

NEW BERN



NORTH CAROLINA

Everything comes together here

Departmental Monthly Reports

September 2023

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Development Services

Inspections:

Overview	2022 Year End	2023 YTD	August 2023	September 2023
Commercial Permits – New Construction	44	33	5	0
Residential Permits – New Single Family	227	172	30	8
Residential Permits – Additions/Remodels	178	142	18	14
Mobile Homes	23	19	0	13
Signs	33	34	0	4
Certificates of Occupancy – Residential	322	171	15	15
Certificates of Occupancy – Commercial	59	49	2	2
Zoning Violations (Chapter 15)		30	9	18
Nuisance Violations (Chapter 26)		234	70	75
Minimum Housing Violations (Residential) (Chapter 38)		23	4	4
Minimum Housing Violations (Commercial) (Chapter 39)		2	0	2
Total Permit Valuation	\$210,167,982	\$60,457,283	\$32,292,090	\$4,710,609

Economic and Community Development:

- Staff met with American Flood Coalition to further discuss the City's impending FEMA BRIC C7 CB Letter of Interest submittal. The intent is to fund a Planning Study of the Rail Corridor running through the Corporate Limits of the City. The study will investigate the culverts running under the rail beds and how effective they are in moving the accumulation of stormwater. The study will also provide planning actions to improve the system's efficiency to lessen the impacts of flooding from that source.
- Staff worked with the City's CDBG Consultant and staff of the Redevelopment Commission towards the potential donation of 911 Eubanks Street property to Habitat for Humanity of Craven County. Last two cycles (2020 & 2021 Annual Action Plans) of CDBG fundings were used for this project and the Redevelopment Commission's intent has changed from renting the property to donating the property; substantial amendments will be needed for both Annual Action Plans prior to completing the transaction.

Planning and Zoning:

- The Director, Assistant Director, the City Planner, and the Zoning and Land Use Administrator participated
- in on-line discussions about the NC43 Connector with NCDOT, Craven County, and the developer for Craeberne Forest, Phases 3 and 4.
- The Assistant Director and the City Planner met together with the MPO Executive Director regarding the access and egress modifications for the Epiphany School along Trent Road.
- The Assistant Director and the City Planner attended the second meeting of the Croatan Area Wildfire Mitigation Partners Meeting at the Craven County Agricultural Building.

- At the September 22, 2023, Departmental Review Committee meeting, staff reviewed the following projects: 100 Middle Street; Tapestry Hotel – Driveway Change; 2818 Neuse Boulevard – Craven County Project for accessory building; Thrivemore Community; Carolina Colours – Subdivision, multi-family, assisted living, dining and New Bern Discount Tire.
- Staff are assessing the Vape Shops within the area. This has involved several meetings and soon to be on-site visits to speak with each owner if possible. Staff are developing a notice of violation for shops that may not comply.

Historic Preservation Committee:

- Major CoAs issued: 0, 2 pending.
- Minor CoAs issued: 5, 10 pending, at least 15 waiting for information from applicants.
- Tree Replacement Permits issued: 1

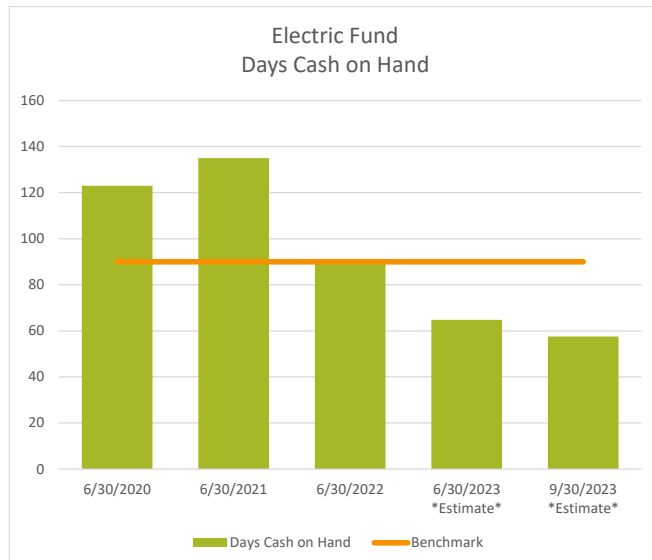
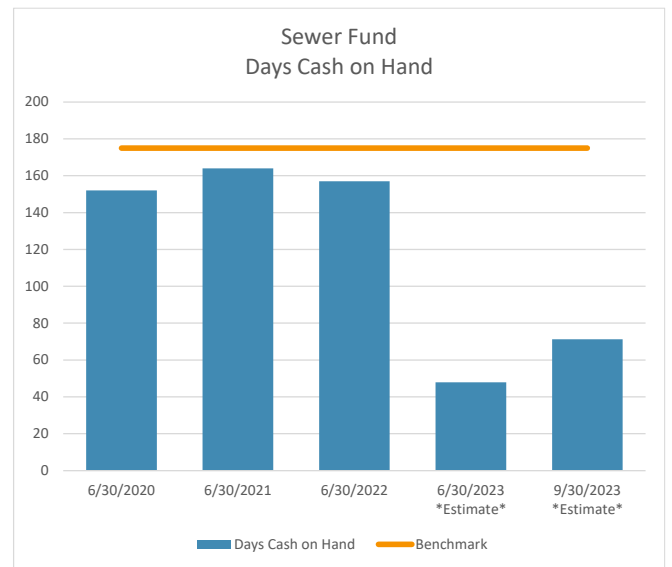
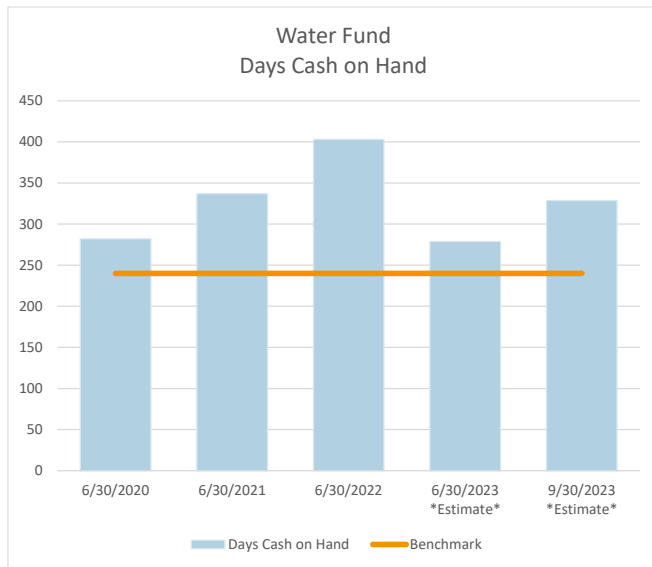
MPO:

- Staff attended or held meetings with various citizens and stakeholders; including, but not limited to:
 - MPO MOU Discussion with NCDOT - 9/5th.
 - SPOT Training in Kinston – 9/6
 - Meeting with NCDOT in Greenville – 9/7
 - CARTS Discussion with Kelly and Gene – 9/11
 - NCDOT District 2 Meeting – 9/12
 - Safe Route to Parks Webinar – 9/12
 - New Bern Bike and Ped Advisory Committee Meeting – 9/12
 - Board of Aldermen Meeting – 9/12
 - NC 43 Connector Developer Meeting – 9/13
 - NC 43 Connector Meeting with Craven County – 9/14
 - Convention Center Tour with Consultants – 9/20
 - Tryon Palace Tour with Consultants – 9/20
 - TIA and Final Plat Meeting – 9/21
 - DERPO TCC Meeting – 9/21
 - Building Accessible Maps for All Webinar – 9/26
 - TAP Funds Meeting with NCDOT – 9/28
 - Craeberne Forest Phase 3 and 4 Meeting – 9/29

Finance

ENTERPRISE FUNDS – CASH ON HAND

FUND	6/30/2020	6/30/2021	6/30/2022	6/30/2023 *Estimate*	9/30/2023 *Estimate*
Water Fund	\$ 8,316,009	\$ 9,927,702	\$ 12,581,017	\$ 11,134,181	\$ 11,468,475
Days Cash on Hand	282	337	403	279	329
Sewer Fund	\$ 5,096,368	\$ 5,829,222	\$ 5,894,215	\$ 2,573,443	\$ 2,630,846
Days Cash on Hand	152	164	157	48	71
Electric Fund	\$ 18,891,493	\$ 20,589,859	\$ 14,488,683	\$ 10,517,216	\$ 9,608,761
Days Cash on Hand	123	135	89	65	58



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.

