

NEW BERN



NORTH CAROLINA

Everything comes together here

Departmental Monthly Reports

October 2023

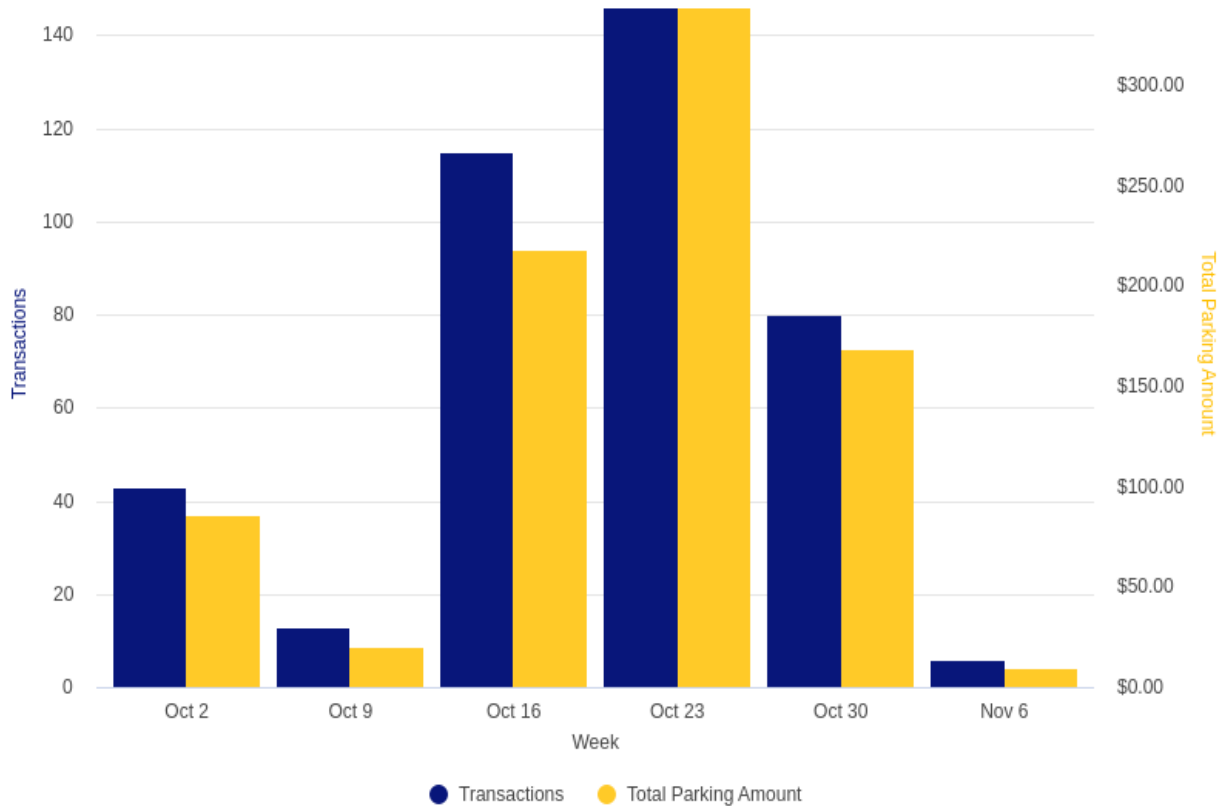
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Pollock Street Lot Parking – October Report

Parking Transactions: 323

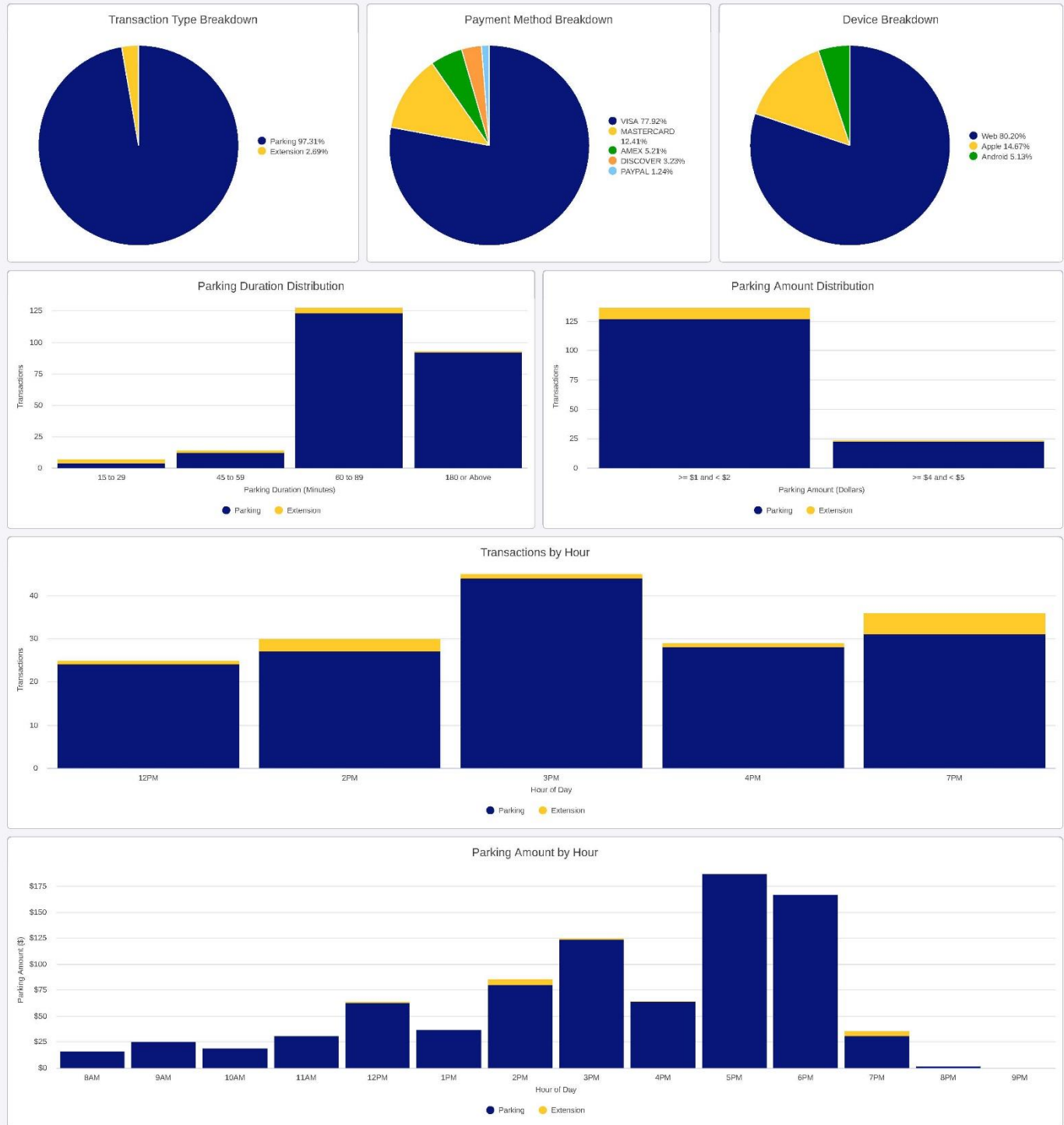
Parking Revenue: \$674.00



In the first month of pay to park, the trends we have seen are the busy times - Thursday, Friday, and Saturday.

78% Use the QR code to pay for parking.
22% Use the Apple or Android App.

Transaction Stats



Generated by Looker on November 7, 2023 at 4:21 PM EST

Development Services

Inspections:

Overview	2022 Year End	2023 YTD	August 2023	October 2023
Commercial Permits – New Construction	44	33	5	0
Residential Permits – New Single Family	227	198	30	26
Residential Permits – Additions/Remodels	178	163	18	21
Mobile Homes	23	19	0	0
Signs	33	40	0	6
Certificates of Occupancy – Residential	322	176	15	5
Certificates of Occupancy – Commercial	59	51	2	2
Zoning Violations (Chapter 15)		32	9	2
Nuisance Violations (Chapter 26)		332	70	98
Minimum Housing Violations (Residential) (Chapter 38)		35	4	12
Minimum Housing Violations (Commercial) (Chapter 39)		2	0	0
Total Permit Valuation	\$210,167,982	\$68,627,703	\$32,292,090	\$8,170,420

Economic and Community Development:

- 2022 CDBG Annual Action Plan Housing Rehabilitation Program update October 31st, 2023:
 - Duffyfield Phoenix Project, Inc. has received **six (6) applications**. They will process each grant under the instructions provided under their sub-recipient agreement.
 - Religious Community Services (RCS) has received **five (5) applications**. They will process each grant under the instructions provided under their sub-recipient agreement.
- Staff submitted two withdrawal letters to Christine Botta, the state representative for the Hazard Mitigation Program. The withdrawal letters were signed by homeowners who requested to be withdrawn.
- Urban Design Ventures is working to prepare subrecipient agreements for the 2023 Annual Action plan activities to be administered by nonprofit organizations.

