

NEW BERN



NORTH CAROLINA

*Everything comes together here*

# Departmental Monthly Reports

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November 2023

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## Pollock Street Lot Parking – November Report

Parking Transactions: 380

Parking Revenue: \$844.00

In the second month of operation, the busy times continue to be - Thursday, Friday, and Saturday.

75% Use the QR code to pay for parking.

25% Use the Apple or Android App.

## Metronet Update

November construction:

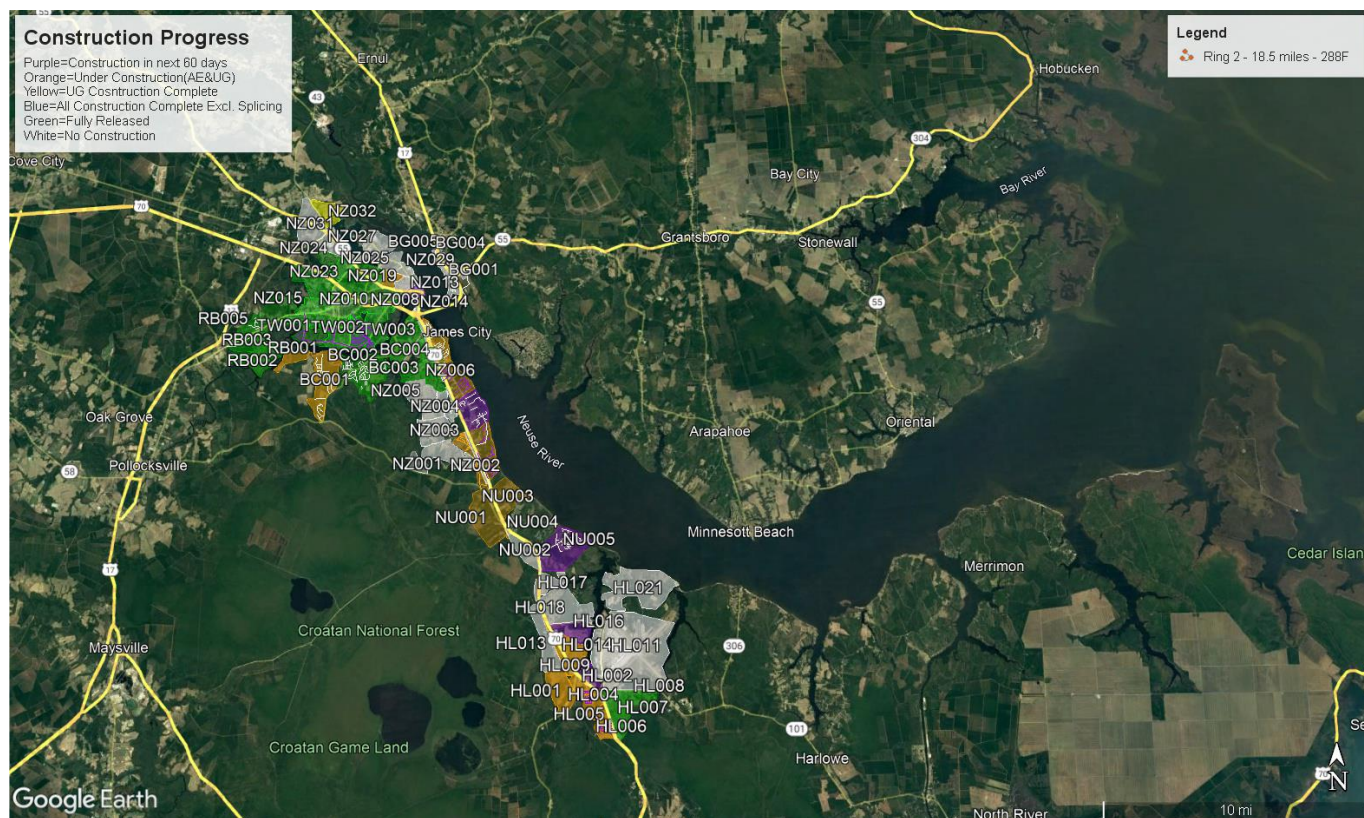
Underground Infrastructure installed: 21,060 feet

Aerial Lines installed: -0-

To Date:

Underground Infrastructure installed: 452,659

Aerial lines installed: 263,746



## **DEVELOPMENT SERVICES**

### **Inspections:**

<b>Overview</b>	<b>2022 Year End</b>	<b>2023 YTD</b>	<b>October 2023</b>	<b>November 2023</b>
Commercial Permits – New Construction	44	34	0	1
Residential Permits – New Single Family	227	212	26	14
Residential Permits – Additions/Remodels	178	174	21	11
Mobile Homes	23	19	0	0
Signs	33	41	6	1
Certificates of Occupancy – Residential	322	181	5	5
Certificates of Occupancy – Commercial	59	51	2	2
Zoning Violations (Chapter 15)		33	2	1
Nuisance Violations (Chapter 26)		418	98	76
Minimum Housing Violations (Residential) (Chapter 38)		45	12	10
Minimum Housing Violations (Commercial) (Chapter 39)		2	0	1
Total Permit Valuation	\$210,167,982	\$73,566,245	\$8,170,420	\$4,938,543

### **Economic and Community Development:**

- Staff worked to identify potential retail establishments that provide Family Entertainment and provided New Bern demographic information to them.
- Staff worked to identify potential Restaurants that are not currently represented in New Bern. Identified restaurants were sent demographic information on New Bern.
- Staff presented the Substantial Amendments to CDBG 2020 & 2021 Annual Action Plans before the Board of Alderman. (11/28/2023).
- 2022 CDBG Annual Action Plan Housing Rehabilitation Program Update November 30, 2023:
  - Duffyfield Phoenix Project, Inc. has received **7 applications**. They will process each grant under the instructions provided under their sub-recipient agreement.
  - Religious Community Services (RCS) has received **4 applications**. They will process each grant under the instructions provided under their sub-recipient agreement.

### **Planning and Zoning:**

- West New Bern C, General and Final Plan were approved at the past November 7, 2023, Planning and Zoning Board. The annexation of 3277 Old Airport was recommended for approval as well.

- Contacted Nautical Wheeler's on November 30, 2023, spoke with Mr. Bill Wheeler who indicated he understood that the chairs needed to be addressed. I provided him with a two-week compliance time (December 14) to have the chairs removed or relocated in a better location.
- Matthew Boswell, Matthew Schelly, Robert Gough, and Kendrick Stanton met with Jen from Michael's Pub on Thursday, November 30. All of us advised her on the options to keep the three (3) pergolas and the shed that were established without permits. Jen believes she will need additional time to get in contact with the owner due to him being in prison in Pennsylvania. Jen stated she will make sure to get this rectified whether she elects to remove all the structures or to obtain all necessary permits - COA, Building, and Zoning.
- DRC has three items upcoming, Smithfield's, an Ice Machine (in Historic District), and West New Bern Phase 3 General Plan.

#### **Historic Preservation:**

- Eight of the 9 HPC members were present during hearings and 4 projects were approved: 514 E. Front, St., a small addition on the back of the house; 817 Pollock St., a remodel of a rear outbuilding; 720 E. Front St., an amendment to the prior CoA to remove the basement and a garden wall from the project and to raise the garage and driveway on fill; 308 Johnson St., to remove most of an existing garage and use the remains as part of a new accessory structure. The fifth project, 506 Craven St., to replace a carport with a 2-story garage, was continued to the next HPC Regular Meeting on January 17, 2024. The HPC staff reminded the Board of the Historic District Resilience Workshop being held in New Bern on December 7 at the Chelsea Restaurant by the UNC School of Government and anyone interested should register soon.
- Major CoAs issued: 4
- Minor CoAs issued: 6
- Tree Replacement Permits issued: 5
- At the request of the HDRA Vice President, Dottie Corning, on Monday evening, November 6, Jeff Holzbach and Matt Schelly made a presentation to about 80 HDRA members on building permits and inspections as well as the work of the HPC. They also fielded many questions during and after the presentation. There was excellent feedback on the presentation.

