

NEW BERN



NORTH CAROLINA

*Everything comes together here*

# Departmental Monthly Reports

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January 2024

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Pollock Street Lot Parking – January Report

Pollock St Lot	Oct	Nov	Dec	Jan	Total to Date
Transactions	323	380	610	263	1576
Revenue	\$674.00	\$844.00	\$1322.00	\$597.00	\$3,437.00

Metronet Update

January Construction:

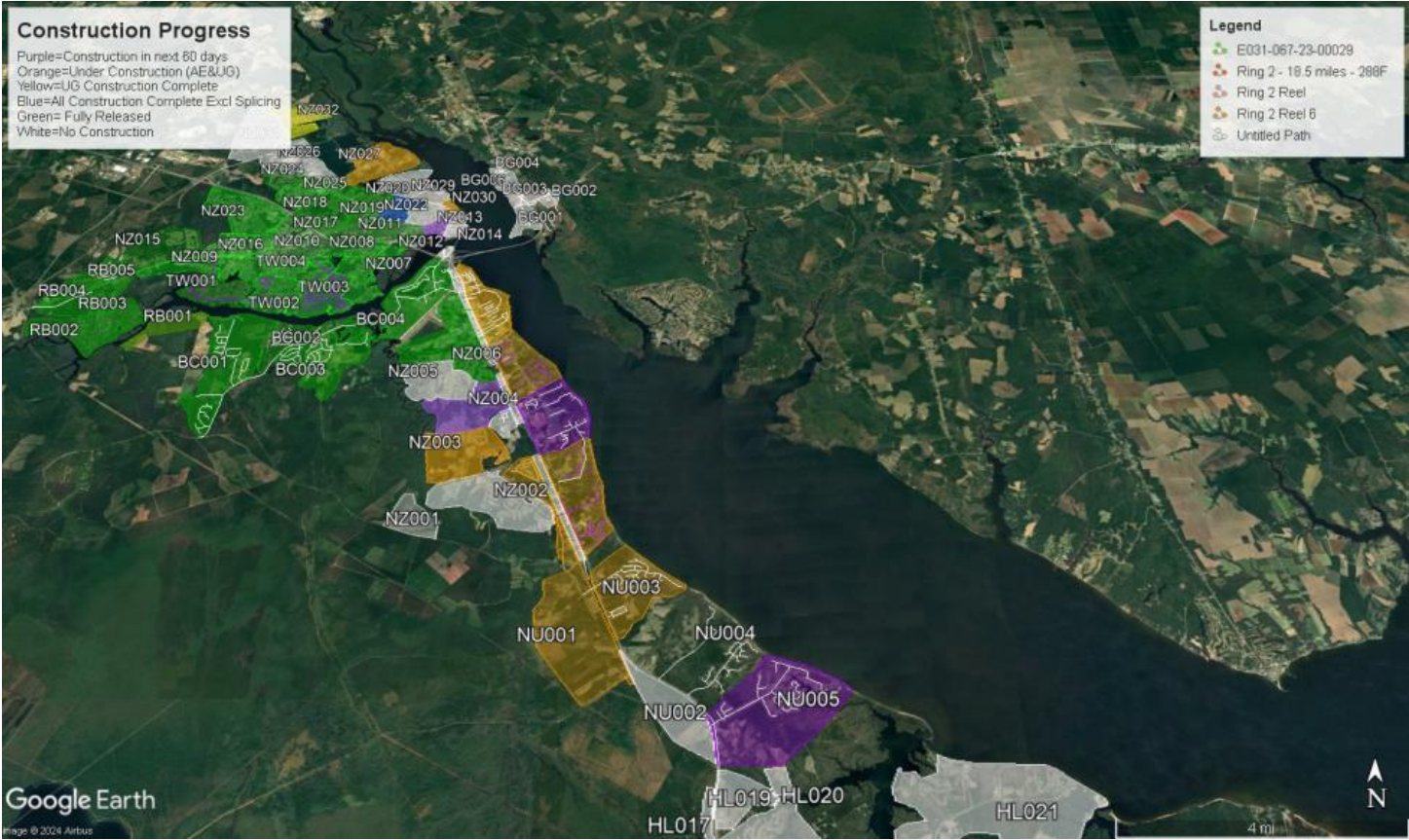
Underground Infrastructure installed: 22,690

Aerial Lines Installed: 28,040

Project to Date:

Underground Infrastructure installed: 479,960

Aerial Lines Installed: 291,786



## **DEVELOPMENT SERVICES**

### **Inspections:**

<b>Overview</b>	<b>2023 Year End</b>	<b>2024 YTD</b>	<b>December 2023</b>	<b>January 2024</b>
Commercial Permits – New Construction	35	1	1	1
Residential Permits – New Single Family	218	29	14	29
Residential Permits – Additions/Remodels	179	20	5	20
Mobile Homes	20	2	1	2
Signs	46	5	5	5
Certificates of Occupancy – Residential	189	5	8	5
Certificates of Occupancy – Commercial	56	2	5	2
Zoning Violations (Chapter 15)	35	3	2	3
Nuisance Violations (Chapter 26)	432	37	14	37
Minimum Housing Violations (Residential) (Chapter 38)	50	8	5	8
Minimum Housing Violations (Commercial) (Chapter 39)	2	0	0	0
Total Permit Valuation	\$82,785,375	\$9,836,757	\$9,219,130	\$9,836,757

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

- Staff have been working with Urban Design Ventures to conduct interviews for the Five-Year Consolidated Plan. Priority Community Needs and Goals have also been identified for the Plan.
- Staff have reviewed 3 applicant files 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. CDBG staff began taking photos of the homes as part of the environmental review requirements.
- Staff have been working with the NC Department of Emergency Management to assist local homeowners with the elevations of 209 King Street, 1707 Washington Street, and 907 West Street.
- A Phase II Environmental Assessment is being conducted on the former Days Inn Hotel site. Funding for the assessment comes from a brownfield grant.

### **Land Use:**

- 5109 Morton Road – a complaint was raised referencing two (2) sheds being on the property without permits. Staff are working with the property owner on the issue.
- 624 Hancock Street – Spoke with the owner on Monday who expressed he is in the process of beginning work with a contractor to establish the parking lot. The deadline to establish the parking lot is April 15, 2024, which the owner successfully agreed was reasonable to establish the parking lot.

- The Old Pinnix tenant has submitted a rezoning application to go from the current zoning of C-4 to C-5A to allow for outside consumption (alcohol) by right instead of the Special Use Permit it requires for C-4. This application should proceed to the March 21, 2024, meeting pending all comments if any are addressed.
- Short-term rentals are becoming very popular. Staff are working to develop a tracking system which will show the proximity distance to the next nearest short-term rental property to maintain the two-hundred and fifty (250) feet distance requirement per the Land Use Ordinance.

#### **Historic Preservation:**

- The HPC held its Design Review Meeting Wednesday with 6 projects on the agenda and the following actions for each.
  - 1308 N. PASTEUR ST. – fencing in the Primary AVC – applicant postponed to February
  - 110 (or 104) KING ST. – new infill house – application did not meet several significant guidelines and is therefore not ready for the General Meeting, they are discussing their alternatives.
  - 511 E. FRONT ST. – remove one window, add two new windows – adjustment to the design recommended, directed staff to handle the application as a minor work.
  - 312 METCALF ST. – new rear porch – adjustment to the design and communication from neighbors recommended, directed staff to process the application as a minor work.
  - SUDAN SHRINERS’ TEMPLE – demolition and redevelopment – pre-design discussion with architect, discuss preservation options and site tour.
  - 309 JOHNSON ST. – pre-application discussion of various restoration and rehab work in all AVCs.
- The HPC also discussed the option in the City ordinance (15-423 (e)) to allow the HPC, if it deems it necessary, to hold a public hearing concerning the application for major work projects, such as the demolition of the Sudan Shriners’ Temple. The HPC Policies and Rules of Procedure clarifies that “a public hearing may be called for large projects that may materially affect a large number of property owners beyond 100 feet of the project.”
- The HPC Historic Property Owners Support Work Group (HiP) met on Thursday, January 11. The group discussed budget requests, creating a new event for Dryborough homeowners, and the status of 735 Bern Street, 1002 and 1004 N. Bern St., and 615 Bern St. They also initiated a discussion with their invited guest, Mo Howland, owner of the Shop Class woodworking training business, about working with his business and other partners to help train Dryborough homeowners with home repairs.
- On Monday, January 8, HPC staff had a video meeting with the State Historic Preservation Office (SHPO) director and staff about the timing and policies regarding their Technical Advice letters to improve their relevance, especially in demolition cases. HPC staff followed up by sending the SHPO director and staff pdfs of our relevant policies and guidelines.
- The HPC Guidelines Updates Work Group met on Tuesday, January 16. The group discussed budget requests, a historic landmarks program, and whether they would support a Land Use Ordinance change in the historic district ordinance to allow what were historically called dependencies but are now called accessory dwelling units.
- The HPC members and staff were escorted by County staff through the Sudan Shriners’ Temple on three separate inspection tours during the week of January 22 as part of the review process for a demolition application. The applicant for the County has spoken to the HPC once and has requested to speak to the HPC again at the March 6 Design Review Meeting.
- Minor CoAs issued: 9
- Tree Replacement Permits issued: 5

#### **Resiliency:**

The City Planner attended the third annual WATERS Summit hosted by three Congressmen Greg Murphy, M.D., David Rouzer, and Don Davis. The all-day Summit was held in Greenville on Wednesday, January 24. The Summit is a “continuing bipartisan conversation regarding human adaptation strategies to waterway challenges in North

Carolina and furthering the development of legislative plans and strategies to combat these challenges over the next 5, 25, and 100 years.” The conference included many speakers including videos from Senators Thom Tillis and Ted Budd, “leading scientific and academic experts, outside stakeholders, community leaders, and many federal, state, and local officials” including from Louisiana. The Chairman of the American Flood Coalition was one of the first speakers at the Summit.

