

# AGENDA

## CITY OF HENDERSONVILLE CITY COUNCIL – REGULAR MEETING

FEBRUARY 9, 2017 – 5:45 P.M.

**Operations Center - Assembly Room**

**305 Williams St., Hendersonville, NC**

1. **Call to Order**
2. **Invocation and Pledge of Allegiance**
3. **Public Comment Time:** *Up to 15 minutes is reserved for comments from the public for items not listed on the agenda*
4. **Consideration of Agenda**
5. **Consideration of Consent Agenda:** *These items are considered routine, noncontroversial in nature and are considered and approved by a single motion and vote.*
  - A. **Consideration of Minutes:**
    - i. **January 5, 2017 Regular Meeting**
    - ii. **January 9, 2017 Special Joint Meeting with the Seventh Avenue Advisory Committee**
  - B. **Consideration of Capital Project Ordinances and Associated Budget Amendments for:**
    - i. **French Broad River Intake Project**
    - ii. **WWTP Sludge Drying System project**
  - C. **Consideration of Budget Amendments**
    - i. **Walk of Fame, Increase of \$4,648 as a result of the fundraising event**
    - ii. **General Fund, TDA Contribution for barricades, Increase of \$8,000**
    - iii. **Black & Veatch Sanitary Sewer AIA Engineering Services Agreement**
  - D. **Consideration of a Reimbursement Agreement with Duke Energy for Electric Vehicle Charging Station**
  - E. **Consideration of a Resolution Accepting Property from the Housing Assistance Corporation**
  - F. **Consideration of a Resolution Transferring Property to Boys and Girls Club of Henderson County**

- G. Consideration of Mud Creek Bank Stabilization Project Contract Award**
- H. Consideration of Converting Parking Spaces in the Downtown Main Street Municipal Service District from 15 minute time limits to 30 minute time limits**
- I. Consideration of an Extension of a Special Use Permit for Signal Ridge**
- J. Consideration of Sworn Law Enforcement Officers Badge and Service Side Arm Policy**
- K. Consideration of a Resolution Allowing the Purchase of a Service Side Arm by a Retiring Law Enforcement Officer**
- L. Consideration of the Placement of a Stop Sign at Kensington Avenue and Ashwood Road**
- M. Consideration of Request from Water/Sewer Finance for \$25 Credit for Automatic Bank Draft**
- N. Consideration of an Ordinance Specifically Authorizing the Use of Cash Disbursements as Required by NCGS 159-28**
- O. Consideration of Special Event Permit for Lucky Ducky Drop**
- P. Consideration of Mid-Year Budget Report and Associated Budget Amendments**
- Q. Consideration of the Creation of a Water and Sewer Operations Manager in Pay Grade 20 of the Pay and Classification Schedule**
- R. Consideration of a Resolution Accept the Governor's Crime Commission Grant in the amount of \$23,175 for equipment that aids the department's current abilities to combat users, sellers, and traffickers of illegal controlled substances**
- S. Consideration of an Ordinance Amending the Makeup of the Tree Board**
- T. Consideration of Utility Line Extension Requests**
  - i. Camp Judea**
  - ii. Planned Residential Development on Old Hendersonville Road, Phase I**
- U. Consideration of a Reimbursement Request for Oversizing and Extending Water Main to Serve Fairfield Inn and Suites on Upward Road**

**6. Recognitions:**

- a. Furman United Soccer Club - 02G Purple HENDERSONVILLE**
- b. Lieutenant Mike Vesely – North Carolina Justice Academy Traffic Enforcement & Investigation Certificate**
- c. Service Excellence – Quarterly MVPs**

- d. **Service Excellence – MVP of the Year**
- e. **Proclamation for Cardiovascular Professionals Week**
- 7. **Public Hearing – Consideration of a Request to Close a Portion of Market Street off of White Street** *(Continued from October 6, 2016 Meeting)*  
*Presenter: Development Assistance Director Susan Frady*
- 8. **Public Hearing – Consideration of the Closing of a Portion of Ninth Avenue**  
*Presenter: Development Assistance Director Susan Frady*
- 9. **Presentation of Fire Department Strategic Plan**  
*Presenter: Greg Grayson, Facets Consulting*
- 10. **Consideration of Change to Special Event Permit for Art on Main**  
*Presenter: Development Assistance Director Susan Frady*
- 11. **Consideration of an Ordinance Amending Section 10-7 of the Code of Ordinances Respecting Animals at Special Events**  
*Presenter: Downtown Economic Development Director Lew Holloway*
- 12. **Consideration of Code Purple**  
*Presenter: City Manager John Connet*
- 13. **Comments from Mayor and City Council Members**
- 14. **Reports from Staff**
  - A. **Reminder of Council/Staff Retreat: Thursday, February 23, 2017, 6 p.m., at City Hall, Second Floor Conference Room, and Friday, February 24, 8 a.m., at the Chamber of Commerce Meeting Room, 204 Kanuga Rd., Hendersonville**
  - B. **Announcement of Town Hall Day, Wednesday, March 29**
  - C. **Quarterly Investment Report**
  - D. **Report on Surplus Property**
- 15. **Boards and Commissions: Consideration of (Re)Appointments, Announcement of Upcoming Vacancies**  
*Presenter: City Clerk Tammie Drake*
- 16. **New Business**
- 17. **Closed Session – Property Purchase**
- 18. **Adjourn**



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brian Pahle

**Department:** Admin

**Date Submitted:** 01/20/17

**Presenter:** Brian Pahle

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05bi

In accordance with N.C.G.S 159-13.2 Project Ordinances I recommend the City establish a capital project ordinance for the acquisition, construction, and installation of the French Broad River Intake project. The project will be financed through loans and transfer from the Water & Sewer Fund. The estimated total project cost is \$5,925,000.

**Budget Impact:** \$ 5,925,000 Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

Design costs will be covered with existing Water & Sewer Fund budget. The construction will occur in future years and be funded through loans or bonds.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to adopt the capital project ordinance and budget for the French Broad River Intake project as presented.

**Attachments:**

See below...

**CAPITAL PROJECT ORDINANCE FOR  
THE ACQUISITION, CONSTRUCTION AND INSTALLATION  
OF THE FRENCH BROAD RIVER INTAKE PROJECT**

**BE IT ORDAINED** by the Governing Board of the City of Hendersonville, North Carolina that pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following capital project ordinance is hereby adopted:

**Section 1:** The project authorized is a water infrastructure project described as the French Broad River Intake Project.

**Section 2:** The following amounts are appropriated for the project:

Account Number		Account Name	Total Budget
4260000	519000	Professional Services	\$ 888,750
4260000	559850	Construction Contract	\$ 5,030,000.00
4260000	549750	Permits, License, & Fees	\$ 6,250.00
<b>Total Project Appropriation</b>			<b>\$ 5,925,000</b>

**Section 3:** The following revenues are anticipated to be available via debt proceeds and transfers from the Water and Sewer Fund for project expenses:

Account Number		Account Name	Total Budget
4260000	499100	Proceeds of Debt	\$ 5,036,250.00
4260000	998060	Transfer in From Water/Sewer	\$ 888,750.00
<b>Total Project Revenue</b>			<b>\$ 5,925,000</b>

**Section 4:** The Finance Director is hereby directed to maintain within the capital project fund sufficient specific detailed accounting records to satisfy the disclosure requirements of all the contractual agreements, if applicable.

**Section 5:** Funds may be advanced from the Water and Sewer Fund as necessary for the purpose of making payments as due. Reimbursement requests shall be made in an orderly and timely manner.

**Section 6:** The Finance Director is directed to report, on a quarterly basis, on the financial status of each project element in Section 3 and Section 4.

**Section 7:** The Finance Director is further instructed to include a detailed analysis of past and future revenues and expenses during each annual budget submission made to the Governing Board.

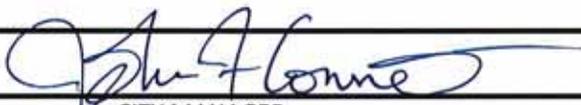
**Section 8:** Copies of this capital project shall be furnished to the City Clerk, Finance Director and City Manager for direction in carrying out this project.

**BUDGET AMENDMENT**

FUND: 426

ACCOUNT NUMBER			INCREASE	DECREASE
ORG	OBJECT	DESCRIPTION OF ACCOUNT		
4260000	519000	Professional Services	888,750.00	
4260000	549750	Permits, License, & Fees	6,250.00	
4260000	559850	Construction Contract	5,030,000.00	
4260000	499100	Proceeds of Debt	5,036,250.00	
4260000	998060	Transfer in from Water/Sewer	888,750.00	
<b>TOTAL REVENUES</b>			<b>5,925,000.00</b>	
<b>TOTAL EXPENDITURES</b>			<b>5,925,000.00</b>	
FUND 426				

A budget amendmnet reflecting the capital project ordinance adoption for the French Broad River Intake Project. The project is detailed in the City's Capital Improvements Plan (CIP).

  
 \_\_\_\_\_  
 CITY MANAGER

Date: 1-20-17

APPROVED BY CITY COUNCIL: \_\_\_\_\_ DATE: 2/9/2017



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brian Pahle

**Department:** Admin

**Date Submitted:** 01/20/17

**Presenter:** Brian Pahle

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05bii

In accordance with N.C.G.S 159-13.2 Project Ordinances I recommend the City establish a capital project ordinance for the acquisition, construction, and installation of the WWTP Sludge Drying System project. The project will be financed through loans and transfer from the Water & Sewer Fund. The estimated total project cost is \$4,109,000.

**Budget Impact:** \$ 4,109,000 Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

Design costs will be covered with existing Water & Sewer Fund budget. The construction will occur in future years and be funded through loans or bonds.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to adopt the capital project ordinance and budget for the WWTP Sludge Drying System project as presented.

**Attachments:**

See below...

**CAPITAL PROJECT ORDINANCE FOR  
THE ACQUISITION, CONSTRUCTION AND INSTALLATION  
OF THE WWTP SLUDGE DRYING SYSTEM PROJECT**

**BE IT ORDAINED** by the Governing Board of the City of Hendersonville, North Carolina that pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following capital project ordinance is hereby adopted:

**Section 1:** The project authorized is a wastewater infrastructure project described as the WWTP Sludge Drying System Project.

**Section 2:** The following amounts are appropriated for the project:

Account Number		Account Name	Total Budget
4610000	519000	Professional Services	\$ 616,350
4610000	559850	Construction Contract	\$ 3,490,000.00
4610000	549750	Permits, License, & Fees	\$ 2,650.00
<b>Total Project Appropriation</b>			<b>\$ 4,109,000</b>

**Section 3:** The following revenues are anticipated to be available via debt proceeds and transfers from the Water and Sewer Fund for project expenses:

Account Number		Account Name	Total Budget
4610000	499100	Proceeds of Debt	\$ 3,492,650.00
4610000	998060	Transfer in From Water/Sewer	\$ 616,350.00
<b>Total Project Revenue</b>			<b>\$ 4,109,000</b>

**Section 4:** The Finance Director is hereby directed to maintain within the capital project fund sufficient specific detailed accounting records to satisfy the disclosure requirements of all the contractual agreements, if applicable.

**Section 5:** Funds may be advanced from the Water and Sewer Fund as necessary for the purpose of making payments as due. Reimbursement requests shall be made in an orderly and timely manner.

**Section 6:** The Finance Director is directed to report, on a quarterly basis, on the financial status of each project element in Section 3 and Section 4.

**Section 7:** The Finance Director is further instructed to include a detailed analysis of past and future revenues and expenses during each annual budget submission made to the Governing Board.

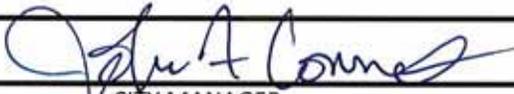
**Section 8:** Copies of this capital project shall be furnished to the City Clerk, Finance Director and City Manager for direction in carrying out this project.

**BUDGET AMENDMENT**

FUND: 426 461

ACCOUNT NUMBER			INCREASE	DECREASE
ORG	OBJECT	DESCRIPTION OF ACCOUNT		
4610000	519000	Professional Services	616,350.00	
4610000	549750	Permits, License, & Fees	2,650.00	
4610000	559850	Construction Contract	3,490,000.00	
4610000	499100	Proceeds of Debt	3,492,650.00	
4610000	998060	Transfer in from Water/Sewer	616,350.00	
<b>TOTAL REVENUES</b>			<b>4,109,000.00</b>	
<b>TOTAL EXPENDITURES</b>			<b>4,109,000.00</b>	
FUND 461				

A budget amendmnet reflecting the capital project ordinance adoption for the WWTP Sludge Drying System Project. The project is detailed in the City's Capital Improvements Plan (CIP).

  
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 CITY MANAGER

Date: 1-20-17

APPROVED BY CITY COUNCIL: \_\_\_\_\_ DATE: 2/9/2017



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brian Pahle

**Department:** Admin

**Date Submitted:** 01/26/17

**Presenter:** Brian Pahle

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05c

There are minor other budget amendments separate from the mid-year report. They were not included in the report because they were not needed until after the report was completed and approved by the City Manager.

Budget amendment(s)

- 1) Walk of Fame | Fund 821 | Increase \$4,648
- 2) TDA Contribution (barricades) | Fund 10 | Increase \$8,000
- 3) To increase project budget for Black & Veatch Sanitary Sewer AIA Engineering Services Agreement. Original estimated budget for this contract was approved for \$289,150 however the awarded contract is \$302,000.

Budget Impact: \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

Presented above...

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to approve the budget amendments as presented.

**Attachments:**

See below...









# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 01/30/17

**Presenter:** John Connet/Tom Wooten

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 05d

The City of Hendersonville has received a \$5,000 grant from Duke Energy for a third electric vehicle charging station. City staff is proposing to locate the new charging station in the Azalea Parking Lot. We currently have two charging stations in the Dogwood Parking Lot. City staff recommends approval of the attached reimbursement agreement between the City of Hendersonville and Duke Energy.

**Budget Impact:** \$ 5,000 Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

The City of Hendersonville will be reimbursed through a grant from Duke Energy.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move City Council to approve the Reimbursement Agreement between Duke Energy and the City of Hendersonville.

**Attachments:**

Proposed agreement

**REIMBURSEMENT AGREEMENT**  
**FOR**  
**PLUG-IN ELECTRIC VEHICLE CHARGING STATION PROJECTS**

This Reimbursement Agreement for Plug-In Electric Vehicle Charging Station Projects (this “**Agreement**”) is made and entered into as of this 9th day of January, 2017 (the “**Effective Date**”), by and between Duke Energy Carolinas, LLC (“**Duke Energy**”), and City of Hendersonville (“**Performing Party**”). Each of Duke Energy and Performing Party may be referred to herein as a “**Party**” and collectively as “**Parties**”.

**RECITALS:**

**WHEREAS**, as set forth in that certain Consent Decree entered into by Duke Energy on October 20, 2015 (the “**Consent Decree**”), Duke Energy is required to spend \$3,000,000 to implement environmental mitigation projects in the State of North Carolina designed to reduce air emissions from reduced vehicle emissions or reduced use of fossil-fueled electricity generation;

**WHEREAS**, of the aggregate amounts required to be spent pursuant to the Consent Decree, Duke Energy has allocated up to \$1,000,000 for the reimbursement of costs incurred by certain Duke Energy customers to purchase and install electric vehicle charging stations;

**WHEREAS**, this project is designed to provide direct financial support to Duke Energy customers (and, in certain instances, customers of those customers) that wish to install and own electric vehicle charging stations, including, without limitation, the charge ports associated therewith (collectively, the “**Charging Stations**”) and require assistance funding such purchase and installation;

**WHEREAS**, the Performing Party has expressed a desire to procure and install certain Charging Stations and has requested that Duke Energy reimburse the Performing Party for the costs it incurs to procure, construct and install such Charging Stations; and

**WHEREAS**, Duke Energy has agreed to reimburse the Performing Party for the costs it incurs to procure, construct and install the Charging Stations in the manner set forth herein;

**NOW THEREFORE**, in consideration of the recitals, the mutual promises and conditions set forth in this Agreement and other good and valuable consideration, Duke Energy and Performing Party agree as follows:

**AGREEMENT**

1. **Project**. The Performing Party covenants to Duke Energy that the Performing Party shall, in accordance with the terms and conditions set forth herein, (a) purchase and install all Charging Stations for each Project (as defined below) set forth on Exhibit A and (b) continue own, operate and maintain such Charging Stations after the purchase and installation thereof. The Performing Party shall be responsible for all ongoing costs of ownership associated with each Charging Station, including, but not limited to, associated energy, maintenance, repair and connectivity costs.

2. **Project Descriptions and Requirements**.

a. Project Descriptions. Exhibit A further describes each project to be completed by the Performing Party hereunder and specifically sets forth the general locations at which the Charging Stations are permitted to be installed, the aggregate number of charge ports to be installed at each such location, and the aggregate amount of funds reserved by Duke Energy for such project (collectively, a “**Project**”). Exhibit B contains a map detailing the approved locations for each Project. The Performing Party may only install the Charging Stations at an approved location and shall not change or modify the location of any Project (outside of the approved locations) or the aggregate number of charge ports to be installed at any Project without the prior written consent of Duke Energy.

b. Charging Station Requirements.

(i) All Charging Stations purchased by the Performing Party shall be new and unused and shall be owned by the Performing Party.

(ii) The Performing Party shall install proper signage at each Project location indicating that parking spaces at which any charge port is located are for “Plug-In Electrical Vehicle Use Only.”

(iii) The Charging Stations shall be either AC level 1 (provided cord set is hardwired), AC level 2, or DC Fast Charge and shall be installed at locations designed to support charging of plug-in electric vehicles while parked for several hours.

(iv) The location of each Project must be well-lit and safe, shall be in compliance with the Americans with Disabilities Act, and shall meet all requirements of Exhibit C.

(v) Each Project shall be located in an area reasonably accessible to the public and may not be located in a privately owned parking lot or in a Park N Ride lot.

3. Term. This Agreement will commence on the Effective Date and continue until the third (3<sup>rd</sup>) anniversary of the date the last Reimbursement is made hereunder or until otherwise terminated earlier pursuant to this Agreement. The Performing Party hereby acknowledges that all Projects must be completed in their entirety by no later than December 31, 2017 and that all Reimbursement Requests (as defined below), together with all required supporting information, must be received by no later than March 31, 2018. Any Reimbursement Request received after such date shall not be eligible for reimbursement hereunder without the prior consent of Duke Energy.

4. Award Amount. Subject to the terms and conditions set forth herein, Duke Energy will reimburse the Performing Party for the Eligible Costs (as defined herein) directly incurred by the Performing party to complete each Project; provided, however, that in no event shall the aggregate amount reimbursed by Duke Energy hereunder exceed the “Funds Reserved” amount contained in Exhibit A (such amount, the “**Maximum Reimbursement Amount**”). The payment made by Duke Energy to the Performing Party is sometimes referred to herein as the “**Reimbursement**.” The actual amount of the Reimbursement may be less than any component of the Maximum Reimbursement Amount.

5. Use of Funds. The Performing Party shall apply the Reimbursement solely and exclusively towards approved Eligible Costs.

6. Reimbursement Procedures. Subject to the terms and conditions of this Agreement, the Performing Party shall be reimbursed for work completed for each Project in the following manner.

a. Eligible Costs. The Reimbursement may be made to reimburse the Performing Party for Eligible Costs for each Project. For purposes of this Agreement, the term “**Eligible Costs**” shall mean only those costs associated with the procurement, construction, and installation of the Charging Stations, including, but not limited to, reasonable costs associated with placing the Charging Stations in service, including the charging station equipment, installation labor, related materials and supplies, permitting fees, and utility service extension costs, which costs the Performing Party has paid in full as evidenced by cancelled checks, payment confirmations or other similar documentation. For the avoidance of doubt, in no event shall any costs associated with network connectivity or data subscriptions be considered Eligible Costs hereunder and all such costs shall be deemed to be outside of the scope of this Agreement and not subject to reimbursement by Duke Energy. The Performing Party shall review all invoices and evidences of payment prior to requesting reimbursement from Duke Energy and shall ensure the accuracy thereof prior to providing such invoices and evidences of payment to Duke Energy. Duke Energy may reject the request for Reimbursement if it fails to demonstrate that all such costs are Eligible Costs or if it fails to conform to the requirements of this Agreement. The Reimbursement under this Agreement shall be payable only after Eligible Costs are approved by Duke Energy.

b. Reimbursement Request. Promptly, but no more than 90 days following completion of the purchase, installation, and commissioning of the Charging Infrastructure for any Project, the Performing Party shall submit to Duke Energy a reimbursement request with respect to all Eligible Costs incurred and paid by the Performing Party in connection with such Project (a “**Reimbursement Request**”). By submitting the Reimbursement Request, the Performing Party is certifying that the costs are accurate, eligible for reimbursement, have been paid in full by the Performing Party and are consistent with the terms and conditions of the Agreement. At the written request of Duke Energy, the Performing Party shall provide Duke Energy with such other information and materials as Duke Energy may reasonably require to substantiate the Performing Party’s right to the Reimbursement.

c. Payments. Subject in all respects to Section 6.d below, Duke Energy shall review and approve the Reimbursement as soon as practicable, but not later than forty-five (45) days after the complete Reimbursement Request has been received, provided that complete and accurate supporting documentation has been submitted to Duke Energy.

d. Maximum Reimbursement Amount. Under no circumstances shall the Reimbursement made by Duke Energy hereunder exceed any component of the Maximum Reimbursement Amount. All costs incurred by the Performing Party in excess of any component of the Maximum Reimbursement Amount shall not be subject to reimbursement hereunder.

