

Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Tuesday, January 21, 2025 4:00 PM
To: Youstic, Carole L. - Finance
Cc: Atkinson, Jamie N. - Finance
Subject: FW: Black out dates and Mandatory overtime

Dear Team,

This email is to inform you that a black out period for time off requests and mandatory overtime will be required for the Business, Delinquent Collections and the Personal Property Units from January 20, 2025 to April 15, 2025 due to the critical project deadline for the new Business Portal, Quality Control review for delinquent Personal Property billings and the high volume of work associated with testing and keeping the RVA311 and RVAPAY tickets within our SLA period. You must be available for overtime Monday thru Friday evenings for 2 hours and available Saturday and Sunday, depending on the work load.

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Important Considerations:

- Please notify your direct supervisor if you have any scheduling conflicts or medical reasons that would prevent you from working overtime during this period.
- If you are unable to work the required overtime, please discuss alternative arrangements with your manager as soon as possible.
- Overtime will be compensated at overtime pay rate, if applicable.
- Individual productivity will be monitored via the daily metrics counts and will be addressed if not meeting the daily standards

We appreciate your flexibility and commitment to meeting these critical deadlines.

Sincerely,



John Leybold
Revenue Manager
Tax Enforcement and Delinquent
Collections Department of Finance
900 E. Broad St. | Richmond VA 23219-2901
Office: (804) 646-7427 | Cell: (804)357-4547
Fax: (804) 646-3899
john.leybold@rva.gov

Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Friday, January 10, 2025 2:14 PM
To: Atkinson, Jamie N. - Finance
Subject: Black out dates and Mandatory overtime

Good Afternoon,

I'm combining the email to include the blackout dates and mandatory overtime. Let me know if there is anything else you would like to add or change.

Dear Team,

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Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Tuesday, January 21, 2025 12:45 PM
To: Atkinson, Jamie N. - Finance; Logan, Gineen E. - Finance; Coleman, Vera P. - Finance; Randolph, Zachary W. - Finance; Hoffman, Jacob - Finance; Hetzel, John A. - Finance; Walker, Alfred R. - Finance; Mainous, Martha A. - Finance; Swann, Calvin L. - Finance; Mitchell, Katina L. - Finance; Franklin, Maleah N. - Finance; Cotman, Q'Nique A. - Finance; Pringle, Jaelyne S. - Finance; Williams, Hope M. - Finance; Walker, Mikal I. - Finance; Wilson, Anthony M. - Finance; Williams, Sue L. - Finance; Thompson, Samora E. - Finance; Fleming, Marlo L. - Finance; Freeman, Alfred T. - Finance; Kibria, Ghulam - Finance
Cc: Brown, Kelvin L. - Finance; Clarke, Amber R. - Finance; Gadson, Thomasena N. - Finance; Seward, Anne - Contractor
Subject: RE: Mandatory Overtime Saturday 10-2