- Takeaway: the statewide “Flood Resiliency Blueprint” is now completed. Using a comprehensive database of many factors, an interactive, online, implementation tool will be up and running by April or May of this year for communities to use to identify the most strategic locations needing flood action and the potential action items for those areas. The Neuse River Basin will be the pilot area for 2024.

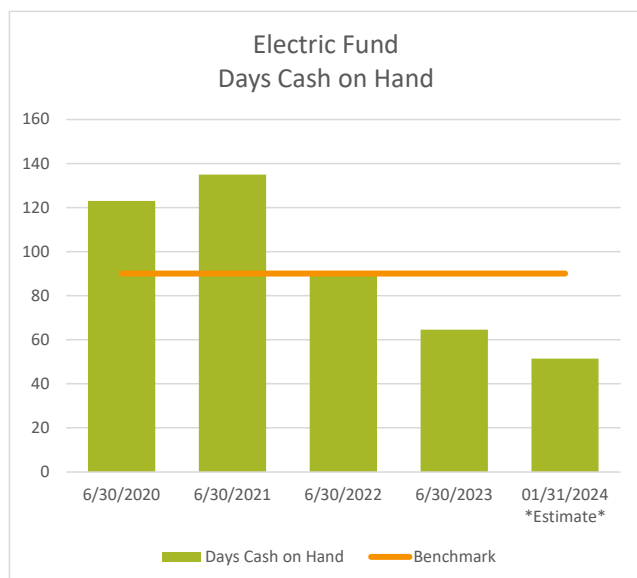
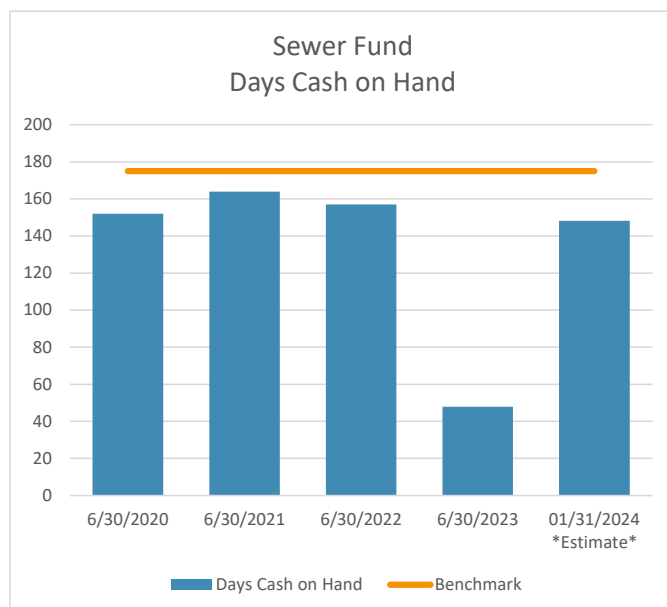
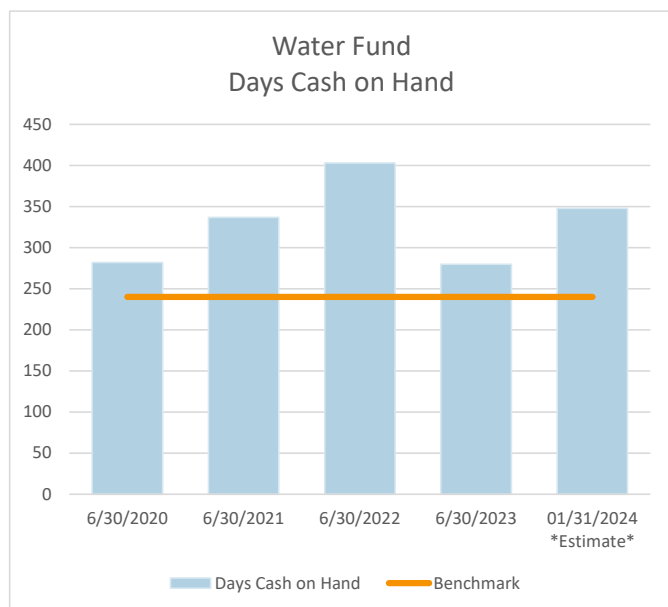
**MPO:**

- Staff attended or held:
  - Creekside Elementary School – 1/3
  - Cities, Towns and Counties for Trails – 1/4
  - New Bern Bypass Discussion – 1/4
  - Riverside Leadership Academy TIA – 1/8
  - BRIC 2023 C&CB Results – 1/9
  - Cherry Point Housing Assessment – 1/9
  - Prioritization 7 Travel Time Savings Review – 1/10
  - Use of Traffic Counters with Engineering – 1/10
  - NCDOT-Integrated Mobility Division – Transit Discussion – 1/10
  - Historic Downtown Residents Association Presentation – 1/10
  - NC 43 Connector Project Update with NCDOT – 1/11
  - Neuse Blvd Vulnerable User Study Update from NCDOT – 1/12
  - NCDOT Region 16 Travel Demand Model Meeting – 1/17
  - NCDOT Bike Helmet Discussion – 1/17
  - NCDOT Greenhouse Gas Emissions Performance Targets – 1/18
  - Carbon Reduction Funding Discussion – 1/19
  - Defining EF Populations Interview – 1/19
  - DERPO TCC Meeting – 1/23
  - Up, Up and Away: Innovations in Advanced Air Mobility Webinar – 1/23
  - Take Advantage of Dedicated Active Transportation Connectivity Funding – 1/24
  - Boys and Girls Club Collaboration on Bike Helmet Initiative – 1/24
  - DERPO TAC Meeting – 1/30

## FINANCE

### ENTERPRISE FUNDS-CASH ON HAND

FUND	6/30/2020	6/30/2021	6/30/2022	6/30/2023	01/31/2024 *Estimate*
Water Fund	\$ 8,316,009	\$ 9,927,702	\$ 12,581,017	\$ 11,171,415	\$ 12,276,349
Days Cash on Hand	282	337	403	280	348
Sewer Fund	\$ 5,096,368	\$ 5,829,222	\$ 5,894,215	\$ 2,573,443	\$ 5,598,039
Days Cash on Hand	152	164	157	48	148
Electric Fund	\$ 18,891,493	\$ 20,589,859	\$ 14,488,683	\$ 10,479,982	\$ 8,728,799
Days Cash on Hand	123	135	89	65	51



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.