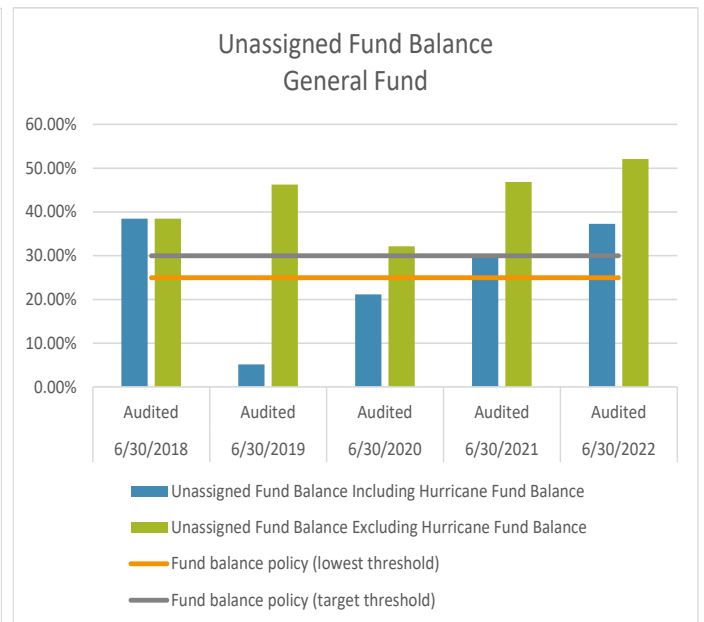
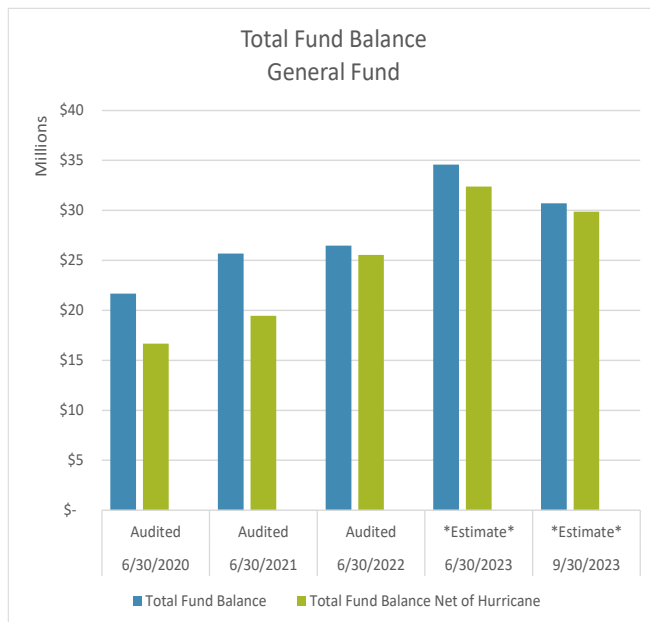
GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023 *Estimate*	AS OF 9/30/2023 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,865,866	26,591,977
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,694,970)
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	23,609,560

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 9/30/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 34,578,425	\$ 30,710,261
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 32,391,979	\$ 29,879,019
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

Reconciliation report for Hurricane Florence Costs and FEMA and Insurance Reimbursements

For the period ending:

9/30/23

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	911,261	852,723	94%		58,538	
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	2,900,988	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%		484,751	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	\$ 23,283,289	\$ 18,846,606	81%	\$ 136,743	\$ 4,299,940	

Notes:

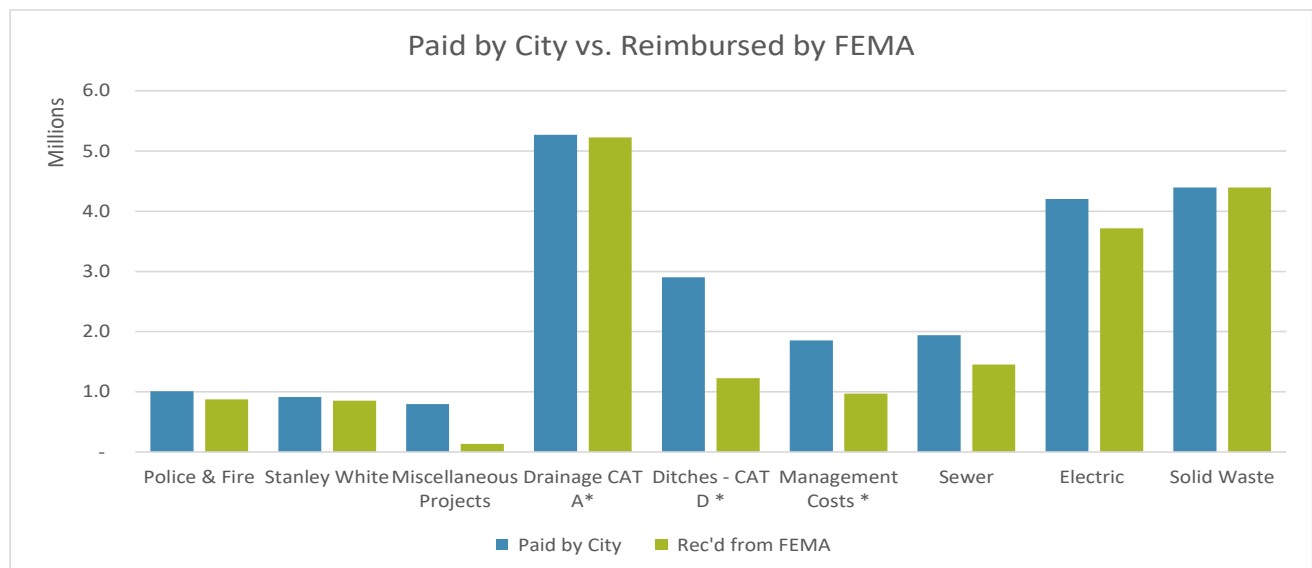
1. admin pay higher than amt obligated
2. pending closeout
3. reimbursement request to be submitted this month
4. 8/23 Q1 & Q2 closeout \$762,077
5. 9/23 Parks 3 closeout approx \$250K

*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

FEMA RECONCILIATION



City of New Bern

Budget to Actual Report

Fiscal Year 2023-24 Quarter 1

The following report shows Budget less YTD Revenues, Expenses, and Encumbrances (purchase orders/contracts), reflecting the budget balance and % Received/Used as of September 30, 2023. Since revenues lag, it is common to see an overall percentage under the expected 25% of revenues. For expenses, it is important to note that the % Used column reflects the YTD plus the Encumbrances, which in some cases, the encumbrance will include the full year anticipated expenses, such as annual service contracts, therefore, resulting in a greater % Used.

GENERAL FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Taxes & Licenses	\$ (30,059,852.00)	\$ (1,409,151.43)	\$ -	\$ (28,650,700.57)	5%
Distribution from Governmental Funds	(3,739,000.00)	(499,128.78)	-	(3,239,871.22)	13%
Investment Earnings	(756,000.00)	(251,052.38)	-	(504,947.62)	33%
Other Financing Sources	(9,266,398.00)	(1,030,028.01)	-	(8,236,369.99)	11%
Services, Charges, & Fees	(1,870,280.00)	(432,210.46)	-	(1,438,069.54)	23%
Reimbursements from Other Funds	(4,083,190.00)	(1,017,441.12)	-	(3,065,748.88)	25%
Total Revenue	\$ (49,774,720.00)	\$ (4,639,012.18)	\$ -	\$ (45,135,707.82)	9%
Salaries & Benefits	31,845,656.50	6,898,150.68	-	24,947,505.82	22%
Services & Contracts	8,673,121.50	3,516,600.02	1,702,824.58	3,453,696.90	60%
Supplies & Materials	2,604,272.00	479,813.65	652,596.96	1,471,861.39	43%
Other Financing Uses	252,260.00	68,927.76	37,500.00	145,832.24	42%
Capital Outlay	3,356,250.00	503,416.11	929,979.21	1,922,854.68	43%
Debt Service	3,043,160.00	917,463.18	-	2,125,696.82	30%
Total Expense	\$ 49,774,720.00	\$ 12,384,371.40	\$ 3,322,900.75	\$ 34,067,447.85	32%

