



# The Civic League Ledger



## October 2024

### Stormwater Project Updates Public Meeting

Mark your calendar for Thursday, October 10, 6 – 8 p.m. open house hosted by Public Works at Bow Creek Rec Center. There will be brief updates on stormwater projects, information stations and a chance to ask questions and provide comments. Check out the City's link below for more information on "The Ripple Effect" and our area specifically.

<https://pw.virginiabeach.gov/stormwater/flood-protection-program/windsor-woods-plaza-the-lakes>

### Nov. 5, 2024 – Election Day

Eligible voters will select a City Council representative in districts 1, 3, 5, 7, and 8 (special election); and School Board representatives in districts 1, 3, 4 (special election), 5 and 7. All other districts will not select a City Council or School Board representative for their district in this election. All voters will select a Sheriff and mayoral representative.

In-person Early Voting at VB  
Municipal Center  
2449 Princess Anne Road  
(Building 14)  
Mon. – Fri., 8 am – 5 pm

Additional in-person dates at nearby  
locations (Central Library and  
Kempsville Area Library) on  
Oct. 26, 28 and Nov. 2  
8 am – 5 pm

**VB Sample Ballot by District [Here](#)**

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[Princess Anne Plaza](#)

[Civic League](#)

*General league meetings are the  
**SECOND Tuesday** of the month  
(except July and August)  
and begin at 7 p.m.*

**2024 Dates**

**October 8**

November 12

December 10

**Place**

Bow Creek Recreation Ctr.  
3427 Club House Road

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**Our PAPCL email address:**

[PAPCivicLeague@gmail.com](mailto:PAPCivicLeague@gmail.com)

**Our PAPCL website:**

<https://princessanneplazacivicleague.gov/addysites.com>

*Both the following links take you to the  
PAPCL Facebook page; however, the  
first link title is edited and renamed  
for user convenience.*

[PA Plaza Civic League Facebook](#)

<https://www.facebook.com/PrincessAnnePlazaCivicLeague>

### President's Corner

Hello PAPCL members and friends, welcome to October! I trust everyone has gotten their cooler weather clothing out of the attic and are already raking the falling leaves. How many have bought that 10 lbs. of Halloween candy, and you already hidden 5 lbs. of it? Happy Halloween!

We have some good news to report. The Economic Development Department has informed me that the request to put a new sign on the east end of S. Plaza trail has been approved. It will replace the old sign that was damaged in December 2023. The Board will be meeting with our liaison on October 8th to continue design details. Stay tuned!

After several hours of careful consideration and discussion regarding our League Constitution and By-laws, your Board has updated language, policy, and how we can move our organization forward. The changes will be presented at the October meeting, and will be voted on at the November meeting. We hope to see you on Tuesday, October 8, and please, bring a friend!



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Serving: Bow Creek, Brookwood, Carriage Hill, The Lakes, North Gate, Ocean Garden,  
Princess Anne Plaza, Windsor Forest, Windsor Oaks, Windsor Oaks West, Windsor Woods

## **VBCCO Mayoral Forum**

On September 23, the Virginia Beach Council of Civic Organizations (VBCCO) hosted a mayoral forum with all five candidates present. An initial estimate had 275 citizens attending.

If you weren't able to make that forum, click on the link below for a rough cut YouTube video. A more polished video is being prepared and will be posted on VBCCO social media. The rough cut runs just over two hours.

VBCCO President Rick Boyles and Executive Board members conducted the forum, asking questions posed in advance by the registrants. Several volunteers assisted that night in many roles, from getting attendees checked in and distributing candidate campaign information to videotaping the forum.

[VBCCO Mayoral Forum \(Rough Cut\)](#)

## **September PAPCL Meeting Highlights**

-A City rep gave an update on the new Bow Creek pump station and pipe installation, noting nearby homes will receive a preconstruction survey notice, and there will be traffic diversions once construction begins.

-Councilman Berlucchi spoke about the neighborhood sign replacement he was able to secure; traffic concerns caused by the S. Plaza Trail stormwater project work and signal light adjustments; and responded to several questions on various topics.

-Michael Mundy gave project updates for our area, including the Old Forge Rd project should be done by the end of the year; all four tide gates at Mt. Trashmore are in, top decking is being built; the project completion date of April 2025.

-Windsor Wood Library is accessible during construction.

-Treasurer's report noted five new members joined at the June picnic. Our balance on hand is \$3777.76, including the \$1100 insurance payout for the neighborhood sign damaged last year.

## **Amazon Connect – The City's New Non-Emergency Call System**

Earlier this year, the City implemented what is said to be its first public-facing AI (artificial intelligence) solution — a call diversion tool called [Amazon Connect](#). The main goal is to reduce the number of non-emergency and informational calls managed by live agents who also answer higher priority 911 calls. In turn, this would reduce hold times for non-emergency line callers and increase the availability of agents for true emergency calls.

