



## TOWN COUNCIL WORK SESSION

Monday, June 15, 2015 @ 7:00pm  
Front Royal Administration Building

### **Town/Staff Related Issues:**

1. Front Royal Christian School WWII Memorial Garden Proposal
2. Acceptance of Moseley Architects Cost Proposal Letter for Police Headquarters Design Services  
– *Chief of Police*
3. Town Boundary Line Adjustment Request - Chris Ramsey of Ramsey, Inc – *Director of Planning/Zoning*
4. 2015 Citizen Survey Results – *Town Manager*
5. Consideration of New Ethics Reform Law, HB2070 – *Town Attorney*

### **Council/Mayor Related Items**

6. Planning Commission Terms Expire August 31
7. Liaison Committee Meeting Items for July 16 Meeting
8. EDA Representation at the Town and County Liaison Committee Meetings – *Mayor Darr*
9. Council Discussion/Goals (*time permitting*)
10. Closed Meeting – Personnel Matter

### **Motion to Go Into Closed Meeting**

I move that Council convene and go into Closed Meeting for the purpose of assignment, appointment, promotion, performance, demotion, salaries, disciplining, or resignation of specific public officers, appointees, or employees of a public body, pursuant to Section 2.2 3711. A. 1. of the Code of Virginia.

**Motion to Certify Closed Meeting at its Conclusion** [*At the conclusion of the Closed Meeting, immediately re-convene in open meeting and take a roll call vote on the following:*]

I move that Council certify that to the best of each member's knowledge, as recognized by each Council member's affirmative vote, that only such public business matters lawfully exempted from Open Meeting requirements under the Virginia Freedom of Information Action as were identified in the motion by which the Closed Meeting was convened were heard, discussed or considered in the Closed Meeting by Council, and that the vote of each individual member of Council be taken by roll call and recorded and included in the minutes of the meeting of Town Council.

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80 N. Lake Ave.  
Front Royal, VA 22630  
May 23, 2015

Stewe

Honorable Mayor Darr  
Town Administration Building  
P.O. Box 1560  
Front Royal, VA 22630

Honorable Mayor Darr,

The 6th and 7th grade literature class of Front Royal Christian School is writing to ask you to consider having a memorial garden. We would like to have this garden to honor all victims and heroes of World War II.

Our class has recently studied and read about the Holocaust, the tragic events and participants. We were deeply moved by the circumstances both here and overseas. This led us to the desire to memorialize publicly. We would like to have a designated peaceful place of reflection for all lives lost.

FRCS would be honored to care for a small piece of land in which to plant a flower garden for those who sacrificed so much.

Holocaust survivor Otto Frank said, "To build a future you have to know the past." Thank you for taking your time to read this and we ask you to please consider our request.

Sincerely yours,  
6th and 7th Grade Literature Class  
Front Royal Christian School

CC: Jennifer Berry

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## Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15<sup>th</sup> 2015

**Agenda Item:** Acceptance of Moseley Architects Cost Proposal Letter for Police Headquarters Design services.

**Summary:** Moseley Architects submitted a cost proposal letter for the New Police Headquarters Design. The Police Department's staff submitted a list of components to be included in the design of the Police Headquarters. Anthony "Tony" Bell, Vice President of Moseley Architects has stated that he and Jim McClaren of MWL look forward to discussing our needs during the space programming phase of the project.

**Council Discussion:**

**Staff Evaluation:**

**Budget/Funding:** Discuss with Director of Finance for fiscal questions

**Legal Evaluation:**

**Staff Recommendations:** Request Council's Approval for contract to design.

**Town Manager Recommendation:**

**Council Recommendation:**

Additional Work Session     Regular Meeting     No Action  
Consensus Poll on Action: \_\_\_(Aye) \_\_\_(Nay)

Session

# MOSELEY ARCHITECTS

CHARLOTTE  
FAIRFAX  
April 21, 2015

HARRISONBURG  
RALEIGH-DURHAM  
RICHMOND  
VIRGINIA BEACH  
WARRENTON

RE: Architectural and Engineering Design Services  
New Police Headquarters  
Town of Front Royal, Virginia

Mr. Steve Burke  
Front Royal Town Manager  
102 E. Main Street  
P.O. Box 1560  
Front Royal, Virginia  
22630

Dear Steve:

Moseley Architects is pleased to offer this proposal for architectural, engineering, and interior design services for the above referenced Project.

## **Project Scope of Work**

Our proposal is based on the following Project scope:

The Project site is located in the Town of Front Royal on a 5.24 acre property on the east side of Kendrick Lane between Monroe Avenue and Adams Avenue, formerly part of the Avtex site. The Project consists of the construction of an approximately 20,000 square foot police station with interior furniture, staff and visitor surface parking, vehicular circulation, pedestrian paving, earthwork and grading, utilities, stormwater management, and landscaping. The Project will include the construction of a new communications tower up to 60'-0" tall.

It is understood the Project shall be delivered using a design-bid-build procurement method and constructed under a single, stipulated sum construction contract pursuant to solicited competitive bidding.

## **Consultants to Moseley Architects**

Moseley Architects proposes to provide the architectural, mechanical, electrical and structural engineering, interior design and security design services with its own staff.

We will engage the following consultants for the Project:

- Downey & Scott for construction cost estimating services.
- Pennoni Associates Inc. for civil engineering services.
- McClaren, Wilson & Lawrie for consulting architectural services.
- Triad Engineering for geotechnical engineering services.

### **Proposed Services**

Our proposed Basic Services consist of normal architectural; mechanical (HVAC and plumbing) engineering; electrical engineering; and civil engineering services for the Schematic Design, Design Development, Construction Documents, Bidding and Construction Phases as described herein and as defined in *AIA Document B101-2007, Standard Form of Agreement Between Owner and Architect*, with such amendments as may be agreeable to both the Town of Front Royal and Moseley Architects. We have enclosed a copy of the *AIA Document B101-2007* for review by you and the Town Attorney.

Moseley Architects will also provide Programming services and interior design services identified as Additional Services in our Agreement. Descriptions of all of the Additional Services we propose to provide follows the Basic Services' descriptions below.

Basic Services can be summarized as follows:

#### **Schematic Design Services**

1. Develop Schematic Design Drawings to 35% consisting of conceptual master plan of the site, building floor plans, and not more than two exterior elevation design options.
2. Conduct one meeting to review the 35% Schematic Design drawings with the Town and the Police Department.
3. Incorporate comments from the design review meeting and develop Schematic Design drawings to 95%.
4. Conduct one meeting to review the 95% Schematic Design drawings with the Town and the Police Department.
5. Incorporate comments from the design review meeting.
6. Obtain independent estimate of probable construction costs.
7. Prepare a written report of the Schematic Design package.
8. Submit the Schematic Design Package for approval.

#### **Design Development Services**

1. Based on the approved Schematic Design package, prepare Design Development drawings to 35%.
2. Conduct one meeting to review the 35% Design Development drawings with the Town and the Police Department.
3. Incorporate comments from the design review meeting and develop Design Development drawings to 70%.
4. Conduct one meeting to review the 70% Design Development drawings with the Town and the Police Department.
5. Conduct one meeting to review the project with the building official.
6. Incorporate comments from the design review meeting and develop Design Development drawings to 95%.
7. Obtain independent estimate of probable construction costs.
8. Prepare a written report of the Design Development package.
9. Submit the Design Development Package for approval.

Construction Documents Services

1. Based on the approved Design Development documents, prepare Construction Documents to 35%.
2. Conduct one meeting to review the 35% Construction Documents with the Town and the Police Department.
3. Conduct one meeting to review the project with the building official.
4. Incorporate comments from the design review meeting and develop Construction Documents to 70%.
5. Prepare technical specifications.
6. Prepare Construction Documents to 95%.
7. Obtain independent estimate of probable construction costs.
8. Submit Construction Documents for review and approval. Assist the Town with submission for building permit.
9. Prepare bidding documents for the Town's use in obtaining construction bids.

Bidding Services

1. Advertise for bids.
2. Distribute electronic bid documents and maintain a planholders' list.
3. Conduct one pre-bid conference.
4. Evaluate proposed substitutions from prospective bidders.
5. Prepare and issue addenda.
6. Assist the Town in receiving construction bids.
7. Assist the Town in analysis of construction bids.
8. Assist the Town in preparation of the contract for construction.

Construction Phase Services

1. Attend one pre-construction conference.
2. Attend construction progress meetings twice a month to review the progress of construction.
3. Respond to contractor's request for information.
4. Review the contractor's submittals.
5. Provide code required Special Inspections.
6. Prepare and administer contract change orders.
7. Review contractor's monthly applications for payment.
8. Conduct one review of the contractor's punchlist.
9. Conduct one backpunch review of the items from the punchlist.
10. Review and approve the contractor's application for final payment.
11. Assemble the final project closeout documents and specified warranties.

In addition to Basic Services, we will also provide the following services:

Programming

1. Draft and distribute questionnaires for completion by the Town, and Police user groups.
2. Review the completed questionnaires.
3. Schedule and conduct interviews with the Police user groups to review the questionnaires.
4. Draft the space program for the Town's review.
5. Receive comments on space program via telephone conference and revise the space program.
6. Submit the final space program for approval.

Sewage Pump Station Design

1. Prepare plans for sewage pump station to serve the facility and discharge to gravity sewer in Monroe Ave. in accordance with Town of Front Royal standards.
2. Submit to Town authorities as necessary for approval.

Virginia State Stormwater Permitting

1. Prepare Stormwater Pollution Prevention Plan (SWPPP).
2. Prepare and file application for State discharge. Permit fee shall be paid by the selected general contractor.

Offsite Watermain and Sanitary

1. Using plans prepared for a separate commercial use on the Avtex site, plans will be prepared to extend water service to the site along Kendrick Lane.
2. Using plans prepared for a separate commercial use on the Avtex site, plans will be prepared to extend sewer service to the site along Kendrick Lane.

Interior Design Services

1. Gather cut sheets of proposed furniture for selection by the Town. Prepare furniture plans. Prepare a preliminary furniture budget estimate. Attend one meeting with the Town to review and approve the plans and select individual furniture pieces.
2. Incorporate comments, finalize plans, and update the budget estimate. Submit to Town for approval.
3. Based on the approved plans, prepare plans and specifications for bidding the selected furniture. Update the furniture budget estimate.
4. Assist the Town with bidding and procuring furniture.
5. Conduct one site visit to review the furniture installation and prepare a punch list of items to be corrected.
6. Conduct one walkthrough to back punch the list of items to be corrected.

Our proposal does not include the following services, but we can provide these services if requested for additional compensation.

- Demolition of existing buildings or structures
- Building commissioning
- Information technology services for switch-over of emergency communications equipment from the existing facility to the new facility
- Design of emergency communications equipment requiring NFPA 1221 certification
- Special use permits
- Services related to the mounting and placement of antenna on the proposed communications tower
- LEED Certification related services
- Building Commissioning services
- Construction testing
- Survey and inventory of existing furniture
- Construction staking
- Preparation of easement and right-of-way plats
- Base mapping survey
- Wetland study and permitting
- Traffic analysis
- Stormwater calculations beyond those required for a site plan approval
- Other services not specifically included in this proposal

Moseley Architects shall have no responsibility or liability for the discovery, identification, abatement, or removal of asbestos, lead paint, toxic mold, or any other hazardous or regulated substances in relation to the Project, nor does our proposal include any services related to hazardous materials. Separately from this contract, the Town of Front Royal shall provide all necessary services related to hazardous materials.

**Cost of Services**

We propose a lump sum compensation for the services defined above. The lump sum cost of the services for each phase, including our expenses for travel, communication, and reproduction of documents for our own office use, is as follows.

**Basic Services**

Schematic Design	\$83,345
Design Development	\$100,535
Construction Documents	\$123,394
Bidding Phase	\$11,020
Construction Phase	\$104,056
<b>Subtotal Basic Services</b>	<b>\$422,350</b>

**Additional Services**

Programming	\$22,531
Sewage Pump Station	\$8,800
Virginia State Stormwater Permitting	\$8,100
Offsite Watermain	\$7,500
Interior Design Services	\$20,325
<b>Subtotal Additional Services</b>	<b>\$67,256</b>

<b>Total Basic and Additional Services</b>	<b>\$489,606</b>
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Attached is spreadsheet as Exhibit A indicating the basis of these amounts.

The cost of the services is not tied to the construction cost. It is based on the level of effort and professional time required to provide the services.

Our proposal includes the preparation of all “front end” documents for bidding and construction and administering the Construction Contract based on the use of the *AIA A201-2007 General Conditions of the Contract for Construction* with Moseley Architects’ edits. A copy of our standard *AIA A201-2007 General Conditions* is enclosed for review by you and the Town Attorney and we can make further amendments as may be agreeable to both the Town of Front Royal and Moseley Architects. Our proposal does not include the cost associated with printing of Bid Documents.

We will invoice monthly in proportion to the progress of our services. The lump sum amounts will not change unless the Town of Front Royal authorizes substantive changes in the Project scope or in the scope or extent of our services, or unless the construction duration exceeds thirteen months (twelve months to Substantial Completion and one month to Final Completion) as further discussed below. In such cases, adjustments to the cost of services would be as negotiated and mutually agreed by the Town of Front Royal and Moseley Architects.

If Substantial Completion of construction is not achieved by the Contractor within twelve months of Notice to Proceed to the Contractor, we will provide extended Construction Administration services on an hourly basis in accordance with the rates of our Agreement.

**Schedule**

We propose the following task durations for the Project.

<b>Task</b>	<b>Duration</b>
Notice to Proceed	
Programming complete	6 weeks
Schematic Design complete	6 weeks
Construction Documents	2 months
Construction Documents	3 months
Town of Front Royal review and approval (concurrent with building permit review)	1 month
Advertise for bidding (nine months from Notice to Proceed)	
Receive Bids	1 month
Construction contract award and NTP	1 month
Construction to Substantial Completion	12 months
Construction to Final Completion and Project Closeout / Move-in	1 month
<hr/> Total	<hr/> 24 months

If this proposal is satisfactory, please advise and we will prepare the necessary agreements. As always, we appreciate this opportunity to be of service.