MSD FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Taxes & Licenses	\$ (344,900.00)	\$ (16,059.67)	\$ -	\$ (328,840.33)	5%
Investment Earnings	(10,000.00)	(13,273.58)	-	3,273.58	133%
Other Financing Sources	-	-	-	-	
Services, Charges, & Fees	(66,300.00)	(3,417.50)	-	(62,882.50)	5%
Total Revenue	\$ (421,200.00)	\$ (32,750.75)	\$ -	\$ (388,449.25)	8%
Salaries & Benefits	-	-	-	-	
Services & Contracts	29,500.00	-	1,620.00	27,880.00	5%
Supplies & Materials	-	-	-	-	
Other Financing Uses	284,152.00	42,000.00	-	242,152.00	15%
Capital Outlay	-	-	-	-	
Debt Service	107,548.00	-	-	107,548.00	0%
Total Expense	\$ 421,200.00	\$ 42,000.00	\$ 1,620.00	\$ 377,580.00	10%

WATER FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Investment Earnings	\$ (201,000.00)	\$ (90,960.85)	\$ -	\$ (110,039.15)	45%
Other Financing Sources	(489,246.00)	-	-	(489,246.00)	0%
Services, Charges, & Fees	(11,643,000.00)	(2,649,556.30)	-	(8,993,443.70)	23%
Reimbursements from Other Funds	(405,422.00)	(101,355.51)	-	(304,066.49)	25%
Total Revenue	\$ (12,738,668.00)	\$ (2,841,872.66)	\$ -	\$ (9,896,795.34)	22%
Salaries & Benefits	3,833,654.00	805,681.06	-	3,027,972.94	21%
Services & Contracts	1,326,085.00	255,087.44	423,603.09	647,394.47	51%
Supplies & Materials	1,869,060.00	608,518.07	739,803.54	520,738.39	72%
Other Financing Uses	2,707,933.00	675,108.57	-	2,032,824.43	25%
Capital Outlay	683,000.00	-	191,396.00	491,604.00	28%
Debt Service	2,318,936.00	16,153.09	-	2,302,782.91	1%
Total Expense	\$ 12,738,668.00	\$ 2,360,548.23	\$ 1,354,802.63	\$ 9,023,317.14	29%

SEWER FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Investment Earnings	\$ (150,400.00)	\$ (41,148.14)	\$ -	\$ (109,251.86)	27%
Other Financing Sources	(321,079.00)	-	-	(321,079.00)	0%
Services, Charges, & Fees	(13,005,000.00)	(3,041,640.06)	-	(9,963,359.94)	23%
Total Revenue	\$ (13,476,479.00)	\$ (3,082,788.20)	\$ -	\$ (10,393,690.80)	23%
Salaries & Benefits	3,571,625.00	778,599.63	-	2,793,025.37	22%
Services & Contracts	2,330,815.00	496,002.62	180,893.80	1,653,918.58	29%
Supplies & Materials	2,226,630.00	542,809.32	942,180.57	741,640.11	67%
Other Financing Uses	3,781,350.00	818,462.79	-	2,962,887.21	22%
Capital Outlay	1,463,500.00	322,805.01	408,433.07	732,261.92	50%
Debt Service	102,559.00	58,937.09	80,500.00	(36,878.09)	136%
Total Expense	\$ 13,476,479.00	\$ 3,017,616.46	\$ 1,612,007.44	\$ 8,846,855.10	34%

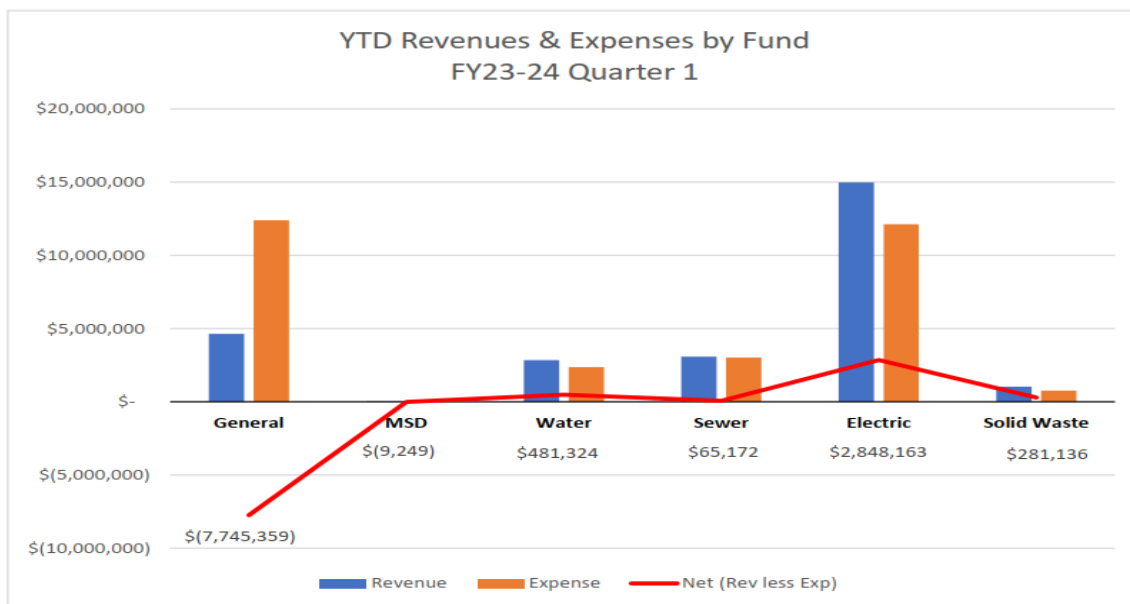
ELECTRIC FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Investment Earnings	\$ (201,000.00)	\$ (108,707.99)	\$ -	\$ (92,292.01)	54%
Other Financing Sources	(1,058,217.00)	-	-	(1,058,217.00)	0%
Services, Charges, & Fees	(56,889,731.00)	(14,168,597.61)	-	(42,721,133.39)	25%
Reimbursements from Other Funds	(2,799,906.00)	(699,977.49)	-	(2,099,928.51)	25%
Total Revenue	\$ (60,948,854.00)	\$ (14,977,283.09)	\$ -	\$ (45,971,570.91)	25%
Salaries & Benefits	8,852,431.00	1,821,716.61	-	7,030,714.39	21%
Services & Contracts	4,024,237.00	638,509.04	1,864,294.53	1,521,433.43	62%
Supplies & Materials	40,189,869.00	8,355,770.64	540,026.92	31,294,071.44	22%
Other Financing Uses	4,865,265.00	1,216,316.01	-	3,648,948.99	25%
Capital Outlay	2,030,972.00	(53,978.64)	604,864.90	1,480,085.74	27%
Debt Service	986,080.00	150,786.16	-	835,293.84	15%
Total Expense	\$ 60,948,854.00	\$ 12,129,119.82	\$ 3,009,186.35	\$ 45,810,547.83	25%

SOLID WASTE FUND

Category	Revised Budget	Year-to-Date	Encumbrances	Budget Balance	% Used
Distribution from Governmental Funds	\$ -	\$ -	\$ -	\$ -	
Investment Earnings	(20,100.00)	(8,430.16)	-	(11,669.84)	42%
Other Financing Sources	(298,904.00)	-	-	(298,904.00)	0%
Services, Charges, & Fees	(4,089,983.00)	(1,027,908.59)	-	(3,062,074.41)	25%
Total Revenue	\$ (4,408,987.00)	\$ (1,036,338.75)	\$ -	\$ (3,372,648.25)	24%
Salaries & Benefits	628,007.00	135,796.05	-	492,210.95	22%
Services & Contracts	2,909,750.00	474,188.05	2,335,896.20	99,665.75	97%
Supplies & Materials	146,550.00	27,044.25	29,361.82	90,143.93	38%
Other Financing Uses	387,659.00	96,914.76	-	290,744.24	25%
Capital Outlay	275,000.00	15,579.00	190,460.00	68,961.00	75%
Debt Service	62,021.00	5,680.84	-	56,340.16	9%
Total Expense	\$ 4,408,987.00	\$ 755,202.95	\$ 2,555,718.02	\$ 1,098,066.03	75%

The chart below compares the Year-To-Date Revenues (blue bar) and Year-to-Date Expenses (orange bar), with the red line showing the net impact. Expenses exceeding revenues reflect a deficit, resulting in the red line falling in the negative. This is common in the first quarter since FY24 revenues are not recognized until several months into the fiscal year; for example: state taxes for July, Aug, and Sept are not received until October and property tax revenues are not received until the second quarter (or later). As for Enterprise Funds, revenues are received 4 weeks or more after the billing month; therefore, the revenues report a minimum of a month behind. This is important to consider when analyzing cash flow projections and cash on hand balances.