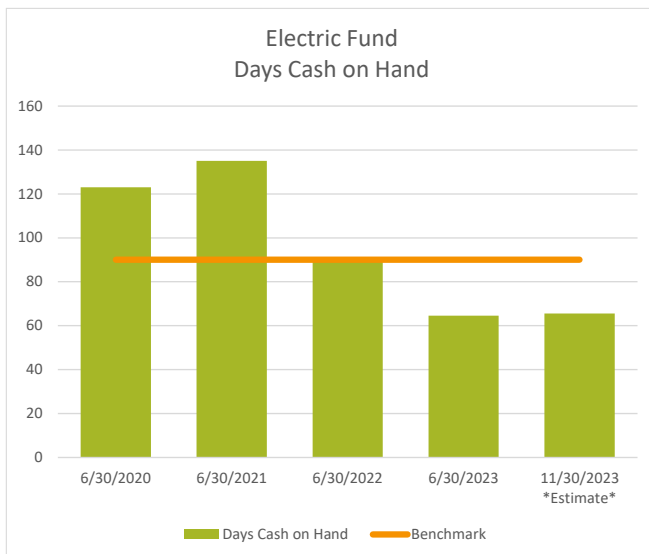
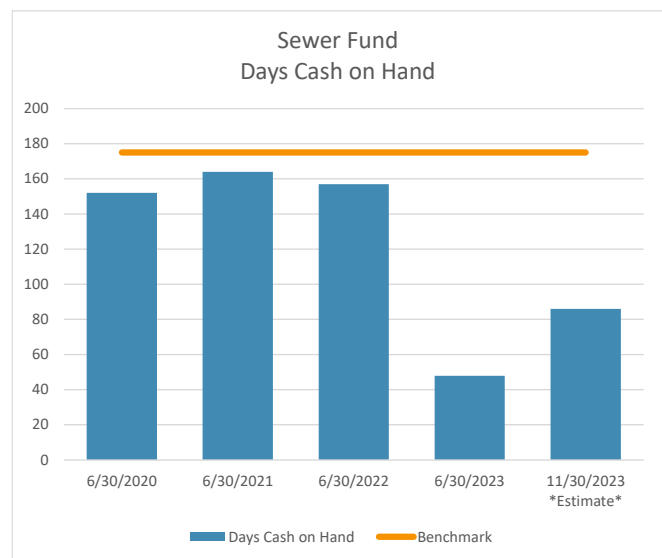
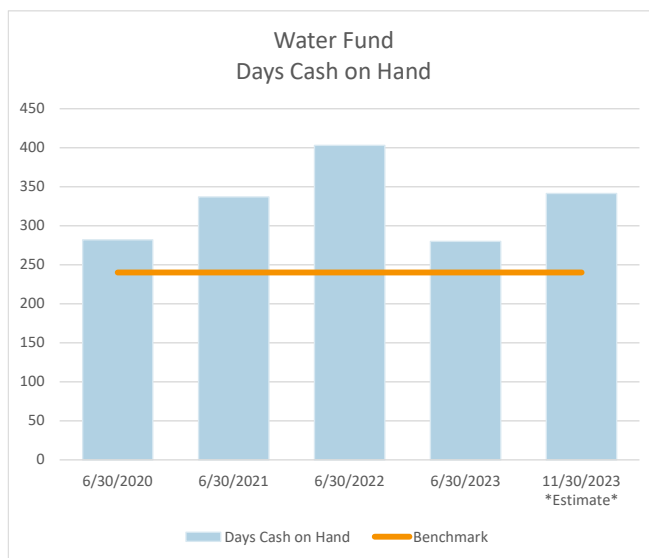
#### **MPO:**

- Staff attended or held:
  - US 17 Meeting with Marc Finlayson – 11/1
  - NCDOT Complete Streets Meeting – 11/1
  - BSH Employee Survey Results Presentation – 11/2
  - New Bern Bicycle and Pedestrian Advisory Committee (BPAC) Meeting – 11/6
  - STIP Training in Jacksonville – 11/7
  - NC 43 Connector Meeting with New Bern and Craven County – 11/9
  - Highway 70 Corridor Commission Meeting in Goldsboro – 11/9
  - New Bern Chamber of Commerce Meeting – 11/14
  - Microtransit RFP Meeting with Consultant – 11/14 & 15
  - CARTS Meeting – 11/15
  - NCAMPO Conference Keynote Speaker Meeting – 11/15 and TAC meeting on 11/16
  - ThriveMore Concerned Citizen Meeting – 11/20
  - Carbon Reduction Funding Roundabout Meeting – 11/28
  - US 70/I 42 Upgrade Meeting with NCDOT – 11/29
  - NCDOT Bridgeton Review – 11/30
  - 5303 Program Training – 11/30
  - Advanced Air Mobility Webinar – 11/30

## FINANCE

### ENTERPRISE FUNDS-CASH ON HAND

FUND	6/30/2020	6/30/2021	6/30/2022	6/30/2023	11/30/2023 *Estimate*
Water Fund	\$ 8,316,009	\$ 9,927,702	\$ 12,581,017	\$ 11,171,415	\$ 12,054,204
Days Cash on Hand	282	337	403	280	341
Sewer Fund	\$ 5,096,368	\$ 5,829,222	\$ 5,894,215	\$ 2,573,443	\$ 3,244,457
Days Cash on Hand	152	164	157	48	86
Electric Fund	\$ 18,891,493	\$ 20,589,859	\$ 14,488,683	\$ 10,479,982	\$ 11,127,730
Days Cash on Hand	123	135	89	65	66



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.

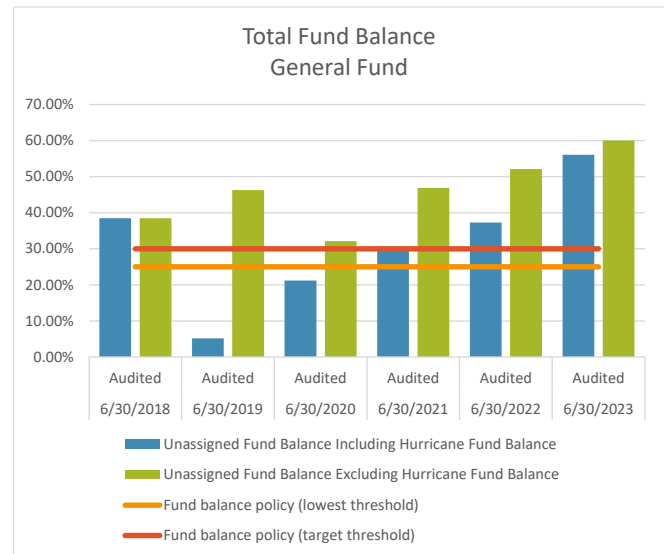
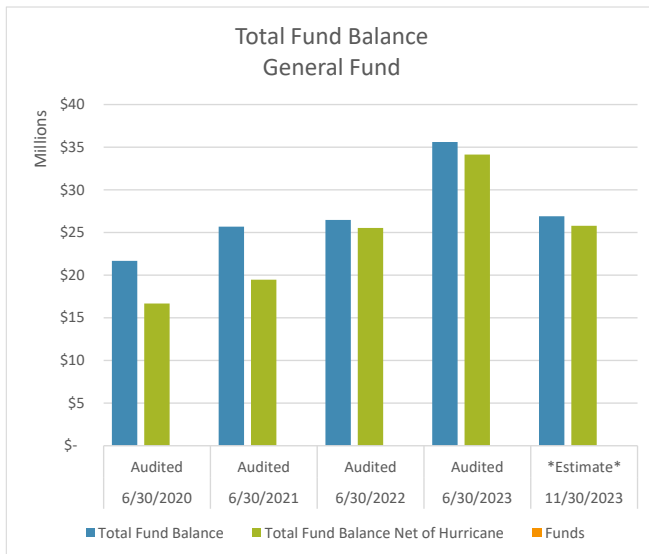
## GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023	AS OF 11/30/2023 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,871,526	31,044,351
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,356,253)
Dorian Fund	(1,457,187)	(424,424)	(424,424)	(341,513)	(222,869)
Isaias Fund	-	(386,919)	4,889	4,889	42,840
Net General Fund	9,320,313	15,681,592	18,860,943	28,051,765	28,508,069

## 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 Audited	AS OF 11/30/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 35,621,565	\$ 26,913,946
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 34,150,364	\$ 25,799,925
Unassigned Fund Balance	21.18%	30.34%	37.30%	56.05%	N/A
Unassigned Fund Balance Excluding Hurricane Fund Balance	32.15%	46.88%	52.10%	60.05%	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%.



