

NEW BERN



NORTH CAROLINA

*Everything comes together here*

# Departmental Monthly Reports

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April 2024

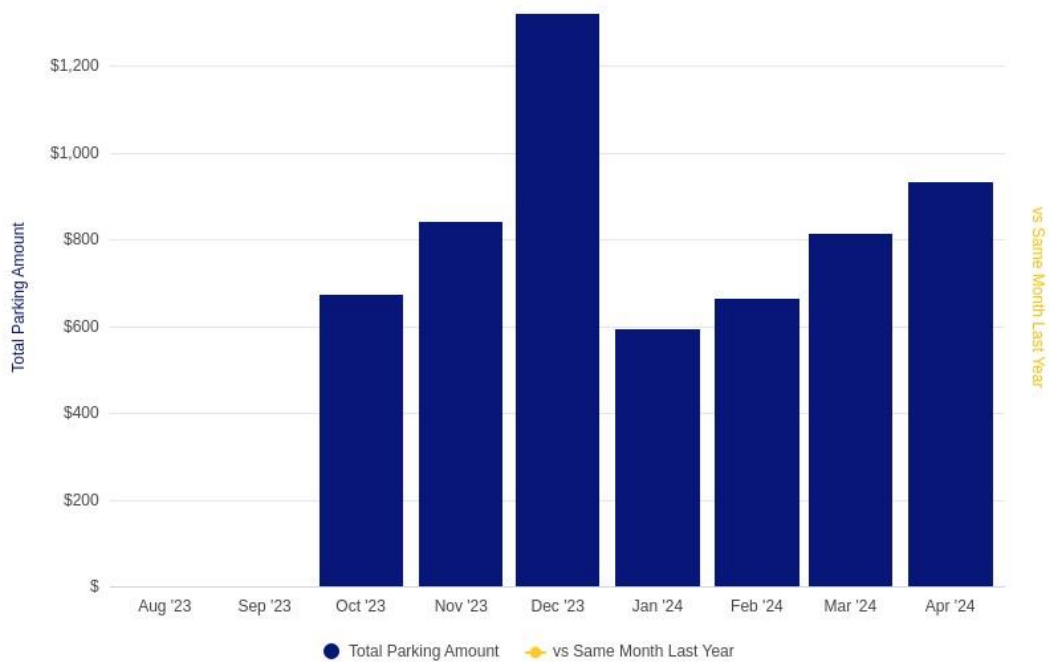
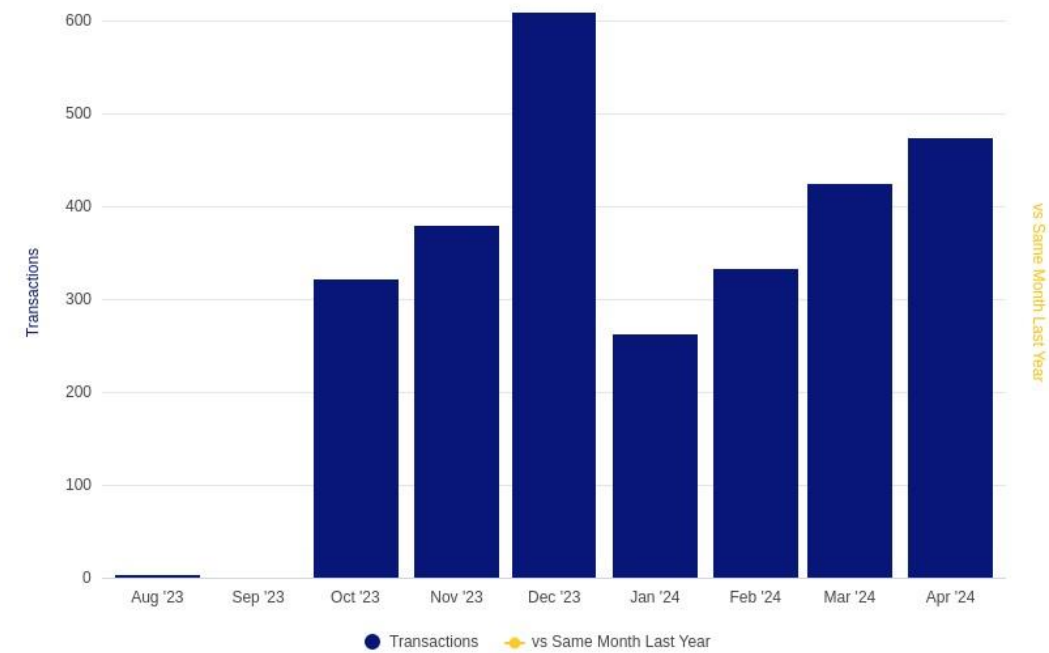
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## Pollock Street Lot Parking – April Report

Pollock Street Parking	April	To Date
Transactions	475	2811
Revenue Generated	934	\$5,853.00



## **DEVELOPMENT SERVICES**

### **Inspections:**

<b>Overview</b>	<b>2023 Year End</b>	<b>2024 YTD</b>	<b>March 2024</b>	<b>April 2024</b>
Commercial Permits – New Construction	35	2	1	0
Residential Permits – New Single Family	218	95	17	28
Residential Permits – Additions/Remodels	179	97	25	22
Mobile Homes	20	2	0	0
Signs	46	10	0	2
Certificates of Occupancy – Residential	189	27	7	10
Certificates of Occupancy – Commercial	56	11	2	5
Zoning Violations (Chapter 15)	35	8	1	2
Nuisance Violations (Chapter 26)	432	259	51	117
Minimum Housing Violations (Residential) (Chapter 38)	50	44	10	15
Minimum Housing Violations (Commercial) (Chapter 39)	2	3	1	1
Total Permit Valuation	\$82,785,375	\$27,625,197	\$5,292,968	\$7,239,690

### **Community Development Block Grant and Hazard Mitigation Program:**

- IMEC Group, LLC was awarded the contract for the work at Pierce Park on the half basketball court installation and a pre-construction meeting was held.

### **Land Use:**

**The Planning and Zoning Board** met on April 18, 2024, regarding three items: one General Plan Subdivision (PUD) and two Final Plat Subdivisions. All items were unanimously passed.

**The DRC** met on April 19, 2024, and comments were provided for one Site Plan Review, one General Plan Subdivision (Cluster Development), and one Rezoning application. The applicant for the rezoning has asked to be moved to the June agenda for the Planning and Zoning Board meeting.

**The Board of Adjustment** did not meet on April 25, 2024. This meeting was canceled due to a lack of action items.

### **Historic Preservation:**

**The HPC Design Review Meeting** was held on April 3, 2024, with thirteen projects on the agenda.

These six projects were forwarded to the Regular Meeting:

- 401 AVENUE C – screened patio in the Tertiary AVC.

- 707 E. FRONT ST. – new trellis with louvered screens, and fence and gate across driveway in the Secondary AVC, re-adding gravel to driveway in the Tertiary AVC.
- SUDAN SHRINERS' TEMPLE – demolition and redevelopment.
- 715 E. FRONT ST. – infill house and garage.
- 806 E. FRONT ST. - infill house.
- 614 MIDDLE ST. – fencing revisions (AVCs are unclear).

These four projects were directed to be handled by staff as Minor Work:

- 201 JOHNSON ST. – enclose concealed gutters in all AVCs.
- 516 METCALF ST. – new brick front steps.
- 100 CRAVEN ST. (Tapestry Hotel) – rooftop lighting discussion.
- 309 JOHNSON ST. – landscaping plan.

These two projects were suggested to return to a subsequent Design Review Meeting when they are ready:

- 307 BERN ST. – rear addition. (more drawings pending)
- 414 POLLOCK ST. (Athens Theater) – new entry canopy discussion.

This one project did not attend:

- 712 POLLOCK ST. – new accessory structure (garage) in the Tertiary AVC.

