of games, digital blogging camera, laptop equipped with video editing software, microphones, and a green screen. The addition of this teen space and resources allows the library to:

- Collaborate with local schools to offer resources and equipment that support 21st century-learning through hands-on and engaging activities based on teen interests such as podcasting, coding and videography.
- Provide a unique space offering a work area, seating, and modern shelving where teens can collaborate and interact with other teens.
- Connect teens to the community through partnerships with volunteers and mentors who share their skills and talents.
- Appeal to reluctant readers while demonstrating that the library is more than just a collection of books.



## LIBRARY DEPARTMENTS

**YOUTH SERVICES DEPARTMENT** offers programs and materials for area youth ranging from babies to teens in all library locations. Programs help develop early reading skills and support the curriculum of public, private, and home school children.

**INFORMATION SERVICES DEPARTMENT** selects traditional print materials for adults in addition to specialized reference materials, local history, genealogy, and electronic resources available via the library’s website or in the library. This department also provides specialized research assistance and instruction on new forms of technology. Answer were provided for over 11,500 requests for information and over 80,000 searches were completed through one of the online databases. The WCPL website received over 74,000 visits.

**TECHNICAL SERVICES DEPARTMENT** is responsible for cataloging and preparing all materials for circulation, adding and withdrawing titles, managing inventory, repairing materials, and managing the materials budget for each library location.

**CIRCULATION SERVICES DEPARTMENT** provides excellent customer service and manages the lending of materials. Last year circulation was 389,376, marking the 22<sup>nd</sup> consecutive year of growth. Over 17,000 items were routed among library consortium members. An average of 600 people visit one of the libraries every day.

## LIBRARY PROGRAMS

More than 4,000 children attended the Summer Reading Program. In addition to reading thousands of books over the summer, participants attend six weeks of programs throughout the library system. This was the 10<sup>th</sup> year the Abingdon Kiwanis Club sponsored the program.

WCPL also provides programs for teens during the Summer Reading Program. They included crafts, movies, games, and their own book club.

In addition to bringing well-known writers to the library, WCPL held 570 educational, literary, community centered, current events or entertainment programs. Over 6,400 adults attended these programs.



EXTENSION is an educational outreach program of Virginia's land-grant universities, Virginia Tech and Virginia State University. Cooperative Extension seeks to put the universities' scientific knowledge and research to work in the community to improve lives. Programmatic focuses include Agriculture, Youth Development (4-H), Family and Consumer Service (FCS), and Nutritional Education. Cooperative Extension receives guidance from a group of local citizens from across the County (known as the Washington County Extension Leadership Council) to ensure that programs focus on the most pressing needs of the County's citizens.

Agriculture is the largest industry in Washington County. Cooperative Extension provides educational programs guided by a proactive focus aimed at addressing the problems/needs of agricultural audiences (including the home gardener), with research based information. Activities include training through producer meetings, one-on-one visits, research plots, on-farm demonstrations, and youth training.

The mission of 4-H is to assist youth, and adults working with those youth, to realize their full potential by becoming effective, contributing citizens through participation in research-based, non-formal, hands-on educational experiences. Through 4-H, youth and adults learn the following life skills: understanding self; acquiring, analyzing, and using information; communicating and relating to others; problem solving and decision making; managing resources; and working with others.



# VIRGINIA COOPERATIVE EXTENSION

Phil Blevins • pblevins@vt.edu • 276.676.6309

234 West Valley Street • Abingdon, VA • 24210

## MAJOR ACCOMPLISHMENTS:

Agriculture Extension work is multifaceted, including everything from one-on-one farm/site visits, to producer/citizen educational meetings. Production agriculture focus areas include livestock marketing, genetics, nutrition, health, reproduction, grazing, pest (weed, disease, insect) identification and control, and forage production. On-farm research, demonstrations, and field days are used to bring to producers new technology that will enhance productivity and to evaluate the adaptability of new and existing types and varieties of forages for our area.



In other focus areas, programming includes home gardening, turf management, urban forestry, pest control (including household pests), and landscape problems. A highlight of the urban programming is the **WASHINGTON COUNTY EXTENSION MASTER GARDENER PROGRAM**. As one of Virginia's strongest group of Master Gardeners, these volunteers provide excellent horticultural resources and education to county citizens.

A highlight of the livestock marketing programming is the **Virginia Quality Assured (VQA)** feeder calf marketing program. Since its inception in 2005, 48,692 feeder calves from the area have been marketed through this program receiving a \$4,339,462 premium over Virginia State Graded feeder calf sales.