Fire

Fire Suppression:

Incidents	2022 Total	2023 YTD	Last Month	Current Month
Number of Incidents	2,464	1,656	235	229
90% Response Time to Incidents	9 minutes 06 seconds	9 minutes 22 seconds	11 minutes 22 seconds	9 minutes 53 seconds
Endangered Property Value	\$18,784,230	\$38,118,751	\$6,584,410	\$5,283,480
Property Losses Due to Fire	\$1,206,600	\$971,702	\$11,800	\$35,200
Percentage of Saved Property Value	91.29%	97.29%	99.8%	99.3%
Overlapping Incidents	356	229	32	34

Fire Prevention:

Prevention Statistics	2022 Total	2023 YTD	Last Month	Current Month
Fire Investigations	43	23	2	1
Fire Inspections	1,613	1,858	312	257
Permits Issued	112	85	5	11
Child-Passenger Seat Checks	80	83	12	8
People Educated Through Public Fire & Life-Safety Programs	10,257	5,594	279	1,307
Smoke Alarms Installed	159	403	8	13

Narcan:

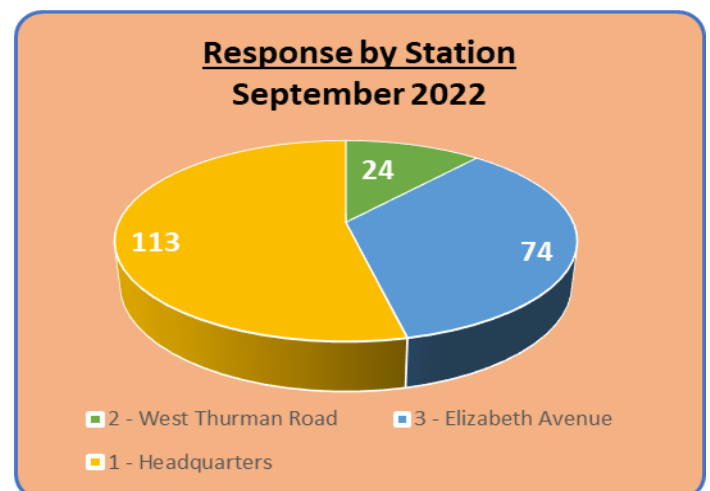
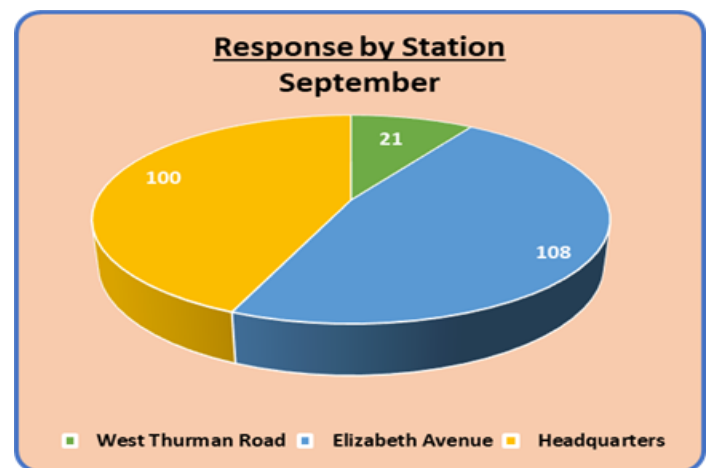
Statistics	2022 Total	2023 YTD	Last Moth	Current Month
Overdose Calls Responded To	166	113	11	18
Instances Narcan Administered	17	45	4	7

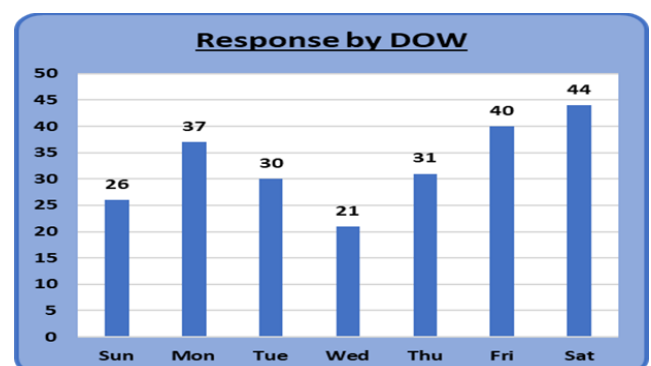
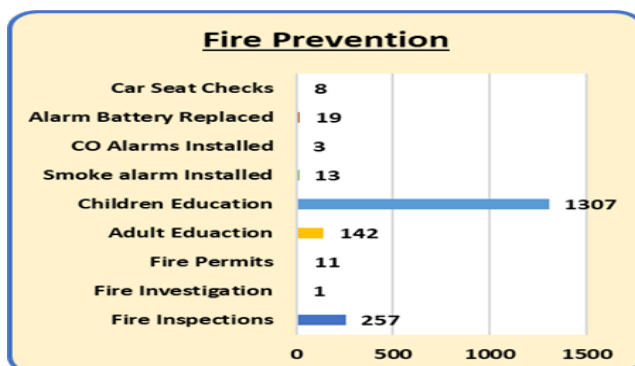
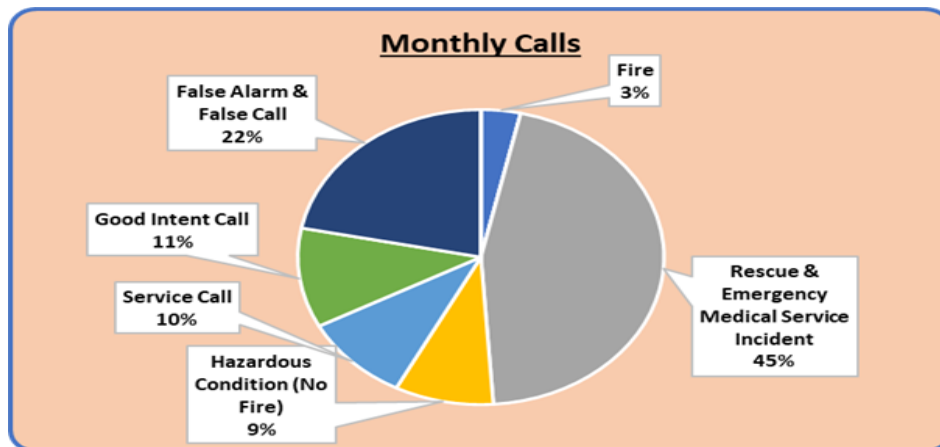
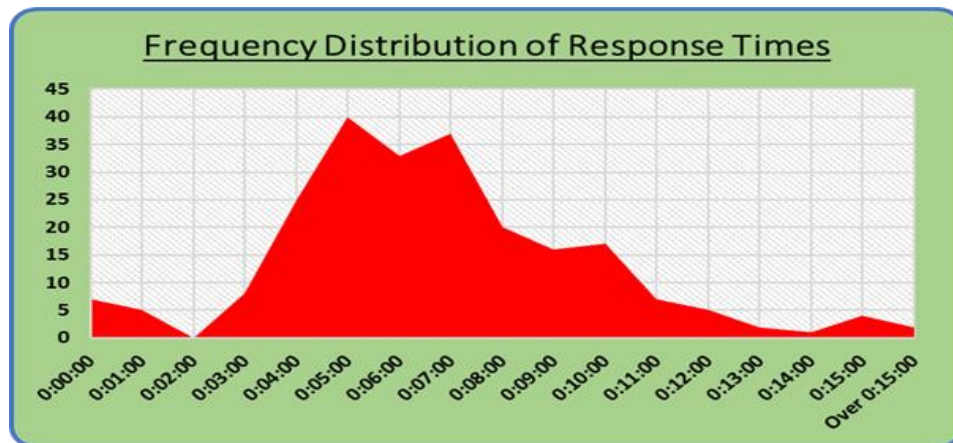
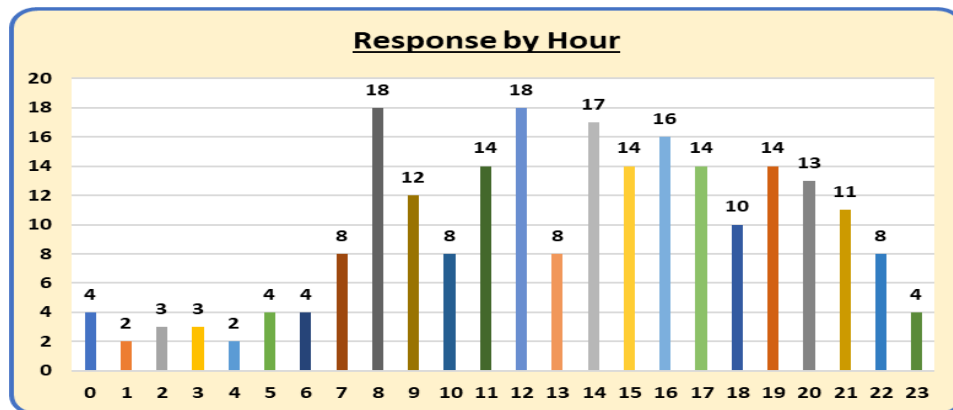
Significant Issues:

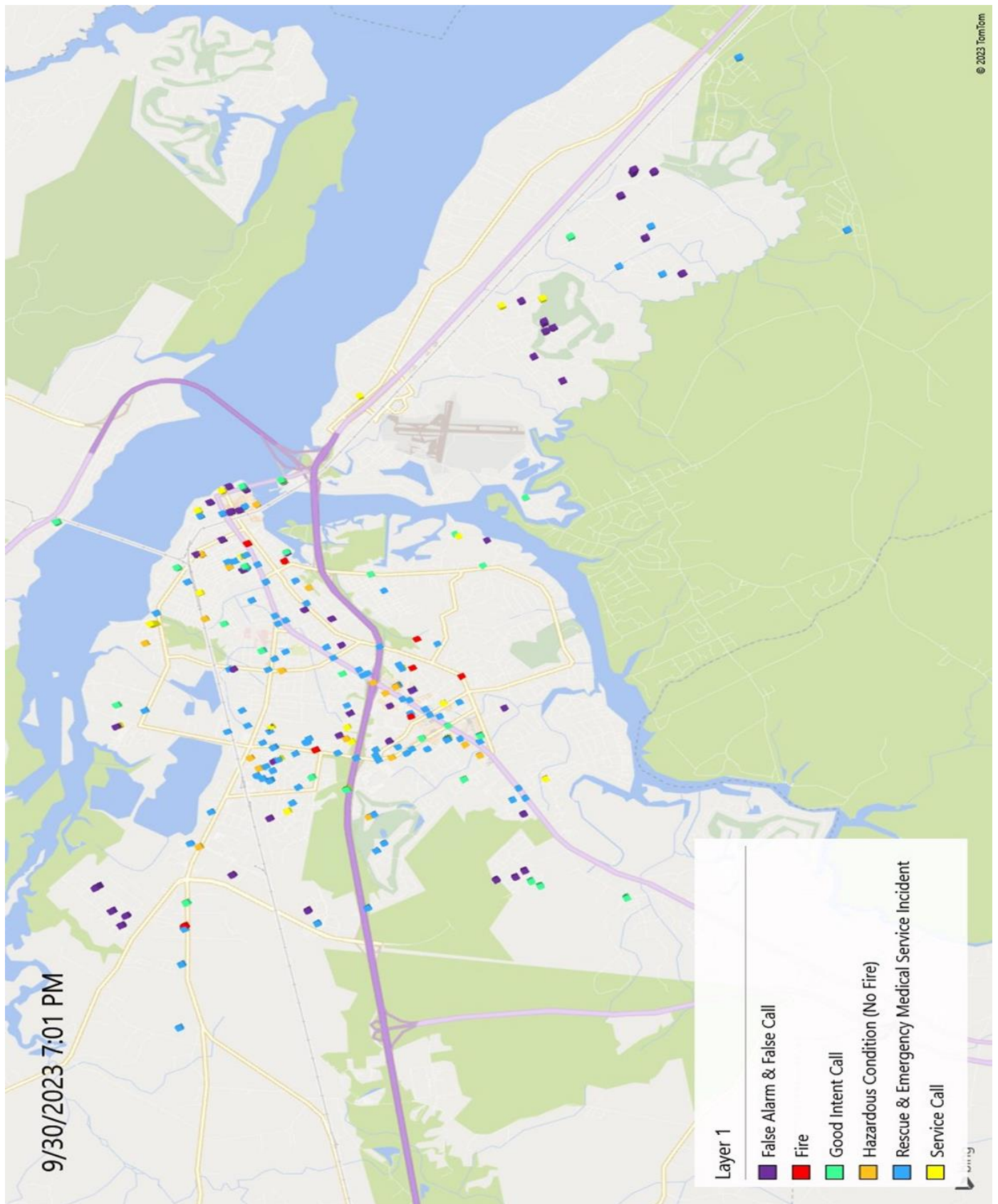
- Hired and completed initial training for two new Fire Fighters.
- Apparatus Spec's Team Working diligently to find the best apparatus for the department.
- Participated in several 9/11 events.
- Worked on MumFest Incident Action Plan.
- Began Fire Prevention 2023.

Breakdown of Response Types	Numbers
1-Fire	8
Building fire	2
Cooking fire, confined to contain	1
Dumpster or other outside trash	1
Outside rubbish, trash or waste fi	1
Passenger vehicle fire	1
Special outside fire, other	1
Trash or rubbish fire, contained	1
3-Rescue & Emergency Medical S	104
EMS call, excluding vehicle accide	17
Extrication of victim(s) from build	1
High-angle rescue	1
Lock-in (if lock out, use 511)	2
Medical assist, assist EMS crew	42
Motor vehicle accident with injur	13
Motor vehicle/pedestrian accide	3
Removal of victim(s) from stalled	1
Vehicle accident with no injuries	24
4-Hazardous Condition (No Fire)	20
Arching, shorted electrical equip	6
Gas leak (natural gas or LPG)	3
Vehicle accident, general cleanu	11
5-Service Call	22
Assist invalid	5
Asst police or other governmenta	2
Cover assignment, standby, move	3
Public service	3
Public service assistance, other	1
Service Call, other	2
Unauthorized burning	5
Water problem, other	1
6-Good Intent Call	25
Dispatched & canceled en route	7
Good intent call, other	1
HazMat release investigation w/r	2
No incident found on arrival at di	14
Smoke scare, odor of smoke	1
7-False Alarm & False Call	50
Alarm system activation, no fire,	15
Alarm system sounded due to ma	15
CO detector activation due to ma	2
Detector activation, no fire - unin	1
Heat detector activation due to m	1
Smoke detector activation due to	10
Smoke detector activation, no fir	6
Grand Total	229

Code	Database Response by NFIRS Code	Total	%
1	Fire	8	3.49%
2	Overpressure Rupture, Explosion,	0	0.00%
3	Rescue & Emergency Medical Servi	104	45.41%
4	Hazardous Condition (No Fire)	20	8.73%
5	Service Call	22	9.61%
6	Good Intent Call	25	10.92%
7	False Alarm & False Call	50	21.83%
8	Severe Weather & Natural Disaster	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	1	2	2	6	3
Finance	14	0	0	1	6	0
Fire	75	0	2	1	5	2
Human Resources	6	1	1	1	0	1
Parks & Recreation	30.5	0	0	1	7	0
Police	121.5	0	1	12	19	4
Public Utilities	87	0	2	10	13	3
Public Works	52	0	1	4	18	1
Water Resources	81	0	3	3	15	2
Totals:	501	2	12	37**	91	18

***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	0 OSHA Recordable 0 Lost Time 0 Non-Recordable 1 Denied
Year-to-Date Claims	4 Recordable 2 Non-Recordable	5 Recordable 2 Non-Recordable
Current Month Costs	\$10,751.90	\$21,551.66
Year-to-Date Costs	\$28,972.60	\$43,072.33

Other:

None.