7. Performing Party Obligations.

a. Licenses and Permits. The Performing Party hereby certifies that, prior to the commencement of any work for any Project, it has secured, and shall maintain and renew all permits, licenses, approvals and certifications required by any party, including, without limitation, any owner of such Project location or governmental or regulatory agency, for proper execution and completion of such work.

b. Compliance with Laws. The Performing Party shall comply, and shall cause all of its subcontractors to comply, with all applicable state, Federal and local laws relating to each Project and any of the work related thereto.

c. Audit Rights. Performing Party shall, for at least three (3) years after the completion of any Project, keep and maintain such records or accounts of the Performing Party as are necessary to verify and support any and all charges paid for with respect to such Project using the Reimbursement. This includes verification that any and all material, services, labor, and other expenses incurred for such Project have been paid. All books and records shall be maintained in accordance with generally accepted accounting principles. Such books and records shall be made available, on mutually agreeable dates and times, at the Performing Party's facility for verification, copying, audit and inspection by representatives of Duke Energy. Any such audit shall be at Duke Energy's expense and conducted during the Performing Party's normal working hours; provided, however, that the Performing Party shall provide reasonable assistance necessary to enable Duke Energy to conduct such audit and shall not be entitled to charge Duke Energy for any such assistance.

d. Optional Data Collection. From time to time, Duke Energy may contact the Performing Party to participate in Duke Energy's data collection on PEV charging practices in order to better understand the needs of electric vehicle drivers. The Performing Party may elect to participate in such collection process its sole discretion but shall not be required to do so.

8. Representations and Warranties. The Performing Party hereby represents and warrants to Duke Energy that:

a. it is duly organized and validly existing under the laws of its jurisdiction of incorporation or formation and is qualified to do business in all other jurisdictions in which the nature of the business conducted by it makes such qualification necessary;

b. it has all requisite legal power and authority to carry on its business and to execute this Agreement and to perform the terms, conditions and provisions hereof, as evidenced pursuant to N.C. Gen. Stat. 160A-11;

c. the execution, delivery and performance of this Agreement have been duly authorized by all requisite corporate action;

d. this Agreement constitutes the legal, valid and binding obligation of it, enforceable in accordance with the terms hereof;

e. there is no action, suit, proceeding or order now pending or, to its knowledge, threatened against it before any government authority that could reasonably be expected to

materially and adversely affect the ability of the Performing Party to perform its obligations hereunder; and

f. it hereby ratifies, adopts, and agrees to all representations in the approved application and deliverables it has provided to Duke Energy during the proposal process and agrees to give prompt written notice to Duke Energy if there is any material change in these certifications or deliverables.

9. Performing Party Certifications.

a. The Performing Party has not otherwise committed to acquire or install associated electric vehicle charging stations (without project funding support) and is not using and shall not use any portion of the Reimbursement hereunder to satisfy any obligations that it may have under other applicable regulations or requirements of law.

b. The Performing Party is a retail or wholesale customer of Duke Energy or Duke Energy Progress, LLC (or is a customer of a wholesale customer of Duke Energy or Duke Energy Progress, LLC) and is located within the State of North Carolina.

10. Indemnification. To the maximum extent permitted by applicable law, the Performing Party shall indemnify, defend and hold harmless Duke Energy (including its parent, subsidiary and affiliate companies), its officers, employees, agents, and any other party with an ownership interest in the premises, from and against all liability, loss, costs, claims, damages, expenses, judgments, and awards, whether or not covered by insurance, in any way related to or arising or claimed to have arisen in whole or in part from the acts or omissions of the Performing Party, its employees, volunteers, subcontractors, agents or assignees in its performance of, or failure to perform under, this Agreement. This indemnification shall include all costs including attorney's fees reasonably incurred in pursuing indemnity claims under or enforcement of this Agreement. Performing Party waives all rights of recovery, including for contribution, against Duke Energy and its directors, officers, employees, affiliates and subcontractors for any matters to which this Section may apply. The provisions of this Section 10 shall survive the termination of this Agreement.

11. Insurance.

a. Without limiting any obligations or liabilities of the Performing Party under this Agreement, the Performing Party shall provide and maintain, and shall require its subcontractors to provide and maintain, for the term of this Agreement, at its own expense, insurance coverages, to the extent applicable, in forms and amounts no less than the following: (i) Workers' Compensation specific to the applicable statutory requirements for the work to be performed; (ii) Employer's Liability Insurance of not less than \$1,000,000 each accident/employee/disease; (iii) Commercial General Liability Insurance having an available limit of at least \$1,000,000 per occurrence/\$2,000,000 in the aggregate for contractual liability, personal injury, bodily injury to or death of persons, and/or loss of use or damage to property; (iv) Commercial/Business Automobile Liability Insurance (including owned, non-owned or hired autos) having an available limit of at least \$1,000,000 each accident for bodily injury, death, property damage, with any fellow employee exclusion removed, and contractual liability; and (v) Umbrella/Excess Liability insurance with available limits of at least \$1,000,000 per occurrence and follow form of the underlying

Employer's Commercial General and Auto Liability insurance, and provide at least the same scope of coverages thereunder.

b. All insurance policies provided and maintained by the Performing Party and each subcontractor shall: (i) be underwritten by insurers which are rated A.M. Best "A- VII" or higher; (ii) specifically include Duke Energy and its directors, officers, employees, affiliates, and subcontractors as additional insureds, with respect to Performing Party's or its subcontractors' acts, omissions, services, products or operations, whether in whole or in part, excluding, however, for Worker's Compensation/Employer's Liability and E&O; (iii) be endorsed to provide, where permitted by law, waiver of any rights of subrogation against Duke Energy and its directors, officers, employees, affiliates and subcontractors; (iv) provide that such policies and additional insured provisions are primary with respect to the acts, omissions, services, products or operations of Performing Party or its subcontractors, whether in whole or in part, and without right of contribution from any other insurance, self-insurance or coverage available to Duke Energy and its affiliates; and (v) contain a standard cross liability clause and separation of insured and severability of interest provisions except with respect to the limits of the insurer's liability. Evidence of such coverage shall be provided via Performing Party's certificate of insurance furnished to Duke Energy prior to the start of any work, upon any policy replacement or renewal and upon Duke Energy's request. All insurance policies shall provide that the insurer will provide at least thirty (30) days' written notice to the Performing Party, who in turn shall provide at least thirty (30) days' written notice to Duke Energy prior to cancellation or non-renewal of any policy (or ten (10) days' notice in the case of non-payment of premium). Performing Party's compliance with these provisions and the limits of insurance specified herein shall not constitute a limitation of Performing Party's liability or otherwise affect Performing Party's indemnification obligations pursuant to this Agreement.

## 12. Default and Termination.

a. If Duke Energy determines, in its sole discretion, that the Performing Party has failed to comply with any term or condition in this Agreement, Duke Energy may terminate this Agreement immediately upon written notice by Duke Energy to the Performing Party. If this Agreement is so terminated, the Performing Party shall be liable to repay to Duke Energy all of the Reimbursements distributed to it under this Agreement.

b. If notified by Duke Energy in writing that it is in violation of any of the terms, conditions or provisions of this Agreement, and a default has occurred, and Duke Energy elects not to terminate the Agreement immediately pursuant to Section 12.a above, the Performing Party shall have thirty (30) days from the date of such notification to remedy the default or, if Duke Energy believes the remedy will take in excess of thirty days to complete, the Performing Party shall have thirty days to satisfactorily commence a remedy of the causes preventing its compliance and curing the default situation. Expiration of the thirty days and failure by the Performing Party to remedy, or to satisfactorily commence the remedy of, the default whether payment of funds has been fully or partially made, shall result in Duke Energy at its discretion, declining to make any further payments to the Performing Party, or in the termination of this Agreement by Duke Energy. If this Agreement is terminated, the Performing Party shall be liable to repay to Duke Energy all of the Reimbursements made to it under this Agreement.

c. If Performing Party becomes insolvent, or fails generally to pay its debts as they become due, or admits in writing its inability to pay its debts as they become due, or makes a general assignment for the benefit of creditors; commences any case, proceeding or other action seeking reorganization, arrangement, adjustment, liquidation, dissolution or composition of itself or its debts or assets, or adopts an arrangement with creditors, under any bankruptcy, moratorium, rearrangement, insolvency, reorganization or similar law of the United States or any state thereof for the relief of creditors or affecting the rights or remedies of creditors generally, Duke Energy may terminate this Agreement immediately upon written notice by Duke Energy to the Performing Party.

d. Upon receipt of notice of termination from Duke Energy, the Performing Party shall immediately stop work on the terminated portion of the Agreement unless otherwise directed by Duke Energy. If so requested by Duke Energy, the Performing Party shall provide to Duke Energy a report with supporting information describing the status of any Project as of the date of such termination.

e. No remedy herein conferred upon or reserved by Duke Energy is intended to be exclusive of any other available remedy, but each and every such remedy shall be cumulative and shall be in addition to every other remedy given under this Agreement or now or hereafter existing at law or in equity. No delay or omission to exercise any right or option accruing to Duke Energy upon any default by the Performing Party shall impair any such right or option or shall be construed to be a waiver thereof, but any such right or option may be exercised from time to time and as often as may be deemed expedient by Duke Energy.

13. Miscellaneous.

a. Assignability. Neither this Agreement nor any right, interest or obligation hereunder may be assigned by the Performing party without the prior written consent of Duke Energy, and any attempt to do so shall be null, void and ineffective.

b. Governing Law. The laws of the State of North Carolina shall govern this Agreement, except that the North Carolina conflict of law provisions shall not be invoked in order to apply the laws of any other state or jurisdiction.

c. Disputes. The Parties shall attempt to resolve any claims, disputes and other controversies arising out of or relating to this Agreement (collectively, "**Disputes**") promptly by negotiation between executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for administration of this Agreement. A Party may give the other Party written notice of a Dispute which has not been resolved in the normal course of business. Executives of both Parties shall meet at a mutually acceptable time and place, and as often as they reasonably deem necessary, to attempt to resolve the Dispute. All negotiations pursuant to this clause are to be deemed confidential and shall be treated as compromise and settlement negotiations for purposes of applicable rules of evidence. If the Dispute has not been resolved by negotiation within sixty (60) Days of the disputing Party's initial notice, then either Party may initiate litigation. Venue for any such action shall lie exclusively in the appropriate state or federal courts in and for the State of North Carolina. Performing Party and Duke Energy agree to relinquish and waive their rights to a trial by jury in any action brought hereunder.

d. Notices. All notices, requests, consents and other communications hereunder shall be in writing and shall be dispatched by nationwide overnight courier service, such as (without limitation) Federal Express, or by United States Certified Mail, Return Receipt Requested, postage prepaid, address to the parties as follows:

If to Duke Energy:

Duke Energy Carolinas, LLC  
400 S. Tryon Street  
14<sup>th</sup> Floor  
Charlotte, NC 28202  
Attn: Stacy Phillips

With a copy to: (which will not constitute as notice)

Duke Energy Carolinas, LLC  
550 S. Tryon Street  
45<sup>th</sup> Floor  
Charlotte, NC 28202  
Attn: Andre Rose, Deputy General Counsel

If to the Performing Party:

City of Hendersonville  
145 5<sup>th</sup> Avenue East  
Hendersonville, NC 28792  
Attn: Tom Wooten, Public Works Director

Notices under this Agreement shall be deemed given upon the earlier of the date of delivery or the date upon which delivery is refused. Any changes in the names or addresses set out in this Section 13.d, shall be through written notice in conformity with the requirements set forth herein.

e. Section Headings. The headings of the several sections of this Agreement are inserted solely for the convenience of reference and are not a part of and are not intended to govern, limit or aid in the construction of any term or provision of this Agreement.

f. Entire Agreement. This Agreement is the entire agreement between the parties hereto with respect to the subject matter hereof and supersedes all prior agreements between the parties. No claim of waiver, modification, consent or acquiescence with respect to any of the provisions of this Agreement shall be made against either party, except on the basis of a written instrument executed by and on behalf of such parties. The parties acknowledge and agree that the recitals provided above constitute an integral part of this Agreement and shall be given the same force and effect as any other provision in this Agreement.

g. Severability. If any provision of this Agreement or the application thereof to any person or circumstance shall be invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provisions to other persons or circumstances shall not be affected thereby and shall be enforced to the greatest extent permitted by law.

h. Other Parties. Nothing in this Agreement shall be construed as giving any person, firm, corporation or other entity, other than the parties hereto, any rights, remedy or claim under or in respect to this Agreement or any provision thereof.

i. No Waiver. Neither the failure of either party to exercise any power given such party hereunder or to insist upon strict compliance by the other party with its obligations hereunder, nor any custom or practice of the parties at variance with the terms hereof, shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

j. Survival. All of the warranties, covenants and representations of Performing Party, including, but not limited to Section 8, shall survive the termination of this Agreement.

**[Signatures on following page]**

**IN WITNESS WHEREOF**, each of the Parties has caused this Agreement to be executed by its duly authorized representative as of the date first above written.

**City of Hendersonville**

**Duke Energy Carolinas, LLC**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

By: \_\_\_\_\_  
Name: Melisa Johns \_\_\_\_\_  
Title: Vice President- Business and Product  
Development, Distributed Energy Technology

I hereby certify that this contract has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Date \_\_\_\_\_ 1/13/17

**Exhibit A**

**Project Descriptions**

Locations Approved by Duke Energy for Installation of Ports: Main Street or City Parking Lot

Quantity of Ports Awarded: 1

Funds Reserved: \$5,000

**Exhibit B**

**Project Location Maps**



The proposed location may be moved to another space in order to comply with the accessibility requirements.

JW  
1/13/2017

**Exhibit C**

**Accessibility Requirements**

(See Attached)



# ACCESSIBILITY

## for Public Charging Stations

### Governing Standards

As municipalities and businesses install publicly available plug-in electric vehicle (PEV) charging stations, an important design requirement is to ensure accessibility for disabled users. In the United States, the accessibility of public facilities is mandated by the Americans with Disabilities Act (ADA) and is generally governed by three standards:

- The International Building Code (IBC);
- The American National Standards Institute's (ANSI) Standard A117.1 "Accessible and Usable Buildings and Facilities;" and
- The U.S. Department of Justice (DOJ) 2010 ADA Standards for Accessible Design.

### ADA Guidance in North Carolina

Conversations with North Carolina city and county officials, as well as with accessibility code consultants at the North Carolina Department of Insurance (NC DOI), which is responsible for interpretation of North Carolina's building and related codes, have assisted in the development of the following guidelines. This is the best known guidance at this time for local officials and property owners who are preparing to install charging stations.

Public and private entities intending to install charging stations for public use have one major challenge: governing codes and standards do not yet specifically address PEV charging stations.

Some generic accessibility requirements for public infrastructure or services are easily assessed (for example, reach ranges for operable controls). However, the most common type of public charging is currently provided by adding charging hardware to an existing parking space. In many cases these new charging spaces are restricted for use by PEV owners. As a result, the primary purpose of the space



becomes fueling instead of parking. This can create confusion as to which accessibility requirements should apply and how they should be interpreted. While several requirements are simply undefined at this time, there are existing accessibility requirements for parking facilities that can be used as a guide.

### Applicable Codes

The codes and standards governing accessibility at a given facility can vary depending on which codes have been adopted by the applicable state or local jurisdiction and by the type of facility. Title II facilities are state or local government facilities, and Title III facilities are public accommodations and commercial facilities.

In North Carolina, the local Authority Having Jurisdiction (AHJ) is responsible for enforcement of the applicable requirements<sup>1</sup>:

- Title II and Title III facilities shall both comply with the 2012 ADA Standards<sup>2</sup> and the 2012 NC Building Code<sup>3</sup>, Chapter 11, which references the 2009 ANSI A117.1 Standard.

<sup>1</sup> NC Department of Insurance Access Update Newsletter, Vol. 3 Issue 2, August 2012

<sup>2</sup> Note that enforcement of the ADA Standards will be by the US DOJ

<sup>3</sup> The 2012 NC Building Code is the 2009 International Building Code with NC amendments



**Anticipating Code Updates**

Site owners must keep in mind that the accessibility code does not function in the same manner as most other codes with regard to updates. Construction that pre-dates a building code revision is typically “grandfathered” in compliance with the code that was in effect at the time of construction. Instead, as the accessibility code is updated, facilities are generally required to upgrade to the current standard. It may be more cost effective to proactively provide accessible charging stations to reduce legal liability, and because future retrofits could cost significantly more than enhanced construction in the present.

The requirements and recommendations described herein are provided as guidance only – official compliance for any electric vehicle

Charging station installations may also be governed by regulations found in a local zoning ordinance or unified development ordinance.

The requirements and recommendations described herein are provided as guidance only – official compliance for any electric vehicle charging station is subject to the code enforcement of the local AHJ, which may be supported by a formal interpretation from the NC DOI. Where available, specific code references are provided.

**Site Design**

Electric vehicle charging hardware is technically referred to as “electric vehicle supply equipment,” or EVSE. For simplicity this document refers to parking spaces served by EVSE as “charging spaces,” and uses “charging hardware” to refer specifically to the EVSE and not to the charging space as a whole.

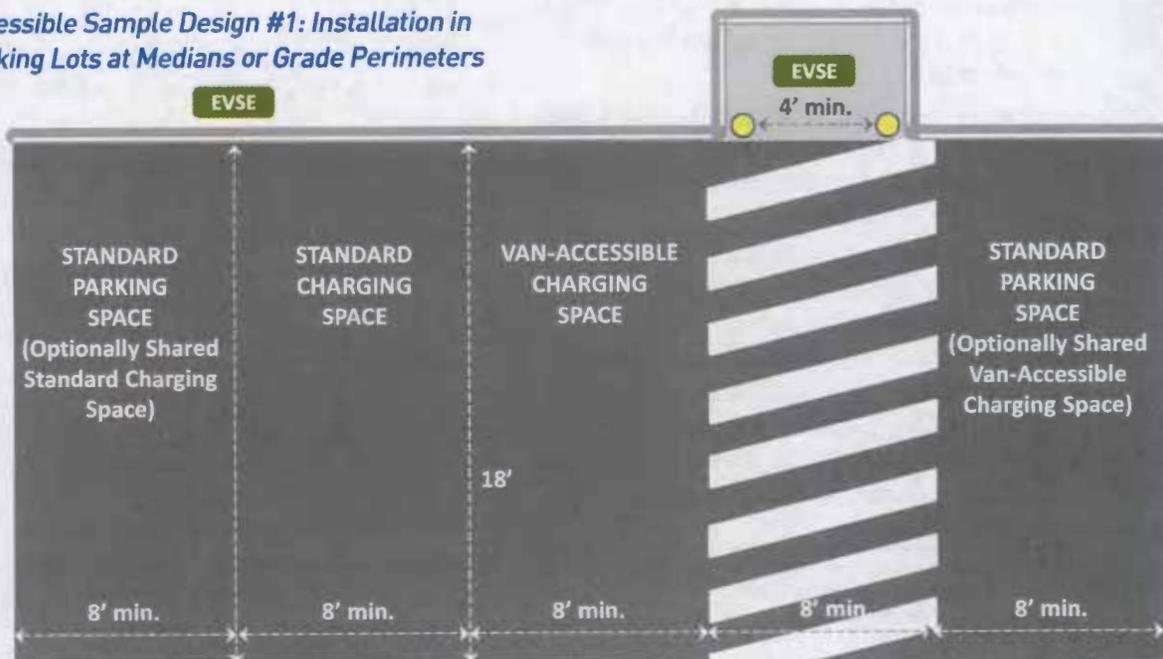
**Number of Accessible Charging Spaces**

On a given site the NC DOI views a contiguous group of charging spaces as a distinct parking facility, as described in NC Building Code (NCBC) 1106.1. Although there are no explicit requirements at this time for the number of charging spaces that must be accessible, it is recommended to follow the requirements for standard and van-accessible parking spaces presented in NCBC Table 1106.1 and Section 1106.5 (see Table 1).

Table 1.

Total Charging Spaces	Total Accessible Charging Spaces	Van-Accessible Charging Spaces
1-25	1	1
26-50	2	1
51-75	3	1
76-100	4	1
101-150	5	1
151-200	6	1
201-300	7	2

**Accessible Sample Design #1: Installation in Parking Lots at Medians or Grade Perimeters**



● Optional protective bollard    EVSE EV Supply Equipment (charging hardware) may be oriented as appropriate

The first charging space that is installed should be sized for van-accessibility. A second accessible charging space is recommended when the 26th charging space is installed, and that second accessible charging space should be sized as a standard (non-van) accessible space. At least one space should be sized for van-accessibility out of every six accessible charging spaces that are present (1:6).

In some designs, a facility owner may install charging hardware such that it can be shared by a standard charging space and an accessible charging space. Such installations may be interpreted as satisfying the requirement for accessible charging spaces.

In multi-level parking structures, all charging spaces may be allowed to be located on one level. In parking facilities for buildings with multiple accessible entrances, charging spaces are not required to be dispersed. However, if charging spaces are provided in multiple locations for buildings with multiple accessible entrances, then accessible charging spaces must be provided at each location.

There is an exception to NCBC 1106.1 for certain types of fleet vehicle and motor pool parking facilities where lots accessed by the public are provided with an accessible passenger loading zone. Accessible passenger loading zones are addressed in NCBC 1106.7 and ANSI 503, where the basic requirements include a pull-up space that is a minimum eight feet wide by 20 feet long with an adjacent access aisle that is a minimum five feet wide by 20 feet long, marked so as to discourage parking in the aisle.

### Layout of Accessible Charging Spaces

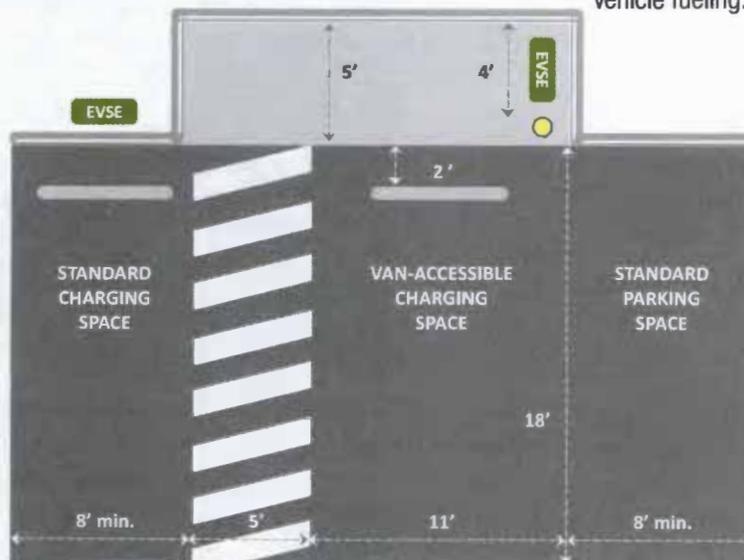
Layout and dimensions of accessible parking spaces are defined in ANSI 502. Accessible charging spaces should follow the same guidelines, namely that the first charging space, sized for van-accessibility, be a minimum 11 feet wide with an adjacent access aisle that is a minimum five feet wide. Alternately, the van-accessible parking space may be eight feet wide if the adjacent access aisle is at least eight feet wide, but the standard 11 foot width is preferred to provide more flexibility to the driver for positioning of the vehicle.

