

NEW BERN



NORTH CAROLINA

Everything comes together here

Departmental Monthly Reports

February 2024

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Pollock Street Lot Parking – February Report

Pollock St Lot	Oct	Nov	Dec	Jan	Feb	Total to Date
Transactions	323	380	610	263	334	1910
Revenue	\$674.00	\$844.00	\$1322.00	\$597.00	\$665.00	\$4,102.00

DEVELOPMENT SERVICES

Inspections:

Overview	2023 Year End	2024 YTD	January 2024	February 2024
Commercial Permits – New Construction	35	1	1	0
Residential Permits – New Single Family	218	50	29	21
Residential Permits – Additions/Remodels	179	50	20	30
Mobile Homes	20	2	2	0
Signs	46	8	5	3
Certificates of Occupancy – Residential	189	10	5	5
Certificates of Occupancy – Commercial	56	4	2	2
Zoning Violations (Chapter 15)	35	5	3	2
Nuisance Violations (Chapter 26)	432	91	37	54
Minimum Housing Violations (Residential) (Chapter 38)	50	19	8	11
Minimum Housing Violations (Commercial) (Chapter 39)	2	1	0	1
Total Permit Valuation	\$82,785,375	\$15,092,539	\$9,836,757	\$5,255,782

Economic and Community Development:

- Staff is working in collaboration with Urban Design Ventures to continue interviewing for the Five-Year Consolidated Plan. In February, staff sent notice to the local newspaper regarding the public hearing for input on the CDBG Consolidated Plan and 2024 Annual Action Plan.
- Staff held the CDBG Consolidated Plan and 2024 Annual Action Plan public needs hearing on February 26, 2024, at Development Services at 6pm. The meeting had no attendees.
- The Community Development Advisory Committee (CDAC) meeting was held on February 22, 2024. The committee gave input on the Consolidated Plan and provided their input on community needs.

- Staff reviewed 3 applications provided by Religious Community Services (RCS) to receive services through the Housing Rehabilitation program. These homes will now move to the next phase of environmental review.
- A Phase II ESA is being conducted on the former Days Inn Hotel site. A Phase I ESA is being conducted on the former Danyus School site.

Land Use:

The Planning and Zoning Board, at its meeting held on February 15, 2024, approved both the rezoning for the Glenburnie Road Parcels and the initial zoning assignment of Commercial 3 (C-3) for 684 West Thurman Road. The hearing will take place on March 26, 2024.

DRC's meeting, which was held on February 16, 2024, pertained to three (3) items. The first item is a rezoning at 624 Hancock Street & 413 Queen Street from C-4 to C-5A. The second item was a site plan review for the Knights of Columbus accessory structure. The last item is the Caviness and Cates Multifamily Special Use Permit.

The Board of Adjustment meeting held on February 22, 2024, unanimously passed all criteria with 4-0 votes, and elected to add two conditions. The first condition was to eliminate the group of buildings 053-056, taking the total down from 145 to 141. The second condition was to establish a fence along the northern boundary line if a walking trail is to be made. The applicant was granted a Special Use Permit to expire in three (3) years.

Land Use Ordinance Update: Development Services staff attended several meetings with the Land Use Ordinance Update consultants, providing important directions and information to the consultants as they begin the 2-year project. Meetings with the Steering Committee and key stakeholders from the community were also conducted. A brief presentation by the consultant was given to the Board of Alderman to detail the scope and timeline of the project.

Historic Preservation:

HPC Design Review Meeting: The HPC held its Design Review Meeting Wednesday, February 7th, with 1 project on the agenda:

- 510 CRAVEN ST. – new, 1-story, rear addition – minor adjustments were suggested, and the application was moved forward for a hearing at the February 21 Regular Meeting.

The HPC also discussed the upcoming Land Use Ordinance modernization and the possibility of that process including investigating whether to add accessory dwelling units (historically called “dependencies”) to the Ordinance. The HPC was informed this topic was discussed at the HPC Updates Work Group and it was clarified that use of a property is a zoning issue, not an HPC issue.

Two of the four Work Groups reported:

- Prevention of Demolition by Neglect (PDBN): WG reported that they have selected 6 top priority properties to focus on.
- Historic Property Owners Support (HiP): WG reported they have another new partner in the Redevelopment Commission. The WG is working to save a house in Dryborough.

Staff reported that one PDBN enforcement has had its Order of the Building Inspector expire, so the property will now start to accrue fines.

HPC Regular Meeting: There was one hearing and it was approved: 510 Craven St. for a one-story rear addition.

MPO:

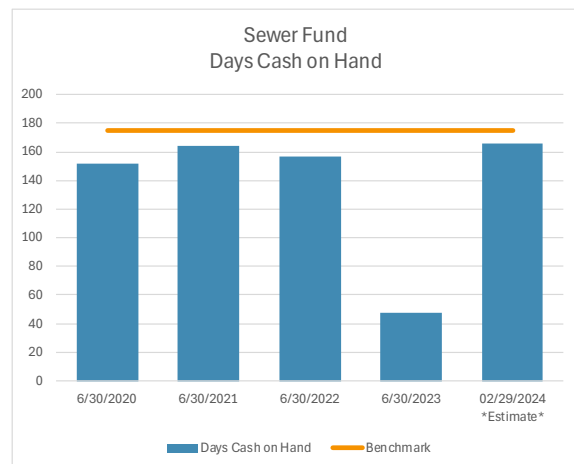
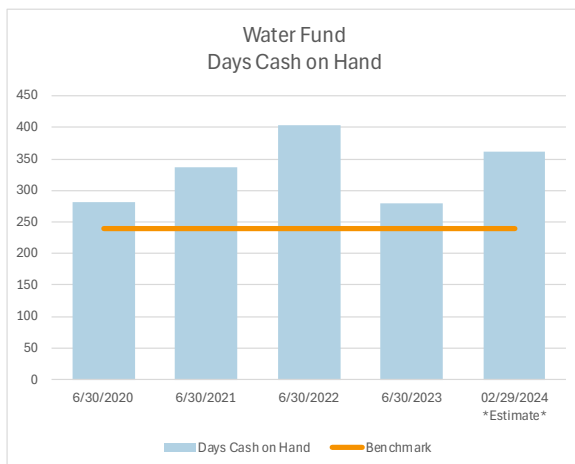
- Staff attended or held:
 - RAISE Grant Discussion with NCDOT regarding NC 55 Corridor – 2/1
 - RAISE Grant Discussion with NCDOT regarding NC 55 Corridor – 2/5
 - Henderson Park Discussion with Moffatt & Nichol – 2/7
 - NC 43 Connector Project Update with NCDOT – 2/8
 - MSTA Discussion Regarding Epiphany School Expansion – 2/8