**HPC Regular Meeting** was held on April 17, 2024, with six projects on the agenda:

- 715 E. FRONT ST. – to include a new 2½-story infill house and 1½-story garage. This was continued from the previous meeting and approved with conditions.
- 401 AVENUE C – to include a new screened patio in the Tertiary AVC. This was approved with conditions.
- 707 E. FRONT ST. – to include a new trellis on the existing deck, louvered screens on the existing screen structure, a new gate across the driveway, and new fencing along the southern boundary, all in the Secondary AVC, and re-adding gravel to the driveway in the Tertiary AVC. This was approved.
- 403 E. FRONT ST. (Sudan Shriners' Temple) – to include demolition of the entire building and redevelopment with a 2-story and 3-story expansion of the County Administration Building. This was continued to the May 15 Regular Meeting and the applicants were requested to come to the May 1 Design Review Meeting to discuss reuse of portions of the existing building or site.
- 806 E. FRONT ST. – to include a new 2-story infill house. This was approved with conditions.
- 614 MIDDLE ST. – to include replacing existing wood fencing with 6-foot-high wood fencing (AVCs are unclear). The applicants withdrew their application the day of the meeting.

#### **MPO:**

- Staff attended or held:
  - Metropolitan Transportation Plan (MTP) Scoping Meeting with Consultant – 4/2
  - Old Airport Road Corridor Study Meeting with NCDOT – 4/3
  - Placer.ai Meeting with Chamber of Commerce – 4/4
  - Yarmouth and Glenburnie Meeting with NCDOT – 4/22
  - Metropolitan Transportation Plan (MTP) Scoping Meeting with Consultant – 4/23
  - Trent Woods Carbon Reduction Program (CRP) Funding Meeting – 4/25
  - BPAC Meeting with Alderman Brinson – 4/29
  - Tourism Development Authority (TDA) Meeting – 4/29
- Staff held numerous conference planning meetings from 4/1-4/15
- Hosted the 2024 NCAMPO Conference 4/16-4/19

**City of New Bern  
Monthly Financial Dashboard**

## Cash on Hand Dashboard

Period Ending  
**4/30/24**

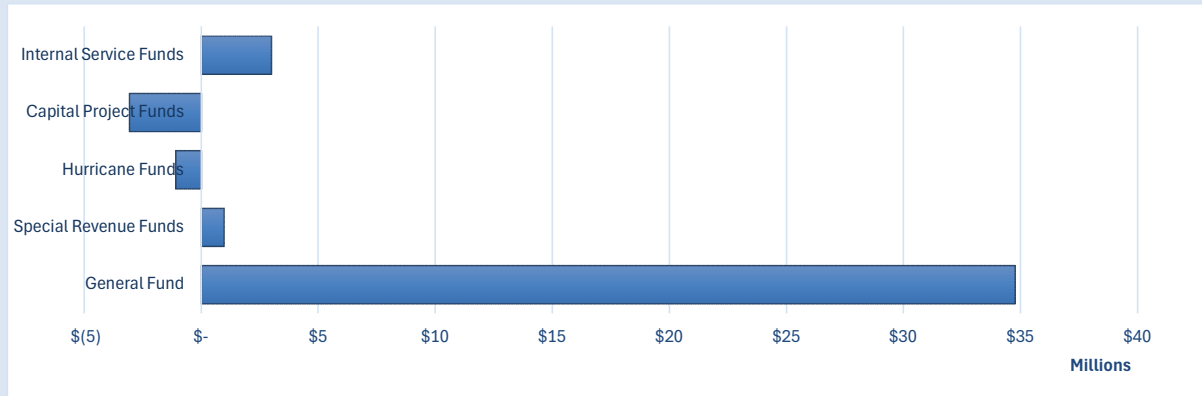
### General Fund

**\$34,589,399**

Change from prior month; includes rollup funds: Hurricane Funds,  
Special Revenue Funds, Capital Project Funds & Internal Service Funds


 **\$237,492**

#### General Fund Cash by Type

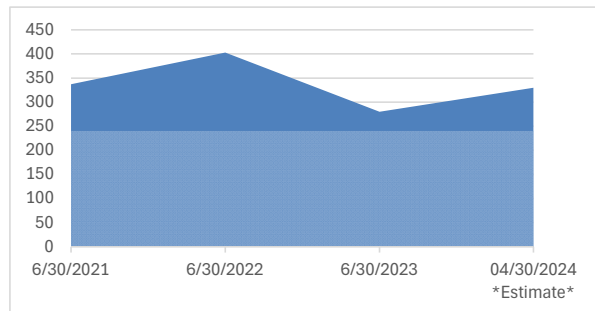
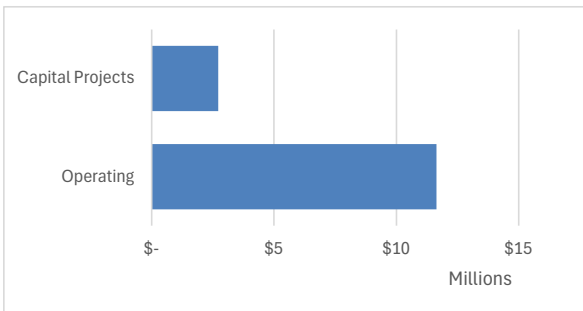


### Water Fund

**\$14,362,214**


Change from prior month  **\$1,072,241**


Days Cash on Hand  **330**  
Benchmark 240

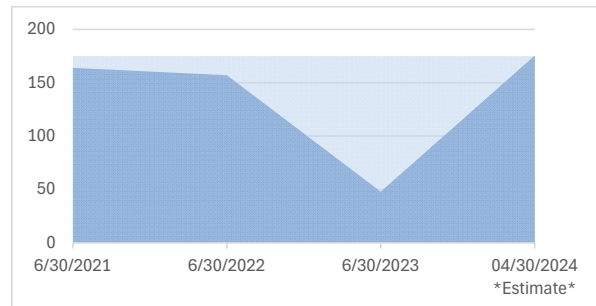
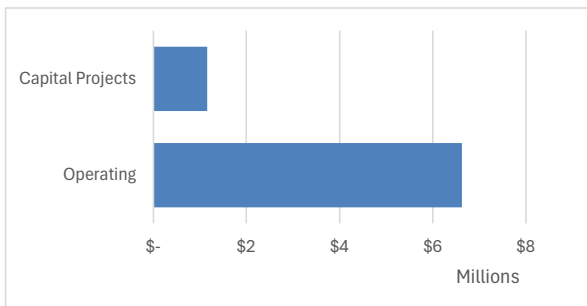