## WASHINGTON COUNTY'S AGRICULTURE INDUSTRY:

Agriculture is Washington County's largest industry with market value of products exceeding

**\$76.5 MILLION IN SALES,**

and ranking

**9<sup>TH</sup> IN THE STATE OF VIRGINIA.**

### FARMS:

Farms: 1,602

3<sup>rd</sup> in the State

192,123 acres in farmland

Average farm size: 120 Acres

Median farm size: 52 Acres

### FARM LABOR:

1,056 workers

\$4.32 million in wages

### LIVESTOCK:

Egg Production:

1<sup>st</sup> in the State

Cattle & Calves: 67,259

\$43.4 million annually

3<sup>rd</sup> in the State

Dairy Cattle: 2,587

5<sup>th</sup> in the State

Goats: 2,077

2<sup>nd</sup> in the State

Sheep & Lambs: 6,071

3<sup>rd</sup> in the State

Horses: 2,014

8<sup>th</sup> in the State

### CROPS (NON-PASTURE):

Over \$4 million annually

Hay: 40, 325 Acres

Corn: 3,500 Acres

Tobacco: 200 - 300 Acres

Other Crops:

Vegetables

Strawberries & Small Fruit

Greenhouse Crops

Christmas Trees

### PASTURE

is the largest crop produced as it is the foundation of the livestock industry

Source: 2012 Census of Agriculture, USDA

## 4-H HIGHLIGHTS:

- 5,700 youth, ages 5-19, are enrolled in 126 4-H clubs in Washington County
- 252 4-H members attended the Washington County 4-H Junior Summer Camp; this was the largest group in the region
- 4-H Summer Fun programs provide low-cost special interest classes for youth during the summer, (June - August). Program topics include: etiquette, model rocketry, dairy science, sewing, and history
- Over 1,600 youth completed public speaking and oral communication projects
- 72 local 4-H members were named *District Champion* in public speaking contests
- 167 Project Records were submitted by 4-H members on a wide array of long-term projects, including: government, music, leadership, natural resources, and career exploration
- Washington County is home to four Virginia 4-H State Officers
- 28 youth represented Washington County at Virginia Tech during 4-H Congress, 7 earned *State Champion Honors*
- Two Washington County 4-H members were tapped into the Virginia 4-H All Starts
- Two teens were selected from Washington County to represent Virginia at the National 4-H Congress in Atlanta, Georgia
- Washington County 4-H provided financial stability and career development programs for 1500 local youth and teens through the Reality Store and Kid's Marketplace curriculum
- 4-H works closely with the public school system to engage youth and support the education of our youth



Washington County 4-H members serving as Virginia 4-H State officers.

L-R: Aleia Warren; Virginia 4-H Cabinet Mentor, Luke Icenhour; Virginia 4-H Ambassador, Supervisor Randy Pennington, Supervisor Phil McCall, Kailey Blaylock; Virginia 4-H President, Chloe Sutherland; Virginia 4-H Secretary, and Washington County 4-H Extension Agent, Crystal Peek



## THE WASHINGTON COUNTY

### DEPARTMENT OF SOCIAL SERVICES

has a staff of over sixty people who administer more than two dozen social service and benefit programs for the local, state and federal government. The Department of Social Services has an annual program expenditure of over \$75 million; over 95% of the agency's annual expenditures are spent for benefits and services to Washington County citizens.

Service availability falls into two major divisions: financial assistance benefit programs and social service programs. The staff at the Washington County Department of Social Services impact the lives of countless county citizens in a positive way - whether it be helping ensure the safety of children, providing medical insurance and food purchasing assistance for individuals/families, or exploring community-based resources for an elderly person who can no longer remain at home.

# DEPARTMENT OF SOCIAL SERVICES

15068 Lee Highway ♦ Bristol, VA ♦ 24202 ♦ 276.645.5000

## MAJOR ACCOMPLISHMENTS:

### ADOPTION RECOGNITION CELEBRATION

Washington County DSS in cooperation with Bristol and Smyth County DSS, and the 28th District Best Practice Team hosted the Second annual adoption recognition event on Saturday, November 18, 2017 at the William King Arts Center in Abingdon, Virginia. Adoptive children and their families attended along with Judges, local governing body representatives, community partners, agency staff, and other guests. Every child received gifts and there were activities to celebrate the occasion. Speakers included the Honorable C. Randall Lowe, Circuit Court Judge, the Honorable Florence Powell, J&DR Court Judge, and Allison Mays, member of the Washington County, Virginia Board of Supervisors. The featured speaker was Charles Goolsby, Professor of Arts at Emory and Henry College and adoptive parent. This event is planned annually and is scheduled for 2018 at Smyth County, Virginia.