Thank you Jamie

From: Atkinson, Jamie N. - Finance <Jamie.Atkinson@rva.gov>
Sent: Tuesday, January 21, 2025 12:23 PM
To: Leybold, John E. - Finance <John.Leybold@rva.gov>; Logan, Gineen E. - Finance <Gineen.Logan@rva.gov>; Coleman, Vera P. - Finance <Vera.Coleman@rva.gov>; Randolph, Zachary W. - Finance <Zachary.Randolph@rva.gov>; Hoffman, Jacob - Finance <Jacob.Hoffman@rva.gov>; Hetzel, John A. - Finance <John.Hetzel@rva.gov>; Walker, Alfred R. - Finance <Alfred.Walker@rva.gov>; Mainous, Martha A. - Finance <Martha.Mainous@rva.gov>; Swann, Calvin L. - Finance <Calvin.Swann@rva.gov>; Mitchell, Katina L. - Finance <Katina.Mitchell@rva.gov>; Franklin, Maleah N. - Finance <Maleah.Franklin@rva.gov>; Cotman, Q'Nique A. - Finance <Q'Nique.Cotman1@rva.gov>; Pringle, Jaelyne S. - Finance <Jaelyne.Pringle@rva.gov>; Williams, Hope M. - Finance <Hope.Williams@rva.gov>; Walker, Mikal I. - Finance <Mikal.Walker@rva.gov>; Wilson, Anthony M. - Finance <Anthony.Wilson@rva.gov>; Williams, Sue L. - Finance <Sue.Williams@rva.gov>; Thompson, Samora E. - Finance <Samora.Thompson@rva.gov>; Fleming, Marlo L. - Finance <Marlo.Fleming@rva.gov>; Freeman, Alfred T. - Finance <Alfred.Freeman@rva.gov>; Kibria, Ghulam - Finance <Ghulam.Kibria@rva.gov>
Cc: Brown, Kelvin L. - Finance <Kelvin.Brown@rva.gov>; Clarke, Amber R. - Finance <Amber.Clarke@rva.gov>; Gadson, Thomasena N. - Finance <Thomasena.Gadson@rva.gov>; Seward, Anne - Contractor <Anne.Seward@rva.gov>
Subject: RE: Mandatory Overtime Saturday 10-2

I'll be providing lunch. Please let me know if you have any dietary restrictions.

From: Leybold, John E. - Finance <John.Leybold@rva.gov>
Sent: Tuesday, January 21, 2025 12:22 PM
To: Logan, Gineen E. - Finance <Gineen.Logan@rva.gov>; Coleman, Vera P. - Finance <Vera.Coleman@rva.gov>; Randolph, Zachary W. - Finance <Zachary.Randolph@rva.gov>; Hoffman, Jacob - Finance <Jacob.Hoffman@rva.gov>; Hetzel, John A. - Finance <John.Hetzel@rva.gov>; Walker, Alfred R. - Finance <Alfred.Walker@rva.gov>; Mainous, Martha A. - Finance <Martha.Mainous@rva.gov>; Swann, Calvin L. - Finance <Calvin.Swann@rva.gov>; Mitchell, Katina L. - Finance <Katina.Mitchell@rva.gov>; Franklin, Maleah N. - Finance <Maleah.Franklin@rva.gov>; Cotman, Q'Nique A. - Finance <Q'Nique.Cotman1@rva.gov>; Pringle, Jaelyne S. - Finance <Jaelyne.Pringle@rva.gov>; Williams, Hope M. - Finance <Hope.Williams@rva.gov>; Walker, Mikal I. - Finance <Mikal.Walker@rva.gov>; Wilson, Anthony M. - Finance <Anthony.Wilson@rva.gov>; Williams, Sue L. - Finance <Sue.Williams@rva.gov>; Thompson, Samora E. - Finance <Samora.Thompson@rva.gov>; Fleming, Marlo L. - Finance <Marlo.Fleming@rva.gov>; Freeman, Alfred T. - Finance <Alfred.Freeman@rva.gov>; Kibria, Ghulam - Finance <Ghulam.Kibria@rva.gov>
Cc: Brown, Kelvin L. - Finance <Kelvin.Brown@rva.gov>; Clarke, Amber R. - Finance <Amber.Clarke@rva.gov>; Atkinson,

Jamie N. - Finance <Jamie.Atkinson@rva.gov>; Gadson, Thomasena N. - Finance <Thomasena.Gadson@rva.gov>;
Seward, Anne - Contractor <Anne.Seward@rva.gov>

Subject: Mandatory Overtime Saturday 10-2

Importance: High

Good Afternoon,

Everyone is required to work overtime this Saturday, January 25, 2025:

- Everyone will be trained on how to assist citizen on logging into the new business portal and register
- Business Unit Staff will be crossed trained on different tax types
- PP and Delinquent Collections will work RVA311 and RVAPAY 311 tickets
- Other projects as assigned



