

NEW BERN



NORTH CAROLINA

Everything comes together here

Departmental Monthly Reports

August 2023

Table of Contents

Development Services.....	3
Finance.....	5
Fire.....	9
Human Resources.....	13
Parks & Recreation.....	14
Police.....	14
Public Utilities.....	16
Public Works.....	22
Water Resources.....	22
Attendance for Board Appointees.....	23

Development Services

Inspections:

Overview	2022 Year End	2023 YTD	July 2023	August 2023
Commercial Permits – New Construction	44	33	3	5
Residential Permits – New Single Family	227	164	7	30
Residential Permits – Additions/Remodels	178	128	17	18
Mobile Homes	23	6	1	0
Signs	33	30	2	0
Certificates of Occupancy – Residential	322	156	12	15
Certificates of Occupancy – Commercial	59	47	3	2
Zoning Violations (Chapter 15)		12	0	9
Nuisance Violations (Chapter 26)		159	38	70
Minimum Housing Violations (Residential) (Chapter 38)		19	4	4
Minimum Housing Violations (Commercial) (Chapter 39)		0	0	0
Total Permit Valuation	\$210,167,982	\$55,746,674	\$7,716,225	\$32,292,090.50

Economic and Community Development:

- Staff met virtually with partners of the East Carolina University US Economic Development Administration (EDA) in preparation of a TECH-HUB grant application the University is pursuing. If awarded, the City will be included in a regional quest to become leaders in the automation and robotic workforce (8/1st).
- Staff attended a meeting to discuss proposed access improvements for the workforce at the Bosch main plant located on Bosch Boulevard (8/17th).
- Staff worked with city attorneys and our CDBG Consultant to finalize the CDBG Housing Rehabilitation Program Policies and Procedures, the program application, and the sub-recipient agreements for the two firms contracted to administer this program. Staff and CDBG Consultant met individually with a representative of each sub-recipient to fully review the agreement (8/17th). This project is funded under the 2022 CDBG Annual Action Plan.
- Staff performed a CDBG-CV monitoring visit with RCS staff to ensure the program is being correctly administered.
- Staff assisted with the various Environmental Review Record (ERR) requirements for proposed projects in the 2023 Annual Action Plan.
- The City of New Bern and NCEM hosted the kick-off meeting for HMGP project 4393-0056 to elevate a total of twelve (12) different properties in the City (8/30th).
- Staff held a meeting of the Community Development Advisory Committee (CDAC) on 8/24th. The Community Development Advisory Committee consists of six (6) members, one from each ward, appointed by the Alderman from that ward. Terms of office are three (3) years and run from July 1 through June 30 or until a successor is appointed. All members must be residents of the City of New Bern. The purpose of the CDAC is to advise the Community Development staff and to assure that the CDBG Citizen Participation Plan encourages the participation of all citizens, including minorities, non-English speaking persons and persons with disabilities.

The CDAC meets on the fourth Thursday of the second month of each calendar quarter (February, May, August, November) or upon the call of the chair.

- Membership Roster
Ward 1- Corinne Corr
Ward 2-Carol Williams
Ward 3-Marshall Williams
Ward 4-Vernon Guion
Ward 5-James Woods
Ward 6-Della Walley
(All terms expire 06/30/2024)

Planning and Zoning:

- **Departmental Review Committee:** Reviewed a site plan for an addition to the Two Rivers Church on Neuse Blvd.
- **DRC Meeting:** We received and reviewed plans for: (1) Parking lot revisions for the Hilton Tapestry Hotel at 100 Craven Street, (2) An addition to the Craven County Health and Human Services Department at 2818 Neuse Boulevard.
- **Site Plan Reviews:** (1) A parking lot expansion for McCarthy Dental at 611 McCarthy Boulevard, the review is still in progress. (2) Parking layout revision suggestions to the approved site plan for the new pizza delivery and pickup business at 2400 Neuse Boulevard were provided to the owner.
- **Zoning Permits:** 61 Zoning Permits were issued.
- **Planning and Zoning:** Recommended revisions to the downtown parking standards were discussed at the September 5th meeting.
- **Blinking Lights:** Enforcement of blinking lights at stores began with lights being turned off at five stores in August and several more pending for action in September.

Historic Preservation Committee:

- Major CoAs issued: 1, 3 pending
- Minor CoAs issued: 0, 7 pending, at least 15 waiting for information from applicants.
- Tree Replacement Permits issued: 0

MPO:

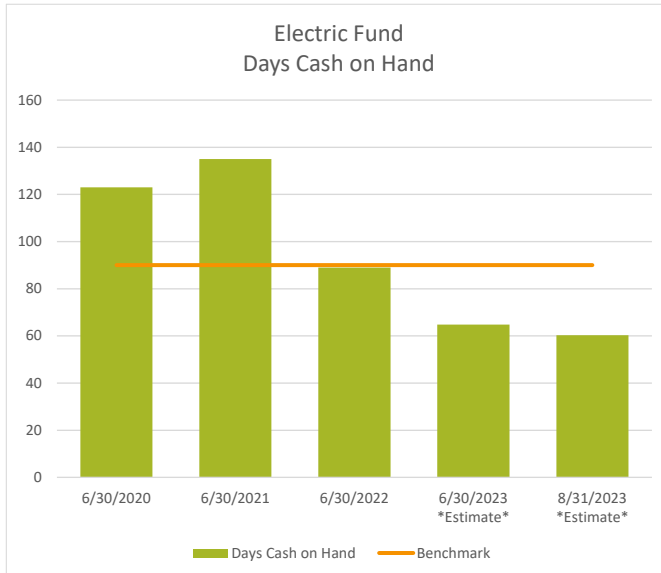
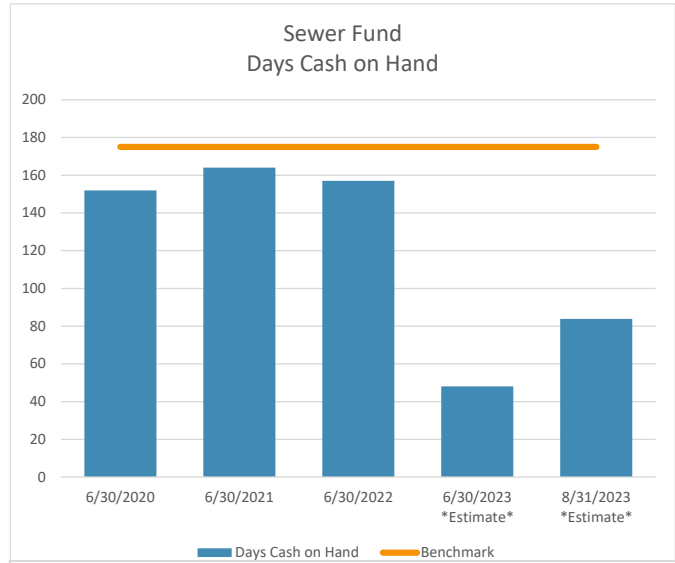
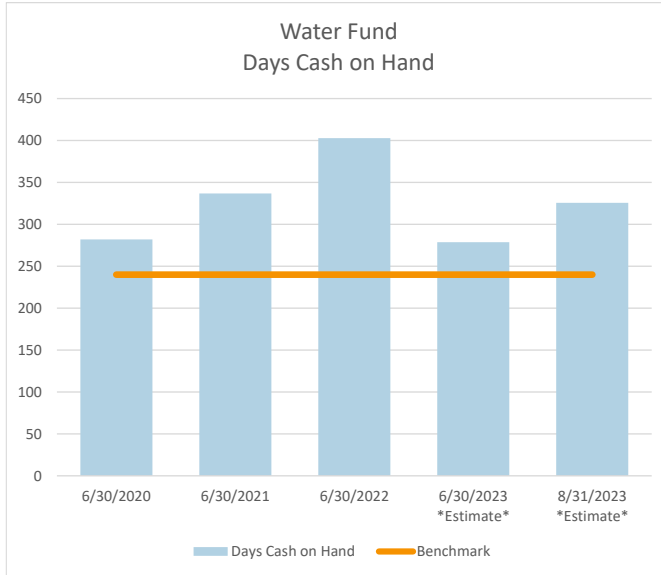
- Staff attended or held:
 - NCDOT Division 2 Meet & Greet – 8/1st
 - CCATS Meet & Greet – 8/1st
 - DERPO Meet & Greet – 8/1st
 - Grants Training with Finance – 8/1st
 - Craven County Meet & Greet – 8/2nd
 - NCDOT Division 2 Discussion – 8/2nd
 - EWN Meet & Greet – 8/3rd
 - USDOT Grant Program Webinar – 8/3rd
 - Neuse Blvd Corridor Analysis Kick-Off Call – 8/7th
 - River Bend Meet & Greet – 8/7th
 - Hwy 17 B Project Discussion with Craven County – 8/7th
 - Rotary Meeting – 8/8th
 - NCDOT Automated Proposal Training – 8/9th
 - NCDOT IMD Transit Meeting – 8/9th