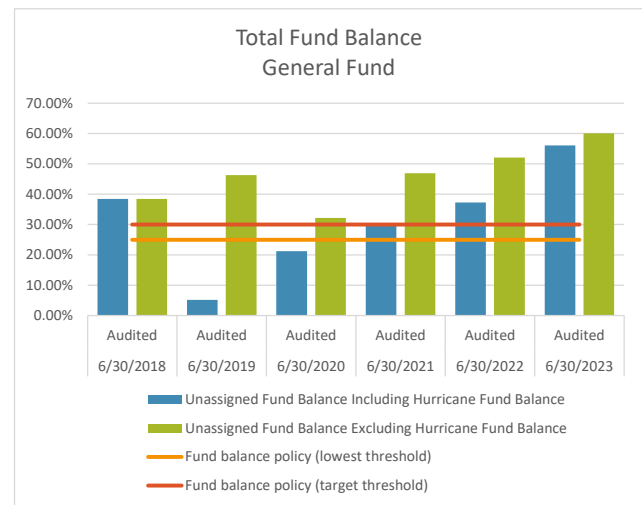
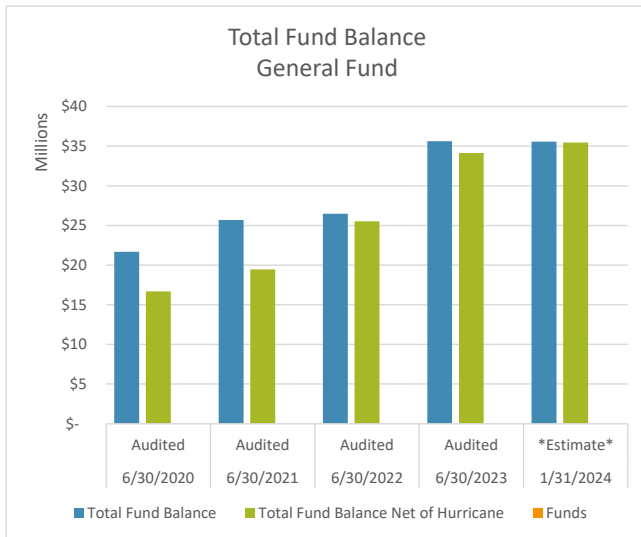
## GENERAL FUND-CASH ON HAND

FUND	AS OF 6/30/2020	AS OF 6/30/2021	AS OF 6/30/2022	AS OF 6/30/2023	AS OF 1/31/2024 *Estimate*
General Fund	15,877,194	21,847,635	23,148,922	31,871,526	38,097,905
Florence Fund	(5,099,694)	(5,354,700)	(3,868,444)	(3,483,137)	(2,022,996)
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	31,704,460

## 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 12/31/2023 *Estimate*
Total Fund Balance	\$ 21,681,255	\$ 25,687,191	\$ 26,473,854	\$ 35,621,565	\$ 32,876,161
Total Fund Balance Net of Hurricane Funds	\$ 16,676,063	\$ 19,461,424	\$ 25,536,813	\$ 34,150,364	\$ 31,656,916
Unassigned Fund Balance	21.18%	30.34%	37.30%	56.05%	N/A
Unassigned Fund Balance Excluding Hurricane Fund Balance	32.15%	46.88%	52.10%	60.05%	N/A

Actual Fund Balance for each fiscal year is determined after the completion of the Annual Comprehensive Financial Report. The estimates are based on current financial information.



The chart on the left illustrates the total fund balance (includes all types of fund balance) and the chart on the right illustrates only the unassigned (non-appropriated) fund balance.

In the respective charts, the blue bar represents the fund balances if there were no hurricane funds; the green bar represents the fund including hurricane fund deficits. Benchmarks reflect the fund balance policy adopted February 27, 2018, where the City shall maintain Available Fund Balance of at least 25% for the General Fund and shall strive to maintain approximately 35%.



## FEMA RECONCILIATION

**Reconciliation report for Hurricane Florence Costs and FEMA and Insurance Reimbursements**  
**For the period ending: 1/31/24**

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	4,705,700	852,723	18%	1,094,146	2,758,830	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%			-
<b>Total</b>	<b>\$ 58,969,805</b>	<b>\$ 824,634</b>	<b>\$ 59,794,439</b>	<b>\$ 27,275,349</b>	<b>\$ 19,957,980</b>	<b>73%</b>	<b>\$ 1,854,622</b>	<b>\$ 5,462,748</b>	

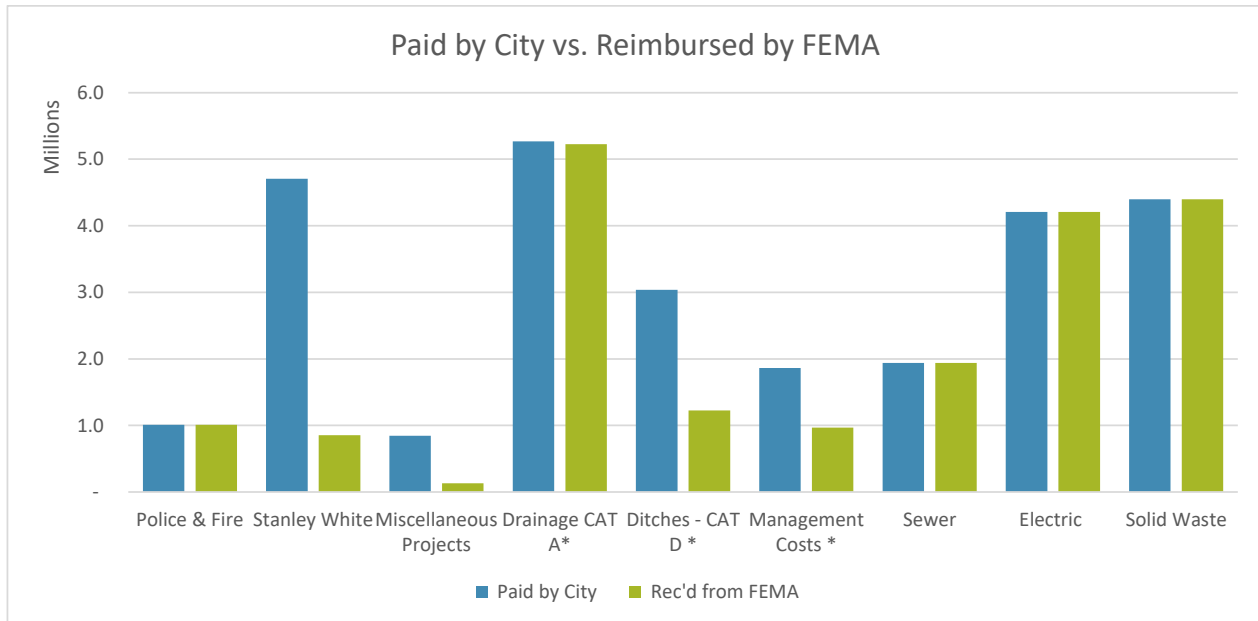
**Notes:**

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	190	173	190
Average Response Time to Incidents	9 minutes 06 seconds	6 minutes 17 seconds	10 minutes 42 seconds	*6 minutes 17 seconds
Endangered Property Value	\$43,308,292	\$43,308,292	\$438,560	\$ 373,450
Property Losses Due to Fire	\$1,257,203	\$1,257,203	\$132,000	\$ 1,000
Percentage of Saved Property Value	95.1%	97%	99.9%	97%
Overlapping Incidents	287	287	29	25

*\*The response time has been changed from 90% to average to illustrate a more accurate time.*

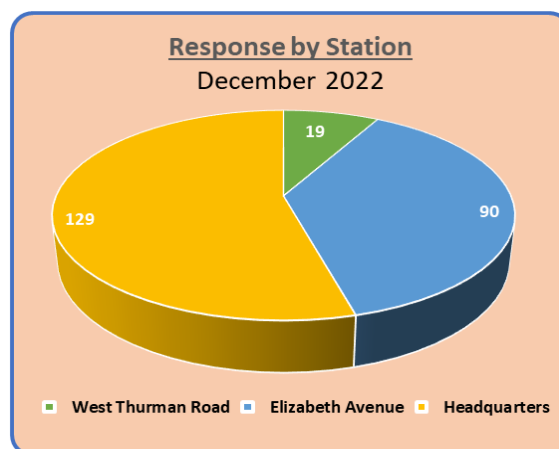
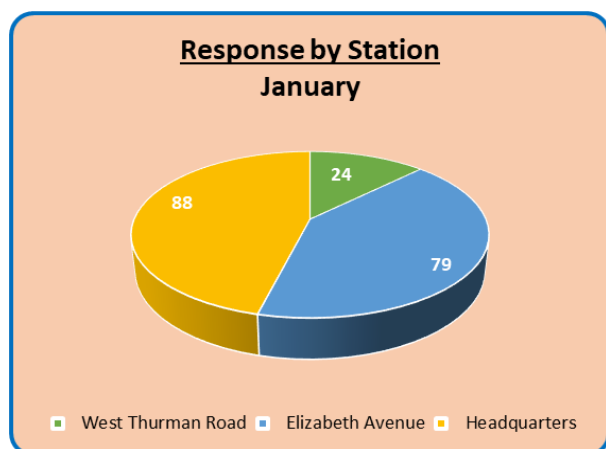
*The last month and the 2023 response times are based on 90%.*

### **Fire Prevention:**

Prevention Statistics	2022 Total	2023 YTD	Last Month	Current Month
Fire Investigations	27	1	0	1
Fire Inspections	2,275	134	125	134
Permits Issued	120	10	14	10
Child-Passenger Seat Checks	112	9	12	9
People Educated Through Public Fire & Life-Safety Programs	8,507	147	69	147
Smoke Alarms Installed	455	155	10	155