### Sewer

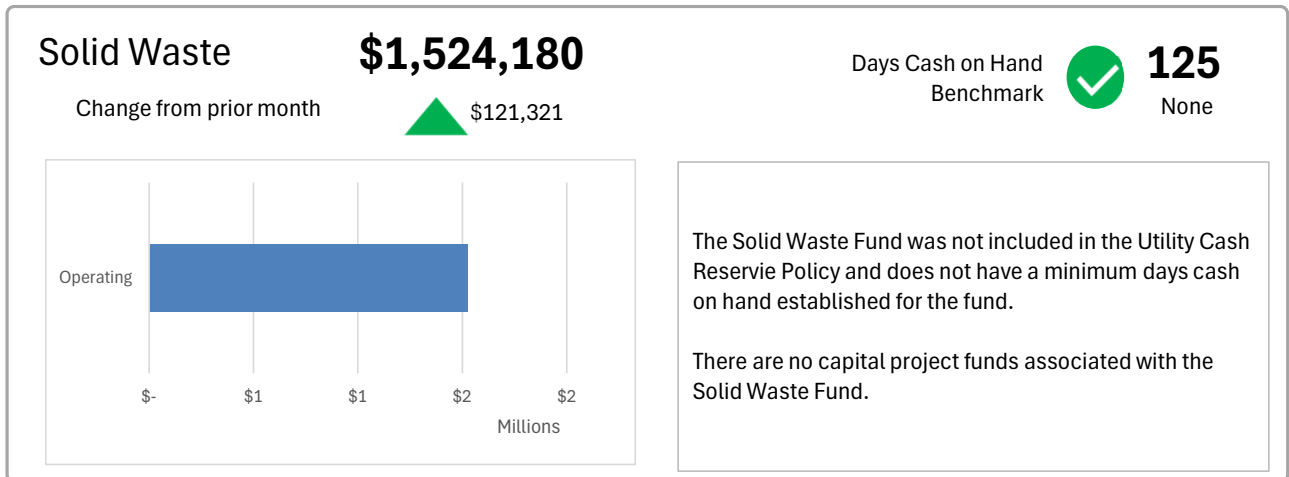
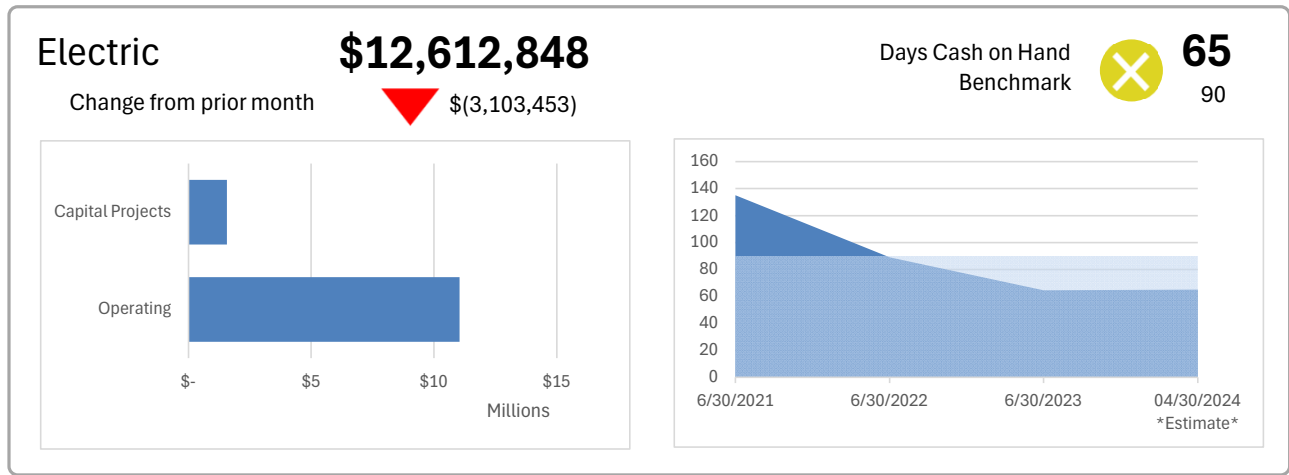
**\$7,782,895**

Change from prior month 

Days Cash on Hand  **175**  
Benchmark 175

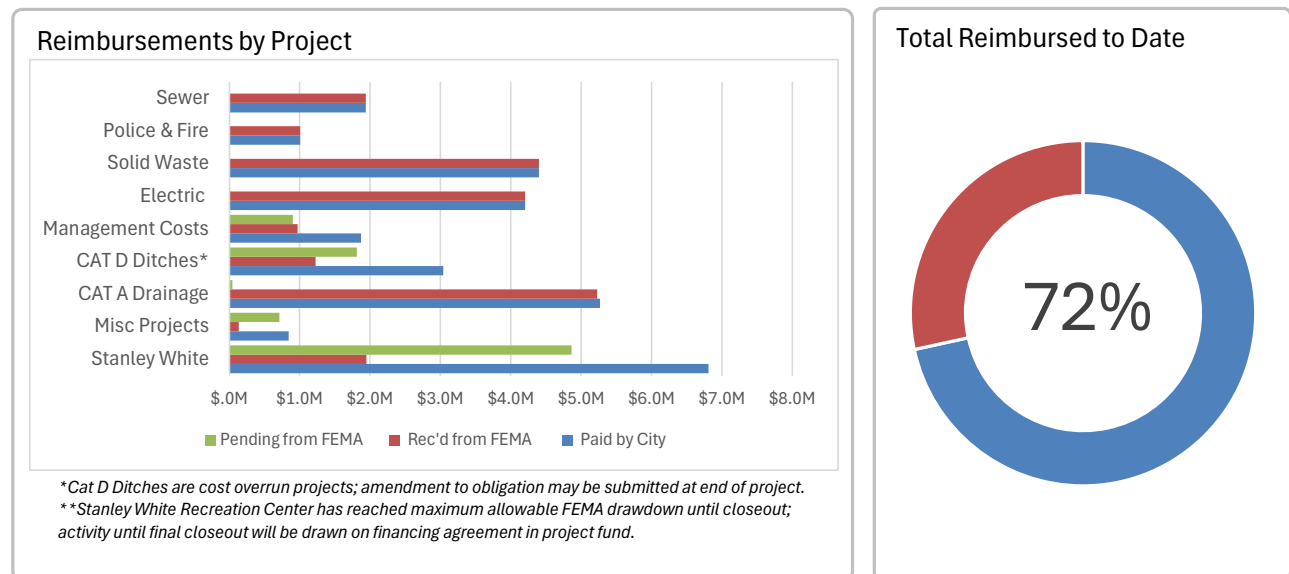
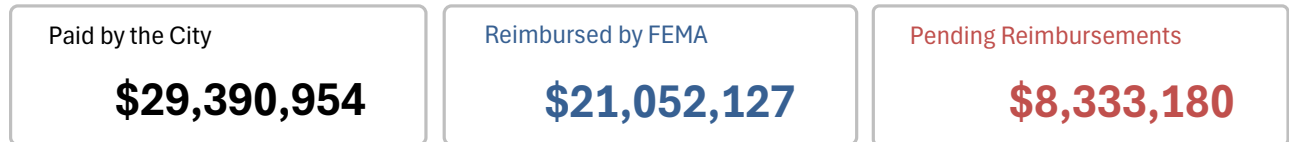


# City of New Bern Monthly Financial Dashboard



## Hurricane Florence FEMA Dashboard

Period Ending 4/30/24



## **FIRE-RESCUE**

### **Fire Suppression:**

<b>Incidents</b>	<b>2023 Total</b>	<b>2024 YTD</b>	<b>Last Month</b>	<b>Current Month</b>
Number of Incidents	2,104	840	192	189
Average Response Time to Incidents	9 minutes 06 seconds	6 minutes 36 seconds	6 minutes 52 seconds	6 minutes 47 seconds
Endangered Property Value	\$43,308,292	\$2,735,110	\$2,113,000	\$118,000
Property Losses Due to Fire	\$1,257,203	\$128,100	\$55,000	\$6,000
Percentage of Saved Property Value	95.1%	84%	97%	95%
Overlapping Incidents	287	99	28	24

\* The response time has been changed from 90% to average to illustrate a more accurate time. The 2023 response times are based on 90%.

### **Fire Prevention:**

<b>Prevention Statistics</b>	<b>2022 Total</b>	<b>2023 YTD</b>	<b>Last Month</b>	<b>Current Month</b>
Fire Investigations	27	9	3	2
Fire Inspections	2,275	752	184	251
Permits Issued	120	26	6	5
Child-Passenger Seat Checks	112	30	5	10
People Educated Through Public Fire & Life-Safety Programs	8,507	5,407	1,055	2,288
Smoke Alarms Installed	455	199	24	10

### **Narcan:**

<b>Statistics</b>	<b>2023 Total</b>	<b>2024 YTD</b>	<b>Last Moth</b>	<b>Current Month</b>
Overdose Calls Responded To	146	28	8	11
Instances Narcan Administered	62	9	3	1

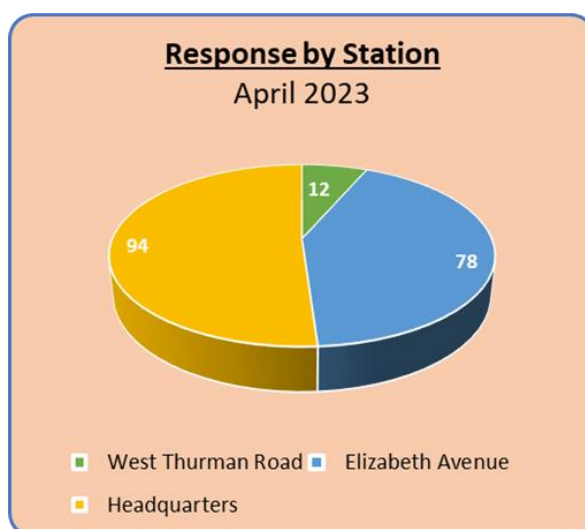
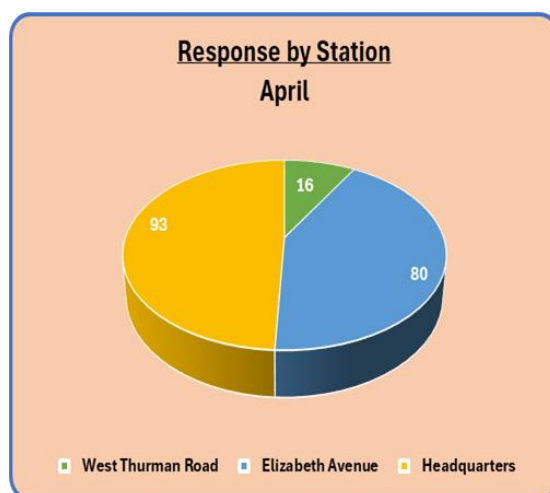
### **Significant Issues:**

