

Dan Hoffman ([00:04](#)):

Hello and welcome to another edition of the Rouss Review. I'm your City Manager, Dan Hoffman and with me is Amy Simmons, Communications Director. Hello, Amy.

Amy Simmons ([00:13](#)):

Hello, Dan. Happy Monday.

Dan Hoffman ([00:14](#)):

Happy Monday, indeed. Last week was pretty nice. We had one rainy day, but it's starting to get a little cooler.

Amy Simmons ([00:22](#)):

Starting to feel like fall finally.

Dan Hoffman ([00:22](#)):

It's starting to feel like fall. I'm looking forward to. Spring and fall are my favorites.

Amy Simmons ([00:27](#)):

Me too. They're the prettiest.

Dan Hoffman ([00:28](#)):

They are the prettiest. So, we're going to go through the agenda for tomorrow night's meeting. Unlike the last meeting, we were blessed with a relatively light agenda, the next couple of meetings are going to be very full. A few things you should be aware about if you want to come out and participate. We're going to go over that in just a minute. Otherwise, I think the big thing that a lot of you are experiencing right now is the trash cans are getting delivered.

Amy Simmons ([00:58](#)):

Yay.

Dan Hoffman ([00:58](#)):

Yes, we're very excited about it. So the one thing I want to remind everybody of is that there's going to be a little bit of a learning curve. We are by far not the first city to do this. In fact, we're probably one of the last. This is something that there might be a little bit of an adjustment to your routine, but it really is going to improve the overall efficiency of the system and reduce litter and create a safer environment for not just our employees, but residents as well. Having loose bags of trash out, overflowing cans, rodents, I mean, there's bigger benefits here that I want to just keep reminding people about. But your cans, if you haven't already gotten it because they started last week, your cans should be at your curb very soon. If you do run into any issues, maybe you didn't get the right size can, or maybe you have some questions about where to store it or what or what to do with your old cans, feel free to go to our website or talk to public services. Mike Neese, or Perry Eisenach. Not Perry Eisenach? Because I've been sending them to Perry for the more complicated.

Amy Simmons ([02:11](#)):

The complicated ones probably, but public works can help.

Dan Hoffman ([02:15](#)):

Mike Neese can take care of 99%, but occasionally the calls I get are they didn't get the answer they wanted from Mike, so they think they're going to get a different answer from Perry.

Amy Simmons ([02:27](#)):

But if they just want a different card size, we have information for that.

Dan Hoffman ([02:31](#)):

All that can be done. But if you have a special situation, for example, if you do have serious mobility issues, we will accommodate that. We will make sure that this is not any kind of barrier for somebody that maybe has some type of physical limitation. Of course, we will provide additional customer service in those situations. I hear a lot of people sometimes though saying that I can't move them around. They're too big and heavy. They're on wheels. They roll. If you were carrying your trash to the curb, this is no more difficult than carrying, probably less difficult, than carrying your trash to the curb. And I can safely say these things are built pretty tough, very, very sturdy, and they roll very nicely. So, there are very few cans you can get at Lowe's or Home Depot that are as heavy-duty as these cans. So, I think once you get adjusted to it, you're going to love it and you never have to buy a trash can again.

Amy Simmons ([03:38](#)):

And they come labeled. I had a few questions about: 'Can we label them?' 'Can we spray paint them?' Please don't do that. We have their address already on them when they arrive. So you will know which can is yours.

Dan Hoffman ([03:49](#)):

Absolutely. Please don't spray paint. Not only is it ugly, but it's unnecessary.

Amy Simmons ([03:53](#)):

It's a brand new cart.

Dan Hoffman ([03:54](#)):

It's a brand new cart. So yeah, keep an eye out for that. I hope everybody enjoys their new can. Now, tomorrow night, like I said, we've got a full agenda, so I want to roll through the agenda real quick just so everybody knows what's being discussed. A few things on consent, just general resolutions. Although we have a packed agenda, we actually have no public hearings.

Amy Simmons ([04:14](#)):

Really? That's a first.

Dan Hoffman ([04:15](#)):

Yeah. Well, we're going to make up for it in the next meeting.

Amy Simmons ([04:19](#)):

Yeah, it will come up later.