- New Bern Bike/Pedestrian Plan Meeting with Aldermen Brinson – 8/11th
- CARTS TAB Meeting – 8/16th
- Public Works Projects Discussion – 8/16th
- TAC Meeting – 8/16th
- P7 Public Involvement Open House – 8/16th
- Sun Journal Interview – 8/17th
- BSH Sidewalk Project Discussion – 8/17th
- WNCT Interview – 8/17th
- Strategic Plan Presentation Discussion – 8/21st
- NCDOT De-Urbanization Discussion – 8/21st
- NC 43 Connector Discussion with Craven County and NCDOT – 8/22nd
- NC 43 Connector Discussion with Developer – 8/22nd
- NCAMPO Conference Review – 8/22nd
- CRP Funds Discussion with NCDOT – 8/23rd
- P7 Airport Project Discussion – 8/23rd
- Town of Bridgeton Meet & Greet – 8/23rd
- NCDOT IMD Multimodal Updates Webinar – 8/24th
- TCC Meeting – 8/24th
- CARTS Info Discussion with Foster – 8/28th
- TREDIS Intro Meeting – 8/28th
- Commissioner Mitchell Meeting – 8/30th
- NCAMPO Conference Call with Consultant – 8/30th

Finance

ENTERPRISE FUNDS – CASH ON HAND

FUND	AS OF 6/30/2020 Audited	AS OF 6/30/2021 Audited	AS OF 6/30/2022 Audited	AS OF 6/30/2023 *Estimate*	AS OF 8/31/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 33,863,181	\$ 27,954,421
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 32,391,979	\$ 26,425,049
Unassigned Fund Balance	21.18%	30.34%	37.30%	N/A	N/A
Unassigned Fund Balance Excluding Hurricane Fund Balance	32.15%	46.88%	52.10%	N/A	N/A



Benchmarks reflect the Minimum Operating Cash Reserve Levels established in the Utility Cash Reserve Policy adopted December 3, 2014. Minimum Days Cash on Hand:

Electric | 90 days

Water | 240 days

Sewer | 175 days

Actual Days Cash on Hand for each fiscal year are determined after the completion of the Annual Comprehensive Financial Report. The amounts above are estimates based on current financial information.

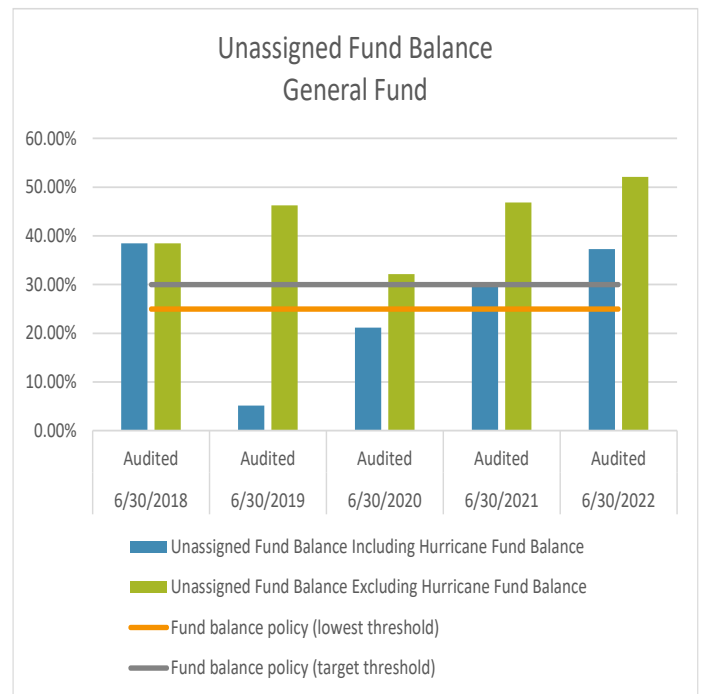
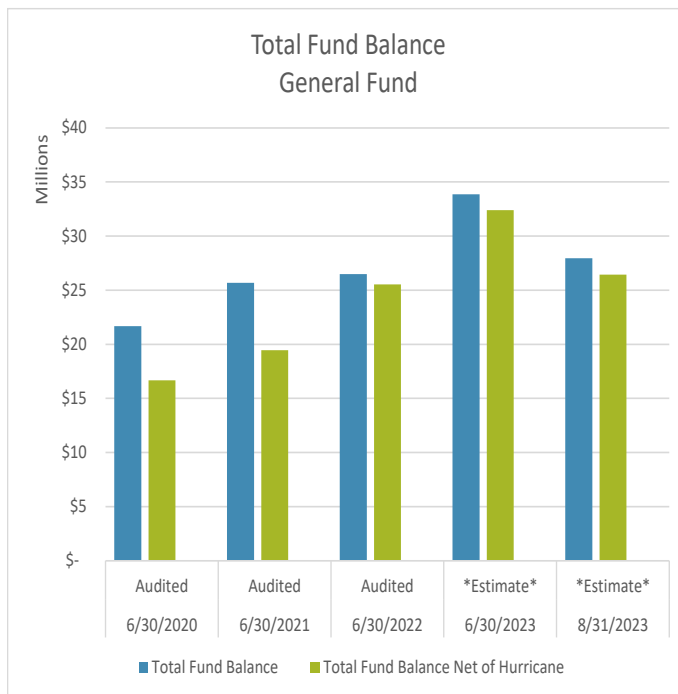
GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023 *Estimate*	AS OF 8/31/2023 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,864,888	27,207,518
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,632,624)
Dorian Fund	(1,457,187)	(424,424)	(424,424)	(341,513)	(330,288)
Isaias Fund	-	(386,919)	4,889	4,889	42,840
Net General Fund	9,320,313	15,681,592	18,860,943	28,045,127	24,287,446

GENERAL FUND-FUND BALANCE

FUND	AS OF 6/30/2020 Audited	AS OF 6/30/2021 Audited	AS OF 6/30/2022 Audited	AS OF 6/30/2023 *Estimate*	AS OF 8/31/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 33,863,181	\$ 27,954,421
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Unassigned Fund Balance Excluding Hurricane Fund Balance	32.15%	46.88%	52.10%	N/A	N/A

Actual Fund Balance for each fiscal year is determined after the completion of the Annual Comprehensive Financial Report. The estimates are based on current financial information.



The chart on the left illustrates the total fund balance (includes all types of fund balance) and the chart on the right illustrates only the unassigned (non-appropriated) fund balance.

In the respective charts, the blue bar represents the fund balances if there were no hurricane funds; the green bar represents the fund including hurricane fund deficits. Benchmarks reflect the fund balance policy adopted February 27, 2018, where the City shall maintain Available Fund Balance of at least 25% for the General Fund and shall strive to maintain approximately 35%.