**Reconciliation report for Hurricane Florence Costs and FEMA and Insurance Reimbursements**  
**For the period ending: 11/30/23**

Category	Obligated by	Insurance funds		Total for project	Paid by City	Rec'd from FEMA	% Reimbursed	Payments in	Due from	notes
	FEMA*	received						process from		
								FEMA	FEMA**	
Police & Fire	\$ 1,009,158		\$ 1,009,158	\$ 1,009,158	\$ 1,009,158	100%			\$ -	1, 2
Stanley White	7,506,649	500,000	8,006,649	2,782,658	852,723	31%	1,094,146		835,789	
Miscellaneous Projects	2,843,279	324,634	3,167,913	822,823	132,718	16%			690,105	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	2,971,652	1,226,582	41%			1,745,070	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	1,939,447	100%				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
<b>Total</b>	<b>\$ 58,969,805</b>	<b>\$ 824,634</b>	<b>\$ 59,794,439</b>	<b>\$ 25,253,354</b>	<b>\$ 19,468,101</b>	<b>77%</b>	<b>\$ 1,584,026</b>	<b>\$ 4,201,228</b>		

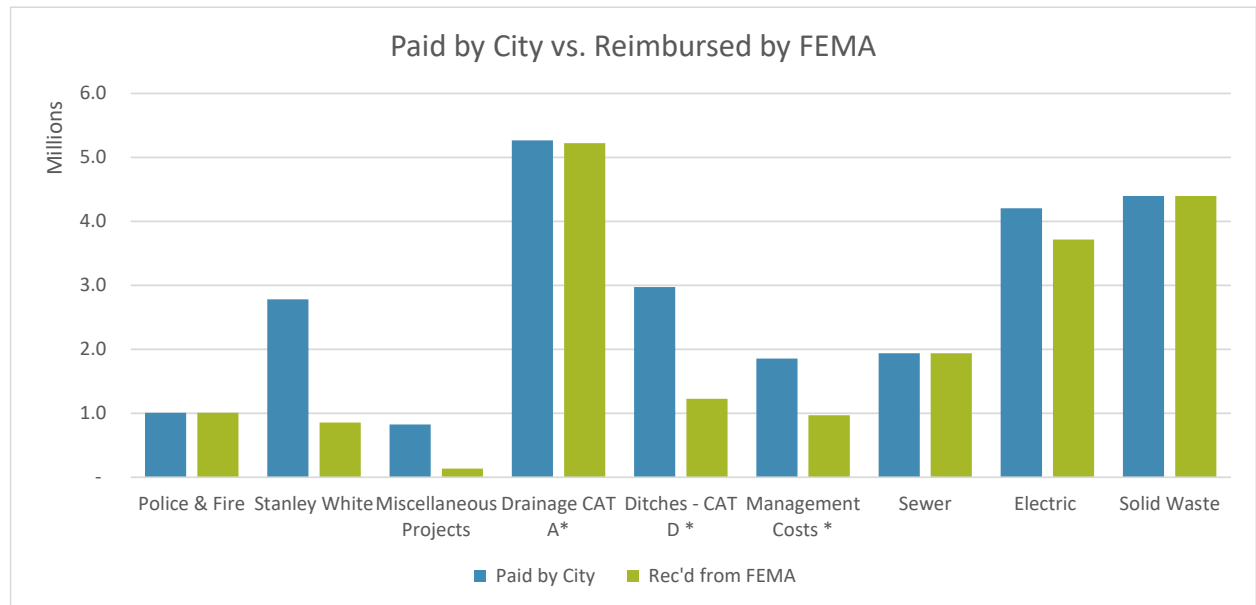
**Notes:**

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-RESCUE**

### **Fire Suppression:**

<b>Incidents</b>	<b>2022 Total</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>Current Month</b>
Number of Incidents	2,464	2,104	229	219
90% Response Time to Incidents	9 minutes 06 seconds	9 minutes 30 seconds	9 minutes 28 seconds	10 minutes 42 seconds
Endangered Property Value	\$18,784,230	\$43,308,292	\$4,750,981	\$ 438,560
Property Losses Due to Fire	\$1,206,600	\$1,257,203	\$153,501	\$ 132,000
Percentage of Saved Property Value	91.29%	94.75%	96.8%	69.9%
Overlapping Incidents	356	287	29	29

### **Fire Prevention:**

<b>Prevention Statistics</b>	<b>2022 Total</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>Current Month</b>
Fire Investigations	43	27	2	2
Fire Inspections	1,613	2,150	147	145
Permits Issued	112	106	13	8
Child-Passenger Seat Checks	80	100	9	8
People Educated Through Public Fire & Life-Safety Programs	10,257	8,438	2,542	302
Smoke Alarms Installed	159	445	21	21

### **Narcan:**

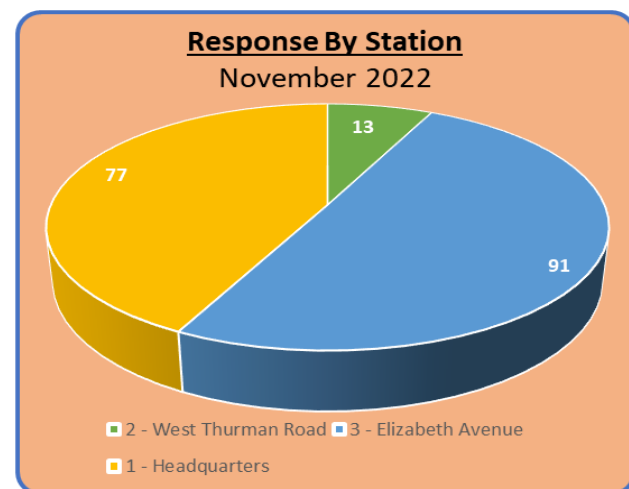
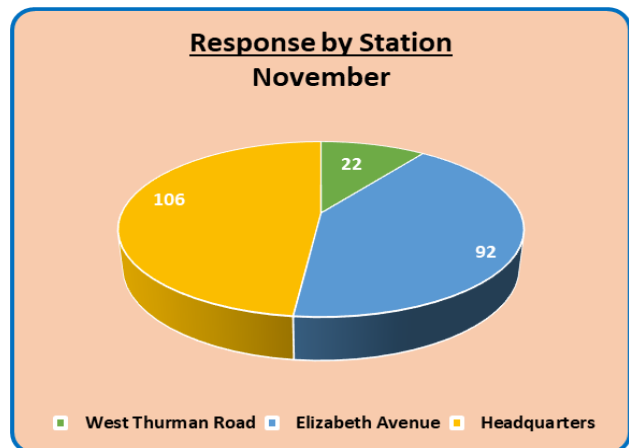
<b>Statistics</b>	<b>2022 Total</b>	<b>2023 YTD</b>	<b>Last Moth</b>	<b>Current Month</b>
Overdose Calls Responded To	166	136	11	12
Instances Narcan Administered	17	57	4	8