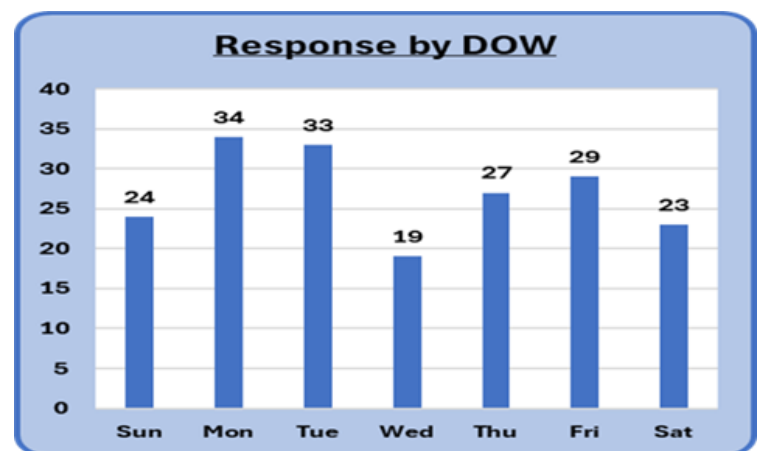
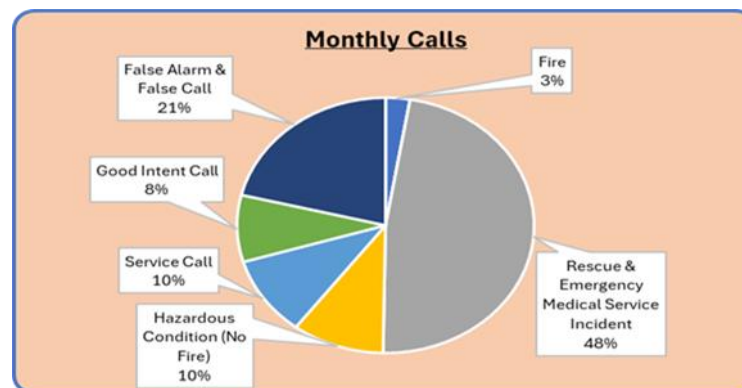
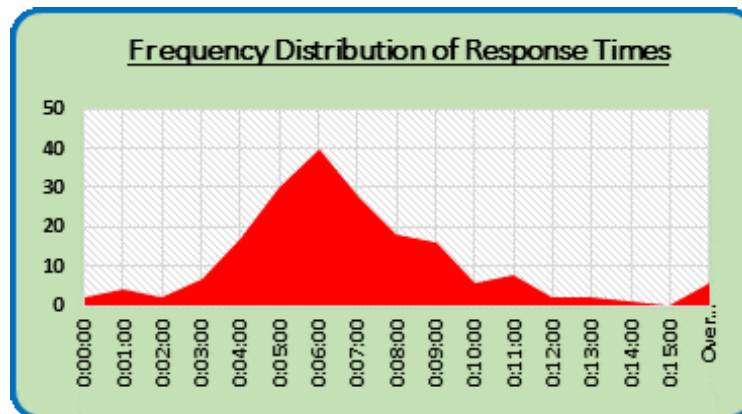
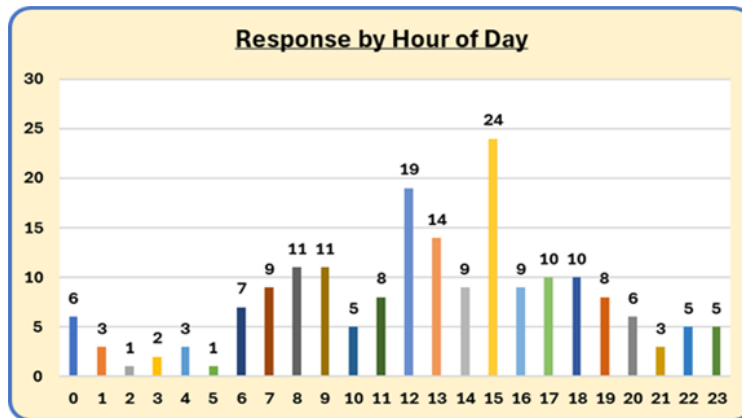
- Chief Locklear spoke at the Community Watch Meeting for the Kings Row community.
- Fire and Life Safety Presentation at the Meadows Apartments and Tried By Fire “My Sister’s House”.
- Chief Locklear and DC Gaskins attend a drill at Carolina East
- Fire Academy started 4-9-24 with 11 students.
- Chief Locklear and DC Gaskins provided Fire Safety Training at the Viridian.
- Held a station tour for Grover C. Fields and a car seat clinic at Target.

