



Organizational Accomplishments 2024

BOS Meeting
December 17, 2024

Human Resources



Human Resources

- Development of County-wide Performance Management System to launch Q1 2025
- Enhancement of Employee Wellness Programs and higher level of Mental Health Services
- Retention and Investment Programs for Employees

Peninsula Regional 911 Emergency Communications



**Sign up to
receive alerts**



Emergency alerts and notifications via

Phone call, text message, email and social media



Sign Up Now

Peninsula Regional 911 Emergency Communications

- James City Consolidation and Upgrades
- NG 9-1-1 Deployment
- Upgrade of the 800mhz Regional Radio System

Peninsula Regional 911 Emergency Communications

- 335,477 Total Calls Received
- 216,978 Total Calls for service/dispatched
 - 91.83% Answered With 10 Seconds
 - 99.49% Answered Within 15 Seconds
 - 99.95% Answered Within 20 seconds

YPSO



YPSO

- Speed Analysis in School Zones resulting in Installation Six Radar Enforcement Cameras
- Public Safety Campaigns for Car Break-ins and Fraud
- Overall Group A offenses (major crimes) Reduced by 21 percent in 2024

York-Poquoson Social Services



Would you like to find out more about becoming a Friendly Visitor Volunteer?

[Click here](#) to read more about the Friendly Visitors Program, supporting senior citizens in our community through connection and kindness. Feel free to call our agency for more information!

Please ask for the Community Services Coordinator when you call.
York-Poquoson Social Services > 757.890.3787



York-Poquoson Social Services

- One of only two Localities to Complete Medicaid Unwinding.
- Opioid Abatement Money Awarded to Implement Chris Herron Project Club with Boys and Girls Club
- Adult Protective Services Team will have lead role in implementing \$595K Training Grant to Prevent Elder Abuse

Economic & Tourism Development



YORKTOWN VA 250



Economic & Tourism Development

- Rolled out Innovative Business Focused Communication Tools
- Grant Program Review and Enhancements
- Kings Creek Commerce Center Improvements
- Facilitated Multiple Expansions/Relocations

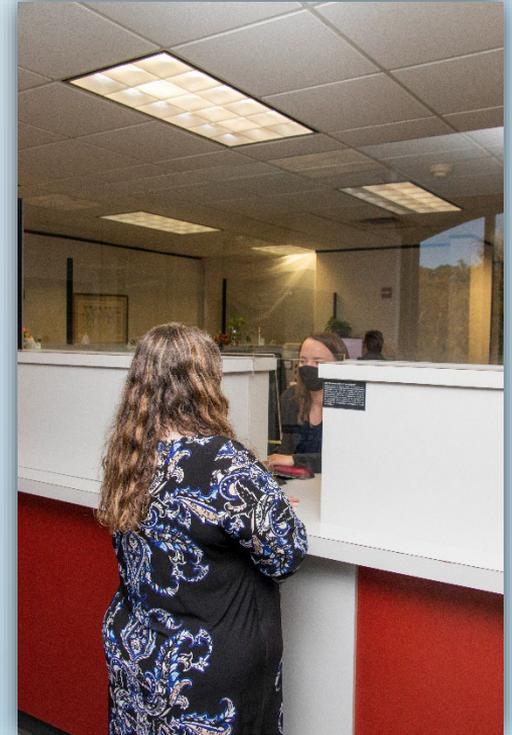
Economic & Tourism Development

- Visit Yorktown Website Redesign
- New and Expanded Events
- Inaugural York County Restaurant Week
- VA250 Commemoration Events
- Numerous Awards- International Festivals & Events Association

Finance & IT



The screenshot shows the York County Virginia website. The logo is in the top left. A navigation menu on the left includes: Customer Satisfaction Survey, Accounts Payable, Grants Administration, Risk Management, and Utility Billing. The main content area is titled "Utility Billing" and features a "Utility Billing Portal" button. Below this is a video player showing a man in a blue shirt standing next to a computer monitor. The video has a "Share" button and a "MORE VIDEOS" link. The video title is "Utility Billing Portal" and the location is "York County, Virginia". The video description reads "Utility Billing Portal Manage Your Accounts".



Finance

- Implemented New Utility Billing System/
Citizen Portal
- Supported COR and Treasurer in the
Conversion to Avenity Software System

Information Technology

- Launched AI Roadmap and Initiative
- Upgraded the County's Wireless System to Support and Improve Communications
- Began Deployment of Efficient Widescreen Curved Monitors
- 5,021 Closed Service Tickets

Library



Library

- Virginia Public Library Standard of Excellence Gold Award
- 616,504 Checkouts
- 362,663 Patrons Visits
- 1,222 Programs
- 44,084 Program Attendance

Community Services



Community Services

- Provided Housing Assistance Payments for 380 households
- Renovations and Additions to Back Creek Park
- Safety Enhancements were added at the 3 Head Start locations.