Planning and Zoning:

- The ThriveMore Community item was approved at the Board of Adjustment meeting held on October 30th, 2023. The approval was for Multifamily Residence Use.
- Planning and Zoning Board meeting on November 7th, will have four items: One (1) rezoning application (Hillmont neighborhood); a General and Final Subdivision (West New Bern, Parcel C); and the approved annexation for 3277 Old Airport Road.
- Staff have had conversations with five or more vape shop owners, applications are beginning to be received. Notice of violation letter being developed for those who do not provide the information back. The two-week deadline and the last day to submit would be November 2, 2023.
- DRC has one item (foodbank for existing building) for its upcoming meeting on November 17, 2023.

Historic Preservation Committee:

- Major CoAs issued: Four (4).
- Minor CoAs issued: Five (5).
- Tree Replacement Permits issued: One (1).
- The Historic Preservation Administrator attended the Preservation NC Conference and was a panelist in a presentation on the King Solomon Lodge restoration project.
- Along with the GIS Manager, the Historic Preservation Administrator attended the NC American Planning Association Annual Conference in Durham on Wednesday, October 11th, to receive an award on behalf of the City of New Bern for the 2023 Marvin Collins Planning Award for the City's Resiliency & Hazard Mitigation Planning efforts. Several staff members along with consultants and citizens of New Bern were involved in creating this plan. The analysis and recommendations resulted in a vision, a strategy across 6 resilience categories Health and Safety, Housing, Economy, Infrastructure, Natural Resources, and Cultural Heritage, and over 50 action items for implementation to strengthen New Bern's resilience to the next storms.

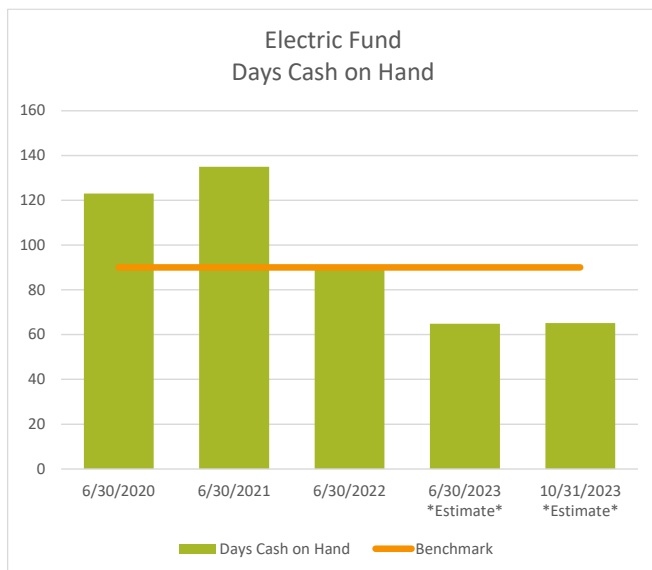
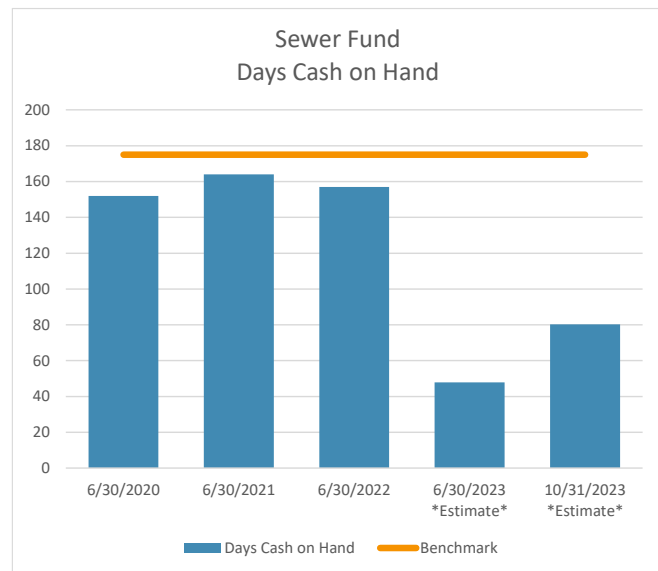
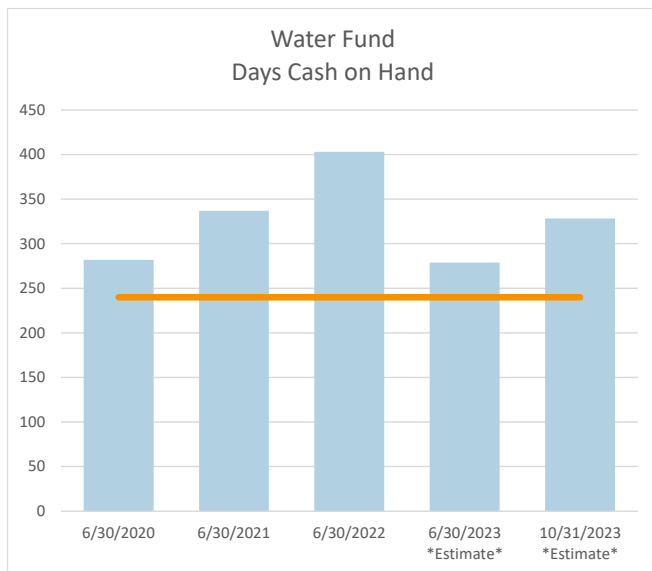
MPO:

- Staff attended or held meetings with various citizens and stakeholders; including, but not limited to:
 - NCDOT Division 2 meeting - 10/3rd
 - NC 43 Connector Meeting with New Bern and Craven County - 10/12th
 - NBAMPO TCC Meeting - 10/12th
 - Craven County Commissioners Meeting and Work Session - 10/16th
 - DERPO Regional Transportation Summit - 10/19th
 - Emerald Isle Trail Discussion - 10/23rd
 - TCC Review Meeting with Kevin Roberts - 10/24th
 - Bridgeton Town Council Meeting - 10/24th
 - Microtransit Feasibility Study Discussion with Craven County - 10/25th
 - New Bern 101 Presentation - 10/26th
 - Board of Adjustment Meeting - 10/30th

Finance

ENTERPRISE FUNDS – CASH ON HAND

FUND	6/30/2020	6/30/2021	6/30/2022	6/30/2023 *Estimate*	10/31/2023 *Estimate*
Water Fund	\$ 8,316,009	\$ 9,927,702	\$ 12,581,017	\$ 11,134,181	\$ 11,757,596
Days Cash on Hand	282	337	403	279	328
Sewer Fund	\$ 5,096,368	\$ 5,829,222	\$ 5,894,215	\$ 2,573,443	\$ 3,019,096
Days Cash on Hand	152	164	157	48	80
Electric Fund	\$ 18,891,493	\$ 20,589,859	\$ 14,488,683	\$ 10,517,216	\$ 11,041,286
Days Cash on Hand	123	135	89	65	65



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.