FEMA RECONCILIATION

Reconciliation report for Hurricane Florence Costs and FEMA and Insurance Reimbursements
For the period ending: 8/31/23

Category	Obligated by FEMA*	Insurance funds received	Total for Project	Paid by City	Rec'd from FEMA	% Reimbursed	Payments in process from FEMA	Due from FEMA**	Notes
Police & Fire	\$ 1,009,158		\$ 1,009,158	\$ 1,009,158	\$ 872,415	86%	\$ 136,743	\$ -	1, 2
Stanley White	7,506,649	500,000	8,006,649	886,656	852,723	96%		33,932	
Miscellaneous Projects	2,843,279	324,634	3,167,913	794,819	132,718	17%		662,101	5
Drainage CAT A*	32,769,995		32,769,995	5,269,053	5,225,112	99%		43,941	
Ditches - CAT D *	1,924,155		1,924,155	2,861,169	1,226,582	43%		1,634,587	4
Management Costs *	2,153,876		2,153,876	1,855,281	968,958	52%		886,323	
Sewer	1,939,593		1,939,593	1,939,446	1,454,695	75%		484,751	2
Electric	4,425,704		4,425,704	4,205,888	3,716,008	88%		489,880	1, 2
Solid Waste	4,397,395		4,397,395	4,397,395	4,397,395	100%		-	2
Total	\$ 58,969,805	\$ 824,634	\$ 59,794,439	\$ 23,218,864	\$ 18,846,606	81%	\$ 136,743	\$ 4,235,515	

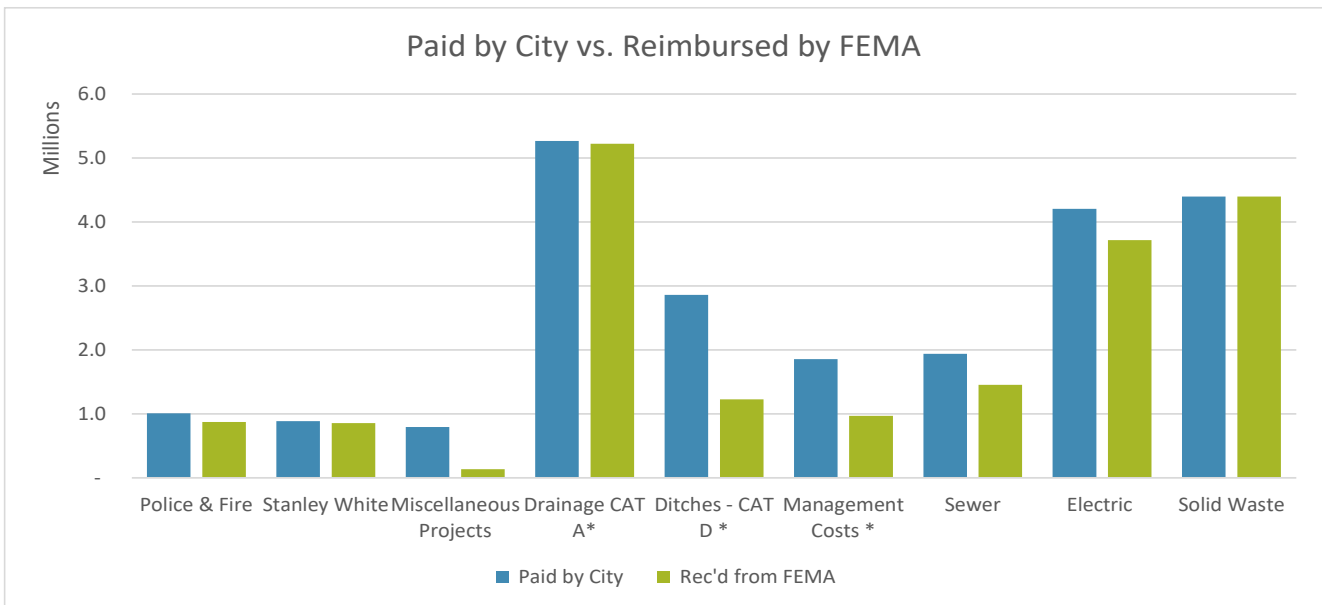
Notes:

1. Admin pay higher than amt obligated
2. Pending closeout
3. Reimbursement request to be submitted this month
4. 8/23 Q1 & Q2 closeout \$762,077
5. 9/23 Parks 3 closeout approx \$250K

*Amount FEMA has awarded and agreed to pay

**Final obligations amounts will be determined by actuals costs upon completion of projects

Received from Insurance to date: \$2,650,566.30 of which \$1,825,932 was for Non-FEMA projects



Fire

Fire Suppression:

Incidents	2022 Total	2023 YTD	Last Month	Current Month
Number of Incidents	2,464	1,427	206	235
90% Response Time to Incidents	9 minutes 06 seconds	9 minutes 18 seconds	9 minutes 51 seconds	11 minutes 22 seconds
Endangered Property Value	\$18,784,230	\$32,835,271	\$10,179,500	\$6,584,410
Property Losses Due to Fire	\$1,206,600	\$936,502	\$135,001	\$11,800
Percentage of Saved Property Value	91.29%	97.04%	98.7%	99.8%
Overlapping Incidents	356	195	32	32

Fire Prevention:

Prevention Statistics	2022 Total	2023 YTD	Last Month	Current Month
Fire Investigations	43	22	2	2
Fire Inspections	1,613	1,601	224	312
Permits Issued	112	74	3	5
Child-Passenger Seat Checks	80	75	5	12
People Educated Through Public Fire & Life-Safety Programs	10,257	4,287	454	279
Smoke Alarms Installed	159	390	24	8

Narcan:

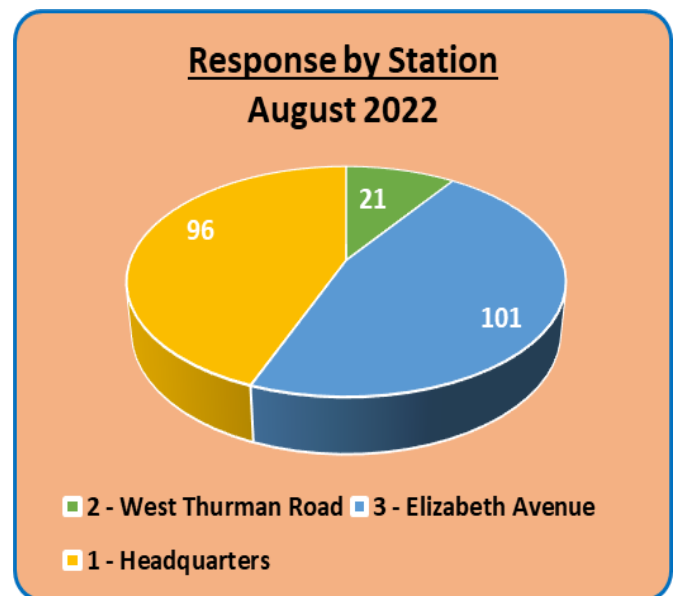
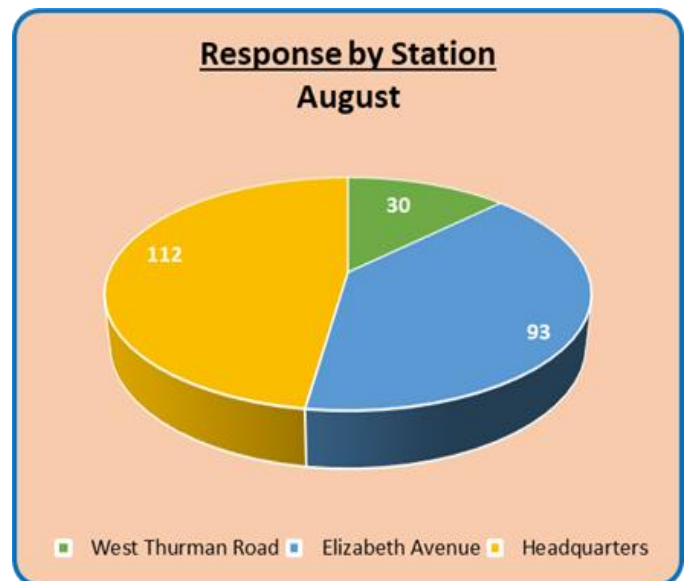
Statistics	2022 Total	2023 YTD	Last Month	Current Month
Overdose Calls Responded To	166	95	12	11
Instances Narcan Administered	17	38	5	4

