

Subject: DES- Facilitating Street Light Issues Between Residents, VDOT, and Dominion.

**FY 2019 Proposed Budget
Budget Work Session Follow-up**

4/6/2018

The following information is provided in response to a request made by John Vihstadt at the work session on 3/9/2018, regarding the following question:

How could we do a better job facilitating street light issues between residents, VDOT and Dominion?

With the County Board's additional investment in the Street Light program in FY 2018, County staff has been able to improve responsiveness and collaboration with our partners in Dominion Energy (DE) and the Virginia Department of Transportation (VDOT). The County now conducts an annual streetlight service survey. Outages are identified, then reported to either DE or to the County's own maintenance request system. In addition to the annual survey, the County follows the steps and processes described below to respond to street light issues.

1. Beginning in 2016, County owned LED streetlights were equipped with smart devices that proactively alert staff of any malfunction. Unfortunately, the lights owned by DE and VDOT are not equipped for such self-reporting. In between conducting our annual outage patrol, staff relies on citizen reporting of street light outages.
2. When a streetlight outage is reported to the County, the streetlight team conducts a field check to confirm the location and ownership of the reported streetlight. If a DE light is reported, County staff submits the repair request to DE on behalf of the resident.
3. Specifically, on Dominion Energy owned lights, staff are involved in the following areas to streamline DE responses on streetlight issues within the County:
 - a. County staff monitors the outage reported to the DE database. County staff has a quarterly coordination meeting with DE's streetlight maintenance team to discuss and follow up on many issues, with reported outages being one of the agenda items.
 - b. When a DE streetlight repair is extensive -- for example, requiring a right-of-way permit -- staff prioritize the permitting process as a courtesy so DE can fix the issue quicker.

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- c. Staff is also negotiating with DE through Virginia Energy Purchasing Governmental Association (VEPGA) to develop a dashboard to provide progress in real-time to requesting residents.
- 4. VDOT street lights: There are less than 600 VDOT lights in the County, mostly concentrated in the immediate vicinity of on/off ramps and bridges associated with the VDOT-controlled limited access highways, such as I-66, I-395, Route 110 and sections of Washington Boulevard. When County staff receives a request for VDOT lights, those requests are routed to the VDOT call center. If there are systemic problems with the maintenance/repair of VDOT-owned lights in specific locations, staff raises this issue at the monthly interagency management coordination meeting.