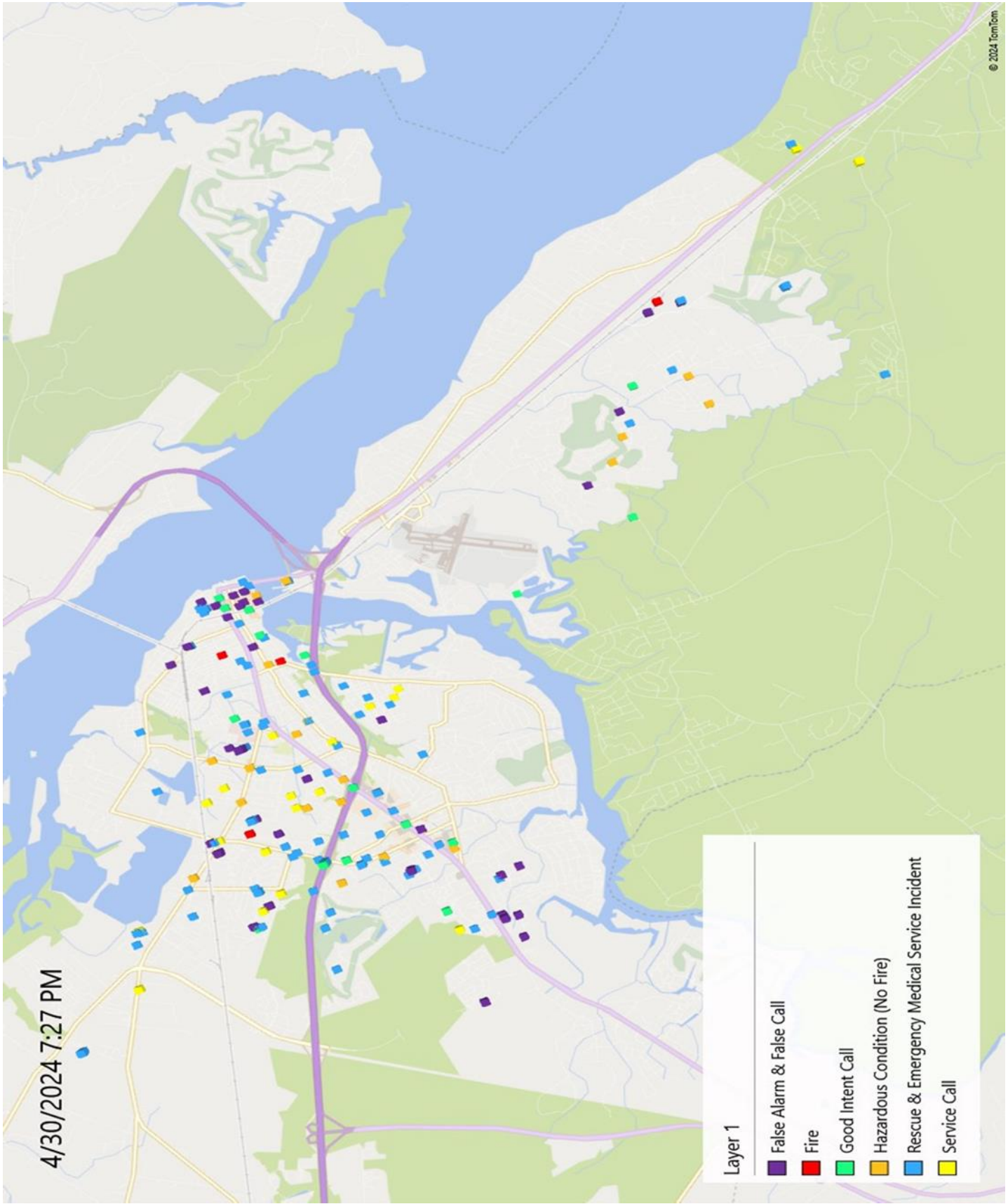


Breakdown of Response Types	Numbers
<b>1-Fire</b>	<b>5</b>
Building fire	2
Cooking fire, confined to contained	1
Outside rubbish, trash or waste fire	1
Passenger vehicle fire	1
<b>3-Rescue &amp; Emergency Medical Services</b>	<b>90</b>
EMS call, excluding vehicle accident	14
High-angle rescue	1
Lock-in (if lock out, use 511)	3
Medical assist, assist EMS crew	35
Motor vehicle accident with injuries	10
Removal of victim(s) from stalled vehicle	1
Rescue or EMS standby	2
Search for lost person, other	1
Search for person on land	3
vehicle accident with no injuries.	18
Watercraft rescue	2
<b>4-Hazardous Condition (No Fire)</b>	<b>19</b>
Arching, shorted electrical equipment	1
Gas leak (natural gas or LPG)	7
Gasoline or other flammable liquid	1
Vehicle accident, general cleanup	10
<b>5-Service Call</b>	<b>19</b>
Assist invalid	1
Asst police or other governmental	3
Cover assignment, standby, move	1
Lock-out	1
Person in Distress	1
Public service	7
Unauthorized burning	2
Water or steam leak	3
<b>6-Good Intent Call</b>	<b>16</b>
Dispatched & canceled en route	2
Good intent call, other	2
No incident found on arrival at scene	11
Smoke scare, odor of smoke	1
<b>7-False Alarm &amp; False Call</b>	<b>40</b>
Alarm system activation, no fire, no	15
Alarm system sounded due to malfunction	7
CO detector activation due to malfunction	3
Detector activation, no fire - unintentional	2
Smoke detector activation due to malfunction	5
Smoke detector activation, no fire - unintentional	5
Sprinkler activation due to malfunction	1
Sprinkler activation, no fire - unintentional	1
Unintentional transmission of alarm	1
<b>Grand Total</b>	<b>189</b>

Code	Database Response by NFIRS Code	Total	%
1	Fire	5	2.65%
2	Overpressure Rupture, Explosion, etc.	0	0.00%
3	Rescue & Emergency Medical Services	90	47.62%
4	Hazardous Condition (No Fire)	19	10.05%
5	Service Call	19	10.05%
6	Good Intent Call	16	8.47%
7	False Alarm & False Call	40	21.16%
8	Severe Weather & Natural Disaster	0	0.00%
9	Special Incident Type	0	0.00%
	<b>Grand Total</b>	<b>189</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	0	2	3
Development Services	21	0	0	1	6	4
Finance	14	0	0	0	6	0
Fire	75	2	0	4	5	6
Human Resources	6	0	0	1	0	2
Parks & Recreation	30.5	0	0	4	7	5
Police	121.5	2	2	7	19	11
Public Utilities	87	0	0	9	13	6
Public Works	52	1	0	3	18	5
Water Resources	81	1	1	4	15	8
Totals:	501	6	3	33	91	50

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

### **Safety News:**

Workers' Compensation	2023	2024
Current Month's Claims	3 OSHA Recordable 2 Lost Time 0 Non-Recordable 0 Denied	0 OSHA Recordable 0 Lost Time 1 Non-Recordable 0 Denied
Year-to-Date Claims	20 Recordable 6 Non-Recordable	15 Recordable 8 Non-Recordable
Current Month Costs	\$36,873.90	\$54,486.73
Year-to-Date Costs	\$151,126.08	\$185,535.35

### **Other:**

None

## **PARKS AND RECREATION**

### **Significant Issues:**

- **Stanley White Recreation Center** - Advisory Committee Meeting was held on April 16<sup>th</sup>, 2024.
  - Structural steel complete.
  - Multipurpose room complete.
  - Concrete completed except for the stairs.
  - Fire suppression in the gym is complete.

- **Lawson Creek Park**
  - Jack's Island shelter is complete.
  - All items for the Minor Permit modification for the Marshwalk Phase 3 have been submitted.
  - Ernul's installed security cameras.
- **New Bern Memorial Cemetery** – Shelter construction began. Concrete slab and walkway poured.
- **New Bern Aquatic Center**
  - Pump system repairs and updates completed.
  - Carpet replacement is scheduled for May 16<sup>th</sup>.
  - Picnic tables ordered.
  - Pool and Splash Pad passed inspection on May 1<sup>st</sup>.
- **Seth West Parrott Park**
  - New windscreens installed at Pickleball courts.
  - Bulbs in ballfield lights replaced.
- **Special Event Planning and Preparation for the following:**
  - Footloose on the Neuse Summer Concert Series
  - Movies in the Park

**Cemeteries** – Seven (7) burials occurred in April (New Bern Memorial 3; Evergreen 3; Cedar Grove 1).

**Special Event Applications** – Ten (10) special event applications were received in April.

## **POLICE**

### **Crime:**

Incidents & Arrests	Apr Total	2021 Total	2022 Total	2023 YTD	2024 Total
NIBRS* Group A Incidents	<b>172</b>	2,235	1,950	1,505	646
NIBRS* Group B Incidents (Arrests)	<b>55</b>	725	701	475	213
Adult Arrests	<b>119</b>	1,325	1,321	1,112	455
Juvenile Arrests	<b>-</b>	3	6	11	-
Total Arrests	<b>119</b>	1,328	1,335	1,127	455
Drug Arrests*	<b>34</b>	285	248	219	107
Police Calls for Service	<b>3,560</b>	44,299	43,088	42,216	14,704
Business Alarms Dispatched	<b>108</b>	1,510	1,391	1,419	480
Residential Alarms	<b>26</b>	484	482	404	114
Alarm Calls (PD Dispatched)	<b>134</b>	<b>1,994</b>	<b>1,873</b>	<b>1,823</b>	<b>594</b>

\*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	Apr Total	2021 Total	2022 Total	2023 YTD	2024 Total
Homicide	1	6	3	4	1
Rape	2	14	16	6	5
Robbery	-	22	18	10	3
Aggravated Assault	8	97	109	63	28
B&E – Residence	7	114	102	104	20
B&E – Business	4	34	36	47	7
Theft from Motor Vehicle	2	116	98	99	17
Larceny	25	608	450	376	130
Motor Vehicle Theft	2	35	32	33	7
Arson	-	5	3	3	-
<b>Total</b>	<b>51</b>	<b>1,051</b>	<b>867</b>	<b>745</b>	<b>218</b>

Criminal Investigations	Apr Total	2023 YTD	2024 Total
Cases Assigned	19	215	64
Cases Closed by Arrest	5	18	15
Cases Closed Leads Exhausted	0	5	0
Cases Closed Unfounded	0	12	3