Sincerely,



Anthony J. Bell III, AIA  
Vice President







**Cost of Services**  
**Town of Front Royal, VA Police Headquarters**  
**April 21, 2015**

**INTERIOR DESIGN SERVICES**

	HOURS														TOTAL
	PRIN	SR PROJ MGR	ARCHT	STR ENGR	MECH ENGR	ELEC ENG	SUST COORD	ARCH TECH	ENGR TECH	INTER DES	SEC/DET SPEC	SPEC WRTR	CONSTR ADMIN	ADMIN	
<b>INTERIOR DESIGN FOR FURNITURE</b>															
1. (SD) Develop plans & est; meet w/Owner	1	8								80					89
2. (DD) Refine and finalize plans & estimate										16					16
3. (CD) Prepare bid package / update estimate	1									40					41
4. (BN) Assist with bidding & procurement	1									48					49
5. (CA) Review furniture install / do punch list										16				2	18
6. (CA) Review furniture install (final)										16				2	18
TOTAL HOURS	3	8	0	0	0	0	0	0	0	216	0	0	0	4	231
HOURLY RATE	\$195	\$170	\$128	\$111	\$121	\$121	\$111	\$84	\$84	\$84	\$160	\$128	\$128	\$59	\$88
SUBTOTAL SERVICES COST	\$585	\$1,360	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,144	\$0	\$0	\$0	\$236	\$20,325
<b>TOTAL INTERIOR DESIGN COST</b>															<b>\$20,325</b>

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# Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15, 2015

**Agenda Item:** Town Boundary Line Adjustment Request  
*Director of Planning & Zoning*

**Summary:** Chris Ramsey, owner of Ramsey Inc., has submitted an annexation request in the form of a letter to the Town and County. Specifically, he would like the Town and County to enter into a friendly boundary line adjustment agreement to incorporate property that he owns off of Guard Hill Road. The subject property consists of approximately 20 acres, and is located on the north side of Guard Hill Road at the address of 3853 Guard Hill Road. It is contiguous with the present day Town limits. Other than a survey of the property, no additional information was included with the request by Ramsey Inc. The following attachments are included with this coverage:

- Attachment A: Letter of Request & Survey
- Attachment B: Initial Town Staff Review Comments
- Attachment C: Aerial Map prepared by Town Staff

**Council Discussion:** This item is scheduled for the June 15th Town Council Work Session to initiate discussion of this request with Town Council.

**Staff Evaluation:** Town Staff will be available at the work session for questions.

**Legal Evaluation:** The Town Attorney will be available at the work session for questions.

**Town Manager:** The Town Attorney will be available at the work session for questions.

**Budget/Funding:** N/A

**Council Recommendation:**

Additional Work Session   
 Regular Meeting   
 No Action  
 Consensus Poll on Action: \_\_\_(Aye) \_\_\_(Nay)

Work Session



**Ramsey Inc / Chris Ramsey**

508 Commerce Avenue

Front Royal, Virginia 22630

April 3, 2015

Subject: Boundary Line Adjustment

Doug Stanley, County Administrator for Warren County

220 North Commerce Ave. Suite 100

Front Royal, Virginia 22630

Steve Burke, Town Manager for The Town of Front Royal

102 E. Main St

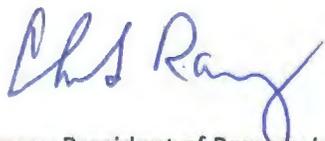
Front Royal, Virginia 22630

Dear Sirs:

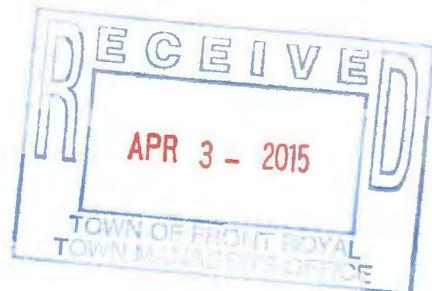
Please accept this letter as my formal request for a Boundary line adjustment between the County of Warren and The Town of Front Royal on a portion of property owned by Ramsey Inc/ Chris S. Ramsey. I have attached a plat identified as "2015 Boundary Adjustment Between the Town of Front Royal and The County of Warren" as prepared by Greenway Engineering, Inc of 151 Windy Hill Lane, Winchester Virginia, and dated March 23, 2015. The property is adjacent to the existing boundary line between The Town of Front Royal and The County of Warren and consists of 20.2206 acres as identified on the plat. The property is further identified as Tax Parcel 20-06 in the land records of Warren County and aka 3853 Guard Hill Road.

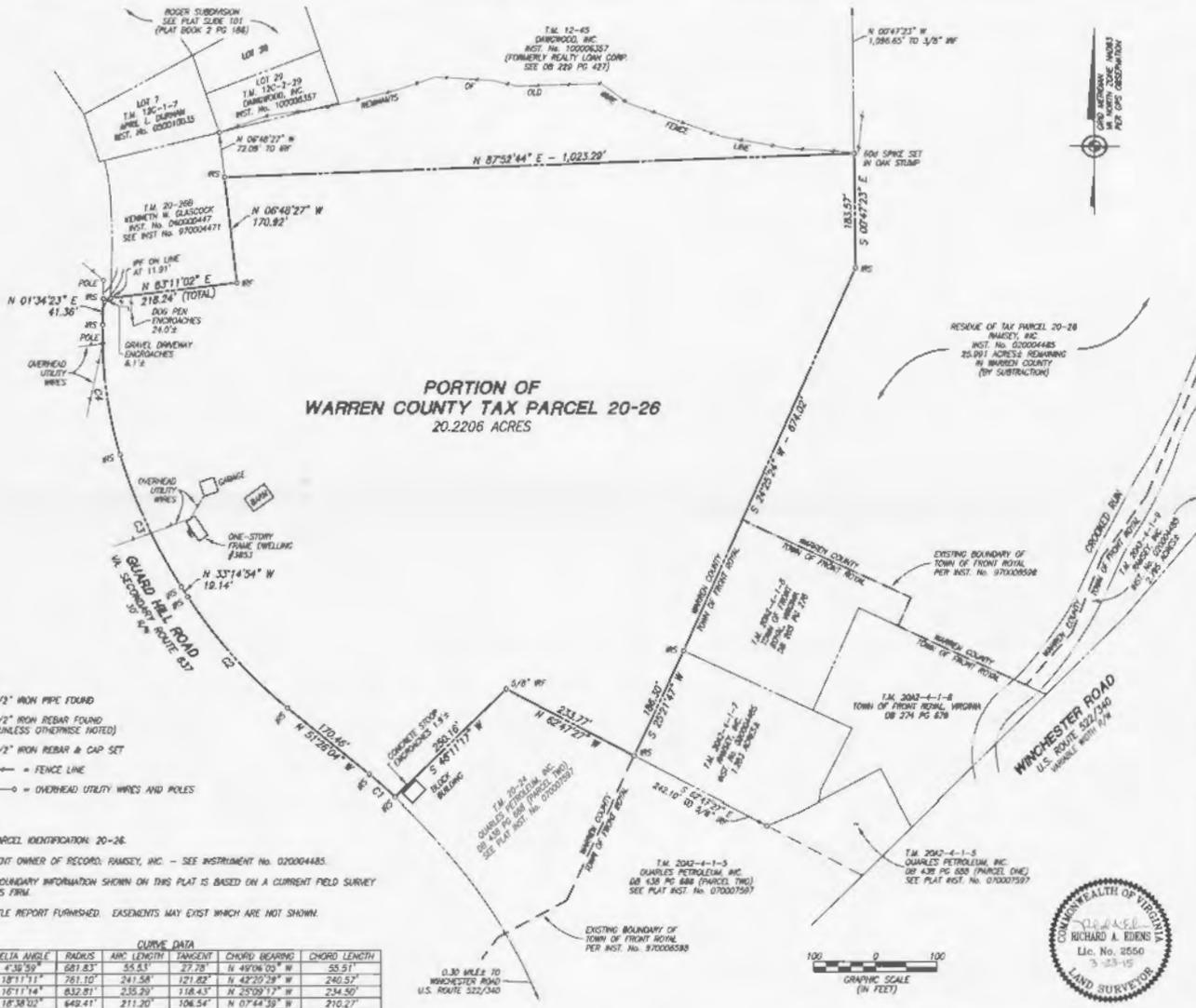
Your earliest attention to this matter is appreciated.

Respectfully Submitted



Chris S. Ramsey President of Ramsey Inc.





**PORTION OF  
WARREN COUNTY TAX PARCEL 20-26  
20.2206 ACRES**

- LEGEND**
- RF = 1/2" IRON PIPE FOUND
  - IRF = 1/2" IRON REBAR FOUND (UNLESS OTHERWISE NOTED)
  - RF = 1/2" IRON REBAR & CAP SET
  - = FENCE LINE
  - = OVERHEAD UTILITY WIRES AND POLES

- NOTES**
- TAX PARCEL IDENTIFICATION: 20-26.
  - CURRENT OWNER OF RECORD: RAMSEY, INC. - SEE INSTRUMENT No. 020004485.
  - THE BOUNDARY INFORMATION SHOWN ON THIS PLAT IS BASED ON A CURRENT FIELD SURVEY BY THIS FIRM.
  - NO TITLE REPORT FURNISHED. EASEMENTS MAY EXIST WHICH ARE NOT SHOWN.

CURVE DATA						
CURVE	DELTA ANGLE	RADIUS	ARC LENGTH	TANGENT	CHORD BEARING	CHORD LENGTH
C1	4°30'59"	681.83'	55.53'	27.78'	N 49°00'00" W	55.51'
C2	18°11'11"	261.10'	241.58'	121.82'	N 42°20'29" W	240.57'
C3	16°11'14"	832.81'	235.29'	718.43'	N 25°09'17" W	234.50'
C4	18°38'02"	649.41'	211.20'	106.54'	N 07°44'39" W	210.27'



**GREENWAY ENGINEERING, INC.**  
151 Winthly Hill Lane  
Warrenton, OR 97146  
Telephone: (503) 862-2000  
FAX: (503) 722-9528  
www.greenwayeng.com

**GREENWAY**  
ENGINEERING

**2015 BOUNDARY ADJUSTMENT  
BETWEEN THE TOWN OF FRONT ROYAL  
AND THE COUNTY OF WARREN  
NORTH RIVER MAGISTERIAL DISTRICT, WARREN COUNTY, VIRGINIA**

DATE: MARCH 23, 2015  
SCALE: 1" = 100'  
DRAWN BY: RAE  
FILE NO: 5910R  
SHEET 1 OF 1  
DWG No. 15-01



**TOWN OF FRONT ROYAL**  
**DEPARTMENT OF PLANNING & ZONING**  
*Memorandum*

To: Steve Burke, Town Manager

From: Jeremy F. Camp, Front Royal Department of Planning & Zoning *JFC*

Date: May 8, 2015

Re: Ramsey Inc. Boundary Line Adjustment / Annexation Request  
Portion of Tax Parcel 20-26 (20.2206 acres) - Guard Hill Road

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The purpose of this memo is to provide you with an impact analysis regarding that above-referenced request for annexation. The subject property is located on Guard Hill Road. The property is contiguous with the current Town Boundaries. The adjacent properties are zoned C-3 (Highway Corridor Business) within the Town. The adjacent properties in the County, and the property itself at this time, are Zoned Agricultural.

No development plans are submitted with a specific details of any proposed future development. Nonetheless, below are general considerations related to the possible annexation of the property and possible future impacts to the public.

- **Initial Zoning District.** 175-9.1 of the Town Code requires that any property coming into the Town by annexation be classified in the A-1 (Agricultural and Open Space) District.
- **General Development Impacts.** It would be appropriate to consider at the time of rezoning all development impacts that are directly related to the proposed development. This may include financial impacts to the following public services: Warren County Public Schools, Law Enforcement (Police), Emergency Services, Town Administration, Parks & Recreation, Utilities, and Street Maintenance. While the Town currently does not have any capacity issues, urban development of the location would impact the Town's water & sewer capacity model. For example, a 100 dwelling unit development may result in an impact of approximately 32,000 gallons per day.

- **Transportation Impacts.** If the property is rezoned in the future for future development purposes, a traffic impact would be required to review impacts to the road network. It would be appropriate to consider proffers to mitigate transportation impacts. Specifically, review if a traffic signal would be warranted, including review of right-of-way widths, signage, sidewalks, curb, parking and any turn lanes that may be necessary. Guard Hill Road, from Rt. 522 to Pine Hills Road, currently only has 920 AADT per 2014 VDOT traffic Counts. Expansion of local public transit could be a consideration if the property is developed for multifamily uses, such as, but not limited to, an age-restricted community or assisted care facility. The plat provided by Chris Ramsey shows a 30' right-of-way for Guard Hill Road. It would be appropriate to consider having additional right-of-way dedicated to meet VDOT and Town standards.
- **Environmental, Scenic & Historic Impacts.** Future development plans would require review of environmental impacts, including stormwater, and a phase 1 environmental analysis to determine if there are any known hazards or special environmental protection areas. Steep slopes would also have be analyzed. We should request that the Warren County Heritage Society assess the site to determine if there are any historic resources at the location. Future development plans should evaluate how the development would impact the scenic viewshed engineering Front Royal from the north on Rt. 340/522. The Town has received complaints from Town property owners on Guard Hill Road in the past regarding the poor drainage facilities adjacent to Guard Hill Road. Special consideration of erosion from the site should be considered during any future development process to limit off-site erosion and dirt onto Guard Hill Road.
- **Comprehensive Plan.** If the property is annexed, the Town's Comprehensive Plan should be amended to include the property within the future land use plan. Consideration of a sidewalk along Guard Hill Road would be a reasonable addition to the bike and pedestrian plans of the Comprehensive Plan. The site conditions lends itself to an institutional, public facility or residential use.