Any standard (non-van) accessible stalls must be a minimum eight feet wide with an adjacent access aisle that is at least five feet wide. In both cases, the minimum length of the parking spaces should be 18 feet. Note that local ordinances may require a longer space.

### Accessible Routes

While the primary purpose of a charging space is vehicle fueling, it is also reasonable to expect that drivers may want to use a particular charging station due to its association with a specific building on a site. NCBC 1104.2 requires that at least one accessible route connect accessible buildings and other accessible elements or spaces that are on the same site.

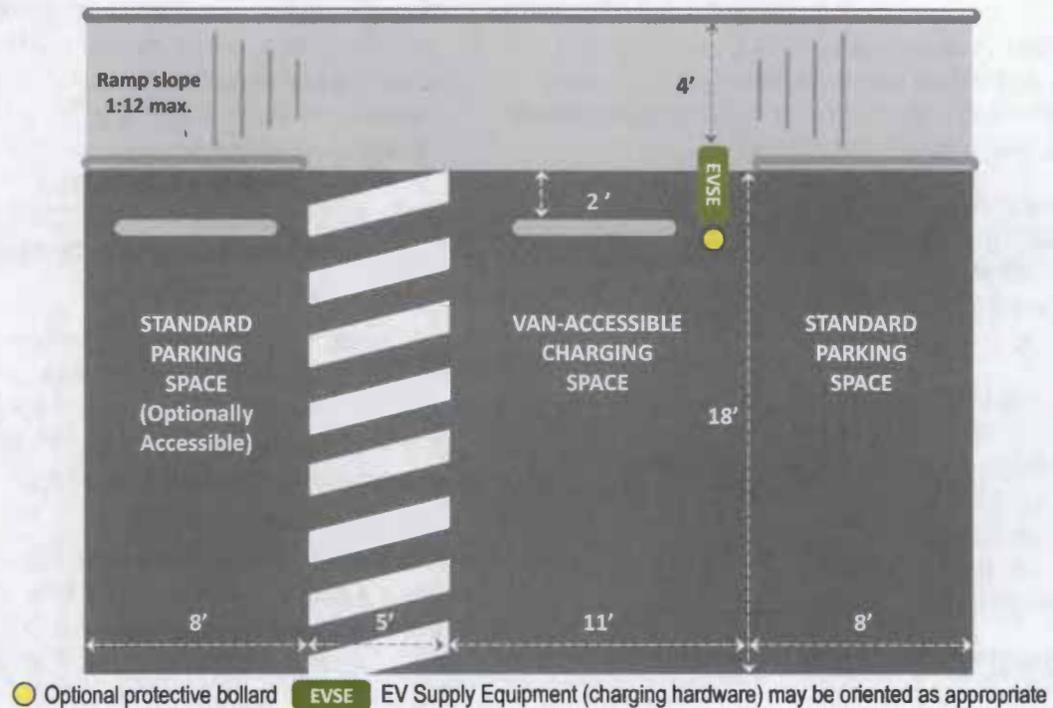
While accessible parking spaces must be on the shortest accessible route to the associated building entrance, accessible charging spaces may be on a longer route, because the primary purpose of the charging space is vehicle fueling.



**Accessible Sample Design #2:**  
Installation in Parking Lots at  
Medians or Grade Perimeters

● Optional protective bollard EVSE EV Supply Equipment (charging hardware) may be oriented as appropriate

**Accessible Sample Design #3: Installation in Parking Lots at Sidewalk Boundaries**



Note that NCBC 1104 requires an accessible route to be a fixed, firm, non-slip path of travel that is a minimum 48" wide, which exceeds the requirement in ANSI 403.5 for a 36" minimum width. Other key requirements for accessible routes include:

- A maximum running slope of 1:20 and maximum cross slope of 1:48, specified in ANSI 403.3.
- Any ramps or curb ramps present on an accessible route must comply with ANSI 405 and 406, respectively.

The addition of charging spaces to an existing parking facility will generally be interpreted as new construction, not an alteration. As a result, exceptions to the requirement for an accessible route due to disproportionality of costs are unlikely to be available unless they result from interpretation by the AHJ and/or NC DOI.

Parking facilities not associated with a specific building must provide an accessible route from the accessible charging space to an accessible pedestrian entrance to the parking facility per NCBC 1104.2.

While any requirement for an accessible route from an accessible charging space to an associated building may be subject to interpretation, it is clear that there must be an accessible route between the charging space and the charging hardware. The goal: ensure that once a PEV is maneuvered into the space, the driver can connect the charging cord to the vehicle charging inlet. It is acceptable for the driver to place the charging cord in or along that accessible route for the duration of the charging process.

However, charging stations should be positioned in such a manner that their cords WILL NOT block any sidewalk or obstruct any other accessible route while the cord is connected to a vehicle. It is possible that designs may be required to prevent or restrict such an impediment, especially if the accessible route (or access aisle, if applicable) serves a function or pathway beyond access to the charging hardware itself, e.g. complementary access to a building entrance or to a public way.

### Availability for Use

It is not recommended to mark accessible charging spaces for the use of only disabled-marked vehicles because:

- The primary purpose of charging spaces is vehicle fueling; and
- The installation of accessible charging spaces does not reduce the number of required accessible parking spaces at the same site.

This model is similar to the provision of accessible hotel rooms governed by NCBC 1107.6, where accommodation is available for, but not limited to, use by disabled patrons. Charging station owners may choose to install signage that indicates "accessible priority" at accessible charging spaces, guiding non-disabled users to park in any available standard charging space before using an accessible charging space. Should the owner decide to mark accessible charging stalls for the use of disabled-marked vehicles only, NCBC 1110 and ANSI 502.7 define the related requirements.

Charging station owners may or may not choose to restrict the use of charging spaces to specific types of vehicles (e.g. PEVs only). Municipal station owners may establish ordinances defining the legal use of public charging spaces as well as the potential penalties for improper use, and commercial owners may define similar policies that are enforced at their discretion.

Finally, a site owner may choose to install charging hardware at a marked-accessible parking space, or to install charging hardware such that it can be shared between a marked-accessible parking space and another charging space. In such cases, the primary purpose of the marked space would remain the parking of disabled-marked vehicles. Such installations may be interpreted as satisfying the requirement for accessible charging spaces. In such cases, the NC DOI recommends that signage be provided to clarify that charging is not required in order to use the space. For example, "Accessible Parking. EV Charging is an Accessory Use" Or "EV Charging Optional."

### Charging Station Installation

#### Mounting Surface

The charging hardware may be mounted on a pedestal or attached to a pole, a wall or another vertical surface. Regardless of mounting style, the base should be at the same elevation as the parking surface, i.e. at street level. This significantly improves the ability to establish an accessible route from the hardware to the vehicle.

Consider alternatives for the orientation of the charging hardware. Depending on the charging space layout, the location of the access aisle and the associated accessible route, achieving accessibility may be more feasible by orienting the charging hardware at 45, 90 or 180 degrees to the charging space.

#### Operational Standards

Fuel dispensers are required to comply with ANSI 309 "Operable Parts" which includes three key elements:

1. Charging hardware must be installed with a clear floor space as defined in ANSI 305. A frontal approach on an accessible route will satisfy the typical clear floor space requirement (30" wide and 48" long), but the dimensions will vary if the approach is from the side (parallel), if the hardware is in an alcove, or if there are surrounding obstructions.
2. Operable parts must comply with the reach ranges specified in ANSI 308. The default unobstructed range of 15" minimum to 48" maximum applies to the charging connector at the end of the cord as well as to other operable controls on the charging hardware. Note that the 2011 National Electrical Code (NEC) Section 625 "Electric Vehicle Supply Equipment" requires minimum connector heights of 18" for indoor installations and 24" for outdoor installations, so compliance with the NEC should satisfy the minimum reach requirement for accessibility. The NEC maximum allowed height for the connector is also 48". When hardware controls include the use of a display screen it is recommended

that owners assess the visibility of the display from a wheelchair seated position. ANSI 707.7 addresses display screens for Automatic Teller Machines and Fare Machines by requiring that the screen be visible from a point located 40" above the center of the clear floor space in front of the machine. That specification could be used as a model for assessing display screens on charging hardware if desired.

- Gas pump nozzles are explicitly exempted from the maximum activating force requirement. This exemption may be interpreted to apply to electric charging connectors as well. This will likely only be a concern for high-power charging equipment.

Note that ANSI 707 "Automatic Teller Machines (ATMs) and Fare Machines) may apply to charging stations if they incorporate hardware and controls for assessing fees for the use of the charging space.

### Protection

Curbs, bollards and wheel stops may be used to protect the charging hardware and/or delineate an accessible route. However, any of these protection devices may also obstruct access, introduce a trip hazard or make it more difficult to establish an accessible route from the charging space to the charging hardware.

It is recommended to simply install the minimum protection required.

### Examples

#### Accessible Parking at a Public Library



Figure 1. Accessible public charging station at the Durham County Main Library, Durham, NC.

Several key design features are visible in Figure 1, which is a photograph of public charging stations at a county library:

- Provision of a van-accessible charging space (eight foot wide space with adjacent access aisle greater than eight feet wide)
- Provision of an accessible route from the parking space to the charging hardware that is greater than 48" in width
- Mounting of the charging hardware at street level and set back from the original curb line
- Mounting of the charging hardware such that it is not in the direct line of vehicle travel to reduce the need for protection by bollards
- Installation of bollards no closer than four feet to each other to avoid obstructing the accessible route
- Connection to an accessible route, from the charging space to the nearest entrance of the library, which is approximately 50 feet longer than the route from the farthest existing ADA-marked parking space at the site

Wheel stops were placed four feet from the curb to indicate an accessible route to the front of a parked vehicle. In retrospect, these wheel stops may be unnecessary, with omission providing drivers greater flexibility for vehicle positioning.

**Accessible Parking at a Human Services Facility**



*Figure 2. Charging stations at the Durham County Human Services Complex, Durham, NC*

Figure 2 shows the side view across charging spaces at a county human services facility. This installation uses the same design shown in Sample Design #1. While wheel stops can preserve an accessible route at the front of the charging space, note that omitting them gives drivers more flexibility in the ideal positioning of their vehicle.

**Over-Protection Should be Avoided**



*Figure 3. Over-protection can hinder accessibility of charging stations.*

Figure 3 shows charging hardware that has been installed with a two foot curb extension, protective bollards and wheel stops. Despite the adjoining access aisle and the sidewalk's generous width of nearly six feet, this charging hardware may not be deemed accessible due to the protective elements creating obstruction to the space. Furthermore, the space length has been reduced to less than 13 feet from the wheel stop to the end of the stripe, which may only accommodate compact vehicles.

**On-Street Accessible Parking is Challenging**



*Figure 4. On-street van-accessible parking requires lots of adjacent space.*

Figure 4 shows an example of van-accessible on-street parking. This space does not include PEV charging at this time, and would likely require additional curb removal at the front of the space to accommodate access to the charging hardware. Figure 4 illustrates the large amount of adjacent space required for an access aisle in this configuration. Typical adjoining sidewalks on existing streets may not be wide enough to accommodate this type of installation.



## References

The national accessibility standards may be found online in several formats:

- ANSI Standard A117.1-2009 “Accessible and Usable Buildings and Facilities”
  - Viewable online (with no fee) at: [http://publiccodes.cyberregs.com/icc/ansi/2009/a117p1/icc\\_ansi\\_2009\\_a117p1\\_cover.htm?bu=IC-P-2009-000025](http://publiccodes.cyberregs.com/icc/ansi/2009/a117p1/icc_ansi_2009_a117p1_cover.htm?bu=IC-P-2009-000025)
  - Available for purchase in pdf, CD-ROM or soft cover format at: <http://www.iccsafe.org/Store/Pages/Product.aspx?id=9033S09>
- DOJ 2010 ADA Standards for Accessible Design
  - Available for download in pdf or html formats, along with companion guidance manual, at: [http://www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm)

Advanced Energy performed a national survey of EVSE-related accessibility guidelines and regulations as part of the research and discussion to establish requirements and recommendations for North Carolina. Two references stand out as key sources of information for any entity intending to address accessibility:

- “EV Project: Accessibility at Public EV Charging Locations”
  - Available at [http://www.theevproject.com/downloads/documents/EV Project - Accessibility at Public EV Charging Locations \(97\).pdf](http://www.theevproject.com/downloads/documents/EV%20Project%20-%20Accessibility%20at%20Public%20EV%20Charging%20Locations%20(97).pdf)
- “Electric Vehicle Infrastructure: A Guide for Local Governments in Washington State”
  - Available at <http://www.psrc.org/transportation/ev/model/guidance>



## Acknowledgements

This document was made possible by the generous provision of advice and information from representatives of:

- The City of Raleigh, N.C.
- The Inspections Department and Sustainability Office of the City and County of Durham, N.C.,
- The N.C. Department of Insurance.



## Disclaimer

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**NCAPEV**  
TASKFORCE



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Tammie Drake

**Department:** Admin

**Date Submitted:** 01.31.17

**Presenter:**

**Date of Council Meeting to consider this item:** 02.09.17

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 05e

At your meeting of January 5, 2017, the Council agreed to accept the donation of 5.67 acres of land adjacent to Mud Creek from the Housing Assistance Corporation.  
Attached is a resolution formally accepting the property.

Budget Impact: \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget?  N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move City Council to adopt the resolution accepting the donation of property from the Housing Assistance Corporation.

**Attachments:**

Resolution

**RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL ACCEPTING THE DONATION OF  
PROPERTY FROM THE HOUSING ASSISTANCE CORPORATION**

Whereas: The Housing Assistance Corporation is a private, non-profit organization committed to providing safe and affordable housing for persons of limited income living in Henderson County and surrounding areas since 1988, and

Whereas: The Housing Assistance Corporation was granted a special use permit for "Oklawaha Village", a project located on North Main Street; and

Whereas: The Housing Assistance Corporation has donated Lot 23 comprised of approximately 5.67 acres located in the flood plain adjacent to Mud Creek, to the City of Hendersonville; and

Whereas: North Carolina General Statutes §160-A-240.1 authorizes the City to acquire by gift or any other lawful method, real or personal property for use by the City, and

Whereas: The City gratefully accepts this donation on behalf of its citizens, to provide additional green space for the public's use and compliment the Oklawaha Greenway.

Now, Therefore, Be It Resolved by the City Council of the City of Hendersonville, to accept the donation of 5.67 acres of land from the Housing Assistance Corporation.

Adopted this ninth day of February 2017.

\_\_\_\_\_  
Barbara G. Volk, Mayor

Attest:

\_\_\_\_\_  
Tammie K. Drake, City Clerk

Document2



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 1/29/2017

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05f

The City of Hendersonville, via Hendersonville Community Development Department, currently owns a long narrow tract of property on the North side of Ashe Street adjacent to the railroad. A portion of this property is use by the Henderson County Boys and Girls Club for parking. The Boys and Girls Club (Club) is proposing to expand their campus to allow them to serve their growing membership and will need to provide additional parking for staff and parents. In order to meet the City's parking requirements, the Club will need additional City property and I am proposing that the City of Hendersonville transfer 0.465 acres of property, which includes the current leased tract, to the Hendersonville Boys and Girls Club for parking. The transfer would be under the condition that if the Boys and Girls Club ceases to exist the property would revert back to the City of Hendersonville.

I am proposing to transfer the property to the Club due to the fact that they will be required to make significant parking lot improvements to property they do not own. The transfer of property to a nonprofit entity providing a public purpose by private sale is authorized by N.C. General Statute 160A-279. The sale must be approved by resolution and notice summarizing the sale must be published once after resolution adoption and no sale shall be consummated until 10 days after publication.

**Budget Impact:** \$ NA Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move City Council to approve the resolution to transfer 0.465 acres of property to the Henderson County Boys and Girls Club for the amount of \$100.00 with the condition that if the Club ceases to exist the property reverts back to the City of Hendersonville.

## Attachments:

Proposed Resolution  
Map of Property  
Map of Parking Lot

**A RESOLUTION APPROVING THE TRANSFER OF REAL PROPERTY TO  
THE BOYS AND GIRLS CLUB OF HENDERSON COUNTY**

WHEREAS, the City of Hendersonville is the owner of certain real property, hereinafter referred to as "the Real Property," which is more particularly described as follows:

That 0.465 acre tract described in that deed recorded in Deed Book 585 at page 436, Henderson County registry, and designated as PIN 9569815524

WHEREAS, the Boys and Girls Club of Henderson County, hereinafter referred to as "the Club," a charitable organization whose purpose is to benefit the youth of Hendersonville and Henderson County is proposing to expand their campus to allow them to serve their growing membership and is in need of property to meet the City's parking requirements to provide additional parking for staff and parents; and

WHEREAS, the City of Hendersonville agrees to transfer 0.465 acres of property to the Club for parking under the condition that if the Boys and Girls Club ceases to exist the property will revert back to the City of Hendersonville; and

WHEREAS, the transfer of property to a nonprofit entity providing a public purpose by private sale is authorized by N.C. General Statute 160A-279; and

WHEREAS, it is deemed to be in the interest of the City of Hendersonville and its citizens to transfer this property to the Club and thereby further the work of the Club; and

NOW, THEREFORE, it is hereby RESOLVED by the City Council of the City of Hendersonville as follows:

The City Manager is empowered and directed to execute all documents necessary to transfer the Real Property described herein to the Club in accordance with this resolution an N.C. General Statute 160A-279.

Adopted this ninth day of February 2017.

\_\_\_\_\_  
Barbara G. Volk, Mayor

ATTEST:

\_\_\_\_\_  
Tammie K. Drake, City Clerk

PLANNING DIRECTOR  
FOR THE CITY OF HENDERSONVILLE, N.C.  
DATE: \_\_\_\_\_

PLANNING DIRECTOR

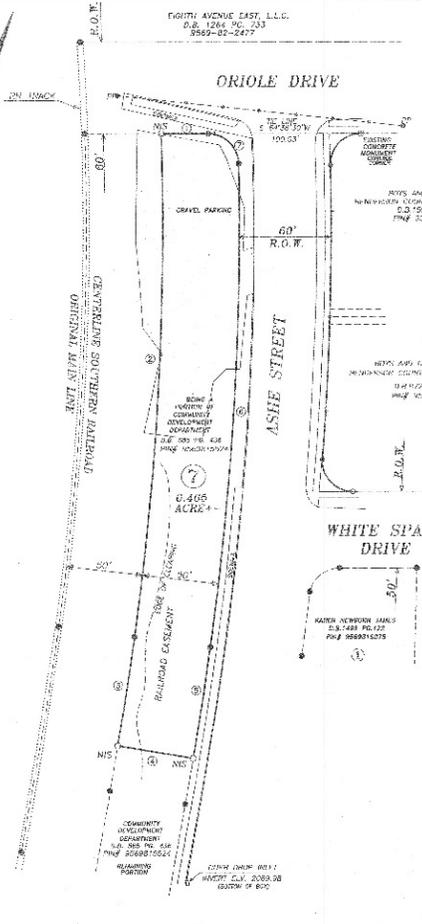
**CALL TABLE**

COURSE	BEARING	DISTANCE
1	S 64°38'50"W	30.58'
RAD: 1934.34' TAN: 165.71' LEN: 330.61' DELTA: 9°47'34"		
2	S 22°24'07"E	330.21'
RAD: 2506.85' TAN: 30.10' LEN: 72.19' DELTA: 1°38'41"		
3	S 16°42'00"E	72.19'
RAD: 2616.85' TAN: 36.80' LEN: 73.60' DELTA: 1°36'41"		
4	N 74°08'21"E	50.00'
5	N 18°42'00"W	73.60'
RAD: 1994.34' TAN: 159.30' LEN: 317.92' DELTA: 9°10'47"		
6	N 22°05'45"W	317.92'
RAD: 20.00' TAN: 19.54' LEN: 30.85' DELTA: 88°39'35"		
7	N 71°01'32"W	27.85'

State of North Carolina  
County of \_\_\_\_\_  
I, \_\_\_\_\_, Register of Deeds,  
do hereby certify that this map or plan is correct and that the same  
is offered in accordance with the requirements of the laws of North Carolina  
relating to the recording of maps or plans.

REGISTER OF DEEDS  
Not for registration on this \_\_\_\_\_ day of \_\_\_\_\_  
at \_\_\_\_\_ and returned as per made.

- LEGEND**
- EXISTING CORNER MONUMENT AS NOTED
  - NEW IRON PIPE SET OR AS NOTED
  - CONCRETE MONUMENT AS NOTED



**PLAN OF MINOR SUBDIVISION FOR THE BOYS AND GIRLS CLUB OF HENDERSON COUNTY / HENDERSONVILLE, INC.**

BEING A PORTION OF LOT 7 BLOCK 5 OF GREEN MEADOW SUBDIVISION

CITY OF HENDERSONVILLE  
HENDERSONVILLE TOWNSHIP  
HENDERSON COUNTY  
NORTH CAROLINA  
JANUARY 26th, 2017

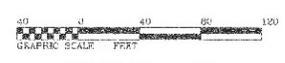
I, STACY KENT RHODES, a PROFESSIONAL LAND SURVEYOR, certify that this survey complies with the provisions of the laws of the State of North Carolina that relate to the subdivision of land and that the same is a correct and true representation of the actual conditions on the ground.

Stacy Kent Rhodes  
PROFESSIONAL LAND SURVEYOR



I, STACY KENT RHODES, a PROFESSIONAL LAND SURVEYOR, certify that this plan was drawn under my supervision and that I am a duly licensed and qualified professional land surveyor. I have personally supervised the work shown on this plan and I am a duly licensed and qualified professional land surveyor. I have personally supervised the work shown on this plan and I am a duly licensed and qualified professional land surveyor.

- NOTES:**
- AREA DETERMINED BY COORDINATE COMPUTATION.
  - THE CURRENT OWNER OF RECORD IS THE COMMUNITY DEVELOPMENT DEPARTMENT AS PER D.E. SKI, P.L. 125.
  - AREA INCLUDES ANY AND ALL PORTIONS OF PROPERTY UNDER RIGHTS OF WAY AND/OR EASEMENTS, EITHER ACQUIRED OR CLAIMED.