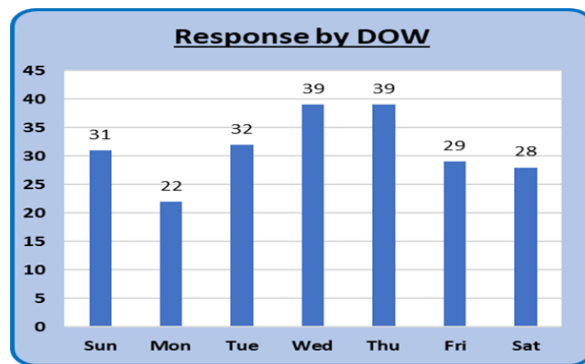
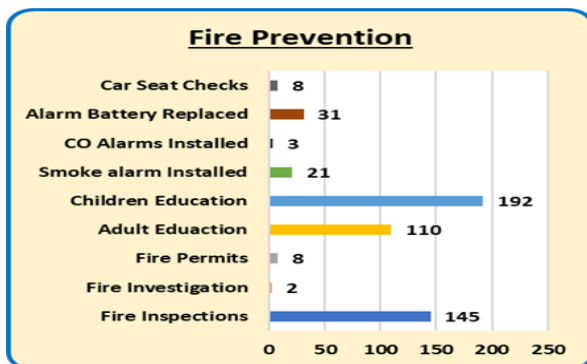
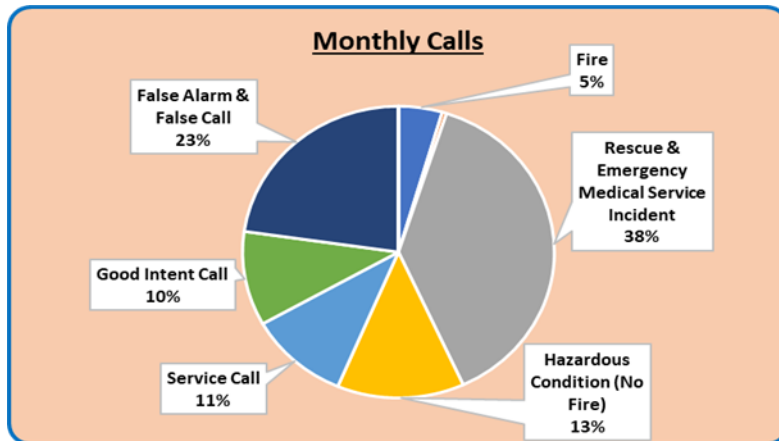
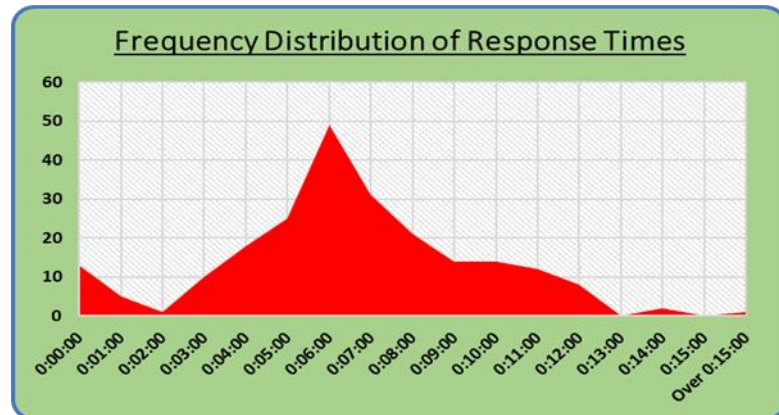
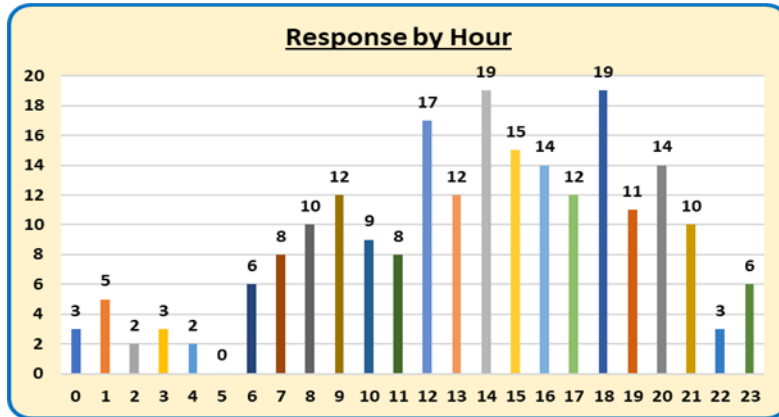
### **Significant Issues:**

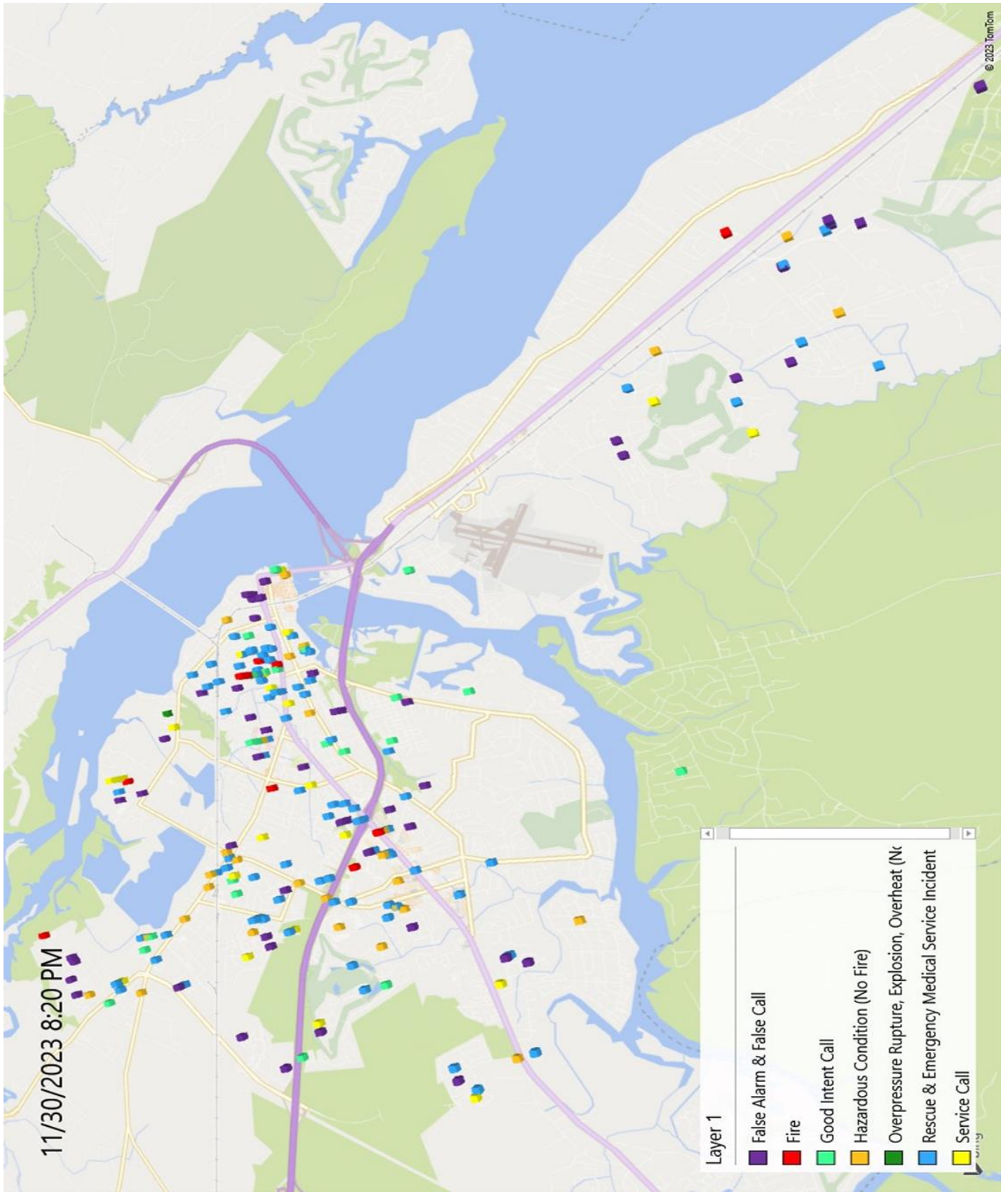
- Met with Project Lifesaver Clients.
- Chief Tyndall attended the NC Accreditation Support Consortium meeting.
- Conducted three Fire Extinguisher training sessions for different community locations.

Breakdown of Response Types	Numbers
<b>1-Fire</b>	<b>10</b>
Brush or brush and grass mixture fire	1
Building fire	6
Cooking fire, confined to container	2
Outside rubbish, trash or waste fire	1
<b>2-Overpressure Rupture, Explosion</b>	<b>1</b>
Excessive heat, scorch burns with	1
<b>3-Rescue &amp; Emergency Medical Services</b>	<b>84</b>
EMS call, excluding vehicle accident	16
Extrication of victim(s) from building	1
Lock-in (if lock out, use 511)	2
Medical assist, assist EMS crew	34
Motor vehicle accident with injuries	9
Motor vehicle/pedestrian accident	3
Search for person on land	2
vehicle accident with no injuries.	17
<b>4-Hazardous Condition (No Fire)</b>	<b>29</b>
Arching, shorted electrical equipment	5
Carbon monoxide incident	1
Gas leak (natural gas or LPG)	3
Gasoline or other flammable liquid	1
Overheated motor	1
Power line down	1
Vehicle accident, general cleanup	17
<b>5-Service Call</b>	<b>23</b>
Animal rescue	1
Assist invalid	8
Asst police or other governmental	4
Cover assignment, standby, move	1
Public service	7
Unauthorized burning	1
Water or steam leak	1
<b>6-Good Intent Call</b>	<b>23</b>
Dispatched & canceled en route	7
No incident found on arrival at destination	11
Smoke scare, odor of smoke	5
<b>7-False Alarm &amp; False Call</b>	<b>50</b>
Alarm system activation, no fire, unknown	16
Alarm system sounded due to malfunction	5
Carbon Monoxide detector activation	1
CO detector activation due to malfunction	5
Detector activation, no fire - unintentional	3
Smoke detector activation due to malfunction	5
Smoke detector activation, no fire	11
Sprinkler activation due to malfunction	3
Unintentional transmission of alarm	1
<b>Grand Total</b>	<b>220</b>