### ELEVATE - SNAP E&T PROGRAM

Washington County DSS in collaboration with Smyth County DSS, the Virginia Department of Social Services, and Virginia Highlands Community College are currently participating in a 3-year federally funded project to assist SNAP recipients to increase their opportunities to obtain unsubsidized employment. Eligible SNAP recipients could receive basic academic skills, digital literacy skills, professional soft skills training, occupations specific training, GED education for in-demand jobs, adult career coaching, and financial aid for tuition. Other services may include transportation, clothing and/or tools necessary for employment. Find out more by contacting Brandi Stone at 1-276-706-2035, or visit the Washington County DSS, 15068 Lee Hwy., Suite 100, Bristol, VA 24202.

### 2017 PROGRAM HIGHLIGHTS:

#### SNAP (former Food Stamp Program):

Served an average of 4,303 households

#### MEDICAID:

Served 12,061 individuals annually

#### VIEW (Virginia Initiative for Employment Not Welfare):

- Average Monthly Household Recipients: 57
- Employed: 44% with \$8.24 average wage

#### TANF (Temporary Assistance to Needy Families):

Average households served: 288

#### Fuel Assistance:

- Winter Heating: 1,689 Households
- Summer Cooling: 714 Households
- Crisis: 141 Households

#### Adoptions Cases: 68

#### Children in Foster Care:

Monthly Average: 48

#### Child Care Services:

Families Served/Monthly Average: 33

#### Child Protective Services:

- Reports & Investigations: 792
- Ongoing Cases: 47

#### Adult Protective Services:

- Reports & Investigations: 164
- Guardianship Cases: 96
- Referrals for personal care/nursing home/ALF screening for Medicaid, Monthly Average: 15



# DEPARTMENT OF ELECTIONS

Derek N. Lyall • dlyall@washcova.com • 276.676.6227

## MAJOR ACCOMPLISHMENTS:

### NOVEMBER GENERAL ELECTION

- On November 7, 2017, voters elected a Governor, Lieutenant Governor, Attorney General, and members of the Virginia House of Delegates.
- Locally, three seats were filled on both the Washington County Board of Supervisors and the Washington County School Board.

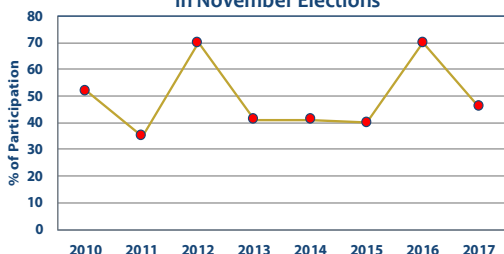


On September 8, 2017, the Virginia State Board of Elections directed all localities to transition to a paper ballot-based voting system for the November General Election. With only 60 days to make this transition, the Department of Elections purchased new voting machines, trained office staff and more than 150 officers of election on proper use of the new voting equipment, and conducted a highly successful General Election with no major problems.

### 2017 VOTING HIGHLIGHTS:

- 35,676 registered voters in Washington County
- 46% of Washington County voters cast ballots in the November 7, 2017 election
- Processed 14,081 new voter registration applications, more than double the applications from four years ago, 2013. Electronic voter registration by the DMV has made it easier to update voter registration information

Registered Voter Participation  
in November Elections



### STAFF CERTIFICATION

Director of Elections Derek N. Lyall and Voter Registration Specialist Regan Carlton received Virginia Registered Election Official (VREO) certification; a training program jointly sponsored by Voter Registrars Association of Virginia and The Election Center at Auburn University. In addition, Deputy Director of Elections Blakley Morris completed recertification requirements to maintain his VREO Certification.



THE DEPARTMENT OF ELECTIONS of Washington County strives to promote the highest level of service to its citizens by providing equitable opportunities to register and vote. This department maintains accurate records relating to voter registration, elections, and candidates. The Registrar and County Electoral Board are committed to providing citizens the right to vote in accordance with the Constitution of the United States, the Commonwealth of Virginia, and the Code of Virginia, thus ensuring fair and impartial elections.

The General Voter Registrar is appointed by the Washington County Electoral Board. The Electoral Board is composed of three members appointed by the Chief Judge of the Circuit Court of the 28th Judicial Circuit. The Electoral Board appointments are based on representation of the two political parties having the highest, and next highest, number of votes in the Commonwealth of Virginia election for Governor at the last preceding gubernatorial election. Two Electoral Board members shall be of the political party that cast the highest number of votes for Governor at that election.



is responsible for coordinating emergency services activities within Washington County. A close relationship is maintained between the Department and the volunteer fire and rescue organizations that are assigned emergency response duties throughout the County. The Department is responsible for maintaining a County Emergency Operations Plan and a Hazardous Materials Response Plan. The Department is also the point of contact for the County's enhanced 911 PSAP system.