### **Narcan:**

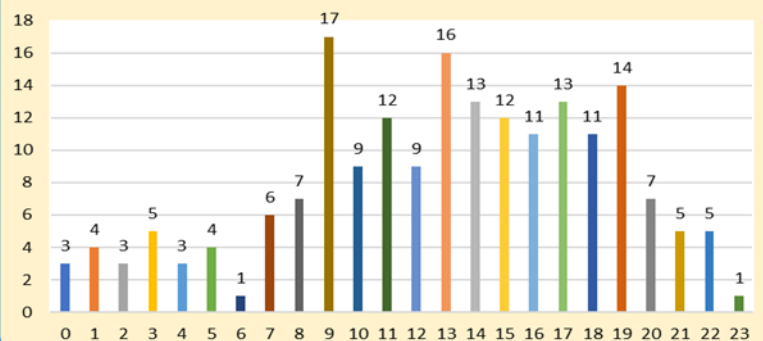
Statistics	2023 Total	2024 YTD	Last Moth	Current Month
Overdose Calls Responded To	146	5	10	5
Instances Narcan Administered	62	3	5	3



Breakdown of Response Types	Numbers
<b>1-Fire</b>	<b>11</b>
Brush or brush and grass mixture fire	1
Building fire	4
Cooking fire, confined to container	3
Grass fire	1
Trash or rubbish fire, contained	1
Water vehicle fire	1
<b>2-Overpressure Rupture, Explosion,</b>	<b>1</b>
Excessive heat, scorch burns with no	1
<b>3-Rescue &amp; Emergency Medical Ser</b>	<b>55</b>
EMS call, excluding vehicle accident	10
Medical assist, assist EMS crew	29
Motor vehicle accident with injuries	2
Rescue or EMS standby	1
Search for person on land	1
vehicle accident with no injuries.	12
<b>4-Hazardous Condition (No Fire)</b>	<b>26</b>
Arching, shorted electrical equipmen	3
Gas leak (natural gas or LPG)	1
Gasoline or other flammable liquid s	1
Heat from short circuit (wiring), defe	1
Overheated motor	3
Power line down	6
Vehicle accident, general cleanup	11
<b>5-Service Call</b>	<b>15</b>
Assist invalid	2
Asst police or other governmental ag	1
Cover assignment, standby, moveup	1
Public service	9
Unauthorized burning	2
<b>6-Good Intent Call</b>	<b>27</b>
Dispatched & canceled en route	9
Good intent call, other	1
HazMat release investigation w/no H	3
No incident found on arrival at disp	11
Smoke scare, odor of smoke	3
<b>7-False Alarm &amp; False Call</b>	<b>56</b>
Alarm system activation, no fire, un	23
Alarm system sounded due to malf	13
CO detector activation due to malf	3
CO detector activation, no CO	1
Smoke detector activation due to r	3
Smoke detector activation, no fire	10
Sprinkler activation due to malfunc	2
Sprinkler activation, no fire - uninte	1
<b>Grand Total</b>	<b>191</b>

Code	Database Response by NFIRS Code	Total	%
1	Fire	11	5.76%
2	Overpressure Rupture, Explosion, Ov	1	0.52%
3	Rescue & Emergency Medical Service	55	28.80%
4	Hazardous Condition (No Fire)	26	13.61%
5	Service Call	15	7.85%
6	Good Intent Call	27	14.14%
7	False Alarm & False Call	56	29.32%
8	Severe Weather & Natural Disaster	0	0.00%
9	Special Incident Type	0	0.00%
	<b>Grand Total</b>	<b>191</b>	

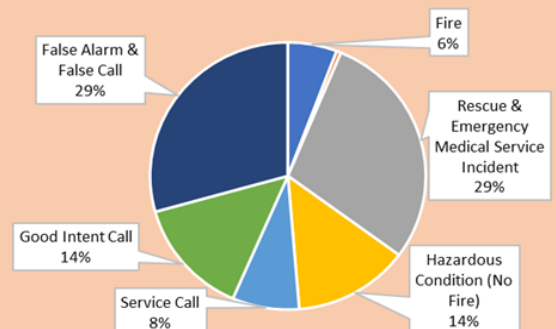
**Response by Hour of the Day**



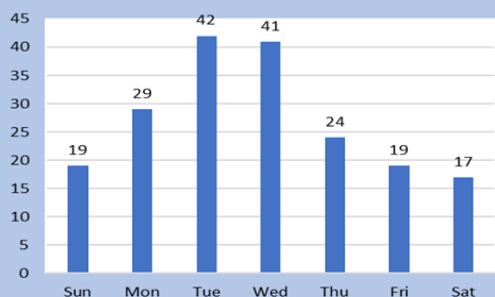
**Frequency Distribution of Response Times**

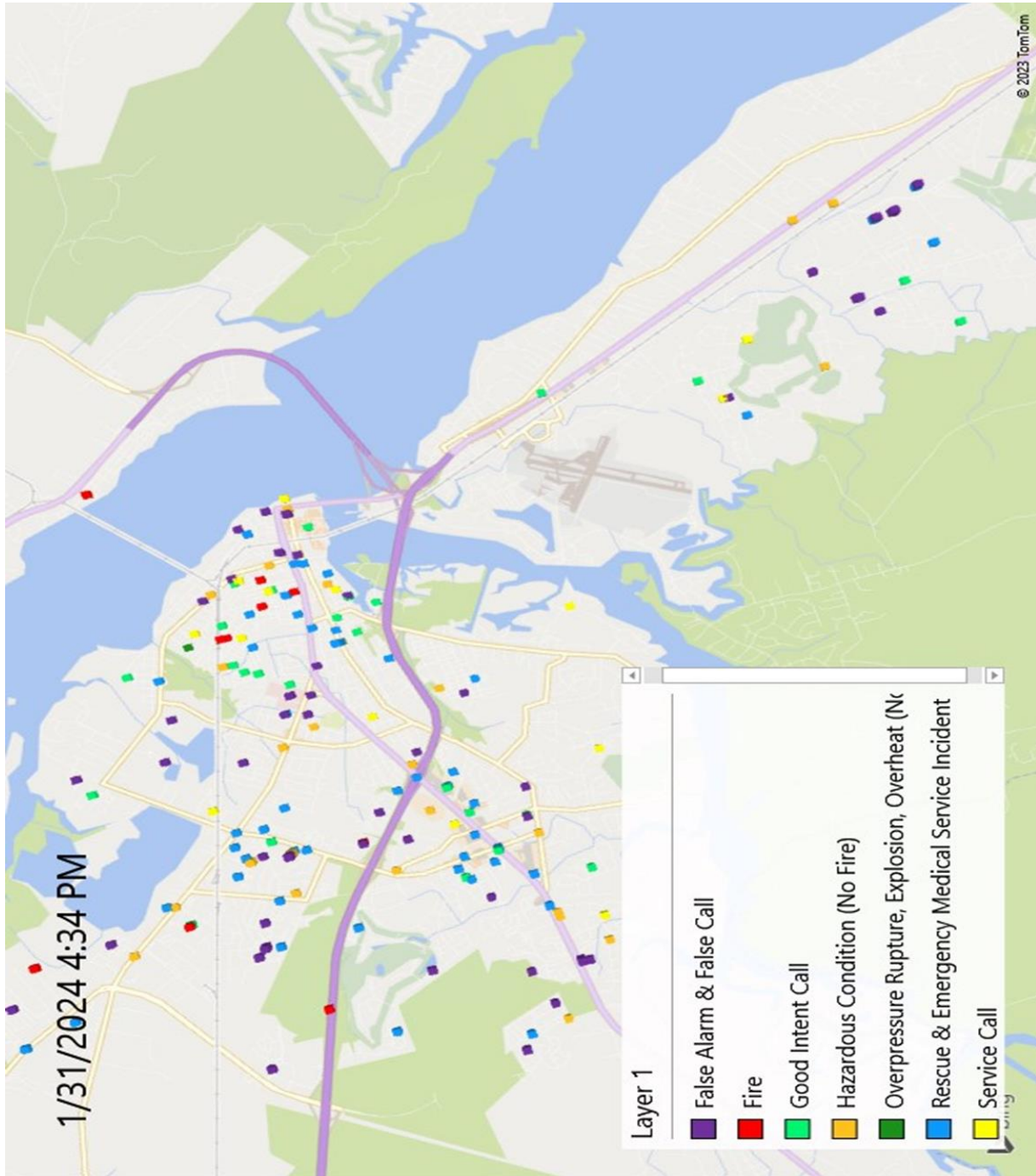
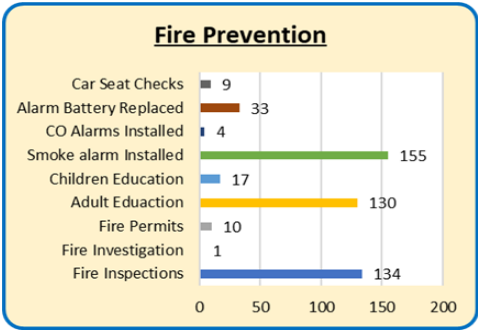