<p><b>REFERENCES:</b></p> <p>PLAN: 08-288, PG. 4, 5 08-282, PG. 178 P.C. C. SLIDE 289 P.C. C. SLIDE 280A TAX MAP REFERENCE: SEE ABOVE SCREEN FILE: 07-0319L DWG FILE: 07-0319L</p> <p><b>REVISIONS:</b></p>	<p><b>VICINITY MAP (NTS)</b></p>	<p><b>SURVEY BY</b> STACY KENT RHODES NC PLS 2859</p> <p><b>WAGONER &amp; HERBES</b> LAND SURVEYORS, P.L.L.C. 502 SOUTH DREY STREET HENDERSONVILLE, NORTH CAROLINA 28752 PHONE: (919) 487-1592 FAX: (919) 487-4010</p>
<p>DATE: JANUARY 26th, 2017</p>		<p>DRAWN BY: SKR/DKS JOB NUMBER: 07-0319</p>

I, \_\_\_\_\_, PLANNING DIRECTOR  
FOR THE CITY OF HENDERSONVILLE, HEREBY  
CERTIFY THAT THIS PLAT CONFORMS WITH  
APPLICABLE CITY ZONING AND SUBDIVISION  
ORDINANCE REGULATIONS.

PLANNING DIRECTOR \_\_\_\_\_  
DATE \_\_\_\_\_

**CALL TABLE**

COURSE	BEARING	DISTANCE
1	S 64°38'30"W	30.58'
RAD.: 1934.34' TAN.: 165.71' LEN.: 330.61' DELTA: 9°47'54"		
2	S 22°24'07"E	330.21'
RAD.: 2566.85° TAN.: 36.10' LEN.: 72.19' DELTA: 1°36'41"		
3	S 16°42'00"E	72.19'
4	N 74°06'21"E	50.00'
RAD.: 2616.85° TAN.: 36.80' LEN.: 73.60' DELTA: 1°36'41"		
5	N 16°42'00"W	73.60'
RAD.: 1984.34° TAN.: 159.30' LEN.: 317.92' DELTA: 9°10'47"		
6	N 22°05'45"W	317.58'
RAD.: 20.00° TAN.: 19.54' LEN.: 30.95' DELTA: 88°39'55"		
7	N 71°01'33"W	27.95'

State of North Carolina  
County of \_\_\_\_\_

I, \_\_\_\_\_, Review Officer of \_\_\_\_\_ County,  
certify that the map or plat to which this certification  
is affixed meets all statutory requirements for recording.  
Date \_\_\_\_\_ Review Officer: \_\_\_\_\_

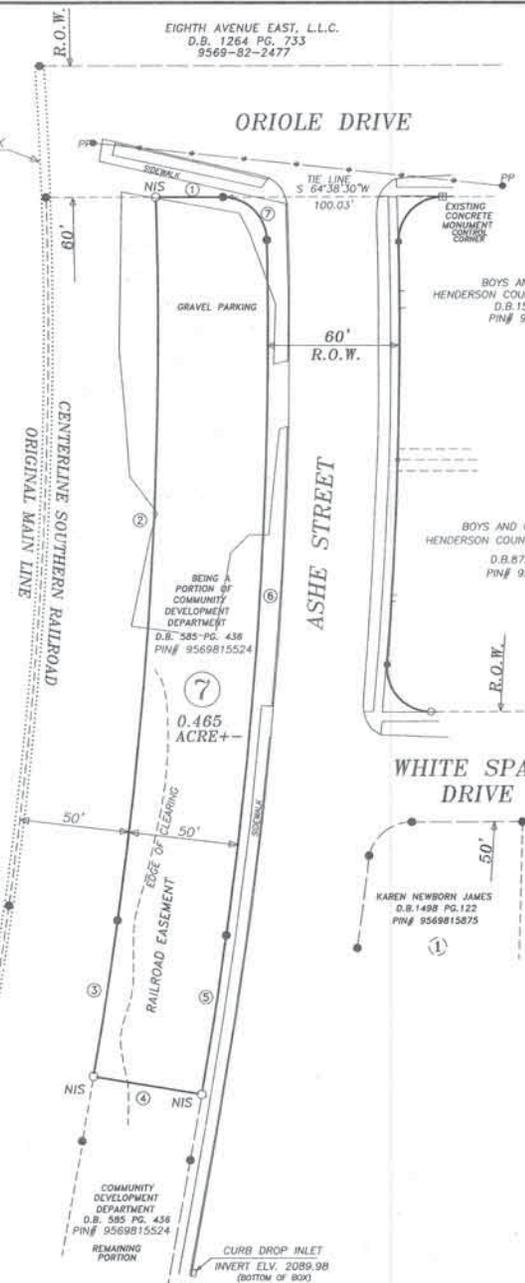
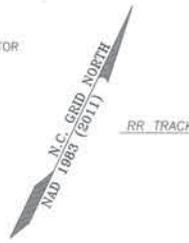
REGISTER OF DEEDS

Filed for registration on the \_\_\_\_\_ day of \_\_\_\_\_  
at \_\_\_\_\_ and recorded on plat slide \_\_\_\_\_

REGISTER OF DEEDS

**LEGEND**

- ⊙ EXISTING CORNER MONUMENT AS NOTED
- ⊖ NEW IRON PIPE SET OR AS NOTED
- COMPUTED POINT—NOT STAKED
- ⊠ CONCRETE MONUMENT AS NOTED



**PLAT OF MINOR  
SUBDIVISION FOR THE  
BOYS AND GIRLS CLUB OF  
HENDERSON COUNTY / HENDERSONVILLE, INC.**

BEING A PORTION OF LOT 7 BLOCK 5 OF  
GREEN MEADOW SUBDIVISION

**CITY OF HENDERSONVILLE  
HENDERSONVILLE TOWNSHIP  
HENDERSON COUNTY  
NORTH CAROLINA**

**JANUARY 26th, 2017**

I, STACY KENT RHODES, a PROFESSIONAL LAND SURVEYOR, certify that this survey creates a subdivision of land within the area of a county or municipality that has an ordinance that regulates parcels of land (G.S. 47-30(1)(1)(a))

*Stacy Kent Rhodes*  
PROFESSIONAL LAND SURVEYOR



I, STACY KENT RHODES, a PROFESSIONAL LAND SURVEYOR, certify that this plat was drawn under my supervision from an actual survey made under my supervision (deed description recorded in Book AS, Page SHOWN); that the boundaries not surveyed are clearly indicated drawn from information found in Book AS, Page SHOWN; that the ratio of precision as calculated is 1/\_\_\_\_\_, 10,000\_\_\_\_\_; that this plat was prepared in accordance with G.S. 47-30 as amended. Witness my original signature, registration number and seal, this 26th day of JANUARY, A.D. 20 17

*Stacy Kent Rhodes*  
PROFESSIONAL LAND SURVEYOR

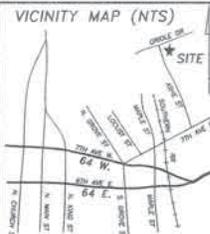
**NOTES:**

1. AREA DETERMINED BY COORDINATE COMPUTATION.
2. THE CURRENT OWNER OF RECORD IS THE COMMUNITY DEVELOPMENT DEPARTMENT AS PER D.B. 585, PG. 436.
3. AREA INCLUDES ANY AND ALL PORTIONS OF PROPERTY UNDER RIGHTS OF WAY AND/OR EASEMENTS, EITHER ACQUIRED OR CLAIMED.



SCALE 1" = 40'

REFERENCES:  
DEED: D.B. 585 PG. 436  
D.B. 872 PG. 567  
D.B. 1550 PG. 178  
PLAT: P.C. C SLIDE 289  
P.C. C SLIDE 288A  
TAX ID REFERENCE:  
SEE ABOVE  
SCREEN FILE: 07-031PL  
DWG FILE: 07-031PL  
REVISIONS:



SURVEY BY  
**STACY KENT RHODES**  
NC PLS 2959

**WAGGONER & RHODES**  
LAND SURVEYORS, PLLC.  
NC FIRM #C-1129  
545 SOUTH GROVE STREET  
HENDERSONVILLE, NORTH CAROLINA 28792  
PHONE: (828) 893-1022  
FAX: (828) 893-4019

DATE: JANUARY 26th, 2017 DRAWN BY: SKR/DKS JOB NUMBER: 07-031G





# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brent Detwiler

**Department:** Engineering

**Date Submitted:** 2/1/17

**Presenter:** Brent Detwiler

**Date of Council Meeting to consider this item:** 2/9/17

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05g

On January 23, 2017, informal bids were received for the Mud Creek Bank Stabilization Project. The project consists of the installation of approximately 100 linear feet of bioengineering geolifts, live staking, grading, seeding and erosion protection and sedimentation control measures. The construction is located along Mud Creek near the N Main Street bridge, and it will stabilize the streambank, prevent further bank erosion and protect the existing 27-inch clay sanitary sewer. Disturbance to the nearby greenway will be minimized and the work will be coordinated closely with staff. The engineer's estimate for this project is \$23,590.00. Four (4) bids were received with the following results.

Penland Contracting Co., Inc. - \$29,311.00  
Haywood Grading & Excavating - \$31,980.00  
Baker Grading & Landscaping, Inc. - \$44,760.00  
South Core Environmental - \$50,070.00

City staff and our consulting engineer, Wildlands Engineering, has reviewed each bid for completeness and accuracy. As a result of this review, City staff hereby recommends the award of said project to Penland Contracting Co, Inc. of Franklin, NC (NC Contractor License No. 4431), the lowest responsive and responsible bidder, in the amount of \$29,311.00. The engineer's estimate as well as a bid tabulation showing all the bids and unit prices is attached for your reference. Please let me know if you have any questions or require additional information regarding this project.

**Budget Impact:** \$ 29,311.00 Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

Budget amendment provided

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to authorize the City Manager to award and execute the contract for the construction of the Mud Creek Bank Stabilization Project to Penland Contracting Co., Inc., the lowest responsive and responsible bidder, in the amount of \$29,311.00; as presented and recommended by staff.

## Attachments:

Engineer's Estimate, Bid Tabulation

**Engineer's Estimate (12/21/16)**

Project: Mud Creek Bank Stabilization - City of Hendersonville  
 Design Firm: Wildlands Engineering, Inc.  
 Design Engineer: Andrew Bick, PE

Pay Item	Description	Quantity	Unit
1	Mobilization and Demobilization	1	LS
2	Bank Grading w/ stone toe	51	LF
3	Geolift*	100	LF
4	Silt Fence	140	LF
5	Erosion Control Matting	120	SY
6	Live Stakes	120	ST
7	Temporary Seeding	0.3	AC
8	Permanent Seeding - Riparian Seed and Mulch	0.3	AC
9	Signage, Barricades, Flaggers for Protection of Public	1	LS
Add Alt 1	Import Soil for Geolifts	50	CY

Engineer's Opinion of Probable Cost	
Unit Price	Extended Total
\$ 3,000.00	\$ 3,000.00
\$ 40.00	\$ 2,040.00
\$ 150.00	\$ 15,000.00
\$ 3.00	\$ 420.00
\$ 5.00	\$ 600.00
\$ 2.50	\$ 300.00
\$ 500.00	\$ 160.00
\$ 1,000.00	\$ 320.00
\$ 500.00	\$ 500.00
<b>Base Bid</b>	<b>\$ 22,340.00</b>
\$ 25.00	\$ 1,250.00
<b>Total</b>	<b>\$ 23,590.00</b>

I hereby certify that the engineer's estimate contained herein was prepared by me or under my direct supervision.

Signed, sealed, and dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016 by

**Notes:**

The Engineer has no control over the cost of labor, materials, equipment, or the Contractor's methods of determining prices, or competitive bidding, or market conditions. Opinions of probable costs herein are based on the information known to the Engineer at the time the estimate was prepared and represent the Engineer's judgment as a design professional familiar with the

\*Geolift bid item includes all foundational materials (Stone Toe), coir matting, vegetation, materials for individual lifts, and installation over the full height of the bank.

**Bid Tabulation**

Project: Mud Creek Bank Stabilization - City of Hendersonville  
 Design Firm: Wildlands Engineering, Inc.  
 Design Engineer: Andrew Bick, PE  
 Bid Date & Time: January 23, 2017; 2:30 PM

Pay Item	Description	Quantity	Unit	South Core Environmental		Randy Hall (Haywood Grading)		Baker Grading & Landscaping		Penland Contracting Co.	
				Unit Price	Extended Total	Unit Price	Extended Total	Unit Price	Extended Total	Unit Price	Extended Total
1	Mobilization and Demobilization	1	LS	\$ 4,000.00	\$ 4,000.00	\$ 2,960.00	\$ 2,960.00	\$ 3,000.00	\$ 3,000.00	\$ 3,500.00	\$ 3,500.00
2	Safety Fence and Signage	1	LS	\$ 1,200.00	\$ 1,200.00	\$ 300.00	\$ 300.00	\$ 150.00	\$ 150.00	\$ 3,300.00	\$ 3,300.00
3	Silt Fence	140	LF	\$ 5.00	\$ 700.00	\$ 4.00	\$ 560.00	\$ 1.00	\$ 140.00	\$ 7.00	\$ 980.00
4	Erosion Control Matting	120	SY	\$ 5.25	\$ 630.00	\$ 47.50	\$ 5,700.00	\$ 4.50	\$ 540.00	\$ 6.25	\$ 750.00
5	Bank Grading w/ stone toe	51	LF	\$ 127.45	\$ 6,499.95	\$ 134.31	\$ 6,849.81	\$ 165.00	\$ 8,415.00	\$ 145.00	\$ 7,395.00
6	Geolifts	100	LF	\$ 340.00	\$ 34,000.00	\$ 144.10	\$ 14,410.00	\$ 300.00	\$ 30,000.00	\$ 87.00	\$ 8,700.00
7	Live Stakes	120	ST	\$ 3.50	\$ 420.00	\$ 5.00	\$ 600.00	\$ 2.00	\$ 240.00	\$ 5.30	\$ 636.00
8	Temporary Seeding	0.32	AC	\$ 1,200.00	\$ 384.00	\$ 300.00	\$ 96.00	\$ 1,200.00	\$ 384.00	\$ 1,000.00	\$ 320.00
9	Permanent Seeding - Riparian Seed and Mulch	0.32	AC	\$ 4,733.33	\$ 1,514.67	\$ 300.00	\$ 96.00	\$ 2,000.00	\$ 640.00	\$ 1,500.00	\$ 480.00
10	Warranty	1	LS	\$ -	\$ -	\$ -	\$ -	\$ 1.00	\$ 1.00	\$ 2,500.00	\$ 2,500.00
				<b>Base Bid</b>	<b>\$ 49,348.62</b>	<b>Base Bid</b>	<b>\$ 31,571.81</b>	<b>Base Bid</b>	<b>\$ 43,510.00</b>	<b>Base Bid</b>	<b>\$ 28,561.00</b>
Add Alt 1	Import Soil for Geolifts	50	CY	\$ 16.00	\$ 800.00	\$ 12.00	\$ 600.00	\$ 25.00	\$ 1,250.00	\$ 15.00	\$ 750.00
				Calculated Total	\$ 50,148.62	Calculated Total	\$ 32,171.81	Calculated Total	\$ 44,760.00	Calculated Total	\$ 29,311.00
				<b>Bid Total</b>	<b>\$ 50,070.00</b>	<b>Bid Total</b>	<b>\$ 31,980.00</b>	<b>Bid Total</b>	<b>\$ 44,760.00</b>	<b>Bid Total</b>	<b>\$ 29,311.00</b>
				Difference	\$ (78.62)	Difference	\$ (191.81)	Difference	\$ -	Difference	\$ -
				Bid Bond	Yes	Bid Bond	Yes	Bid Bond	Yes	Bid Bond	Yes
				Qualifications	Yes	Qualifications	No	Qualifications	Yes	Qualifications	Yes
				Non-Coll Aff.	Yes	Non-Coll Aff.	Yes	Non-Coll Aff.	Yes	Non-Coll Aff.	Yes





# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Lew Holloway

**Department:** Downtown

**Date Submitted:** 1/18/2017

**Presenter:** Lew Holloway

**Date of Council Meeting to consider this item:** 2/9/2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05h

The Downtown Main Street Advisory Committee in concert with staff from City Police, City Administration and the Downtown Economic Development Department have been meeting on an approximately bi-monthly schedule to review various operational components of our parking management strategy. One of the items that has gained prominence as an on-going concern since the hiring of our "Parking Ambassadors" is the 15 minute parking spaces located along Main Street.

While the need for "quick trip" parking is seen as an important component of parking infrastructure in the district, the ambassadors have repeatedly heard that 15 minutes does not allow enough time for even the quickest trip. Resulting in nervous customers who are either afraid to use the spaces or filled with anxiety while using the spaces. Corroborating this concern the Dixon Resources study also indicated that 15 minutes wasn't enough, showing a consistent overstay in these spaces.

To address this issue and improve the customer experience in DT the suggestion is that the time limit on these spaces be moved from 15 minutes to 30 minutes to allow customers a little more time for their "quick trip" needs. This will impact the 27 spaces which are currently designated as 15 minute spaces. These 27 spaces represent approximately 3% of all public parking resources within 2 blocks of Main Street (not including leased or otherwise reserved public spaces).

**Budget Impact:** \$ 250  Is this expenditure approved in the current fiscal year budget?  Yes  If no, describe how it will be funded.

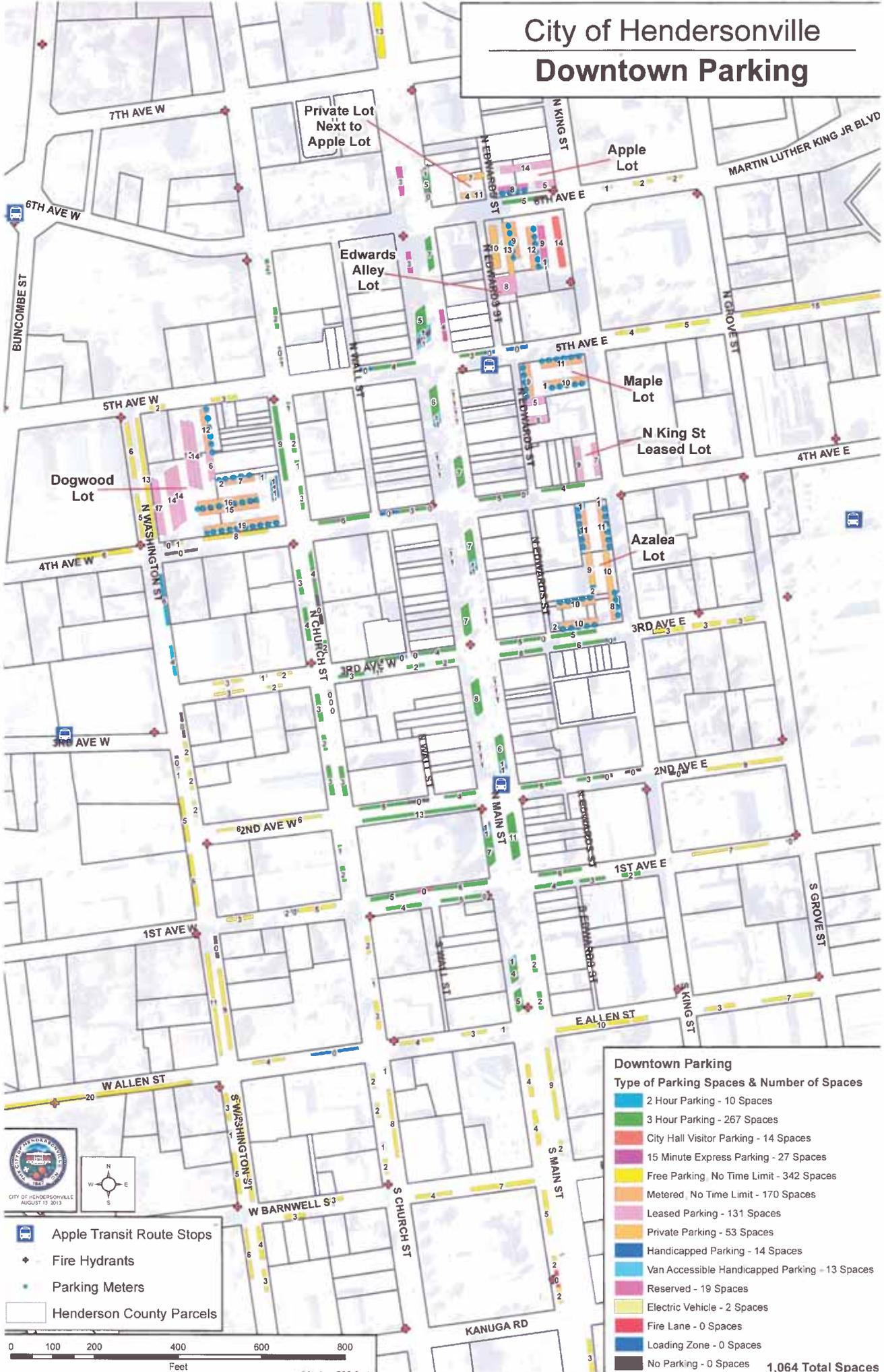
**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move the City Council approve the conversion of 27 parking spaces in the Downtown Main Street Municipal Service District from 15 minute time limits to 30 minute time limits.