Ramsey 20.2206 - Guard Hill Rd

Individual taps and meters [radio read]

Garbage Collection  
Water / Sewer Services  
No Electric

Police Services  
Snow removal  
Streets maint

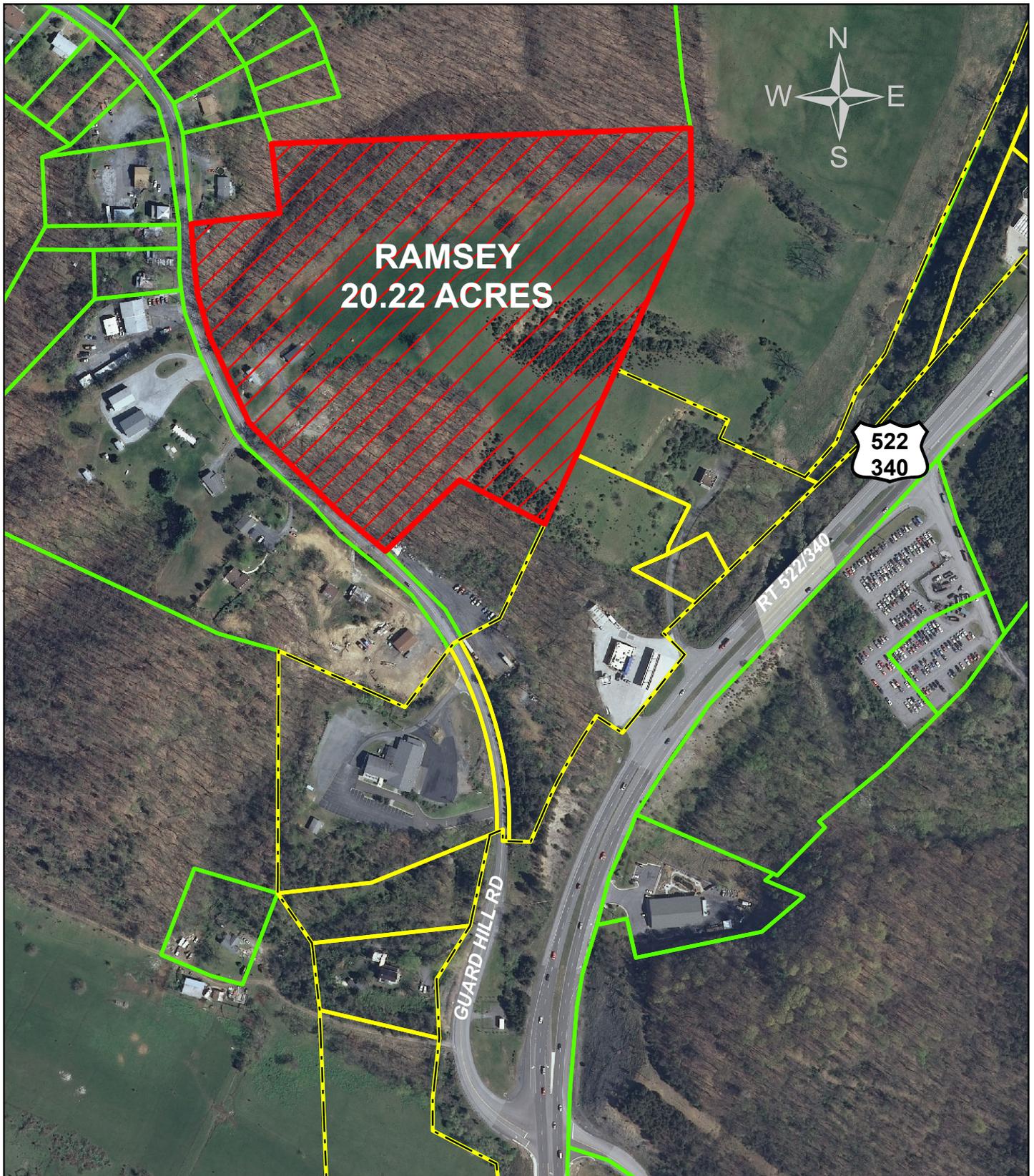
Example of revenue  
20.2206 raw land  
if 40 homes go into property @ \$250,000 per home

	Town	County
Real Estate per home [250,000 value]	325.00	1,525.00 .61/100
PP [1 car # \$30,000]	200.00	1,200.00 4.00/100
Gb collection [13.75/12]	165.00	
	<u>690.00</u>	<u>2,725.00</u>
40 units	27,600.00	109,000.00

	value	RE Town	County
Southerlands retirement home 2.78 acres	417,000.00	9,119.50	42,791.50
Improvements	6,598,000.00		

max 160 units duplex individually owned			
each unit value @ 175,000	227.50		1,067.50
one car per unit	200.00		1,200.00
gb collection per unit	165.00		
	<u>592.50</u>		<u>2,267.50</u>

160 units	94,800.00	362,800.00
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D.G. Merchant, Cartographer



JUNE 2015

**Legend**

-  Ramsey Property - 20.22 Ac.
-  COUNTY PARCELS
-  Town Corporate Limits
-  TOWN PARCELS 2014

**AERIAL MAP**  
**PROPOSED BOUNDARY ADJUSTMENT**  
**INTO THE TOWN CORPORATE LIMITS**  
**RAMSEY PROPERTY - GUARD HILL ROAD**

**TOWN OF FRONT ROYAL, VIRGINIA**

330 165 0 330 Feet



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# Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15, 2015

**Agenda Item:** 2015 Citizens Survey Results

**Summary:** The Town conducted an online Citizen Survey in the May to receive input about the services provided by the Town and to identify any areas that the Town should improve our performance. In general, the survey respondents were satisfied with the Town and its services. A separate document has been developed to present the results.

**Council Discussion:** Council is requested to review the survey results and provide any direction to address comments.

**Staff Evaluation:** The Town will continue to seek opportunities to improve our service delivery. The survey will be conducted annually to gauge any change in the perception of Town services in the future.

**Budget/Funding:** The Finance Director will be available to address fiscal issues.

**Legal Evaluation:** The Town Attorney will be available to address legal issues.

**Staff Recommendations:** Staff recommend to continue evaluate service delivery for opportunities to improve.

**Town Manager Recommendation:** The Town Manager recommends continuing to evaluate service delivery for opportunities to improve.

**Council Recommendation:**

- Additional Work Session
  - Regular Meeting
  - No Action
- Consensus Poll on Action: \_\_\_(Aye) \_\_\_(Nay)



# TOWN OF FRONT ROYAL

## 2015 CITIZEN SURVEY RESULTS



Office of the Town Manager  
June 2, 2015

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## **Executive Summary**

The Town of Front Royal requested that its citizens participate in an online “2015 Town of Front Royal Citizen Survey” during the month of May 2015. The Town received 120 responses to this survey. While not a significant percentage of our community, the majority of the responses provided good comments about their thoughts and concerns about the Town. Those that participated appear to have a true interest in how the Town delivers services to our community and advances into the future.

A complete summary of the response for each item of the survey is provided following the Executive Summary.

The questions for the survey were grouped into five categories: Quality of Life, Town Characteristics, Community Connection, Service Ratings, and Town Performance.

### **Quality of Life**

The first section of the Survey requested that citizens rate aspects of the quality of life in Front Royal as “Excellent”, “Good”, “Fair”, “Poor”, or “Don’t Know”. Of the twelve (12) questions asked, nine (9) questions received an average rating of “Good” and three (3) questions received an average rating of “Fair”. On average, survey participants responded with a rating to 96% of the questions. The highest positive response was received in response to the rating of “Your neighborhood as a place to live” which received ninety-seven (97) “Excellent” and “Good” responses. The least positive response was received in response to the rating of “Place to Work” which received seventy-seven (77) “Fair” and “Poor” responses.

Ninety-four (94) survey responses, or 81% of the participants, identified “Excellent” or “Good” when asked about rating Front Royal as a place to live, and eight-nine (89) responses, or 74% of the participants, identified “Excellent” or “Good” when asked about rating Front Royal as a place to visit.

The highest number of responses indicating “Don’t Know” was received about the inquiry about the Town as a “Place to Work”.

Based upon the responses to all questions that included a rating, the Town received an overall rating of **“Good”** for all Quality of Life questions.

### **Town Characteristics**

The second section of the survey attempted to gauge citizen satisfaction with different characteristics of the Town by requesting the citizens to rate the characteristics as “Excellent”, “Good”, “Fair”, “Poor”, or “Don’t Know”. Of the twelve (12) questions asked, six (6) questions received an average rating of “Good” and six (6) questions received an average rating of “Fair”. On average, survey participants responded with a rating to 88% of the questions. The highest positive response was received in response to the characteristic of “Ease of Walking in Town” which received eighty-three (83) “Excellent” and “Good” responses. The least positive response was received for the characteristic of “Employment Opportunities” which received eighty-seven (87) “Fair” and “Poor” responses.

The survey participants provided an average rating of “Good” for “Traffic Flow on Major Streets”, “Availability of Public Parking”, “Ease of Walking in Town”, “Overall Appearance of the Town”, and “Overall Quality of Business and Service Establishments”.

The highest number of responses indicating “Don’t Know” was received about the “Travel by Royal Trolley (Public Transit)” and by “Travel by Bicycle” characteristics.

Based upon the responses to all questions that included a rating, the Town received an overall rating of **“Fair”** for all Town Characteristics questions.

### **Community Connection**

The third section of the survey inquired about the interaction of our citizens with the Town Government through our communication efforts and events Downtown by supplying their use or attendance as “Daily”, “Weekly”, “Once a Month or More”, “Monthly”, “Every Other Month”, “Every Quarter”, “Two to Three Times a Month”, “Once or Twice a Year”, or “Not at All” depending on the event or resource. Of the eleven (11) questions asked, four (4) efforts were utilized with great frequency by the respondents, and seven (7) efforts were not. The majority of the survey respondents reported they “Attended an event in Downtown Front Royal”, “Visited the Town’s Website for Information”, “Visited the Town’s Facebook/Twitter/Linkedin Feeds for Information”, and “Read the Town’s Quarterly Newsletter” frequently. On average, survey participants responded with a usage response to 97% of the questions.

The highest positive use response was seventy (70) respondents frequently using the Town’s Social Media feeds. The two least used resources both with one hundred-one responses that the citizens did not “Attend at Town Council Work Session” and had not “Rode the Trolley”.

### **Service Ratings**

The fourth section of the survey requested that citizens provide a rating of the various Town services as “Excellent”, “Good”, “Fair”, “Poor”, or “Don’t Know”. Of the nineteen (19) services rated, sixteen (16) services received an average rating of “Good” and three (3) received an average rating of “Fair”. On average, survey participants responded with a service rating to 81% of the questions. The highest positive rating response received was ninety (90) “Excellent” and “Good” ratings for “Garbage Collection”. The least positive response was sixty-six (66) “Fair” and “Poor” ratings for “Street Repair”.

The highest number of responses indicating “Don’t Know” was received about the “Job Application Process”.

Based upon the responses to all questions that included a rating, the Town received an overall rating of **“Good”** for services provided.

## **Town Performance**

The final section of the survey requested that citizens provide a rating for the performance of the Town in several areas as “Excellent”, “Good”, “Fair”, “Poor”, or “Don’t Know”. Of the six (6) performance areas rated, three (3) received an average rating of “Good” and three (3) received an average rating of “Fair”. On average, survey participants responded with a service rating to 86% of the questions. The highest positive performance rating received was eighty-three (83) “Excellent” and “Good” ratings for “Quality of Services Provided by the Town”. The least positive response was sixty-two (62) “Fair” and “Poor” ratings for “Overall Confidence in the Town Government”.

The highest number of responses indicating “Don’t Know” was received about “Open Access to Information about the Town Actions, Budgets, Etc.”.

Based upon the responses to all questions that included a rating, the Town received an overall rating of **“Good”** for performance.