**Monthly Calls**



**Response by DOW**





## **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	1	0	2	3
Development Services	21	0	0	1	6	4
Finance	14	0	0	1	6	0
Fire	75	0	1	0	5	2
Human Resources	6	0	0	0	0	1
Parks & Recreation	30.5	2	0	5	7	5
Police	121.5	0	3	8	19	8
Public Utilities	87	2	2	9	13	6
Public Works	52	0	2	3	18	3
Water Resources	81	1	0	5	15	5
Totals:	501	5	9	32	91	37

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

### **Safety News:**

Workers' Compensation	2023	2024
Current Month's Claims	0 OSHA Recordable 0 Lost Time 1 Non-Recordable 0 Denied	0 OSHA Recordable 0 Lost Time 1 Non-Recordable 0 Denied
Year-to-Date Claims	9 Recordable 4 Non-Recordable	11 Recordable 5 Non-Recordable
Current Month Costs	\$12,327.68	\$34,668.10
Year-to-Date Costs	\$86,141.54	\$112,909.30

### **Other:**

None

## Parks and Recreation

### Significant Issues:

- **Stanley White Recreation Center Construction**
  - 85% of precast panels have been installed.
  - Work is progressing as expected.
- **Lawson Creek Park**
  - Marshwalk Extension - Phase 2 construction completed, and the new addition is open. Phase 3 contract has been awarded, signed, and purchase order completed. A modification to the major permit received for Phase 2 is being requested. Work on Phase 3 is planned for early summer.
  - Security Gate – Installed at choke point for safety reasons. The gate is closed at sunset daily.
- **Cemetery Pruning & Vegetation Management** – All cemeteries pruned and removed invasive vegetation. A large hazardous pine tree was removed from Cedar Grove Cemetery.

Cemeteries - Fourteen (14) burials occurred in January (Evergreen 2; New Bern Memorial 12).

Special Event Applications – Nine (9) Special Event Applications were received in January.

## Police

### Crime:

Incidents & Arrests	Jan Total	2021 Total	2022 Total	2023 YTD	2024 Total
NIBRS* Group A Incidents	<b>169</b>	2,235	1,950	1,505	169
NIBRS* Group B Incidents (Arrests)	<b>48</b>	725	701	475	48
Adult Arrests	<b>97</b>	1,325	1,321	1,112	97
Juvenile Arrests	<b>-</b>	3	6	11	-
Total Arrests	<b>97</b>	1,328	1,335	1,127	97
Drug Arrests*	<b>18</b>	285	248	219	18
Police Calls for Service	<b>3417</b>	44,299	43,088	42,216	3,417
Business Alarms Dispatched	<b>156</b>	1,510	1,391	1,419	156
Residential Alarms	<b>27</b>	484	482	404	27
Alarm Calls (PD Dispatched)	<b>183</b>	<b>1,994</b>	<b>1,873</b>	<b>1,823</b>	<b>183</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	Jan Total	2021 Total	2022 Total	2023 YTD	2024 Total
Homicide	-	6	3	4	-
Rape	2	14	16	6	2
Robbery	3	22	18	10	3
Aggravated Assault	6	97	109	63	6
B&E – Residence	8	114	102	104	8
B&E – Business	1	34	36	47	1
Theft from Motor Vehicle	7	116	98	99	7
Larceny	39	608	450	376	39
Motor Vehicle Theft	3	35	32	33	3
Arson	-	5	3	3	-
<b>Total</b>	<b>69</b>	<b>1,051</b>	<b>867</b>	<b>745</b>	<b>69</b>

Criminal Investigations	Jan Total	2023 YTD	2024 Total
Cases Assigned	15	215	15
Cases Closed by Arrest	2	18	2
Cases Closed Leads Exhausted	0	5	0
	0	12	0

2023 Cases of Note - Jan		
	2001-90118	Received a CODIS hit on a DNA submission for a reported rape that occurred in 2001. A person of interest was identified in the initial report, but there was not enough evidence to charge at the time. This new information will allow the case to be reopened.
	2024-02616	A rape was reported in the area of Crawford St. and Bay St. The victim was transported to the hospital and a suspect has been identified. This investigation is ongoing.



Crime Analysis		
Top 5 Calls for Service & Number of Incidents	<b>Jan 2023</b>	<b>2023 YTD</b>
	1) Traffic Stop-791 2) Security Check Business-294 3) Follow-Up/Supplemental –187 4) Business Alarm-156 5) Citizen Assist-128	1) Traffic Stop –791 2) Security Check Business –294 3) Follow-Up/Supplemental –187 4) Business Alarm–156 5) Citizen Assist –128
Top 5 Calls for Service for Current Month by Location* and Number of Incidents	1) 1309 Country Club Rd. (Security Checks, Directed Patrols, FI)- 74 2) 1100 Clarks Rd. (Commitment Papers)-64 3) 210 E Front St. (Security Checks)- 39 4) 3105 M. L. King Jr. Blvd (Security Checks, Larceny)-37 5) Neuse Blvd/Simmons St. (Traffic Enforcement, Accidents) - 31	
Top 4 Group A Crime Locations for Current Month and Number of Incidents	1)3555 M. L. King Jr. Blvd (Larceny)- 4 2)3105 M. L. King Jr. Blvd (Larceny) – 4 3)3535 M. L. King Jr. Blvd (Larceny) – 3 4)2305 Griffin Ave, E. (B&E Residential)- 2  <b>*No other location had more than one (1) Incident/Report</b>	

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

**Personnel:**

Extra Duty Hours						
Jan	2019 Total	2020 Total	2021 Total	2022 Total	2023 Total	2024 YTD
120	4,392.75	995.50	1,110.50	2,458.90	2,866.25	120

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

<b><u>Overtime</u></b>	<b>Jan Total</b>	<b>2021 Total</b>	<b>2022 Total</b>	<b>2023 Total</b>	<b>2024 YTD</b>
Office of the Chief	<b>\$0.00</b>	\$2,261.12	\$653.77	\$715.55	\$0.00
Operations Division	<b>\$8,861.20</b>	\$126,171.84	\$129,301.33	\$206,460.28	\$8,861.20
Services Division	<b>\$6,442.82</b>	\$85,190.82	\$95,326.54	\$84,004.73	\$6,442.82
Investigations Division	<b>\$1,800.17</b>	\$26,177.20	\$40,135.31	\$69,607.96	\$1,800.17
<b>TOTAL</b>	<b>\$17,104.19</b>	<b>\$239,800.98</b>	<b>\$265,777.01</b>	<b>\$376,995.89</b>	<b>\$17,104.19</b>