**Attachments:**

Downtown Parking Map

# City of Hendersonville Downtown Parking



## Downtown Parking

### Type of Parking Spaces & Number of Spaces

- 2 Hour Parking - 10 Spaces
- 3 Hour Parking - 267 Spaces
- City Hall Visitor Parking - 14 Spaces
- 15 Minute Express Parking - 27 Spaces
- Free Parking No Time Limit - 342 Spaces
- Metered No Time Limit - 170 Spaces
- Leased Parking - 131 Spaces
- Private Parking - 53 Spaces
- Handicapped Parking - 14 Spaces
- Van Accessible Handicapped Parking - 13 Spaces
- Reserved - 19 Spaces
- Electric Vehicle - 2 Spaces
- Fire Lane - 0 Spaces
- Loading Zone - 0 Spaces
- No Parking - 0 Spaces

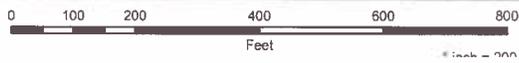
**1,064 Total Spaces**



CITY OF HENDERSONVILLE  
AUGUST 13 2013



- Apple Transit Route Stops
- Fire Hydrants
- Parking Meters
- Henderson County Parcels





# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Susan G. Frady, Dev. Asst. Director

**Department:** Development Asst Dept

**Date Submitted:** 12.29.16

**Presenter:** Susan G. Frady, Dev. Asst. Director

**Date of Council Meeting to consider this item:** 2.9.17

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05i

The City has received a request from Tom Ulrich of Pendergraph Development Companies to extend the special use permit for Signal Ridge Apartments for an additional two years. This extension request is due to the funding schedule for the project. Section 7-4-13.1 of the zoning ordinance states, "if the use, construction, or activity authorized by City Council approval of an application for a special use permit (or modification thereof) is not commenced within two years of the date of approval or within such further time stipulated in the approval, the approval shall expire and any City permit issued pursuant to the approval shall be void. City Council may, upon application prior to the expiration of a special use permit, or any extensions thereof, extend such special use permit for an additional period not to exceed 24 months." The approval date was April 2, 2015.

Budget Impact: \$0 Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move the City Council to approve the request from Tom Ulrich of Pendergraph Development Companies to extend the special use permit for Signal Ridge Apartments for 24 months.

## Attachments:

Memorandum  
Map  
Request Letter

## **MEMORANDUM**

### **Development Assistance Department**

**TO:** Honorable Mayor and Members of City Council  
**FROM:** Susan Frady, Development Assistance Director  
**RE:** Signal Ridge Apartments (P-15-2-SUR)  
**DATE:** December 29, 2016

The City has received a request from Tom Ulrich of Pendergraph Development Companies to extend the special use permit for an additional two years. This extension request is due to the funding schedule for the project. Section 7-4-13.1 of the zoning ordinance states, "if the use, construction, or activity authorized by City Council approval of an application for a special use permit (or modification thereof) is not commenced within two years of the date of approval or within such further time stipulated in the approval, the approval shall expire and any City permit issued pursuant to the approval shall be void. City Council may, upon application prior to the expiration of a special use permit, or any extensions thereof, extend such special use permit for an additional period not to exceed 24 months." The approval date was April 2, 2015.

### **PROJECT DESCRIPTION**

The approved site plan includes the following:

- Three multi-family buildings with a total of 72 units.
- A 1,959 sq. ft. Community Building.
- Common areas including an ADA accessible playground, gazebo and covered picnic area with tables and grill.
- 144 parking spaces.

There are no changes to the site plan. A final site plan must be submitted for staff review.

### **Suggested Motion:**

I move the City Council approve the request from Tom Ulrich of Pendergraph Development Companies to extend the special use permit for Signal Ridge Apartments for 24 months.

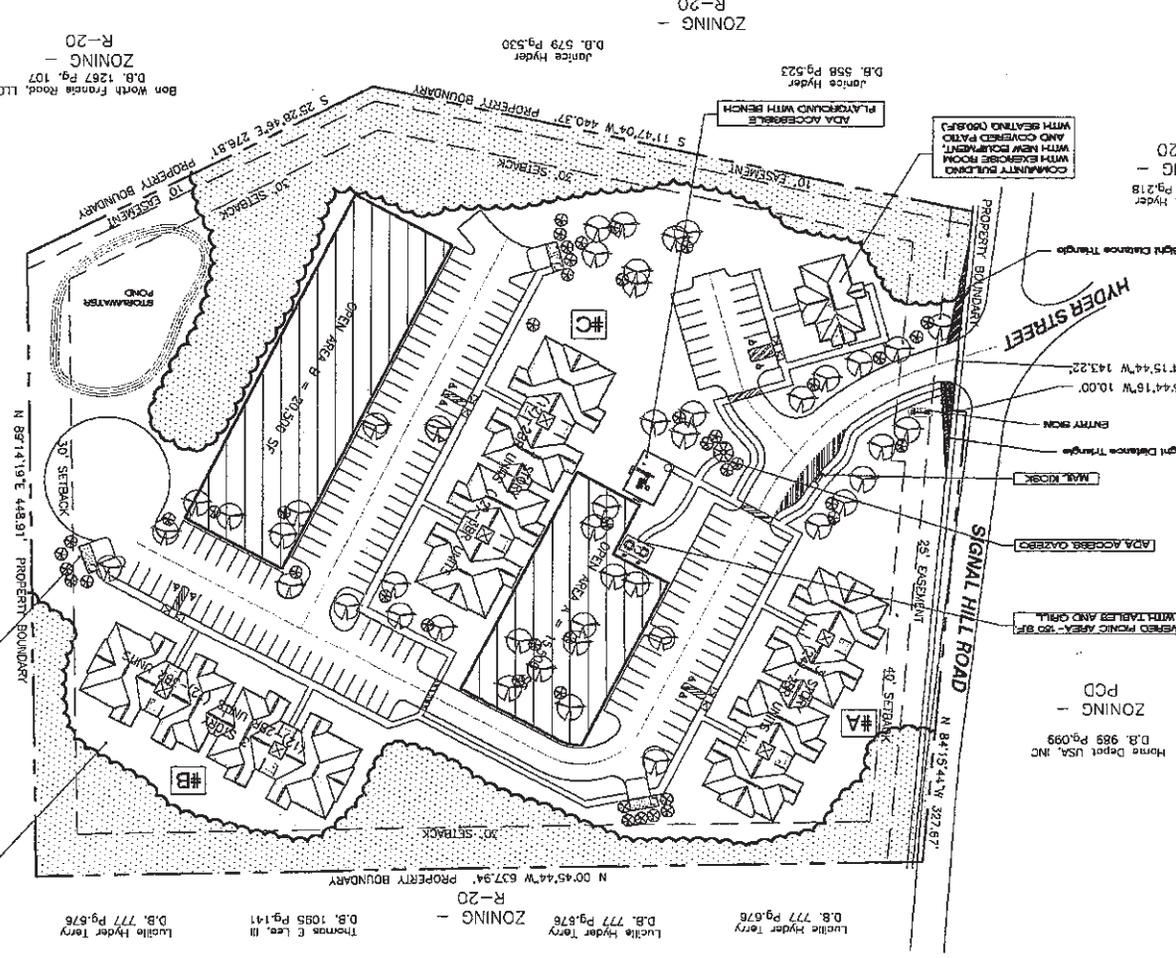
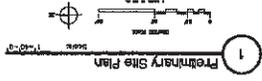
- Notes:
1. All internal roadway traffic aisles are 24 feet. All parking spaces are 9 feet wide by 18 feet deep. All H/C parking spaces will have adjacent 5' aisle with exception of van accessible bay. Community building which will have a 5' aisle.
  2. There are no additional driveways located within 200' of the driveway entrance.
  3. All sidewalks will be a minimum of 5' wide except adjacent perpendicular parking where they will be 6'-8" wide.

Site Parking Information

48 two bedroom units = 2 space/unit	= 96 parking spaces
24 three bedroom units = 2 space/unit	= 48 parking spaces
Total provided	= 144 parking spaces
Total required	= 120 parking spaces
Site Project Area	340,204 SF
PERCENT	
Community Building	1,959 SF
0.58%	
Building A	9,213 SF
3.11%	
Building B	10,573 SF
3.11%	
Building C	10,573 SF
3.11%	
Picnic Shelter + Gazebo	520 SF
0.15%	
TOTAL BUILDING FOOTPRINT:	32,838 SF
9.65%	
Road/Parking Area	59,501 SF
17.49%	
Open Space Area A = 15,500 SF, Open Space Area B = 20,500 SF	
Required Open Space = 204,122 SF	60%
PERCENT	
Provided Open Space = 204,170 SF	
Required Common Open Space = 72 units x 500SF = 36,000 SF	
Open Space Area A = 15,500 SF, Open Space Area B = 20,500 SF	

HOLLOWELL, VIRGINIA C TRUSTEE TRUST  
 D.B. 263 Pg.218  
 UR  
 ZONING -  
 Note: City Limit line is the property line on all sides.

Home Depot USA, INC  
 ZONING -  
 R-20

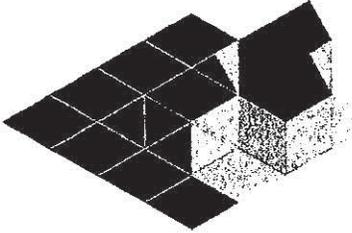


Lucille Hyder Terry D.B. 777 Pg.676  
 R-20  
 ZONING -  
 Thomas C Lee, III D.B. 1055 Pg.141  
 Lucille Hyder Terry D.B. 777 Pg.676

Home Depot USA, INC  
 D.B. 989 Pg.099  
 ZONING -  
 PCD

Hyder  
 Pg.218  
 ZONING -  
 20  
 COMMUNITY BUILDING WITH SEATING ROOM WITH NEW SCOURING WITH BEATING (008.FJ)

ADA ACCESSIBLE  
 ENCLOSURE AND PLANNING  
 D.B. 263 Pg.218  
 UR  
 ZONING -  
 Note: City Limit line is the property line on all sides.



## THE PENDERGRAPH COMPANIES

DEVELOPMENT ■ CONSTRUCTION ■ MANAGEMENT

3924 Browning Place  
Raleigh, NC 27609  
Phone: (919) 755-0558  
Fax: (919) 861-6015

Dear Susan Frady,

Per our conversation yesterday, this is my request for a two year extension for extending zoning on Signal Hill Apartments. If you have any questions please call me at 704-572-8403.

Thank you,

Tom Ulrich  
Pendergraph Development



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Jennifer Harrell

**Department:** Admin

**Date Submitted:** 01.27.17

**Presenter:** Jennifer Harrell

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05j

The City of Hendersonville recognizes and appreciates the service provided to the citizens of our community by the commitment of sworn law enforcement officers of the Hendersonville Police Department.

North Carolina General Statute 20-187.2 enables the City Council to award a retiring member or surviving relatives, the badge and service side arm of law enforcement officers.

The attached policy is established to set standards to award law enforcement officers their badges and service firearms to honor their service.

Budget Impact: \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to approve the Policy for the Granting of badges and Service Side Arms for Sworn Law Enforcement Officers.

**Attachments:**

City of Hendersonville badge and service side arm policy of retiring or deceased sworn law enforcement personnel.

## **Policy for the Granting of Badges and Service Side Arms for Sworn Law Enforcement Officers.**

The City of Hendersonville recognizes the dedicated service provided to the citizens of our community by the sworn law enforcement officers of the Hendersonville Police Department. Therefore, as allowed by North Carolina General Statute 20-187.2, this policy is established to award the law enforcement officer a badge and service firearm to honor and show gratitude for their service.

### **SECTION I: DEFINITIONS**

**Service Badge:** The shield or badge worn or carried by the officer at the time of his/her separation from office.

**Retiree Badge:** A shield or badge issued with "RETIRED" engraved beside the officer's title.

**Service Sidearm:** The duty handgun issued to and actually carried by the officer at the time of his/her separation from office.

**Surviving Relative:** Unless otherwise designated in writing by the law enforcement officer, the first person over age twenty-one (21) in the following list: spouse, biological/adopted child, stepchild, parent, grandchild, grandparent, sibling as it pertains to the service sidearm, and the above list at any age concerning the service badge. The eldest is given precedence in any instance.

### **SECTION II: RETIREE ELIGIBILITY**

A retiree shall be considered to be awarded a Retiree Badge and sidearm only if he/she:

- (1) Is employed with Hendersonville Police Department at retirement and retires from the City under the provisions of the North Carolina Local Governmental Law Enforcement Officers Retirement System (LEORS); and
- (2) Has a total of ten (10) years' actual service with Hendersonville Police Department; and
- (3) Is recommended by the Chief of Police to receive his/her badge and service sidearm.

### **SECTION III: RETIREE PURCHASE PRICE**

**Badge:** All eligible law enforcement officers shall receive at no cost to the officer a Retiree Badge.

**Sidearm:** The purchase price will be the replacement cost of the sidearm. After achieving 20 years of service with the Hendersonville Police Department, the sidearm will be offered at a cost of \$1 to the officer or surviving spouse upon request.

#### **SECTION IV: OFFICERS APPROVED TO RECEIVE DISABILITY RETIREMENT**

**Badge:** An officer with at least 5 years of service who retires due to disability resulting from an injury sustained in the line of duty may obtain a Retiree Badge at no cost.

**Sidearm:**

- An officer with 10 years of service who retires due to disability may obtain his/her sidearm at replacement cost.
- An officer with 15 years of service who retires due to disability resulting from an injury sustained in the line of duty may obtain his/her sidearm for \$1.

Any officer who retires due to disability not associated with his/her duty must meet the "retiree eligibility" requirements in SECTION II.

#### **SECTION V: OFFICERS APPROVED TO RECEIVE DISABILITY RETIREMENT AS RESULT OF AN ASSAULT**

An officer with at least 5 years of service who retires due to disability resulting from an assault injury sustained in the line of duty may obtain a Retiree Badge at no cost and his/her sidearm at \$1.

#### **OFFICERS KILLED IN THE LINE OF DUTY**

The surviving relative of any law enforcement officer killed in the line of duty may obtain the officer's service badge and sidearm at no cost regardless of years served with the City and/or years of service according to the LEORS.

#### **GUN PERMIT REQUIREMENT**

All officers and surviving relatives must secure a gun permit as required by N.C.G.S. 14-402 prior to being awarded the service sidearm. If the officer or surviving relative is unable to secure a gun permit, the sidearm shall be rendered incapable of being fired before the sidearm is transferred to the individual.

## AUTHORITY BY STATE LAW

### **§ 20-187.2. Badges and service side arms of deceased or retiring members of State, city and county law-enforcement agencies; weapons of active members.**

(a) Surviving spouses, or in the event such members die un-survived by a spouse, surviving children of members of North Carolina State, city and county law-enforcement agencies killed in the line of duty or who are members of such agencies at the time of their deaths, and retiring members of such agencies shall receive upon request and at no cost to them, the badge worn or carried by such deceased or retiring member. The governing body of a law-enforcement agency may, in its discretion, also award to a retiring member or surviving relatives as provided herein, upon request, the service side arm of such deceased or retiring members, at a price determined by such governing body, upon determining that the person receiving the weapon is not ineligible to own, possess, or receive a firearm under the provisions of State or federal law, or if the weapon has been rendered incapable of being fired. Governing body shall mean for county and local alcohol beverage control officers, the county or local board of alcoholic control; for all other law-enforcement officers with jurisdiction limited to a municipality or town, the city or town council; for all other law-enforcement officers with countywide jurisdiction, the board of county commissioners; for all State law-enforcement officers, the head of the department.

(b) Active members of North Carolina State law-enforcement agencies, upon change of type of weapons, may purchase the weapon worn or carried by such member at a price which shall be the average yield to the State from the sale of similar weapons during the preceding year.

(c) For purposes of this section, certified probation and parole officers shall be considered members of a North Carolina State law enforcement agency. (1971, c. 669; 1973, c. 1424; 1975, c. 44; 1977, c. 548; 1979, c. 882; 1987, c. 122; 2013-369, s. 19; 2016-77, s. 9(b).)



# CITY OF HENDERSONVILLE

## AGENDA ITEM SUMMARY

**Submitted By:** Chief Herbert Blake

**Department:** Police

**Date Submitted:** 1-30-2017

**Presenter:** Chief Herbert Blake

**Date of Council Meeting to consider this item:** 02-09-2017

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05k

North Carolina General Statute 20-187.2 enables the City Council to award a retiring member or surviving relatives, the badge and service side arm of law enforcement officers. The Police Department staff has developed a policy to establish and set standards of when service side arms are awarded and permitting law enforcement officers to purchase their service side arms.

The attached resolution will declare the service side arm of retiring Police Officer Eddie Youngblood as surplus property and allow him to purchase his service side arm in accordance with the Sworn Law Enforcement Officers Badge and Service Side Arm Policy, for a replacement cost of \$409.

**Budget Impact:** \$ 409.00 Is this expenditure approved in the current fiscal year budget?  No If no, describe how it will be funded.

This amount will be funded through the purchase of a replacement side arm.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move Council to approve the resolution to allow Police Officer Eddie Youngblood to purchase his service side arm, for a replacement cost of \$409, in accordance with the Sworn Law Enforcement Officers Badge and Service Side Arm Policy.

**Attachments:**

Resolution

**RESOLUTION ALLOWING THE PURCHASE OF SERVICE SIDE ARM  
FOR SWORN LAW ENFORCEMENT OFFICERS**

WHEREAS, North Carolina General Statutes 20-187.2 provides that retiring members of law enforcement agencies may receive, at the time of their retirement, the badge worn or carried by them during their service; and

WHEREAS, NCGS 20-187.2 further provides that the governing body of the governing law enforcement agency may, at its discretion, award to a retiring member their service side arm, at a price determined by such governing body, upon determining that the person receiving the weapon is not ineligible to own, possess, or receive a firearm under the provisions of State or federal law, and

WHEREAS, the City of Hendersonville wishes to recognize Police Officer Eddie Youngblood's service in a manner that is customary for persons retiring from law enforcement service.

NOW THEREFORE, the City of Hendersonville hereby declares as surplus property, and resolves to allow Police Officer Eddie Youngblood to purchase, his service side arm, Model: Glock 17, serial number XAW343, for the replacement cost of \$409.00, as set forth in the *Policy for the Granting of Badges and Service Side Arms for Sworn Law Enforcement Officers*, and

FURTHER, we recognize and extend our appreciation to **Officer Eddie Youngblood** for his five years of service and dedication to the City of Hendersonville and its residents.

Adopted this ninth day of February 2017.

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Barbara G. Volk, Mayor, City of Hendersonville

Attest:

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Tammie K. Drake, MMC City Clerk



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 1/29/2017

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 051

Councilman Stephens has requested the placement of a stop sign at the intersection of Kensington and Ashwood Avenues. Currently, Ashwood Road has a stop sign and Kensington Avenue does not have a stop sign. However, there is a large plant bed and subdivision sign that obstructs the view of vehicles on Kensington from the Ashwood intersection. In order for the Police Department to enforce stop sign violations the City Council must approve the placement of the stop sign at this intersection.

**Budget Impact:** \$ <500.00      Is this expenditure approved in the current fiscal year budget?  N/A      If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move that the City Council approve the placement of a new top sign on Kensington Avenue at the intersection of Kensington Avenue and Ashwood Road.

**Attachments:**



# CITY OF HENDERSONVILLE

## AGENDA ITEM SUMMARY

**Submitted By:** Lisa White

**Department:** Finance

**Date Submitted:** 1-24-17

**Presenter:** Lisa White

**Date of Council Meeting to consider this item:** 2-9-2017

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05m

Customer payment of water bills via automatic bank draft saves the City money and staff time. When payments are sent to the bank payment processing center (lockbox) the City is charged to handle the mail & deposit the payment, scan the documents and create an electronic download file. When payments are mailed to the City Hall address it costs the City \$ in staff time: staff has to open the mail, record the transaction into the computer system, scan the documents, prepare a bank deposit slip and take the deposit to the bank. It also takes time and postage for the customer to mail in payments and delays the processing of the payment, which could result in a past due payment and late fee assessment. With automatic bank drafts there is no paper handling, the money is immediately deposited and there is a minimal charge to download thousands of transactions at one time into the system.

Signing up for automatic bank draft is also another way for customers to avoid late fees. The late fee revenue has exceeded the budgeted estimate and is currently at \$152,000 collected to date this fiscal year. Staff would like to offer the credit to customers again, the revenue lost by the credits could be estimated at \$75,000 if 3,000 customers signed up. (\$25.00 x 3,000). This lost revenue is more than offset by the current excess in late fees.

History: In May of 2014, the Finance Director requested that Council approve a one time \$25.00 credit to customers as an incentive to sign up for automatic bank draft. The City had approximately 6,000 customers on bank draft before the offer and approximately 3,000 customers signed up so the campaign was very successful. At the current time we have approximately 9,800 customers on automatic bank draft.

Staff requests that Council again approve a one time \$25.00 credit for any existing water account customer, not already on automatic bank draft, who signs up for automatic bank draft between the period of March 1, 2017 through June 1, 2017. (Does not apply to new customers who are currently offered a waiver of the \$100 deposit if they sign up for automatic bank draft).

**Budget Impact:** \$ 75,000.00 maximum est Is this expenditure approved in the current fiscal year budget? No  If no, describe how it will be funded.

The credits provided to customers will be shown as a reduction in revenue.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move that Council approve a one time \$25.00 credit for any existing water account customer, not already on automatic bank draft, who signs up for automatic bank draft between the period of March 1, 2017 through June 1, 2017.

### Attachments:

Bank Draft Sign up form (this form will be mailed out to the 17,200 customers who are not on bank draft and is also posted on our website)

CITY COUNCIL:  
BARBARA G. VOLK  
Mayor  
STEVE CARAKER  
Mayor Pro Tem  
RON STEPHENS  
JERRY A. SMITH JR.  
JEFF MILLER

# CITY OF HENDERSONVILLE

*The City of Four Seasons*

## CUSTOMER SERVICE DIVISION

PHONE: (828)697-3052

EMAIL: customerservice@hvlnc.gov

OFFICERS:  
JOHN F. CONNET  
City Manager  
SAMUEL H. FRITSCHNER  
City Attorney  
TAMMIE K. DRAKE  
City Clerk

### AUTHORIZATION AGREEMENT

#### AUTOMATIC DRAFT

I (we) hereby authorize The City of Hendersonville Water & Sewer Department, Hereinafter called CITY, to charge my (our) bank account indicated below the amount due on my account on the bill due date each month.

Account Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings	
Name on Acct _____	
Bank Name _____	
Account Number _____	
Bank Routing # _____	
Bank City/State _____	



I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify the City in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing due date. If the account due dates fall on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the bill due date. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that the City may at its discretion attempt to process the charge again. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I agree not to dispute this recurring billing with my bank so long as the transactions correspond to the terms indicated in this authorization form.

Name on Water Account _____	Signature _____
Water Account Number _____	Date _____

#### COPY OF VOIDED CHECK MUST BE ATTACHED TO THIS FORM!

Complete the form and mail it to the Water/Sewer Department at our City Hall address (provided below) or you can just drop it off at the Hendersonville Water & Sewer Department located on the lower level of City Hall anytime between 8 a.m.-5 p.m. Monday-Friday. If you have any questions, please call us at (828)697-3052.