14 Volunteer Fire and EMS agencies provide services to Washington County and surrounding communities. Approximately 250 highly trained volunteer firefighters and EMTs, stationed throughout the County, are ready to respond to any emergency situation. Firefighters are certified as Firefighter I and II, Fire Instructor, or Fire Officer and can specialize in Technical Rescue and Hazardous Materials Operations. The Virginia Office of Emergency Medical Services is responsible for certifying individuals as an Emergency Medical Technician (EMT), or the more advanced levels of Enhanced, Intermediate, and Paramedic.

## FIRE DEPARTMENTS:

Abingdon Fire Department  
Brumley Gap Fire Department  
Clinch Mountain Fire Department  
Damascus Fire Department  
Glade Spring Fire Department  
Goodson Kinderhook Fire Department  
Green Springs Fire Department  
Meadowview Fire Department  
Mt. Rogers Fire & Rescue  
Washington County Fire & Rescue

## EMERGENCY MEDICAL SERVICES:

Damascus Resuce Squad  
Valley Rescue Squad  
Glade Spring Life Saving Crew  
Washington County Life Saving Crew

## EMERGENCY MANAGEMENT SERVICES

**Tim Estes, Sr.** ♦ [timestes@washcova.com](mailto:timestes@washcova.com) ♦ 276.525.1330

## MAJOR ACCOMPLISHMENTS:

## 911 PSAP/CENTRAL DISPATCH CENTER

Activities of this department work to ensure a coordinated response across multiple agencies and partners for emergency situations and disasters.

- Number of 911 Emergency Calls: 27,435
- Number of Administrative Calls: 124,587
- Completed installation of new 911 call handling equipment and shared services with the City of Bristol, Virginia Central Dispatch

## EMERGENCY MANAGEMENT DEPARTMENT

Notable activities during 2017 include:

- The Public Notification System, Nixle 360, sent out 85 notifications.
- Participated in, or evaluated, two large scale exercises and several small scale exercises with multiple agencies to prepare for real life emergencies. These training exercises afforded the Emergency Management Department opportunities to implement portions of the Washington County Emergency Operations Plan, accessing plan strengths and identify areas for improvement.
- Staff attended conferences, training, and committee meetings at the local, regional, and state levels.
- Continued to work with local partners such as Department of Social Services, the American Red Cross, United Way, and the Washington County School System to ensure the safety of citizens and visitors.
- Completed a bid process for new E-911 Street Sign Materials, with contracts awarded to Custom Products Corporation and Hall Signs. The E-911 Sign Replacement Project is currently underway, replacing street signs at more than 1,600 intersections throughout the County. The new street signs are larger and easier to read.







### FIRE & EMERGENCY MEDICAL SERVICES

14 Volunteer Fire and EMS agencies provide services to Washington County and surrounding communities. Approximately 250 highly trained volunteer firefighters and EMTs, stationed throughout the County, are ready to respond to any emergency situation.

- Fire & EMS agencies responded to 10,150 calls for service in 2017. On average, that is 28 calls every day, one call every 52 minutes.
- Washington County helped with the purchase of a new fire engine for Clinch Mountain Fire Department, a new Tanker for Damascus Fire Department, and a new ambulance for Washington County Life Saving Crew. Additionally, Green Spring Fire Rescue purchased a Fire/Rescue boat, the first in Washington County.





**THE RECREATION DEPARTMENT** works year-round to host a variety of youth and adult recreational programs. These activities include adult and youth leagues, road races, summer day camps, after school child care, and wellness programs for adults and youth.

This department is also responsible for the maintenance and scheduling of events for the two county owned multipurpose parks. Leo “Muscle” Sholes Park is located on Stagecoach Road in Glade Spring. Sholes Park includes an Olympic-sized public swimming pool, three picnic shelters, a dedicated youth softball field, a junior league baseball / softball field, two playgrounds, and many acres of open space for additional expansion.

Beaverdam Creek Park is located on South Shady Avenue in Damascus. Beaverdam Creek Park consists of a lighted youth baseball field, lighted youth softball field, a T-ball field, a multipurpose football/soccer field, restrooms, and parking for spectators.

The Department of Recreation distributes a brochure quarterly through all schools in the County to publicize youth programs and events. Press releases are published in local newspapers and on local cable television to announce program offerings. Information is also listed on the County’s website and on Facebook.