Code	Database Response by NFIRS Code	Total	%
1	Fire	10	4.55%
2	Overpressure Rupture, Explosion,	1	0.45%
3	Rescue & Emergency Medical Services	84	38.18%
4	Hazardous Condition (No Fire)	29	13.18%
5	Service Call	23	10.45%
6	Good Intent Call	23	10.45%
7	False Alarm & False Call	50	22.73%
8	Severe Weather & Natural Disaster	0	0.00%
9	Special Incident Type	0	0.00%
	<b>Grand Total</b>	<b>220</b>	







## **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	0	0	2	2	2
Development Services	21	0	2	0	6	3
Finance	14	0	0	1	6	0
Fire	75	0	0	1	5	2
Human Resources	6	0	0	0	0	1
Parks & Recreation	30.5	0	0	1	7	1
Police	121.5	2	2	10	19	6
Public Utilities	87	1	0	9	13	4
Public Works	52	1	0	4	18	2
Water Resources	81	0	0	2	15	2
Totals:	501	4	4	30	91	23

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

### **Safety News:**

Workers' Compensation	2023	2024
Current Month's Claims	1 OSHA Recordable 1 Lost Time 0 Non-Recordable 0 Denied	2 OSHA Recordable 0 Lost Time 1 Non-Recordable 0 Denied
Year-to-Date Claims	7 Recordable 3 Non-Recordable	10 Recordable 4 Non-Recordable
Current Month Costs	\$6,056.54	\$9,291.49
Year-to-Date Costs	\$53,329.24	\$63,362.07

## **Parks and Recreation**

- Special Event Planning and Preparation for the following:
  - 2023 City of New Bern Christmas Parade – 120 applications have been received for this event.
  - Coastal Christmas Flotilla
  - Holiday Movie in the Park
  - Wreaths Across America
  - New Year’s Eve Block Party
- The Christmas Tree Lighting event drew approximately 4,800 participants.
- Toys for Tots – Applications for assistance are being received and processed. Staff are sorting donations and preparing for distribution.
- Ice Skating opened on November 24<sup>th</sup>, with 557 participants and \$2,785 in revenue for the remainder of the month.
- Staff are preparing for fall/winter tree plantings.
- Christmas Decorations – All Parks & Grounds staff installed Christmas lights and displays at Bear Plaza, James Reed Lane, and Union Point Park.
- Stanley White Recreation Center: Contractors have been working on site grading, infrastructure installation, stormwater and footer installation. Precast walls are scheduled to be installed starting in mid-December.
- Cemeteries - Ten (10) burials occurred in November (Evergreen 2; New Bern Memorial; 8).
- Special Event Applications – Eight (8) Special Event Applications were received in November 2023.

## Police

### Crime:

Incidents & Arrests	Nov Total	2020 Total	2021 Total	2022 Total	2023 YTD
NIBRS* Group A Incidents	135	2,530	2,235	1,950	1,385
NIBRS* Group B Incidents (Arrests)	51	589	725	701	437
Adult Arrests	103	1,256	1,325	1,321	1,032
Juvenile Arrests	-	2	3	6	11
Total Arrests	103	1,258	1,328	1,335	1,047
Drug Arrests*	24	304	285	248	207
Police Calls for Service	3,296	41,846	44,299	43,088	38,908
Business Alarms Dispatched	100	1,635	1,510	1,391	1,308
Residential Alarms	33	497	484	482	373
Alarm Calls (PD Dispatched)	133	2,132	1,994	1,873	1,681

\*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.

\*Drug Arrests added October 2023.

Index Crime Report	Nov Total	2020 Total	2021 Total	2022 Total	2023 YTD
Homicide	1	4	6	3	4
Rape	-	15	14	16	6
Robbery	-	23	22	18	8
Aggravated Assault	4	119	97	109	56
B&E – Residence	5	176	114	102	102
B&E – Business	2	30	34	36	45
Theft from Motor Vehicle	11	127	116	98	91
Larceny	26	706	608	450	346
Motor Vehicle Theft	1	34	35	32	29
Arson	-	1	5	3	3
<b>Total</b>	<b>50</b>	<b>1,235</b>	<b>1,051</b>	<b>867</b>	<b>690</b>

Criminal Investigations	Nov Total	2022 Total	2023 YTD
Cases Assigned	12	193	203
Cases Closed by Arrest	1	37	17
Cases Closed Leads Exhausted	0	2	4
Cases Closed Unfounded	0	6	11



2023 Cases of Note - Nov	
2023-35774	Bomb threat reported in the 700 block of Lake Tyler Dr. A social media posting was located related to the threat and a juvenile male was identified and interviewed by NBPD. The threat was determined not to be credible. CC Schools were notified, and the case is closed.
2023-35844	A gunshot victim was reported in the area of Trent Court. Devaughn Bryant was identified as the victim and died from injuries sustained. The investigation is ongoing.
2023-38262	A gunshot victim was reported on US 70 Hwy near the Glenburnie Exit. Tomas Muldonado was identified as the victim and has since been released from the hospital. The investigation is ongoing.
2023-38575	A report was received in reference to an unidentified suspect showing obscene material to a juvenile female in the 1700 block of Cobb St. The suspect has since been identified and arrested.

Crime Analysis		
	<u>Nov 2023</u>	<u>2023 YTD</u>
Top 5 Calls for Service & Number of Incidents	1) Traffic Stop-648 2) Security Check Business –319 3) Follow-Up/Supplemental–162 4) Citizen Assist-134 5) Directed Patrols-133	1) Traffic Stop –6,275 2) Security Check Business –4,525 3) Follow-Up/Supplemental –1,880 4) Security Check Residential–1,816 5) Citizen Assist –1,760
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 505 Middle St. (Security Checks)- 52 2) 1100 Clarks Rd. (Commitment Papers)-49 3) 3105 M. L. King Jr. Blvd (Security Checks, Larceny, Disturbance)- 47 4) 210 E Front St. (Security Checks)-46 5) 1309 Country Club Rd (Security Checks, Police, Harassment)-42	
Top 4 Group A Crime Locations for Current Month and Number of Incidents	1)3105 M. L. King Jr. Blvd (Larceny, Directed Patrols, Security Check)- 10  <b>*No other location had more than one (1) Incident/Report</b>	

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

**Personnel:**

Extra Duty Hours						
Nov	2018 Total	2019 Total	2020 Total	2021 Total	2022 Total	2023 YTD
415	4,525.01	4,392.75	995.50	1,110.50	2,458.90	2744.25