If you would like to receive your Billing Statements electronically please indicate so below. Opting in to this service means you will no longer receiving your monthly bill via US Postal Service.

I would like to enroll in the e-billing system	Yes _____	No _____
Please direct my bills to the e-mail address provided	email address _____	

145 Fifth Ave. E.  
Hendersonville, NC 28792-4328

customerservice@hvlnc.gov  
Phone: 828.697.3052

Find this form online at:  
[www.hvlnc.gov](http://www.hvlnc.gov)



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Lisa White

**Department:** Finance

**Date Submitted:** 1-27-17

**Presenter:** Lisa White

**Date of Council Meeting to consider this item:** 2-9-2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05n

As of October 1, 2015, local governments, public authorities, and school units are expressly allowed to pay any bill, invoice, salary, or other claim by cash, but only if the local unit's governing board adopts an ordinance specifically authorizing the use of cash.

The Hendersonville City Council approved a Petty Cash policy in August 2014 to establish procedures for the effective use and secure administration of the City's petty cash accounts throughout the City. That policy will provide the procedures required to comply with the Ordinance Specifically Authorizing the Use of Cash Disbursements.

**Budget Impact:** \$ None Is this expenditure approved in the current fiscal year budget?  No  Yes If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move that Council adopt the Ordinance Specifically Authorizing the Use of Cash Disbursements.

## Attachments:

Petty Cash Policy - Approved by Council August 7, 2014

**AN ORDINANCE SPECIFICALLY AUTHORIZING THE USE OF CASH DISBURSMENTS**

**WHEREAS**, it is the desire of the City Council that all public funds of the City of Hendersonville be maintained in a secure, efficient and effective manner; and

**WHEREAS**, the General Assembly of the State of North Carolina has granted authority to local governments to use cash as a disbursement method; and

**WHEREAS**, North Carolina General Statute 159-28(d) 4 states that, a local government or public authority may pay a bill, invoice, or other claim by cash, if the local government has adopted an ordinance authorizing the use of cash, and specifying the limits of the use of cash; and

**WHEREAS**, the use of petty cash has been a standard operating practice in municipalities to facilitate improved operations by providing availability to cash for small purchases where it is not practical, possible or efficient to make the purchase through the normal process; and

**WHEREAS**, The Hendersonville City Council has approved a Petty Cash Policy to establish procedures for the effective use and secure administration of the City's petty cash accounts throughout the City. This policy provides guidance to city employees on the proper use of their department's petty cash, and their responsibilities in preventing loss and/or discrepancies in each petty cash account; and

**WHEREAS**, The City of Hendersonville wishes to establish an ordinance specifically authorizing the use of petty cash funds to support the payment of small obligations using cash, and

**WHEREAS**, The City of Hendersonville wishes to specify the limits of the use of cash,

**NOW, THEREFORE**, be it ordained by the City Council of the City of Hendersonville:

1. Petty cash funds may be established by the Finance Director and held by authorized custodians as specified and restricted by the Petty Cash Policy as approved by City Council.
2. Cash may be disbursed by authorized petty cash custodians when appropriate to improve operations by providing cash for small purchases of products and services where it is not practical or efficient to make the purchase through the normal process of a check request or purchasing card.
3. Each individual cash transaction is limited to \$50.00, including sales tax. Any purchase exceeding \$50.00 should be processed utilizing the procedures as specified in the City Purchasing Policy as adopted by City Council.
4. Cash may not be used to pay employees for awards, employment earnings, travel expenses, clothing allowances or any similar payments.
5. It shall be the policy of the City of Hendersonville that no payments may be made from any Petty Cash Fund unless in compliance with all procurement laws and policies; that all payments made from the Petty Cash Funds be supported by proper documentation and receipts as required by the operating procedures established by the Finance Director; and that no loans or advances be made to employees or Council members from any Petty Cash Fund or Cash Change Fund.

**SECTION 1. SEVERABILITY.** If any provision of this ordinance is for any reason held by a court of competent jurisdiction to be unconstitutional or invalid, such decision shall not affect the validity of the remaining provisions of this ordinance.

**SECTION 2. EFFECTIVE DATE.** This ordinance shall be in full force and effect from and after the date of its adoption.

Adopted this ninth day of February 2017.

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Barbara G. Volk, Mayor

Attest:

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Tammie K. Drake, MMC, City Clerk

Approved as to form:

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Samuel H. Fritschner, City Attorney



# CITY OF HENDERSONVILLE PETTY CASH POLICY

DATE: August 7, 2014

## **POLICY STATEMENT**

Petty cash accounts are to be used for small, incidental purchases for City purposes. Procedures are hereby established to encourage an effective administration and internal control of cash handling operations throughout the City.

## **PURPOSE**

The purpose of this Policy is to communicate the effective use and security of the City's petty cash accounts. This policy guides individual departments on the use of petty cash, their responsibilities in preventing loss and/or discrepancies in the balance of petty cash account, and satisfying financial audit requirements through compliance with established procedures.

This policy defines the policies and procedures to be followed when starting, administering and ending the use of petty cash accounts for small incidental cash purchases by employees.

The City's policy is to create a petty cash account for a department when appropriate to improve operations based on providing availability to cash for small purchases of products and services where it is not practical or efficient to make the purchase through the normal process of a purchase order.

## **PROCEDURES**

### **Request for Petty Cash – Creating a new Petty Cash Account**

Requests for establishment of petty cash accounts from Departments should be directed to the Finance Department. All requests are subject to the approval of the department's supervisor, and the Finance Director. The custodian must be an employee of the City and must accept responsibility for the account. To create the new account the employee/custodian should complete an Accounts Payable check request for the approved amount with the petty cash account number provided by the Finance Department. The Custodian and the department head must sign this form. The custodian will receive the funding check after signing and agreeing to the terms of the petty cash policy.

This procedure should also be followed if a custodian or department head would like to request an increase in the total amount of their petty cash account.



## CITY OF HENDERSONVILLE PETTY CASH POLICY

DATE: August 7, 2014

### Expenditures and Reimbursements

A receipt must be obtained for each petty cash expenditure. Such receipts normally include cash register or vendor receipts, paid vendor invoices, or only if no other receipt is available a properly approved "Petty Cash Receipt" see [Appendix A](#). For each expense, the following information must be documented.

- a. Department – department of the custodian of the petty cash
- b. Date of purchase or reimbursement
- c. Dollar Amount
- d. Purpose or description of purchase
- e. General ledger account code where expenditure should be charged
- f. Custodian signature / City employee who dispersed payment
- g. Signature of person who received money. (Example: employees who make purchases and are reimbursed through petty cash must sign the Petty Cash Receipt that they received the money)

To obtain replenishment of petty cash accounts, an Accounts Payable Check Request Form must be used. The form, with all applicable receipts attached and individual expenditures itemized and coded, shall be submitted to the Accounts Payable Department for processing. See [Appendix B](#). The Accounts Payable Check Request Form must be signed by the custodian of record ***and*** the department head or supervisor to which the expenses are being charged. Replenishment of petty cash must be made at least at the end of each quarter so that expenditures may be charged to the correct period.

### Prohibited Uses

1. Petty cash reimbursement checks may not be deposited into personal bank accounts to obtain cash.
2. Departments may not establish bank accounts for petty cash accounts
3. Petty cash accounts must not be commingled with other monies, such as personal accounts of employees or City revenue collections.
4. Purchases of goods and services for more than \$50 should not ordinarily be made with petty cash. A check request or a City purchasing card, rather than petty cash accounts, should be used instead.
5. Petty cash accounts may not be expended for:
  - a. Employment salary and travel expenses or similar payments to employees or any individuals
  - b. Cashing/Payment of personal checks or IOU's
  - c. Payroll advances, travel advances, and loans to employees
  - d. Cashing checks for employees or other individuals
  - e. Reimbursement for entertainment expenses. Such expenditures must be submitted to Accounts Payable on a travel request.



## CITY OF HENDERSONVILLE PETTY CASH POLICY

DATE: August 7, 2014

f. Petty Cash accounts should not be used for any meals, purchasing food, beverages or kitchen supplies, a travel request or check request should be made for these expenditures.

### **Maintenance and Security of Accounts**

1. Petty cash accounts should be properly secured at all times. When not in the physical possession of the custodian the petty cash box or funds must be in a locked cabinet/ locked desk drawer or locked office. Access to the accounts should be restricted to one-person (e.g., the petty cash custodian or the Department Supervisor only in the absence of the custodian).
2. Cash on hand and receipts for disbursements must always equal the assigned amount of the petty cash account. Therefore, the custodian responsible for the petty cash account must keep a log of each transaction with paid receipt describing the goods or service purchased.

### **Review and Reconciliation of Petty Cash Accounts**

The Petty Cash custodian is responsible to count the petty cash account at the end of each month to ensure that the account has the correct total of petty cash and reimbursement vouchers. A record of these counts is to be reviewed and signed off by the department head each month. All receipts should be coded by the custodian and turned in to Accounts Payable for replenishment monthly so that the department's expenditures can be properly recorded.

Annually, the petty cash custodian and department head shall review each petty cash account under their control and prepare a report/memo verify the following:

- a. The account is still needed for the amount authorized
- b. The sum of cash on hand and receipts for unreimbursed expenditures is equal to the amount which has been authorized.
- c. The accounts are secured at all times.
- d. The current custodian is the custodian of record.
- e. This petty cash policy and supplemental guidelines have been reviewed and the account is being used in accordance with this policy.

The verification report/memo and all of the monthly reconciliation forms should be submitted to the Finance Department by July 15 following each fiscal year.

Records kept by individual departments should provide clear documentation of petty cash expenses. This information should always be readily available for review by the Finance Department or outside auditor.

Petty cash accounts are subject to unannounced verifications by the Finance Department or outside auditor.



# CITY OF HENDERSONVILLE PETTY CASH POLICY

DATE: August 7, 2014

## Changes to a Petty Cash Account

When responsibility of the petty cash fund is transferred to another person, the original custodian must replenish the fund to its original cash balance by requesting reimbursement for all vouchers and receipts. The department head must notify the Finance Department of the change of custodian. The new custodian should count the petty cash account immediately upon receipt and notify the department head and Finance Department of any discrepancy in the account balance. The new custodian must sign the petty cash policy and provide the signed form to the Finance Department.

In case of theft, the Police department and the Finance Director's Office should be immediately notified. A copy of the Incident Report must be submitted to the Finance Director.

## Closing a Petty Cash Account

When petty cash is no longer needed for a department the custodian shall bring notify the Finance department who will prepare a deposit form with the department's petty cash account number. The custodian will take this deposit form and the cash to the W&S payment window for deposit to close the account. The W&S employee will sign in receipt of the cash and provide the custodian with a receipt.

Custodian signature and department head signature indicates that each has read the policy and understands and commits to adhere to the policy:

**Custodian Signature:** \_\_\_\_\_

Printed Custodian Name: \_\_\_\_\_

Date signed: \_\_\_\_\_

**Department Head Signature:** \_\_\_\_\_

Printed Department Head Name: \_\_\_\_\_

Date Signed: \_\_\_\_\_



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Susan G. Frady

**Department:** Development Asst Dept

**Date Submitted:** 1.19.17

**Presenter:** Susan Frady

**Date of Council Meeting to consider this item:** 2.9.17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05o

Rotary Lucky Ducky Drop

On January 19, 2017 the Special Events Committee met and reviewed an application from the Rotary Club of Hendersonville sponsor of the Rotary Lucky Ducky Drop to be held on May 6, 2017. This is a new event.

The parking spaces in front of the Historic Courthouse and two spaces on both 1st Avenue and Second Avenue will be blocked from 6:00 A.M. until 3:00 P.M. A large pool will be set up on the courthouse plaza and 5,000 ducks will be dumped into the pool. The equipment to fill the pool and drop the ducks will be within the closed parking spaces. The actual event will take place around noon. There will be games on the courthouse lawn for the kids. Main Street will remain open during this event.

The Special Events Committee recommended unanimously that the City Council issue a special event permit for the Rotary Lucky Ducky Drop.

Budget Impact: \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move Council approve the special event permit for the Rotary Lucky Ducky Drop.

Attachments:



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brian Pahle

**Department:** Admin

**Date Submitted:** 01/20/17

**Presenter:** Brian Pahle

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05p

The City has completed its mid-year budget report for fiscal year 16-17. Each year the City conducts this report to adjust/amend the City's budget as deemed necessary by the City Council. Many items in the report are minor and only require budget adjustments which are approved through the budget office. However, there are some items that require budget amendments which are approved by City Council. In the attached document you will find a list of major recommended changes with their respective budget amendments and adjustments. A detailed report on every account is available and will be provided upon request.

This report has been reviewed with the City Manager, Finance Director, and Assistant to City Manager.

The following Funds will be impacted:

General Fund 10 = Increase \$61,816

Water/Sewer Fund 60 = Decrease \$76,081

Environmental Services Fund 68 = Increase \$15,333

All of these funds are in balance and all increases are well within the City's capacity to fund.

**Budget Impact:** \$ Listed Above Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to approve the mid-year budget report and the attached budget amendments.

**Attachments:**

See below...

TO: JOHN CONNET, CITY MANAGER  
CC: MAYOR AND CITY COUNCIL  
RE: MID-YEAR BUDGET REPORT  
DATE: 01/20/17  
FROM: BRIAN PAHLE, ASSISTANT TO CITY MANAGER  
LISA WHITE, FINANCE DIRECTOR

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Attached is the Mid-Year revenue and expenditure report for the City of Hendersonville.

The report will include two Excel spreadsheets, one for revenues and one for expenditures, along with this document. This document will include a brief item by item overview of the financial issues in each fund including major recommended changes with expected outcomes. Minor changes will be addressed in the Excel documents and will be adjusted within the individual departments.

Each section is broken out by the following funds:

1. General Fund 10
2. Main Street MSD Fund 20
3. 7<sup>th</sup> Avenue MSD Fund 21
4. Water/Sewer Fund 60
5. Environmental Services Fund 68

## General Fund

### Revenues

#### Ad Val Tax – MTR Vehicles | Account 100010-420101

Collections for motor vehicle tax is approximately \$22,000 higher than the amount collected in the prior year. These taxes are collected by the DMV through the Tag & Tax program. Since that program was introduced 2 years ago the revenue has seen a steady increase. Additionally, this revenue source may be an indicator of improved economic condition as an increase in revenue may be the result of the purchase of additional or new(er) vehicles. This account will be increased by \$25,000.

#### Ad Val Tax | Account 100010-421600

Property Tax collections for the current year are at 94% collected as of mid-year which is in line with the historical collections for this revenue source as of this time in the year.

#### Local Sales Tax Revenue | Account 100030-423000

Change in accounting method: Sales Tax recorded in the month collected by vendors. This is the first year of using this method so revenue will not be comparable in first half of year – the annual revenue will equalize at year end.

#### Utility Franchise Tax | Account 100030-433400

Utility franchise taxes are collected quarterly. Only one collection is in so far this year. This collection is lower than last year's collection at this time. As a precautionary measure, this account will be decreased by \$50,000 to \$900,000. This revenue source was recently adjusted by the State legislature and an average collection trend has been difficult to identify at this time. This decrease in budgeted revenue is possible because of the other various increases, displayed in the major fund summary.

#### ABC Revenues | Account 100030-425000

The ABC Board is a component unit of the City of Hendersonville. Per state statute the ABC board is required to distribute in quarterly payments 50% of the prior year's annual net profit to the City, 25% to Henderson County, 24% to the Board of Education and 1% to the Library. Net profit is calculated after deducting operating and capital expenditures, required payments for law enforcement, alcohol education, and minimum set aside and working capital reserves as required

by statute. The net profit for the period ending June 30, 2016, as reported in the Boards audited financial statements, was \$214,515. Therefore the required distribution to the City during fiscal year 2017 will be \$107,257. This is slightly higher than the \$95,000 distribution for the prior year. This account will be increased by \$32,257.

#### Powell Bill Revenue | Account 100040-447000

A minor adjustment to Powell Bill revenue, \$2,678 decrease, to match actual collections.

#### Parking Violations | Account 100080-443100

City staff implemented a new parking ticket software which enables better controls over parking ticket entry and processing. Revenue is now recorded at time the parking ticket is written as opposed to the prior system which recorded it when collected. In addition, the Finance Department is now billing and collecting the parking ticket revenues which enables the police/parking enforcement personnel to be on the street as opposed to handling bills and paperwork. This account will be increased by \$22,000.

#### Discounts Earned | Account 100080-443800

The total amount of discounts earned are known by this mid-year report. With the decrease in use of City p-cards, a priority to ensure more financial control and accountability, the rebate associated with p-card use has also dropped. This budget needs to be decreased by \$3,770 to match the actual collection.

#### Donations/Contributions | Account 100090-498207

An increase of \$25,000 to account for the TDA's contribution towards the hotel project study.

#### Insurance Settlements | Account 100090-444000

An increase of \$14,007 to account for insurance settlement proceeds.

### **Expenditures**

#### Admin. Professional Services | Account 104120-519000

This account had budgeted \$25,000 for miscellaneous professional services. The majority of that was used for the display model of downtown Hendersonville. The rest of the budget for this

account is earmarked for other uses. We will need to monitor this account and if other initiatives arise, move budget into it to cover the costs. This account will be increased by \$5,000.

Engineering Salaries | Accounts 104131-512100, 518100, 518200, & 518300

Engineering salary accounts exceed the 50% mark for half a year of pay. These accounts will be increased by \$16,793 to cover salaries through year end FY16-17.

PW – Fleet Maintenance Salaries | Accounts 104250-512100, 518100, & 518200

Fleet Maintenance salary accounts exceed the 50% mark for half a year of pay. These accounts will be increased by \$12,631 to cover salaries through year end FY16-17.

PW – Streets/Grounds P/T Salaries | Accounts 104510-512900 & 104760-512900

Part-time work was budgeted in contracted services accounts for these departments, under the assumption that the work would be contracted through a temporary hiring agency. However, instead of paying through the agency we have been paying for this work through our payroll system. As a result, the cost is accounted for in the salaries and wages part-time accounts. The budget in the contracted services accounts will be moved to the part-time salaries accounts. The total budget being moved is \$11,630 and \$23,630, respectively.

Contingencies | Account 109910-599100

The remaining revenue increase, \$27,392, will be used to balance the General Fund's contingency account.

## Major Recommended Changes Summary

### GENERAL FUND

Revenues			Expenditures		
Description	Increase	Decrease	Description	Increase	Decrease
Ad Val Tax - Motor Veh.	\$ 25,000	\$ -	Engineering Salares	\$ 16,793	\$ -
ABC Revenues	\$ 32,257	\$ -	PW - Fleet Salaires	\$ 12,631	\$ -
Utility Franchise Tax	\$ -	\$ 50,000	PW - Streets P/T	\$ 11,630	\$ -
Powell Bill	\$ -	\$ 2,678	PW - Streets Contracted Ser.	\$ -	\$ 11,630
Parking Violations	\$ 22,000	\$ -	PW - Grounds P/T	\$ 23,630	\$ -
Discounts Earned	\$ -	\$ 3,770	PW - Grounds Contracted Ser.	\$ -	\$ 23,630
Donations/Contributions	\$ 25,000	\$ -	Admin. Prof. Services	\$ 5,000	\$ -
Insurance Settlements	\$ 14,007	\$ -	Contingencies	\$ 27,392	\$ -
<b>Sub-Total</b>	<b>\$ 118,264</b>	<b>\$ 56,448</b>	<b>Sub-Total</b>	<b>\$ 97,076</b>	<b>\$ 35,260</b>

**\*\*TOTAL BUDGET INCREASE OF \$61,816\*\***

## **Main Street MSD Fund**

### **Revenues**

#### Ad Val Tax | Account 200010-421600

Property Tax collections for the Downtown fund have increased slightly above the collection rate in the previous year.

#### Contributions from TDA | Account 200040-447060

Contribution from the TDA for Christmas Decorations of \$15,098.

### **Expenditures**

Good – No major changes needed.

### **Major Recommended Changes Summary**

N/A

## **7<sup>th</sup> Avenue MSD Fund**

### **Revenues**

Ad Val Tax | Account 210010-421600

Property Tax collections are slightly below the collection rate of the prior year.

### **Expenditures**

Good – No major changes needed.

### **Major Recommended Changes Summary**

N/A

## Water & Sewer Fund

### Revenues

#### Etowah Sewer Charges | Account 600013-451350

Revenues were not budgeted for this account. It is estimated that this account will need \$35,000 budget by year end FY16-17.

#### Water Sewer Late Fees | Account 600050-451150

Late fees exceed the collection percentage from the same time period in the prior year because the fee did not begin until late fall of fiscal year 2016. The fee has also far exceeded the amount budgeted because we did not have a way of estimating the amount until a full year has been experienced. Staff continues to educate customers on ways to avoid the late fee, however the number of customers who continue to be assessed the late fee has been a surprise. This budget will be increased by \$150,000.

#### Water/Sewer System Development Charges | Accounts 600050-452500 & 600055-453500

These fees were suspended until further notice by the City Council in September. The remaining uncollected estimated budget will be decreased to current actual collection levels.

#### Customer Participation – Damaged Lines | Account 600080-434750

This account reflects revenues collected for line repairs on a customer's property. The customer pays for the repair. Year to date actual collections are higher than budgeted and this account will be increased by \$6,614.

#### Sale of Fixed Assets | Account 600080-443660

Represents the sale of fixed assets in the Water & Sewer Fund. Total sales to date are \$5,769 and the budget will be increased accordingly.

#### Discounts Earned | Account 600080-443800

The total amount of discounts earned are known by this mid-year report. With the decrease in use of City p-cards, a priority to ensure more financial control and accountability, the rebate

associated with p-card use has also dropped. This budget needs to be decreased by \$8,964 to match the actual collection.

## **Expenditures**

### WS – Fleet Maintenance Salaries | Accounts 604250-512100, 518100, & 518200

Fleet Maintenance salary accounts exceed the 50% mark for half a year of pay. These accounts will be increased by \$5,544 to cover salaries through year end FY16-17.

### Admin. Professional Services | Account 607110-519000

Will need additional budget for consulting services through the year-end. The account will be increased by \$10,000 using funds available from an NCDOT reimbursement account which was over budgeted for the fiscal year (more detail on that account below).

