

STAFFORD

Virginia

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Stafford County's
News & Information
Magazine Spring 2013

Stafford's New 311 Service: One Call Does It All



Board of Supervisors

**Chairman**

Susan Stimpson

Falmouth District

Phone: (540) 834-6092

Email: ssimpson@staffordcountyva.gov

**Vice Chairman**

Robert Thomas

George Washington District

Phone: (540) 724-1702

Email: bthomas@staffordcountyva.gov

**Jack Cavalier**

Griffis-Widewater District

Phone: (540) 207-5317

Email: jcavalier@staffordcountyva.gov

**Paul Milde**

Aquia District

Phone: (540) 845-1880

Email: pmilde@staffordcountyva.gov

**Ty Schieber**

Garrisonville District

Phone: (540) 220-1099

Email: tschieber@staffordcountyva.gov

**Gary Snellings**

Hartwood District

Phone: (540) 371-6293

Email: gsnellings@staffordcountyva.gov

**Cord Sterling**

Rock Hill District

Phone: (540) 604-1610

Email: csterling@staffordcountyva.gov

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On the Cover:

Members of Stafford's Citizens Assistance Office and the 311 Service, (pictured L to R) Jeff Shover, Jenny Chinault, Stephanie Priddy, Ginny Preda, and Deputy Moses Bouldin, are happy to be of service to the citizens of Stafford County. They are standing in front of the History Mural on the wall along the sidewalk to the entrance of the George L. Gordon, Jr., Government Center. Stafford artist Dale Glasgow created the 7' X 27' mural. The mural is a snapshot of Stafford's history starting in prehistoric times. Dates and events highlighted on the mural may be found on the next page.



Message from the Chairman

Happy 2013! I hope that you have enjoyed the first few weeks of this new year and that the following months will be filled with promise and opportunity for you and your family.

Making connections – that is what the Spring 2013 issue of Stafford Magazine is all about. From our new 311 service that allows callers to dial three simple numbers to reach the Stafford County Government, to our County's canine "employees", to the community input we've received for our 350th Anniversary celebration, we are connecting with our community in many ways. We will continue to do more of this in 2013 and beyond with many projects that will make Stafford County the premiere location for families and businesses in Virginia.

For example, this spring, we will break ground on Chichester and Embrey Mill parks, home to a new baseball and athletic complex. In addition, the Stafford Civil War Park, which will focus on encampments in Stafford, is scheduled to open this spring. We will also see work starting on several road bond projects including Brooke Road, Garrisonville Road, Poplar Road and Mountain View Road. New deputies and firefighters will graduate this year from their respective academies, and they will be assisted by a new Computer Aided Dispatch System. Classes will start in the spring at the Stafford Science and Tech Center at Quantico Corporate Center. I mentioned that planning for Stafford's 350th

anniversary celebration is underway, and you will see the word start to spread about the great events that are planned. And we will accomplish all of this while maintaining our costs at the lowest per capita among localities that are similar in size to Stafford. This is a great time to be a Stafford County citizen!

So get connected. Find out what's happening in your community by attending a board, authorities, committee or commission meeting. Volunteer with us. Attend one of our citizens academies. You will learn about the services that we provide, and how committed we are to taking care of our community. Who knows? You may make connections that will last a lifetime.



*Susan Stimpson
Chairman of the Stafford Board of Supervisors*

Stafford by the Numbers

1613

Pocahontas was kidnapped by English colonists from a Patowomeck village at Indian Point in Stafford County.

1738

Six-year-old George Washington moves to Ferry Farm.

1862-1863

President Lincoln visits Union troops in Stafford County a total of six times.

1917

Marine Corps Base Quantico is established.

1961

Dorethia and Cynthia Montague are the first African-American children to enroll at Stafford Elementary.

2014

Stafford's 350th Anniversary Celebration

For more Stafford County history, visit the history mural on the walkway of the George L. Gordon, Jr., Government Center.



Are You Ready?

In the last couple of years, Stafford has faced an earthquake, microburst, blizzard, tropical storms, hurricanes, and a derecho. Taking a few minutes to plan ahead of time can save a lot of heartache in a natural disaster. The Virginia Department of Emergency Management website (www.vaemergency.gov) is full of helpful hints to help you prepare for emergencies. Below is a list of things to help you get ready.

Essentials

1. Three-day supply of non-perishable food
2. Manual can opener
3. Three gallons of water per day per person
4. Battery-powered/hand-crank radio
5. Written family emergency plan

Additional Items

1. Wrench to turn off utilities
2. Flashlight and extra batteries
3. Whistle to signal for help
4. Prescription medicines
5. Sanitation supplies: toilet paper, soap, etc.

Stafford's New 311 Service: One Call Does It All!

Stafford County's 311 service is up and running for callers and staff is ready to take phone calls about local government information.