## **Conclusions**

Based upon the average responses the Town is meeting and exceeding the expectations of our citizens. The following appear to be efforts that the Town has initiated that should continue and expand:

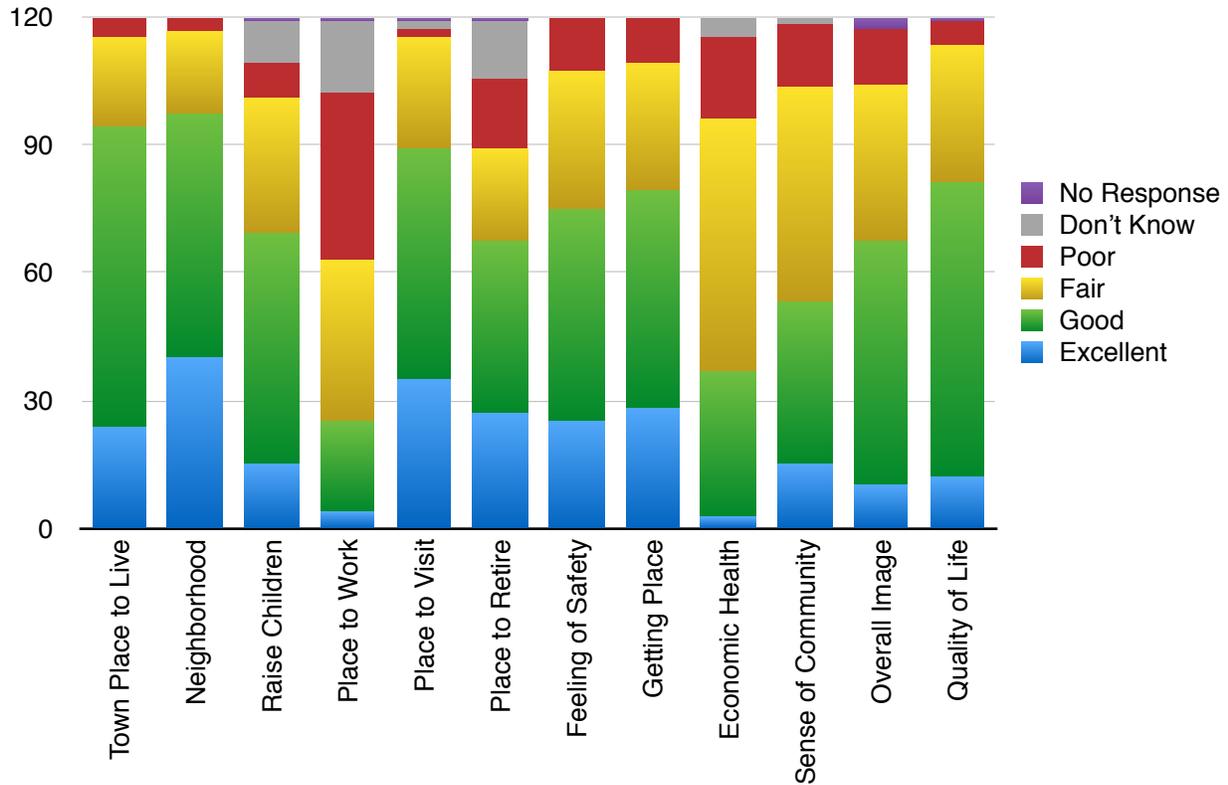
- Business Development & Recruitment
- Sidewalk & Trail Construction
- Traffic Mitigation Improvements
- Expansion of Civic Events at the Gazebo
- Community Outreach Efforts through All Available Media Outlets
- Continued Education of the Services Provided by the Town versus those by Warren County
- Appropriate, Smart Development
- Sound Fiscal Management of Town Budget and Enterprise Operations
- Continued Dialogue with Warren County regarding Corridor
- Continued Emphasis on Customer Service
- Expanded Advertisement of Royal Trolley (Public Transit)
- Expanded Educational Effort Regarding Online Bill Payment option
- Expanded Educational Effort Regarding Online Job Application Process

It appears that communication of the programs, efforts and services provided by the Town will further the recognition and satisfaction of the Town government by our citizens.

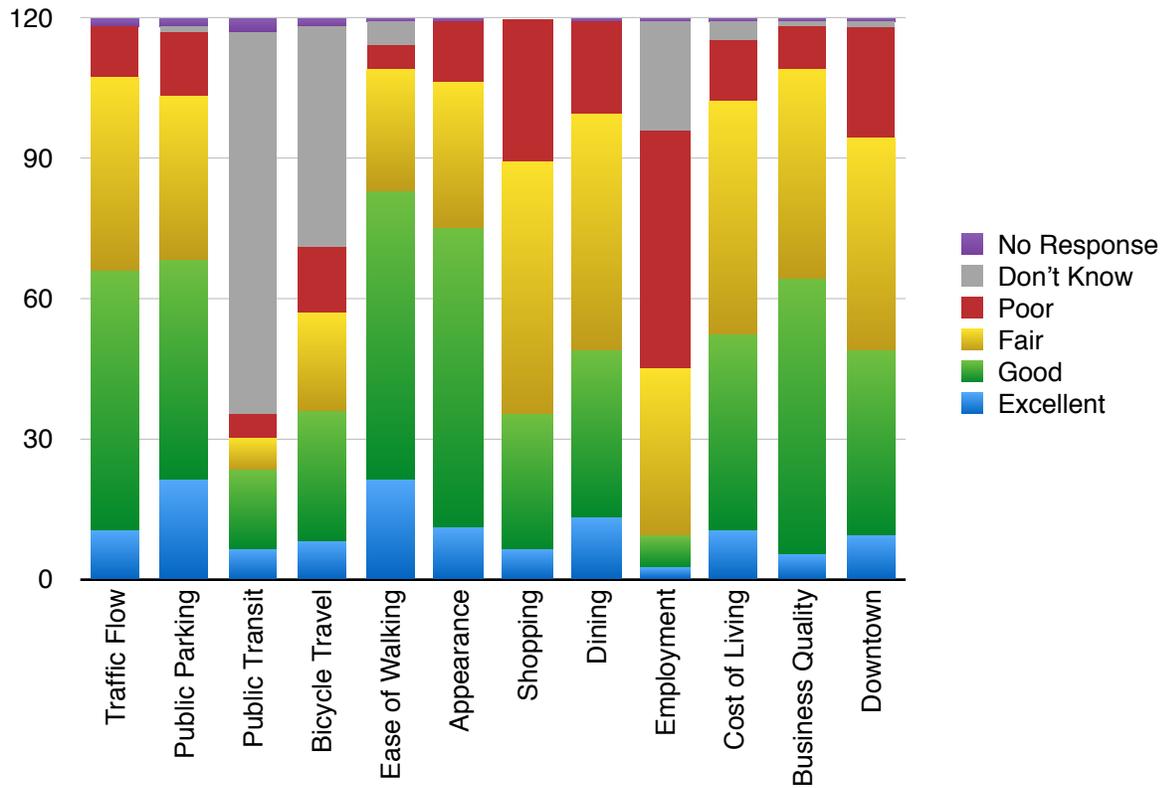
The Town will continue to survey our citizens annually to identify how we progress on these efforts and to identify any other opportunities to better serve our citizens.