# RECREATION DEPARTMENT

**Keith Owens** ♦ kowens@washcova.com ♦ 276.525.1385

## MAJOR ACCOMPLISHMENTS:

### BEAVERDAM CREEK PARK HOSTS STATE TOURNAMENT

In addition to playing host to various qualifying tournaments during the spring and summer, Beaverdam Creek Park in Damascus hosted for the Virginia State Little League 8-10 Girls Softball Tournament in early July. Teams from 11 of the 14 Virginia Little League Districts competed over a 5 day-span to crown a champion. McLean Little League defeated Atlee Little League 13-7 for the State Crown. Marion Little League represented District 1 well, losing to eventual runners up Atlee 1-0 in the semi-final round.



### EXPANDED THE AFTER-SCHOOL CHILDCARE PROGRAM

The Cav Care After-School program, that serves Rhea Valley Elementary School, found a new home thanks to a cooperative effort between the County Recreation Department and the Damascus Branch Library. This has been a wonderful partnership with the County Library and has greatly helped 12 families with after school care. Children are provided a snack, playtime, and help with homework.

### SUMMER PLAY DAYS DAY CAMP

Each summer, the Recreation Department sponsors a series of Day Camps at local schools in Washington County for children ages pre-k through 7<sup>th</sup> grade, Monday through Friday, 7:30 am – 5:30 pm. Activities include daily arts and crafts, games and sports, swimming, and field trips. The cost for the program is only \$50.00 per week.

- 105 kids were enrolled in the program this summer
- Field trips: Grandfather Mountain, Tweetsie Railroad, Clinch River Adventures, and Hungry Mother State Park
- New partnership with the Washington County Skills and Technical Center to offer 3 weeks of camp at that facility
- Invited to DeVault Memorial Stadium for a “behind the scenes” tour with the Bristol Pirates baseball club. Campers enjoyed playing games, racing the bases, and even got some batting practice with the Pirates!





# WASHINGTON COUNTY PARK AUTHORITY

Alan King, Park Superintendent ♦ 276.608.1244  
14017 County Park Road ♦ Abingdon, VA ♦ 24210



**WASHINGTON COUNTY PARK AUTHORITY** owns, operates, and maintains the Washington County Park. The Authority is composed of a seven member Board of Directors appointed district-based by the Washington County Board of Supervisors.

The Washington County Park on South Holston Lake is located only 10 miles from Abingdon and provides visitors with a variety of amenities, including a 140 site campground complete with bathhouses and playground, a paved and lighted boat ramp and parking lot, seven picnic shelters, nature trails, fishing, and shoreline swimming.



## WASHINGTON COUNTY PARK IS OPEN APRIL 1<sup>ST</sup> - SEPTEMBER 30<sup>TH</sup>

### PARK FEES:

#### Park Admission Fees

- \$1.50 / Vehicle
- \$2.00 / Vehicle with boats or trailers

#### Campsite Rentals:

- \$22.44 / night for RVs (up to 40 feet long)
- \$18.36 / night for Tent Camping

#### Picnic Shelter Rentals:

- \$35 - \$50, depending on specific shelter





**THE SOLID WASTE DEPARTMENT** oversees the operation of the County's solid waste disposal operations, facilities and equipment. Presently, the Department collects solid waste through a series of fourteen (14) Manned Solid Waste Convenience Stations (MCS) located strategically throughout the County. This department collects and transports the solid waste to one Solid Waste Transfer Station which is located in the Bristol-Washington County Industrial Park. Solid waste from Washington County is then exported to an out-of-state landfill in Sullivan County, TN. The Department itself offers no curbside collection services; however, these services may be contracted for through private waste collection and transportation companies, which have solid waste hauling franchises in the County.

# SOLID WASTE

**Allen Morris** ♦ amorris@washcova.com ♦ 276.623.1044

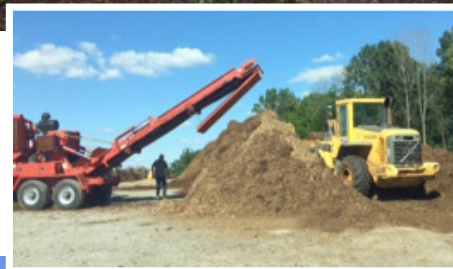
## MAJOR ACCOMPLISHMENTS:

### NEW DIRECTOR OF SOLID WASTE

Allen Morris joined Washington County in April as the new Director of Solid Waste after 35 years with the City of Bristol Virginia. Mr. Morris began in 1982 as a laborer in the Public Works Street Department. He eventually transferred to the Solid Waste Department, holding various positions including equipment operator, truck driver, and Baling Plant operator before serving as Solid Waste Manager for the past 15 years. Mr. Morris holds a Class I & II Virginia Solid Waste Operator Certification, a SWANA MOLO certification, and is a member of the Southwest Virginia Solid Waste Management Association.