Dan Hoffman ([04:20](#)):

We do public hearings for a variety of different things. Second readings, conditional use permits. There are a few things where we actually have to have a public hearing and all that means, if you're in a meeting, is that we allow for public comment. A special segment of public comment when that item is heard specifically so the public can speak about that item. We also post something publicly that we're having the public hearing. But we have none of those Tuesday. We'll have a bunch at our meeting afterwards. Then, significant things for people to be aware of. First off, we do have some First Readings. First Readings become Second Readings, so all of these are going to become public hearings in the next meeting. One of the ones that's been talked about a lot recently and you might have noticed it in the paper, short-term rentals, AKA Airbnbs. They can be any of the online rental companies. We are finally, finally getting some updated and more realistic regulations related to Airbnbs. It's come out of the Planning Commission where it was publicly discussed and there was ability for public comment. Went through our Planning and Economic Development Committee of the Council, where again, public comment, ability to speak on the topic and hear the conversation it's now moving to full Council for first reading. I anticipate that to go smoothly. But again, another opportunity to be heard. Also up is we are buying a building. The building that the Department of Social Services is in we rent that building. At a significant cost and our lease is about up, probably about a little over a year left on the lease. We have proposed to purchase the building, which is gonna save us money and net, it's going to save us probably close to six figures every year. We're very pleased. Just like any member of the public, financially it's better to own than to rent. We are excited about this purchase and I know the Department of Social Services is excited about it as well. We will have some tenants in this situation as well. We're not pushing out any tenants. They're still going to be our tenants and we're looking forward to providing them with, I would say, even better service in terms of property management and maintenance. Also on the agenda, a couple of land use issues along South Pleasant Valley and Hockman Avenue. Nothing at least that I think is too controversial there. A few things related to the City Code regarding taxation that the Commissioner of Revenue will be bringing up. We also have, if this number seems large to you, \$14 million. This is money that was already proposed and approved in our last budget. We're now just taking the action of actually borrowing the 14 million to go into the capital improvement projects that we proposed in the budget. And then finally, we will have a brief update on the strategic plan. We've been getting final bits of feedback from the City Council and hopefully, we'll be on the home stretch to getting that approved at the meeting immediately following this. So, that is your meeting. There is no Work Session. So if you're sticking around wanting more meeting then, sorry.

Amy Simmons ([08:05](#)):

[Laughs] Next time.

Dan Hoffman ([08:05](#)):

Next time, we will have all those First Readings turn into Second Reading public hearings. So next meeting will be full, as well. Okay. So today we are talking to Scott Kensinger our Emergency Manager, but Scott also oversees our drone program.

Amy Simmons ([08:24](#)):

And radio program, but we're not talking about that today.

Dan Hoffman ([08:27](#)):

We're not talking about that. Not radio program as in like public FM, AM,

Amy Simmons ([08:32](#)):

Public safety radios.

Dan Hoffman ([08:32](#)):

But like the big fancy, walkie talkie kinds of radios that you guys see police and fire use. Actually, incredibly expensive. I say walkie talkies, we didn't like go to Radio Shack and buy some walkie-talkies.

Amy Simmons ([08:50](#)):

Absolutely not.

Dan Hoffman ([08:50](#)):

These radio systems are incredibly expensive, but they are really part of the lifeblood of public safety. If they can't communicate, if they're not inter-operable, it becomes a life safety issue. Now, we have other jurisdictions that may not have the radio coverage that we have. Granted, we're blessed by being smaller, little over nine square miles, so we don't have to have dozens of tower sites. But in more rural jurisdictions, it's not uncommon for firefighters to get into a dead spot where their radios don't connect and they have to use their cell phones.

Amy Simmons ([09:28](#)):

We had that before this new system too.

Dan Hoffman ([09:31](#)):

Yeah. These are critical things but yeah, you can end up spending millions of dollars on it and we will probably, starting next year, begin to replace the radios themselves. That alone will be probably a little over a million dollars. We don't need any tower sites. We're covered in terms of that, but, if your jurisdiction and you gotta add a tower site or you've got to upgrade the system as a whole, we're talking millions and millions of dollars.

Amy Simmons ([10:02](#)):

We did that not so long ago.

Dan Hoffman ([10:04](#)):

Yeah. So it's a big, big undertaking. So, yeah. Anyways, I digress. So, Scott oversees our public safety radios. And actually I think WinTran uses them...

Amy Simmons ([10:16](#)):

Public Works.

Dan Hoffman ([10:17](#)):

Public Works uses them. So, he oversees that and our drone program. Let's go ahead and call him in. Hi Scott.

Scott Kensinger ([10:27](#)):

Hi, Dan.

Amy Simmons ([10:30](#)):

[Laughs]. Welcome to the studio.

Scott Kensinger ([10:31](#)):

Well, thank you.