# Tabular Summary

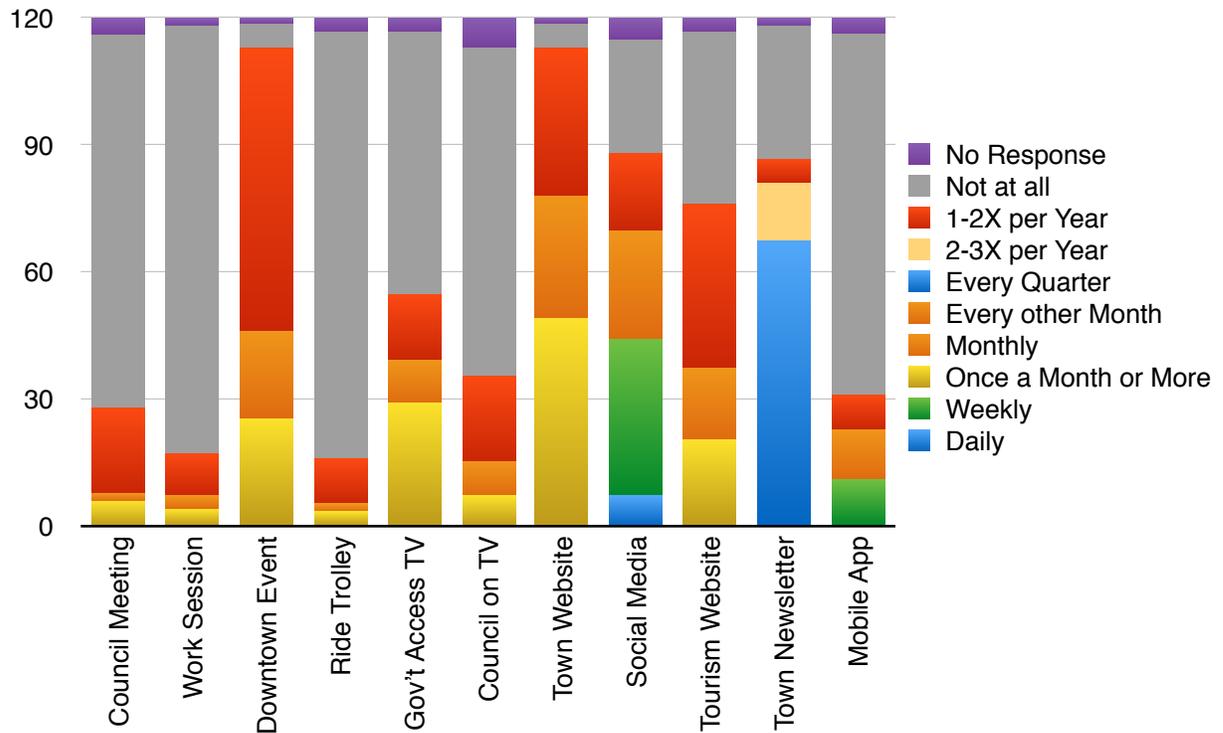
## Quality of Life



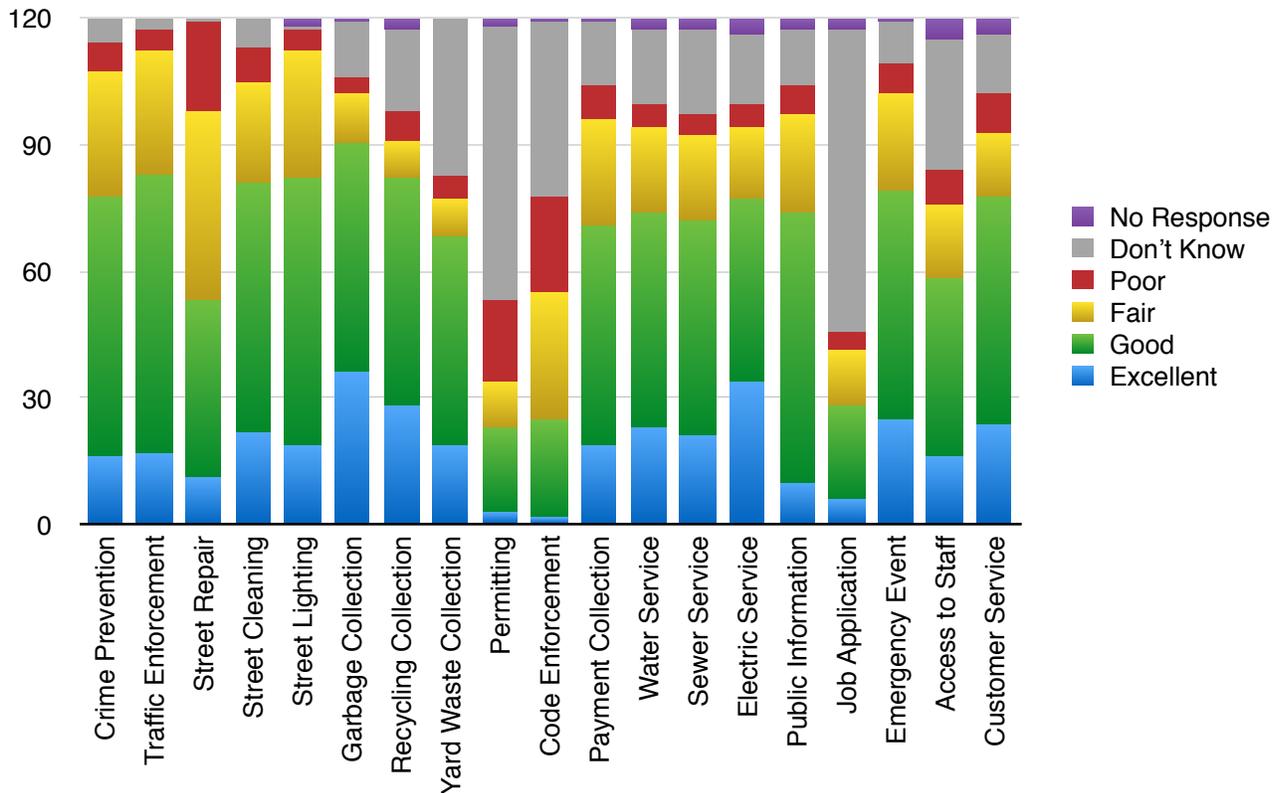
## Town Characteristics



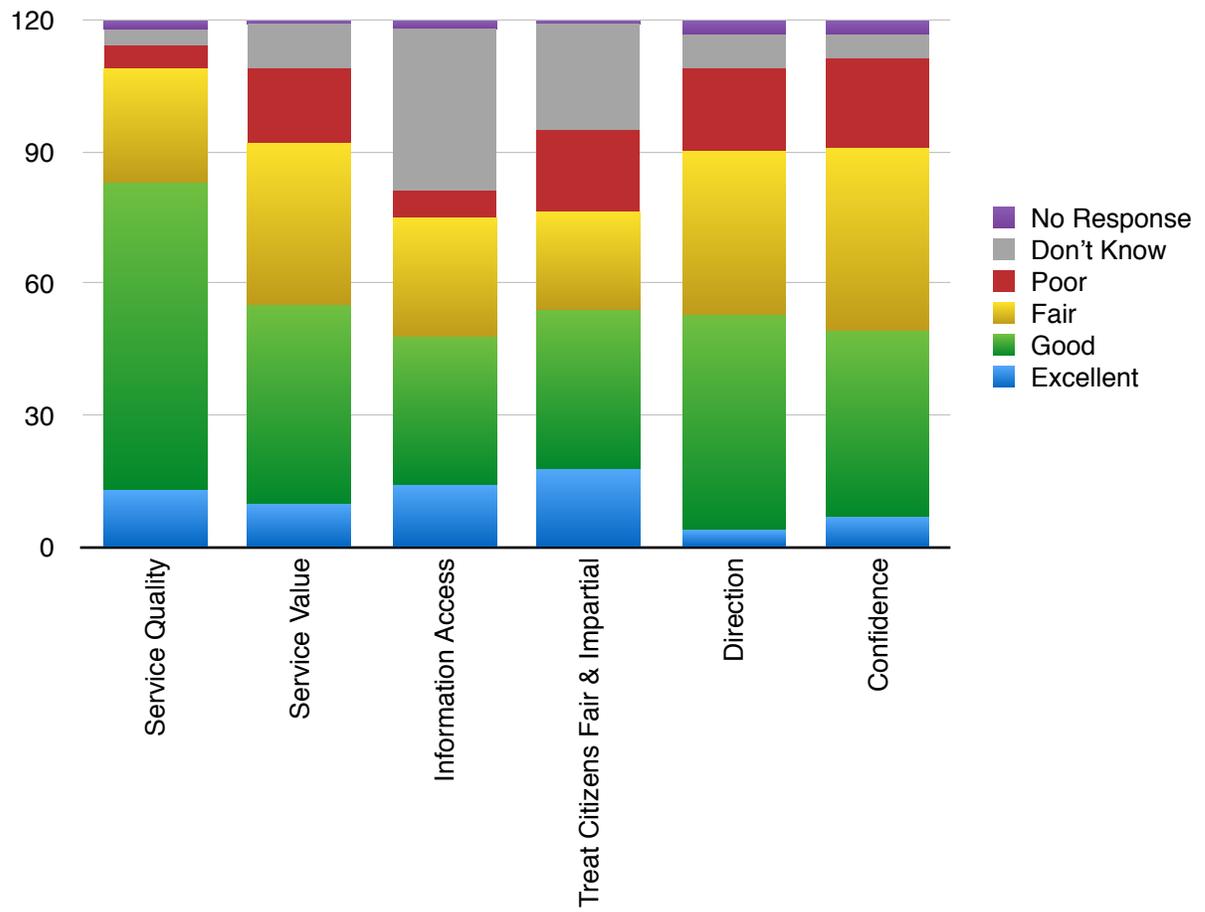
## Community Connection



## Service Ratings



## Town Performance



# Survey Question Responses

## Quality of Life

	Town as Place to Live	Neighborhood as Place to Live	Place to Raise Children
Excellent	24	40	15
Good	70	57	54
Fair	21	19	32
Poor	5	4	8
Don't Know	0	0	10
	Place to Work	Place to Visit	Place to Retire
Excellent	4	35	27
Good	21	54	40
Fair	38	26	22
Poor	39	2	16
Don't Know	17	2	14
	Feeling of Safety	Ease of Getting to Places	Overall Economic Health
Excellent	25	28	3
Good	50	51	34
Fair	32	30	59
Poor	13	11	19
Don't Know	0	0	5
	Sense of Community	Overall Image	Overall Quality of Life
Excellent	15	10	12
Good	38	57	69
Fair	50	37	32
Poor	15	13	6
Don't Know	2	0	0

## Town Characteristics

	Traffic Flow	Public Parking Availability	Travel by Royal Trolley
Excellent	10	21	6
Good	56	47	17
Fair	41	35	7
Poor	11	14	5
Don't Know	0	1	82
	Travel by Bicycle	Ease of Walking	Overall Appearance
Excellent	8	21	11
Good	28	62	64
Fair	21	26	31
Poor	14	5	13
Don't Know	47	5	0
	Shopping Opportunities	Dining Opportunities	Employment Opportunities
Excellent	6	13	2
Good	29	36	7
Fair	54	50	36
Poor	31	20	51
Don't Know	0	0	23
	Cost of Living	Quality of Business/Services	Vibrancy of Downtown
Excellent	10	5	9
Good	42	59	40
Fair	50	45	45
Poor	13	9	24
Don't Know	4	1	1

### “What are you most proud about Front Royal?”

1. Beautiful scenery, historic landmarks and buildings, friendly people.
2. I love its beautiful location and access to the river and the Shenandoah and Massanutten Mountains and all the outdoor recreation activities that offers.
3. That my roots run deep here and I just love this area.
4. Small town feel.
5. Front Royal is a beautiful place, surrounded by the beauty of the Shenandoah Valley. No one can take that away from us.

6. I grew up here, my future wife has moved here and we have started our family here. its a great town that has always treated me well and could grow to be so much more.
7. The efforts put forth in beautifying Main Street. It is what we base our first impression on.
8. The walking paths. The fact that the small business owners are trying to do something. They may or may not get there, but they are trying.
9. Main Street is a welcoming place!
10. climate, main street, dog Park, river forks, cleanness
11. The sense of community with the people living here
12. The parks for the kids, Bing Crosby,
13. The history of the area and the great views.
14. Shenandoah National Park
15. real estate values
16. Our Police Force, the appearance as you come into town, the friendliness of the people, our Fire Departments.
17. Access to Shenandoah National Park and the Shenandoah River
18. Being a nice small town.
19. The town events, hiking and canoeing.
20. Outdoor recreation
21. I like the fact that I can go to almost all convience stores and retail stores and they are american speak english and is not over run by foreigners. WHEN I go into northern VA daily to work in Reston I cant wait to get home and enjoy the country I love it out here
22. Main St. The Gazebo gatherings and other community activities - gives a great sense of community.
23. Road improvement.
24. I like the overall looks of the town, ease of getting to the Drive, activities on Main Street, and easy access to stores and restaurants. Very much like the walking trails available.
25. Greenery, trees, fresh air
26. We love the surroundings (Shenandoah National Park, Shenandoah River, George Washington National Forest) and that the town seems to really care about keeping the natural areas in good condition. We are also happy to see that Main Street seems to be in a revival phase, with lots of new businesses and opportunities. We hope that it continues to grow!
27. Small town living at its finest.
28. Our sense of community is very strong. Our restaurants and food options are top notch
29. The downtown area and it's events.
30. It is a beautiful town and people are friendly.
31. Cool little town with lots of history.
32. The people and how they come together as a community when there is a need for someone. Also the beauty of our area.
33. The beautiful scenery and plenty of good places to go walking. The downtown district is always nicely up kept as well as seasonal decorations. Nice parks.
34. The way the town and county work together (utilizing the liaison committee) for the betterment of the community.
35. Environment. Friendly
36. That you can raise your children almost carefree.
37. The scenery for sure, however I do want to make a shout out to the front royal police department. These men and women are the finest officers I've ever came across.
38. Having a safe community where I can go on walks alone, with my dog, or with my son without fear or concern. I love having Target and Walmart, yet also having everything on Main Street so easily accessible. Little town meets modern needs.
39. Born and raised here, and I love this town.
40. The heritage and history behind Front Royal
41. The quality of education for the kids. Much better than most inner city.
42. It's still a relatively small town without shopping malls!
43. People, flowers on Main Street, Schools, Gazebo area, Existing businesses downtown
44. It's well maintained.
45. The tight community
46. Sense of community I've found here, as well as proximity to beautiful natural areas - river, mountains, trails.
47. Proud of the small town feeling that we used to have but seem to be loosing on a daily basis due to all the growth and commuters moving in.

48. The people - most have good intentions, are friendly, helpful and hard working.
49. There are both historical and recreational attractions.
50. I am most proud of how clean our city is. It is so beautiful compared to other towns in the area!
51. the library and people in general.
52. It's a relatively quiet place to live.
53. Small town atmosphere is terrific!
54. Enjoy nature and access to its beauty.
55. Family Heritage
56. Main Street on weekends are bustling with people and all the shops are open. The bands on Fridays at the Gazebo on Main Street. The thought of Skyline Drive being right here to venture out on. Not to mention Shenandoah Forest and River. I am lucky to be living in an old part of town with great neighbors and quite streets. Everyone keeps their yards all manicured and look out for one another. I am an "implant" to the Town of Front Royal.
57. Main street activities
58. Schools
59. The mountain views
60. Shenandoah National Park
61. Road, new roads are great
62. Location, location, location - what a beautiful setting - and the town has a great history and great bones. I really like the people here too, tremendous diversity - not necessarily racial or ethnic diversity, but so many people from so many places and backgrounds. The greenway is great - so exciting - but otherwise, there is little room to cycle safely on the streets.
63. I was raised here

**“What are you least satisfied about Front Royal?”**

1. Conflict between those who want to expand and those who want the town to stay small
2. Drug activity and dilapidated/deteriorating buildings.
3. Shopping options are few.
4. THE TRAIN HORNS AT THE AVTEX SITE!!!!!!!!!!!!!!!!!!!!!!!!!!!!
5. Main St. is an disgrace. There need to be major incentives to allow a variety of DECENT businesses to make a go of it there. The town for visitors is a joke. Restaurants are poor, stores with a few exceptions are either rip offs or empty. A major revitalization effort needs to be made and once that is well underway a huge marketing push to No. VA/DC for tourists. We have at our doorstep one of the top National Parks, but this town can't provide nice amenities. Talk to Culpeper and Olde Town Manassas to find out how they turned things around. There are times when it feels creepy to walk on Main St. Restaurant choices in FR are only fair - best choice is either Wynne's or L'Dees and that isn't going to sit well with tourists for the most part.
6. Run down areas.
7. The Town Leadership must have the courage to stand up to the county and stop trying to surrender our negotiating tools to the county. Right now Front Royal has some of the weakest leadership on the council. However there are a few bright spots in the leadership. One freshman councilman has gone out of his/her way to do his/her job. Good on that councilman.
8. The forced development after the bridges. We have a decent Main St. that would benefit so much by a conversion to walking mall set up. We have so many reasons for people to come visit but nothing to keep them in the town itself in order to contribute their money to the economy. Piss poor "antique" shops won't make our town down great more out of the box stores like "Gathered" and "Happy Creek Coffee and Tea" are what breaths air to a town that really needs it at times. More programs to bring like minds together young and old to maybe combat the problems this town faces on a narcotics front. art, music, building, ect. and maybe some sort of mandated recycling.
9. I hope the town works with business owners in a more proactive way. The image of Front Royal needs to be worked on- not to tourists - but to locals in neighboring towns/counties. A lot of times people say to me they won't go to front royal to eat or shop because it is 'trashy' or is drug ridden. The image of the town could be worked on, and perhaps local business would benefit.
10. We have 7-11's in way too many locations for such a small town and very few quality dinning establishments. It would be great to have quality dinning and updated shopping options as well.

11. The Town Electric Department and how they do not make it more affordable for senior citizens or how they put some one else s bills that is barley able to pay their own The taxes are ridiculous Senior Citizens can not make it in this town No one wants to make things easier for the disabled.
12. town council
13. commerce street look like a dump
14. when people are visiting I avoid taking commerce street because its ugly
15. Lack of shopping variety, lack of jobs, lack of variety of places to eat
16. No sidewalks in residential areas
17. The fact that Front Royal can't seem get anything done in the 340/522 area. We need more stores and places to eat.
18. The overall condition of the town does not do well to reflect the pride the citizens have or should have in their community. The government building and areas the Town is responsible for are a credit to the community; however the town shops and privet properties are generally run down, and not well maintained.
19. The town is not walkable - no pavements, not enough pedestrian crosses and traffic lights to help people to cross the roads. For example, it is nearly impossible (and dangerous for life) to cross Route 340 in the area between Criser Rd and South St. I hope something will be done to prevent new casualties in the town.
20. Heroin epidemic
21. Need more shopping opportunities.
22. The poor state of the Shenandoah River and the prevalence of drug use and distribution especially by minors
23. Speed limits are too low in some areas.
24. That new brick area in front of the pawn shop. Should have put up some poles with those triangle tarps and more seating. That brick is a waste of space.
25. Electric company charges are out of control
26. Lack of small business and dining options. Need more jogging trails and bike lanes.
27. I can't think of anything
28. jobs/salary. I work for a school district in Northern Virginia and applied for a job with Warren Co. Schools. The pay was HALF of my salary. I do understand that the cost of living is less in Warren County, however not by half!
29. Old n unkept structures. Expired tag vehicles in yards. Trashy n unkept property.
30. Lack of sidewalks
31. I really miss the trees on Main Street. The street was beautiful and welcoming before. Now it is barren.
32. Nothing. It's all pretty good.
33. As new residents of the area, it's been difficult to meet people our age (we are a late 20s couple). Though there are lots of activities in town, we haven't yet found the sense of community that we enjoyed in our old neighborhood.
34. Seems like a lot of businesses are failing. Trash pickup isn't the greatest.
35. Our school system is fair at best and it is hard to shop "local" because there aren't many options, with businesses closing frequently. I would like to see more store fronts come to our town and stay.
36. Availability of housing available to median income households within town limits.
37. It challenging to pay taxes to the town and the county, which increases the cost of living in town. Also, there aren't a large variety of businesses located downtown, and all of the "big box" stores are on one side of town.
38. The speed limits getting in and out of town are ridiculously slow.
39. That the juveniles in town run wild with little to no regard to how the adults are treated by them and how they come off.
40. chimney fields park is a disgrace and the basketball courts should be shut down it is a drug inhabited thug wasteland and should be kept only as a softball complex!!!!
41. Wish we had more shopping and dining businesses.
42. Ease of traffic movement through town
43. Main Street should be a walking mall. Also need a better variety of restaurants.
44. Too many boarded up buildings, even across from the courthouse. Lack of variety of restraurants. Very low paying jobs (I commute to Fairfax to survive).
45. Taxi service
46. The amount of traffic congestion.
47. Nothing really!
48. There still seems to be heavy racisim. Although I am white, I see racisim almost daily - mostly done onto others. When I lived in Sterling and Ashburn I rarely saw racisim. When I moved to FR back in 2004 I was kind of stunned with how much racisim was present. Thats probably the only negative.