The Solid Waste Department completed several improvement projects during 2017, including:

- Contracted with outside grinding contractor to manage the approximately 3,000 tons of brush that had accumulated at the old landfill.
- Repaired several concrete pads by placing steel plates over the existing concrete in order to prevent further deterioration of the pads.
- Added cardboard recycling at the Damascus and Glade Spring lots.
- Re-arranged several lots to make them more user friendly.



### SOLID WASTE BY THE NUMBERS:

#### CONTAINERS PROCESSED:

- Open Top Containers: 3,087
- Compactor Containers: 1,227
- Recycling Containers: 105
- Cardboard Containers: 127
- Metal Containers: 140

#### WASTE PROCESSED:

- 26,374 tons of Waste
- 400 tons of Scrap Metal
- 226 tons of Plastic & Mixed Paper
- 24 tons of Scrap Aluminum & Wire
- 156 tons of Cardboard







provides safe and dependable supply of drinking water throughout Washington County, as well as an environmentally sound wastewater collection and treatment service in portions of the County. WCSA serves approximately 90 percent of Washington County's population with drinking water through 900 miles of pipeline over a 300-square mile area. WCSA provides wastewater service to more than 2,300 customers in various locations in the County. As an independent Authority, WCSA is composed of a seven-member Board of Commissioners appointed by the Washington County Board of Supervisors.

## MAJOR ACCOMPLISHMENTS:

### GOLD RANKING FOR 7<sup>TH</sup> CONSECUTIVE YEAR



For the seventh consecutive year, WCSA was awarded the highest possible ranking (Gold) in operations and performance excellence for water utilities by the Virginia Department of Health. The Middle Fork Drinking Water Plant, along with 21 others statewide, earned a performance score of 20 in the judging criteria, with 20 being the highest possible score. The number one ranking means the water produced is three times cleaner than the required standards. WCSA also received the Water Fluoridation Award from VDH for maintaining consistent fluoride residual.

### 2017 CONSTRUCTION PROJECTS:

Washington County Service Authority completed water service extension projects along Haskell Station Road. This project brought much needed water to 4 homes that previously relied on wells, springs, or cisterns. The project also replaced aging galvanized line improving service to several homes and businesses in the area.

WCSA also completed work on Division 5 of the Galvanized Line Replacement Project, Phase II, the second in a three phase project to replace all galvanized pipe within the system. Lines were replaced in areas of Abingdon, and Bristol improving service to many homes and businesses. Construction was also completed on the Exit 13, Phase 2A Wastewater Project. This project provided wastewater service to 43 existing homes or businesses along Lee Highway in the Exit 13 area. It will also make wastewater service available to new homes or businesses, promoting growth along the Lee Highway corridor.



### PROJECTS UNDER CONSTRUCTION:

Construction is underway on the Exit 13, Phase 3 Wastewater Project. This project will provide waste water service to 38 existing homes in the Foxfire Subdivision and nearby McCray Drive. Construction has begun on the Route 58 Water System Improvements Project. This project will correct deficiencies within the water system, improving hydraulics and regulating pressures, which will enhance reliability of service for our own customers and that of other entities we will serve in the future.



# WASHINGTON COUNTY BOARDS & COMMISSIONS

## BOARD OF SOCIAL SERVICES:

The Board of Social Services is the controlling body of the Washington County Department of Social Services. Members of the Board of Social Services have a limit of two full consecutive terms. The Washington County Board of Supervisors appoints the Board of Social Services, to include one Board member appointed from each of the County's seven Election Districts.

### **BOARD MEMBERS:**

**RHONDA LUSK, JACK PHELPS, KAY POOLE, LINDA CRANE, DAVID CLINE, JANET COMBS, KATHRYN ROARK**

## BOARD OF ZONING APPEALS:

The Washington County Board of Zoning Appeals (BZA) is responsible for hearing and deciding requests for variances from the terms of the County Zoning Ordinance, and for hearing and deciding appeals from determinations made by the Washington County Department of Zoning Administration in the administration of the County Zoning Ordinance. The BZA is composed of five residents of Washington County appointed by the Washington County Circuit Court.

### **BOARD MEMBERS:**

**JANICE REEVES, WILLIAM DUFFY CARMACK, JR., DONNA BAILEY, CHARLIE HARGIS, JOHN LENTZ**

## ELECTORAL BOARD:

The Electoral Board shall ascertain from the returns the total votes in the County for each candidate, and for and against each ballot question, and complete the abstract of votes cast at elections. The Washington County Electoral Board is composed of three members appointed by a majority of the circuit judges of the 28th Judicial Circuit. Appointments are based on representation of the two political parties having the highest and next highest number of votes in the Commonwealth of Virginia for Governor at the last preceding gubernatorial election.