Dan Hoffman ([10:32](#)):

Okay. So today we're going to talk about our drone program. Now, I know the general public has started to move past the old idea of what a drone is because 10 years ago, when we all heard about drones, we thought of the big fixed wing, weaponized ones that were flying over, killing terrorists in the Middle East somewhere. That's not what we have, of course. But these days they've become so common that they're Christmas presents. I remember in Montgomery County when we first started using drones, folks thought that we had gotten these big, fixed-wing flying things that were going to be flying around spying on people. And we were talking about the little quad copter things. They hadn't become a big deal yet. We knew that they were going to be the big Christmas presents for the coming years and we just see more and more of them proliferating. Now, I think by and large, most of the public understands that when we're using a drone, we're using one of those little guys with four rotors that has a camera on top. I think half the weddings these days have drone photography. They're so common place that I don't think anybody...granted, if there's any of you out there that are still concerned about our use of drones. No, they're not the big military ones. With that out of the way, we use drones that I think most people are familiar with. Except ours have a few extra bells and whistles. Tell us what kind of drones we use.

Scott Kensinger ([12:19](#)):

To your point about the popularity of drones, back in 2016, the Federal government started looking at how these are becoming more popular in the community. They were concerned about the national airspace and these flying with manned traffic. Commercial off-the-shelf drones are so popular. They're cheap. But then you get into the drones, like what we have, where we add bells and whistles to them, such as infrared thermography. We're utilizing two flavors right now. One is a DJI brand, which is a Chinese-made drone. Then, we have new ones that are coming out from the United States that are getting smaller and they're getting more advanced to where safety is becoming a mute point. There are certainly a lot of laws out there in general. Peeping Tom laws, flying or trespassing over properties and things like that. There are laws out there that govern this, as well as, if you were standing on the ground. Our drone program is growing to a point where we're being utilized a lot more by our public safety and our public services.

Dan Hoffman ([13:41](#)):

Give us an example of, if the Police Department calls you and says, 'Hey, we need a drone', what do they typically need support for?

Scott Kensinger ([13:54](#)):

In the most recent past it's been for barricaded subjects. It's for tracking suspects, it's for providing overwatch for our officers, like providing that safety net. We've gone out on a few of those. We've we've

spoken with the police department on what we can and can't do as far as the ordinances and laws that are established. But anything that they call us for we'll let them know if we can fly or not based on the FAA rules.

Dan Hoffman ([14:28](#)):

Gotcha. In general terms, what are the FAA rules?

Scott Kensinger ([14:32](#)):

400 feet maximum flight. Now there's some caveats to that.

Dan Hoffman ([14:37](#)):

Up or just in general?

Scott Kensinger ([14:40](#)):

Up. Away, in general, is we cannot go beyond visual line of sight. We always have to maintain a vision.

Amy Simmons ([14:47](#)):

Can't fly over people.

Scott Kensinger ([14:48](#)):

Can't fly over people. Can't fly over moving cars.

Dan Hoffman ([14:52](#)):

Really?

Scott Kensinger ([14:52](#)):

Distraction for cars, but for people, the rotors are powerful enough that they can cut you and an object flying falling out of this sky that may weigh eight to 10 pounds could hurt somebody.

Dan Hoffman ([15:06](#)):

Yeah. How much do ours weigh? Are they eight to 10 pounds?

Scott Kensinger ([15:08](#)):

Our biggest one is almost 10 pounds, and the smallest one is maybe...

Amy Simmons ([15:11](#)):

Ah, my little Maverick.

Scott Kensinger ([15:11](#)):

Amy's little one is about a pound and a half.

Dan Hoffman ([15:15](#)):

Okay. So we can't fly over people, but we must fly over people at some point whether we're doing overwatch or whether we're helping them track a suspect. So when is that rule?

Scott Kensinger ([15:31](#)):

It really isn't flexible unless you obtain a waiver from the FAA and that's very hard to get because you have to prove safety. That's what they're concerned about is the safety of the people on the ground. Although, in our operations with the camera systems that we have on the drones, we're able to stand off from being right on top of people and we can zoom in.

Amy Simmons ([15:57](#)):

Yeah. The camera's awesome.

Scott Kensinger ([15:58](#)):

The cameras are high-definition cameras video and still photography.

Dan Hoffman ([16:04](#)):

Amy uses them all the time. You're one of our trained drone pilots.

Scott Kensinger ([16:10](#)):

She is.

Dan Hoffman ([16:11](#)):

You use it for general communications stuff.