"311 is just one more way we are enhancing the service we provide to our citizens and other customers," said Chairman of the Board of Supervisors Susan Stimpson.

"Callers will no longer have to wonder what number to call, or which department they need to contact. Three easy numbers and one phone call will connect them directly to the Stafford County Government."



ing a trial run since February 2012 in the Citizens Assistance Office with Utilities calls. In the meantime, staff has worked with landline phone service providers in Stafford to offer 311 to their subscribers.



311 is a phone line dedicated by the FCC for local government information. It is used by localities across the United States and treated as a one-stop shop for all incoming calls.

Service Excellence is one of the priorities that the Board of Supervisors has set for the community; it focuses on providing top quality customer service, both externally and internally. The Board approved the 311 service in Stafford's FY12 budget to help enhance the County's Service Excellence priority. The 311 service has been undergo-

Callers within Stafford can simply dial 311 to reach County government staff. Callers outside of Stafford or on cell phones can call 658-4311 or 658-5311. All calls are handled from beginning to end by 311 staff. Their goal is to not transfer callers to other departments, but to help them with one phone call. After hours, callers can still contact the county through the "Live Support" option on the Stafford homepage: www.staffordcountyva.gov. They can also click on the "Report a Concern" link on the homepage. Future plans call for a Stafford 311 App for cell phones that would allow users to obtain information or report concerns to County staff.





Parks & Roads Bond Projects

Move Forward

In 2009, Stafford citizens voted to approve a \$29,000,000 bond referendum to make park and recreation improvements and acquisitions in Stafford County. The Board of Supervisors and staff have worked hard over the past few years to respond to the direction of voters. Here are some updates.

Embrey Mill

Plans are underway for a park at Embrey Mill, off Courthouse Road near the Stafford exit off I-95. What can citizens look forward to in this new 53-acre park set to open in 2014?

- 12 rectangular sports fields
- A 60,000 square foot indoor recreation facility which will include: a

50 meter X 25 yard competition pool, a therapeutic pool, classrooms, exercise rooms and a gym.

The park will be paid for by \$11.8 million from the 2009 Parks and Recreation Bond Referendum. The \$6.9 million pool, not part of the original bond referendum, will be paid for out of capital project reserves and developer contributions.

Chichester Park

The construction of Chichester Park, next to Stafford High School, begins in early spring 2013. Chichester will have:

- Five baseball/softball fields
- Two large picnic shelters
- Tot lot and playground
- Restroom and concession facility.

Chichester is set to open in the spring of 2014.

Curtis Park Pool

Preliminary steps have been taken to renovate the 38-year-old pool. The project will be finished in the spring of 2014.

In 2008, Stafford citizens voted to approve a \$70,000,000 bond referendum to make transportation improvements in Stafford. The bond referendum identified 19 road projects as well as pedestrian improvements.

Currently, nine road projects, two safety enhancements, and four pedestrian improvements are underway or completed.

Completed

Stafford has completed several pedestrian projects - the Hampton Park sidewalk, the Stafford Marketplace sidewalks and the Belmont-Ferry Farm Trail.

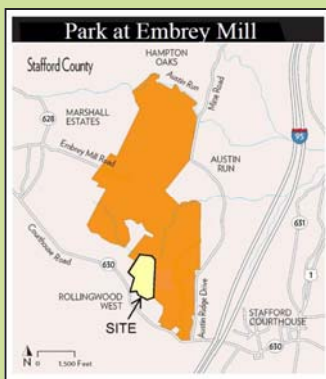
In Progress

Currently, Stafford is working on plans for safety im-

provements to Brooke Road, Poplar Road, Mountain View Road, and the intersection of Poplar and Mountain View. Plans are underway to improve Truslow Road and widen Garrisonville Road between Onville and Eustace Roads. Two pedestrian projects are active - Staffordboro commuter lot sidewalks and South Gateway Drive.

Coming Up

Projects in the pipeline include: improving the intersection of Jefferson Davis Highway and Potomac Creek Drive; improving Telegraph Road; widening Courthouse Road near Ramoth Church Road; improving Ferry Road; and improving Rock Hill Church Road.

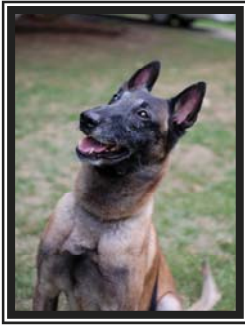


Hampton Park Walkway

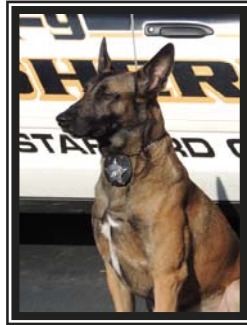


Stafford's Canines

THESE FOUR-LEGGED FURRY WORKERS ARE THE COUNTY'S MOST POPULAR EMPLOYEES



Xander



Khaos



Kahn



Vader

Even though their names make them sound like professional wrestlers or the villains in a movie, Xander, Vader, Khaos, and Kahn are four of Stafford County's most popular employees.