Public Works



Public Works

- Completion of Law Enforcement Building
- Brandywine Pump Station renovation and upgrade
- Retro fit and Upgrade Fire Station #7
- Back Creek Park Improvements

Public Works

- 32,174 Phone Calls For Service and Information
- 22,682 Work Orders Completed with 97.8% On Time and within 30 Days
- Maintained over 42 linear miles of VDOT Roadway and 100 linear miles of drainage easement which included 5,000 lbs. of trash removal.

County Administration



 **FlashVote**

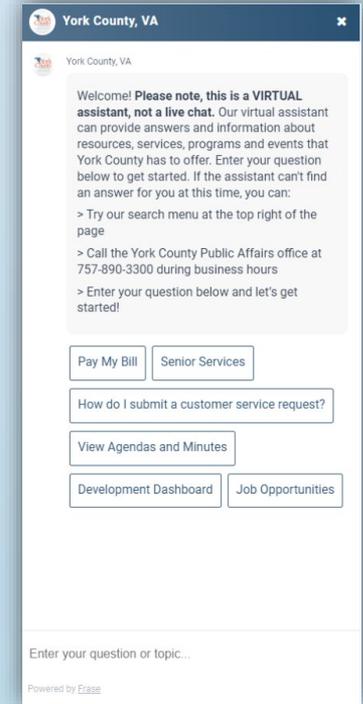
Make Your Voice Heard!



Sign Up Today



www.flashvote.com/yorkcountyva



York County, VA

York County, VA

Welcome! **Please note, this is a VIRTUAL assistant, not a live chat.** Our virtual assistant can provide answers and information about resources, services, programs and events that York County has to offer. Enter your question below to get started. If the assistant can't find an answer for you at this time, you can:

- > Try our search menu at the top right of the page
- > Call the York County Public Affairs office at 757-890-3300 during business hours
- > Enter your question below and let's get started!

Pay My Bill Senior Services

How do I submit a customer service request?

View Agendas and Minutes

Development Dashboard Job Opportunities

Enter your question or topic...

Powered by [Ebase](#)

County Administration

- Flash Vote Citizen Surveys and Enhanced Budget Engagement
- Launched Additional Communications Platforms-Instagram, Online ChatBot
- Hosted first budget Town Hall for citizen feedback.

Planning & Development Services

Ord. No. 24-14(R-2)

BOARD OF SUPERVISORS
COUNTY OF YORK
YORKTOWN, VIRGINIA

Ordinance

At a regular meeting of the York County Board of Supervisors held in the Board Room, York Hall, Yorktown, Virginia, on the 15th day of October, 2024:

<u>Present</u>	<u>Vote</u>
G. Stephen Roane, Jr., Chairman	Yea
Sheila S. Noll, Vice Chairman	Yea
Douglas R. Holroyd	Yea
M. Wayne Drewry	Yea
Thomas G. Shepperd, Jr.	Yea

On motion of Mrs. Noll, which carried 5-0, the following ordinance was adopted:

AN ORDINANCE TO APPROVE THE AMENDMENT OF THE HOME OCCUPATION REGULATIONS SET FORTH IN ARTICLE II, GENERAL REGULATIONS, OF CHAPTER 24-1, ZONING, OF THE YORK COUNTY CODE

WHEREAS, the York County Board of Supervisors appointed a citizen committee to review the home occupation regulations set forth in the County's Zoning Ordinance; and

WHEREAS, staff has worked with the ad hoc Home-Based Business Committee of community stakeholders to conduct a comprehensive review of the County's home occupation regulations and prepare a series of proposed amendments; and

WHEREAS, the Committee has completed its review and transmitted the draft amended regulations to the York County Planning Commission for sponsorship, review, and approval; and

WHEREAS, said application has been forwarded to the York County Planning Commission in accordance with the applicable procedure; and

WHEREAS, the Planning Commission recommends approval of this application; and

WHEREAS, the York County Board of Supervisors has conducted a duly advertised public hearing on this application; and



Planning & Development Services

- Adoption of New Home Based Business Amendments
- Adoption of Short Term Rental Policy
- First Virginia Code Training Event for Contractors

Fire & Life Safety



Fire & Life Safety

- Updated the County's Emergency Operations Plan (EOP) and Hurricane Emergency Response Plan.
- 11 Personnel Became Certified Paramedics
- Initiated Using Advanced Airway Portable Ventilators for Pre-hospital Field Use

Fire & Life Safety

- Additional Medic Unit Place into Service
Fire Station #7-Mooretown
- FY24 Incident Activity : 13,254
- FY24 Average Response Time : 4.6 minutes
- FY24 Medic Transports: 6,227 patients