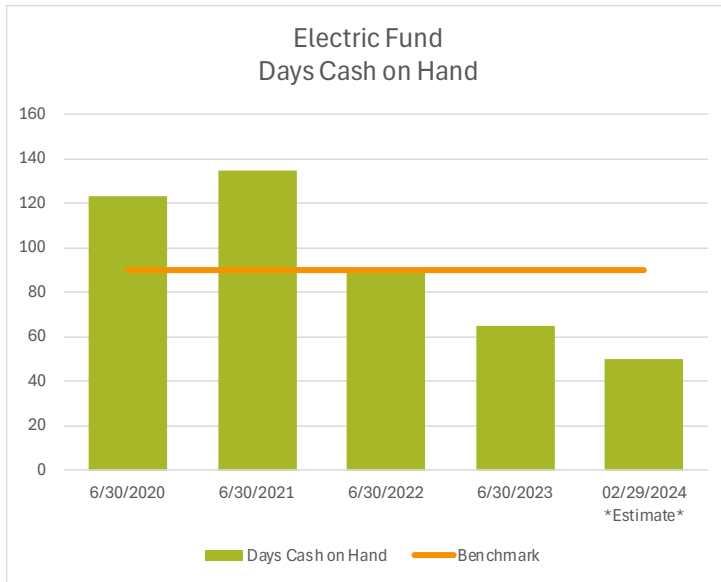
- TCC Meeting – 2/8
- NCAMPO Conference Committee Planning – 2/12
- NCAMPO Conference Committee Presenter Review – 2/12
- Microtransit Scoping Meeting with Consultant – 2/12
- DERPO Transportation Training – 2/13
- ICSO Carolinas Discussion – 2/13
- AMPO Membership Benefits Refresher – 2/14
- NCDOT-IMD Transit System Meeting – 2/14
- BRIC/EEG Grant Meeting – 2/14
- NCAMPO Planning with Tourism – 2/15
- Watershed Action Plan Meeting Update – 2/15
- BPAC Overview for Mr. Henry Gleisberg – 2/19
- NC 55 Grant Opportunities Discussion – 2/20
- CARTS Transportation Advisory Board – 2/21
- New Bern GIS Strategic Plan Interview – 2/21
- Region 16 Travel Demand Model Status Meeting – 2/21
- NC 55 Corridor Restart Kickoff Meeting – 2/22
- ElectriCities ICSC Discussion – 2/22
- NCAMPO Quarterly Meeting – 2/23
- CodeWright Steering Committee – 2/26
- Economic Development Discussion with PIO – 2/27
- Town of Bridgeton Presentation – 2/27
- P7 Local Input Methodology Committee – 2/28
- American Flood Coalition Meeting – 2/28

FINANCE

ENTERPRISE FUNDS-CASH ON HAND

FUND	6/30/2020	6/30/2021	6/30/2022	6/30/2023	02/29/2024 *Estimate*
Water Fund	\$ 8,316,009	\$ 9,927,702	\$ 12,581,017	\$ 11,171,415	\$ 12,755,314
Days Cash on Hand	282	337	403	280	361
Sewer Fund	\$ 5,096,368	\$ 5,829,222	\$ 5,894,215	\$ 2,573,443	\$ 6,263,983
Days Cash on Hand	152	164	157	48	166
Electric Fund	\$ 18,891,493	\$ 20,589,859	\$ 14,488,683	\$ 10,479,982	\$ 8,413,401
Days Cash on Hand	123	135	89	65	50





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

Electric | 90 days
Water | 240 days
Sewer | 175 days

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

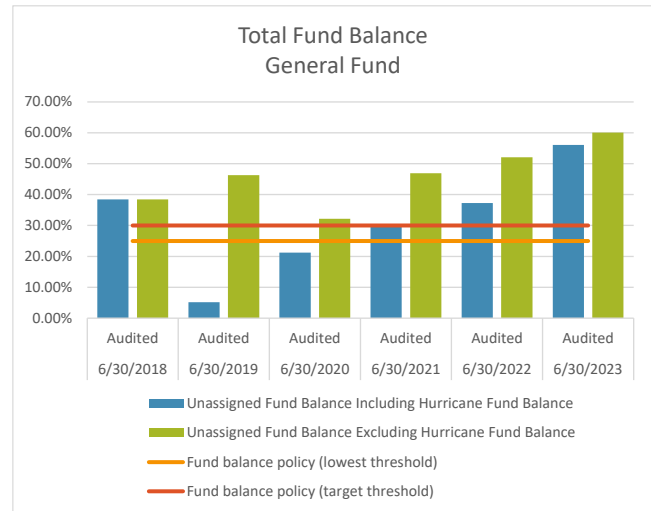
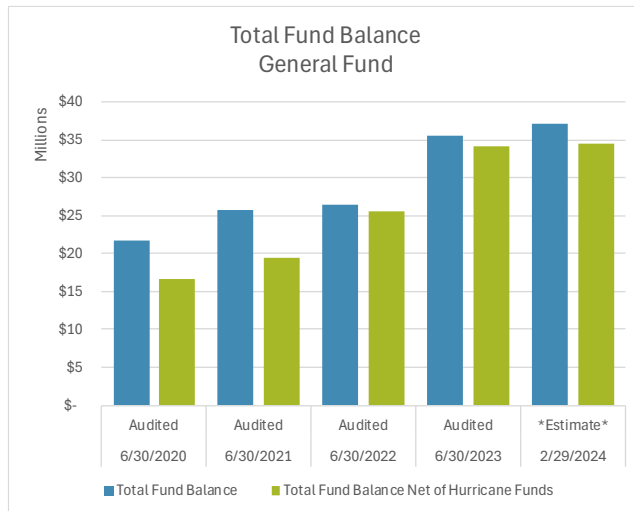
GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023	AS OF 2/29/2024 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,871,526	35,783,496
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,083,328)
Dorian Fund	(1,457,187)	(424,424)	(424,424)	(341,513)	(74,642)
Isaias Fund	-	(386,919)	4,889	4,889	61,742
Net General Fund	9,320,313	15,681,592	18,860,943	28,051,765	33,687,268

GENERAL FUND-FUND BALANCE

FUND	AS OF 6/30/2020 Audited	AS OF 6/30/2021 Audited	AS OF 6/30/2022 Audited	AS OF 6/30/2023 Audited	AS OF 2/29/2024 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 35,621,565	\$ 37,090,988
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 34,150,364	\$ 34,503,553
Unassigned Fund Balance	21.18%	30.34%	37.30%	56.05%	N/A
Unassigned Fund Balance Excluding Hurricane Fund Balance	32.15%	46.88%	52.10%	60.05%	N/A