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

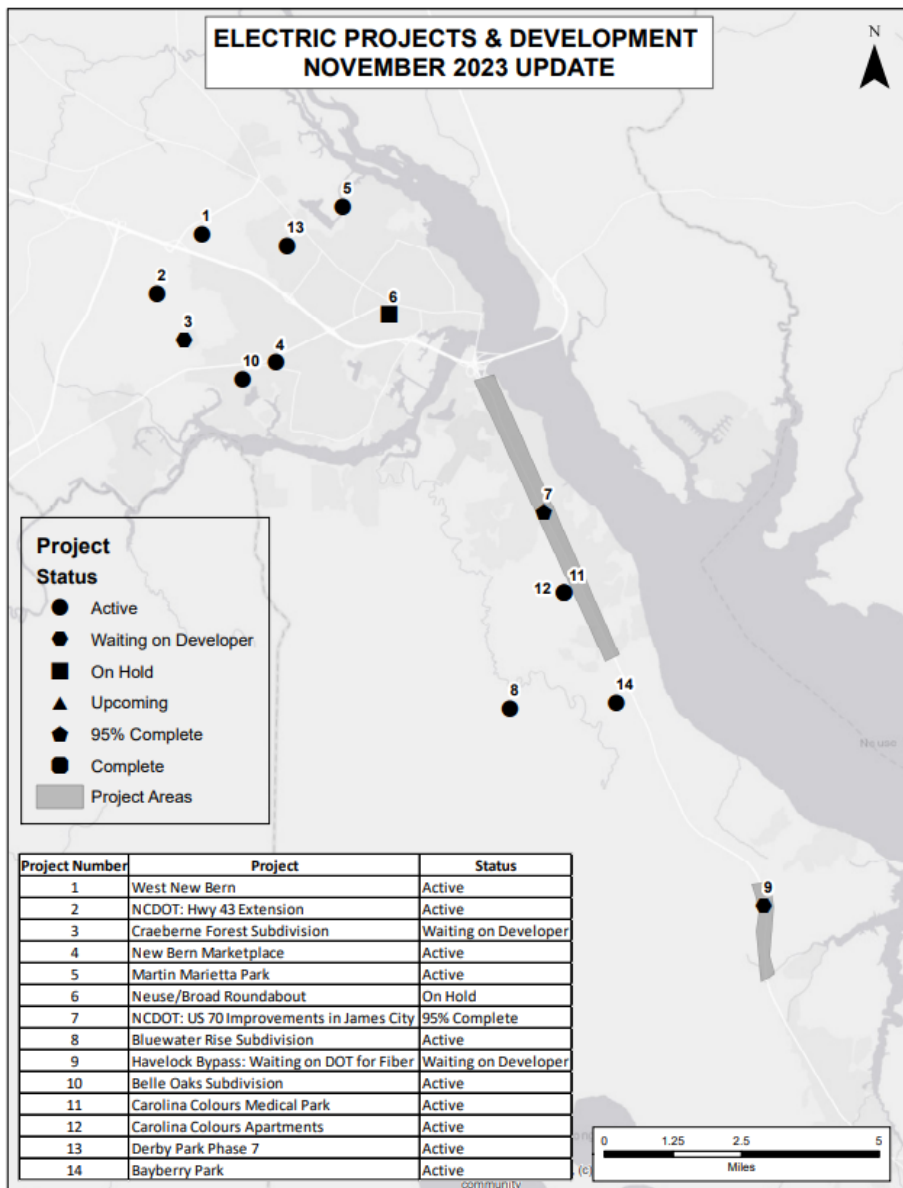
Overtime	Nov Total	2020 Total	2021 Total	2022 Total	2023 YTD
Office of the Chief	\$258.82	\$62.84	\$2,261.12	\$653.77	\$646.53
Operations Division	\$16,985.15	\$118,609.28	\$126,171.84	\$129,301.33	\$179,583.10
Services Division	\$7,113.66	\$89,971.82	\$85,190.82	\$95,326.54	\$74,255.77
Investigations Division	\$9,093.71	\$19,358.26	\$26,177.20	\$40,135.31	\$61,293.08
<b>TOTAL</b>	<b>\$33,451.34</b>	<b>\$228,013.20</b>	<b>\$239,800.98</b>	<b>\$265,777.01</b>	<b>\$331,985.85</b>

**Significant Issues (not noted above):**

ABC Permits	BG	CC	GW	GL	NR	WF	Nov Total	2020 Total	2021 Total	2022 Total	2023 YTD
<b>Business: Approved</b>	-	-	-	-	-	-	2	12	9	10	11
Hibachi Buffet	-	-	-	✓	-	-	-	-	-	-	-
La Casetta Italian Cuisine	-	-	-	-	-	✓	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Business: Denial</b>	-	-	-	-	-	-	0	0	2	1	1
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Special One-Time</b>	-	-	-	-	-	-	1	0	2	26	29
Tryon Palace Foundation, Inc.	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	3	12	13	37	41

## Public Utilities - Electric

- **High-Profile Projects:** Seventeen 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 17 interruptions were recorded on the electrical system during the month of November. This impacted a total of 1706 customers. As a result, customers experienced an average of 0.0046 interruptions and were restored in an average of 0.392 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.



- **Advanced Metering Infrastructure Project** – This project involves installing a network of electric and water meters. We are currently reading 15,412 water meters and 25,210 electric meters, of which 13,047 are disconnect meters. There have been 8,563 two-way load management switches installed.

#### NOVEMBER 2023

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,561	31*	25,210	99.999
Water	19,081	~2,570	15,412	~ 95.565
<b>Installed Gateways</b>		42		
<b>Installed Relays</b>		101		
<b>LM Customers</b>		5,396		
<b>Total Switches</b>		8,563		
<b>Controlled Devices</b>				
<b>Air Conditioner</b>		<b>Electric Furnace</b>	<b>Heat Strips</b>	<b>Water Heaters</b>
5,413		85	3,097	2,959

\*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** – Is ongoing throughout the service area.

#### Electric System Outages and Reliability Statistics

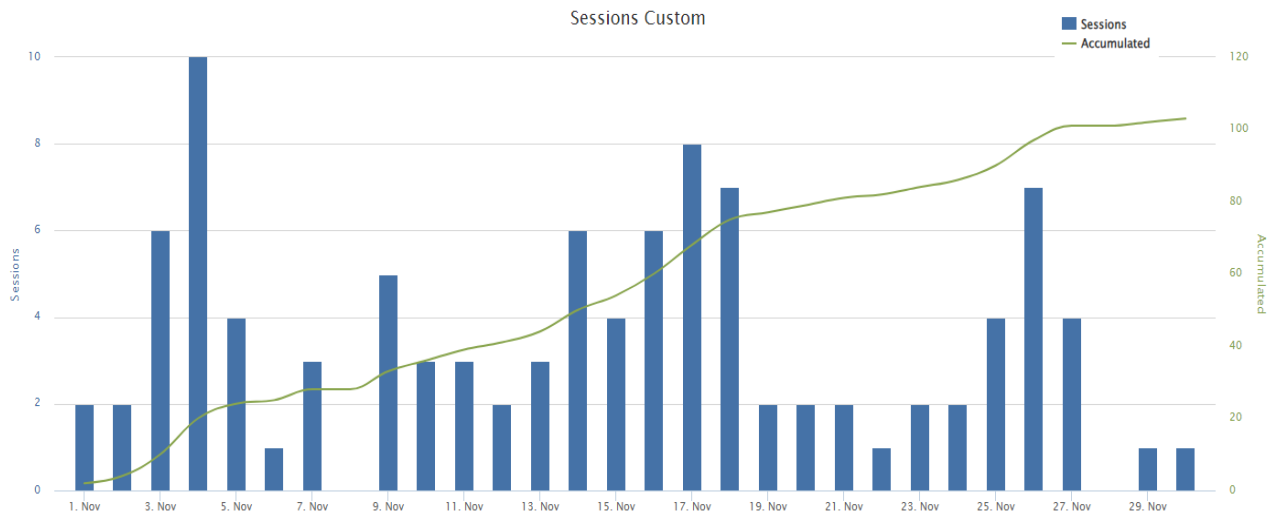
\*Adjusted for APPA Event Threshold

	November 2023	2023 YTD
# of Interruptions	17	315
# of Customers Out	1706	32,254
Customers Minutes out	562	2,072,083