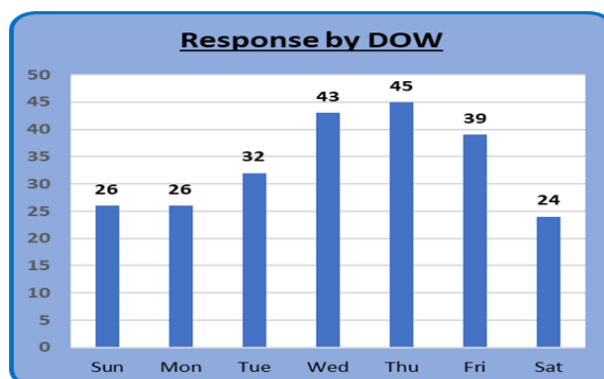
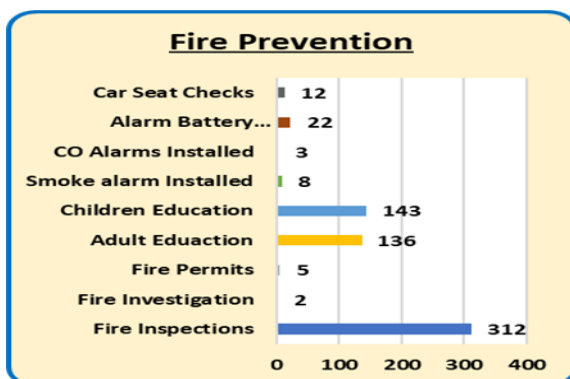
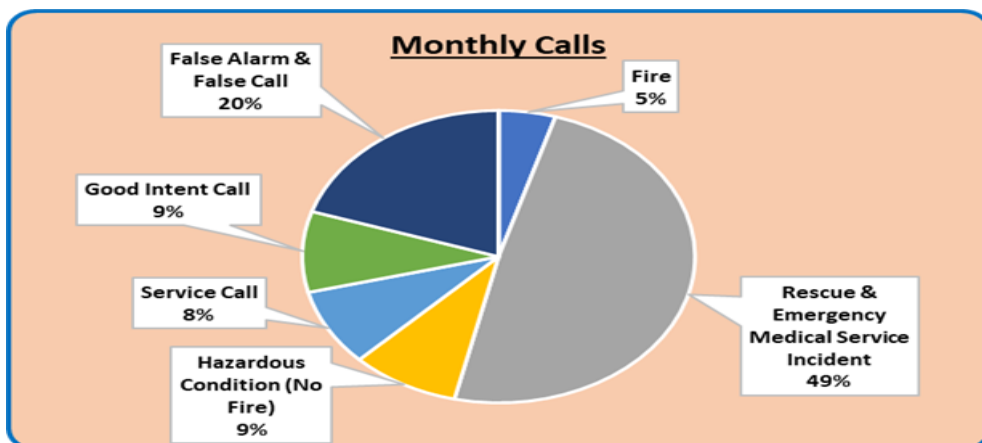
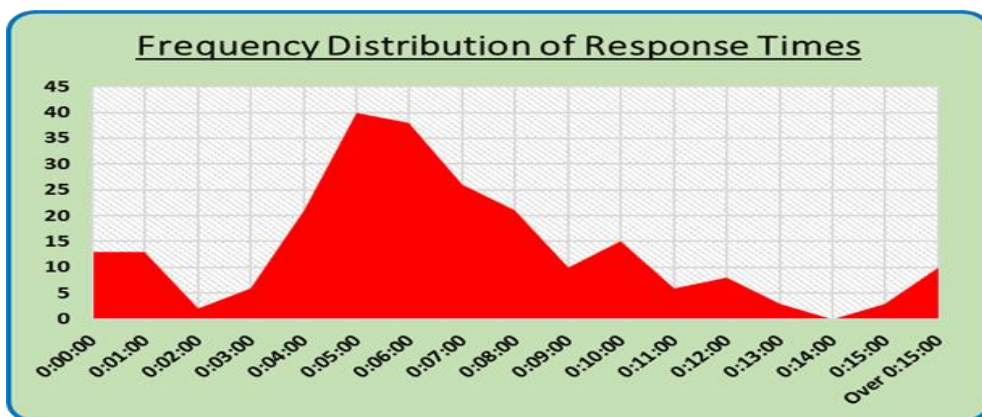
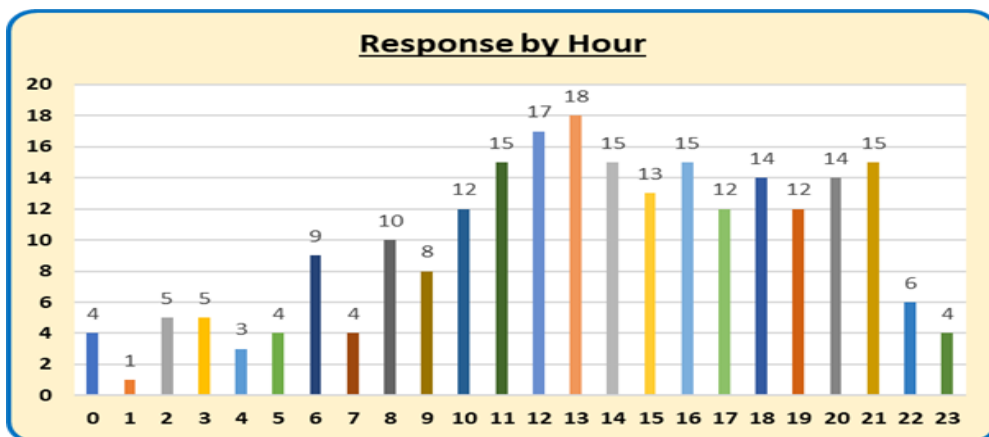
Significant Issues:

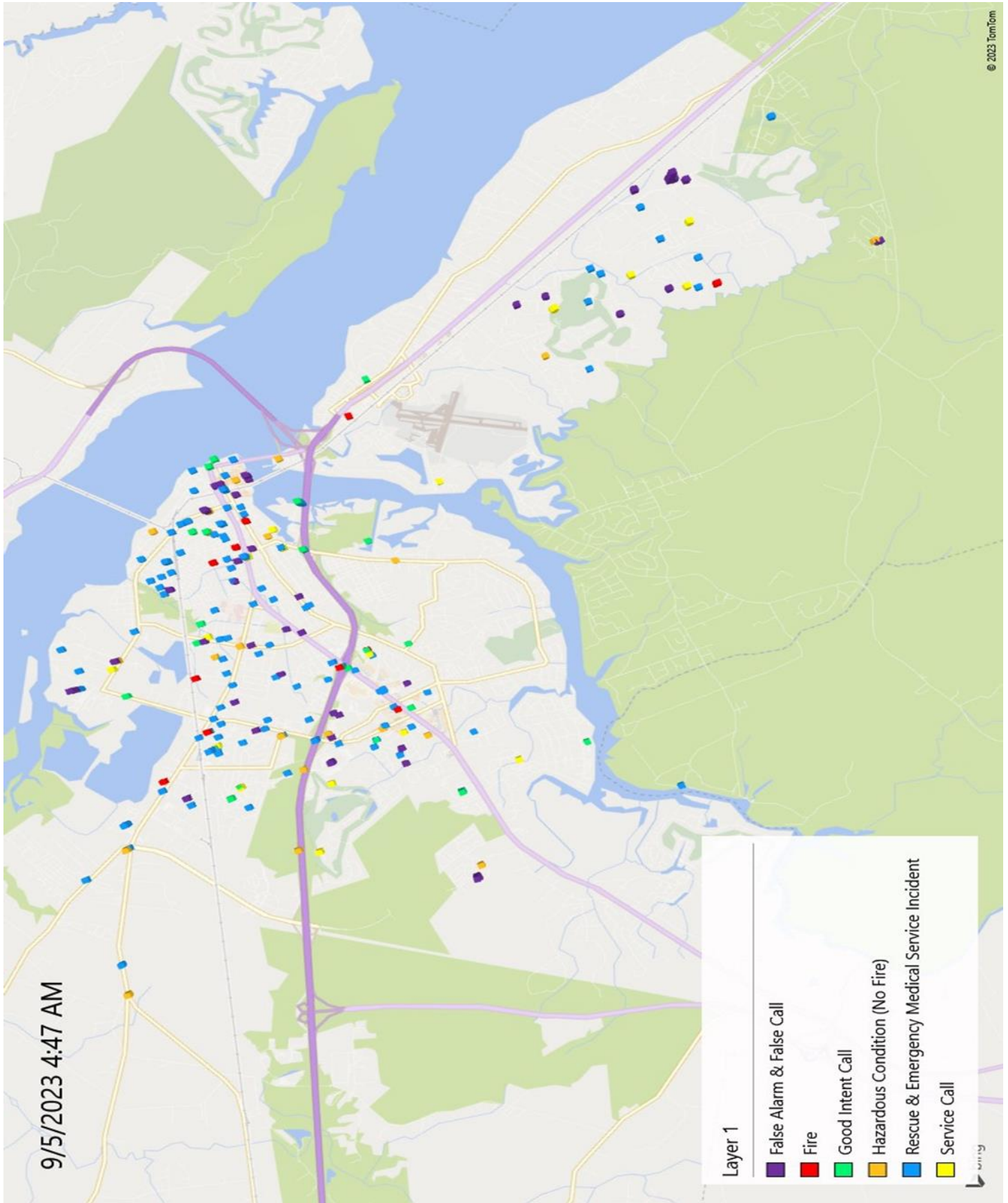
- Apparatus Spec's Team Working diligently to find the best apparatus for the department.
- Participated in National Night Out.
- Participated in the Trent Court back-to-school outreach.
- Participated in the Craven Terrace back-to-school event.
- Made annual updates to the Emergency Operations plan.