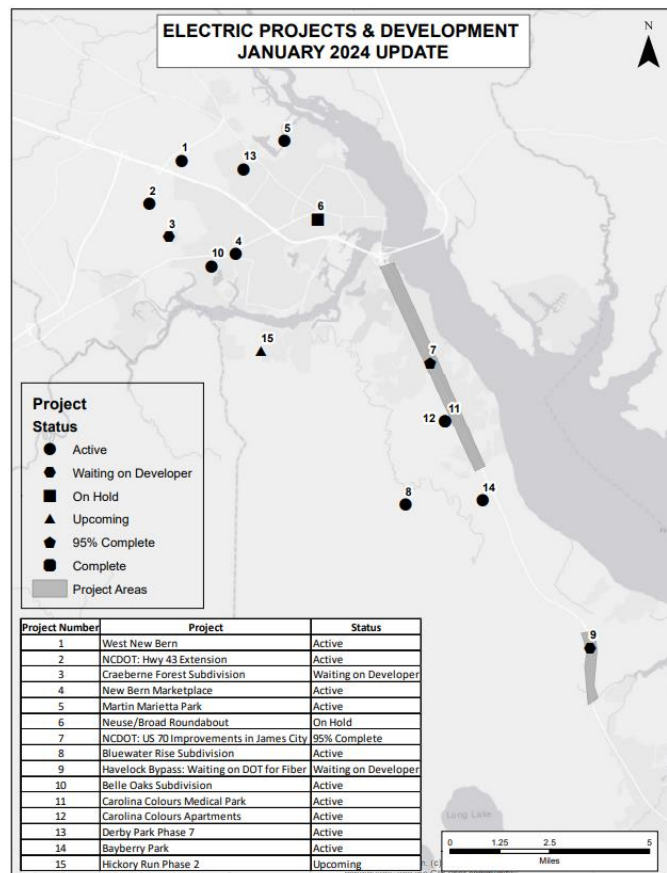
<b><u>ABC Permits</u></b>	<b><i>BG</i></b>	<b><i>CC</i></b>	<b><i>GW</i></b>	<b><i>GL</i></b>	<b><i>NR</i></b>	<b><i>WF</i></b>	<b><i>Jan Total</i></b>	<b><i>2021 Total</i></b>	<b><i>2022 Total</i></b>	<b><i>2023 YTD</i></b>	<b><i>2024 Total</i></b>
<b>Business: Approved</b>	-	-	-	-	-	-	<b>1</b>	9	10	12	<b>1</b>
Cypress Hall	-	-	-	-	✓	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Business: Denial</b>	-	-	-	-	-	-	<b>0</b>	2	1	1	<b>0</b>
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>Special One-Time</b>	-	-	-	-	-	-	<b>8</b>	2	26	30	<b>8</b>
American Heart Association	-	-	-	-	-	-	-	-	-	-	-
National Wild Turkey Federation, Neuse Chapter	-	-	-	-	-	-	-	-	-	-	-
New Bern Ducks Unlimited	-	-	-	-	-	-	-	-	-	-	-
United Way of Coastal Carolina, Inc.	-	-	-	-	-	-	-	-	-	-	-
Craven Literacy Council	-	-	-	-	-	-	-	-	-	-	-
Tryon Palace Foundation, Inc.	-	-	-	-	-	-	-	-	-	-	-
Craven Arts Council & Gallery	-	-	-	-	-	-	-	-	-	-	-
Dylan Quick Foundation	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	<b>9</b>	<b>13</b>	<b>37</b>	<b>43</b>	<b>9</b>

## PUBLIC UTILITY – ELECTRIC

- **High-Profile Projects:** Eighteen high profile projects have been identified for electric utilities. A location map is attached to assist with visualizing the project locations.
- **System Reliability:** A total of 69 interruptions were recorded on the electric system during the month of January. This impacted a total of 14,839 customers. As a result, customers experienced an average of 0.0795 interruptions and were restored in an average of 7.508 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:

- **Jackie Allen** – An email was received from a citizen commending Jackie on being warm, professional, and helpful. The customer stated they received a call from Jackie advising them that they had a leak. The customer knew that their bill was high but had no idea it was due to a water leak, as they had not seen any evidence. After having a plumber come out, the leak was found and repaired. Jackie was essential in helping the customer not only figure out why their bill was high, but also in helping them understand their bill. They said each time they called with follow up questions, she was knowledgeable and very helpful. Thank you, Jackie!
- **Debbie Coward and Shiloh Broadway** - Thank you to Debbie and Shiloh for helping out while the Billing office was short-staffed. These ladies had to learn new responsibilities, back up each other and help keep things running smoothly. Their hard work does not go unnoticed. Thank you Debbie and Shiloh!
- **All employees-** Thank you to everyone who worked during the Winter Storms we experienced in January. There were several emails and phone calls from citizens showing their appreciation for our staff. We’re very grateful that their power was restored quickly, despite difficult conditions.



- **Advanced Metering Infrastructure Project** – *This project involves installing a network of electric and water meters. We are currently reading 15,581 water meters and 25,387 electric meters, of which 13,175 are disconnect meters. There have been 8,678 two-way load management switches installed.*

#### **JANUARY 2024**

Utility	Active Cust.	Never AMI Cust.	Active AMI Meters	% Complete
Electric	24,616	31*	25,387	99.999
Water	19,077	~2,570	15,581	~ 95.565
<b>Installed Gateways</b>		42		
<b>Installed Relays</b>		99		
<b>LM Customers</b>		5,512		
<b>Total Switches</b>		8,021		
<b>Controlled Devices</b>				
<b>Air Conditioner</b>		<b>Electric Furnace</b>	<b>Heat Strips</b>	<b>Water Heaters</b>
5,531		85	3,191	3,025

*\*ElectriCities read meters*

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

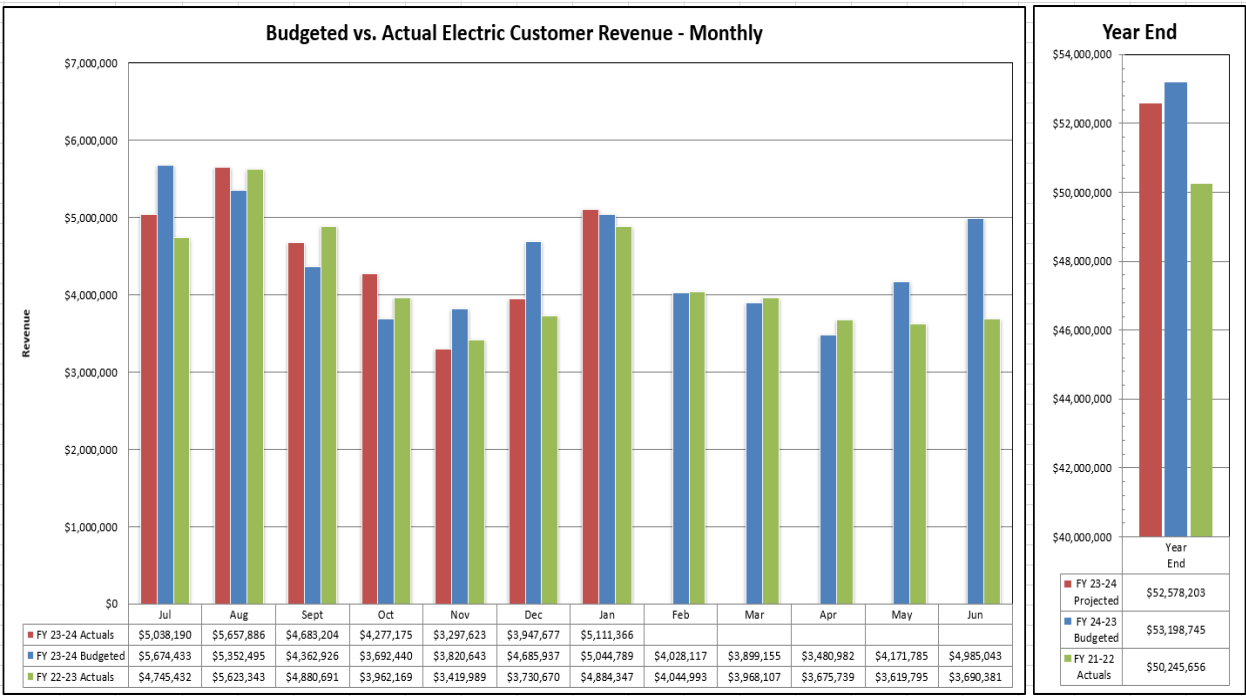
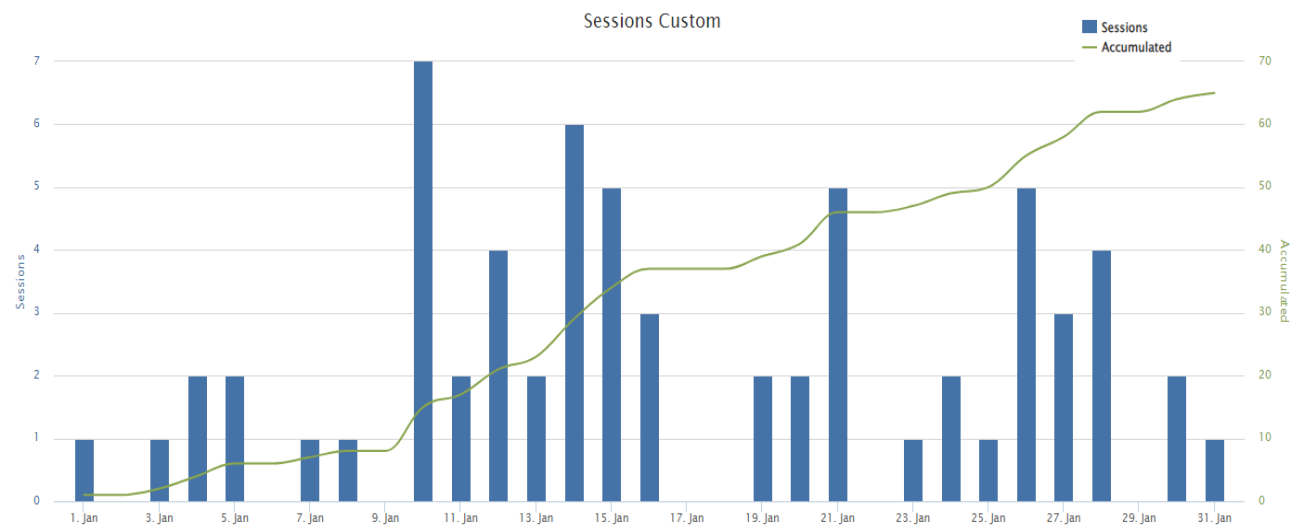
*Note: Water's 'Never AMI' estimate impacts the '% Complete'*