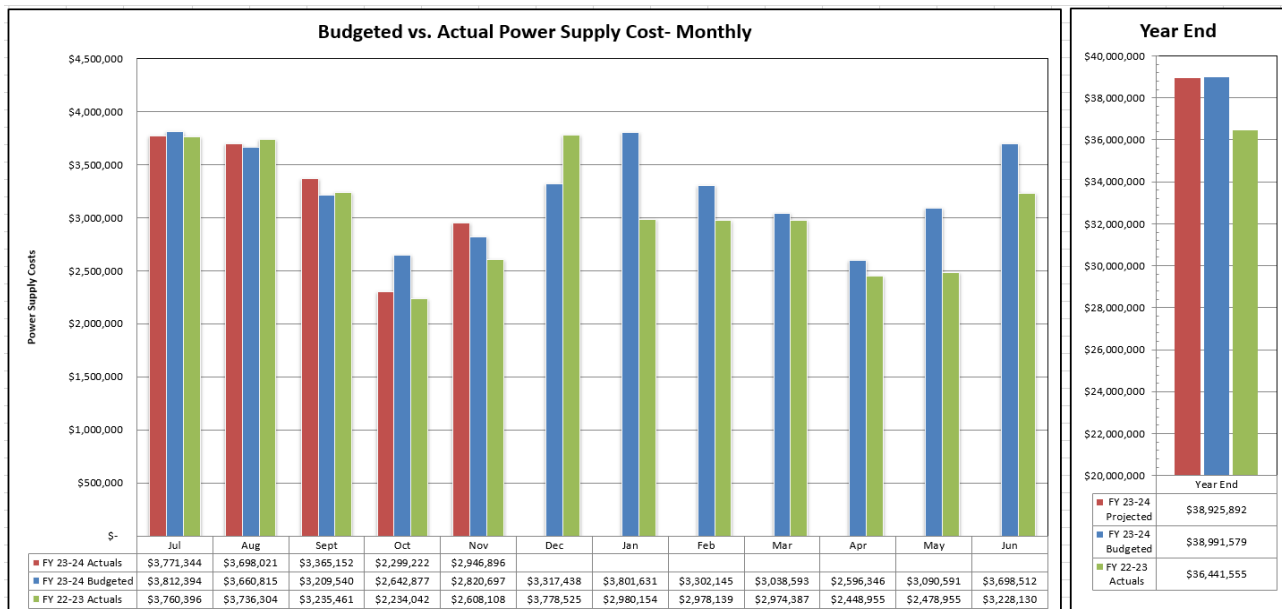
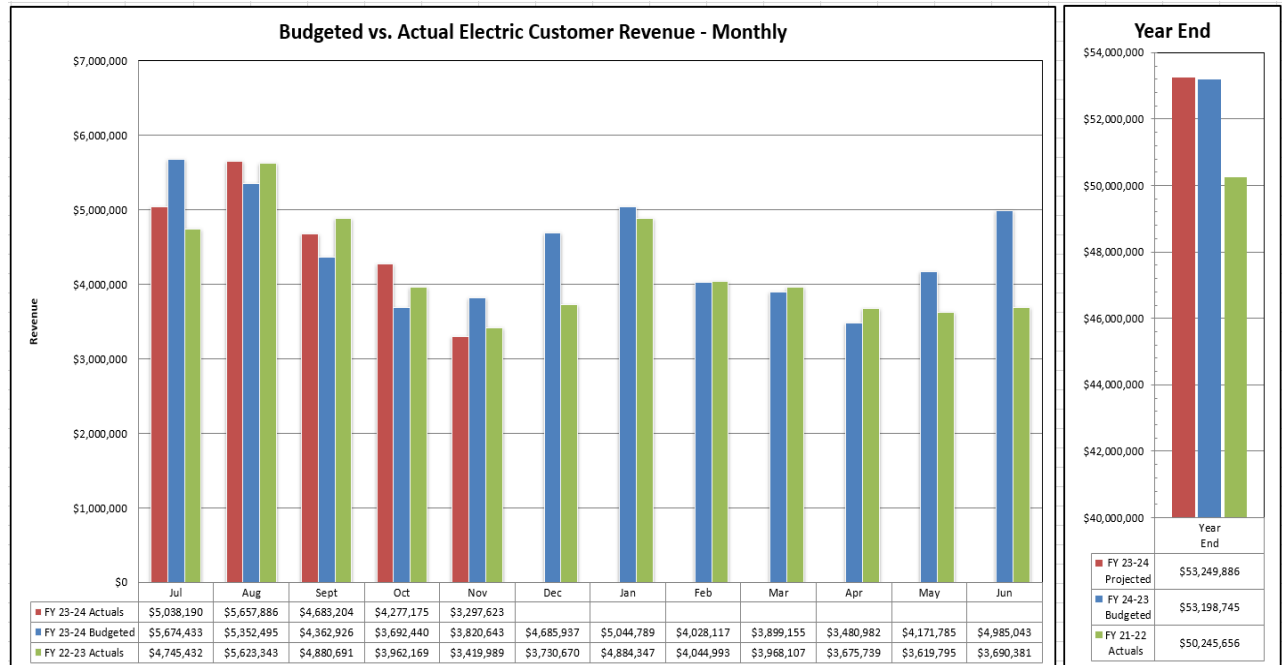
SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
November 1, 2023, to November 30, 2023			
SAIDI (minutes) 0.392	SAIFI (number of interruptions) 0.0046	CAIDI (minutes) 85.225	ASAI (percent) 99.999%
November 1, 2022, to November 30, 2023			
SAIDI (minutes) 32.164	SAIFI (number of interruptions) 0.449	CAIDI (minutes) 71.61	ASAI (percent) 99.9951%
November 1, 2021, to November 30, 2022			
SAIDI (minutes) 26.061	SAIFI (number of interruptions) 0.39	CAIDI (minutes) 66.787	ASAI (percent) 99.9954%

Sched/Unsched	Cause	Outages
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	6
Unscheduled	Vegetation (Trees, Vines, Other)	2
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	1
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	7
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)	1
Unscheduled	Human Error (Construction, Maintenance, Operations)	0
Unscheduled	Unknown	0
<b>Total</b>		<b>17</b>

### **CHARGEPOINT CHARGING STATION**



<b>CUSTOMER SERVICE OPERATING REPORT FYE 24</b>	<b>NOV</b>	<b>YTD</b>	<b>Historial Monthly Average</b>	<b>YTD Monthly Average</b>	<b>YTD Daily Average</b>	<b>YTD Hourly Average</b>	<b>YTD Average Per Hour Per CSR</b>
Customer Service Reps	5	NA	NA	4.4	NA	NA	NA
Payment Service Reps	4	NA	NA	4	NA	NA	NA
Temporary Staff	3	NA	NA	3	NA	NA	NA
Incoming calls received	5,185	27,418	4,733	5,484	274.2	34.3	7.79
Move out Customers	193	1,051	225	210	10.5	1.3	0.3
New service applications	430	2,578	519	516	25.8	3.2	0.73
Customers enrolled in e-billing	2,673	2,300	NA	NA	NA	NA	NA
Number of Pay as You Go Customers	119	112	NA	NA	NA	NA	NA
Drive-through customers	3,187	17,240	3,651	3,448	172.4	21.6	5.39
Night deposit activity.	379	2,399	585	480	24	3	0.75
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	5,592	29,500	5,495	5,900	295	36.9	9.22
Other credit card via third-party processing (OPC)	253	1,508	401	302	15.1	1.9	0.47
Average ticket amount	157.47	1,094	211	219	10.9	1.4	0.34
Total amount of in Office Credit Card	\$537,401.65	\$2,276,225.90	\$471,655.08	\$562,787.02	\$28,139.35	\$3,517.42	879.35
Number of in Office Credit Card transactions	2,482	12,167	2,192	2,433	121.7	15.2	3.8
Customers who had their payment automatically drafted from their bank account	4,923	4,896	NA	NA	NA	NA	NA
Customers repaying delinquent debts on extended payment plans	9	32	NA	NA	NA	NA	NA
Average balance owed	\$1,341.63	\$4,609.48	\$798.97	\$921.90	\$46.09	\$5.76	1.31
Short-term payment agreements made	205	1,463	196	293	14.6	1.83	0.46
Budget billing/equal payment plan participants	307	269	NA	NA	NA	NA	NA
Lockbox payments received	3,116	17,083	3,728	3,417	170.8	21.35	5.34
Direct electronic payments received-EBOX	3,651	18,041	3,548	3,608	180.4	22.55	5.64
Number of closed Service orders	1,657	12,276	3,540	2,455	122.8	15.35	3.49
Number of cut for non-payment	200	2,053	1,059	411	20.5	2.57	0.58
Number of reconnect for non-payment	188	2,411	1,034	482	24.1	3.01	0.68





## Public Works

### Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	NOVEMBER 2023
White Goods Collected	40.50	54.00	22.50	9.00
Brown Goods Collected	3,491.40	3,280.20	1,234.20	303.60
Yard Waste Received	11,432.91	12,278.39	5,136.61*	971.89
Mulch Dispersed	775.40	2,211.00	446.21	17.52

\*Correction - updated numbers increased for October 2023 waste received (4.4 tons).

### City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	NOVEMBER 2023
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	1,155	183
Total Labor Cost	\$124,619.90	\$128,682.79	\$ 49,191.44	\$ 7,577.42
Total Parts Cost	\$256,478.58	\$290,465.41	\$116,754.72	\$24,306.38
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$165,946.16	\$31,883.80
Services Provided by Contract:				
Vehicles Serviced	420	546	232	25
Total Labor Cost	\$111,323.13	\$132,254.70	\$ 44,497.50	\$ 5,803.25
Total Parts Cost	\$144,368.02	\$227,717.80	\$100,440.75	\$ 4,992.18
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$150,741.50	\$10,795.43
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	1,387.00	208
Total Labor Cost	\$235,940.03	\$260,937.49	\$ 99,492.19	\$13,380.67
Total Parts Cost	\$400,846.60	\$518,183.21	\$217,195.47	\$29,298.56
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$316,687.66	\$42,679.23
Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	NOVEMBER 2023
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$45,759.94	\$12,818.42
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$80,462.19	\$ 4,707.58
Police	\$133,588.42	\$146,243.25	\$53,921.35	\$ 8,205.97
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 5,740.35	\$ 696.96
Finance	\$ 11,591.79	\$ 11,099.61	\$ 4,292.18	\$ 614.29
Public Works	\$162,118.12	\$213,316.10	\$84,421.87	\$ 7,868.33
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$40,027.27	\$ 7,666.01
Human Resources	\$ 614.13	\$ 2,530.80	\$ 115.41	\$ 0.00
Development Services	\$ 2567.12	\$ 3,078.08	\$ 1,947.10	\$ 101.67