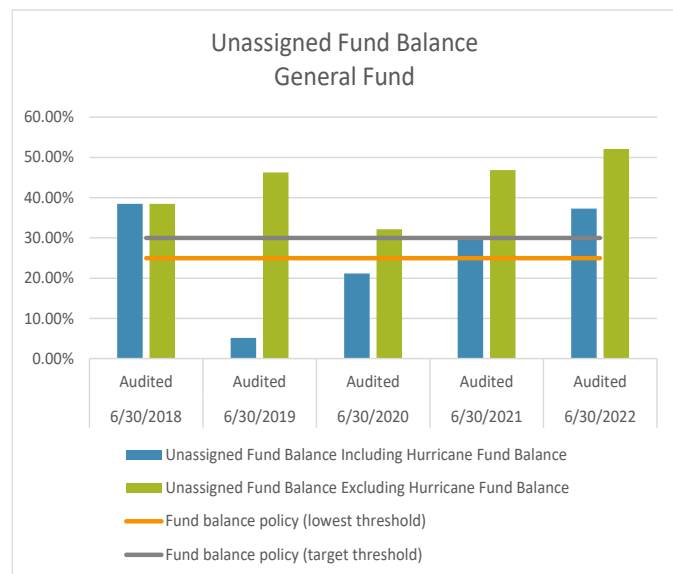
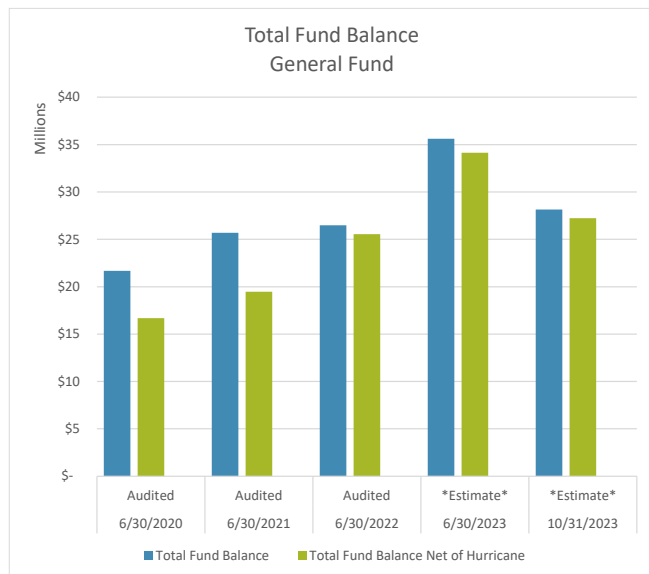
GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023 *Estimate*	AS OF 10/31/2023 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,865,866	27,294,095
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,725,456)
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	28,046,105	24,281,191

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 10/31/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 35,615,905	\$ 28,143,334
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 34,144,704	\$ 27,222,301
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

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:

10/31/23

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	2,032,458	852,723	42%		1,179,735	3
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	2,900,988	1,226,582	42%		1,674,407	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%	484,752	-	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	\$ 24,432,491	\$ 18,846,606	77%	\$ 1,111,374	\$ 4,474,511	

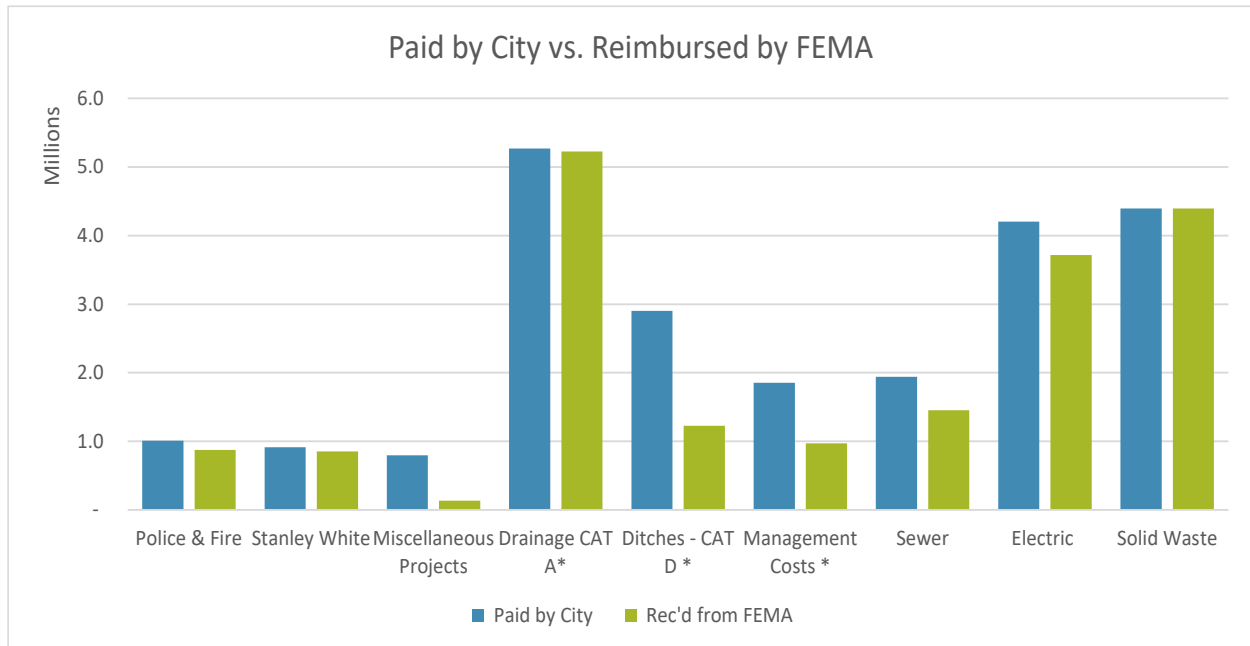
Notes:

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	1,885	229	229
90% Response Time to Incidents	9 minutes 06 seconds	9 minutes 23 seconds	9 minutes 53 seconds	9 minutes 28 seconds
Endangered Property Value	\$18,784,230	\$42,869,732	\$5,283,480	\$ 4,750,981
Property Losses Due to Fire	\$1,206,600	\$1,125,203	\$35,200	\$ 153,501
Percentage of Saved Property Value	91.29%	97.24%	99.3%	96.8%
Overlapping Incidents	356	258	34	29

Fire Prevention:

Prevention Statistics	2022 Total	2023 YTD	Last Month	Current Month
Fire Investigations	43	25	1	2
Fire Inspections	1,613	2,005	257	147
Permits Issued	112	98	11	13
Child-Passenger Seat Checks	80	92	8	9
People Educated Through Public Fire & Life-Safety Programs	10,257	8,136	1,307	2542
Smoke Alarms Installed	159	424	13	21

Narcan:

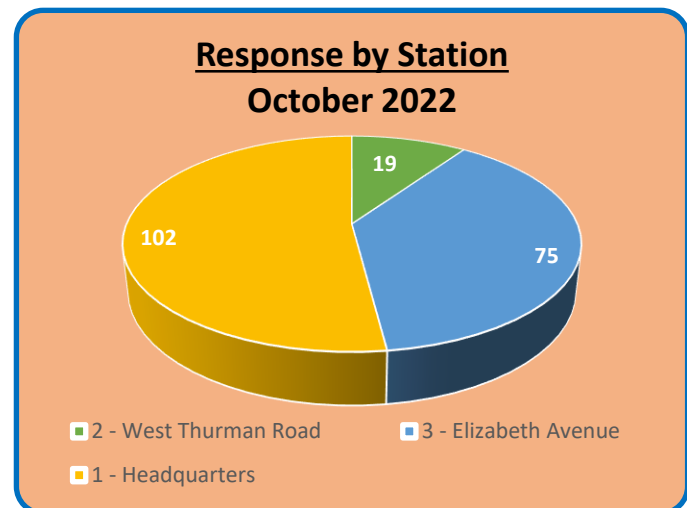
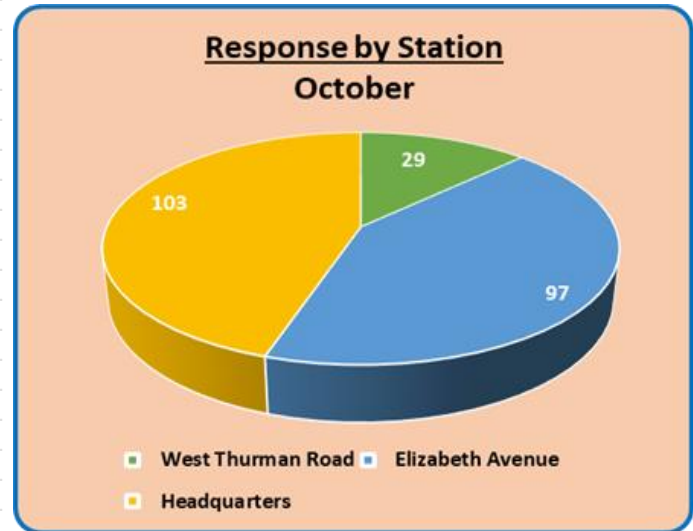
Statistics	2022 Total	2023 YTD	Last Moth	Current Month
Overdose Calls Responded To	166	124	18	11
Instances Narcan Administered	17	49	7	4