### WS – Finance Salaries | Accounts 607113-512100, 518100, 518200, & 518300

Finance salary accounts exceed the 50% mark for half a year of pay. These accounts will be increased by \$36,752 to cover salaries through year end FY16-17.

### WS – Engineering Salaries | Accounts 607114-512100, 518100, 518200, & 518300

Engineering salary accounts exceed the 50% mark for half a year of pay. These accounts will be increased by \$10,697 to cover salaries through year end FY16-17.

### Facilities Maintenance | Account 607123-512600

This division has utilized a temporary worker to assist in a pump station location and evaluation process. The temporary salaries account is now over budget by \$3,692. We will need to fix this overage with a budget amendment and decide if additional budget is needed for future work.

### Water Treatment Plant Salaries | Accounts 607124-512100, 512200, 518100, & 518200

Water Treatment Plant salary accounts exceed the 50% mark for half a year of pay. A budget amendment will need to be made to make sure they do not go over budget at year end. Additionally, the overtime account is \$9,885 over budget. This is primarily due to the work required in Pisgah National Forest to repair right of way adjacent to a primary water line running through the forest. We will need to evaluate how much more budget is needed for the remainder

of the fiscal year. These accounts will be increased by \$29,109 to cover salaries through year end FY16-17.

Water Treatment Plant Pisgah Forest Costs | Accounts 607124-525100, 529900, & 535300

The work required in Pisgah National Forest was completed by the Water Treatment Plant employees. The project caused their budgets in their Gasoline, Supplies, and R&M Auto/Trucks accounts to near their capacity. The budget will be increased by \$5,000, \$20,000, and \$5,000, respectively.

Water Distribution Repair on Auto/Trucks | Account 607126-535300

This line looks to have been under budgeted. We will need at least \$10,000 for the remainder of the fiscal year. Funding will be moved from the budget available in the NCDOT reimbursement account.

Water Distribution NCDOT Reimbursement | Account 607126-559700

A total of \$1,292,396 was budgeted to reimburse NCDOT for two different utility relocation projects. This was the total estimated cost to be reimbursed. The actual reimbursement came out to \$834,529, leaving \$457,867 of available budget. It is proposed that this budget be used to alleviate overages in other accounts in the Fund, replenish a portion of this Fund's contingency account, and the remaining be transferred to the French Broad River Intake capital project ordinance (CPO) to pay for design costs.

WS – Construction & Maintenance | Account 607127-512200

This overtime account is already at 93% used. We should consider a budget amendment to increase this account's budget. Approximately \$8,000 more is needed for the remainder of the fiscal year.

Mud Creek Bank Stabilization | Account 607136-559900

This project will stabilize the streambank, which has eroded, along N. Main St. and the Oklawaha Greenway. The projected cost is estimated to be \$23,000. Funding from the NCDOT reimbursement will be used to provide budget for the project.

Transfer to the French Broad River Intake Project | Account 609900-999426

The remaining budget available from the NCDOT reimbursement will be transferred to the French Broad River Intake project to help fund the initial design costs. The total budget to be transferred is \$184,867.

Contingencies | Account 609910-599100

Water & Sewer Fund contingencies will be increased by \$29,567, the remainder of the NCDOT reimbursement budgeted funds.

**Major Recommended Changes Summary**

<b>WATER &amp; SEWER FUND</b>					
<b>Revenues</b>			<b>Expenditures</b>		
Description	Increase	Decrease	Description	Increase	Decrease
Etowah Sewer Charges	\$ 35,000	\$ -	WS - Fleet Salaries	\$ 5,544	\$ -
Water/Sewer Late Fees	\$ 150,000	\$ -	Professional Ser.	\$ 10,000	\$ -
Water SDCs	\$ -	\$ 208,120	WS - Finance Salaries	\$ 36,752	\$ -
Sewer SDCs	\$ -	\$ 56,380	Engineering Salaries	\$ 10,697	\$ -
Customer Participation	\$ 6,614	\$ -	Facilities Maint. Salaries	\$ 4,250	\$ -
Sale of Fixed Assets	\$ 5,769	\$ -	WTP Salaries	\$ 29,109	\$ -
Discounts Earned	\$ -	\$ 8,964.00	WTP Pisgah Forest	\$ 10,000	\$ -
<b>Sub-Total</b>	<b>\$ 197,383</b>	<b>\$ 273,464</b>	Water Distribution R&M Trucks	\$ 30,000	\$ -
			WS - Construction O/T	\$ 8,000	\$ -
			Mud Creek Bank Stabilization	\$ 23,000	\$ -
			NCDOT Reimbursement	\$ -	\$ 457,867
			Contingencies	\$ 29,567	\$ -
			Transfer to French Broad	\$ 184,869	\$ -
			<b>Sub-Total</b>	<b>\$ 381,788</b>	<b>\$ 457,867</b>

**\*\*TOTAL BUDGET DECREASE OF \$76,081\*\***

## Environmental Services Fund

### Revenues

#### Waste Disposal Fees – Residential | Account 680014-451500

Revenue is up almost \$70,000 over the prior year at mid-year due to the rate increase.

#### Donation/Contributions | Account 680080-498207

Current year is a one-time revenue for the customer contribution of ½ of the storm drainage repair on 4<sup>th</sup> Ave. (Margaret Thomas)

### Expenditures

#### ESF – Fleet Maintenance Salaries | Accounts 684250-512100, 518100, & 518200

Fleet Maintenance salary accounts exceed the 50% mark for half a year of pay. This account will be increased by \$280 to cover the intern salary in FY16-17.

#### Contingencies | Account 689910-599100

The remaining revenue increase, \$13,945, will be used to balance the Environmental Services Fund’s contingency account.

## Major Recommended Changes Summary

### ENVIRONMENTAL SERVICES FUND

Revenues			Expenditures		
Description	Increase	Decrease	Description	Increase	Decrease
Stormwater Fee	\$ 16,609	\$ -	ESF - Fleet Salaries	\$ 1,108	\$ -
Discounts Earned	\$ -	\$ 220	Intern Salary	\$ 280	\$ -
Mulch Sales	\$ 1,500	\$ -	Contingencies	\$ 13,945	\$ -
Donations/Contributions	\$ -	\$ 2,556	<b>Sub-Total</b>	<b>\$ 15,333</b>	<b>\$ -</b>
<b>Sub-Total</b>	<b>\$ 18,109</b>	<b>\$ 2,776</b>			

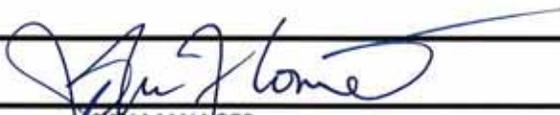
**\*\*TOTAL BUDGET INCREASE OF \$15,333\*\***

**BUDGET AMENDMENT**

FUND: 10

ACCOUNT NUMBER			INCREASE	DECREASE
ORG	OBJECT	DESCRIPTION OF ACCOUNT		
100010	420101	Ad Val Tax - Motor Vehicles	25,000.00	
100030	425000	ABC Revenues	32,257.00	
100030	433400	Utility Franchise Tax		50,000.00
100040	447000	Powell Bill Revenue		2,678.00
100080	443100	Parking Violations	22,000.00	
100080	443800	Discounts Earned		3,770.00
100080	498207	Donations/Contributions	25,000.00	
100090	444000	Insurance Settlements	14,007.00	
<b>TOTAL REVENUES</b>			<b>118,264.00</b>	<b>56,448.00</b>
104131	512100	Salaries & Wages - Reg.	13,450.00	
104131	518100	FICA Tax Expense	815.00	
104131	518200	Retirement Expense	1,085.00	
104131	518300	Group Med./Life Ins.	1,443.00	
104250	512100	Salaries & Wages - Reg.	10,949.00	
104250	518100	FICA Tax Expense	875.00	
104250	518200	Retirement Expense	807.00	
104510	512900	Salaries & Wages - P/T	11,630.00	
104510	569000	Contracted Services		11,630.00
104270	512900	Salaries & Wages - P/T	23,630.00	
104270	569000	Contracted Services		23,630.00
104120	519000	Prof. Services	5,000.00	
109910	599100	Contingencies	27,392.00	
<b>TOTAL EXPENDITURES</b>			<b>97,076.00</b>	<b>35,260.00</b>
<b>TOTAL BUDGET</b>			<b>61,816.00</b>	<b>-</b>

An amendment to the General Fund budget as detailed in the mid-year report.

  
 CITY MANAGER

Date: 1-20-17

APPROVED BY CITY COUNCIL:

DATE:

**BUDGET AMENDMENT**

FUND: 60

ACCOUNT NUMBER			INCREASE	DECREASE
ORG	OBJECT	DESCRIPTION OF ACCOUNT		
600013	451350	Etowah Sewer Charges	35,000.00	
600050	451150	Water/Sewer Late Fees	150,000.00	
600050	452500	Water System Development Charges		208,120.00
600055	453500	Sewer System Development Charges		56,380.00
600080	434750	Customer Participation	6,614.00	
600080	443660	Sales of Fixed Assets	5,769.00	
600080	443800	Discounts Earned		8,964.00
<b>TOTAL REVENUES</b>			<b>197,383.00</b>	<b>273,464.00</b>
604250	512100	Salaries & Wages - Reg.	4,969.00	
604250	518100	FICA Tax Expense	258.00	
604250	518200	Retirement Expense	317.00	
607110	519000	Prof. Services	10,000.00	
607113	512100	Salaries & Wages - Reg.	29,167.00	
607113	518100	FICA Tax Expense	2,128.00	
607113	518200	Retirement Expense	2,529.00	
607113	518300	Group Med./Life Ins.	2,928.00	
607114	512100	Salaries & Wages - Reg.	9,268.00	
607114	512900	Salaries & Wages - P/T	280.00	
607114	518100	FICA Tax Expense	258.00	
607114	518200	Retirement Expense	891.00	
607123	512600	Salaries & Wages - Temp.	4,250.00	
607124	512100	Salaries & Wages - Reg.	11,581.00	
607124	512200	Salaries & Wages - O/T	15,000.00	
607124	518100	FICA Tax Expense	212.00	
607124	518200	Retirement Expense	2,316.00	
607124	525100	Gasoline/Diesel	5,000.00	
607124	529900	Supplies & Materials	20,000.00	
607124	535300	R&M - Auto/Trucks	5,000.00	
607126	535300	R&M - Auto/Trucks	10,000.00	
607127	512200	Salaries & Wages - O/T	8,000.00	
607136	559900	Capital Outlay - Otr Improvements	23,000.00	
607126	559700	R&M - Lines		457,867.00
609910	599100	Contingencies	29,567.00	
609900	999426	Transfer to French Broad River Intake	184,867.00	
<b>TOTAL EXPENDITURES</b>			<b>381,786.00</b>	<b>457,867.00</b>
<b>TOTAL BUDGET</b>			<b>-</b>	<b>76,081.00</b>

An amendment to the Water & Sewer Fund budget as detailed in the mid-year report.

  
CITY MANAGER

Date: 1-20-17

APPROVED BY CITY COUNCIL: \_\_\_\_\_ DATE:

**BUDGET AMENDMENT**

FUND:

ACCOUNT NUMBER			INCREASE	DECREASE
ORG	OBJECT	DESCRIPTION OF ACCOUNT		
680014	451800	Stormwater Fee	16,609.00	
680080	443800	Discounts Earned		220.00
680080	443950	Mulch Sales	1,500.00	
600080	498207	Donations/Contributions		2,556.00
<b>TOTAL REVENUES</b>			<b>18,109.00</b>	<b>2,776.00</b>
684250	512100	Salaries & Wages - Reg.	993.00	
684250	518100	FICA Tax Expense	52.00	
684250	518200	Retirement Expense	63.00	
684710	512900	Salaries & Wages - P/T	280.00	
689910	599100	Contingencies	13,945.00	
<b>TOTAL EXPENDITURES</b>			<b>15,333.00</b>	-
<b>TOTAL BUDGET</b>			<b>15,333.00</b>	-

An amendment to the Environmental Services Fund budget as detailed in the mid-year report.

  
 CITY MANAGER

Date: 1-20-17

APPROVED BY CITY COUNCIL:

DATE:



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 01/30/17

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 05q

Over the last several months City staff has been discussing opportunities to improve customer service within Hendersonville Water and Sewer. We believe that it is important to have an individual that can work directly with our front line supervisors and outside customers to ensure all tasks are completed efficiently and in a timely manner. We also believe this person can assist the Utilities Director respond to day to day questions, which will allow the Director to focus on other items. Therefore, we are requesting approval to create an Operations Manager position within the Water and Sewer Department. This position will be classified in Pay Grade 20 (\$51,940.22- \$80,507.34) in the Hendersonville Pay and Classification Salary Schedule.

**Budget Impact:** \$ 51,940.22 - \$80,507.34 Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

Once the position is hired a budget amendment will be submitted for your approval.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move that the City Council approve the creation of the Water and Sewer Operations Manager and place the position in Pay Grade 20 of the Pay and Classification Schedule.

**Attachments:**

Proposed Job Description

## **Operations Manager**

### **Primary Reason Why Classification Exists**

To perform difficult professional and managerial work planning, organizing and directing the operations and maintenance of the field operations divisions of the Water and Sewer Department. Work involves planning and coordinating the work of departmental personnel involved in the operation and maintenance of the City's water system and sewer system. Work also involves assistance with policies, standard operating procedures, safety procedures, coordinating training required for maintenance personnel and observation of all new construction. Responsible for assisting in the preparation of a variety of reports and maintaining records as related to the water and sewer systems.

### **Distinguishing Features of the Class**

An employee in this class plans, organizes and directs the operations and maintenance of the water distribution and sewer collections systems, pumping facilities water storage tanks and related facilities and equipment. Work also includes working closely with the utilities engineer and city engineer. Work is performed in accordance with local, state and federal laws and regulations. Work involves responsibility for division staffing, budget development and administration, assistance with and advising the utilities director on long range planning for facilities, system capacity, and technical compliance needs, establishing and maintaining records and reports necessary for full compliance with all regulations and for effective management decision-making, and ensuring effective productivity of assigned personnel. Work involves considerable public contact, initiative and judgment. The employee may occasionally come in contact with hazards such as traffic, dust, falling objects, heavy equipment, etc. General administrative direction is received from the utilities director regarding matters of policy, budget, long range plans, personnel matters and work priorities. Work is evaluated through conferences and reports for productivity, efficiency, safety and compliance with required laws and regulations.

### **Illustrative Examples of Work**

- Plans, organizes and directs the work of subordinate supervisors and employees engaged in the operation and maintenance of the City's water and sewer systems including, but not limited to, pipelines, manholes, valves, pump stations, storage tanks and associated preventive maintenance. Advises management and participates in planning for current and future capacity needs and systems modifications for increased efficiency or regulatory compliance.
- Assists in the hiring, promotion, training, discipline, evaluation and other personnel actions and decisions for the divisions of responsibility in consultation with the utilities director and human resources director; plans and implements safety programs including training, procedures and equipment as necessary for field operations personnel.
- Observes all developer-installed and city contracted construction and maintenance projects; assists with the coordination of engineering inspectors to ensure proper inspection and adherence to plans and standards prior to City acceptance.
- Establishes, maintains and analyzes a variety of reports as required and as needed

for effective management and decision-making.

- Plans, organizes and directs in the maintenance and repair of water and sewer pumping stations, elevated storage tanks, and related facilities; supervises the installation of water and sewer taps and related utility customer service responses.
- Requests resources as part of annual budget process; reviews and submits budget requests of subordinate supervisors; oversees allocated resources once approved; participates in capital budgeting to construct and maintain utility infrastructures.
- Participates in plan review of repair and replacement projects; approves said plans and specifications prior to construction.
- Performs related work as required.

### **Knowledge, Skills and Abilities**

- Thorough knowledge of the principles and practices of water distribution, sewer collection, pumping stations, storage tanks and other utility systems appurtenances.
- Thorough knowledge of the local, state, and federal laws and regulations relating to water distribution and sewer collection.
- Thorough knowledge of the field operations budgeting, purchasing and personnel policies and practices.
- Thorough knowledge of effective management practices including staffing, motivation, communications, delegation, discipline, performance review and other practices.
- Working knowledge of engineering principles and their application to utilities construction and maintenance along with the City's utility construction standard specification and maintenance procedures, practices and customer service policies.
- Some knowledge of computer mapping and hydraulic modeling software.
- Some knowledge of surveying methods and practices.
- Ability to analyze information and make effective decisions.
- Ability to establish and maintain effective working relationships with City official, engineers, regulatory officials, contractors, other employees, customers and the general public.
- Ability to prepare, present and interpret records and reports utilizing Excel, Access and the City's work order management program.
- Must possess good writing and exceptional verbal communication skills.
- Must possess outstanding troubleshooting skills and have a natural mechanical and analytical ability.
- Must possess outstanding customer service skills.

### **Physical Requirements**

Work in this class is medium work requiring exertion of in excess of 50 pounds of force occasionally, and/or in excess of 20 pounds of force frequently, and/or negligible amounts of force constantly to move objects. Physical requirements include climbing, stooping, reaching, standing, walking, pulling, lifting, fingering, grasping, talking, hearing and repetitive motions. Employee must have visual acuity to prepare and analyze data, ability to utilize operate a desktop or laptop computer and other mobile devices terminal, perform extensive research reading and use measurement devices. Employee must have the stamina to work for extended periods some of which in emergency situations.

**Working Conditions**

Work is performed in inside and outside environmental conditions including extreme heat and cold with rain, snow and ice. Employee is subject to noise which may cause the employee to shout in order to be heard above the ambient noise level. Employee is subject to vibration, such as exposure to oscillating movements of the extremities or whole body and is also subject to workplace hazards including proximity to moving mechanical parts or exposure to chemicals, oils, fuels, hazardous atmospheres and potential for blood borne pathogens in raw untreated sewage. Employee is subject to atmospheric conditions due to exposure to fumes, odors, dusts and oils.

**Education**

Graduation from college (2-year or 4-year) with a degree in environmental sciences, civil engineering or related field and extensive experience supervising water distribution and wastewater collection systems; or an equivalent combination of education and experience.

**Experience**

Five years or more experience in the construction and maintenance of water distribution systems and/or sewer collection systems, including water and sewer main construction and pumping stations and water storage tanks maintenance.

**Special Requirement**

- Valid North Carolina driver's license.
- NC Grade A water distribution system operator certification.
- NC Grade IV collection system operator certification.
- NCDOT flagger training preferred.
- First aid/CPR certification preferred.
- Competent person certification and trenching/shoring training.
- Confined space entry training.

**FLSA Status:** Exempt

**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Hendersonville reserves the right to assign or otherwise modify the duties assigned to this classification.

January 2017 (Lee Smith)



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Brian Pahle

**Department:** Admin

**Date Submitted:** 01/23/17

**Presenter:** Brian Pahle

**Date of Council Meeting to consider this item:** 02/09/17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 05r

A resolution to accept the Governor's Crime Commission Grant in the amount of \$23,175 for equipment that aids the department's current abilities to combat users, sellers, and traffickers of illegal controlled substances in Hendersonville, NC.

The budget for this grant was adopted at the City Council's regular October meeting 2016.

Budget Impact: \$0 Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to approve a resolution accepting the Governor's Crime Commission Grant in the amount of \$23,175.

**Attachments:**

See below...

**RESOLUTION BY THE GOVERNING BODY OF THE CITY OF HENDERSONVILLE**

**WHEREAS,** the City is in receipt of a grant award from the Department of Public Safety Governor's Crime Commission in the amount of \$23,175, and

**WHEREAS,** the City Manager is the authorizing official for the grant, and

**WHEREAS,** the grant will assist the City in Prescription Pill/ Opiate Diversion. Grant equipment to aid and enhance our current abilities in combating the users, sellers and traffickers of illegal controlled substances in Hendersonville, NC. Additionally, the ability to examine and identify individuals responsible for crimes, and

**WHEREAS,** City of Hendersonville detectives conduct reactive investigations, forensic examinations, and assist in criminal prosecutions, and

**WHEREAS,** the City of Hendersonville intends to act and perform duties in accordance with the awarded grant,

**NOW, THEREFORE, BE IT RESOLVED BY THE HENDERSONVILLE CITY COUNCIL:**

That City of Hendersonville does hereby accept the Governor's Crime Commission Grant offer of \$23,175.00.

Adopted this the 9<sup>th</sup> day of February, 2017 at 145 5th Avenue East, Hendersonville, North Carolina.

---

Barbara G. Volk, Mayor

Attest:

---

Tammie K. Drake, City Clerk



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Sam Fritschner

**Department:** Legal

**Date Submitted:** 1 February 2017

**Presenter:** Sam Fritschner

**Date of Council Meeting to consider this item:** 9 February 2017

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 05s

On behalf of the tree board Mr. Bracket (the Board's chair) has requested that the number of board members required by ordinance to reside or own real property within the zoning jurisdiction of the City be reduced from five to four.

Mr. Bracket explained that this would enlarge the field of available applicants while keeping a majority within the City's jurisdiction. It would also have the effect of permitting a valuable member of the committee (who is moving from within the zoning jurisdiction) to remain on the board.

**Budget Impact:** \$0 Is this expenditure approved in the current fiscal year budget?  N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move the City Council to adopt the ordinance amending the makeup of the tree board.

**Attachments:**

Proposed ordinance

Ordinance #17-\_\_\_\_\_

**AN ORDINANCE AMENDING SECTION 46-146 OF THE CODE OF ORDINANCES  
PERTAINING TO ESTABLISHMENT AND COMPOSITION OF THE TREE BOARD**

WHEREAS, the City of Hendersonville's Tree Board is an integral part of the public services provided by the City of Hendersonville, and

WHEREAS, the City recognizes the services provided by the Tree Board and desires that the membership of the Board represent a broad base of the community, and

**NOW, THEREFORE, be it ordained by the City Council of the City of Hendersonville:**

SECTION 1. Section of the Hendersonville Code of Ordinances is hereby amended read as follows additional section as follows:

**Sec. 46-146. - Creation and establishment; number and appointment of members.**

There is hereby created and established the city tree board, hereafter referred to as the "tree board." The tree board shall be appointed by the City Council and shall be composed of seven persons, at least ~~five~~ four of whom shall be residents of the territory subject to the zoning jurisdiction of the city or property owners of the city. The director of public works shall serve on the tree board as an ex officio member but will not have voting rights.