Amy Simmons ([16:15](#)):

We just like to take pretty pictures. [Laughs]

Dan Hoffman ([16:16](#)):

Hey, we get some great photos and it saves us some money because we don't have to hire someone for a lot of the footage that we use for different communications. Amy, tell me about the process of getting certified, licensed, whatever it is.

Amy Simmons ([16:32](#)):

Licensed. Licensed pilot, basically.

Dan Hoffman ([16:35](#)):

Yeah. Like with a photo and everything?

Amy Simmons ([16:37](#)):

Not a photo, but I did have the card. Yeah. Caitlin does too. We both have one. We went through the training. How many months was it? Did we train? Six months?

Scott Kensinger ([16:47](#)):

Yeah.

Amy Simmons ([16:49](#)):

It was a long process and very involved in a lot of laws. We had to learn about weather the same way that manned aircraft pilots have to learn about weather. And that was a little overwhelming to go back to school.

Dan Hoffman ([17:02](#)):

So they don't get struck by lightning or what?

Amy Simmons ([17:04](#)):

You don't want to send something up if the weather's not right cause then it could cause someone to get hurt or you could lose it, damage it. So there's a lot of things to remember and know every time you go up and there's a lot of regulations, a lot of things that you have to document. So it was a lot of training. It was a little overwhelming, but we had to maintain that what every two years?

Scott Kensinger ([17:25](#)):

Every two years you have to recertify.

Dan Hoffman ([17:27](#)):

How long have we had drones?

Scott Kensinger ([17:30](#)):

February of 2018 Council approved our program. And initially it was proposed to them as a support for public safety and at the time, the City Manager said let's broaden this and make it for all public services.

Dan Hoffman ([17:47](#)):

Cool.

Scott Kensinger ([17:48](#)):

All City services. I'm glad we did that because it's really opened up a lot of arenas for us.

Dan Hoffman ([17:55](#)):

Now, we did have some mishaps in the early days of the program.

Amy Simmons ([17:59](#)):

[Laughs]

Dan Hoffman ([17:59](#)):

The rumor is. Is there still a drone out in Wilkins Lake somewhere?

Scott Kensinger ([18:03](#)):

We retrieved that.

Dan Hoffman ([18:03](#)):

We got it back? Okay.

Scott Kensinger ([18:05](#)):

We have it and it will hang on the wall.

Dan Hoffman ([18:10](#)):

It happens.

Scott Kensinger ([18:11](#)):

Yes, it does.

Dan Hoffman ([18:12](#)):

But these days, we've got how many in the fleet, so to speak.

Scott Kensinger ([18:16](#)):

Right now we have five and we are scheduled to have five more in the very near future.

Dan Hoffman ([18:23](#)):

Awesome. And how many licensed pilots that we have?

Scott Kensinger ([18:27](#)):

At this point, we have 10.

Dan Hoffman ([18:28](#)):

Oh, great.

Scott Kensinger ([18:29](#)):

We have another class beginning in November and we're seeking more City employees to join the team as long as it's applicable to their job. We looked to the department heads to figure that part out.

Dan Hoffman ([18:43](#)):

We just approved some more money for the program using our American Rescue Plan funds. What kinds of equipment are we getting with that?

Scott Kensinger ([18:52](#)):

We're ordering five more drones. One is for precision mapping for GIS. Two are for public safety that have thermal imaging capabilities. And two are for our SWAT team for indoor flying. Low levels indoor flying.

Dan Hoffman ([19:11](#)):

Very cool. We've got something coming up in September where the public might see some more drones flying around. What's that?

Scott Kensinger ([19:19](#)):

We do. We're working with the Virginia Flight Information Exchange (FIX). That's part of the the Center for Innovative Technology (CIT) and we're developing test scenarios for using drones to enhance our City services or kind of automate our City services. On September 20th, the whole week of September 20th, we have some scenarios laid out and one of the scenarios is to utilize the wireless water meter on a drone to see if we can do that autonomously. Second one is precision mapping. Third one is energy loss calculations over older structures. We can look at possibly getting grant funding to upgrade buildings. Trees for the Arborist. Testing or looking at health management.

Dan Hoffman ([20:21](#)):

Can they detect spotted lanternflies?

Scott Kensinger ([20:23](#)):

I don't think they can do that. I wish. [Laughs]

Amy Simmons ([20:25](#)):

[Laughs] That would be amazing!

Scott Kensinger ([20:25](#)):

And unfortunately we can't eradicate from that.

Dan Hoffman ([20:28](#)):

Oh. We can't spray something.