Parks and Recreation

Significant Issues:

- Aquatics: Last day of operations was Monday, September 4th.
- Hurricane Idalia: No damage was noted at Parks & Recreation facilities or parks.
- 408 Hancock: Entrance updates/repairs, landscaping improvements.
- Henderson Park Redevelopment: Two old basketball courts removed by Public Works.
- Fall Employee Luncheon: Organized and set up, 252 employees participated.
- Greenwood Cemetery: Last phase of new fencing installed.

Special Events Applications: Sixteen (16) received in September.

Cemeteries: Twelve (12) at New Bern Memorial; One (1) at Cedar Grove; Two (2) at Evergreen.

Aquatics Revenue – September 2023:

- Daily Admissions: 490
- Admissions Revenues: \$2,041.75 (this includes \$10 in swim diapers)
- Concessions Revenues: \$771.00
- September Total: **\$2,812.75**

Total Aquatic Revenues for the season:

- Daily Admissions: **16,538**
- Admissions Revenues: **\$73,383.75**
- Concessions Revenues: **\$22,293.00**
- Total Revenues: **\$95,676.76**

Summer Concerts

- September 9th – British Invasion
 - **Attendance: 200**
- September 16th – Rigsbee Road
 - **Attendance: 500**
-

Police

Crime:

Incidents & Arrests	Sep Total	2020 Total	2021 Total	2022 Total	2023 YTD
NIBRS* Group A Incidents	155	2,530	2,235	1,950	1,250
NIBRS* Group B Incidents (Arrests)	65	589	725	701	386
Adult Arrests	117	1,256	1,325	1,321	848
Juvenile Arrests	1	2	3	6	9
Total Arrests	118	1,258	1,328	1,335	867
Police Calls for Service	3,957	41,846	44,299	43,088	31,953
Business Alarms Dispatched	130	1,635	1,510	1,391	1,111
Residential Alarms Dispatched	36	497	484	482	297
Alarm Calls (PD Dispatched)	166	2,132	1,994	1,873	1,408

*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	Sep Total	2020 Total	2021 Total	2022 Total	2023 YTD
Homicide	-	4	6	3	3
Rape	1	15	14	16	6
Robbery	1	23	22	18	7
Aggravated Assault	4	119	97	109	45
B&E – Residence	9	176	114	102	86
B&E – Business	11	30	34	36	41
Theft from Motor Vehicle	2	127	116	98	71
Larceny	40	706	608	450	287
Motor Vehicle Theft	1	34	35	32	25
Arson	-	1	5	3	3
Total	69	1,235	1,051	867	574

Criminal Investigations	Sep Total	2022 Total	2023 YTD
Cases Assigned	18	193	176
Cases Closed by Arrest	4	37	15
Cases Closed Leads Exhausted	0	2	3
Cases Closed Unfounded	1	6	11

2023 Cases of Note - Sep	
2023-27734	String of commercial B&Es reported throughout the month (11 in September) potentially committed by the same group of suspects. Two people have been arrested up to this point. Investigation is ongoing.
2023-31174	A gunshot victim was reported by CEMC. Investigation determined the crime occurred in the 100 block of Derby Park Avenue. Injuries not life threatening, and investigation is ongoing.
2023-31346	Reported stabbing in the 600 block of Rountree St. Incident investigated as domestic related. Female involved was arrested and male sent to Vidant Medical Center with serious injuries.

Crime Analysis		
Top 5 Calls for Service & Number of Incidents	Sep 2023	2023 YTD
	1) Security Check Business-609 2) Traffic Stop –523 3) Security check Residential–203 4) Follow-Up/Supplemental-187 5) Citizen Assist-170	1) Traffic Stop –5,054 2) Security Check Business –3,803 3) Follow-Up/Supplemental –1,543 4) Security Check Residential–1,531 5) Citizen Assist –1,466
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 1309 Country Club Rd. (Security Checks)- 56 2) 1100 Clarks Rd. (Commitment Papers)- 52 3) 3105 M. L. King Jr. Blvd (Security Checks, Larceny)-50 4) 210 E. Front St. (Security Checks)- 46 5) 601 Rountree St. (Security Checks, Foot Patrols, Overdose)-33	
Top 4 Group A Crime Locations for Current Month & Number of Incidents	1) 3105 M. L. King Jr. Blvd (Larceny, Directed Patrols, Security Check)- 4 *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:

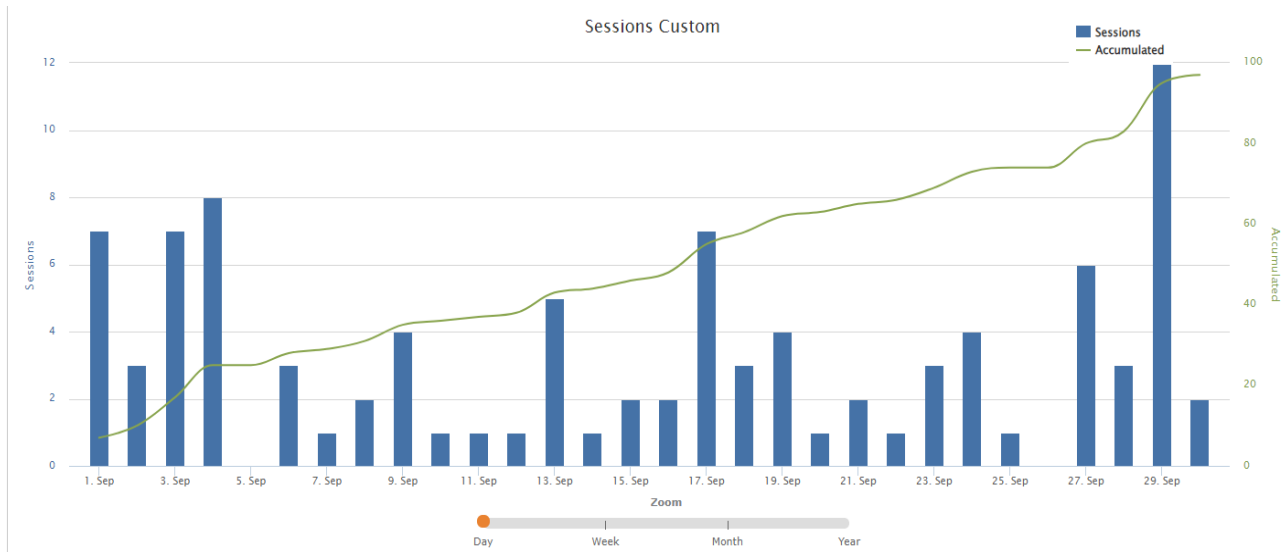
Extra Duty Hours						
Sep	2018 Total	2019 Total	2020 Total	2021 Total	2022 Total	2023 YTD
429	4,525.01	4,392.75	995.50	1,110.50	2,458.90	2140.25

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

<u>Overtime</u>	Sep Total	2020 Total	2021 Total	2022 Total	2023 YTD
Office of the Chief	\$0.00	\$62.84	\$2,261.12	\$653.77	\$249.67
Operations Division	\$20,372.77	\$118,609.28	\$126,171.84	\$129,301.33	\$134,028.82
Services Division	\$5,987.87	\$89,971.82	\$85,190.82	\$95,326.54	\$66,895.43
Investigations Division	\$5,429.34	\$19,358.26	\$26,177.20	\$40,135.31	\$51,001.81
TOTAL	\$31,789.98	\$228,013.20	\$239,800.98	\$265,777.01	\$252,175.73

Public Utilities - Electric

- **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 49 interruptions were recorded on the electrical system during the month of September. This impacted a total of 11,558 customers. As a result, customers experienced an average of 0.0206 interruptions and were restored in an average of 4.587 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 Hurricane Ophelia** - Thank you to everyone for all the work that was done during Ophelia.
 - **Tim Davis** – Special thanks to Tim for jumping in and helping where he saw a need. During Ophelia, Tim had the idea to use a back-up generator and made himself available to assist in any way he could.
 - **Lester Fonville** – Lester is being recognized for making relay changes. There were some issues with identifying CT ratios, and Lester happily assisted. Thank you, Lester!
 - **Sheri Benson** – Sheri is being recognized for developing a Metering Curriculum for Northwest Lineman College.