The 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: 2/29/24

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	\$ 1,009,158	100%		\$ -	
Stanley White	7,506,649	500,000	8,006,649	6,137,948	852,723	14%	3,852,976	1,432,248	3
Miscellaneous Projects	2,843,279	324,634	3,167,913	845,295	132,718	16%		712,577	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	3,039,515	1,226,582	40%	760,476	1,052,457	1, 4
Management Costs *	2,153,876		2,153,876	1,863,899	968,958	52%		894,941	1
Sewer	1,939,593		1,939,593	1,939,446	1,939,447	100%		-	
Electric	4,425,704		4,425,704	4,205,888	4,205,888	100%		-	
Solid Waste	4,397,395		4,397,395	4,397,395	4,397,395	100%		-	
Total	\$ 58,969,805	\$ 824,634	\$ 59,794,439	\$ 28,707,598	\$ 19,957,980	70%	\$ 4,613,452	\$ 4,136,165	

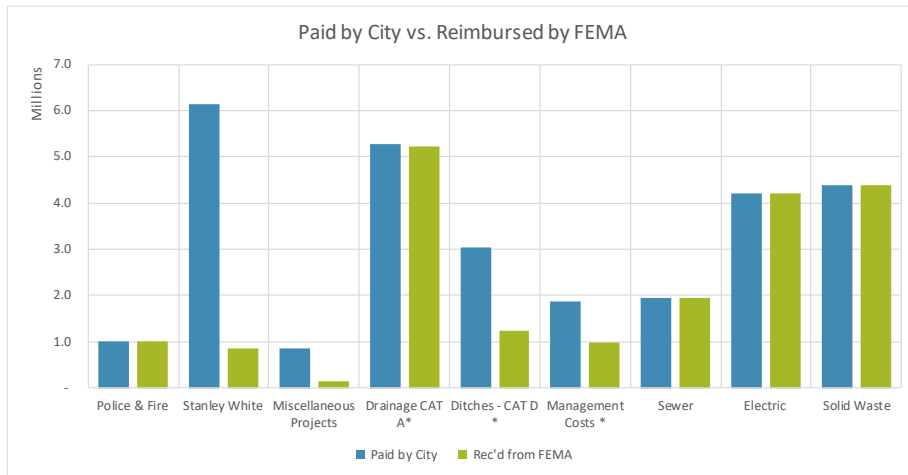
Notes:

1. Can not request further reimbursements until closeout due to 75% rule
2. Pending closeout
3. Reimbursement request has been submitted
4. 8/23 Q1 & Q2 closeout \$760,476
5. 2/24 Parks 3 and City Hall closeouts approx \$500K

*Amount FEMA has awarded and agreed to pay

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

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



FIRE-RESCUE

Fire Suppression:

Incidents	2023 Total	2024 YTD	Last Month	Current Month
Number of Incidents	2,104	369	190	179
Average Response Time to Incidents*	9 minutes 06 seconds	6 minutes 22 seconds	6 minutes 17 seconds	6 minutes 28 seconds
Endangered Property Value	\$43,308,292	\$504,110	\$373,450	\$ 130,660
Property Losses Due to Fire	\$1,257,203	\$67,100	\$1,000	\$ 66,100
Percentage of Saved Property Value	95.1%	73%	97%	49%
Overlapping Incidents	287	47	25	22

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

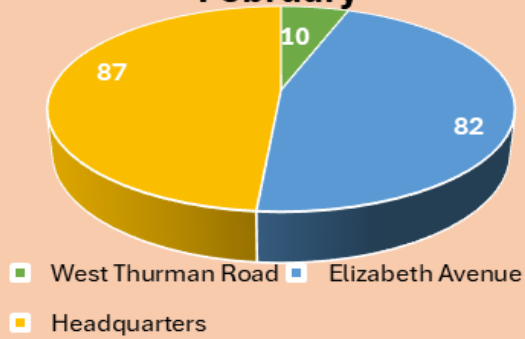
Fire Prevention:

Prevention Statistics	2022 Total	2023 YTD	Last Month	Current Month
Fire Investigations	27	4	1	3
Fire Inspections	2,275	317	134	183
Permits Issued	120	15	10	5
Child-Passenger Seat Checks	112	15	9	6
People Educated Through Public Fire & Life-Safety Programs	8,507	2064	147	1917
Smoke Alarms Installed	455	165	155	10

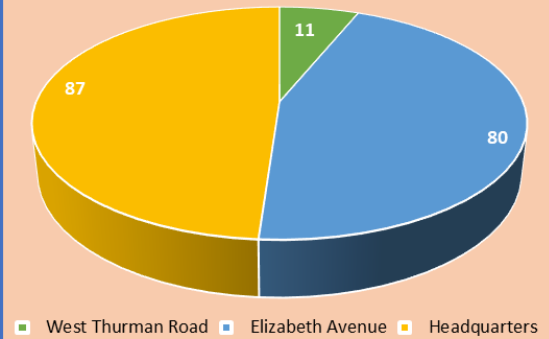
Narcan:

Statistics	2023 Total	2024 YTD	Last Moth	Current Month
Overdose Calls Responded To	146	9	5	4
Instances Narcan Administered	62	5	3	2