### **BOARD MEMBERS:**

**JAMES BEBOUT (CHAIRMAN), JOHN LAMIE (VICE CHAIR), CONSTANCE BUNDY**

## PUBLIC LIBRARY BOARD OF TRUSTEES:

The Washington County Library Board of Trustees is responsible for the management and control of the County's free public library system consisting of four branch library facilities in the Town of Damascus, Town of Glade Spring, Mendota and Hayter's Gap Communities, and the main library located in the Town of Abingdon. The Board of Trustees is composed of seven Trustees appointed by the Washington County Board of Supervisors

### **BOARD MEMBERS:**

**DAN SMITH, DEBBIE LEDBETTER, GARY CATRON, DARLENE ROWLAND, JAMES CARTWRIGHT, EVA BEAULE, CAROL SIMS**

## PLANNING COMMISSION:

The Washington County Planning Commission is charged with advising the Washington County Board of Supervisors on matters pertaining to the County's zoning and subdivision codes and the County's Comprehensive Plan. The Planning Commission is composed of seven Commissioners appointed by the Board of Supervisors, one Commissioner from each of the County's seven Election Districts.

### **BOARD MEMBERS:**

**JOE HUTTON, PAUL WIDENER, MICKEY TYLER, BRUCE DANDO, TERRY GROSECLOSE, CHRISTINA REHFUSS, MARY ANN COMPTON**

## SCHOOL BOARD:

The Washington County School Board oversees the operations of the County's Public School system. The Washington County School Board is made up of seven elected school board members, one from each of the seven Election Districts.

### **BOARD MEMBERS:**

**TOM MUSICK (CHAIRMAN), DR. DOUGLAS ARNOLD (VICE CHAIR), ELIZABETH LOWE, DANNY RUBLE, DAYTON OWENS, BILLY BROOKS, TERRY FLEENOR**



# REGIONAL BOARDS, AUTHORITIES & SERVICES



The **BRISTOL VIRGINIA UTILITIES AUTHORITY** (BVUA) is the executive body of Bristol Virginia Utilities, providing public water, sewer, electricity and telecommunications services to the City of Bristol Virginia and portions of Washington County. [www.bvu-optinet.com](http://www.bvu-optinet.com)

**WASHINGTON COUNTY REPRESENTATIVE: SAUL HERNANDEZ**



The **HIGHLANDS COMMUNITY SERVICES BOARD** oversees the delivery of a variety of mental health and substance abuse programs for the City of Bristol, Virginia and Washington County. The Bristol, Virginia City Council and Washington County Board of Supervisors appoint members to the Highlands Community Services Board. [www.highlandscsb.org](http://www.highlandscsb.org)

**WASHINGTON COUNTY REPRESENTATIVE:**

**JUDY CARRIER, ANGIE CULLOP, RANDALL EADS, SAUL HERNANDEZ, ODELL OWENS, LISA SEABORN, PHILLIP SPRINKLE**



The **APPALACHIAN JUVENILE COMMISSION** formulates and interprets the policy and procedures for all operations. They are considered a political sub-division as defined in the Code of Virginia. The Commission reviews and approves the annual budget and audit. The Commission approves any new programs or expansion. Formerly known as the Highlands Juvenile Detention Center Commission, the Commission expanded and was renamed in 2003. [www.hjdc.org](http://www.hjdc.org)

**WASHINGTON COUNTY REPRESENTATIVE: DOUG MEAD**



The **SOUTHWEST VIRGINIA REGIONAL JAIL AUTHORITY** (SWVRJA), a political subdivision of the Commonwealth of Virginia, was formed in May 2001 by the counties of Buchanan, Dickenson, Lee, Russell, Scott, Smyth, Washington, Wise and the City of Norton. Tazewell County joined the SWVRJA in 2005. The SWVRJA is comprised of four correctional facilities which are located in Abingdon, Duffield, Haysi and Tazewell, Virginia. The jails have an average population of 1,700 inmates which consists of both males and females. SWVRJA offers a variety of educational and rehabilitative services to the inmates in their custody.