49. Traffic
50. Poor planning for the tremendous increase in traffic volume. The town was advised to start planning for a true by-pass around the town. My neighborhood streets are full of excess traffic because motorists are trying to avoid traffic on the main thoroughfares.
51. Cost of living vs. Income. I work for WCPS and my income has never raised in the 4 years that I have worked there, but my house costs and living costs have went up substantially.
52. The fact you have wasted the former Kmart space and not turned it into a Burlington Coat Factory for job opportunities and revenue to improve streets, markings, and broken sidewalks. Main Street is an embarrassment to show visitors. There are not enough new businesses to hold interest. You get revenue, but what is being done to keep up with the times?
53. lack of bicycle paths.
54. Feeling of safety on Main Street and downtown
55. Attitude of people and honestly the town council, of people they find non-christian/outside. It's not a live and let live town, the residents like to put their nose in other people's business. Also I am not thrilled with the Warren County Schools.
56. All of the empty buildings (shopping centers) All the town traffic goes out to 522 anymore.
57. Lack of ease for using non-vehicular transportation (biking and walking). We really need to finish that bike/walking path around the town soon, and we must cooperate with the County to add spurs south on 522 and 340, as well as east on Happy Creek Road and north of the bridges to the shopping areas. Although I like the idea of the Royal Trolley, until we get bike/walking paths (or even wide shoulders) on our roadways, this option is not practical for the wider community.
58. County and Town government is too big, too controlling and too expensive. Town utilities are outrageous. Town and County government needs to be downsized and take a step back - provide the services they must provide and leave the rest for the citizens to determine and handle. Local government here is too big, too shady, corrupt. It's embarrassing to talk with friends / family in other counties and towns that hear of how corrupt this little town is. They laugh at us and are glad they don't live here.
59. 1) The traffic 2) Constant bickering with the county 3) Vocal but ignorant minority who give all of us a bad image.
60. Businesses that sit abandoned and empty for years.
61. There seems to be a lot of rules in this town about what you can and can not do. Also town politics are very outdated as if we are still living in the 70's. Wish there was more local employment so we are not a bedroom community!
62. where I have to live and the criminal element allowed to live there and no recourse to solve the problem.
63. Not enough job opportunities, not enough crosswalks (or crossing signals) at major intersections, not enough sidewalks, traffic lights are set up in a "backwards" fashion - too close to where the drivers come to a stop, instead of being set up on the far side of the intersection where one doesn't have to crane their neck to be able to see the light. There is also no public commuter services - vans, buses, trains, to the Northern Virginia/ DC area. We need a Souplantation or Sweet Tomatoes restaurant here.
64. Cost of utilities and overall cost of living does not correlate with the atmosphere. Although the Town professes to have the lowest utility rates its hard to believe with monthly invoices that that have more peaks and valleys than the New York Stock Exchange. Between random unexplained monthly guesstimate charges throughout the year for utilities, and, unannounced mistakes in billing it is common knowledge among the Town's citizens the Town's Finance Office suspect in their billing practices.
65. This is a problem the Town should address and not look for scapegoats. They own the problem based on performance.
66. Trouble with bullies, even adults. People seem to shut out/ look down upon someone who is not from here.
67. School system has negative reputation of children needing remediation when they enter even the community college. People have to fight to obtain special services for a child with special needs, even when it cost the school system zero dollars. Many peers in Middle School, through high school seem more interested in sex and drugs and seem to bully those who are not. School administrators are not responsive enough regarding bullying. Stores close too early. Local hospital is not a place I'd recommend.
68. Too many town police and too much burden on the tax payer.
69. No clothing stores unless you are 70 and shop at Peebles or Stokes for farm or hunting wear. I can get a tattoo or buy a vap cig on every corner in the used car purchased from one of the many within walking distance of each other. Not even an outfitter is in town for the first entrance of Skyline Dr. to shop at Flea Market way aka Main Street is impossible to do on a weekly basis. How many trinkets does one need. I would love to purchase and spend my dollars here but can't. I end up in Luray, Culpeper or one of the other small towns.

70. cutting of trees on main street
71. Nowhere to shop. Few places to eat. Lack of quality grocery stores.
72. There are no good restaurants/businesses. You have the generic franchises or something too fancy and expensive for normal middle class folk. I've been to several of these "upscale" restaurants and they are not worth the costs. Therefore more affordable businesses should target a bigger audience.
73. Having to drive outside Town for larger stores, more food establishments, and Main Street of Town closes down too early for those who work during the week. Nothing to do on Main Street Monday thru Friday. A lot of homes in Town are run down and closed up. Does not look very enticing for outside people to mover here and needless to say to the tourist. The hotels in Town are not suitable for anyone to stay in. At least I would not recommend them to anyone.
74. Bickering with county.
75. Lack of sidewalks on some streets
76. Not enough kid activities
77. Growth. From what I have personally seen, some of the residents are resistant to growth. Too many people are on assistance and don't want job opportunities. This Town has so much potential from the rich History to the National Park. I think it's a shame not to thrive at its full potential.
78. Image of "Helltown" still exists and it appears FR embraces it.
79. Poor employment opportunities. I would love to work where I live for a decent salary. Anything above \$55K is a livable wage.
80. Poor strategic planning; houses next to commercial. Houses IN commercial. Appears Town is confused. Would like more distinct boundaries.
81. C'mon with the antique stores in Downtown. We get it but would like more diversity.
82. If I had a passion for beginning my own business but didn't know what business, where to start, or how to commit; where would you lead me? Help me help the economy.
83. Too bad the county is filling in our world-class landscape with generic big box stores, jails, ugly subdivisions, and unsightly industry - as though we lived in Toledo instead of one of the world's most beautiful and biodiverse places. And the town has such potential. Again, sprawl and cheap construction, coupled with unimaginative or generic design cheapen our town. (Several local developers give the field a bad name - just do the cheapest ugliest thing possible and rake in the money - and then we all have to live with what they've created in our community - for YEARS. Breaks my heart. It is a myth that there is no standard of beauty - show people two pictures and you will see that they are consistent in what they consider attractive.)
84. The South Street mall is an eyesore, as is most of South Street. EDA just keeps attracting more generic franchises that are ugly, offer low-wage jobs, and send the profit elsewhere. Unkempt yards, porches filled with broken down furniture, businesses with a lot of old furniture outside.
85. That said, the new plantings on Main Street are gorgeous. Anne Rose is a treasure. Everything she touches improves our town. What a great eye for design.
86. Tourism is highly undervalued. Tourism director is a likable guy but has neither vision nor initiative. Unfortunately, tourism is not taken into account in town decisions as the asset it is. Yet having an attractive unique community is appealing and valuable to residents and tourists alike. Huge resource bringing in millions of dollars annually is treated like a nuisance or taken for granted. Potential remains unrealized.
87. Wish we had a solar energy initiative.
88. size

## Community Connection

	Attend Council Meeting	Attend Work Session	Attend Gazebo Event
1-2x per Month	6	4	25
Every 2 Months	2	3	21
1-2x per Year	20	10	67
Not at All	88	101	6

	Rode the Royal Trolley	Watch Channel 16	Watch Council Mtg on TV
1-2x per Month	3	29	7
Every 2 Months	2	10	8
1-2x per Year	11	16	20
Not at All	101	62	78
	Visit Town Website	Visit Tourism Website	
1-2x per Month	49	20	
Every 2 Months	29	17	
1-2x per Year	35	39	
Not at All	6	41	
	Visit Town Social Media	Use Town's Mobile App	
Daily	7	0	
Weekly	37	11	
Monthly	26	12	
1-2x per Year	18	8	
Not at All	27	85	
	Read Town's Newsletter		
Quarterly	67		
2-3x per Year	14		
1-2x per Year	6		
Not at All	31		

**“What Could the Town do to connect you better with Local Government?”**

1. Respond back to my inquiries; follow-up with suggestions. I've tried multiple times over the last 2 years to get updated info regarding the train whistles at the former AVTEX property at night when the area is locked. I received one reply about 18 months ago that they were working on an agreement with CSX. I e-mailed specific info about a federal govt program to declare "no whistle zones" (which has been done in Manassas). Offered to help with the process, but nothing. Quite frustrating.
2. The leadership of Front Royal has done a very good job in making it easy to connect with our Local Government
3. Allow people to post to the Facebook wall. Currently that is blocked from the setting.
4. Stop trying to get ever dollar the town can get its hand on... Charging people to have a yard sale on their own property should not be... Paying the town to have a dog on your own property should not be... Fixing up your own house should not have penalties if the structure is safe .. paying the town for everything you have to do to your home is ridiculous... unless the town is going to pay the personal property taxes for everyone... the town should stay out of it... the electric bills for the town are a joke... Who can pay 7 or 800 dollar electric bills.. NOT THE PEOPLE IN THIS TOWN!!!!
5. I FEEL THAT THE POLICE DEPARTMENT THAT IS SUPPOSE TO PROTECT AND AND DEFEND TO PUBLIC SHOULD ALSO BE OPEN TO THE PUBLIC. BEING BEHIND LOCKED DOORS WHERE YOU HAVE TO RING AND HAVE A OFFICER COME OUT TO ANSWER THE PUBLIC QUESTIONS.

DOESN'T PRESENT THE FEELING THAT THEY ARE DEFENDING AND PROTECTING ME, BUT THAT ARE ARE AFRAID OF THE PUBLIC!

6. THE PUBLIC SHOULD HAVE FREE EXCESS TO BOTH THE FRONT ROYAL AND WARREN COUNTY POLICE DEPARTMENTS.
7. I dont have any suggestions
8. Provide a link on the utility payment site for people having trouble connecting or logging in.
9. As a minimum, surveys like this should take place more often.
10. It would also be useful, in my opinion, to have surveys regarding EACH street or neighborhood (i.e., residents of Brown Avenue report their opinions and problems regarding Brown Avenue, residents of Kerfoot Avenue tell about Kerfoot Avenue, etc.). This will help people who do not have time / do not feel comfortable contacting authorities directly to express their concerns and gratitude.
11. No opinion
12. More publication of government and town council meetings
13. I did not know that Town had an app for my phone
14. I didn't realize there was an app. I'll be checking that out!
15. As a retired citizen, I get most of my news from the local papers. Please continue to put info there.
16. None. Just keep up the good work.
17. The Facebook page is a great source of information for me, so the more information there, the better!
18. Please read above to provide more safe areas for the children of our community and combat the growing drug epidemic that obviously is beyond local law enforcement control
19. Send the quarterly newsletter before the events on it expire. I feel we always get it too late.
20. Not sure
21. I think they do a fine job, it's hard to get people to take advantage of the various forms to connect.
22. Not sure.
23. Do community block club events or community yard sale events. Get to know people and see what it lacks to prevent some eyesores in the area and there are a few. Revitalize some old properties like the Old Lodge on Laurel Ave.
24. Do away with personal property taxes!
25. Make Front Royal a bicycle friendly town by building bike paths in town, around town and to the next town! It would encourage more people to go places on bicycle which is good exercise and more environmentally friendly than driving a car. I recently visited Germany and there are far fewer obese people as a result.
26. The feeling that what citizens say matters.
27. I really like the newsletter and the Facebook page.
28. Don't raise tax, and get better trash tucks for the town! Teat the trash crew with some respect ,
29. n/a I'm pretty happy with my level of connectivity to local government.
30. Allow on line utility payments without a penalty / fee for using the service! Lose the social media connections --- you're local government and should not need a social media outlet.... Provide services that are mandatory - loose the rest. Use our tax dollars wisely and only for services that are mandatory. Quit wasting money.
31. Publicize what you're doing - the newspapers seem to only cover controversy. If items 1-3 in list above discuss something of interest to me or my neighborhood, I would attend/watch on TV. I thought channel 16 was for the county and do watch from time to time.
32. It would be good to include the above mentioned websites on the signs related to tourism along the roads.
33. I would like the town to make citizens aware of what they are doing to help the town.
34. I'm not sure.
35. I don't have access to channel 16 from Direct TV. Good old boy network seems to come into play.
36. Have less of it.
37. Different organizations have websites with their activities. Never is there 1 with all of them. Or even with complete accurate info. Address may be missing or even dates.
38. For someone who just moves here a park/Playground listed with no direction or addy. Frustrating for sure. Complete Information is KEY
39. Establish a single, authoritative and comprehensive source for information.
40. I do not know. I am not much for sitting in meetings. I cannot afford the mobile application on my phone and do not have a tablet. I never visited the Town's Tourism website, but will now that I know it is there for information.
41. Maybe putting a "common person" connected to the Town could connect us with local government better. Some do not understand all the language the Town uses. Maybe that is it, put in simpler terms.

42. 1. This survey is superb. 2. Sign me up for a focus group. 3. Align my skill set with a working group - I would love to volunteer. 4. I'm young. Embrace that and find me a mentor. If Council members want to run but not really, ask them to get an apprentice. There are a lot of folks afraid to perform the public service and labor of love of serving on the board. Get involved that way.
43. Nothing - I feel well connected and believe that our representatives work very hard at their jobs. I don't always agree with them, and there are always a couple who seem self-serving and needlessly divisive rather than having what's best for the town in mind, but I appreciate the work they do.
44. Council and committee/board members should be required to pursue professional development - find out what trendsetters and leaders in community planning and design are doing. Get some ideas by traveling, taking classes, going to conferences, talking with people from other places. We seem to envy the suburbs rather than appreciating the beauty around us.
45. Not sure

## Service Ratings

	Crime Prevention	Traffic Enforcement	Street Repair
Excellent	16	17	11
Good	62	66	42
Fair	29	29	45
Poor	7	5	21
Don't Know	6	3	1
	Street Cleaning	Street Lighting	Garbage Collection
Excellent	22	19	36
Good	59	63	54
Fair	24	30	12
Poor	8	5	4
Don't Know	7	1	13
	Recycling Collection	Yard Waste Collection	Development & Const Permit
Excellent	28	19	3
Good	54	49	20
Fair	9	9	11
Poor	7	6	19
Don't Know	19	37	65
	Code Enforcement	Utility & Tax Payment	Water Service
Excellent	2	19	23
Good	23	52	51
Fair	30	25	20
Poor	23	8	6
Don't Know	41	15	17

	Sewer Service	Electric Service	Public Information Services
Excellent	21	34	10
Good	51	43	64
Fair	20	17	23
Poor	5	6	7
Don't Know	20	16	13
	Job Application Process	Emergency Event Response	Access to Town Employees
Excellent	6	25	16
Good	22	54	42
Fair	13	23	18
Poor	5	7	8
Don't Know	71	10	31
	Overall Customer Service		
Excellent	24		
Good	54		
Fair	15		
Poor	9		
Don't Know	14		

**“Please comment on your satisfaction of services provided by the Town of Front Royal”**

1. Applying for a position in the town results in no response.
2. When we had a faulty water meter, it took some persistence but got excellent customer service from the finance office director and also the utilities folks.
3. Had running water caused by a plumbing problem. Town was very helpful in lowering my bill because I was unaware of the problem.
4. Over all services have been excellent. Keep up the good work
5. Had an issue with a bill that was poorly handled and very resolved but overall no issues.
6. less than average
7. YOUR FRONT LINE EMPLOYEE'S THAT I HAVE MET DOING THEIR JOBS ARE VERY GOOD.
8. Single stream recycling with bigger toters would go far. I often throw away recyclables bc my bin gets too full. We are a family of 4
9. Overall services provided are good.
10. It would be very useful to have on the town's website information regarding recycling: what exactly can and cannot be recycled - I am often not sure whether this or that should be thrown away or put in a blue box.
11. Town staff are courteous and effective
12. For a town the size of Front Royal, I have no complaints
13. Over all I have very few complaints. My main problem is that several of our recycling containers, that were bought personally. have been destroyed by the recycling collectors tossing them into the yard. If the town expects recycling to be separated they should either provide containers or ensure that town employees aren't mishandling personal property.
14. Very pleased with services but would love an online payment option for paying utilities.