Crime Analysis		
	<b>Apr 2024</b>	<b>2024 YTD</b>
Top 5 Calls for Service & Number of Incidents	1) Traffic Stop- 783 2) Security Check Business-247 3) Follow-Up/Supplemental-159 4) Citizen Assist-122 5) Assist Other Agency-111	1) Traffic Stop –3,302 2) Security Check Business –1,509 3) Follow-Up/Supplemental –651 4) Citizen Assist–516 5) Business Alarm –480
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 1309 Country Club Rd. (Security Checks, Directed Patrols, FI)- 79 2) 1100 Clarks Rd. (Commitment Papers)-75 3) 3105 M. L. King Jr. Blvd (Security Checks, Larceny)- 48 4) 210 E Front St (Security Checks)-48 5) 2000 Neuse Blvd (Commitment Papers, Assist Motorist/Citizen) - 33	
Top 4 Group A Crime Locations for Current Month and Number of Incidents	1)3105 M. L. King Jr. Blvd (Larceny, Property Damage)– 5 2)3535 M. L. King Jr. Blvd (Larceny) – 2 3)601 Rountree St (Assault, Larceny) - 2 4)514 Crawford St (Assault, Larceny) -2 <b>*No other location had more than one (1) Incident/Report</b>	

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

### 2024 Cases of Note-April

2024-11494	Gunshot Victim: 600 block Rountree St, reported male victim received one gunshot wound to the back after meeting an opposing group for a fight. Victim transported to ECU Health for advanced care. This investigation led to a search warrant which resulted in four arrests with guns and drugs. After interviews search warrant services, and a canvass, suspects identification was made but developing further evidence for prosecution of the shooting.
2024-14260	Homicide: 1900 Block of MLK Blvd, reported gunshot victims who received gunshot wounds while attending an after-party type business location. One victim was pronounced deceased at the scene while the second received medical from ECU Health. Interviews, processing scene, obtaining evidence, canvassing the area, and preparation of evidentiary items for lab analysis have been completed. Search warrant completions and interviews are ongoing to further obtain evidence and identify potential suspects.
2024-14276	Sexual assault: Unknown Block of Bell Oaks Rd, reported rape after the victim met a male while attending bars downtown. Male and the victim left downtown together and proceeded to a house party. Area canvass, interviews conducted, evidence entered to be processed. A suspect was identified during the investigation and warrants are pending completion of investigation.
2024-14712	Stabbing: 1100 Block of Walt Bellamy, reported a male was stabbed. Upon EMS / Patrol arriving, it was determined the male was stabbed during a physical altercation with a female. After interviews, collecting evidence, it was determined to consult with the DA Office for potential self-defense.

### Personnel:

Extra Duty Hours						
Apr	2019 Total	2020 Total	2021 Total	2022 Total	2023 Total	2024 YTD
387.5	4,392.75	995.50	1,110.50	2,458.90	2,866.25	815.5

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

<u>Overtime</u>	Apr Total	2021 Total	2022 Total	2023 Total	2024 YTD
Office of the Chief	\$0.00	\$2,261.12	\$653.77	\$715.55	\$0.00
Operations Division	\$12,904.79	\$126,171.84	\$129,301.33	\$206,460.28	\$44,356.75
Services Division	\$7,712.53	\$85,190.82	\$95,326.54	\$84,004.73	\$30,026.19
Investigations Division	\$6,549.20	\$26,177.20	\$40,135.31	\$69,607.96	\$25,193.38
<b>TOTAL</b>	<b>\$27,166.52</b>	<b>\$239,800.98</b>	<b>\$265,777.01</b>	<b>\$376,995.89</b>	<b>\$99,576.32</b>

<b><u>ABC Permits</u></b>	<b><i>BG</i></b>	<b><i>CC</i></b>	<b><i>GW</i></b>	<b><i>GL</i></b>	<b><i>NR</i></b>	<b><i>WF</i></b>	<b><i>Apr Total</i></b>	<b><i>2021 Total</i></b>	<b><i>2022 Total</i></b>	<b><i>2023 YTD</i></b>	<b><i>2024 Total</i></b>
<b>Business: Approved</b>	-	-	-	-	-	-	<b>1</b>	9	10	12	<b>4</b>
Franklin's	-	-	-	-	✓	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Business: Denial</b>	-	-	-	-	-	-	<b>1</b>	2	1	1	<b>1</b>
Vibez VIP	-	-	✓	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Special One-Time</b>	-	-	-	-	-	-	<b>0</b>	2	26	30	<b>12</b>
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	<b>1</b>	<b>13</b>	<b>37</b>	<b>43</b>	<b>17</b>

## **PUBLIC UTILITY-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 18 interruptions were recorded on the electrical system during the month of April. This impacted a total of 115 customers. As a result, customers experienced an average of 0.00466 interruptions and were restored in an average of 0.429 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:**

- **Nick Gibson** is being recognized by the Control staff for finding the cause of some recent multiple outages that were occurring in the same location. He is always courteous and polite.
- An email was received recognizing **Mike Caswell and Raul Santiago-Mendez**. The customer states that he had an issue involving electrical equipment on his property. He said Mike and Raul were sent to discuss the issue with him and the next day, the issue was resolved. The customer said that Mike and Raul were courteous, professional, and helpful.
- An email was received recognizing **Jackie Dees**. The customer stated she had been dealing with an ongoing issue since December and after speaking with Jackie, the issue was resolved.



## ELECTRIC PROJECTS & DEVELOPMENT APRIL 2024 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	NCDOT: US 70 Improvements in James City	95% Complete
8	Bluewater Rise Subdivision	Active
9	Havelock Bypass: Waiting on DOT for Fiber	Waiting on Developer
10	Belle Oaks Subdivision	Active
11	Carolina Colours Medical Park	Active
12	Carolina Colours Apartments	Active
13	Derby Park Phase 7	Active
14	Bayberry Park	Active
15	Hickory Run Phase 2	Active
16	Aston Subdivision	Upcoming
17	Chambray Subdivision	Active



- **Advanced Metering Infrastructure Project** – This project involves installing a network of electric and water meters. We are currently reading 15,739 water meters and 25,503 electric meters, of which 13,280 are disconnect meters. There have been 8,754 two-way load management switches installed.

#### APRIL 2024

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,668	31*	25,172	99.999
Water	19,155	~2,570	15,856	~ 95.565
<b>Installed Gateways</b>		42		
<b>Installed Relays</b>		100		
<b>LM Customers</b>		5,586		
<b>Total Switches</b>		8,126		
<b>Controlled Devices</b>				
<b>Air Conditioner</b>		<b>Electric Furnace</b>	<b>Heat Strips</b>	<b>Water Heaters</b>
5,598		85	3,236	3,062

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

### Electric System Outages and Reliability Statistics

*\*Adjusted for APPA Event Threshold*

	<b>April 2024</b>	<b>2024 YTD</b>
# of Interruptions	18	115
# of Customers Out	115	20,128
Customers Minutes out	10,595	2,882,594

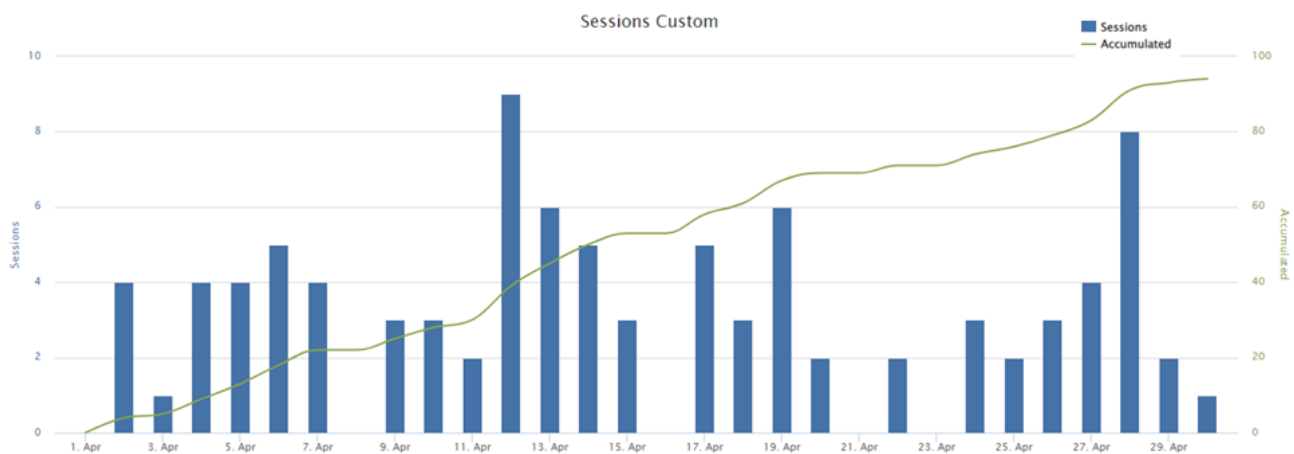
SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
April 1, 2024, to April 30, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
0.429	0.00466	92.137	99.9995%
April 1, 2023, to April 30, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
0.388	35.322	91.074	99.9948%
April 1, 2022, to April 30, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
27.464	0.462	59.431	99.9951%