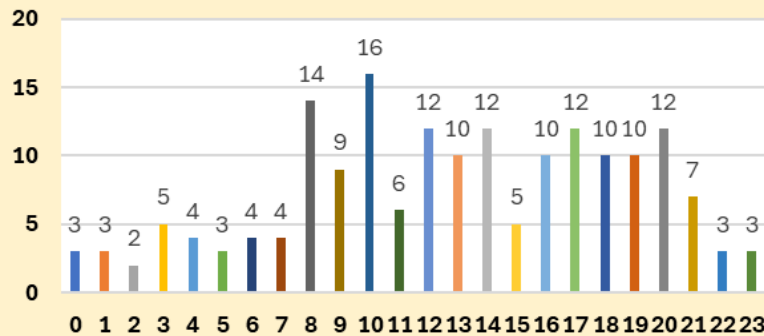
**Response by Station
February**



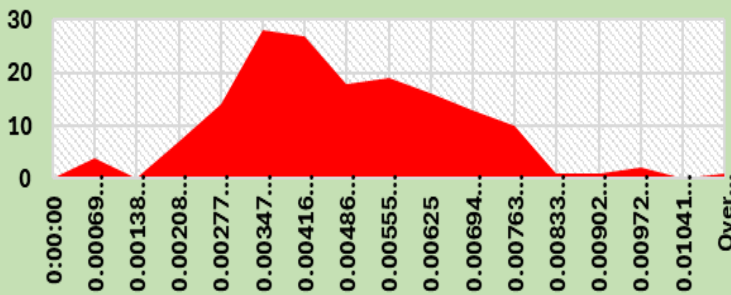
**Response by Station
February 2023**



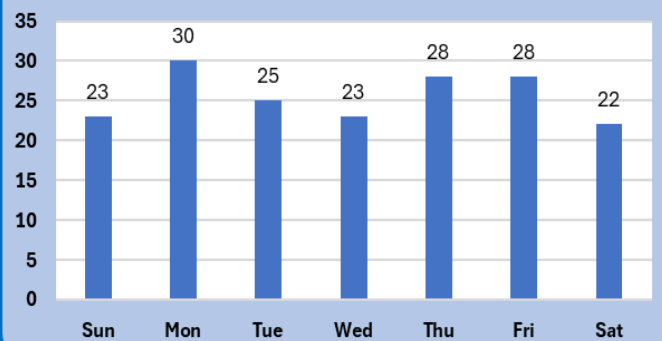
Response by Hour of Day



Frequency Distribution of Response Times

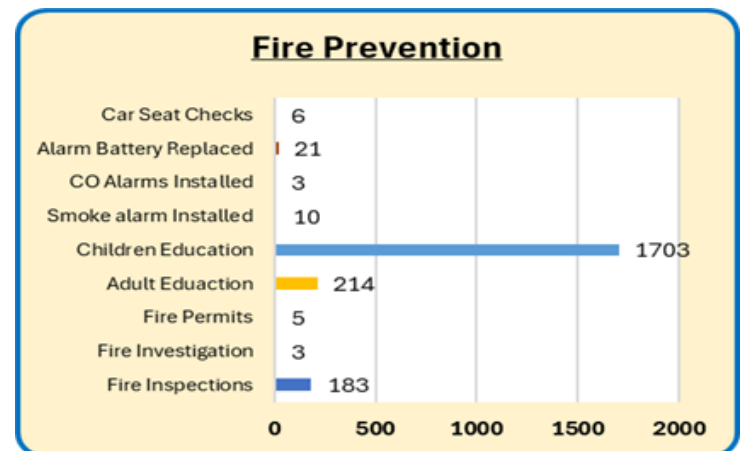
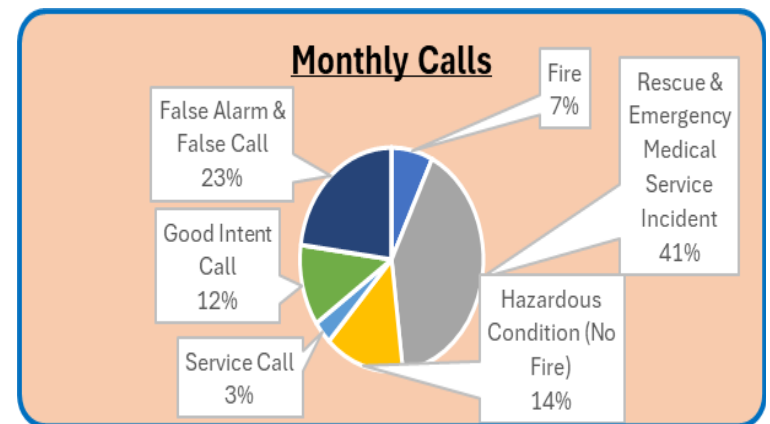