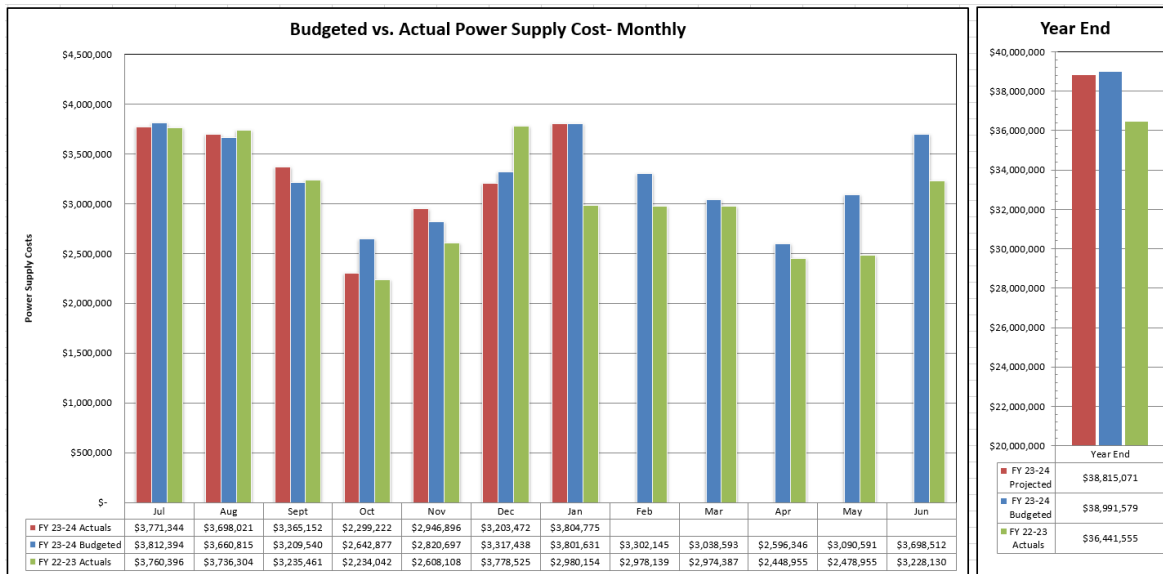
- **Street Lighting** - This project involves the changing out of streetlights, area lights, and security and flood lights throughout the city. The annual budget amount has been spent. The effort will resume in the new budget year.
- **Vegetation Management** – Is ongoing throughout the service area.

Electric System Outages and Reliability Statistics			
*Adjusted for APPA Event Threshold			
January 2024		2024 YTD	
# of Interruptions	69	69	
# of Customers Out	14,839	14,839	
Customers Minutes out	2,576,677	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
January 1, 2024, to January 31, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
7.508	0.0795	94.457	99.9840%
January 1, 2023, to January 31, 2024			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
38.568	0.497	77.645	99.9941%
January 1, 2022, to January 31, 2023			
SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
29.652	0.431	68.747	99.9947%
Sched/Unsched	Cause	Outages	
Unscheduled	Equipment (Equipment, Damage, Worn Out, Manufacturing Defect)	3	
Unscheduled	Vegetation (Trees, Vines, Other)	1	
Unscheduled	Weather (Lightning, Heat, Ice, Storm, Wind)	53	
Unscheduled	Wildlife (Bird, Snake, Squirrel, Other)	3	
Unscheduled	Power Supply (Failure of Greater Transmission, Loss of generating unit, Overloaded)	5	
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			69

<b>CUSTOMER SERVICE OPERATING REPORT FYE 24</b>	<i>JAN</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	<b>5</b>	5	NA	4.6	NA	NA	NA	
Payment Service Reps	<b>4</b>	4	NA	4	NA	NA	NA	
Temporary Staff	<b>3</b>	3	NA	3	NA	NA	NA	
Incoming calls received	<b>5540</b>	37,403	4,733	5,343	267.2	33.4	7.22	
Move out Customers	<b>210</b>	1,399	225	200	10.0	1.2	0.27	
New service applications	<b>598</b>	3,576	519	511	25.5	3.2	0.69	
Customers enrolled in e-billing	<b>2793</b>	18,093	NA	NA	NA	NA	NA	
Number of Pay as You Go Customers	<b>122</b>	819	NA	NA	NA	NA	NA	
Drive-through customers	<b>3396</b>	23,961	3,651	3,423	171.4	21.4	5.35	
Night deposit activity.	<b>473</b>	3,340	585	477	23.9	3	0.75	
EBPP - Electronic bill presentment payment transactions via the internet. (AROX)	<b>6488</b>	41,554	5,495	5,936	296.8	37.1	9.28	
Other credit card via third-party processing (OPC)	<b>232</b>	1,945	401	278	13.9	1.7	0.43	
Average ticket amount	<b>\$167.25</b>	1,419	211	203	10.1	1.3	0.32	
Total amount of in Office Credit Card	<b>\$657,867.53</b>	\$3,409,153.73	\$471,655.08	\$568,192.29	\$28,409.61	\$3,551.20	\$887.80	
Number of in Office Credit Card transactions	<b>2698</b>	17,301	2,192	2,472	123.6	15.4	3.86	
Customers who had their payment automatically drafted from their bank account	<b>4923</b>	34,577	NA	NA	NA	NA	NA	
Customers repaying delinquent debts on extended payment plans	<b>27</b>	146	NA	NA	NA	NA	NA	
Average balance owed	<b>\$745.85</b>	\$6,185.79	\$798.97	\$883.68	\$44.18	\$5.52	1.19	
Short-term payment agreements made	<b>195</b>	1,947	196	278	13.9	1.74	0.43	
Budget billing/equal payment plan participants	<b>304</b>	2,092	NA	NA	NA	NA	NA	
Lockbox payments received	<b>3355</b>	23,682	3,728	3,383	169.2	21.14	5.29	
Direct electronic payments received-EBOX	<b>3865</b>	25,398	3,548	3,628	181.4	22.68	5.67	
Number of closed Service orders	<b>1889</b>	15,927	3,540	2,275	113.8	14.22	3.07	
Number of cut for non-payment	<b>241</b>	2,448	1,059	350	17.5	2.19	0.47	
Number of reconnect for non-payment	<b>229</b>	2,795	1,034	399	20.0	2.50	0.54	

# CHARGEPOINT CHARGING STATION





## Public Works

### Leaf and Limb:

Service Provided (Tons)	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	JANUARY 2024
White Goods Collected	40.50	54.00	27.00	0.00
Brown Goods Collected	3,491.40	3,280.20	1,175.40	270.60
Yard Waste Received	11,432.91	12,278.39	7,669.38	1,458.45
Mulch Dispersed	775.40	2,211.00	516.92	0.00

### City Garage:

Costs	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	JANUARY 2024
Services Provided by City Garage:				
Vehicles Serviced	2,793	3,097	1,684	318
Total Labor Cost	\$124,619.90	\$128,682.79	\$ 72,520.29	\$13,502.75
Total Parts Cost	\$256,478.58	\$290,465.41	\$176,521.46	\$33,073.12
Total Cost (Parts + Labor)	\$381,098.48	\$419,148.20	\$253,041.96	\$46,575.87
Services Provided by Contract:				
Vehicles Serviced	420	546	304	46
Total Labor Cost	\$111,323.13	\$132,254.70	\$ 61,143.52	\$ 9,931.20
Total Parts Cost	\$144,368.02	\$227,717.80	\$147,784.38	\$22,554.52
Total Cost (Parts + Labor)	\$255,691.15	\$359,972.50	\$214,731.15	\$32,485.72
Total Services Provided (City Garage & Contract):				
Vehicles Serviced	3,214	3,643	1,988	364
Total Labor Cost	\$235,940.03	\$260,937.49	\$139,467.27	\$23,433.95
Total Parts Cost	\$400,846.60	\$518,183.21	\$324,305.84	\$55,627.64
Total Cost (Parts + Labor)	\$636,789.63	\$779,120.70	\$463,773.11	\$79,061.59

Cost by Department	FY21-22 YTD	FY22-23 YTD	FY23-24 YTD	JANUARY 2024
Public Utilities (Electric)	\$ 78,440.04	\$ 81,583.36	\$ 55,118.60	\$ 5,000.59
Public Utilities (W&S)	\$144,044.80	\$177,236.72	\$116,238.19	\$17,799.39
Police	\$133,588.42	\$146,243.25	\$ 82,316.78	\$13,769.48
Recreation & Parks	\$ 18,916.65	\$ 17,472.47	\$ 14,163.96	\$ 3,236.40
Finance	\$ 11,591.79	\$ 11,099.61	\$ 7,424.58	\$ 2,260.81
Public Works	\$162,118.12	\$213,316.10	\$117,335.24	\$21,204.06
Fire / Rescue	\$ 84,908.56	\$137,064.31	\$ 68,440.59	\$15,302.86
Human Resources	\$ 614.13	\$ 2,530.80	\$ 181.21	\$ 0.00
Development Services	\$ 2567.12	\$ 3,078.08	\$ 2,553.96	\$ 488.00

❖ Correction - December 2023 Monthly Garage Report revised for total service provided (City Garage & Contracted) from 211 to 237 and year-to-date total from 1,598 to 1,624.