**Significant Issues:** N/A

## **Water Resources**

### **Capital Projects:**

- **Township No. 7 Sewer Improvements – Phase III.** *Sewer system infrastructure improvements for increasing transmission capacity.* The contractor for Contract-II “Pump Station”, is continuing to work on the new control building and installation of new electrical equipment for the pump station. The coating contractor is scheduled to be on site the first week in December to install the final coatings on the concrete, piping and building exterior. The contractor for Contract-I “Linework” has installed the first of the 12” directional bores under the Trent River and the second bore is scheduled to be completed in early December.
- **West New Bern Water System Improvements** – *Water system infrastructure improvements between the Highways 17 and 55 corridors increasing available domestic and fire flow supplies.* The engineer for the project is continuing to finalize easement mapping and permit applications that will be necessary for the project.
- **Northwest Interceptor Rehabilitation Phase II** – *This project will involve the rehabilitation of approximately 2,000 linear feet of the Northwest Interceptor. This portion of the City’s sewer collection system is a large outfall line that runs through long stretches of flood plain on its path the City’s WWTP. The project will line the existing sewer main with CIPP lining and waterproof the manholes along the route. A \$230,000 NCDWI grant has been obtained to fund a portion of this project.* The necessary clearing has been completed along the sewer line and by-pass piping has been installed. The pre-cleaning operation on the 36” sewer line began in late November and is scheduled to be complete by the end of December.
- **Highway 70 James City – Water & Sewer Relocations – Phase I** – *This project will involve the relocation of approximately 19,000 LF of water main and 44,000 LF of sewer main that will be required to accommodate the Highway improvements.* Over the past month, the contractor has continued working to install new water and sewer mains between Grantham Road and Airport, and between Taberna Way and Thurman Road. To date, 40,800 feet (93%) of the sewer main and 13,400 feet (71%) of the water main have been installed.
- **Highway 70 James City – Water & Sewer Relocations – Phase II** – *This project will involve the relocation of approximately 37,000 LF of sewer main that will be required to accommodate the Highway improvements between Thurman Road and Carolina Pines Boulevard.* NCDOT’s project engineers have completed the preliminary design for the relocations. City staff met onsite with the NCDOT design team in June to discuss several design issues. The final design for the necessary water and sewer relocations is scheduled to be complete in December 2023.

**Water Production:**

	<b>2022</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>November 2023</b>
Cove City Wells	698.34 MG	631.36 MG	55.97 MG	<b>53.69 MG</b>
Water Treatment Plant	640.63 MG	630.77 MG	62.22 MG	<b>56.94 MG</b>
Total Water Produced	1,338.96 MG	1,126.13 MG	118.19 MG	<b>110.63 MG</b>
Average Produced per Day	3.67 MGD	3.78 MGD	3.81 MGD	<b>3.69 MGD</b>
Peak Production	7.60 MGD	5.88 MGD	4.91 MGD	<b>4.63 MGD</b>

**Sewer Treatment:**

<b>Main WWTP</b>	<b>2022</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>November 2023</b>
Total Sewer Treated	1,611.67 MG	1,364.18 MG	115.00 MG	<b>109.87 MG</b>
Average Treated per Day	4.41 MGD	4.084 MGD	3.71 MGD	<b>3.66 MGD</b>
Peak Flow	11.66 MGD	11.13 MGD	4.34 MGD	<b>4.72 MGD</b>
<b>NB-7 WWTP</b>				
Total Sewer Treated	111.92 MG	102.315 MG	8.305 MG	<b>7.633 MG</b>
Average Treated per Day	0.307 MGD	0.306 MGD	0.268 MGD	<b>0.254 MGD</b>
Peak Flow	0.782 MGD	0.809 MGD	0.382 MGD	<b>0.364 MGD</b>

**Operations Work Completed:**

	<b>2022</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>November 2023</b>
Locates	18,295	15,738	1,606	<b>992</b>
Water System Repairs	252	298	31	<b>32</b>
Sewer System Repairs	1,169	1,227	130	<b>313</b>
Pump Station Maint.	6,313	7,043	747	<b>723</b>
Water Meter Maint.	860	883	70	<b>73</b>
STEP System Maint.	724	845	101	<b>55</b>
Customer Service Calls	651	750	98	<b>106</b>
<b>Total Work Orders Completed</b>	<b>30,286</b>	<b>26,784</b>	<b>2,497</b>	<b>2,294</b>

## **Attendance for Board Appointees**

<b>Bike &amp; Pedestrian Committee</b>			
<b>Appointee</b>	<b>Current Month Attendance</b>	<b>Meetings Missed in 2023 To Date</b>	<b>Appointed By</b>
Mary Davidson	P	0	BoA At Large
William Hand	A	1	BoA At Large
Rob Overman	P	1	BoA At Large
Stuart Flythe	P	0	BoA At Large
Bill Sadler	P	0	BoA At Large

<b>Board of Adjustment</b>			
<b>Appointee</b>	<b>Current Month Attendance*</b>	<b>Meetings Missed in 2023 To Date</b>	<b>Appointed By</b>
James “Trey” Ferguson	N/A	1	Ward 1
Kathleen Marty	N/A	0	Ward 2
Tim Tabak	N/A	0	Ward 3
George “Eric” Jones	N/A	3	Ward 4
Eric Thompson	N/A	2	Ward 5
Barbara Sampson	N/A	0	Ward 6
Sandra Gray	N/A	3	Craven County
Mike Duffy (Alternate)	N/A	0	BoA At Large
Brendan Loftin (Alternate)	N/A	2	BoA At Large

*\*A meeting was not held in November.*

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

*\*Meetings are held quarterly (February, May, August, November). A quorum was not present for the November meeting.*

Craven County Tourism Development Authority			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Bill Stafford	P	0	BoA At Large

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

*\*Meetings are held only as needed.*

Friends of New Bern Firemen's Museum, Inc. Board of Directors			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Bobby Boyd	P	0	Ward 1
Jack Meehan	P	1	Ward 2
David Finn	P	0	Ward 3
Wayne Unangst	A	1	Ward 4
Henry Watson	P	3	Ward 5
Elona Fowler	A	6	Ward 6
Gary Lingman	P	5	Bengel
Daniel Ensor	P	3	Mayor
Gary Clemmons	P	4	Odham
Ex-officio Bobby Aster	A	8	

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

Housing Authority of the City of New Bern			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
James Copland, IV	P	0	Mayor
Sabrina Bengel	P	0	Mayor
Dana Outlaw	P	1	Mayor
Sulin Blackmon	A	4	HA Residents
Ronald Scott	P	0	Mayor
Jennell Reddick	P	0	Mayor
Denise Harris-Powell	P	2	Mayor

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

*\* 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	A	2	Odham
Sam Carter	P	1	Bengel
Robert Wernersbach	P	1	Bengel
Rick Prill	P	0	BoA At Large

*\*Meetings are held alternate months: February, April, June, August, October, and December.*

Planning & Zoning Board			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Brad Jefferson	P	0	Mayor
Donald “Rusty” Ingram	P	2	Ward 1
Margie Dunn	P	1	Ward 2
Gaspar Sonny Aluzzo	P	0	Ward 3
Raymond Layton	A	\$	Ward 4
Kyle Dearing	A	3	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
Mark Devanney	N/A	0	Aster
Mike Markham	N/A	0	Kinsey
Tyrone Brown	N/A	0	Harris
Richard Schultz	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	A	1	BoA At Large
Kip Peregoy	P	0	BoA At Large
Beth Walker	P	1	BoA At Large
Sarah Proctor	P	2	BoA At Large
Leander “Robbie” Morgan, Jr.	P	4	BoA At Large
Steve Strickland	P	0	BoA At Large
Julius Parham	P	0	BoA At Large
Tabari Wallace	P	2	BoA At Large
Jimmy Dillahunt, Jr.	P	0	BoA At Large



Stanley White Recreation Center Advisory Committee			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
Leander Morgan, Jr.	N/A	3	BoA At Large
Talina Massey	N/A	4	BoA At Large
Kurtis Stewart	N/A	2	BoA At Large
James Woods	N/A	0	BoA At Large
Bernard White	N/A	0	BoA At Large
Reginald Pender	N/A	0	BoA At Large
Elijah Brown	N/A	0	BoA At Large
Barbara Lee	N/A	5	BoA At Large
Ex-officio Hazel Royal	N/A	0	BoA At Large

*\*A meeting was not held in November.*