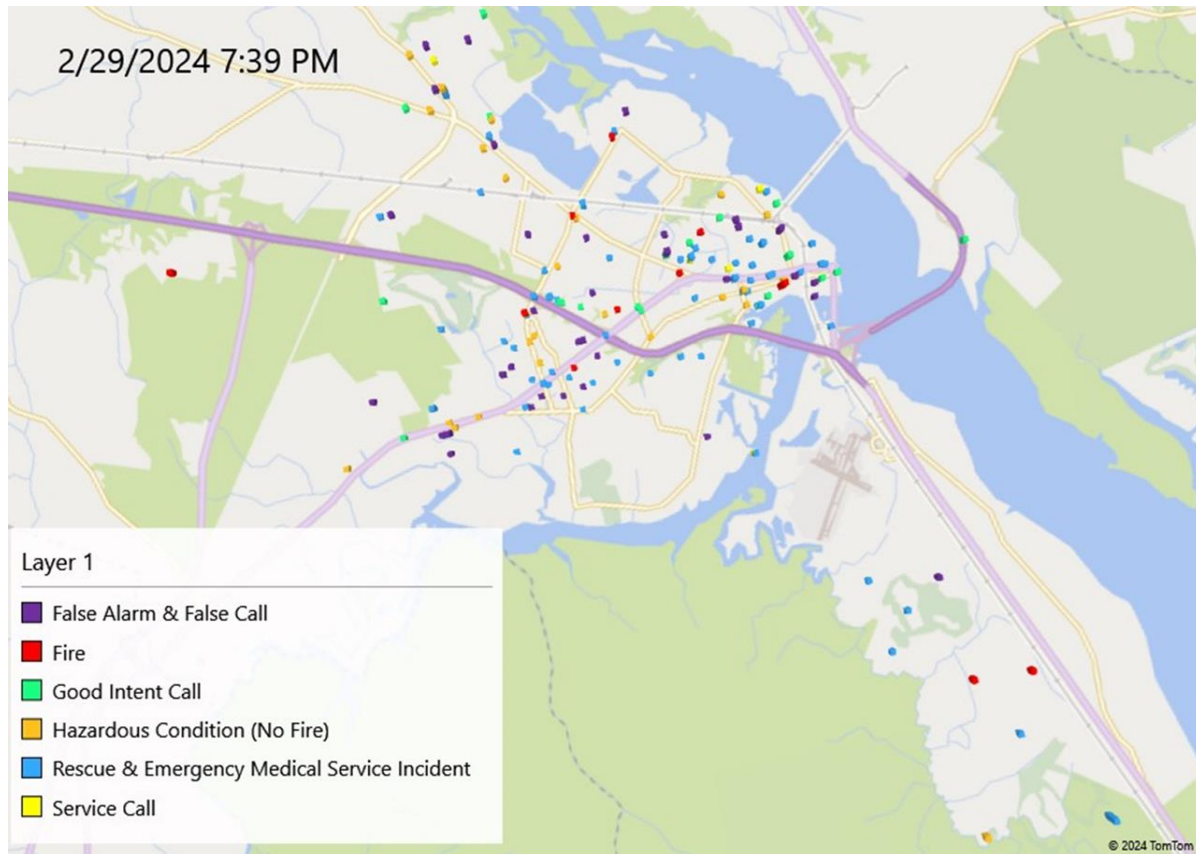
Response by DOW



Breakdown of Response Types	Numbers
1-Fire	13
Brush or brush and grass mixture	1
Building fire	4
Cooking fire, confined to container	1
Grass fire	2
Natural vegetation fire, other	1
Passenger vehicle fire	4
3-Rescue & Emergency Medical Service	73
EMS call, excluding vehicle accident	12
Extrication of victim(s) from building	1
Lock-in (if lock out, use 511)	1
Medical assist, assist EMS crew	36
Motor vehicle accident with injuries	7
Motor vehicle/pedestrian accident	3
Removal of victim(s) from stalled vehicle	1
Rescue or EMS standby	1
Search for person on land	1
vehicle accident with no injuries.	10
4-Hazardous Condition (No Fire)	25
Arching, shorted electrical equipment	2
Carbon monoxide incident	1
Electrical wiring/equipment problem	1
Gas leak (natural gas or LPG)	2
Heat from short circuit (wiring), device	1
Overheated motor	1
Power line down	2
Vehicle accident, general cleanup	15
5-Service Call	6
Assist invalid	1
Asst police or other governmental	3
Cover assignment, standby, move	1
Unauthorized burning	1
6-Good Intent Call	21
Dispatched & canceled en route	10
No incident found on arrival at destination	9
Smoke scare, odor of smoke	2
7-False Alarm & False Call	41
Alarm system activation, no fire, no alarm	18
Alarm system sounded due to malfunction	9
Detector activation, no fire - unintentional	5
Smoke detector activation due to malfunction	1
Smoke detector activation, no fire - unintentional	6
Sprinkler activation, no fire - unintentional	1
Unintentional transmission of alarm	1
Grand Total	179

Code	Database Response by NFIRS Code	Total	%
1	Fire	13	7.26%
2	Overpressure Rupture, Explosion, etc.	0	0.00%
3	Rescue & Emergency Medical Service	73	40.78%
4	Hazardous Condition (No Fire)	25	13.97%
5	Service Call	6	3.35%
6	Good Intent Call	21	11.73%
7	False Alarm & False Call	41	22.91%
8	Severe Weather & Natural Disaster	0	0.00%
9	Special Incident Type	0	0.00%
	Grand Total	179	





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	1	6	0
Fire	75	0	0	0	5	2
Human Resources	6	1	0	1	0	2
Parks & Recreation	30.5	0	0	5	7	5
Police	121.5	0	2	6	19	8
Public Utilities	87	0	0	8	13	6
Public Works	52	0	2	1	18	3
Water Resources	81	2	2	5	15	7
Totals:	501	3	6	28	91	40

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

Safety News:

Workers' Compensation	2023	2024
Current Month's Claims	0 OSHA Recordable 2 Lost Time 1 Non-Recordable 0 Denied	1 OSHA Recordable 0 Lost Time 2 Non-Recordable 0 Denied
Year-to-Date Claims	12 Recordable 5 Non-Recordable	13 Recordable 7 Non-Recordable
Current Month Costs	\$6,125.75	\$11,962.19
Year-to-Date Costs	\$92,267.29	\$124,871.49

Other:

None

PARKS AND RECREATION

Significant Issues:

- **Stanley White Recreation Center** – Advisory Committee Meeting scheduled for February 20th. There was not a quorum and therefore the meeting was not called to order.
- **Henderson Park Redevelopment** – Grading and infrastructure preparation for fitness equipment installation.
- **Lawson Creek Park**
 - Marshwalk Extension – Phase 3 minor modification to major permit request in progress.
 - Surveillance Cameras – Utility poles have been installed. We're waiting on the contractor to install the cameras.
- **Monk Mallard Shelter** – Shelter completed, picnic tables and signage installed.
- **Ft. Totten Shelter** – Shelter completed, picnic tables and signage installed.
- **Union Point Park** – A large pine tree was removed due to declining health and hazardous conditions.
- **Father/Daughter Valentine's Dance** – 69 people participated in the dance.
- **Special Event Planning and Preparation for the following:**
 - Arbor Day Celebration
 - Easter Egg Hunts

Cemeteries - Six (6) burials occurred in February (Cedar Grove 1; Evergreen 2; New Bern Memorial 3).

Special Event Applications – Thirteen (13) Special Event Applications were received in January.

POLICE

Crime:

Incidents & Arrests	Feb Total	2021 Total	2022 Total	2023 YTD	2024 Total
NIBRS* Group A Incidents	139	2,235	1,950	1,505	308
NIBRS* Group B Incidents (Arrests)	50	725	701	475	98
Adult Arrests	108	1,325	1,321	1,112	205
Juvenile Arrests	-	3	6	11	-
Total Arrests	108	1,328	1,335	1,127	211
Drug Arrests*	26	285	248	219	44
Police Calls for Service	3,861	44,299	43,088	42,216	7,278
Business Alarms Dispatched	101	1,510	1,391	1,419	257
Residential Alarms	33	484	482	404	60
Alarm Calls (PD Dispatched)	134	1,994	1,873	1,823	317

*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	Feb Total	2021 Total	2022 Total	2023 YTD	2024 Total
Homicide	-	6	3	4	-
Rape	1	14	16	6	3
Robbery	-	22	18	10	3
Aggravated Assault	5	97	109	63	11
B&E – Residence	2	114	102	104	10
B&E – Business	1	34	36	47	2
Theft from Motor Vehicle	4	116	98	99	11
Larceny	26	608	450	376	65
Motor Vehicle Theft	-	35	32	33	3
Arson	-	5	3	3	-
Total	39	1,051	867	745	108

Criminal Investigations	Feb Total	2023 YTD	2024 Total
Cases Assigned	16	215	31
Cases Closed by Arrest	5	18	7
Cases Closed Leads Exhausted	0	5	0
Cases Closed Unfounded	2	12	2

2024 Cases of Note - Feb	
2024-2616	Sexual Assault: 600 block of Crawford St, Female reported a forcible sexual assault with an unknown male offender while walking down the street. After interviews and a canvass, the suspect description was obtained resulting in identification. Medical and Lab investigations completed which resulted in positively identifying the offender. Warrants obtained.
2024-4588	Sexual Assault: Glenburnie Park, Reported sexual assault of a juvenile female through the school nurse. After conducting interviews, processing scene, obtaining evidence, it was determined to be unfounded.
2024-4911	Missing person: 2400 Block of Chestnut Ave, reported missing elderly male with dementia. Male was reported to have driven away from the residence and not returned for an extended period of time. Area canvass and electronic search completed with negative results. Multi-Agency response upon missing report located nothing. Bolo sent out and expanded until Virginia law enforcement located the male. Arrangements made for temporary housing for the male while family can respond to take custody.
2024-5840	Gunshot Victim: 4300 Block of Comet Dr, reported deceased male gunshot victim with a wound to his torso. Obtained search warrants, interviews conducted, scene processed, area canvassed, and evidence collected. Upon completion of the investigation, it was determined to be a self-inflicted gunshot wound.