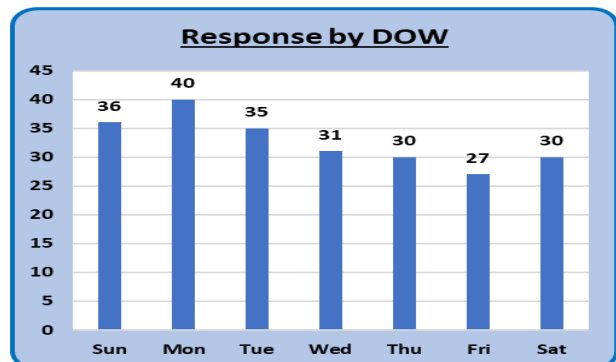
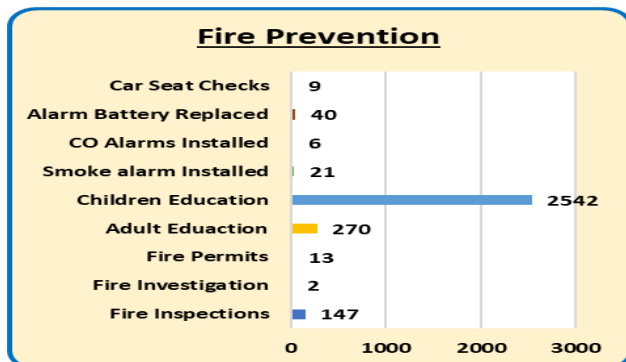
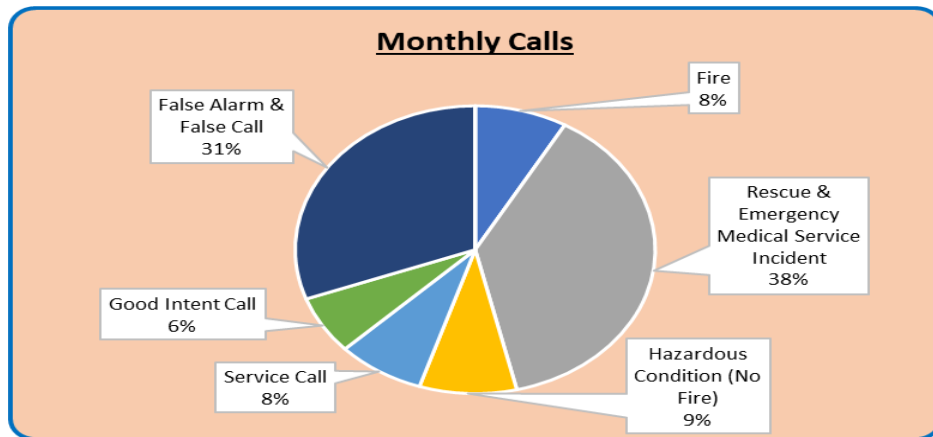
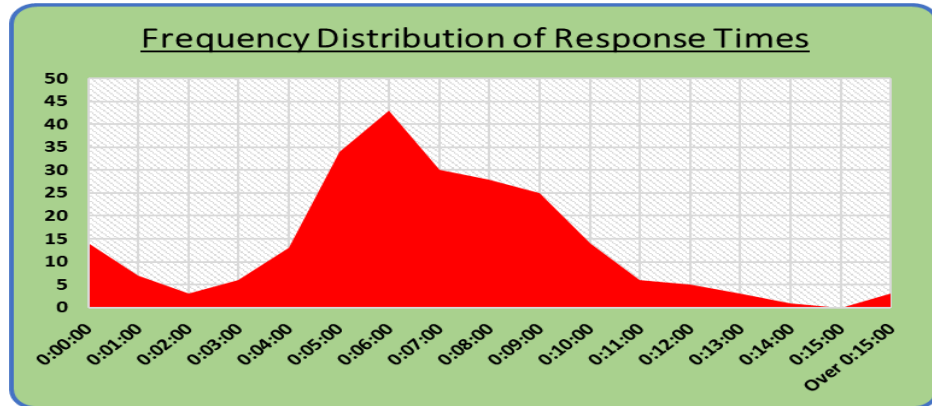
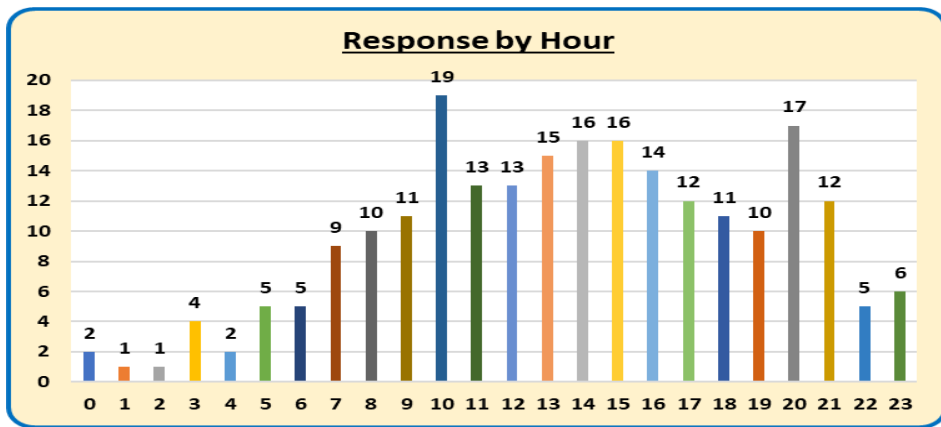
Significant Issues:

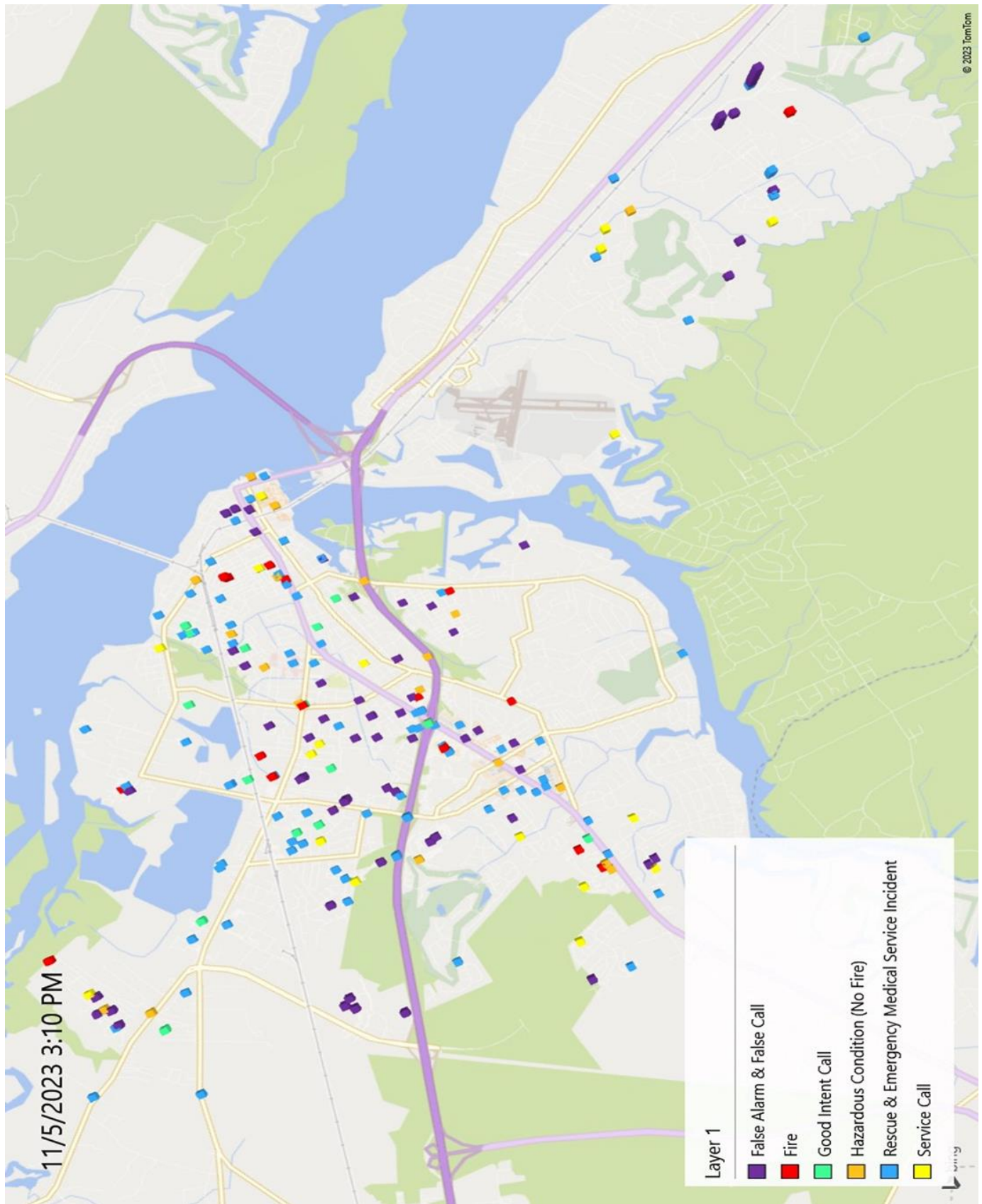
- Hosted New Bern 101.
- Storage Building at HQ is complete.