Amy Simmons ([20:28](#)):

We could've drop something on them.

Scott Kensinger ([20:34](#)):

We're really looking forward to that. There's a company that is working with the CIT and they're going to be conducting the operations throughout the city. C.

Amy Simmons ([20:46](#)):

Certain neighborhoods.

Scott Kensinger ([20:48](#)):

In certain neighborhoods, you might see drones flying in the air.

Dan Hoffman ([20:50](#)):

Very cool. Anything else we should know about some smart city stuff we're doing?

Scott Kensinger ([20:56](#)):

Yeah. Smart cities. We're really, again with the CIT and the Flight Information...

Amy Simmons ([21:03](#)):

Did you say what CIT stands for?

Scott Kensinger ([21:04](#)):

Ugh, yeah.

Amy Simmons ([21:04](#)):

[Laughs] Caught ya. [Laughs]

Dan Hoffman ([21:10](#)):

Center for...

Scott Kensinger ([21:10](#)):

Center for Innovative Technology.

Dan Hoffman ([21:13](#)):

There you go.

Scott Kensinger ([21:13](#)):

Sorry.

Amy Simmons ([21:14](#)):

I couldn't remember if you said or not.

Scott Kensinger ([21:15](#)):

Yeah, we're working with them to provide some sensors, different types of sensors in the city, one being flood sensors. We were able to deploy two flood sensors right when hurricane or tropical storm Ida came through and we're able to really get some good data.

Dan Hoffman ([21:33](#)):

In Town Run somewhere?

Scott Kensinger ([21:34](#)):

Town Run, Abram's Creek, and we have two more going in today, actually.

Dan Hoffman ([21:38](#)):

Oh, wow.

Scott Kensinger ([21:39](#)):

One at Hoge Run at the southern side of the city, and then another one on Abrams Creek. And that's gonna help our City Engineer with the her stormwater stuff, and the flood insurance program that we maintain. It's really good data. All that data goes back into a generalized database where we can see it on a dashboard and we can look at all the sensors throughout the Commonwealth. And just look at, you

know, what water is doing in the community. We have that we're going to be implementing some weather sensors. Hopefully, we're going to get into road temperature sensing so that we can determine whether to apply chemicals or salt.

Amy Simmons ([22:25](#)):

Justin's gonna love that.

Scott Kensinger ([22:26](#)):

We're looking at that. There's aviation sensing where we can track all the aircraft that's going over ahead of us so that we can also apply that to our operations as we use drones more and more in the city.

Dan Hoffman ([22:45](#)):

Very cool.

Scott Kensinger ([22:45](#)):

Yeah. It's a lot of good technology.

Dan Hoffman ([22:48](#)):

Lot of stuff going on. Awesome. Well, thank you very much for stopping in, bringing us up to speed on this. If somebody wanted to know a little bit more about what we're doing, do we have any of this on the website?

Amy Simmons ([23:00](#)):

We do not. We need to.

Scott Kensinger ([23:01](#)):

Need to get that out on the website.

Dan Hoffman ([23:03](#)):

You guys get on that.

Amy Simmons ([23:05](#)):

We're getting on it!

Dan Hoffman ([23:05](#)):

And of course, if you have any questions about drones or where they're allowed. I'm going to go ahead and appoint Amy as the person to answer your questions you can easily find Amy on the City's website. All right. Thank you very much, Scott.

Scott Kensinger ([23:22](#)):

Thank you. Have a good day.

Amy Simmons ([23:25](#)):

See you flying.

Dan Hoffman ([23:26](#)):

So that was Scott. We should have him back at some point to talk about emergency radios and a general emergency management stuff.

Amy Simmons ([23:35](#)):

We don't talk enough about that.

Dan Hoffman ([23:37](#)):

Yeah, you're right. Maybe coming up into, I mean, we don't really get [hurricanes], although Ida. We still got the remnants of Ida. We don't really get hurricanes here.

Amy Simmons ([23:47](#)):

It's winter that we need to talk about.

Dan Hoffman ([23:48](#)):

Winter. Exactly. Maybe leading up to a snow season, we'll have him talk a little bit about the EOC and the Emergency Operations Center and what that emergency management apparatus involves. All right, Amy. What do we have coming up that people should know about?

Amy Simmons ([24:10](#)):

Well, you talked about the trash carts. That was one of the things I wanted to talk about.

Dan Hoffman ([24:14](#)):

Sorry to steal your thunder.