Crime Analysis		
Top 5 Calls for Service & Number of Incidents	<u>Feb 2024</u>	<u>2024 YTD</u>
	1) Traffic Stop- 870 2) Security Check Business-565 3) Security Check Residential – 173 4) Follow-Up/Supplement-131 5) Citizen Assist-129	1) Traffic Stop –1,661 2) Security Check Business –859 3) Follow-Up/Supplemental –318 4) Security Check Residential–275 5) Business Alarm –257
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 1309 Country Club Rd. (Security Checks, Directed Patrols, FI)- 123 2) 1100 Clarks Rd. (Commitment Papers)-52 3) 210 E Front St. (Security Checks)- 42 4) 3105 M. L. King Jr. Blvd (Security Checks, Larceny)-38 5) 601 Rountree St. (Security Checks, Directed Patrols, Assault) - 32	
Top 4 Group A Crime Locations for Current Month and Number of Incidents	1)3105 M. L. King Jr. Blvd (Larceny)– 3 2)1400 Lowes Blvd (Larceny) – 2 3)3555 M. L. King Jr. Blvd Larceny)- 2 *No other location had more than one (1) Incident/Report	

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

Personnel:

Extra Duty Hours						
Feb	2019 Total	2020 Total	2021 Total	2022 Total	2023 Total	2024 YTD
128.25	4,392.75	995.50	1,110.50	2,458.90	2,866.25	248.25

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

<u>Overtime</u>	Feb 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	\$13,102.76	\$126,171.84	\$129,301.33	\$206,460.28	\$21,963.96
Services Division	\$6,195.45	\$85,190.82	\$95,326.54	\$84,004.73	\$12,638.27
Investigations Division	\$9,943.18	\$26,177.20	\$40,135.31	\$69,607.96	\$11,743.35
TOTAL	\$29,241.39	\$239,800.98	\$265,777.01	\$376,995.89	\$46,345.58

<u>ABC Permits</u>	BG	CC	GW	GL	NR	WF	Feb Total	2021 Total	2022 Total	2023 YTD	2024 Total
Business: Approved	-	-	-	-	-	-	1	9	10	12	2
J+J Retail, LLC – Jenna’s Just-In Boutique	-	-	-	✓	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Business: Denial	-	-	-	-	-	-	0	2	1	1	0
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Special One-Time	-	-	-	-	-	-	4	2	26	30	12
Interfaith Refugee Ministry	-	-	-	-	-	-	-	-	-	-	-
New Bern Charitable Foundation	-	-	-	-	-	-	-	-	-	-	-
Coastal Conservation Association North Carolina	-	-	-	-	-	-	-	-	-	-	-
The Epiphany School of Global Studies	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	5	13	37	43	14

PUBLIC UTILITY-Electric

- Nineteen high profile projects have been identified for electric utilities.
- System Reliability: A total of 11 interruptions were recorded on the electric system during the month of February. This impacted a total of 63 customers. As a result, customers experienced an average of 0.00256 interruptions and were restored in an average of 0.131 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:

Jamal O’Neal and Matthew Wells passed Basic Electric Meter School in South Carolina. Good job guys!

Advanced Metering Infrastructure Project – *This project involves installing a network of electric and water meters. We are currently reading 15,653 water meters and 25,454 electric meters, of which 13,233 are disconnect meters. There have been 8,678 two-way load management switches installed.*

FEBRUARY 2024

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,618	31*	25,454	99.999
Water	19,079	~2,570	15,581	~ 95.565
Installed Gateways		42		
Installed Relays		100		
LM Customers		5,525		
Total Switches		8,040		
Controlled Devices				
Air Conditioner		Electric Furnace	Heat Strips	Water Heaters
5,541		85	3,994	3,029

**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/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

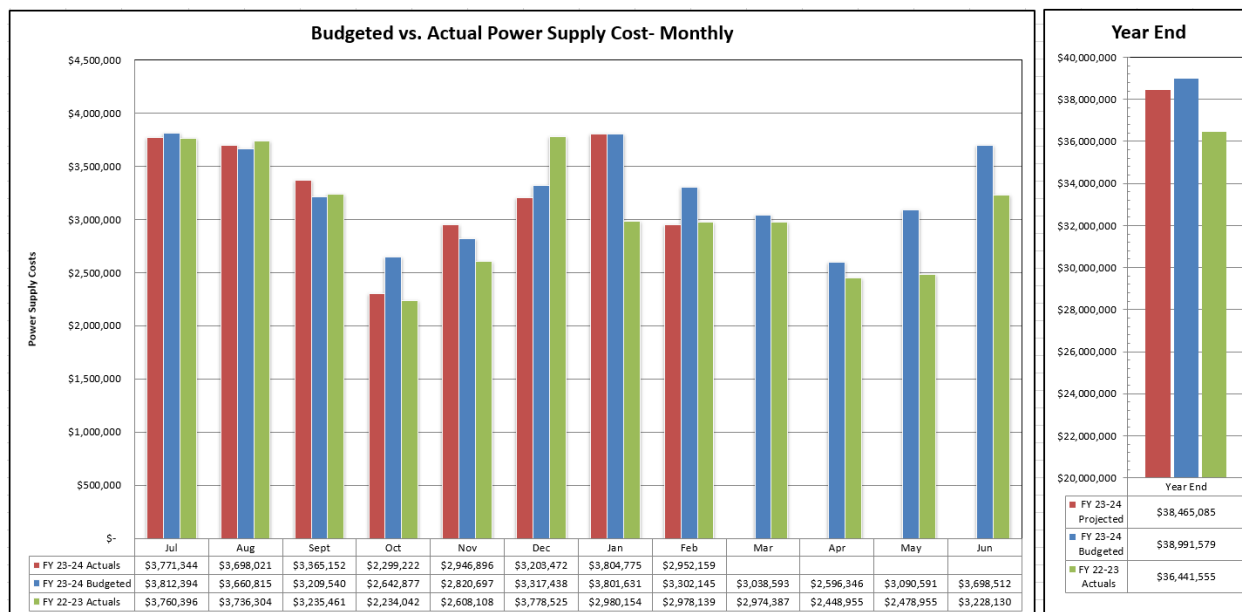
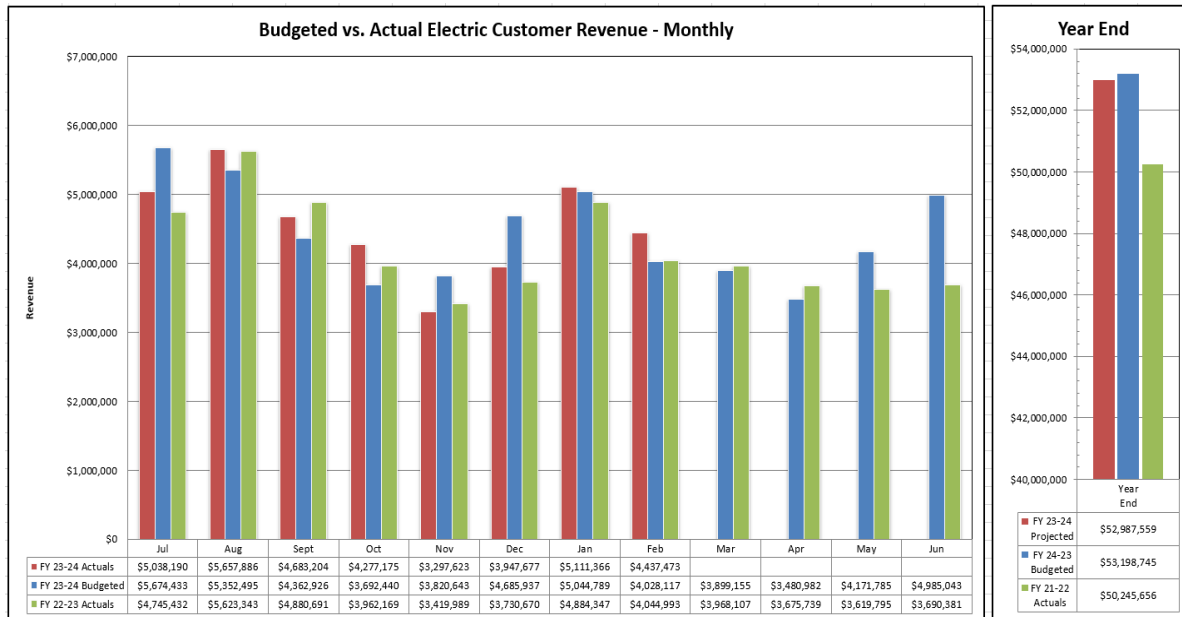
**Adjusted for APPA Event Threshold*