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York County Employee Awards and Accomplishments

Countywide:

NACo Leadership Graduates:

- *Andrew Bell, Real Estate Appraiser*
- *Caitlin Aubut, Planner II*
- *Charles Harrison, III, Engineer I*
- *Christine Zalameda, Revenue Tax Specialist*
- *Corian Carney, Inspector IV*
- *Jenelle Richards, HR Analyst II*
- *Karen Hogge, Acting Human Resources Manager*
- *Landon Prevar, Grounds Maintenance Operations Superintendent*
- *Leyda Vazquez, Family Services Coordinator*
- *Margaret Mack-Yaroch, Director of Social Services*
- *Mark Johnson, Senior Firefighter*
- *Mitchell Outten, Lieutenant*
- *Prennis Page, Program Manager III*
- *Susan Stroup, Senior Administrative Coordinator*

County Administration:

Virginia Women's Municipal Leadership Institute provides women in local government with the connections and tools to further develop their skills, strengthening the pipeline for women to lead communities in Virginia and beyond. Only 25 women across the state were selected.

- *Heather L. Schott attended and is a 2024 Graduate*

Emergency Communication:

Life-Saving CPR Incidents: Twenty Dispatchers received recognition for successfully providing EMD (Emergency Medical Instruction) CPR instructions that resulted in a life saved prior to EMS arrival.

Childbirth Assistance: Five dispatchers recognized for guiding callers through emergency childbirth prior to EMS arrival, using Emergency Medical Instructions for Childbirth over the phone.

Department of Economic and Tourism Development:

The International Festivals and Events Association (IFEA) recently recognized York County Economic and Tourism Development with three awards:

Festivals and Events Association (IFEA) recently recognized York County Economic and Tourism Development with three awards:

- *Silver Award – Best Instagram Site for Visit Yorktown*
- *Silver Award – Best Green Program - Yorktown Market Days' Go Green Market*

- *Bronze Award – Best Event Benefitting a Cause - Paws at the River*
- *Valinda Loudin: Earned Business Recruitment and Expansion certification from Business Retention & Expansion International.*
- *Kristi Olsen: Named one of Coastal Virginia’s 150 Most Influential Leaders by CoVaBIZ Magazine.*

Finance Department:

Awarded the GFOA Budget and ACFR award for the budget beginning 7/1/23 and the ACFR for 6/30/23.

Fire and Life Safety:

Four Department of Fire and Life Safety personnel (members of the FEMA Urban Search and Rescue Task Force—VATF2) were deployed to hurricanes across the Southeastern United States in response to Hurricanes Debby, Helene, and Milton.

- *Lieutenant Geoffrey Swanson*
- *Captain James Fox*
- *Battalion Chief Anthony Collins*
- *Battalion Chief Robert Kudley.*

Two off-duty FLS personnel—Battalion Chief Tyler Reid and Captain James “Bud” Richardson (both paramedics), along with support from YPSO Master Deputy John Henry and BC T. Reid’s brother, provided immediate response to a cardiac arrest patient during the Richmond Marathon. That patient ultimately survived due to their quick and decisive actions.

11 additional personnel become certified and released as paramedics, thus providing additional depth for paramedic-level EMS care.

8 citizens completed the Department of Fire and Life Safety’s Community Emergency Response Training/Team (CERT) program. This program provides training for citizens to be better prepared to take care of themselves, their family, and their neighborhood during disasters and times when emergency responses may be overwhelmed or delayed.

The York County Chamber of Commerce recognized and presented the Hero Award to Senior Firefighter (now Lieutenant) Justin Callahan.

The Peninsula EMS Council recognized and presented Senior Firefighter (now Lieutenant) Aaron Black with the Regional Award for Outstanding Pre-hospital Provider.

Recognized by the American Heart Association with the Mission Lifeline Gold Award.

Library:

Virginia Public Library Standard of Excellence Gold Award

Virginia Public Library Directors Association

- *Pearl Derlaga, Outstanding Staff Member Award*

Virginia Library Association

Michelle Paxton, Librarian of the Year Award

Department of Information Technology

Awarded 2nd place in Digital Counties Survey, a national competition encompassing over 2800 Counties in our category.

Featured in a 15-page article "Technology for the People" about York County IT in International "Interface Magazine".

York Poquoson Sheriff's Office:

Hampton Roads Crime Stoppers Top Cop Award

- *Deputy Sheriff Jordan Allen*

York County Chamber of Commerce Hero Award

- *Investigator Layne Forrest*

M.A.D.D. (Mothers Against Drunk Driving) Awards

- *Investigator Noah Smith and Deputy Sheriff Josh Epperson*