15. Snow removal has always been an issue on my street - which is in town. The road widens by my house, but snow is only plowed by the other side of the street. I have to shovel half of the road to get my cars out. This has always been one of the biggest issues I've had with the town. When you flag down a snow plow, they ignore you. Infuriating!
16. More police interaction.
17. Employees are all nice and friendly.
18. Hydrant flushing should be scheduled during non-peak times. Recent flushing was conducted at 7:30am leaving our area (W Duck St) without water for several minutes while kids and parents were trying to get ready for the day.
19. Been living in the town over 25 years ---very pleased with all services.
20. Particularly pleased with how fast a power outage is repaired. very much appreciated
21. Occasional 'brown-outs' are annoying.
22. The sewer rates are very high.
23. All Town of Front Royal service/business interactions that we've had since moving here have been excellent!
24. Very pleased with the services - we've never experienced a major outage or problem.
25. Any time I have a question or concern, an email to Steve Burke gets me to the right person quickly. Whoever Steve connects me with is very proactive at resolving my concerns/issues.
26. Once again, the police department rocks!
27. Snow removal is horrible. Sand instead of salt is horrible. Repairing roads with holes terrible. The town can not do nor is equipped like VDOT. Pay them for our rides to be clear to work and go to school. The climate and time has changed. Upgrade!
28. All electrical issues are handled through my Home Warranty program and they always use a contractor outside of FR.
29. I dispose of my own yard waste so can't comment on that.
30. I just paid my personal property taxes online yesterday which is much more convenient than mailing a check, although there was a "convenience charge" for doing so. -Not cool.
31. I work in Chantilly so can't comment on anything job related in FR.
32. My biggest complaint is traffic enforcement - I live on Duck Street, there are serious speeders on my road and no matter how much we complain no one seems to care. Almost ever single cycle of the light at the end of Duck Street (and Shen Ave) has one or more cars run it. I saw the time was adjusted to delay the green to prevent accidents but people still run it and I've been almost hit several times - I really want traffic enforcement on red light runners. It's a serious problem (not just at my light) that is going to get someone seriously hurt or worse.
33. Live just outside of town on well with dump and REC instead of town services.
34. Garbage pickup should be twice weekly or allow opt out to use county dump sites, which we pay for anyway. Employees are very helpful, particularly those in town hall.
35. I really like the plants and flowers throughout the town.
36. the overall town employees are in good standing, but the police force isn't doing an outstanding job with removing drug sellers and users from environments in which they harm others.
37. I have found a significant percentage of Town representatives to be apprehensive, defensive and distant when discussing potential problem issues. Rather than obtaining all the facts unsubstantiated conclusions are often drawn causing more angst and distrust.
38. I would recommend the Town seek professional training for its staff dealing with the public and potential concerns. It is possible to discuss the issues and rationalize a resolution. Focus on potential conflict resolutions.
39. They are getting pricey. overall devices are pretty good. Some roads need better clearing in winter, like Dismal Hollow and other roads take a bit long to have repairs made, such as Happy Creek, leaving town and heading toward Dismal Hollow
40. Too many police with radar guns.
41. Apparently, it is impossible for a biz to get drawings approved for ADA compliant ramp. The town is AWFUL when it comes to biz and the relationships. Front Royal is known for not being friendly to biz and we have seen it.
42. All utilities are fine.
43. Wow. When we moved here almost 8 years ago we had the hardest time getting a town sticker, paying personal property tax, etc. Two words: welcome wagon.
44. I rated street lighting poor because it is too bright - lights need to be capped so that light is directed downward onto the street, not into the sky and people's windows. We need to be a good neighbor to one of our greatest

assets, the Shenandoah National Park. Too much uncontrolled light is a detriment to the experience we and our visitors seek in the park.

- 45. Several times a year, our block's garbage and/or recycling is missed completely.
- 46. Got to do something about feral cats, please!! They're not even covered in the town code. Tired of our yard being used as a cat box, dead birds, rabies, etc. Dogs are regulated, let's work on the cats.
- 47. I suspect that our water contains toxins that simply aren't measured under current regs.

### Town Performance

	Quality of Services	Value of Services	Open Access to Information
Excellent	13	10	14
Good	70	45	34
Fair	26	37	27
Poor	5	17	6
Don't Know	4	10	37
	Fair & Impartial Treatment	Overall Direction	Overall Confidence
Excellent	18	4	7
Good	36	49	42
Fair	22	37	42
Poor	19	19	20
Don't Know	24	8	6

**“Please feel free to provide any comments, suggestions, or ideas that can help the Town enhance our customer service, service delivery, or the quality of life you enjoy in Front Royal”**

- 1. Pot hole repair; better timing of traffic lights; better publicity of events and festivals outside of locality; better water pressure (especially in the evenings); encouraging and supporting small business development and restaurants to draw in more tourists and be available to local residents.
- 2. I also strongly support the merging of the Town's government with the county. Other than the utilities/trash (which is excellent) I see it as a total waste of taxpayer \$ and a duplication of effort.
- 3. Would like to know the direction the town is going as far as economic development.
- 4. It is very important that our Elected Officials answer the questions posed to them by the citizens of Front Royal
- 5. bring the community together, cleaning days, make our downtown worth being part of.
- 6. terrible town council!
- 7. I FEEL THAT SINCE THE TOWN PROVIDES YARD WASTE PICKUP AND A PLACE TO HAUL YARD WASTE. THE TOWN SHOULD HAVE A ORDINANCE AGAINST OPEN BURNING WITHIN THE TOWN LIMITS. REASON WHY 1. FIRE HAZARD 2. HOUSES ARE LOCATED CLOSE TOGETHER AND SMOKE AND SMELL IS A HEALTH HAZARD TO THE NEIGHBOURHOOD. THIS ISN'T THE COUNTY WITH WIDE OUT SPACES.! 3. IT SHOWS NO RESPECT FOR YOUR NEIGHBOURS..4. EPA SPEND X AMOUNT OF DOLLARS CLEANING UP AVTEX.
- 8. Less car dealer businesses. Another community swimming pool. More sidewalks in residential areas.
- 9. The town needs some form of public transportation to DC area - a bus/shuttle or a train - all jobs are there.
- 10. It would also be nice to have an all-year-round swimming pool in Front Royal.
- 11. I feel that the town of Front Royal has amazing potential to be a positive place for residents and tourists but we have a lot to work against (drug usage and trafficking, unsafe neighborhoods, etc). We are making steps in the right direction and that is a reassuring thing to see.

12. Grow as a town, but keep the small town feel.
13. Enforce town codes!
14. Taxes could be improved if FRR could negotiation a reciprocity agreement with Warren County wherein the County reduces personal property tax liability dollar for dollar for amount paid in taxes to town, thereby eliminating double taxation.
15. Front Royal does not nearly have enough sidewalks. We're not a walking friendly community and so citizens walk in the street which is inherently dangerous.
16. Overall, a great place to live and the right people in place to continue making improvements.
17. I would recommend you send the same type of survey to town businesses. The town does a fairly good job on citizen type services, but not so well when dealing with businesses and infrastructure which really help the town generate revenue.
18. Front Royal is a perfect place to retire.
19. Please continue to support small/local business growth downtown!
20. My biggest complaint is that the speed limits getting in and out of town are way to slow. I know there are a ton of DC commuters in the area. And the amount of time it takes to get from town to 66 from the south end is crazy due to the slow speed limits
21. The best thing the town has done for W. 18th St. has been to shut it down at Shenandoah Avenue. We do not need to have people who don't live on this stretch using it for a high speed shortcut. Anything else that could be done to reinforce this would be great. I would really rather not have to sit out there with a paintball gun.
22. The Town might consider emulating the County's information desk function. This a volunteer position, and has been in effect since 2005. Volunteers help clients find their way to county (or town, or state, or federal) offices for the services they need. The volunteer puts a human face on government, and the client is the individual face of the community.
23. Main Street needs a vintage clothing store that attracts all ages, an upscale clothing store for our visitors and people who want to spend more, and an old fashioned ice cream shop with the fountain, booths, and also sells the frozen yogurt for the health conscious.
24. Have more organic food choices at the Farmer's Market and in the local grocery stores. Educate people about organic food vs. genetically modified (GMO) foods.
25. We need bike paths everywhere!
26. Police officer on the ground downtown, friendly to merchants, correcting children and troublemakers. Better lighting in alleys and everywhere. Better signs that can be seen better by the people and visitors to Front Royal.
27. I was pleasantly surprised to get a letter about something that might effect me.
28. I wish minutes of the meetings were put on facebook.
29. This survey is a good start. Please publicize the results - and tell the residents what you need from us so we can actively support you. Make an effort to have all council members support all residents. Right now it seems like special interest groups are represented by certain reps. That isn't to say everyone doesn't devote much time and work hard - but motives need to be fair and clear. Thank you for this opportunity for input.
30. I heard there's no cable in the northern part of Warren county. People depend of being able to communicate through the internet, so I think it's important.
31. Traffic is bad coming in to Front Royal from all directions. Another By-pass on the West side of the town would be nice, from Shenandoah Ave. to Rt. 340 South.
32. Still have to shop in Winchester, mainly at Kohl's, but could use other clothes, shoes and sporting type stores.
33. Landscaping throughout town looks very nice.
34. town government needs to enforce the laws on those subjects that are truly disobeying them and not persecute those who are of order, also there needs to be some direction taken to make jobs available to all those who lost jobs due to kmart closure. Finally, the youth need more to do it seems a place for them to hang out.
35. Raise the speed limits in town, and decrease the selective traffic enforcement at entrances to the town. It feels like a total speed trap around here, and has to be a major turn off with visitors to our town. Not very tourist friendly. Improve intersections by providing crosswalks, and crossing signals. Set up the traffic signals correctly, so that people don't have to crane their necks to see the signal lights - put them on the far side of intersections, not the near side! I also think that you are too "nit picky" with your code enforcement here. It's like living with a homeowners association here. I say all of this as a police officer who works in another jurisdiction.
36. I believe we are headed in the right direction we just need to constantly review and tweak our road map towards better service, better governance.

37. Investing heavily on education and training programs for our public service employees will pay huge benefits in all categories aforementioned.
38. Too much spending on the police department.
39. When you start collecting taxes on the big monies owed by real estate then we can talk.
40. No comments come to mind.
41. Comments on the above: I don't see the town taking any direction. Despite many plans and visions, we seem too timid or undisciplined to actualize any of them. It's like we're afraid of good ideas - more comfortable with what's familiar, even when it is mediocre at best.
42. And there seems to be a good old boy network here that keeps Front Royal down. Codes don't apply to all equally. Lots of grandfathering, cronyism, etc.
43. Thanks for this opportunity. I appreciate all the surveying over the years.
44. Being overcharged on the electric bill.



## 2015 Town of Front Royal Citizen Survey

The Town of Front Royal invites our citizens to complete this survey so that we can gauge your satisfaction with our community and the services provided by the Town Government. Services such as public education, parks & recreation, fire protection, and social services are provided by the County of Warren and are not addressed by this survey. Please select the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only. The Town will accept survey responses until May 30, 2015.