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)	4
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	4
Unscheduled	Power Supply (Failure of Greater Transmission, Loss of generating unit, Overloaded)	0
Unscheduled	Public (Contact with Foreign Object, Human/Vehicle Accident, Non-Utility Excavation, Vandalism)	1
Unscheduled	Human Error (Construction, Maintenance, Operations)	0
Unscheduled	Unknown	1
<b>Total</b>		<b>18</b>

### High-Profile Electric Projects:

- **Bluewater Rise Subdivision.** *New underground residential subdivision.* Construction is following the pace of the developer.
- **Monitor Cape - Phase 2** – In design.
- **NCDOT.** *This consists of various NCDOT projects.*
  - NC Hwy 43 Extension – URA development.
  - Neuse Boulevard Roundabout – On hold by NCDOT.
  - US Hwy 70 – James City – Substantially complete; miscellaneous work
  - Havelock Bypass – Substantially complete.
  - Havelock Bypass Fiber – Substantially complete.
  - Thurman Road to Havelock bypass – Preliminary design, URA development
  - Reimbursable dollars to date: \$4,234,311.67; collected to date \$4,234,311.67.*
- **West New Bern** – Phase 2 - Following pace of developer.
- **West New Bern** – Phase 3 – In design.
- **CAROLINA COLOURS**
  - **Carolina Colours – Chambray** – Active electrical construction.
  - **Carolina Colours – Aston** – Construction awaiting site preparation.

### CHARGEPOINT CHARGING STATION



<i>CUSTOMER SERVICE OPERATING REPORT FYE 24</i>	<i>APR</i>	<i>YTD</i>	<i>Historical Monthly Average</i>	<i>YTD Monthly Average</i>	<i>YTD Daily Average</i>	<i>YTD Hourly Average</i>	<i>YTD CSR Average Per Hour per CSR</i>
Customer Service Reps	5	NA	NA	5	NA	NA	NA
Payment Service Reps	3	NA	NA	4	NA	NA	NA
Temporary Staff	3	NA	NA	3	NA	NA	NA
Incoming calls received	5,124	52,735	4,733	5,274	263.7	33.0	7.0
Move out Customers	241	2,015	225	202	10.1	1.3	0.3
New service applications	551	5,093	519	509	25.5	3.2	1.1
Customers enrolled in e-billing	2,857	2,300	NA	NA	NA	NA	NA
Number of Pay as You Go Customers	110	112	NA	NA	NA	NA	NA
Drive-through customers	3,738	34,427	3,651	3,443	172.1	21.5	0.0
Night deposit activity.	545	4,833	585	483	24.2	3.0	0.0
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	6,671	60,383	5,495	6,038	301.9	37.7	0.3
Other credit card via third-party processing (OPC)	236	2,628	401	263	13.1	1.6	0.0
Average ticket amount	\$153.95	\$1,462.50	\$211.04	\$182.81	\$9.14	\$1.14	\$0.00
Total amount of in Office Credit Card	\$722,709.04	\$6,081,710.34	\$471,655.08	\$608,171.03	\$30,408.55	\$3,801.07	\$0.63
Number of in Office Credit Card transactions	2,875	25,544	2,192	2,554	127.7	15.965	0.06
Customers who had their payment automatically drafted from their bank account	4,969	4,896	NA	NA	NA	NA	NA
Customers repaying delinquent debts on extended payment plans	74	32	NA	NA	NA	NA	NA
Average balance owed	\$632.74	\$5,406.92	\$798.97	\$772.42	\$38.62	\$4.83	0.00
Short-term payment agreements made	244	2,700	196	270	13.5	1.6875	0.00
Budget billing/equal payment plan participants	323	269	NA	NA	NA	NA	NA
Lockbox payments received	3,364	33,112	3,728	3,311	165.6	20.695	0.026792
Direct electronic payments received-EBOX	3,570	35,994	3,548	3,599	180.0	22.49625	0.083319
Number of closed Service orders	1,779	20,912	3,540	2,096	104.6	13.07	0.003947
Number of cut for non-payment	207	3,006	1,059	301	15.0	1.87875	0.005219
Number of reconnect for non-payment	209	3,364	1,034	336	16.8	2.1025	

## **Public Works**

### **Leaf and Limb:**

<b>Service Provided (Tons)</b>	<b>FY21-22 YTD</b>	<b>FY22-23 YTD</b>	<b>FY23-24 YTD</b>	<b>APRIL 2024</b>
White Goods Collected	40.50	54.00	45.00	4.50
Brown Goods Collected	3,491.40	3,280.20	2,673.00	349.80
Yard Waste Received	11,432.91	12,278.39	10,364.27	849.87
Mulch Dispersed	775.40	2,211.00	702.41	119.00

### **City Garage:**

<b>Costs</b>	<b>FY21-22 YTD</b>	<b>FY22-23 YTD</b>	<b>FY23-24 YTD</b>	<b>APRIL 2024</b>
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	2,554	273
Total Labor Cost	\$124,619.90	\$128,682.79	\$108,531.27	\$10,966.64
Total Parts Cost	\$256,478.58	\$290,465.41	\$272,989.90	\$30,353.24
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$381,521.17	\$41,319.88
Services Provided by Contract:				
Vehicles Serviced	420	546	419	40
Total Labor Cost	\$111,323.13	\$132,254.70	\$112,265.14	\$19,025.75
Total Parts Cost	\$144,368.02	\$227,717.80	\$207,343.81	\$20,979.53
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$319,608.95	\$40,005.28
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	2,973	313
Total Labor Cost	\$235,940.03	\$260,937.49	\$220,796.41	\$29,992.39
Total Parts Cost	\$400,846.60	\$518,183.21	\$480,333.71	\$51,332.77
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$701,130.12	\$81,325.16

<b>Cost by Department</b>	<b>FY21-22 YTD</b>	<b>FY22-23 YTD</b>	<b>FY23-24 YTD</b>	<b>APRIL 2024</b>
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$ 82,669.28	\$ 7,628.22
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$161,177.80	\$ 7,784.38
Police	\$133,588.42	\$146,243.25	\$129,657.43	\$18,496.85
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 23,923.78	\$ 5,344.98
Finance	\$ 11,591.79	\$ 11,099.61	\$ 12,350.95	\$ 1,134.00
Public Works	\$162,118.12	\$213,316.10	\$168,316.18	\$15,617.97
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$ 119,587.56	\$25,243.42
Human Resources	\$ 614.13	\$ 2,530.80	\$ 198.05	\$ 16.84
Development Services	\$ 2567.12	\$ 3,078.08	\$ 3,249.09	\$ 58.50

**Significant Issues: N/A**

## Water Resources

### Capital Projects:

- **West New Bern Water System Improvements** – *Water system infrastructure improvements between the Highways 17 and 55 corridors are increasing available domestic and fire flow supplies.* The engineer for the project is continuing to finalize easement mapping and permit applications which will be necessary for the project.
- **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 which 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, 43,500 feet (98%) of the sewer main and 17,750 feet (93%) of the water main have been installed. Now that the majority of the new pipeline has been installed, the contractor is working on the various tie-ins needed to facilitate the activation of the new water and sewer infrastructure.
- **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 continues to coordinate with the NCDOT design team on the final design for the necessary water and sewer relocations.
- **FY24 Water & Sewer Improvements** – *Rehabilitation of existing water and sewer infrastructure on Bern Street and Walt Bellamy Drive, in advance of the upcoming Public Works paving project.* A pre-construction meeting for the project was held on 4/30, where City staff reviewed the details of the project with the contractor. The contractor is waiting for a material delivery to be able to start working on the project, but they are anticipating a start date in late May.