Breakdown of Response Types	Numbers
1-Fire	11
Brush or brush and grass mixture fire	2
Building fire	4
Cooking fire, confined to container	1
Dumpster or other outside trash receptacle	1
Fires in structure other than in a building	1
Passenger vehicle fire	2
3-Rescue & Emergency Medical Services	115
EMS call, excluding vehicle accident	21
Extrication of victim(s) from vehicle	1
Lock-in (if lock out, use 511)	7
Medical assist, assist EMS crew	43
Motor vehicle accident with injuries	11
Motor vehicle/pedestrian accident	1
Removal of victim(s) from stalled vehicle	1
Rescue or EMS standby	3
Search for person on land	6
vehicle accident with no injuries.	17
Watercraft rescue	4
4-Hazardous Condition (No Fire)	21
Carbon monoxide incident	2
Gas leak (natural gas or LPG)	1
Gasoline or other flammable liquid	2
Heat from short circuit (wiring), device	1
Overheated motor	3
Power line down	3
Vehicle accident, general cleanup	9
5-Service Call	20
Assist invalid	3
Cover assignment, standby, move	2
Lock-out	1
Public service	10
Public service assistance, other	2
Unauthorized burning	1
Water or steam leak	1
6-Good Intent Call	21
Dispatched & canceled en route	8
Good intent call, other	3
No incident found on arrival at dispatch	9
Smoke scare, odor of smoke	1
7-False Alarm & False Call	47
Alarm system activation, no fire, un	18
Alarm system sounded due to malfunction	9
CO detector activation due to malfunction	1
Detector activation, no fire - unintentional	5
Smoke detector activation due to malfunction	6
Smoke detector activation, no fire	8
Grand Total	235

Code	Database Response by NFIRS Code	Total	%
1	Fire	11	4.68%
2	Overpressure Rupture, Explosion,	0	0.00%
3	Rescue & Emergency Medical Services	115	49%
4	Hazardous Condition (No Fire)	21	8.94%
5	Service Call	20	8.51%
6	Good Intent Call	21	8.94%
7	False Alarm & False Call	47	20%
8	Severe Weather & Natural Disaster	0	0.00%
9	Special Incident Type	0	0.00%
	Grand Total	235	







Human Resources

City-Wide Vacancies:

Department	Budgeted Positions	Separations During the Month	Positions Filled By External Candidates During the Month	Current Vacancies	Turnover FY22/23	Turnover FY23/24
Administration	13	1	0	2	2	2
Development Services	21	1	0	3	6	2
Finance	14	0	0	1	6	0
Fire	75	1	0	3	5	2
Human Resources	6	0	0	1	0	0
Parks & Recreation	30.5	0	2	1	7	0
Police	121.5	3	2	13	19	4
Public Utilities	87	1	0	12	13	3
Public Works	52	1	2	5	18	1
Water Resources	81	1	1	6	15	2
Totals:	501	9	7	47**	91	16

***Current vacancies due to separations from employment, promotions, demotions, and transfers.*

Safety News:

Workers' Compensation	2023	2024
Current Month's Claims	2 OSHA Recordable 0 Lost Time 1 Non-Recordable 0 Denied	2 OSHA Recordable 0 Lost Time 2 Non-Recordable 0 Denied
Year-to-Date Claims	3 Recordable 2 Non-Recordable	5 Recordable 2 Non-Recordable
Current Month Costs	\$9,107.19	\$9,652.70
Year-to-Date Costs	\$18,220.79	\$21,520.67

Other:

None

Parks and Recreation

Significant Issues:

- Stanley White Recreation Center Groundbreaking Ceremony - Held on Friday, August 4th, approximately 200 were in attendance.
- Employee Vehicle Accident – City employee was involved in a vehicle accident while driving a city vehicle on Tuesday, August 8. A driver ran a stop sign and t-boned the employee. Vehicle was totaled.
- Henderson Park - Two small shelters removed. Walking trail maintenance. Dirt hauled in around new shelter and graded.
- Kafer Park Public Input - Meeting held on Monday, August 14th at the Omega Center. Approximately 60 people in attendance. Survey results showed overwhelming support of leasing to the ONSL.

Special Events Applications: Twelve (12) received in August.

Cemeteries: Eight (8) burials occurred in August - Six (6) at New Bern Memorial and Two (2) at Evergreen.

Aquatics Revenue - August 2023:

- Daily Admissions: 3722
- Admissions Revenues: \$14,405.75 (This includes \$30 in swim diapers)
- Pool Reservations: \$2,030.00
- Concessions Revenues: \$4,423.00

Total Aquatic Center Revenues: \$20,858.75

Summer Concerts

- August 11th – Landslide: A Tribute to Fleetwood Mac
 - **Attendance: 4,100**
- August 25th – Chicago Rewired: Premier Chicago Tribute Band
 - **Attendance: 3,400**

Police

Crime:

Incidents & Arrests	Aug Total	2020 Total	2021 Total	2022 Total	2023 YTD
NIBRS* Group A Incidents	141	2,530	2,235	1,950	954
NIBRS* Group B Incidents (Arrests)	30	589	725	701	321
Adult Arrests	71	1,256	1,325	1,321	731
Juvenile Arrests	2	2	3	6	8
Total Arrests	73	1,258	1,328	1,335	744
Police Calls for Service	3,457	41,846	44,299	43,088	27,996
Business Alarms Dispatched	127	1,635	1,510	1,391	981
Residential Alarms Dispatched	32	497	484	482	261
Alarm Calls (PD Dispatched)	159	2,132	1,994	1,873	1,242

*NIBRS = National Incident-Based Reporting System

Monthly and year-to-date totals are subject to change due to reports being submitted/merged after the month for which they were reported and to account for corrections/changes to the original classifications.