Breakdown of Response Types	Numbers
1-Fire	19
Brush or brush and grass mixture	3
Building fire	7
Cooking fire, confined to contain	2
Fire in mobile home used as fixe	1
Outside rubbish, trash or waste fi	1
Passenger vehicle fire	3
Trash or rubbish fire, contained	2
3-Rescue & Emergency Medical S	87
EMS call, excluding vehicle accide	19
Extrication of victim(s) from vehi	1
Lock-in (if lock out , use 511)	5
Medical assist, assist EMS crew	35
Motor vehicle accident with injur	6
Motor vehicle/pedestrian acciden	1
Removal of victim(s) from stalled	2
Rescue or EMS standby	2
Search for person on land	3
Swimming/recreational water are	1
vehicle accident with no injuries.	12
4-Hazardous Condition (No Fire)	20
Arching, shorted electrical equip	1
Gas leak (natural gas or LPG)	6
Gasoline or other flammable liqu	1
Overheated motor	2
Power line down	2
Vehicle accident, general cleanup	8
5-Service Call	18
Assist invalid	1
Asst police or other governmenta	1
Public service	8
Public service assistance, other	1
Unauthorized burning	4
Water or steam leak	2
Water problem, other	1
6-Good Intent Call	15
Dispatched & canceled en route	5
HazMat release investigation w/r	2
No incident found on arrival at di	7
Smoke scare, odor of smoke	1
7-False Alarm & False Call	70
Alarm system activation, no fire,	25
Alarm system sounded due to ma	11
Carbon Monoxide detector activa	1
CO detector activation due to ma	5
Detector activation, no fire - unin	1
Local alarm system, malicious fals	2
Smoke detector activation due to	7
Smoke detector activation, no fir	17
Sprinkler activation, no fire - unin	1
Grand Total	229

Code	Database Response by NFIRS Code	Total	%
1	Fire	19	8.30%
2	Overpressure Rupture, Explosion,	0	0.00%
3	Rescue & Emergency Medical Servi	87	37.99%
4	Hazardous Condition (No Fire)	20	8.73%
5	Service Call	18	7.86%
6	Good Intent Call	15	6.55%
7	False Alarm & False Call	70	30.57%
8	Severe Weather & Natural Disaste	0	0.00%
9	Special Incident Type	0	0.00%
	Grand Total	229	







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	0	2	6	3
Finance	14	0	0	1	6	0
Fire	75	0	0	1	5	2
Human Resources	6	0	1	0	0	1
Parks & Recreation	30.5	0	0	1	7	1
Police	121.5	1	3	10	19	4
Public Utilities	87	0	2	8	13	3
Public Works	52	0	1	3	18	1
Water Resources	81	0	1	2	15	2
Totals:	501	1	8	30	91	19

***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 1 Lost Time 0 Non-Recordable 1 Denied
Year-to-Date Claims	5 Recordable 3 Non-Recordable	8 Recordable 3 Non-Recordable
Current Month Costs	\$18,300.41	\$10,998.25
Year-to-Date Costs	\$47,273.10	\$54,070.58

Other:

None.

Parks and Recreation

Significant Issues:

- **Henderson Park Redevelopment:**
 - The old restroom facility was demolished.
 - Dirt dug from the new Stanley White Recreation Center construction site was hauled to Henderson Park to assist with elevation buildup.
- **Lawson Creek Park – Marsh Walk Phase 3:**
 - Bids received and opened on October 11th. Bids are being reviewed by the Purchasing Officer.
- **Mumfest Events:**
 - Transportation provided by staff from Lawson Creek Park to downtown with three buses running. Based on transportation logs, 3,295 people took advantage of parking and riding the shuttle downtown.
 - Mumfest 5K was very successful this year. We had record-breaking participation with 223 participants of all ages.
- **New Bern 101:**
 - Parks and Recreation hosted their session on October 19th. Participants toured Martin Marietta Park, Henderson Park, and the Stanley White Recreation Center construction site. The group proceeded to Lawson Creek Park for a presentation and dinner served by staff.
- **Christmas Parade:**
 - Registration opened with applicable information provided on Policies and Rules. The parade will be held on Saturday, December 2nd at 10am.
- **Halloween Events:**
 - Preschool Parade: Wonderful attendance, approximately 250 participated.
 - Movie in the Park – The Nightmare Before Christmas was shown, approximately 350 attended.
 - Witches Ride: Registered participants ranging in age from children to seniors. Participants were very creative with their costumes and bike décor this year.
 - Beary Not so Scary: Assisted with set up and provided carnival games.

Special Events Applications: Fourteen (14) received in September.

Cemetery Burials: One (1) at New Bern Memorial; One (1) at Cedar Grove; Two (2) at Evergreen.

Police

Crime:

Incidents & Arrests	October Total	2020 Total	2021 Total	2022 Total	2023 YTD
NIBRS* Group A Incidents	140	2,530	2,235	1,950	1,250
NIBRS* Group B Incidents (Arrests)	33	589	725	701	386
Adult Arrests	63	1,256	1,325	1,321	929
Juvenile Arrests	2	2	3	6	11
Total Arrests	65	1,258	1,328	1,335	940
Drug Arrests *	9	304	285	248	183
Police Calls for Service	3,659	41,846	44,299	43,088	35,612
Business Alarms Dispatched	97	1,635	1,510	1,391	1,208
Residential Alarms Dispatched	43	497	484	482	340
Alarm Calls (PD Dispatched)	140	2,132	1,994	1,873	1,548

*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	October Total	2020 Total	2021 Total	2022 Total	2023 YTD
Homicide	-	4	6	3	3
Rape	-	15	14	16	6
Robbery	1	23	22	18	8
Aggravated Assault	7	119	97	109	52
B&E – Residence	11	176	114	102	97
B&E – Business	2	30	34	36	43
Theft from Motor Vehicle	9	127	116	98	80
Larceny	33	706	608	450	320
Motor Vehicle Theft	3	34	35	32	28
Arson	-	1	5	3	3
Total	66	1,235	1,051	867	640

Criminal Investigations	Oct Total	2022 Total	2023 YTD
Cases Assigned	15	193	191
Cases Closed by Arrest	1	37	16
Cases Closed Leads Exhausted	1	2	4
Cases Closed Unfounded	1	6	11

2023 Cases of Note - October	
2023-33149	Vehicle B&E leading into fraudulent activity from the 3000 block of Red Oak Drive. Charges made to victim's account via CashApp. Investigation is ongoing.
2023-35216	Reported stabbing in the 800 block of Haywood Place. Incident investigated as domestic related. Female involved was arrested and male's injury was minor.
2023-35141	Reported missing female in the 3000 block of Roanoke Avenue. Caretaker of missing 13-year-old juvenile reported the missing female as a possible runaway. Investigative efforts by detectives revealed she was still local. Attempts to make contact via social media were somewhat successful (via 3 rd parties), indicating she was safe but did not wish to return home at that time. Female was later found by patrol and admitted to CEMC under involuntary commitment.

Crime Analysis		
Top 5 Calls for Service & Number of Incidents	<u>October 2023</u>	<u>2023 YTD</u>
	1) Traffic Stop - 573 2) Security Check Business - 403 3) Security check Residential - 183 4) Follow-Up/Supplemental - 175 5) Citizen Assist - 158	1) Traffic Stop - 5,627 2) Security Check Business - 4,206 3) Follow-Up/Supplemental - 1,718 4) Security Check Residential - 1,714 5) Citizen Assist - 1,625
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 505 Middle St. (Security Checks) - 113 2) 2802 Monroe Dr. (Security Checks, Animal) - 65 3) 3105 M. L. King Jr. Blvd (Security Checks, Larceny, Disturbance) - 54 4) 1100 Clarks Rd. (Commitment Papers) - 54 5) 1309 Country Club Rd (Security Checks, Police, Harassment) - 44	
Top 4 Group A Crime Locations for Current Month & Number of Incidents	1) 3105 M. L. King Jr. Blvd (Larceny, Directed Patrols, Security Check) - 7 2) 100 Sky Sail Boulevard (Larceny) - 3 3) 1210 Broad Street (Weapons Incident, Traffic Stop) *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						
October	2018 Total	2019 Total	2020 Total	2021 Total	2022 Total	2023 YTD
189	4,525.01	4,392.75	995.50	1,110.50	2,458.90	2329.25

City sponsored events/assignments are considered overtime assignments and are not included in Extra Duty reporting.