Please rate each of the following aspects of the quality of life in Front Royal:

**The Town of Front Royal as a place to live**

**Your neighborhood as a place to live**

**The Town of Front Royal as a place to raise children**

**The Town of Front Royal as a place to work**

**The Town of Front Royal as a place to visit**

**The Town of Front Royal as a place to retire**

**Your overall feeling of safety in Front Royal**

**Your ease of getting to places in Town**

**Overall economic health of Front Royal**

**Sense of community**

**Overall image of Front Royal**

**Overall quality of life in the Town of Front Royal**

Please rate each of the following characteristics of the Town

**Traffic flow on major streets**

Congestion or delays

**Availability of public parking**

**Travel by Royal Trolley (Public Transit)**

**Travel by bicycle**

**Ease of walking in Town**

**Overall appearance of the Town**

**Shopping opportunities**

**Dining opportunities**

**Employment opportunities**

**Cost of living in Town**

**Overall quality of business and service establishments**

**Vibrancy of Downtown Front Royal**

**What are you most proud about Front Royal?**

**What are you least satisfied about Front Royal?**

Within the last 12 months, about how many times have you or members of your household done the following:

**Attended a Town Council meeting at the Government Center**

**Attended a Town Council work session at the Administration Building**

**Watched Comcast Channel 16 (Town/County Public Access Channel)**

**Watched a Council Meeting on our website or mobile app**

**Attended an event in Downtown Front Royal**

**Rode the Royal Trolley**

**Visited the Town's website ([FRONTROYALVA.COM](http://FRONTROYALVA.COM)) for information**

**Visited the Town's Facebook/Twitter/Linkedin feed for information**

**Visited the Town's Tourism website ([DISCOVERFRONTROYAL.COM](http://DISCOVERFRONTROYAL.COM)) for information**

**Read the Town's quarterly Newsletter included in the utility bill**

**Used the Town's mobile application on your phone or tablet for information**

**What could the Town do to connect you better with local government?**

**Please rate the quality of each of the following services provided by the Town**

**Crime Prevention**

**Traffic Enforcement**

**Street Repair**

**Street cleaning**

**Street lighting**

**Garbage collection**

**Recycling collection**

**Yard waste collection**

**Development & construction permitting**

**Code enforcement (High grass, debris in yards, abandoned vehicles, etc)**

**Utility & tax payment collection**

**Water service**

**Sewer service**

**Electric service**

**Public information services (Access to information from the Town)**

**Job application process ([www.frontroyalva.com/jobs](http://www.frontroyalva.com/jobs))**

**Town's response to emergency events (accidents, flooding, snow, etc.)**

**Access to Town employees with questions**

**Overall customer service by the Town's employees**

**Please comment on your satisfaction of services provided by the Town of Front Royal**

**Please rate the following categories of the Town's performance**

**Quality of services provided by the Town**

**Value of services for the taxes or rates paid**

**Open access to information about the Town actions, budgets, etc.**

**Fair and impartial treatment of all citizens**

**Overall direction that the Town is taking**

**Overall confidence in the Town government**

**Please feel free to provide any comments, suggestions, or ideas that can help the Town enhance our customer service, service delivery, or the quality of life you enjoy in Front Royal**

**Thank you for your participation in the 2015 Citizen Survey.**

**Submit**

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5

## Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15, 2015

**Agenda Item:** CONSIDERATION OF NEW ETHICS REFORM LAW, HB 2070.

**Summary:** Delegate Todd Gilbert sponsored HB 2070, which the General Assembly passed, and the Governor signed this new ethics reform law. It was largely sponsored and passed in reaction to the legal troubles of former Governor and Mrs. McDonnell. In summary, the new ethics law removes the distinction between tangible and intangible gifts and prohibits any state or local officer or employee, member of the General Assembly, and certain candidates from soliciting, accepting, or receiving within any calendar year a single gift with a value exceeding \$100 or a combination of gifts with a value exceeding \$100 from certain persons; however, such prohibition does not apply to gifts from personal friends. The law also prohibits the immediate family of such officers, employees, members, or candidates from soliciting, accepting, or receiving such gifts. The law provides an exception for gifts received at widely attended events, which are those events at which at least 25 persons have been invited to attend or there is a reasonable expectation that at least 25 persons will attend the event. The law requires disclosure of any single gift or entertainment, or any combination of gifts or entertainment, with a value exceeding \$50. The law also requires persons subject to the Conflict of Interest Acts to request approval from the Virginia Conflict of Interest and Ethics Advisory Council (the Council) and receive the approval of the Council prior to accepting or receiving any travel-related transportation, lodging, meal, hospitality, or other thing of value provided by certain third parties that has a value exceeding \$100. The law modifies the current composition of the Council, reducing the number of members from 15 to 9 and requires that there be bipartisan balance of the General Assembly members appointed to the Council. The law requires electronic filing of disclosure forms with the Council and provides that local officers and employees will file disclosure forms locally instead of with the Council. **The law provides that the making of a knowing and intentional false statement on a disclosure form is punishable as a Class 5 felony.** (Parenthetically, the law also prohibits the Governor, his campaign committee, and any political action committee established on his behalf from knowingly soliciting or accepting a contribution, gift, or other item with a value greater than \$100 from persons and entities seeking loans or grants from the Commonwealth's Development Opportunity Fund (the Fund), restricts such gifts and contributions from persons and entities seeking loans or grants from the Fund, and provides that any violation shall result in a civil penalty of \$500 or up to two times the amount of the contribution or gift, whichever is greater. The bill has a delayed effective date of January 1, 2016, except the provisions of the bill related to the Council and its duties become effective July 1, 2015.

It should be noted that "gift" does not mean: 1.) Printed informational or promotional material; 2.) A gift that is not used and, no later than 60 days after receipt, is returned to the donor or delivered to a charitable organization and is not claimed as a charitable contribution for federal income tax purposes; 3.) A devise or inheritance; 4) A gift of a value of \$50 or less; 5.) Any offer of a ticket, coupon, or other admission or pass unless the ticket, coupon, admission, or pass is used; 6.) Any food or beverages provided to an individual at an event at which the individual is performing official duties related to his public service; 7.) Any food and beverages received at or registration or attendance fees waived for any event at which the individual is a featured speaker, presenter, or lecturer; 8.) An unsolicited award of appreciation or recognition in the form of a

plaque, trophy, wall memento, or similar item that is given in recognition of public, civic, charitable, or professional service; 9.) Any gift from an individual's spouse, child, uncle, aunt, niece, nephew, or first cousin; a person to whom the donee is engaged to be married; the donee's or his spouse's parent, grandparent, grandchild, brother, sister, step-parent, step-grandparent, step-grandchild, step-brother, or step-sister; or the donee's brother's or sister's spouse; 10.) Travel provided to facilitate attendance by a legislator at a regular or special session of the General Assembly, a meeting of a legislative committee or commission, or a national conference where attendance is approved by the House or Senate Committee on Rules; or 11.) Travel related to an official meeting of the Commonwealth, its political subdivisions, or any board, commission, authority, or other entity, or any charitable organization established pursuant to § 501(c)(3) of the Internal Revenue Code affiliated with such entity, to which such person has been appointed or elected or is a member by virtue of his office or employment.

Another conflicts of interest law change that went into effect gave the legal conflicts of opinion of a county, city, or town attorney to a local government legislator binding protective effect as long as the legislator disclosed facts accurately and in good faith.

**Council Discussion:** Council does not have to do anything about the new law, but if it would like more information about it, staff can get this information to Council.

**Staff Evaluation:** The new law should not substantially affect most local government legislators, other than lend a bit more clarity to what it seems most local government legislators were already observing.

**Budget/Funding:** None expected.

**Legal Evaluation:** The Town Attorney will be available to answer legal questions.

**Staff Recommendations:** Staff has no other recommendations at this time.

**Planning Commission Recommendation:** Not applicable.

**Town Manager Recommendation:** The Town Manager concurs with staff's recommendation.

**Council Recommendation:**

- Additional Worksession       Regular Meeting       No Action

another bi | print version

## **HB 2070 Conflicts of Interests Act, State & Local Gov't & General Assembly, etc.; ethics reforms.**

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*SUMMARY AS ENACTED WITH GOVERNOR'S RECOMMENDATION: ([all summaries](#))*

**State and Local Government Conflict of Interests Act, General Assembly Conflicts of Interests Act, and Virginia Conflict of Interest and Ethics Advisory Council; certain gifts prohibited; approvals required for certain travel.** Removes the distinction between tangible and intangible gifts and prohibits any state or local officer or employee, member of the General Assembly, and certain candidates from soliciting, accepting, or receiving within any calendar year a single gift with a value exceeding \$100 or a combination of gifts with a value exceeding \$100 from certain persons; however, such prohibition does not apply to gifts from personal friends. The bill also prohibits the immediate family of such officers, employees, members, or candidates from soliciting, accepting, or receiving such gifts. The bill provides an exception for gifts received at widely attended events, which are those events at which at least 25 persons have been invited to attend or there is a reasonable expectation that at least 25 persons will attend the event. The bill requires disclosure of any single gift or entertainment, or any combination of gifts or entertainment, with a value exceeding \$50. The bill also requires persons subject to the Conflict of Interest Acts to request approval from the Virginia Conflict of Interest and Ethics Advisory Council (the Council) and receive the approval of the Council prior to accepting or receiving any travel-related transportation, lodging, meal, hospitality, or other thing of value provided by certain third parties that has a value exceeding \$100. The bill modifies the current composition of the Council, reducing the number of members from 15 to 9 and requires that there be bipartisan balance of the General Assembly members appointed to the Council. The bill requires electronic filing of disclosure forms with the Council and provides that local officers and employees will file disclosure forms locally instead of with the Council. The bill provides that the making of a knowing and intentional false statement on a disclosure form is punishable as a Class 5 felony. The bill also prohibits the Governor, his campaign committee, and any political action committee established on his behalf from knowingly soliciting or accepting a contribution, gift, or other item with a value greater than \$100 from persons and entities seeking loans or grants from the Commonwealth's Development Opportunity Fund (the Fund), restricts such gifts and contributions from persons and entities seeking loans or grants from the Fund, and provides that any violation shall result in a civil penalty of \$500 or up to two times the amount of the contribution or gift, whichever is greater. The bill has a delayed effective date of January 1, 2016, except the provisions of the bill related to the Council and its duties become effective July 1, 2015. This bill incorporates [HB 1598](#), [HB 1667](#), [HB 1689](#), [HB 1919](#), [HB 1947](#), and [HB 2060](#) and is identical to [SB 1424](#).

"Gift" does not mean:

1. Printed informational or promotional material;
2. A gift that is not used and, no later than 60 days after receipt, is returned to the donor or delivered to a charitable organization and is not claimed as a charitable contribution for federal income tax purposes;
3. ~~A gift, devise, or inheritance from an individual's spouse, child, parent, grandparent, brother, sister, parent in law, brother in law, sister in law, nephew, niece, aunt, uncle, or first cousin or the spouse of that individual, if the donor is not acting as the agent or intermediary for someone other than a person covered by this subdivision; or~~
4. A gift of a value of \$50 or less;
5. *Any offer of a ticket, coupon, or other admission or pass unless the ticket, coupon, admission, or pass is used;*
6. *Any food or beverages provided to an individual at an event at which the individual is performing official duties related to his public service;*
7. *Any food and beverages received at or registration or attendance fees waived for any event at which the individual is a featured speaker, presenter, or lecturer;*
8. *An unsolicited award of appreciation or recognition in the form of a plaque, trophy, wall memento, or similar item that is given in recognition of public, civic, charitable, or professional service;*
9. *Any gift from an individual's spouse, child, uncle, aunt, niece, nephew, or first cousin; a person to whom the donee is engaged to be married; the donee's or his spouse's parent, grandparent, grandchild, brother, sister, step-parent, step-grandparent, step-grandchild, step-brother, or step-sister; or the donee's brother's or sister's spouse;*
10. *Travel provided to facilitate attendance by a legislator at a regular or special session of the General Assembly, a meeting of a legislative committee or commission, or a national conference where attendance is approved by the House or Senate Committee on Rules; or*
11. *Travel related to an official meeting of the Commonwealth, its political subdivisions, or any board, commission, authority, or other entity, or any charitable organization established pursuant to § 501(c)(3) of the Internal Revenue Code affiliated with such entity, to which such person has been appointed or elected or is a member by virtue of his office or employment.*

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Item No. \_\_\_\_\_

## Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15, 2015

**Agenda Item:** Planning Commission Terms Expire

**Summary:** David E. Gushee and Robert H. Ballentine terms on the Front Royal Planning Commission will expire August 31, 2015. Mr. Ballentine was appointed to a 4-year term in September 6, 2011, and Mr. Gushee was appointed to fill an un-expired term April 27, 2015. They both would like to be considered for re-appointment.

**Council Discussion:** Council is requested to direct Staff on their desired action.

**Staff Evaluation:** N/A

**Budget/Funding:** N/A

**Legal Evaluation:** N/A

**Staff Recommendations:** N/A

**Town Manager Recommendation:** N/A

**Council Recommendation:**

Additional Work Session     Regular Meeting     No Action

Consensus Poll on Action: \_\_\_(Aye) \_\_\_(Nay)

Work Session

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## Town of Front Royal, Virginia Work Session Agenda Form

Date: June 15, 2015

**Agenda Item:** Liaison Committee Items for July 16, 2015 Meeting

**Summary:** Council is requested to add items to the Liaison Committee Meeting Agenda scheduled for July 16, 2015. Items will be voted on at the regularly scheduled meeting on June 22, 2015. The agenda from the March Liaison Committee meeting is attached as well as the EDA/County/Town Joint Meeting in June. At their June 1, 2015 Work Session, Council suggested that the proposed change in Public Parking Signs be added to the next Liaison Committee Meeting Agenda.

**Council Discussion:** Council takes desired action

**Staff Evaluation:** None

**Budget/Funding:** None

**Legal Evaluation:** None

**Staff Recommendations:** None

**Town Manager Recommendation:** None

**Council Recommendation:**

Additional Work Session     Regular Meeting     No Action

Consensus Poll on Action: \_\_\_(Aye) \_\_\_(Nay)

Work Session

**Town/County/EDA Joint Meeting**  
**Meeting Agenda**

June 2, 2015

6:00pm @ Warren County Community Center

- I. Call to order
- II. Additions/Deletions to Agenda
- III. Workforce Housing
- IV. Avtex Redevelopment
  - a) Connector Road
  - b) Enterprise Zone
  - c) Utilities (water/sewer/electric)
- V. Leach Run Parkway
  - a) Project Schedule
  - b) VDOT Park-n-Ride
  - c) Happy Creek Phase II
- VI. EDA Owned Industrial Park updates
- VII. Business Recruitment
  - a) Recruited companies
  - b) Current Activity
  - c) Future Utility Needs
- VIII. Other Issues



**AGENDA**  
**TOWN/COUNTY LIAISON**  
**COMMITTEE MEETING**  
Town Administration Building  
102 E. Main Street



**Thursday, March 19, 2015**  
6:00 p.m.

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- 1. Call Order to Order, Timothy Darr, Mayor of Front Royal**
  1. Leach Run Parkway Project
  2. WasteWater Treatment Plant/Septage Receiving Facility
  3. Building Inspections Software
  4. Residential Parking & Mail Boxes on 13<sup>th</sup> Street
  5. Update from the Development Review Committee
  6. McKay Property Update
  7. Catlett Mountain Landfill Recreational Use
  8. Updates on Warren County's In-Town Projects
  9. Avtex Property – Main Street Extension
  
- 2. Adjournment**