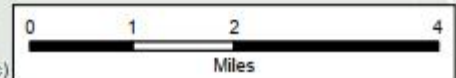


ELECTRIC PROJECTS & DEVELOPMENT SEPTEMBER 2023 UPDATE



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	Active
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 15,469 water meters and 25,271 electric meters, of which 13,017 are disconnect meters. There have been 8,457 two-way load management switches installed.

SEPTEMBER 2023

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,446	31*	25,271	99.999
Water	19,036	~2,570	15,469	~ 95.565
Installed Gateways		42		
Installed Relays		100		
LM Customers		5,301		
Total Switches		8,457		
Controlled Devices				
Air Conditioner		Electric Furnace	Heat Strips	Water Heaters
5,317		85	3,007	2,881

**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. The 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.
 - **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: \$3,651,104.01; collected to date \$3,642,931.01
 - **Martin Marietta 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 the pace of developer.
 - **Carolina Colours - Aston** - Awaiting developer information.
 - **Carolina Colours - Chambray** - Following the pace of developer

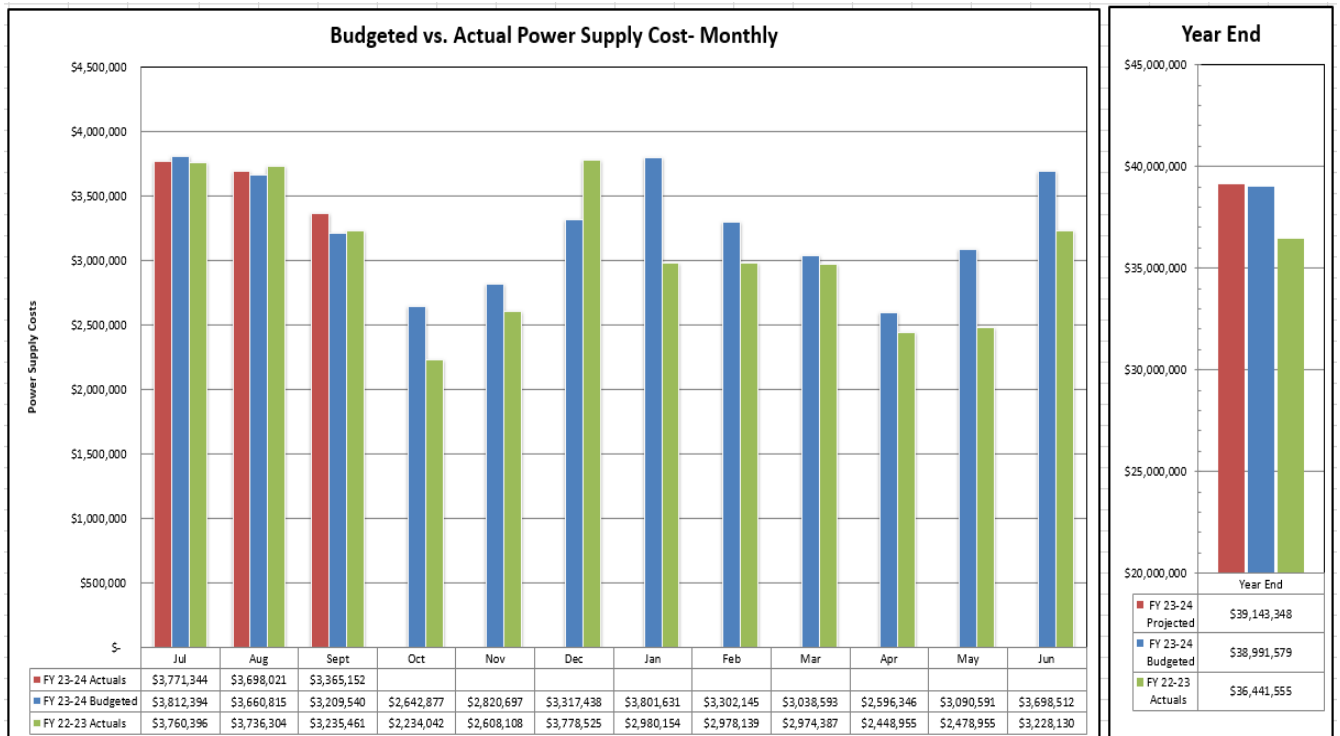
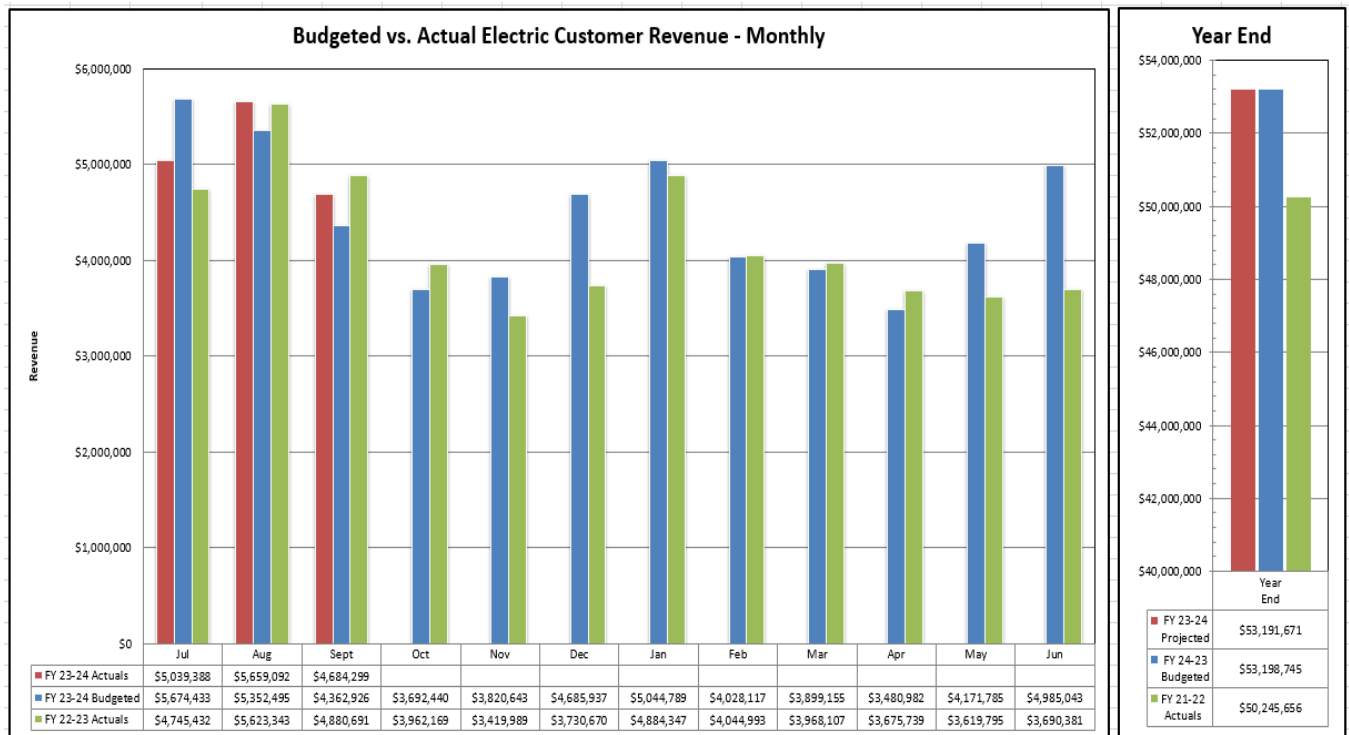
- **Village of Canterbury** - Line extension agreement.
- **Monitor Cape - Phase 2** - Line extension agreement.
- **Craeberne Forest-Phases 3 & 4** - Awaiting information.
- **Belle Oaks** - Under construction.
- **Stanley White** - Awaiting information.