Overtime	October Total	2020 Total	2021 Total	2022 Total	2023 YTD
Office of the Chief	\$138.04	\$62.84	\$2,261.12	\$653.77	\$387.71
Operations Division	\$28,569.13	\$118,609.28	\$126,171.84	\$129,301.33	\$162,597.95
Services Division	\$7,360.34	\$89,971.82	\$85,190.82	\$95,326.54	\$74,255.77
Investigations Division	\$10,291.27	\$19,358.26	\$26,177.20	\$40,135.31	\$61,293.08
TOTAL	\$46,358.78	\$228,013.20	\$239,800.98	\$265,777.01	\$298,534.51

For the past 28 days, we have seen a decrease in all categories of UCR crimes except for theft from motor vehicles. We are optimistic and pleased to see that violent crime is down in all categories. Property crime, when we compare the stats from 2022, we are up .9%; however, down 4.6% compared to a 3-year average.

CITYWIDE

Crime Statistics for Period Ending 10/25/2023														
	28 Day Comparison				91 Day Comparison				YTD Comparison					
Violent Crime	09/27/2022 to 10/25/2022	09/27/2023 to 10/25/2023	% Change	3 Year Avg of 28 Days	07/26/2022 to 10/25/2022	07/26/2023 to 10/25/2023	% Change	3 Year Avg of 91 Days	2022 YTD Ending 10/25/2022	2023 YTD Ending 10/25/2023	% Change	3 Year YTD Avg	2023 YTD Compared to 3 Year YTD Avg	
Aggravated Assault	14	5	-64	9.7	37	19	-49	29.7	97	56	-42	77.3	-27.6	
Homicide	1	0	-100	0.7	1	0	-100	0.7	3	3	0	3.7	-18.2	
Robbery	4	1	-75	2.7	8	2	-75	6.3	12	8	-33	13.0	-38.5	
Sexual Assault (Rape)	2	0	-100	1.0	4	1	-75	3.0	13	6	-54	9.3	-35.7	
Total Violent Crime	21	6	-71	14.0	50	22	-56	39.7	125	73	-42	103.3	-29.4	
Property Crime	09/27/2022 to 10/25/2022	09/27/2023 to 10/25/2023	% Change	3 Year Avg of 28 Days	07/26/2022 to 10/25/2022	07/26/2023 to 10/25/2023	% Change	3 Year Avg of 91 Days	2022 YTD Ending 10/25/2022	2023 YTD Ending 10/25/2023	% Change	3 Year YTD Avg	2023 YTD Compared to 3 Year YTD Avg	
Arson	0	0	N/C	0.0	1	2	100	1.7	3	4	33	3.7	9.1	
Burglary B&E	26	15	-42	17.7	47	60	28	49.3	127	153	20	136.3	12.2	
Larceny	49	42	-14	42.7	123	140	14	140.0	419	396	-5	443.3	-10.7	
Motor Vehicle Theft	5	3	-40	4.0	11	9	-18	10.3	29	28	-3	28.3	-1.2	
Theft from Motor Vehicle	4	7	75	8.0	27	19	-30	31.7	85	88	4	89.3	-1.5	
Total Property Crime	84	67	-20	72.3	209	230	10	233.0	663	669	1	701.0	-4.6	
Total Part I Crime	105	73	-30	86.3	259	252	-3	272.7	788	742	-6	804.3	-7.7	

Part I Violent Crime

↓ **41.6%**
Compared to 2022

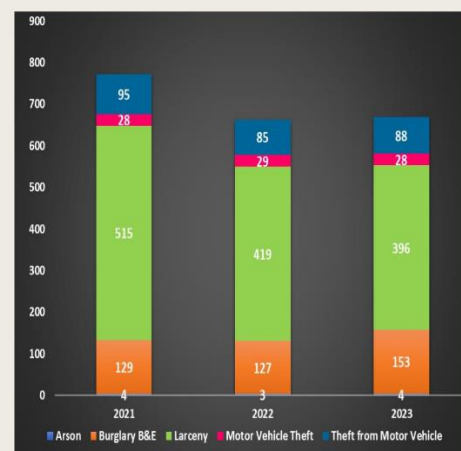
↓ **29.4%**
Compared to 3-year average (2021-2023)



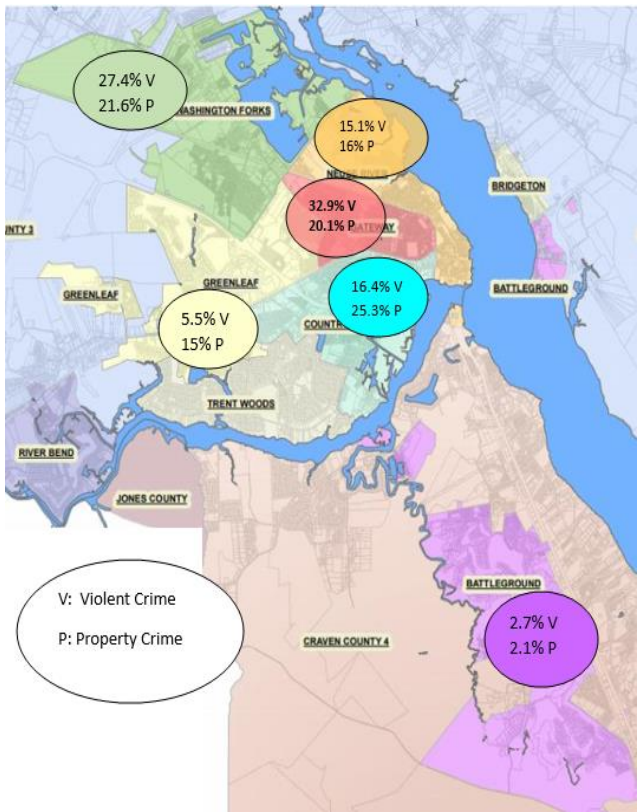
Part I Property Crime

↑ **0.9%**
Compared to 2022

↓ **4.6%**
Compared to 3-year average (2021-2023)