**Washington County Representatives:**

**Phillip McCall, Jason Berry, Fred Parker, Sheriff Fred Newman**



The **VIRGINIA HIGHLANDS SMALL BUSINESS INCUBATOR** Board of Directors serves as the official decision makers for the Incubator. They provide council to the Executive Director, approve all tenants for the Incubator, provide council and advice to tenants as requested, and vote on other business matters at their monthly meetings. [www.vhsbi.com](http://www.vhsbi.com)



Officially established in July of 1969, the **MOUNT ROGERS PLANNING DISTRICT COMMISSION** (MRPDC) is authorized under the Virginia Regional Cooperation Act to serve as one of the twenty-one planning district commissions in the State. The Commission was established for the purpose of promoting orderly and efficient development of economic, physical, and social elements of the region. MRPDC serves the Counties of Bland, Carroll, Grayson, Smyth, Washington, and Wythe and the independent Cities of Bristol and Galax. [www.mrpdc.org](http://www.mrpdc.org)

**WASHINGTON COUNTY REPRESENTATIVES:**

**RANDY PENNINGTON, BILL CANTER, JR.**



# REGIONAL BOARDS, AUTHORITIES & SERVICES



**PEOPLE INCORPORATED OF VIRGINIA** is one of the Commonwealth of Virginia's largest and most successful Community Action Agencies. Now serving Buchanan, Dickenson, Russell, and Washington Counties and the City of Bristol, People Incorporated offers over 32 programs designed to, "give people a hand up, not a hand out." Throughout its long history and to this day, the agency has worked to achieve the same mission: To provide opportunities for low-income people to improve their lives, their families, and their communities. [www.peopleinc.net](http://www.peopleinc.net)

**WASHINGTON COUNTY REPRESENTATIVE: PHILLIP MCCALL**



**NINTH DISTRICT DEVELOPMENT FINANCING, INC.** meets its objectives to create and retain jobs, promote the region's historical significance and cultural preservation, and attract tourists while supporting and expanding the tourism economy of the Ninth District by providing funding for a diverse set of thriving tourist related businesses including arts, cultural, historical, outdoor adventure, and entertainment venues. [www.nddf.org](http://www.nddf.org)

**WASHINGTON COUNTY REPRESENTATIVE: WHITNEY BONHAM**

The **NEW RIVER/MOUNT ROGERS WORKFORCE INVESTMENT BOARD** (NRV/MR WIB), supported by federal and state funds and local service agencies, shows its commitment to the region's quality of life by helping people find jobs and train for better careers. Qualified adults and youths can visit the One-Stop Centers for training, job and career counseling, and other job-related information. The WIB programs and activities carry out the Workforce Investment Act, which was written to address human needs associated with employment in each region. The Board is made up of local leaders and citizens so that all people and their interests are represented. [www.nrmrwib.org](http://www.nrmrwib.org)

**WASHINGTON COUNTY REPRESENTATIVE: DR. JAMES BAKER**

**VIRGINIA'S INDUSTRIAL ADVANCEMENT ALLIANCE** (formerly known as Virginia's aCorridor), consolidates marketing and presents regional demographics, and works with local governments to enhance their economic development programs. The Mount Rogers Development Partnership Inc. was created in 1989 to promote the region as a location for new and expanded business. Stretching from the City of Bristol to the City of Galax along Interstates 81 and 77, the regional alliance includes the two cities and Washington, Wythe, Smyth, Grayson, Carroll and Bland counties. [www.viaalliance.org](http://www.viaalliance.org)

**WASHINGTON COUNTY REPRESENTATIVE: JASON BERRY**

**DISTRICT THREE GOVERNMENTAL COOPERATIVE** is an agency owned and operated by its member local governments for the benefit of the citizens of Bland, Carroll, Grayson, Smyth, Washington and Wythe counties, and the cities of Bristol and Galax, Virginia. District Three Governmental Cooperative is dedicated to improving the quality of life for our citizens, especially those who are elderly and those who need assistance with transportation. While some of our services are available to all citizens, we focus on serving those people who need us most. Our services are designed to help our citizens to live independently and productively as long as possible. We promote self-sufficiency and family care-giving. [www.district-three.org](http://www.district-three.org)

**WASHINGTON COUNTY REPRESENTATIVE: PHILLIP MCCALL**



**DISTRICT THREE  
GOVERNMENTAL COOPERATIVE**





## 2017 ANNUAL REPORT CREATED BY:

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## ON THE COVER

### ***Overmountain Men***

Reenactment of over 400 volunteer Virginia militia as they gathered at the Abingdon Muster Grounds in the summer of 1780 before crossing over the mountain to join militia from Tennessee, North Carolina, and South Carolina. This group of brave men fought against the British army, lead by Major Patrick Ferguson, in the Battle of Kings Mountain, marking the beginning of the successful end to the Revolution, assuring independence for the United States of America.





# **Washington County Virginia**

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