Electric System Outages and Reliability Statistics		
<i>*Adjusted for APPA Event Threshold</i>		
	September 2023	2023 YTD
# of Interruptions	49	281
# of Customers Out	11,558	30,350
Customers Minutes out	1000042	2,024,101

SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
September 1, 2023, to September 30, 2023			
SAIDI (minutes) 4.587	SAIFI (number of interruptions) 0.0206	CAIDI (minutes) 222.713	ASAI (percent) 99.9946%
September 1, 2022, to September 30, 2023			
SAIDI (minutes) 30.57	SAIFI (number of interruptions) 0.46	CAIDI (minutes) 66.443	ASAI (percent) 99.9950%
September 1, 2021, to September 30, 2022			
SAIDI (minutes) 0.438	SAIFI (number of interruptions) 31.228	CAIDI (minutes) 71.243	ASAI (percent) 99.9944%

Sched/Unsched	Cause	Outages
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	11
Unscheduled	Vegetation (Trees, Vines, Other)	3
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	24
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	3
Total		49

CUSTOMER SERVICE OPERATING REPORT FYE 24	JUL	AUG	SEPT	YTD	Historial Monthly Average	YTD Monthly Average	YTD Daily Average	YTD Hourly Average	YTD Average Per Hour Per CSR
Customer Service Reps	0	0	5	NA	NA	1.7	NA	NA	NA
Payment Service Reps	2	5	4	NA	NA	3.7	NA	NA	NA
Temporary Staff	4	4	3	NA	NA	3.7	NA	NA	NA
Incoming calls received	3	5,742	5,756	11,501	3	3,834	191.7	24.0	6.53
Move out Customers	5,113	244	189	5,546	4,691	1,849	92.4	11.6	3.15
New service applications	201	607	484	1,292	225	431	21.5	2.7	0.73
Customers enrolled in e-billing	533	2,430	2,533	2,300	NA	NA	NA	NA	NA
Number of Pay as You Go Customers	2,300	116	124	112	NA	NA	NA	NA	NA
Drive-through customers	112	3,898	3,199	7,209	0	2,403	120.2	15.0	4.10
Night deposit activity.	3,630	497	490	4,617	3,651	1,539	77.0	9.6	2.62
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	517	6,284	5,501	12,302	585	4,101	205.0	25.6	6.99
Other credit card via third-party processing (OPC)	5,888	349	322	6,559	5,495	2,186	109.3	13.7	3.73
Average ticket amount	\$343.00			343	401	343	17.2	2.1	0.58
Total amount of in Office Credit Card	\$196.36			#####	\$211.04	\$196.36	\$9.82	\$1.23	0.33
Number of in Office Credit Card transactions	443,374	2,470	2,376	448,220	471,655	149,407	7470.3	933.8	254.67
Customers who had their payment automatically drafted from their bank account	2,258	4,905	4,941	4,896	NA	NA	NA	NA	NA
Customers repaying delinquent debts on extended payment plans	4,896	27	19	32	NA	NA	NA	NA	NA
Average balance owed	\$32.00			\$32.00	\$56.50	\$32.00	\$1.60	\$0.20	0.05
Short-term payment agreements made	646	363	375	1,384	799	461	23.1	2.88	0.79
Budget billing/equal payment plan participants	259	294	302	269	NA	NA	NA	NA	NA
Lockbox payments received	269	3,658	3,494	7,421	288	2,474	123.7	15.46	4.22
Direct electronic payments received-EBOX	3,452	4,110	3,130	10,692	3,728	3,564	178.2	22.28	6.08
Number of closed Service orders	3,413	3,127	2,658	9,198	3,548	3,066	153.3	19.16	5.23
Number of cut for non payment	3,075	762	168	4,005	3,540	1,335	66.8	8.34	2.28
Number of reconnect for non payment	832	890	243	1,965	1,059	655	32.8	4.09	1.12



Public Works

Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	SEPTEMBER 2023
White Goods Collected	40.50	54.00	13.50	4.50
Brown Goods Collected	3,491.40	3,280.20	699.60	277.20
Yard Waste Received	11,432.91	12,278.39	3,142.83	1,006.14
Mulch Dispersed	775.40	2,211.00	282.57	127.77

City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	SEPTEMBER 2023
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	695	191
Total Labor Cost	\$124,619.90	\$128,682.79	\$31,201.18	\$ 7,486.00
Total Parts Cost	\$256,478.58	\$290,465.41	\$66,985.90	\$16,939.66
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$98,187.08	\$24,425.66
Services Provided by Contract:				
Vehicles Serviced	420	546	157	50
Total Labor Cost	\$111,323.13	\$132,254.70	\$ 37,389.54	\$11,619.68
Total Parts Cost	\$144,368.02	\$227,717.80	\$ 75,693.02	\$27,017.41
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$113,082.56	\$38,637.09
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	852	241
Total Labor Cost	\$235,940.03	\$260,937.49	\$ 68,590.72	\$19,105.68
Total Parts Cost	\$400,846.60	\$518,183.21	\$142,678.92	\$43,957.07
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$211,269.64	\$63,062.75

Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	SEPTEMBER 2023
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$20,684.08	\$ 3,467.61
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$67,098.11	\$22,251.02
Police	\$133,588.42	\$146,243.25	\$33,848.04	\$11,855.55
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 3,451.58	\$ 606.25
Finance	\$ 11,591.79	\$ 11,099.61	\$ 2,765.31	\$ 1,064.53
Public Works	\$162,118.12	\$213,316.10	\$55,354.65	\$ 8,722.56
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$26,330.51	\$14,734.23
Human Resources	\$ 614.13	\$ 2,530.80	\$ 115.41	\$ 0.00
Development Services	\$ 2567.12	\$ 3,078.08	\$ 1,621.95	\$ 361.00

Significant Issues: N/A

Water Resources

Water Production:

	2022	2023 YTD	Last Month	September 2023
Cove City Wells	698.34 MG	521.70 MG	60.91 MG	56.58 MG
Water Treatment Plant	640.63 MG	511.60 MG	68.39 MG	61.83 MG
Total Water Produced	1,338.96 MG	1,033.30 MG	129.30 MG	118.41 MG
Average Produced per Day	3.67 MGD	3.79 MGD	4.17 MGD	3.95 MGD
Peak Production	7.60 MGD	5.88 MGD	5.14 MGD	4.68 MGD

Sewer Treatment:

Main WWTP	2022	2023 YTD	Last Month	September 2023
Total Sewer Treated	1,611.67 MG	1,139.317 MG	117.12 MG	132.70 MG
Average Treated per Day	4.41 MGD	4.173 MGD	3.78 MGD	4.42 MGD
Peak Flow	11.66 MGD	11.13 MGD	7.39 MGD	11.13 MGD
NB-7 WWTP				
Total Sewer Treated	111.92 MG	86.377 MG	10.08 MG	10.10 MG
Average Treated per Day	0.307 MGD	0.316 MGD	0.280 MGD	0.340 MGD
Peak Flow	0.782 MGD	0.809 MGD	0.409 MGD	0.647MGD

Operations Work Completed:

	2022	2023 YTD	Last Month	September 2023
Locates	18,295	13,140	1,610	1,320
Water System Repairs	252	235	26	26
Sewer System Repairs	1,169	784	121	54
Pump Station Maint.	6,313	5,573	658	582
Water Meter Maint.	860	740	59	114
STEP System Maint.	724	689	85	33
Customer Service Calls	651	546	59	96
Total Work Orders Completed	30,286	21,707	2,618	2,515

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

Board of Adjustment			
Appointee	Current Month Attendance*	Meetings Missed in 2023 To Date	Appointed By
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	1	Ward 4
Eric Thompson	N/A	0	Ward 5
Barbara Sampson	N/A	0	Ward 6
Sandra Gray	N/A	1	Craven County
Mike Duffy (Alternate)	N/A	0	BoA At Large
Brendan Loftin (Alternate)	N/A	0	BoA At Large

**No meeting held in September.*

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

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	A	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	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	1	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
Gasper 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

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	P	0	BoA At Large
Sarah Proctor	A	2	BoA At Large
Leander “Robbie” Morgan, Jr.	A	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 September due to lack of quorum.*

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.