John Leybold

Revenue Manager

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Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Monday, January 13, 2025 1:28 PM
To: Logan, Gineen E. - Finance; Coleman, Vera P. - Finance; Randolph, Zachary W. - Finance; Hoffman, Jacob - Finance; Hetzel, John A. - Finance; Walker, Alfred R. - Finance; Mainous, Martha A. - Finance; Swann, Calvin L. - Finance; Mitchell, Katina L. - Finance; Franklin, Maleah N. - Finance; Cotman, Q'Nique A. - Finance; Pringle, Jaelyne S. - Finance; Williams, Hope M. - Finance; Walker, Mikal I. - Finance; Wilson, Anthony M. - Finance; Williams, Sue L. - Finance; Thompson, Samora E. - Finance; Fleming, Marlo L. - Finance; Freeman, Alfred T. - Finance; Kibria, Ghulam - Finance
Cc: Brown, Kelvin L. - Finance; Clarke, Amber R. - Finance; Atkinson, Jamie N. - Finance; Gadson, Thomasena N. - Finance
Subject: Black out dates and Mandatory overtime

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Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Wednesday, January 8, 2025 4:22 PM
To: Atkinson, Jamie N. - Finance; Seward, Anne - Contractor; Gadson, Thomasena N. - Finance
Cc: White, Sheila D. - Finance
Subject: RE: Mandatory overtime draft email

Good Afternoon,

I made the changes to include QC delinquent personal property bills and monitoring individual productivity. Let me know if there is anything else you would like to add or change.

Dear Team,

This email is to inform you that mandatory overtime will be required for the Business, Delinquent Collections and the Personal Property Units from January 20, 2025 to April 15, 2025 due to the critical project deadline for the new Business Portal, Quality Control review for delinquent Personal Property billings and the high volume of work associated with testing and keeping the RVA311 and RVAPAY tickets within our SLA period. You must be available for overtime Monday thru Friday evenings for 2 hours and available Saturday and Sunday, depending on the work load.

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Sincerely,

From: Atkinson, Jamie N. - Finance <Jamie.Atkinson@rva.gov>

Sent: Wednesday, January 8, 2025 4:01 PM

To: Leybold, John E. - Finance <John.Leybold@rva.gov>; Seward, Anne - Contractor <Anne.Seward@rva.gov>; Gadson, Thomasena N. - Finance <Thomasena.Gadson@rva.gov>

Cc: White, Sheila D. - Finance <Sheila.White@rva.gov>

Subject: RE: Mandatory overtime draft email

Yep, and we definitely need to do that.

From: Leybold, John E. - Finance <John.Leybold@rva.gov>

Sent: Wednesday, January 8, 2025 3:57 PM

To: Atkinson, Jamie N. - Finance <Jamie.Atkinson@rva.gov>; Seward, Anne - Contractor <Anne.Seward@rva.gov>;

Gadson, Thomasena N. - Finance <Thomasena.Gadson@rva.gov>

Cc: White, Sheila D. - Finance <Sheila.White@rva.gov>

Subject: RE: Mandatory overtime draft email

Sounds good, I'll add those as well. I'll also add we will be monitoring their productivity via the daily metrics

From: Atkinson, Jamie N. - Finance <Jamie.Atkinson@rva.gov>

Sent: Wednesday, January 8, 2025 3:55 PM

To: Leybold, John E. - Finance <John.Leybold@rva.gov>; Seward, Anne - Contractor <Anne.Seward@rva.gov>; Gadson,

Thomasena N. - Finance <Thomasena.Gadson@rva.gov>

Cc: White, Sheila D. - Finance <Sheila.White@rva.gov>

Subject: RE: Mandatory overtime draft email

Should we include mention of the delinquent PP billings QC since we're including PP in this blast and that project is behind schedule?

Also looping Sheila in, in case she has feedback.

Thanks!