		February 2024	2024 YTD
# of Interruptions		11	69
# of Customers Out		63	14,839
Customers Minutes out		3,237	2,576,677
SAIDI: System Average Interruption Duration Index	SAIFI: System Average Interruption Frequency Index	CAIDI: Customer Average Interruption Duration Index	ASAI: Average Service Availability Index
February 1, 2024, to February 29, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
0.131	0.00256	51.374	99.9997%
February 1, 2023, to February 29, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
35.64	0.469	75.958	99.9946%
February 1, 2022, to February 29, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
26.698	0.395	67.512	99.9952%
Sched/Unsched	Cause	Outages	
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	3	
Unscheduled	Vegetation (Trees, Vines, Other)	0	
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	5	
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	2	
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	11

CUSTOMER SERVICE OPERATING REPORT FYE 24	<i>FEB</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 Average Per Hour per CSR</i>
Customer Service Reps	5	NA	NA	4.6	NA	NA	NA
Payment Service Reps	4	NA	NA	4	NA	NA	NA
Temporary Staff	3	NA	NA	3	NA	NA	NA
Incoming calls received	5,232	42,635	4,733	5,329	266.5	33.3	7.20
Move out Customers	190	1,589	225	199	9.9	1.2	0.27
New service applications	463	4,039	519	505	25.2	3.2	0.68
Customers enrolled in e-billing	2,829	20,922	NA	NA	NA	NA	NA
Number of Pay as You Go Customers	86	902	NA	NA	NA	NA	NA
Drive-through customers	3,390	27,351	3,651	3,419	170.9	21.4	5.34
Night deposit activity.	483	3,823	585	478	23.9	3	0.75
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	5,968	47,522	5,495	5,940	297.0	37.1	9.28
Other credit card via third-party processing (OPC)	238	2,183	401	273	13.6	1.7	0.43
Average ticket amount	\$189.64	1,608	211	201	10.1	1.3	0.31
Total amount of in Office Credit Card	\$691,183.04	\$4,100,336.77	\$471,655.08	\$585,762.40	\$28,288.12	\$3,661.01	\$915.25
Number of in Office Credit Card transactions	2,763	20,064	2,192	2,508	125.4	15.7	3.92
Customers who had their payment automatically drafted from their bank account	4,950	39,527	NA	NA	NA	NA	NA
Customers repaying delinquent debts on extended payment plans	42	188	NA	NA	NA	NA	NA
Average balance owed	\$640.68	\$6,826.47	\$798.97	\$853.31	\$42.67	\$5.33	1.15
Short-term payment agreements made	257	2,204	196	276	13.8	1.72	0.43
Budget billing/equal payment plan participants	321	2,413	NA	NA	NA	NA	NA
Lockbox payments received	2,962	26,644	3,728	3,331	166.5	20.82	5.20
Direct electronic payments received-EBOX	3,556	28,954	3,548	3,619	181.0	22.62	5.66
Number of closed Service orders	1,700	17,627	3,540	2,203	110.2	13.77	2.98
Number of cut for non-payment	145	2,593	1,059	324	16.2	2.03	0.44
Number of reconnect for non-payment	153	2,948	1,034	369	18.4	2.30	0.50

CHARGEPOINT CHARGING STATION

(Out of service during this time period.)



Public Works

Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	FEBRUARY 2024
White Goods Collected	40.50	54.00	36.00	4.50
Brown Goods Collected	3,491.40	3,280.20	2,026.20	250.80
Yard Waste Received	11,432.91	12,278.39	8,562.62	893.25
Mulch Dispersed	775.40	2,211.00	516.92	0.00

Note: White Goods Collected FY23-24 YTD total was revised to 31.50 tons as of January 2024.