### Water Production:

	2023	2024 YTD	Last Month	April 2024
Cove City Wells	693.29 MG	227.37 MG	55.455 MG	<b>64.311 MG</b>
Water Treatment Plant	680.70 MG	207.25 MG	53.589 MG	<b>51.129 MG</b>
Total Water Produced	1,373.99 MG	434.62 MG	109.04 MG	<b>115.44 MG</b>
Average Produced per Day	3.76 MGD	3.59 MGD	3.52 MGD	<b>3.85 MGD</b>
Peak Production	5.88 MGD	5.77 MGD	4.40 MGD	<b>5.77 MGD</b>

### Sewer Treatment:

Main WWTP	2023	2024 YTD	Last Month	April 2024
Total Sewer Treated	1,506.16 MG	535.89 MG	150.96 MG	<b>128.85 MG</b>
Average Treated per Day	4.126 MGD	4.429 MGD	4.869 MGD	<b>4.295 MGD</b>
Peak Flow	11.13 MGD	7.57 MGD	7.57 MGD	<b>5.140 MGD</b>
<b>NB-7 WWTP</b>				
Total Sewer Treated	112.69 MG	38.437 MG	10.978 MG	<b>8.892 MG</b>
Average Treated per Day	0.308 MGD	0.317 MGD	0.354 MGD	<b>0.296 MGD</b>
Peak Flow	0.809 MGD	0.602 MGD	0.578 MGD	<b>0.438 MGD</b>

### Operations Work Completed:

	2023	2024 YTD	Last Month	April 2024
Locates	16,742	5,554	1,553	1,476
Water System Repairs	310	51	12	21
Sewer System Repairs	1,473	1,225	379	338
Pump Station Maint.	7,684	1,730	430	437
Water Meter Maint.	968	780	229	282
STEP System Maint.	906	407	129	45
Customer Service Calls	858	462	139	119
<b>Total Work Orders Completed</b>	28,941	10,209	2,871	2,718

### Attendance for Board Appointees

Bike & Pedestrian Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Mary Davidson	N/A	0	0	BoA At Large
Henry Gleisberg	N/A	0	0	BoA At Large
Rob Overman	N/A	0	1	BoA At Large
Stuart Flythe	N/A	0	0	BoA At Large
Bill Sadler	N/A	1	0	BoA At Large

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

Board of Adjustment				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
James "Trey" Ferguson	N/A	0	1	Ward 1
Kathleen Marty	N/A	0	0	Ward 2
Tim Tabak	N/A	0	0	Ward 3
George "Eric" Jones	N/A	2	3	Ward 4
Eric Thompson	N/A	2	2	Ward 5
Barbara Sampson	N/A	0	0	Ward 6
Sandra Gray	N/A	0	3	Craven County
Mike Duffy (Alternate)	N/A	1	0	BoA At Large
Brendan Loftin (Alternate)	N/A	2	2	BoA At Large

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

Community Development Advisory Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Corinne Corr	N/A	0	1	Ward 1
Carol Williams	N/A	0	1	Ward 2
Marshall Williams	N/A	0	0	Ward 3
Vernon Guion	N/A	0	0	Ward 4
James Woods	N/A	0	2	Ward 5
Della Wally	N/A	0	2	Ward 6

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

Craven County Tourism Development Authority				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
Bill Stafford	P	0	0	BoA At Large

Dangerous Dog Board				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Dona Baker	N/A	0	0	BoA At Large
Dr. Steve Stelma	N/A	0	0	BoA At Large
Dr. Bobbi Kotrba	N/A	0	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		Appointed By
		2024	2023	
Bobby Boyd	A	2	0	Ward 1
Jack Meehan	P	0	1	Ward 2
David Finn	P	0	0	Ward 3
Wayne Unangst	A	3	1	Ward 4
Henry Watson	P	0	3	Ward 5
Elona Fowler	P	0	6	Ward 6
Gary Lingman	P	1	5	Bengel
Daniel Ensor	P	0	3	Mayor
Gary Clemmons	A	1	4	Odham
Ex-officio Bobby Aster	A	1	8	
Ex-officio Fire Chief Locklear	P	0	N/A	

Historic Preservation Commission				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
Tripp Eure	A	1	1	Mayor
Mollie Bales	A	1	3	Ward 1
Richard Parsons	P	0	0	Ward 2
James Bisbee	P	1	1	Ward 3
Marc Wartner	A	1	3	Ward 4
Gregory Rusch	P	0	0	Ward 5
Jim Morrison	P	0	0	Ward 6
Tim Thompson	P	0	1	Ward 3 Alderman
Candace Sullivan	P	1	1	Mayor Outlaw

Housing Authority of the City of New Bern				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
James Copland, IV	P	1	0	Mayor
Sabrina Bengel	P	0	0	Mayor
Dana Outlaw	P	0	1	Mayor
Sulin Blackmon	P	1	4	HA Residents
Ronald Scott	P	0	0	Mayor
Jennell Reddick	P	0	0	Mayor
Denise Harris-Powell	P	1	2	Mayor

MSD Advisory Committee				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
David Barthol	P	0	N/A	BoA at Large
Sabrina Bengel	P	0	N/A	BoA at Large
Chris Hoveland	P	0	N/A	BoA at Large
Johnny Robinson	P	0	N/A	BoA at Large
Von Lewis	P	0	N/A	BoA at Large
John Haroldson	P	0	N/A	BoA at Large
Michael Raines	P	0	N/A	BoA at Large
Mickey Miller	A	2	N/A	BoA at Large
Michael Rose Watson	P	0	N/A	BoA at Large
Gretchen Du Peza	P	0	N/A	BoA at Large
Ex-Officio Ald. Rick Prill	P	0	N/A	BoA at Large
Ex-Officio Ald. Royal	A	3	N/A	BoA at Large
Ex-Officio City Manager	P	0	N/A	BoA at Large
Ex-Officio Finance Director	P	2	N/A	BoA at Large

New Bern Area MPO – Transportation Advisory Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Bob Brinson	N/A	0	0	Brinson
Johnnie Ray Kinsey (Alternate)*	N/A	0	0	White

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

New Bern-Craven County Public Library Board of Trustees				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Carol Becton	P	0	3	Odham
Sam Carter	A	1	1	Bengel
Robert Wernersbach	P	0	1	Bengel
Rick Prill	P	0	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		Appointed By
		2024	2023	
Brad Jefferson	P	0	0	Mayor
Donald “Rusty” Ingram	P	0	2	Ward 1
Margie Dunn	P	0	1	Ward 2
Gaspar Sonny Aluzzo	P	0	0	Ward 3
Thomas Brownell	A	1	N/A	Ward 4
Kyle Dearing	P	1	4	Ward 5
Kellie Keiser	P	1	3	Ward 6
Marshall Ballard	P	0	1	Craven County

Police Civil Service Board				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Amy James	N/A	0	0	Best
Mark Devanney	N/A	0	0	Aster
Mike Markham	N/A	0	0	Kinsey
Tyrone Brown	N/A	0	0	Harris
Richard Schultz	N/A	0	0	Bengel

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

Redevelopment Commission				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
Sharon Bryant	P	1	1	BoA At Large
Kip Peregoy	P	0	0	BoA At Large
Beth Walker	A	1	1	BoA At Large
Sarah Proctor	P	1	3	BoA At Large
Leander "Robbie" Morgan, Jr.	P	2	5	BoA At Large
Steve Strickland	P	0	0	BoA At Large
Julius Parham	A	2	0	BoA At Large
Tabari Wallace	A	3	3	BoA At Large
Jimmy Dillahunt, Jr.	P	0	0	BoA At Large

Stanley White Recreation Center Advisory Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Leander Morgan, Jr.	P	1	3	BoA At Large
Talina Massey	A	3	4	BoA At Large
Kurtis Stewart	P	1	2	BoA At Large
James Woods	P	1	0	BoA At Large
Bernard White	P	0	0	BoA At Large
Reginald Pender	P	1	0	BoA At Large
Elijah Brown	P	0	0	BoA At Large
Barbara Lee	A	3	5	BoA At Large
Ex-officio Ald. Hazel Royal	A	3	0	BoA At Large