Index Crime Report	Aug Total	2020 Total	2021 Total	2022 Total	2023 YTD
Homicide	-	4	6	3	3
Rape	-	15	14	16	5
Robbery	-	23	22	18	6
Aggravated Assault	8	119	97	109	41
B&E – Residence	6	176	114	102	77
B&E – Business	10	30	34	36	30
Theft from Motor Vehicle	5	127	116	98	69
Larceny	34	706	608	450	259
Motor Vehicle Theft	4	34	35	32	24
Arson	1	1	5	3	3
Total	68	1,235	1,051	867	517

Criminal Investigations	Aug Total	2022 Total	2023 YTD
Cases Assigned	21	193	158
Cases Closed by Arrest	1	37	11
Cases Closed Leads Exhausted	2	2	3
Cases Closed Unfounded	2	6	10

2023 Cases of Note - July	
2019-24603	Initially called in as a fight between juveniles in the 900 block of Neuse Avenue. A gunshot victim was located on scene and the suspect vehicle was stopped by NBPd several blocks away. An adult was charged with the discharge of the firearm and multiple juveniles charged with the affray. Cleared by arrest.
2023-25762; 2023-26026; 2023-25032; 2023-26328; 2023-26336; 2023-26351	String of apparently related Commercial Breaking & Entering's throughout the city (and possibly Craven County). Suspect arrested and search warrant executed. Further charges pending, an investigation is ongoing.
2023-26597	Reported arson in the 600 block of 1 st Avenue. After investigating the incident, the fire was deemed accidental, and case cleared as unfounded.
2023-26756	Gunshot victim reported in the 900 block of Elm Street. Victim has since been released from Vidant Medical Center. Investigation is ongoing.

Crime Analysis		
Top 5 Calls for Service & Number of Incidents	Aug 2023	2023 YTD
	1) Traffic Stops - 453 2) Security Check Business - 406 3) Follow-Up/Supplemental - 172 4) Citizen Assist - 163 5) Security Check Residential - 158	1) Traffic Stop - 4,531 2) Security Check Business - 3,194 3) Follow-Up/Supplemental - 1,356 4) Security Check Residential - 1,328 5) Citizen Assist - 1,296
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 1100 Clarks Road (Commitment Papers) - 68 2) 210 E Front Street (Security Checks, Larceny) - 55 3) 1309 Country Club Road (Security Checks) - 55 4) 3105 M. L. King Jr. Boulevard (Larceny, Security Checks) - 44 5) 2710 M. L. King Jr. Boulevard (Security Checks) - 30	
Top 4 Group A Crime Locations for Current Month and Number of Incidents	1) 3105 M. L. King Jr. Boulevard (Larceny, Directed Patrols, Security Check) - 4 2) 3555 M. L. King Jr. Boulevard (Larceny) - 2 3) 608-A Middle Street (Disturbance, Stolen Vehicle) - 2 *No other location had more than one (1) Incident/Report	

*Excludes officer self-initiated activities and calls at the Police Department that do not divert agency resources.

Personnel:

Extra Duty Hours						
Aug	2018 Total	2019 Total	2020 Total	2021 Total	2022 Total	2023 YTD
142	4,525.01	4,392.75	995.50	1,110.50	2,458.90	1711.25

City sponsored events/assignments are considered overtime assignments and are not included in extra duty reporting.

<u>Overtime</u>	Aug Total	2020 Total	2021 Total	2022 Total	2023 YTD
Office of the Chief	\$120.78	\$62.84	\$2,261.12	\$653.77	\$249.67
Operations Division	\$25,181.70	\$118,609.28	\$126,171.84	\$129,301.33	\$113,656.05
Services Division	\$7,477.92	\$89,971.82	\$85,190.82	\$95,326.54	\$60,907.56
Investigations Division	\$8,951.01	\$19,358.26	\$26,177.20	\$40,135.31	\$45,572.47
TOTAL	\$33,578.86	\$228,013.20	\$239,800.98	\$265,777.01	\$220,385.75

Electric Utilities

- High-Profile Projects: Sixteen high profile projects have been identified for electric utilities. A location map is attached to assist with visualizing the project locations.
- System Reliability: A total of 28 interruptions were recorded on the electric system during the month of August. This impacted a total of 862 customers. As a result, customers experienced an average of 0.0357 interruptions and were restored in an average of 3.415 minutes. Additional details are provided in the table of "Electric System Outages and Reliability Statistics."
- Safety: No incidents to report.
- Electric and Water Sales: Graphical trends of revenue and expenses are Included.

- **Employee Recognitions:**

- **Jackie Allen** - An email was received from a customer wishing to recognize Jackie for being considerate and helpful during a phone call regarding excessive water usage at their home. The customer stated she came away from the conversation having peace and is thankful for the assistance she was provided.
- **Kevin Willoughby and crew** - An email was received from a customer in Greenbrier, who was without phone, internet, and cable. He stated his neighbor spoke with Kevin, who stated he would stay until the issue was resolved. This customer is very appreciative of the help he received from Kevin and his crew.
- **Mario Moctezuma and Spencer Card** - An email was received recognizing them for the removal of a tree that constituted a potential hazard to electric lines, pedestrians, and private property. The hazard was compounded by difficult access limitations. Mario and Spencer worked flawlessly as a team and safely removed the tree. The customer also wanted to recognize Justin, who performed the initial site assessment. He states each of the staff he dealt with was pleasant, well trained, and effectively helpful.
- **Mario Moctezuma and Spencer Card** - An email was received thanking them for the amazing job they did on Center Avenue.
- **Jerry Finch and Gary Harker** - An email was received thanking Jerry and Gary for the great job they did with tree trimming at the Federal Courthouse on Middle Street. There had been issues with intermittent power outages that they felt was due to excessive vegetation. Since the trimming, they have had no further issues. They wanted to express their gratitude for the team working diligently to provide the courthouse with reliable, uninterrupted power.
- **All of Electric Utilities Staff** - Special thanks to ALL of you for helping us to receive the Public Power Award of Excellence. We received this in the areas of Future Focused, Strengthen Public Power, Provide Superior Power, Customer-Centered Innovation and People. Special thanks to **Leslie Pinkston** for facilitating the application, which includes making sure all information was collected and submitted in a timely manner.

ELECTRIC PROJECTS & DEVELOPMENT AUGUST 2023 UPDATE

Project

Status

- Active
- Waiting on Developer
- On Hold
- ▲ Upcoming
- ◆ 95% Complete
- Complete
- Project Areas

Project Number	Project	Status
1	West New Bern	Active
2	NCDOT: Hwy 43 Extension	Active
3	Craeberne Forest Subdivision	Waiting on Developer
4	New Bern Marketplace	Waiting on Developer
5	Martin Marietta Park	Active
6	Neuse/Broad Roundabout	On Hold
7	Union Point Festival Circuit	Complete
8	NCDOT: US 70 Improvements in James City	Active
9	Bluewater Rise Subdivision	Active
10	Havelock Bypass: Waiting on DOT for Fiber	Waiting on Developer
11	Belle Oaks Subdivision	Active
12	Carolina Colours Medical Park	Active
13	Carolina Colours Apartments	Active
14	Derby Park Phase 7	Active
15	Bayberry Park	Active



- **Advanced Metering Infrastructure Project** – This project involves installing a network of electric and water meters. We are currently reading 15,377 water meters and 25,218 electric meters, of which 12,976 are disconnect meters. There have been 8,377 two-way load management switches installed.

AUGUST 2023

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,448	31*	25,218	99.999
Water	19,041	~2,570	15,377	~ 95.565
Installed Gateways		42		
Installed Relays		100		
LM Customers		5,241		
Total Switches		8,377		
Controlled Devices				
Air Conditioner		Electric Furnace	Heat Strips	Water Heaters
5,259		85	2,949	2,826

**Electricities read meters*

Note: Active AMI meters reporting procedure has been corrected and adjusted accordingly

Note: Water's 'Never AMI' estimate impacts the '% Complete'

- **Street Lighting** - This project involves the changing out of streetlights, area lights, and security and flood lights throughout the city. Annual budget amount has been spent. The effort will resume in the new budget year.
- **Vegetation Management** - Ongoing throughout the service area.