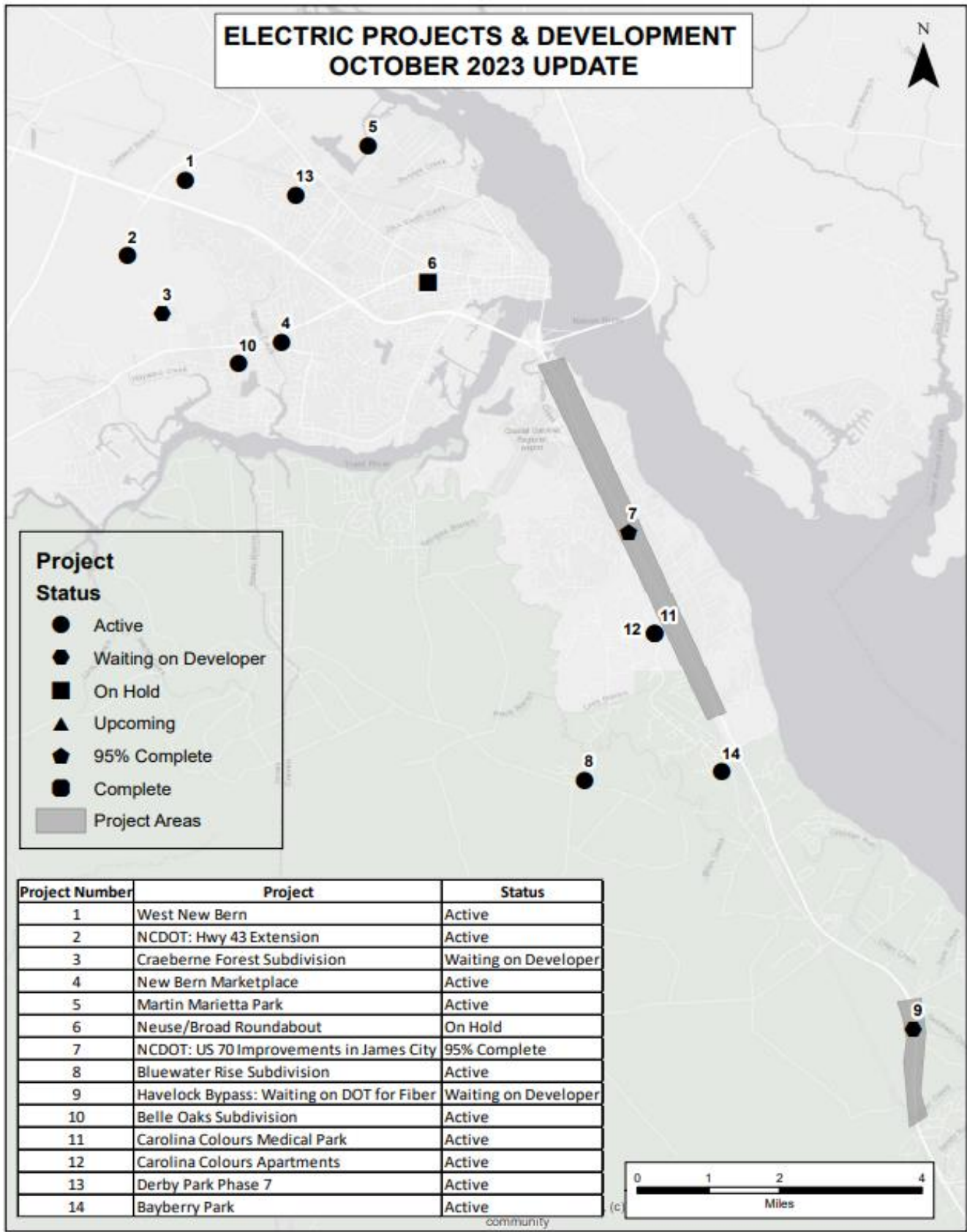


The below represents where the crimes are occurring by percentages.



Public Utilities - Electric

- **High-Profile Projects**: Eighteen 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 October. This impacted a total of 198 customers. As a result, customers experienced an average of 0.00811 interruptions and were restored in an average of 3.032 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**:
 - **Staff who worked Mumfest** – A big thank you to everyone who participated in MumFest this year. From the people who ran the bucket to the folks who manned the table. A lot of hard work went into making this portion of the MumFest a success!
 - **Leslie Pinkston** – Congratulations to Leslie for completing the Key Accounts Certificate Program.



- **Advanced Metering Infrastructure Project** – This project involves installing a network of electric and water meters. We are currently reading 15,509 water meters and 25,335 electric meters, of which 13,077 are disconnect meters. There have been 8,523 two-way load management switches installed.

OCTOBER 2023

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,507	31*	25,335	99.999
Water	19,047	~2,570	15,509	~ 95.565
Installed Gateways		42		
Installed Relays		101		
LM Customers		5,365		
Total Switches		8,523		
Controlled Devices				
Air Conditioner		Electric Furnace	Heat Strips	Water Heaters
5,379		85	3,069	2,931

**Electricities read meters*

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

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

- **High-Profile Electric Projects:**
 - **NCDOT** (This consists 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: \$3,964.664.57; collected to date \$3,963,509.57.
- **Martin Marietta** - Following pace of developer.
- **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 additional information.
- **Carolina Colours – Chambray** - Following the pace of developer.
- **Village of Canterbury** - Acquired by Duke Progress Energy.
- **Monitor Cape - Phase 2** - Line extension agreement.
- **Craeberne Forest-Phases 3 & 4** - Awaiting information.
- **Belle Oaks** - Under construction.
- **Stanley White** - Following pace of developer.
- **Hickory Run – Phase 2** - Line extension agreement.

Electric System Outages and Reliability Statistics

**Adjusted for APPA Event Threshold*

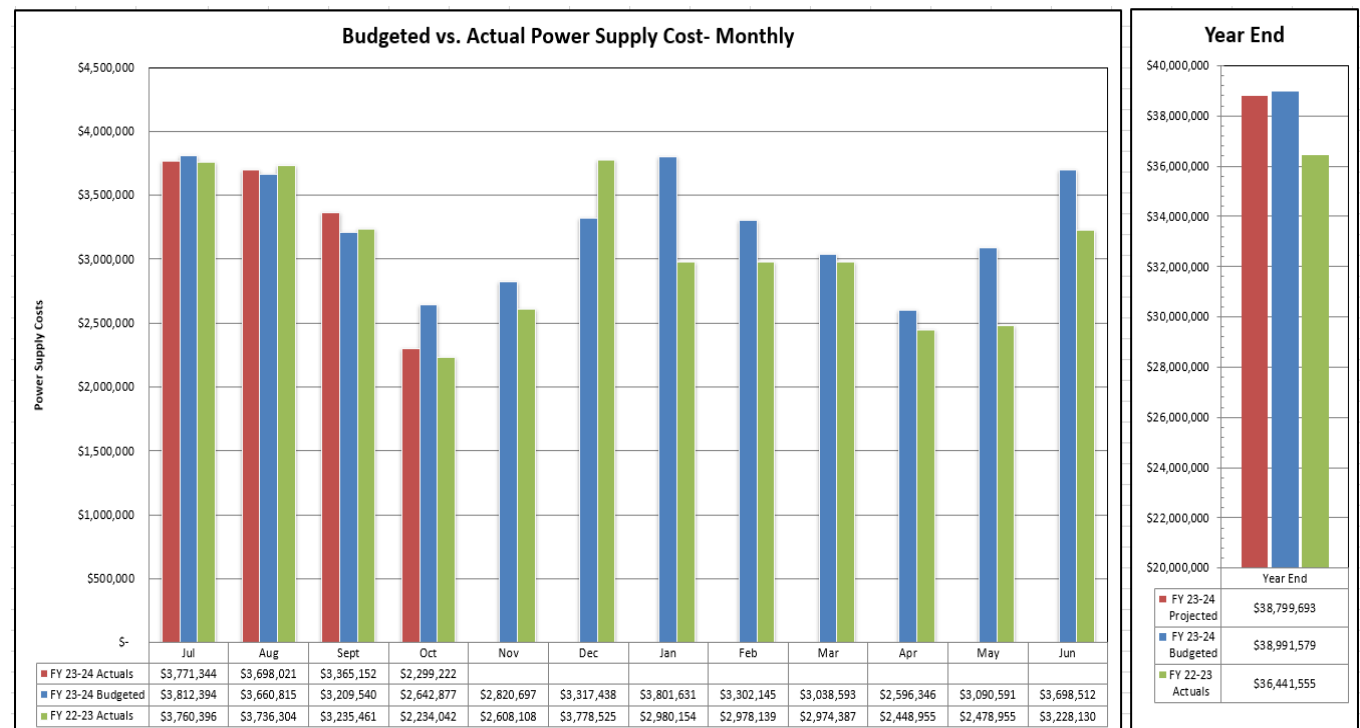
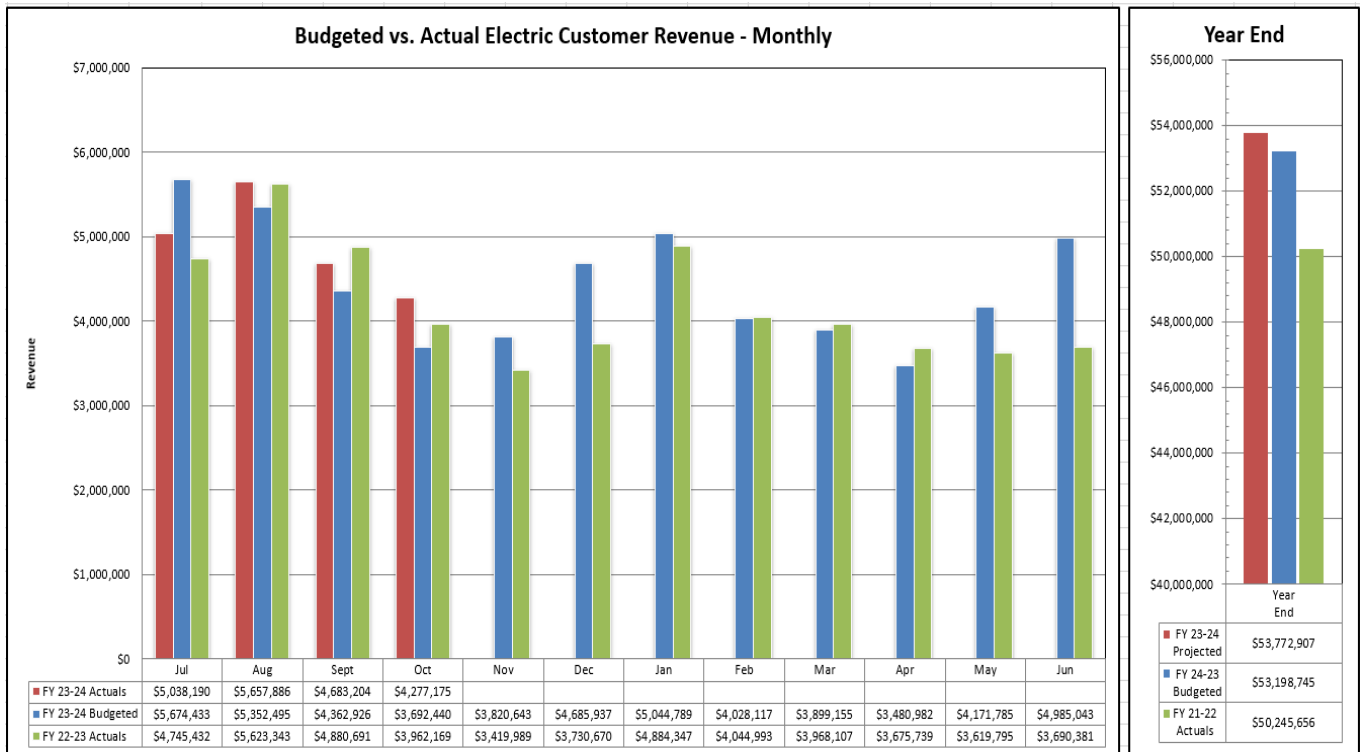
	October 2023	2023 YTD
# of Interruptions	17	298
# of Customers Out	198	30,548
Customers Minutes out	47,420	2,071,521

SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
October 1, 2023, to October 31, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
3.032	0.00811	373.965	99.9983%
October 1, 2022, to October 31, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
32.5	0.453	71.738	99.9951%
October 1, 2021, to October 31, 2022			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
28.294	0.413	68.457	99.995%

Sched/Unsched	Cause	Outages
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	9
Unscheduled	Vegetation (Trees, Vines, Other)	2
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	2
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	3
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
Total		17

Customer and Payment Service Operating Report

CUSTOMER SERVICE OPERATING REPORT <i>FYE 24</i>	<i>JULY</i>	<i>AUG</i>	<i>SEPT</i>	<i>OCT</i>
Customer Service Reps	2	5	5	5
Payment Service Reps	4	4	4	4
Temporary Staff	3	3	3	3
Incoming calls received	5,113	5,742	5,756	5,622
Move out Customers	201	244	189	224
New service applications	533	607	484	524
Customers enrolled in e-billing	2,300	2,430	2,533	2,631
Number of Pay as You Go Customers	112	116	124	114
Drive-through customers	3,630	3,898	3,199	3,326
Night deposit activity.	517	497	490	516
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	5,888	6,284	5,501	6,235
Other credit card via third-party processing (OPC)	343	349	322	241
Average ticket amount	\$196.36	\$249.44	\$236.74	\$253.50
Total amount of in Office Credit Card	\$443,374.27	\$616,099.80	\$562,479.46	\$654,272.37
Number of in Office Credit Card transactions	2,258	2,470	2,376	2,581
Customers who had their payment automatically drafted from their bank account	4,896	4,905	4,941	4,976
Customers repaying delinquent debts on extended payment plans	32	27	19	12
Average balance owed	\$645.64			
Short-term payment agreements made	259	363	375	261
Budget billing/equal payment plan participants	269	294	302	295
Lockbox payments received	3,452	3,658	3,494	3,363
Direct electronic payments received-EBOX	3,413	4,110	3,130	3,737
Number of closed Service orders	3,075	3,127	2,658	1,759
Number of cut for non-payment	832	752	168	101
Number of reconnect for non-payment	946	890	243	144



Public Works

Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	OCTOBER 2023
White Goods Collected	40.50	54.00	13.50	0.00
Brown Goods Collected	3,491.40	3,280.20	963.60	264.00
Yard Waste Received	11,432.91	12,278.39	4,160.32	1,017.48
Mulch Dispersed	775.40	2,211.00	428.69	146.12

City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	OCTOBER 2023
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	972	277
Total Labor Cost	\$124,619.90	\$128,682.79	\$ 41,614.02	\$10,412.84
Total Parts Cost	\$256,478.58	\$290,465.41	\$ 92,448.34	\$25,462.44
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$134,062.36	\$35,875.28
Vehicles Serviced	420	546	207	50
Total Labor Cost	\$111,323.13	\$132,254.70	\$ 44,497.50	\$ 7,107.96
Total Parts Cost	\$144,368.02	\$227,717.80	\$ 95,448.57	\$19,755.55
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$139,946.07	\$26,863.51
Vehicles Serviced	3,214	3,643	1,179.00	327
Total Labor Cost	\$235,940.03	\$260,937.49	\$ 86,111.52	\$17,520.80
Total Parts Cost	\$400,846.60	\$518,183.21	\$187,896.91	\$45,217.99
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$274,008.43	\$62,738.79

Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	OCTOBER 2023
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$32,941.52	\$12,257.44
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$75,754.61	\$ 8,656.50
Police	\$133,588.42	\$146,243.25	\$45,715.38	\$11,867.34
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 5,043.39	\$ 1,591.81
Finance	\$ 11,591.79	\$ 11,099.61	\$ 3,677.89	\$ 912.58
Public Works	\$162,118.12	\$213,316.10	\$76,553.54	\$21,198.89
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$32,361.26	\$ 6,030.75
Human Resources	\$ 614.13	\$ 2,530.80	\$ 115.41	\$ 0.00
Development Services	\$ 2567.12	\$ 3,078.08	\$ 1,845.43	\$ 223.48

Significant Issues: N/A

Water Resources

Water Production:

	2022	2023 YTD	Last Month	October 2023
Cove City Wells	698.34 MG	577.67 MG	56.58 MG	55.97 MG
Water Treatment Plant	640.63 MG	573.83 MG	61.83 MG	62.22 MG
Total Water Produced	1,338.96 MG	1,0151.50 MG	118.41 MG	118.19 MG
Average Produced per Day	3.67 MGD	3.79 MGD	3.95 MGD	3.81 MGD
Peak Production	7.60 MGD	5.88 MGD	4.68 MGD	4.91 MGD

Sewer Treatment:

Main WWTP	2022	2023 YTD	Last Month	October 2023
Total Sewer Treated	1,611.67 MG	1,254.32 MG	132.70 MG	115.00 MG
Average Treated per Day	4.41 MGD	4.126 MGD	4.42 MGD	3.71 MGD
Peak Flow	11.66 MGD	11.13 MGD	11.13 MGD	4.34 MGD
NB-7 WWTP				
Total Sewer Treated	111.92 MG	94.682 MG	10.10 MG	8.305 MG
Average Treated per Day	0.307 MGD	0.311 MGD	0.340 MGD	0.268 MGD
Peak Flow	0.782 MGD	0.809 MGD	0.647MGD	0.382 MGD

Operations Work Completed:

	2022	2023 YTD	Last Month	October 2023
Locates	18,295	14,746	1,320	1,606
Water System Repairs	252	266	26	31
Sewer System Repairs	1,169	914	54	130
Pump Station Maint.	6,313	6,320	582	747
Water Meter Maint.	860	810	114	70
STEP System Maint.	724	790	33	101
Customer Service Calls	651	644	96	98
Total Work Orders Completed	30,286	24,490	2,515	2,497

Attendance for Board Appointees

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

**No meeting held in October.*

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

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	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
Vacant	N/A	N/A	Ward 1
Jack Meehan	P	1	Ward 2
David Finn	P	0	Ward 3
Wayne Unangst	P	0	Ward 4
Henry Watson	A	3	Ward 5
Elona Fowler	P	5	Ward 6
Gary Lingman	A	5	Bengel
Daniel Ensor	P	3	Mayor
Gary Clemmons	P	4	Odham
Ex-officio Bobby Aster	A	7	

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	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

Housing Authority of the City of New Bern			
Appointee	Current Month Attendance	Meetings Missed in 2023 To Date	Appointed By
Zeb Hough	A	3	Mayor
Sabrina Bengel	P	0	Mayor
Dana Outlaw	P	1	Mayor
Sulin Blackmon	A	3	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	N/A	0	Brinson
Johnnie Ray Kinsey (Alternate)*	N/A	0	White

**No meeting held in October. * 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	A	1	Ward 2
Gaspar Sonny Aluzzo	P	0	Ward 3
Raymond Layton	A	3	Ward 4
Kyle Dearing	P	2	Ward 5
Kellie Keiser	P	3	Ward 6
Marshall Ballard	P	1	Craven County

**No meeting held in October.*

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	Odham
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	P	0	BoA At Large
Kip Peregoy	P	0	BoA At Large
Beth Walker	A	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

**No meeting held in October.*

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.