From: Leybold, John E. - Finance <John.Leybold@rva.gov>

Sent: Wednesday, January 8, 2025 3:34 PM

To: Atkinson, Jamie N. - Finance <Jamie.Atkinson@rva.gov>; Seward, Anne - Contractor <Anne.Seward@rva.gov>;

Gadson, Thomasena N. - Finance <Thomasena.Gadson@rva.gov>

Subject: Mandatory overtime draft email

Importance: High

Hello Team,

I drafted the below email for mandatory overtime. Please let me know what you think or if you would like to make any changes. This will give them advanced notice. Once everything is approved, I will send to all teams.

Dear Team,

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Crawford, Jeffrey R. - Finance

From: Leybold, John E. - Finance
Sent: Thursday, January 2, 2025 5:50 PM
To: Atkinson, Jamie N. - Finance; Gadson, Thomasena N. - Finance; Seward, Anne - Contractor; White, Sheila D. - Finance
Cc: Clarke, Amber R. - Finance
Subject: Business Unit Action Plan
Attachments: BUSINESS UNIT ACTION PLAN 010225.docx

Good Afternoon,

I have attached the business unit plan with assignments and dates. Let me know if you have any questions or concerns.

Respectfully,



John Leybold

Revenue Manager

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BUSINESS UNIT ACTION PLAN

Create 5 Teams to work Front Counter:

Teams	Person Assigned	Tax Type SME
Team 1	Q'Nique	BPP
	Zach R	BPOL
Team 2	Jacob	BPP
	John H	BPOL
Team 3	Jaelyn	BPP
	Zach A	BPOL
Team 4	Hope	BPP
	Katina	BPOL
Team 5	Samora	BPP
	Marlo	BPOL

Assignments:

Task	Assigned to	Start Date	Due Date	Notes
Posters/Post Cards for Lobby and satellite offices	Jamie	01/0/2025	01/13/2025	Roll Out Communication Plan
Set up Ambassador Desks	Amber	01/01/2025	01/13/2025	Need tables, printers for lobby
Set up tables with table clothes	Amber	01/01/2025	01/13/2025	Need tables, printers for lobby
QC all work	Jaelyn	01/06/2025	04/15/2025	QC all returns entered into RVAPAY
Staff Assignments from other units to assist at ambassador stations	Eric, Dominique and Brittany	01/13/2025	04/15/2025	List of staff from Control Team, Cash Operations and Real Estate
Hire Temporary Help	Jamie	01/02/2025	01/31/2025	Hire temps to assist keying in returns
Registering Business in the Field	Thomasina	01/02/2025	03/01/2025	Assign Tax Enforcement to help register businesses in the field
Mandatory Overtime Email	John	01/02/2025	01/06/2025	Send email to all staff advising mandatory OT night/weekends

Black Out dates email	Jamie/Thomasena	01/02/2025	01/06/2025	Set due dates for blackout dates and send email advising staff
Manage BU tickets	Kelvin	01/06/2025	04/15/2025	Monitor tickets and assign to staff members
Train Temporary Employees	Zach R and Jacob	01/06/2025	03/01/2025	Train temporary employees on keying BPP and BPOL returns
Front Counter Schedules	Kelvin, Gineen, Amber	01/06/2025	04/01/2025	Create Front Counter schedule for all units to include back ups
ATOM & Daily Coupon with insert	John	01/06/2025	01/13/2025	Work with Datmatx to mail out coupons
25 Non-compliance filing letter	Anne	01/02/2024	04/15/2025	Notice of Business Portal Filing Link
New Business License Letter	John	01/02/2024	01/13/2025	Welcome Packet advising of portals/va interactive/311
Weekly Cafes	Thomasena	01/2/2025	03/01/2025	Schedule Weekly Café meetings to introduce new portal
Establish white glove team	John	01/02/2025	01/13/2025	Establish a group of staff to reach out to citizens to assist in 25 portal