Xander, Vader and Khaos

On any given day, Xander and Khaos, both Belgian Malinois, and Vader, a Dutch Shepherd, might track an Alzheimer's patient, search a building, or run down a bad guy. In addition, Xander, who is handled by Deputy Bo Truslow, is an explosives dog.

Sergeant Robert Pomeroy, who coordinates the canine unit, says, "Dogs are force multipliers. They can do the work of five officers."

Contrary to perception, the dogs are not picked for their aggressive nature.

"Aggression is the least desirable trait," says Sgt. Pomeroy. "We look for play drive and prey drive."

Although all three dogs live with their handlers and their families, Deputy Truslow is quick to say neither of these breeds is appropriate for just being a pet because of their drive to work.

Perhaps the most interesting thing about them is that Vader and Khaos were purchased with seized assets from the very criminals they hunt down. Xander was purchased with a federal grant for explosives dogs.

Kahn

Stafford County does not own Kahn, a black Labrador retriever. His training was also purchased with seized assets from criminals. Kahn was trained by Canine Companions International to be a facility dog and they retain ownership of him. He lives with his handler, Juanita Maley, of the Commonwealth's Attorney's Victim-Witness Office.

Kahn's days are a little different from his police dog brethren. He comforts children and adult victims of sexual assault, domestic violence, abuse, and other violent crimes. Kahn sits with victims of crime and lets them love on him during the painful process of being interviewed.

For many victims, being interviewed is like reliving the crime itself. Kahn has been trained to know exactly what to do to make children and adults feel a little more at ease. He has even gone into the Juvenile and Domestic Court with some clients.

"Kahn puts smiles on people's faces," says Maley. Indeed, when Kahn walks down the hall of any Stafford County building, he gathers a crowd. Like an assistance dog, when Kahn is working, people are not allowed to interact with him. Employees have learned to ask Maley's permission to approach Kahn.

"I think he loves his job," says Maley. "He gets to take naps on the job and he's universally loved."



Frequently Called Numbers

The area code for all listed numbers is (540).

County Administration	658-4541
Animal Control	658-7387
Assessment	658-4129
Budget	658-8617
Circuit Court	658-8750
Citizens Assistance	658-4516
Commonwealth's Attorney	658-8780
Commissioner of the Revenue	658-4132
Community Development Services Center	658-8650
Cooperative Extension Service	658-8000
County Attorney's Office	658-8636
General District Court	658-8766
Crime Solvers	658-2020
Economic Development	658-8681
Fire, Rescue and Emergency Services	658-7200
Health Department	659-3101
Human Resources	658-8628
Jury Duty	658-8750
Juvenile & Domestic Relations Court	658-8755
Landfill	658-4590
Litter Prevention & Recycling Office	658-8680
Magistrates Office	659-2968
Parks, Recreation and Community Facilities	658-4871
Planning and Zoning	658-8668
Public Works	658-8650
Public Information	658-4893
Purchasing	658-8614
School Board	658-6000
Senior Citizens' Center	658-5116
Sheriff's Office	658-4450
Social Services	658-8720
TDD	658-4553
Treasurer	658-8700
Utilities	658-8630
Utilities (after hours emergencies)	658-4857
Volunteer Services	658-4516
Voter Registrar	658-4000
For departments not listed	311

Call 911 for Emergencies

Call 311
for General Government Information
 Cell Phone Users, Please Dial
 (540) 658-4311, (540) 658-5311

Stafford Online

Official Website—www.staffordcountyva.gov

Includes names and contact information for elected officials and staff; meeting times and places; agendas; videos; tax rates; and history.

Stafford Alert—www.staffordalert.com

Provides emergency information to cell phones, home phones and email. Information includes road closings, cancellations and weather updates.



Facebook—Stafford County Government

Provides an interactive option for users to learn more about the Stafford County Government.



Twitter—[@staffordvagov](https://twitter.com/staffordvagov)

Twitter is especially useful during an emergency. Next to Stafford Alert, it's the fastest way to get information.



Pinterest Stafford County, VA

Pictures and information about Stafford County.

Did you know...

You can find the "state" of Stafford County every month on our website? If you have questions about anything, you can find an update on the Stafford County website at www.staffordcountyva.gov. The Board of Supervisors Monthly Statistical Report is full of numbers, photos, project completion dates, and other great facts updated by each department. Wonder what is happening with the Parks and Recreation Bond Referendum projects? Want to know how much revenue the County has brought in this year? How many citizens has Fire and Rescue helped this month? How many permits have been issued? It's all in the Monthly Report, just one of the many ways Stafford County strives to keep its citizenry informed. Check it out!



*Curtis Park Pool
Renovation*