City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	FEBRUARY 2024
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	1,972	288
Total Labor Cost	\$124,619.90	\$128,682.79	\$ 85,538.74	\$13,018.45
Total Parts Cost	\$256,478.58	\$290,465.41	\$210,022.26	\$33,500.80
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$299,561.21	\$46,519.25
Services Provided by Contract:				
Vehicles Serviced	420	546	343	39
Total Labor Cost	\$111,323.13	\$132,254.70	\$ 73,282.89	\$12,139.37
Total Parts Cost	\$144,368.02	\$227,717.80	\$166,833.32	\$19,048.94
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$245,919.46	\$31,188.31
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	2,315	327
Total Labor Cost	\$235,940.03	\$260,937.49	\$164,625.09	\$25,157.82
Total Parts Cost	\$400,846.60	\$518,183.21	\$376,855.58	\$52,549.74
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$541,480.67	\$77,707.56

Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	FEBRUARY 2024
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$ 64,590.58	\$ 9,471.98
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$138,933.30	\$22,695.11
Police	\$133,588.42	\$146,243.25	\$ 96,940.03	\$14,623.25
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 17,372.43	\$ 3,208.47
Finance	\$ 11,591.79	\$ 11,099.61	\$ 10,551.64	\$ 3,127.06
Public Works	\$162,118.12	\$213,316.10	\$138,602.64	\$21,267.40
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$ 71,472.45	\$ 3,031.86
Human Resources	\$ 614.13	\$ 2,530.80	\$ 181.21	\$ 0.00
Development Services	\$ 2567.12	\$ 3,078.08	\$ 2,836.39	\$ 282.43

Significant Issues: N/A

Water Resources

Capital Projects:

- **Township No. 7 Sewer Improvements – Phase III.** *Sewer system infrastructure improvements for increasing transmission capacity. All of the required start-ups have been completed for the new pump station equipment and the new pump station along with the new 12” force main are scheduled to be put online in the first week of March. Once the new pump station has been put online, the demolition of the old pump station can get underway, and that work is scheduled to be completed by the end of March.*
- **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.*
- **Northwest Interceptor Rehabilitation Phase II** – *This project will involve the rehabilitation of approximately 2,000 linear feet of the Northwest Interceptor. This portion of the City’s sewer collection system is a large outfall line which runs through long stretches of flood plain on its path to the City’s WWTP. The project will line the existing sewer main with CIPP lining and waterproof the manholes along the route. A \$230,000 NCDWI grant has been obtained to fund a portion of this project. Over the past month the contractor has completed all of manhole rehabilitations, which completes all of the work associated with 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 required to accommodate the highway improvements. Over the past month, the contractor has continued 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 16,250 feet (86%) of the water main have been installed.*
- **Highway 70 James City – Water & Sewer Relocations – Phase II** – *This project will involve the relocation of approximately 37,000 LF of sewer main 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 continues of existing water and sewer infrastructure on Bern Street and Walt Bellamy Drive, in advance of the upcoming Public Works paving project. The project has been advertised for bids and the bid opening for the project is scheduled for March 7th.*

Water Production:

	2023	2024 YTD	Last Month	February 2024
Cove City Wells	693.29 MG	107.60 MG	55.75 MG	51.85 MG
Water Treatment Plant	680.70 MG	102.54 MG	53.67 MG	48.86 MG
Total Water Produced	1,373.99 MG	210.14 MG	109.43 MG	100.71 MG
Average Produced per Day	3.76 MGD	3.50 MGD	3.53 MGD	3.47 MGD
Peak Production	5.88 MGD	4.21 MGD	4.21 MGD	4.19 MGD

Sewer Treatment:

Main WWTP	2023	2024 YTD	Last Month	February 2024
Total Sewer Treated	1,506.16 MG	261.33 MG	138.79 MG	117.29 MG
Average Treated per Day	4.126 MGD	4.284 MGD	4.477 MGD	4.044 MGD
Peak Flow	11.13 MGD	5.88 MGD	5.88 MGD	5.25MGD
NB-7 WWTP				
Total Sewer Treated	112.69 MG	19.133 MG	10.149 MG	8.418 MG
Average Treated per Day	0.308 MGD	0.313 MGD	0.327 MGD	0.290 MGD
Peak Flow	0.809 MGD	0.602 MGD	0.602 MGD	0.546 MGD

Operations Work Completed:

	2023	2024 YTD	Last Month	February 2024
Locates	16,742	2,525	1,345	1,180
Water System Repairs	310	9	9	9
Sewer System Repairs	1,473	498	251	247
Pump Station Maint.	7,684	863	407	456
Water Meter Maint.	968	269	108	161
STEP System Maint.	906	233	58	175
Customer Service Calls	858	214	78	136
Total Work Orders Completed	28,941	4,611	2,256	2,364

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
William Hand	N/A	1	1	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	0	0	BoA At Large

**A meeting was not held in February.*

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

Community Development Advisory Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Corinne Corr	P	0	1	Ward 1
Carol Williams	P	0	1	Ward 2
Marshall Williams	P	0	0	Ward 3
Vernon Guion	P	0	0	Ward 4
James Woods	P	0	2	Ward 5
Della Wally	P	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	N/A	1	0	Ward 1
Jack Meehan	N/A	0	1	Ward 2
David Finn	N/A	0	0	Ward 3
Wayne Unangst	N/A	1	1	Ward 4
Henry Watson	N/A	0	3	Ward 5
Elona Fowler	N/A	0	6	Ward 6
Gary Lingman	N/A	0	5	Bengel
Daniel Ensor	N/A	0	3	Mayor
Gary Clemmons	N/A	0	4	Odham
Ex-officio Bobby Aster	N/A	0	8	
Ex-officio Fire Chief	N/A	0	N/A	

**A meeting was not held in February.*

Historic Preservation Commission				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
Tripp Eure	P	0	1	Mayor
Mollie Bales	P	0	3	Ward 1
Richard Parsons	P	0	0	Ward 2
James Bisbee	A	1	1	Ward 3
Marc Wartner	P	0	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	A	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	0	0	Mayor
Sabrina Bengel	P	0	0	Mayor
Dana Outlaw	P	0	1	Mayor
Sulin Blackmon	P	0	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	P	1	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	P	1	N/A	BoA at Large
Ex-Officio City Manager	P	0	N/A	BoA at Large
Ex-Officio Finance Director	A	1	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 February. 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		Appointed By
		2024	2023	
Carol Becton	P	0	3	Odham
Sam Carter	P	0	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
Gasper Sonny Aluzzo	P	0	0	Ward 3
Thomas Brownell	P	0	N/A	Ward 4
Kyle Dearing	A	1	4	Ward 5
Kellie Keiser	P	0	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	A	1	1	BoA At Large
Kip Peregoy	P	0	0	BoA At Large
Beth Walker	P	0	1	BoA At Large
Sarah Proctor	P	1	3	BoA At Large
Leander “Robbie” Morgan, Jr.	A	1	5	BoA At Large
Steve Strickland	P	0	0	BoA At Large
Julius Parham	P	0	0	BoA At Large
Tabari Wallace	P	1	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.	N/A	0	3	BoA At Large
Talina Massey	N/A	1	4	BoA At Large
Kurtis Stewart	N/A	0	2	BoA At Large
James Woods	N/A	0	0	BoA At Large
Bernard White	N/A	0	0	BoA At Large
Reginald Pender	N/A	0	0	BoA At Large
Elijah Brown	N/A	0	0	BoA At Large
Barbara Lee	N/A	1	5	BoA At Large
Ex-officio Ald. Hazel Royal	N/A	1	0	BoA At Large

**A meeting was not held due to a lack of quorum. Only Bernard White showed up.*