High-Profile Electric Projects:

- **Bluewater Rise Subdivision**. New underground residential subdivision. Construction is following the pace of the developer. Starting new phase - Hutton Pointe.
- **NCDOT**. This consist of various NCDOT projects.
 - a. NC Hwy 43 Extension - Engineering
 - b. Neuse Boulevard Roundabout - On hold by NCDOT.
 - c. US Hwy 70 - James City - Substantially complete; miscellaneous work.
 - d. Havelock Bypass - Substantially complete.
 - e. Havelock Bypass Fiber - Substantially complete.
 - f. Thurman Road to Havelock bypass - Preliminary design.
 - g. Reimbursable dollars to date: \$3,651,104.01; collected to date \$3,642,931.01
- **West New Bern** - Phase 2 - Following pace of developer.
- **Hospital Expansion** - Awaiting further information.
- **Schlaadt Plastic Plant Expansion** - Customer hold.
- **Derby Park** - Electric line extension in progress and following pace of developer.
- **County Line Road Substation** - Awaiting grant selection.
- **Thrive More** - Awaiting developer information.
- **Carolina Colours - Bayberry** - Following pace of developer.
- **Carolina Colours - Aston** - Awaiting developer information.
- **Village of Canterbury** - Line extension agreement.

- **Montego Bay-Phase 2** - Line extension agreement.
- **Craeberne Forest-Phases 3 & 4** - Project development.
- **Belle Oaks** - September construction.
- **Stanley White** - Awaiting information.

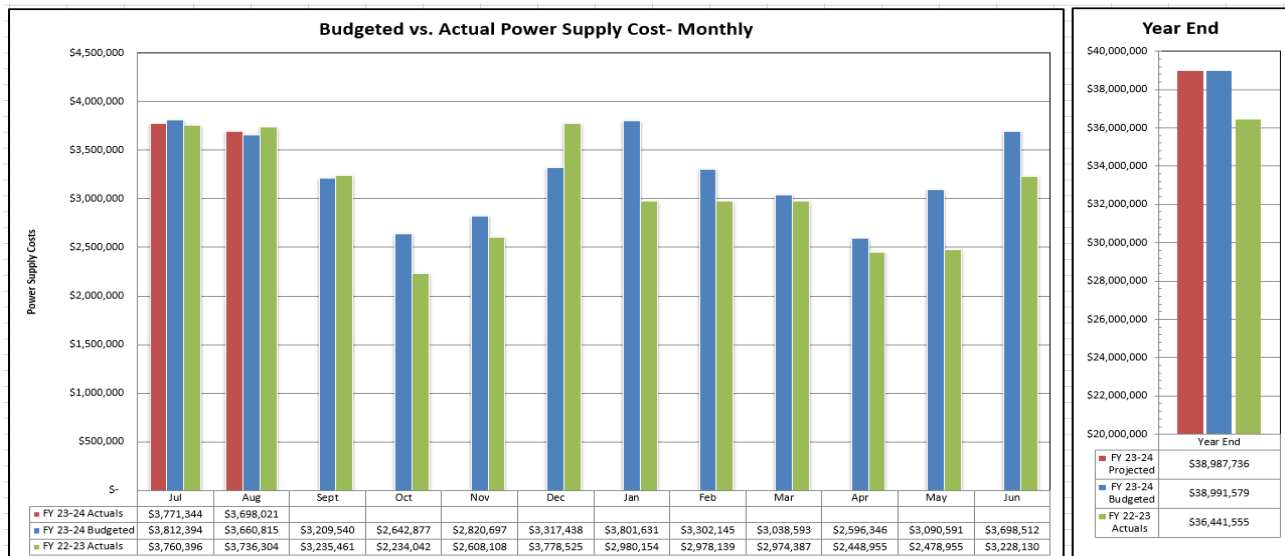
Electric System Outages and Reliability Statistics		
<i>*Adjusted for APPA Event Threshold</i>		
	August 2023	2023 YTD
# of Interruptions	52	256
# of Customers Out	862	18,792
Customers Minutes out	76,254	1,024,059

SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
August 1, 2023, to August 31, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
3.415	0.0357	88.128	99.9929%
August 1, 2022, to August 31, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
31.457	0.565	55.692	99.9944%
August 1, 2021, to August 31, 2022			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
33.516	0.474	70.751	99.9941%

Sched/Unsched	Cause	Outages
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	11
Unscheduled	Vegetation (Trees, Vines, Other)	2
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	5
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	4
Unscheduled	Power Supply (Failure of Greater Transmission, Loss of generating unit, Overloaded)	0
Unscheduled	Public (Contact with Foreign Object, Human/Vehicle Accident, Non-Utility Excavation, Vandalism)	2
Unscheduled	Human Error (Construction, Maintenance, Operations)	1
Unscheduled	Unknown	3
Total		28

Customer and Payment Service Operating Report

CUSTOMER SERVICE OPERATING REPORT FYE 24	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD	Historical Monthly Average	YTD Monthly Average	YTD Daily Average	YTD Hourly Average	YTD Average Per Hour Per CSR
Customer Service Reps	2	5											NA	NA	3.5	NA	NA	NA
Payment Service Reps	4	4											NA	NA	4.0	NA	NA	NA
Temporary Staff	3	3											NA	NA	3.0	NA	NA	NA
Incoming calls received	5,113	5,742											10,855	4,691	5,428	271.4	33.9	9.69
Move out Customers	201	244											445	225	223	11.1	1.4	0.40
New service applications	533	607											1,140	519	570	28.5	3.6	1.02
Customers enrolled in e-billing	2,300	2,430											2,300	NA	NA	NA	NA	NA
Number of Pay as You Go Customers	112	116											112	NA	NA	NA	NA	NA
Drive-through customers	3,630	3,898											7,528	3,651	3,764	188.2	23.5	5.88
Night deposit activity.	517	497											1,014	585	507	25.4	3.2	0.79
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	5,888	6,284											12,172	5,495	6,086	304.3	38.0	9.51
Other credit card via third-party processing (OPC)	343	349											692	401	346	17.3	2.2	0.54
Number of in Office Credit Card transactions	2,258	2,470											4,728	2,192	2,364	118.2	14.8	3.69
Customers who had their payment automatically drafted from their bank account	4,896	4,905											4,896	NA	NA	NA	NA	NA
Customers repaying delinquent debts on extended payment plans	32	27											32	NA	NA	NA	NA	NA
Short-term payment agreements made	259	363											622	196	311	15.6	1.94	0.49
Budget billing/equal payment plan participants	269	294											269	NA	NA	NA	NA	NA
Lockbox payments received	3,452	3,658											7,110	3,728	3,555	177.8	22.22	5.55
Direct electronic payments received-EBOX	3,413	4,110											7,523	3,548	3,762	188.1	23.51	5.88
Number of closed Service orders	3,075	3,127											6,202	3,540	3,101	155.1	19.38	5.54
Number of cut for non payment	832	762											1,594	1,059	797	39.9	4.98	1.42
Number of reconnect for non payment	946	890											1,836	1,034	918	45.9	5.74	1.64



Water Resources

Water Production:

	2022	2023 YTD	Last Month	August 2023
Cove City Wells	698.34 MG	465.12 MG	60.04 MG	60.91 MG
Water Treatment Plant	640.63 MG	449.77 MG	64.10 MG	68.39 MG
Total Water Produced	1,338.96 MG	914.89.61 MG	124.153 MG	129.30 MG
Average Produced per Day	3.67 MGD	3.77 MGD	4.00 MGD	4.17 MGD
Peak Production	7.60 MGD	5.88 MGD	4.96 MGD	5.14 MGD

Sewer Treatment:

Main WWTP	2022	2023 YTD	Last Month	August 2023
Total Sewer Treated	1,611.67 MG	1,006.62 MG	129.41 MG	117.12 MG
Average Treated per Day	4.41 MGD	4.14 MGD	4.17 MGD	3.78 MGD
Peak Flow	11.66 MGD	8.29 MGD	5.99 MGD	7.39 MGD
NB-7 WWTP				
Total Sewer Treated	111.92 MG	76.27 MG	10.08 MG	10.08 MG
Average Treated per Day	0.307 MGD	0.314 MGD	0.325 MGD	0.280 MGD
Peak Flow	0.782 MGD	0.809 MGD	0.511 MGD	0.409 MGD

Operations Work Completed:

	2022	2023 YTD	Last Month	August 2023
Locates	18,295	11,820	1,511	1,610
Water System Repairs	252	209	31	26
Sewer System Repairs	1,169	730	183	121
Pump Station Maint.	6,313	4,991	699	658
Water Meter Maint.	860	626	121	59
STEP System Maint.	724	656	51	85
Customer Service Calls	651	450	48	59
Total Work Orders Completed	30,286	19,482	2,644	2,618

Public Works

Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	AUGUST 2023
White Goods Collected	40.50	54.00	9.00	9.00
Brown Goods Collected	3,491.40	3,280.20	422.40	237.60
Yard Waste Received	11,432.91	12,278.39	2,136.69	1,158.83
Mulch Dispersed	775.40	2,211.00	154.80	99.89

City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	AUGUST 2023
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	504	327
Total Labor Cost	\$124,619.90	\$128,682.79	\$23,715.18	\$15,736.34
Total Parts Cost	\$256,478.58	\$290,465.41	\$50,046.24	\$23,283.25
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$73,761.42	\$39,019.59
Services Provided by Contract:				
Vehicles Serviced	420	546	107	69
Total Labor Cost	\$111,323.13	\$132,254.70	\$25,769.86	\$13,263.47
Total Parts Cost	\$144,368.02	\$227,717.80	\$48,675.61	\$35,808.90
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$74,445.47	\$49,072.37
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	611	396
Total Labor Cost	\$235,940.03	\$260,937.49	\$ 49,485.04	\$28,999.81
Total Parts Cost	\$400,846.60	\$518,183.21	\$ 98,721.85	\$59,092.15
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$148,206.89	\$88,091.96

Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	JULY 2023
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$17,216.47	\$ 9,484.01
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$44,847.09	\$27,122.58
Police	\$133,588.42	\$146,243.25	\$21,992.49	\$ 6,557.88
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 2,845.33	\$ 1,696.93
Finance	\$ 11,591.79	\$ 11,099.61	\$ 1,700.78	\$ 1,285.12
Public Works	\$162,118.12	\$213,316.10	\$46,632.09	\$31,310.51
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$11,596.28	\$ 9,446.51
Human Resources	\$ 614.13	\$ 2,530.80	\$ 115.41	\$ 115.41
Development Services	\$ 2567.12	\$ 3,078.08	\$ 1,260.95	\$ 1,073.01

Significant Issues: N/A**Attendance for Board Appointees**

Board of Adjustment			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
James "Trey" Ferguson	P	1	Ward 1
Kathleen Marty	N/A	0	Ward 2
Tim Tabak	P	0	Ward 3
George "Eric" Jones	P	1	Ward 4
Eric Thompson	P	0	Ward 5

Barbara Sampson	P	0	Ward 6
Sandra Gray	P	1	Craven County
Mike Duffy (Alternate)	P	0	BoA At Large
Brendan Loftin (Alternate)	P	0	BoA At Large

Meetings held monthly; no meeting held in August

Community Development Advisory Committee			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Corinne Corr	P	0	Ward 1
Carol Williams	P	0	Ward 2
Marshall Williams	P	0	Ward 3
Vernon Guion	P	0	Ward 4
James Woods	A	1	Ward 5
Della Wally	A	1	Ward 6

**Meetings are held quarterly (February, May, August, November)*

Craven County Tourism Development Authority			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Bill Stafford	N/A	0	BOA

Dangerous Dog Board			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Dona Baker	N/A	0	BOA
Dr. Steve Stelma	N/A	0	BOA
Bobbi Kotrba	N/A	0	BOA

Meetings are held only as needed

Attendance for Board Appointees

Friends of New Bern Firemen's Museum, Inc. Board of Directors			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
George Halyak	P	1	Ward 1
Jack Meehan	P	0	Ward 2
David Finn	P	0	Ward 3
Betty Blythe	A	0	Ward 4
Henry Watson	P	2	Ward 5
Elona Fowler	A	5	Ward 6

Gary Lingman	P	3	Bengel
Daniel Ensor	P	2	Mayor
David Pickens	A	4	Odham
Ex-officio Bobby Aster	A	6	Odham
James McConnell	P	0	
Gary Clemmons	A	1	
Willie Newkirk (emeritus)	A	2	
Joe Stuppiello	P	0	
Nancy Mansfield (emeritus)	P	0	
Wayne Unangst	P	0	
Gary Guodace	A	1	

Meetings are held monthly

Historic Preservation Commission			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Tripp Eure	A	1	Mayor
Mollie Bales	P	3	Ward 1
Richard Parsons	P	0	Ward 2
James Bisbee	P	0	Ward 3
Marc Wartner	P	2	Ward 4
Gregory Rusch	P	0	Ward 5
Jim Morrison	P	0	Ward 6
Tim Thompson	P	1	Ward 3 Alderman
Candace Sullivan	P	1	Outlaw

Meetings are held monthly

Attendance for Board Appointees

Housing Authority of the City of New Bern			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Zeb Hough	A	2	Mayor
Sabrina Bengel	P	0	Mayor
Dana Outlaw	A	1	Mayor
Sulin Blackmon	P	2	HA Residents
Ronald Scott	P	0	Mayor
Jennell Reddick	P	0	Mayor
Denise Harris-Powell	A	2	Mayor

Meetings are held monthly

New Bern Area Metropolitan Planning Organization – Transportation Advisory Committee			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Bob Brinson	P	0	Brinson
Johnnie Ray Kinsey (Alternate)*	N/A	0	White

**Meetings held monthly* (Alternate only required when regular appointee is not in attendance).*

New Bern-Craven County Public Library Board of Trustees			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Carol Becton	P	0	Odham
Sam Carter	A	1	Bengel
Bo Wernersbach	P	1	Bengel
Shelley Maloy	P	1	Bengel
Rick Prill	A	0	BOA
Jim Dugan	P	0	
Jennifer Gudaitis	P	0	
E.T. Mitchell (Craven County Commissioner)	P	0	

**No meeting was held in August* (*Meetings are held alternate months: February, April, June, August, October and December*)*

Attendance for Board Appointees

Planning & Zoning Board			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Brad Jefferson	P	0	Mayor
Donald “Rusty” Ingram	A	2	Ward 1
Margie Dunn	P	0	Ward 2
Gaspar Sonny Aluzzo	P	0	Ward 3
Raymond Layton	P	2	Ward 4
Kyle Dearing	P	2	Ward 5
Kellie Keiser	P	3	Ward 6
Marshall Ballard	P	1	Craven County

Police Civil Service Board			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Amy James	N/A	0	Best
Isaiah Daniels	N/A	0	Aster
Karen May	N/A	0	Kinsey
Tyrone Brown	N/A	0	Odham
Lesley Hunter	N/A	0	Bengel

*Meetings are only held on an as-needed basis for appeals of disciplinary actions.

Redevelopment Commission			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Sharon Bryant	P	0	Gov. Bd. As Whole
Kip Peregoy	P	0	Gov. Bd. as Whole
Beth Walker	P	0	Gov. Bd. as Whole
Sarah Proctor	E	1	Gov. Bd. as Whole
Leander “Robbie” Morgan, Jr.	E	3	Gov. Bd. as Whole
Steve Strickland	P	0	Gov. Bd. as Whole
Julius Parham	P	0	Gov. Bd. as Whole
Tabari Wallace	P	2	Gov. Bd. as Whole
Theresa Lee	P	0	Gov. Bd. as Whole

NOTE: At-large appointments reflect the name of the Governing Board member who made the appointment. All other appointments are specific to the Mayor or a Ward and are noted as such.

Attendance for Board Appointees

Stanley White Recreation Center Advisory Committee			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Leander Morgan, Jr.	A	3	Gov. Bd. As Whole
Talina Massey	A	4	Gov. Bd. as Whole
Kurtis Stewart	A	2	Gov. Bd. as Whole
James Woods	P	0	Gov. Bd. as Whole
Bernard White	P	0	Gov. Bd. as Whole
Reginald Pender	P	0	Gov. Bd. as Whole
Elijah Brown	P	0	Gov. Bd. as Whole
Barbara Lee	A	5	Gov. Bd. as Whole
Hazel Royal	P	0	Gov. Bd. as Whole

No meeting held in August