Residents can dial the City's non-emergency line, 757-385-5000, and request help in their own words, and the natural language processing of the system will answer their question directly, transfer them to a live agent for help, or send them relevant information via text message. A data collection trial was held to develop a list of common call types guided by the actual language used to make the requests, voice responses and relevant links to the City's website. As more residents interact with the system, it will "learn" based on interaction and refine answers over time to deliver the most accurate information possible.

In the first month after the service went live, 36% of all incoming calls to the non-emergency line were handled completely by Amazon Connect or transferred to more appropriate departments while 3% of calls were identified as likely emergencies and prioritized above other calls. Callers reported shorter hold times and 911 telecommunicators reported that live calls were generally for more complex situations that required their intervention.

## **Plaza Volunteer Rescue Squad (PVRs) Fall Fundraiser**

All PVRS members are national and/or Virginia certified Emergency Medical Technicians, volunteers who serve our community for over 61 years. They rely on financial assistance to purchase lifesaving equipment and vital supplies needed to respond to calls and save lives. Every donation makes a difference in a patient's life and a member's ability to respond to calls.

Please consider donating to the PVRS when you receive their fall fundraising letter. You can donate by mailing a check; selecting Plaza Volunteer Rescue Squad as the recipient through the United Way of South Hampton Roads; registering your Kroger card and choosing Plaza Volunteer Rescue Squad (or AD212); or donating at [www.HelpPlaza.org](http://www.HelpPlaza.org),

Be sure to check out new PVRS website at [www.PlazaRescue.com](http://www.PlazaRescue.com) !

## **Draining Your Pool the Right Way**

Summer has drawn to an end and so has pool season. It's important to close your pool the right way to enjoy future pool seasons, and not create other problems. The City recommends you dechlorinate your pool by letting water stand untreated for a week (you can add sodium thiosulphate to break it down faster); check the pH and only drain clear water (pH should be between 6.5 and 8.5 before draining); and drain pool water into well vegetated areas on your property as it will help further dechlorinate on the way to the storm drain.

Chlorinated and salt water from pools that are discharged into storm drains pollute as almost all storm drains pipe directly to the nearest river or bay, harming both aquatic life and the environment.

Dues remain only \$12 per year per family/household, with the new membership year beginning in September. Your dues support the civic league in the publication of the newsletter, social media, participation in community events, local church food pantries, and more. Thank you for your continued support and for renewing your membership.

<b>Renewal &amp; New Membership Form</b> Enclose this form with your payment of \$12	
Last Name	First Name
Street Address in ZIP Code 23452	
Telephone #	Cell Phone #
E-Mail Address For Newsletter Delivery. Please print clearly. Your information is for use only by the PAPCL.	
Can you help the League by serving on the Executive Board or a Committee  <div style="text-align: center;">           Yes _____ No _____         </div>	
Mail to: PAPCL - Membership Committee PO Box 2412 Virginia Beach, VA 23450-2412	

<b>PRINCESS ANNE PLAZA CIVIC LEAGUE</b> <b><u>Executive Board Members</u></b>  <i>The area code for contact telephone numbers is 757 unless otherwise noted.</i>	
<a href="#">President Buddy Wall</a> (203) 910-9282  <a href="#">Recording Sec. Frances Sansone</a> 486-4208  <a href="#">Corresponding Sec'y Sandra Shinabarger</a> 375-5885  <a href="#">Trustee Betty Warren</a> 498-0915  <a href="#">Trustee M Ruth Snider</a> 431-9063	<a href="#">1st Vice President Matthew Hamaker</a> 617-7905  <a href="#">Treasurer Vickie Bright</a> 284-8979  <a href="#">Past President Clint Mills</a> 409-7755  <a href="#">Trustee Phyllis Elms</a> 486-6506  <a href="#">Trustee Cameron Turner</a> (804) 350-5150
<b>Committees</b>	
<a href="#">Newsletter/Advertising, Frances Sansone</a> 486-4208  <a href="#">Newsletter Editor, Frances Sansone</a> 486-4208	<a href="#">Flooding Chairman, Bob Jennings</a> 498-3842  <a href="#">Membership Chair, M Ruth Snider</a> 431-9063
Eff. September 2024	

**Advertise with the PAPCL!** Rates have not changed in over 20 years. Our newsletter is distributed to PAPCL members, numerous City and School Board officials, the Virginia Beach Council of Civic Organizations (VBCCO), supporters and advertisers. Newsletters are also posted on our website (under the Newsletter tab), Facebook page, and emailed directly to individuals who have provided us with an email address.

**Our newsletter is published ten times a year, and there is 10% discount with a year's paid advertisement.**

**Rates per newsletter issue: 1/8th page - \$10      1/4th page - \$20      1/2 page - \$40      Full page - \$80**



Michael  
**BERLUCCHI**  
CITY COUNCIL  
OUR COUNCILMAN

(757) 407-5105  
MBERLUCC@VBGOV.COM

PAID FOR AND AUTHORIZED BY FRIENDS OF MICHAEL BERLUCCHI

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