



WINDSOR FARMS, Inc.

4211 DOVER ROAD

Richmond, Virginia 23221

(804) 353-4221

**February 16, 2023 Town Hall Meeting with City Councilman Andreas Addison
Questions and Answers**

1. What is the status of the infrastructure repairs and road paving throughout the neighborhood?

a. Is there a schedule of the order of repairs and repaving? Timetable for completion?

Response: There is no timetable for paving, though Councilman Addison has asked the Department of Public Works. The City's paving budget has increased from \$16M to when he took office in 2016 to \$42M now. One of the considerations is that they are required to do paving after doing utility work and since there has been significant gas line replacement in Windsor Farms the past few years, they have also been timing the street paving after the gas line replacement. The budget process starts in the next few weeks.

2. We've heard from several residents about the gas a water bills being extremely high, often more than double or triple previous bills.

a. Can you update on this?

Response: The Department of Public Utilities is understaffed, which includes the RVA311 call center and the service personnel who come out to check the meters/leaks. Part of the issue with the bills is that there is an estimated bill sent out for 11 months and then the January bill is the actual bill reflecting the use for the 12-month cycle. Sometimes, if there has been a leak, it will not show until the bill in January. The system is old, and the City realizes they need to change their billing practice. There will be a new billing system introduced in 2025. In the meantime, Andreas encouraged owners to contact him (andreas.addison@rva.gov) and Whitney Brown (whitney.brown@rva.gov) with any additional concerns regarding water bills. He will promise to advocate in any way he can for the owners.

b. And can you explain what the DPU Stormwater charge is for?

Response: The stormwater fee is a fee for the stormwater treatment plant. The City has a \$1 billion need to stop drainage into the James River. The funding source for that cannot come out of the general fund. Therefore, it is billed on the monthly water utility bills.

3. The entrances to Windsor Farms off Cary, from both Coventry and Exeter, often see cars entering at high rates of speed.

- a. Has the city consider making the intersections at Coventry and Calycanthus as well as Exeter and Banbury into 4 way stops?**

Response: Andreas supports four-way stops at all residential intersections. He believes it both slows down speeders and minimizes through traffic.

- b. Has the city considered a pedestrian crossing and better signage to cross Cary?**

Response: Andreas acknowledged that Cary Street Road is dangerous. He shared that the cost of a pedestrian initiated crosswalk is \$350,000 and the studies show they do not work on roads with more than two lanes.

- 4. We understand an additional stop light is being considered at the intersection of Cary and Berkshire.**

- a. Could you update on the status of this?**

Response: Andreas shared that a traffic light has been recommended at the intersection of Berkshire and Cary Street Road. And the cost for a traffic light is only \$100,000, as opposed to the cost for the pedestrian-initiated crosswalk.

- 5. Often, we see large freight trucks coming off the expressway and trying to navigate through the neighborhood as they are being rerouted. These trucks tear up sidewalks, trees and yards then drive off leaving the damage done.**

- a. How can we stop these trucks from entering the neighborhood?**

Response: Andreas shared that the issue here is the app on the truck drivers' phone/navigation system does not tell them that they cannot fit on the small streets of Windsor Farms. When the driver selects an alternate route, they assume it is navigable by all vehicles. Until the navigation apps add a feature that allow drivers to input what type of vehicle they are driving so the semi-trucks, etc. can input their vehicle in order to avoid the small roads, etc. this will continue to be a problem. The answer is to install speed tables and/or stop signs. Obstacles on roads remove them from the algorithm on google maps.

- b. Can no truck signs be installed?**

Response: Signs could be installed, but in Andreas' experience, those have shown to be ineffective

- 6. There are a number of streetlights that have been out for a considerable amount of time and are notated on RVA311. Additionally, several of the ornate streetlights have been knocked down and the posts are bare.**

- a. Can you update us on when these will be repaired and replaced?**

Response: The streetlights are hard to maintain and update because of their age and uniqueness. The Department of Public Works handles the streetlights. Andreas considers

this a public safety issue and will look through the RVA311 requests for streetlight repairs and will contact Public Works regarding outstanding street light repairs.

7. Many of the brick sidewalks are in disrepair. A few questions around this.

a. Is there a schedule for repair and can we help prioritize a list?

Response: The City of Richmond spent \$100k in sidewalk replacements in Windsor Farms last year. In order to continue sidewalk repair and replacements, some of the trees, where roots are obstructing the sidewalks, may need to be removed. There is not currently a formal schedule for repair.

b. If a homeowner is willing to contribute towards the sidewalk repair in front of their house, could the city split the cost?

Response: Andreas stated that he cannot approve owners repair public infrastructure, but some citizens have taken care of the sidewalks on their own.

8. We understand that when a road is repaved, ADA guidelines state the curb ramps must comply. Regarding this we've seen several variations, some more aesthetically appealing than others but all in compliance.

a. Can we have one standard that will apply to all ramps in Windsor Farms?

Response: Andreas is aware of the concerns in Windsor Farms surrounding the yellow ADA ramps that were installed last year. The City is willing to work with the neighborhood to try to find something that is both ADA compliant and aesthetically pleasing. In order to be ADA compliant, there does need to be both a color and texture contrast. Concrete with red may be the most appealing of the options.

b. How can we have an input into the standard?

Response: Andreas met with the Windsor Farms Board, DPW and interested parties late last year to discuss this concern. They are waiting to hear back from the neighborhood on which direction they would like to go with the acceptable ramps and then the City can go forward.

9. Lock Lane is an entrance used by both residents of Windsor Farms and Lockgreen. The drainage ditch next to the road is constantly overgrown. The city has on occasion cut back the overgrown vegetation.

a. How can we have this maintained on a regular basis?

Response: Haskell Brown, City Attorney, has researched the ownership of this property on the City's parcel mapper site. It is not technically owned by the City, but Andreas will propose legislation that will have the City maintain both sides of Lock Lane and Portland Place twice a year. It is currently scheduled to be mowed in the next few weeks. He clarified that it will not be maintained to manicured standards but it will be bush hogged.