Amy Simmons ([24:14](#)):

I know. That's all right. But one thing I wanted to mention that we didn't talk about earlier in the podcast was another question that we get is 'when do I start using my new can'. Immediately.

Dan Hoffman ([24:26](#)):

Immediately.

Amy Simmons ([24:26](#)):

Stop using your old can and we can pick it up if you no longer want it. We hope you reuse it for recycling or yard waste, but if you no longer want it, set it out at the curb on your collection day, empty of course with a sign or a note that says you want to throw it away and our crew will pick it up.

Dan Hoffman ([24:44](#)):

Throw away. Just put a big something, maybe not a post-it note that's going to blow off in the night, but put something on it that says throw away and they will take it and get rid of it. I've got two cans that are relatively new that I'm thrilled to have an extra can. I'm going to put one will be for my yard waste. One will be for kind of in my shed. I'm excited to be able to move those to other parts of my house.

Amy Simmons ([25:14](#)):

I wonder if you can turn it, if it has a lid, I wonder if you can turn it into like a rain barrel or something. I'll have to ask our engineer.

Dan Hoffman ([25:19](#)):

That's a Mike Neese question. I bet Mike would know.

Amy Simmons ([25:22](#)):

Yeah. And Kelly also, she does how to make a rain barrel training.

Dan Hoffman ([25:25](#)):

Oh really? I did not know that.

Amy Simmons ([25:27](#)):

Yeah, but I don't know if you can use a trashcan. Or for composting?

Dan Hoffman ([25:32](#)):

Composting, I bet you could. Yeah. You gotta probably punch a few holes in it. Anyways, I'm sure there's plenty of different things, but I trust that everybody in the city is smart enough to figure out what to do with the trash can they don't want.

Amy Simmons ([25:44](#)):

But if they don't want to figure it out, they want to get rid of it, we'll pick it up. Just let us know. We talked about contacting Public Works if they have questions. So that number is 540-667-2106. And the email we're still using is cartsizes@WinchesterVA.gov. So if you want to swap out a can, or if you have a question you can just email that and somebody will get right back to you. So the outdoor pool has closed for the season officially. But the indoor pool has reopened. Today's the day. Renovations have been completed and now the indoor pool is open for lap swimming, therapeutic swim, general swim, and aqua fitness classes. The schedule's on the website. And last but not least. Have we talked about the two assistance programs for past-due water bills?

Dan Hoffman ([26:32](#)):

I know we have one. I don't think we've talked about it on the podcast.

Amy Simmons ([26:34](#)):

We have two programs. We have one that will directly pay for all or some of the past due bill. If you've been impacted by COVID, you just have to apply and let us know that. And then the other one is a payment plan that you can do either a 24, 12 or a six month program. And there's one form. You just tell us which way you want to go. You can do both and we need to get everybody caught up because October 1st, we're going to start water shut offs.

Dan Hoffman ([27:03](#)):

Hmm. So many ways for you to get assistance. I say this without exaggeration, there's really no reason for someone's water to get shut off. At this point, we've got hundreds, literally hundreds of thousands of dollars sitting ready to help those who need it.

Amy Simmons ([27:21](#)):

And this is our second program.

Dan Hoffman ([27:22](#)):

It's the second time we've done it. I know COVID has hit a lot of folks hard and even with Delta, there's still cause for concern about the impact of Delta on the economy, but our unemployment numbers are low. You can't go down any street in this city without seeing signs that people are hiring. But if you are in a situation where you need help, there is help available.

Amy Simmons ([27:54](#)):

And we want to provide that help.

Dan Hoffman ([27:54](#)):

We want to provide that to you. So make sure if you are in that situation please go check out the resources that are made available to you.

Amy Simmons ([28:03](#)):

Yep. We have friendly staff that are willing to help in any way they can. And the online application is at WinchesterVA.gov/utilities. So apply now. The shut offs won't happen unless you're not on a payment plan or unless you're not adhering to the payment plan. As long as you can get on it and you can stay current, nothing's going to happen and we're going to work with anybody as best we can. It's not like we're just gonna immediately start shutting things off.

Dan Hoffman ([28:29](#)):

Absolutely. If it gets shut off, it's because that person has not made the attempt to try to get some assistance because assistance is available.

Amy Simmons ([28:39](#)):

Exactly. And that's all I have.

Dan Hoffman ([28:41](#)):

Alrighty. So hope to see some folks out at the meeting tomorrow. Hopefully, say some good things if you want but of course, public comment is for anybody who wants to be heard. So hopefully, I see a few of you guys out tomorrow night and until then, see you in City Hall.