**Significant Issues:** N/A

## **Water Resources**

### **Capital Projects:**

- **Township No. 7 Sewer Improvements – Phase III.** *Sewer system infrastructure improvements for increasing transmission capacity.* Construction of the new pump station is nearing completion and the start-up and testing for all of the new pump station components is scheduled for February 14<sup>th</sup>. The contractor for Contract-I “Linework” has completed all testing for the new 12” force main and is scheduled to activate the new pipeline in mid-February.
- **West New Bern Water System Improvements** – *Water system infrastructure improvements between the Highways 17 and 55 corridors increasing available domestic and fire flow supplies.* The engineer for the project is continuing to finalize easement mapping and permit applications that will be necessary for the project.
- **Northwest Interceptor Rehabilitation Phase II** – *This project will involve the rehabilitation of approximately 2,000 linear feet of the Northwest Interceptor. This portion of the City’s sewer collection system is a large outfall line that runs through long stretches of flood plain on its path the City’s WWTP. The project will line the existing sewer main with CIPP lining and waterproof the manholes along the route. A \$230,000 NCDWI grant has been obtained to fund a portion of this project.* Over the past month the contractor has completed installing all of the 36” CIPP lining. Manhole rehabilitation is scheduled for early February and the project is scheduled to be complete in early March.



- **Highway 70 James City – Water & Sewer Relocations – Phase I** – *This project will involve the relocation of approximately 19,000 LF of water main and 44,000 LF of sewer main that will be required to accommodate the Highway improvements. Over the past month, the contractor has continued working to install new water and sewer mains between Grantham Road and Airport, and between Taberna Way and Thurman Road. To date, 42,900 feet (97%) of the sewer main and 15,620 feet (82%) of the water main have been installed.*
- **Highway 70 James City – Water & Sewer Relocations – Phase II** – *This project will involve the relocation of approximately 37,000 LF of sewer main that will be required to accommodate the Highway improvements between Thurman Road and Carolina Pines Boulevard. NCDOT's project engineers have completed the preliminary design for the relocations. City staff continues to coordinate with the NCDOT design them 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. The project has been advertised for bids and the bid opening for the project is scheduled for March 7<sup>th</sup>.*

#### **Water Production:**

	<b>2023</b>	<b>2024 YTD</b>	<b>Last Month</b>	<b>January 2024</b>
Cove City Wells	693.29 MG	55.75 MG	61.92 MG	<b>55.75 MG</b>
Water Treatment Plant	680.70 MG	53.67 MG	49.93 MG	<b>53.67 MG</b>
Total Water Produced	1,373.99 MG	109.43 MG	111.85 MG	<b>109.43 MG</b>
Average Produced per Day	3.76 MGD	3.53 MGD	3.60 MGD	<b>3.53 MGD</b>
Peak Production	5.88 MGD	4.21 MGD	4.71 MGD	<b>4.21 MGD</b>

#### **Sewer Treatment:**

<b>Main WWTP</b>	<b>2023</b>	<b>2024 YTD</b>	<b>Last Month</b>	<b>January 2024</b>
Total Sewer Treated	1,506.16 MG	138.79 MG	141.97 MG	<b>138.79 MG</b>
Average Treated per Day	4.126 MGD	4.477 MGD	4.579 MGD	<b>4.477 MGD</b>
Peak Flow	11.13 MGD	5.88 MGD	8.14 MGD	<b>5.88 MGD</b>
<b>NB-7 WWTP</b>				
Total Sewer Treated	112.69 MG	10.149 MG	10.376 MG	<b>10.149 MG</b>
Average Treated per Day	0.308 MGD	0.327 MGD	0.334 MGD	<b>0.327 MGD</b>
Peak Flow	0.809 MGD	0.602 MGD	0.562 MGD	<b>0.602 MGD</b>

**Operations Work Completed:**

	<b>2023</b>	<b>2024 YTD</b>	<b>Last Month</b>	<b>January 2024</b>
Locates	16,742	1,345	1,004	<b>1,345</b>
Water System Repairs	310	9	12	<b>9</b>
Sewer System Repairs	1,473	251	246	<b>251</b>
Pump Station Maint.	7,684	407	641	<b>407</b>
Water Meter Maint.	968	108	85	<b>108</b>
STEP System Maint.	906	58	61	<b>58</b>
Customer Service Calls	858	78	108	<b>78</b>
<b>Total Work Orders Completed</b>	28,941	2,256	2,157	<b>2,256</b>

## Attendance for Board Appointees

Bike & Pedestrian Committee				
Appointee	Current Month Attendance	Meetings Missed		Appointed By
		2024	2023	
Mary Davidson	P	0	0	BoA At Large
William Hand	A	1	1	BoA At Large
Rob Overman	P	0	1	BoA At Large
Stuart Flythe	P	0	0	BoA At Large
Bill Sadler	P	0	0	BoA At Large

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	0	3	Ward 4
Eric Thompson	N/A	0	2	Ward 5
Barbara Sampson	N/A	0	0	Ward 6
Sandra Gray	N/A	0	3	Craven County
Mike Duffy (Alternate)	N/A	0	0	BoA At Large
Brendan Loftin (Alternate)	N/A	0	2	BoA At Large

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

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	1	0	Ward 1
Jack Meehan	P	0	1	Ward 2
David Finn	P	0	0	Ward 3
Wayne Unangst	A	1	1	Ward 4
Henry Watson	P	0	3	Ward 5
Elona Fowler	P	0	6	Ward 6
Gary Lingman	P	0	5	Bengel
Daniel Ensor	P	0	3	Mayor
Gary Clemmons	P	0	4	Odham
Ex-officio Bobby Aster	P	0	8	
Ex-officio Fire Chief	P	0	N/A	

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

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

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	A	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	1	N/A	BoA at Large
Michaele 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	1	N/A	BoA at Large
Ex-Officio City Manager	P	0	N/A	BoA at Large
Ex-Officio Finance Director	P	0	N/A	BoA at Large

New Bern Area MPO – Transportation Advisory Committee				
Appointee	Current Month Attendance*	Meetings Missed		Appointed By
		2024	2023	
Bob Brinson	P	0	0	Brinson
Johnnie Ray Kinsey (Alternate)*	N/A	0	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		Appointed By
		2024	2023	
Carol Becton	N/A	0	3	Odham
Sam Carter	N/A	0	1	Bengel
Robert Wernersbach	N/A	0	1	Bengel
Rick Prill	N/A	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	N/A	0	0	Mayor
Donald "Rusty" Ingram	N/A	0	2	Ward 1
Margie Dunn	N/A	0	1	Ward 2
Gaspar Sonny Aluzzo	N/A	0	0	Ward 3
Raymond Layton	N/A	0	\$	Ward 4
Kyle Dearing	N/A	0	4	Ward 5
Kellie Keiser	N/A	0	3	Ward 6
Marshall Ballard	N/A	0	1	Craven County

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

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	0	1	BoA At Large
Kip Peregoy	P	0	0	BoA At Large
Beth Walker	P	0	1	BoA At Large
Sarah Proctor	A	1	3	BoA At Large
Leander "Robbie" Morgan, Jr.	P	0	5	BoA At Large
Steve Strickland	P	0	0	BoA At Large
Julius Parham	P	0	0	BoA At Large
Tabari Wallace	A	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.	P	0	3	BoA At Large
Talina Massey	A	1	4	BoA At Large
Kurtis Stewart	P	0	2	BoA At Large
James Woods	P	0	0	BoA At Large
Bernard White	P	0	0	BoA At Large
Reginald Pender	P	0	0	BoA At Large
Elijah Brown	P	0	0	BoA At Large
Barbara Lee	A	1	5	BoA At Large
Ex-officio Ald. Hazel Royal	A	1	0	BoA At Large