SECTION 2. SEVERABILITY. If any provision of this ordinance is for any reason held by a court of competent jurisdiction to be unconstitutional or invalid, such decision shall not affect the validity of the remaining provisions of this ordinance.

SECTION 3. EFFECTIVE DATE. This ordinance shall be in full force and effect from and after the date of its adoption.

Adopted this ninth day of February 2017.

---

Barbara Volk, Mayor

Attest:

---

Tammie K. Drake, MMC, City Clerk

Approved as to form:

---

Samuel H. Fritschner, City Attorney



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Rhonda Wiggins

**Department:** Utilities

**Date Submitted:** January 23, 2017

**Presenter:** Lee Smith

**Date of Council Meeting to consider this item:** February 9, 2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05ti

Camp Judea Expansion - Water Line Extension - Hwy 64 East and Camp Judea Lane

This project is to extend water service to the expansion of the existing Camp Judea property. This expansion will serve three new buildings consisting of a new Dining Hall, Art Building and a Pool Bathroom.

The proposed water system will consist of: 416 lf of 6" Ductile Iron Pipe and one fire hydrant.

This project is within the Zoning and Planning Jurisdiction of Henderson County and was approved June 27, 2016.

Based on the above information, the Water and Sewer Department has the capacity to support this additional infrastructure and associated connections and hereby recommends approval of said project contingent upon final approval of construction plans and specifications by the Water and Sewer Department.

**Budget Impact:** \$0 \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

This project will be funded by the developer.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move City Council to accept this Water Utility Extension Project and to authorize the City Manager to execute the associated Water Utility Extension Agreement on behalf of the City.

**Attachments:**



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Rhonda Wiggins

**Department:** Utilities

**Date Submitted:** January 19, 2017

**Presenter:** Lee Smith

**Date of Council Meeting to consider this item:** February 2, 2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05tii

Old Hendersonville Road Planned Residential Development (PRD) - Phase 1

This is a request to extend the City of Hendersonville water system to provide service to Phase 1, consisting of 50 residential units. This property is located on Old Hendersonville Road (map attached).

The proposed water system will consist of:  
1,971 LF of 6" DIP

This project is within the Zoning and Planning Jurisdiction of the Town of Fletcher and has received approval dated January 17, 2017.

Based on the above information, the Water and Sewer Department has the capacity to support this additional infrastructure and associated connections and hereby recommends approval of said project contingent upon final approval of construction plans and specifications by the Water and Sewer Department.

**Budget Impact:** \$0 Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

This project will be funded by the developer.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

"I move to accept this Utility Extension Project and to authorize the City Manager to execute the associated Utility Extension Agreement on behalf of the City."

**Attachments:**

vicinity map



X: -9185032.47152 Y: 4219133.67667

8" DIP CL 350



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Lee Smith

**Department:** Utilities

**Date Submitted:** February 1, 2017

**Presenter:** Lee Smith

**Date of Council Meeting to consider this item:** February 9, 2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 05u

Reimbursement Application for the Upward Road Water Main Extension

In July of 2016, representatives for Flat Rock Hospitality submitted plans for the construction of a new Fairfield Inn & Suites located on southern side of Upward Road, approximately 1/2 mile east of I-26, in the Flat Rock. The proposed project included a new 6-inch water service to the hotel site for domestic use and fire protection. After reviewing said plans, staff felt this may be an ideal opportunity to install a water main along the southern shoulder of Upward Road in this area, as there is potential for further development on that side of the road. Installation of an 8-inch water line along the southern side of Upward Road would minimize road crossings required by future development.

With this in mind, staff engaged representatives of Flat Rock Hospitality to reach an agreement to increase their proposed 6-inch water service to an 8-inch water main and extend said water main along the road frontage of their property, with the City compensating Flat Rock Hospitality for the increase in cost, per section 52-92 of the City of Hendersonville, Code of Ordinances.

**Budget Impact:** \$ 28,000 Is this expenditure approved in the current fiscal year budget?  No  Yes If no, describe how it will be funded.

Transferring funds from 607127-535250 Repair and Maintenance - Lines to 607126-559600 Capital Outlay - Line Upgrades, so there are no new monies required, if so approved.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move to approve the Reimbursement Application and to authorize the City Manager to execute an agreement with said developer; as presented and recommended by staff.

## Attachments:

Utility Oversize Reimbursement Application  
Contractor's Quotes, including an email authorizing use of the unit pricing quote

UTILITY OVERSIZE REIMBURSEMENT APPLICATION

(Please print or type)

The undersigned hereby applies for a Utility Oversize Reimbursement with the City of Hendersonville. The Utility Oversize Reimbursement is for the construction of an approved utility of a larger diameter than is required to serve the subject project. The utility must be designated on the Utility Master Plan or approved for oversizing by the City during plan approval. Only utilities larger than eight (8) inches in diameter are eligible for oversize reimbursement. The following information is required prior to processing the reimbursement request.

Developer/Owner: Satis Patel  
(Name of Person designated to receive reimbursement payment)

Company Name: Flat Rock Hospitality

Address: 550 Airport Road

City, State, Zip: Fletcher, NC 28732

Phone Number: 828-684-1213 Fax Number: \_\_\_\_\_

Project Name: Fairfield Inn & Suites

Location: 836 Upward Rd Flat Rock NC

Project Consultant: \_\_\_\_\_

Contact Person: Ken Camp Phone Number: 828-329-0208

Type of Utility Extension: Water Sanitary Sewer

Size of utility installed: \_\_\_\_\_

Size of utility required to serve project: \_\_\_\_\_

Date of City Approval of Project : \_\_\_\_\_

Has the project been publicly bid in accordance with North Carolina General Statute 143-129 or NCGS 143-131? \_\_\_\_\_ Yes \_\_\_\_\_ No

If no, when do you anticipate accepting public bids? \_\_\_\_\_

HENDERSONVILLE WATER AND SEWER

The following information must be submitted with this application in order to receive approval of this reimbursement. If the answer to No. 1 or 2 below is "NO" at the time of application or if No. 3 - 6 are not received by the City within 30-calendar days following the Final Acceptance date for the project, this application shall be considered "Null and Void".

PRIOR TO PROJECT APPROVAL:

1. Has the project been approved by the City of Hendersonville?
2. Has an estimate of eligible reimburseable costs with linear footage of utility, number of valves and linear footage of bore and jack, signed and sealed by a professional engineer registered in the State of North Carolina been submitted with this application?

UPON COMPLETION OF PROJECT:

3. Submit documentation of public bid including certified bid tab statement by a professional engineer registered in the State of North Carolina to the City.
4. Submit a copy of the executed contract between the developer and the selected contractor to the City.
5. Submit a Certified Sales Tax Statement from the contractor for the materials used as a part of the reimbursement to the City?
6. Submit a copy of the final payment to the contractor, including final invoice, to the City.

I acknowledge that the above information is accurate. I also recognize that, dependent upon the amount of the oversize reimbursement request as well as the number of other oversize reimbursement requests received by the City of Hendersonville during the fiscal year, the reimbursement may be paid over multiple years up to a maximum of ten years, at the City's discretion.

By: SAHS PATE  
(Print Name)  
Signature: [Handwritten Signature]  
(Developer/Owner)  
Date: 9/30/16

CITY OF HENDERSONVILLE STAFF USE ONLY	
Approved by: _____	Date: _____
Comments: _____	

RECEIVED

JAN 19 2017

Hendersonville  
Water and Sewer

**Carolina Specialties Construction  
Cost Of Reimbursement For Utility  
Oversize and Extension At the Fairfield Inn  
And Upward Road**

**Original Proposal**

12"x8" tapping sleeve & valve	\$8,043.00
Jack and Bore 12"x.250 casing	\$23,793.00
6" DIP 110 LF	\$3,003.00
Testing	\$840.00

**Total Original \$35,679.00**

**Upgraded Plans**

Same	\$8,043.00
16"x.250 Casing	\$28,192.00
8" DIP 355 LF	\$12,978.00
Testing	\$2,520.00
Add 1 Hydrant	\$4,132.00
2ea 8" End Plugs	\$1,418.00
8" Valves	\$4,442.00
8" Fittings	\$4752.00

**Total Upgrade \$ 63,310.00**

(revised per attached quote  
from Whitmire Grading)

~~\$63,310.00~~  
~~\$66,477.00~~  
~~-\$35,679.00~~

**Additional Cost of Upgrade**

~~\$30,798.00~~

**\$27,631.00**

(Quote for the proposed upgrade was revised per itemized  
quote submitted by Whitmire Grading 1/20/2017 to  
Carolina Specialties Construction, LLC. Revision was  
approved by Ken Camp via the attached email.)

  
\_\_\_\_\_  
1-19-17

**Carolina Specialties  
City of Hendersonville  
Unit Pricing  
Utility Oversize Reimbursement  
Fairfield Inn Upward Road**

<b>Tapping Sleeve 12"x8"</b>	1 EA	@\$7,660.00 EA	\$7,660.00
<b>Jack and Bore</b>	90 LF	@\$298.33 LF	\$26,850.00
<b>8" DIP</b>	355 LF	@\$34.82 LF	\$12,360.00
<b>Testing</b>	1 LS		\$2,400.00
<b>Fire Hydrant</b>	1 EA	@\$3,995.00 EA	\$3,935.00
<b>8" Plugs</b>	2 EA	@\$675.00 EA	\$1,350.00
<b>8" Valves</b>	3 EA	@\$1,410.00 EA	\$4,230.00
<b>8" Fittings</b>	8 EA	@\$565.63 EA	\$4,525.00

**Total \$63,310.00**

**Note:** 8" Fittings includes the following: 2-90 degree bends, 4-45 degree bends, 1- cross fitting, 1-8"x6" reducer.

*Jerry Whitmire*

*January 20, 2017*

## Fuller, Alvin

---

**From:** Ken Camp <kcamp@cscwnc.com>  
**Sent:** Tuesday, January 31, 2017 3:51 PM  
**To:** Fuller, Alvin  
**Subject:** FFI&S Water Line Extension

Alvin,

Per our conversation please use Whitmire Grading's unit pricing quote dated January 20th for a total price of \$63,310.00 Minus the \$35,679.00 for the original price as the basis for the reimbursement of \$27,631.00 for the additional size and footage.

Thanks,

**Ken Camp**  
Project Manager



PO BOX 825 Hendersonville, NC 28793

T: 828 6977184

E: [kcamp@cscwnc.com](mailto:kcamp@cscwnc.com)

[www.cscwnc.com](http://www.cscwnc.com)



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 1-29-2017

**Presenter:** Mayor Volk

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Presentation Only

**Summary of Information/Request:**

**Item #** 06a

Recognition of Furman United Soccer Club 02G Purple HVL Team for winning the President's Medal League State Cup in Greer, SC. They will represent the State of South Carolina at the 2017 President's Medal Cup Region III Championship in Tulsa, Oklahoma this summer. The team is coach by City Councilman Jerry Smith and made up of players mostly from Henderson County.

**Budget Impact:** \$ N/A Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

N/A

**Attachments:**

Certificate of Recognition

## Furman United 02G Purple HVL Wins the 2016 President's Medal League State Cup



The Furman United 02G Purple HVL team won the 2016 President's Medal League State Cup this past weekend, December 3 & 4, at the MeSA Soccer Complex in Greer, SC. The 02G Purple defeated the CASA 02G Premier team from Anderson, SC, 1-0, on a goal in the 64<sup>th</sup> minute by Nikki Schedivy. The team will represent South Carolina at the 2017 Presidents Medal Cup Region III Championship in Tulsa, OK, June 13-18. The team finishes the season with a 22-2-1 record. In addition to the State Cup, the 02 Purple won the Discoveries Soccer Club Rock Hill (SC) Classic in September and the Western Division of the Fall 2016 PMSL League. They also finished runner-up at the Riverside Shootout in Asheville in August and at the Gatlinburg Girls College Showcase in November. All of the players except one are from Henderson County and attend Hendersonville High School, East Henderson High School, Hendersonville Middle School and Flat Rock Middle School. The players above are, from left to right: (Kneeling) Miriam Smith, Alexis Retzbach, Nikki Schedivy and Callie Swanger; (Standing) Yuri Gallardo, Aundrea Retzbach, Aubrie Pressley, Erin Sainsbury, Malena Hopper, Erin Price, Heidi Reid, Sarah Thompson, Katie Parce, India Davis-Boggs, Caitlyn Barnwell, Amari Burke, and Aubrey Bish; (Coaches) Jerry Smith and Brian Price. The team is coached by Head Coach Jerry Smith and Coaches Brian Price, Jill Miller, Laura Boggs and Katheryn Beasley. Furman United Soccer Club is based out of Greenville, SC. Furman United currently has 1500 players with teams competing at the Premier, Challenge, Classic, Academy and Recreation Levels. There are approximately 50 girls in Henderson County who play for Furman United.



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Chief Herbert Blake

**Department:** Police

**Date Submitted:** 01/24/2017

**Presenter:** Chief Herbert Blake

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Presentation Only

**Summary of Information/Request:**

**Item #** 06b

On behalf of the Hendersonville Police Department , I would like to present Lieutenant Mike Vesely with the North Carolina Justice Academy Traffic Enforcement & Investigation Certificate.

The Traffic Enforcement & Investigation Certificate program is designed to recognize the achievement of law enforcement professionals who have dedicated themselves to making the highways safer for our citizens. Officers, upon completion of the program, will have mastered several important aspects of traffic enforcement and related topics, thus achieving a high level of professionalism for themselves as well as their department.

This program consisted of 500 hours of traffic crash investigation to include core classes for DWI Recognition, Radar Operation and Traffic Crash Reconstruction.

Lieutenant Vesely completed this program in five years.

He is now one class away from his CACP, Criminal Investigation Certificate.

**Budget Impact:** \$ No Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

**Attachments:**



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Tammie Drake

**Department:** Admin

**Date Submitted:** 02.02.17

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02.09.17

**Nature of Item:** Presentation Only

**Summary of Information/Request:**

**Item #** 06c

For the October through December 2016 quarter, we will be recognizing the following Service Excellence MVPs that were selected by the Service Excellence Design Team:

Christian Miller  
Bruce Simonds  
Terry Smith  
Ross Henderson  
Deon Mendosa

**Budget Impact:** \$ N/A Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

**Attachments:**



## CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Administration

**Date Submitted:** 01/13/2017

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 2/9/2017

**Nature of Item:** Presentation Only

### Summary of Information/Request:

**Item #** 06d

In 2016, 100 MVP nominations were submitted and each quarter three were chosen as Quarterly MVPs. From these, the Service Excellence Design Team selected Joshua Hoard as the MVP of the Year. Josh is the Environmental Service Supervisor for the Public Works Department and in 2016 received five MVP nominations two of which were chosen as Quarterly MVPs. His nominations were for:

- ~ stopping to help an elderly man shovel his walkway,
- ~ volunteering to help City Hall employees move furniture,
- ~ receiving a letter of thanks from Lance Lumber Co., for helping them remove a lot of debris prior to the Apple Festival,
- ~ volunteering his time with the Turkey Trot and
- ~ and receiving a letter of thanks from Beacon Commons for his help with a clean up of Wash Creek.

Josh will receive \$500 and his name will be added to the MVP of the Year plaque.

**Budget Impact:** \$ NA Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

NA

**Attachments:**

None

# PROCLAMATION

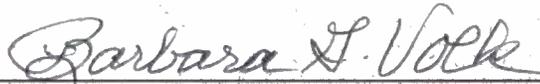
- WHEREAS, The Alliance of Cardiovascular Professionals has announced its annual celebration of the work performed by Cardiovascular Practitioners and Managers and the contribution these individuals make to healthcare, and
- WHEREAS, Cardiovascular Services Practitioners include those professionals working in Invasive, Noninvasive, Echo, EKG, and Cardiopulmonary Departments, and
- WHEREAS, Cardiovascular Professionals Week is a nationally-recognized week, which can be found on the official federal legislative calendar for important dates and recognitions. ACVP and its over 3,000+ members celebrate the week through a variety of activities, and
- WHEREAS, The theme for this year's week is **CARDIOVASCULAR PROFESSIONALS: HEART OF THE MATTER** emphasizes working together to provide the best care, the best way.

NOW, THEREFORE, I, Barbara G. Volk, by the power invested in me as Mayor of the City of Hendersonville, do hereby proclaim the week of February 12-19, 2017 as

## **"Cardiovascular Professionals Week"**

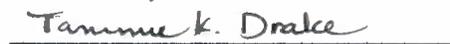
in the City of Hendersonville and urge all citizens to join with me in honoring these professionals for their dedication to providing quality care.

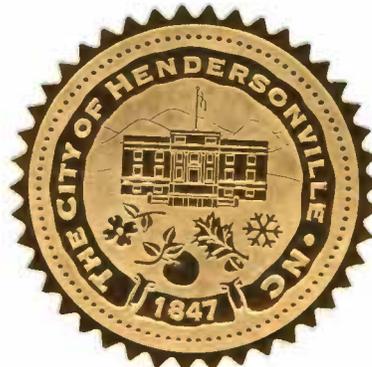
Signed this twenty-fifth day of January 2017.



Barbara G. Volk, Mayor, City of Hendersonville

Attest:

  
Tammie K. Drake, City Clerk





# CITY OF HENDERSONVILLE

## AGENDA ITEM SUMMARY

**Submitted By:** Susan G. Frady

**Department:** Development Asst Dept

**Date Submitted:** 1.6.17

**Presenter:** Susan G. Frady, Development Asst Dept.

**Date of Council Meeting to consider this item:** 2.09.17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 07

The City has received an application from Halvorsen Development Corp. to close a portion of Market Street off of White Street. A map, survey and boundary description are included with this memorandum.

The Council adopted a Resolution of Intent to close this unopened right of way at their August 4, 2016 meeting. A copy of the Resolution of Intent was mailed to the adjoining property owners, notification of the proposed closing was posted on the property, and the Resolution of Intent and notice of the public hearing was advertised four times in the legal notice section of a local newspaper. General Statute 160A-299 has procedures for permanently closing streets and alleys. Any person may be heard on the question of whether or not the closing would be detrimental to the public interest or the property rights of any individual. If it appears to the satisfaction of City Council after the hearing that closing this street is not contrary to the public interest, and that no individual owning property in the vicinity of the street portion or in the subdivision in which it is located would thereby be deprived of reasonable means of ingress and egress to their property, the City Council may adopt an order closing this street portion. This item was continued at the January 5, 2017 meeting.

**Budget Impact:** \$0 \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget?  N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move Council to adopt an order closing a portion of Market Street as petitioned by Halvorsen Development Corp.

### Attachments:

Resolution of Intent  
Order to Permanently Close  
Map  
Boundary Description

**RESOLUTION OF INTENT**

**A resolution declaring the intention of the City of Hendersonville City Council to consider the closing a portion of Market Street as shown on the attached right-of-way**

WHEREAS, NC General Statute (G.S.) 160A-299 authorizes the City Council to close public streets and alleys; and

WHEREAS, Halvorsen Development Corp., has petitioned the Council of the City of Hendersonville to close a portion of Market Street as shown on the attached survey; and

WHEREAS, the City Council considers it advisable to conduct a public hearing for the purpose of giving consideration to the closing of a portion of Market Street as shown on the attached survey.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville:

1. A meeting will be held at 5:45 p.m. on the sixth day of October, 2016, in the Council Chambers of City Hall to consider closing a portion of Market Street as shown on the attached survey.
2. The City Clerk is hereby directed to publish this Resolution of Intent once a week for four successive weeks.
3. The City Clerk is further directed to transmit by registered or certified mail to each owner of property abutting upon that portion of said street a copy of the Resolution of Intent.
4. The City Clerk is further directed to cause adequate notices of the Resolution of Intent and the scheduled public hearing to be posted as required by G.S. 160A-299.

Adopted by the City Council at a meeting held on the fourth day of August, 2016, in the City Hall Council Chambers.

  
Barbara G. Volk, Mayor

ATTEST:

  
\_\_\_\_\_  
Tammie K. Drake, City Clerk (Seal)



**ORDER TO PERMANENTLY CLOSE A PORTION OF  
Market Street  
(Petition of Halvorsen Development Corp.)**

NORTH CAROLINA  
HENDERSON COUNTY

TO WHOM IT MAY CONCERN:

WHEREAS, North Carolina General Statute Section §160A-299 authorizes a city council to permanently close any street or public alley way within its corporate limits or area of extraterritorial jurisdiction and provides a procedure for the closing such streets or alleyways; and

WHEREAS, Halvorsen Development Corp., has petitioned the City of Hendersonville to close a portion of Market Street; and

WHEREAS, on the fourth day of August 2016, the Hendersonville City Council adopted a resolution expressing the intention of the municipality to close portions of these streets and setting the sixth day of October 2016, as the date of a public hearing regarding such closure; and

WHEREAS, the aforementioned resolution has been published once a week for four successive weeks prior to the public hearing in the Hendersonville Lightning (a newspaper of general and regular circulation in Hendersonville and Henderson County) and a copy thereof has been sent by certified mail to all owners of property adjoining the street as shown on the county tax records; and

WHEREAS, notice of the closings and of the public hearing has been posted in at least two places along the streets; and

WHEREAS, a public hearing was held in conformance with the aforementioned public notice on the sixth day of October 2016.

NOW, THEREFORE, the City Council of the City of Hendersonville does hereby make the following findings of fact:

1. The closing of the street portions hereafter described are not contrary to the public interest.
2. No individual owning property in the vicinity of the streets or in the subdivision in which it is located would be deprived by the closing of such streets of reasonable means of ingress and egress to his property.

IN CONSIDERATION THEREOF, IT IS HEREBY ORDERED:

1. The following portions of streets are permanently closed and no longer existent as of the effective date of this order:

Beginning at a an existing pinion gear at the intersection of the easterly margin of the right-of-way of Market Street (formerly Shepherd Avenue – 25' public right-of-way) with the southerly margin of the right-of-way of White Street (public right-of-way), said pinion gear being located North 76°40'01" West, a distance of 78.00 feet along the southerly margin of the right-of-way of White Street from a new nail at its intersection with the westerly margin of the right-of-way of Greenville Highway (US Highway 225), and runs thence from said beginning point with the easterly margin of the right-of-way of Market Street South 16°34'05" West a distance of 300.84 feet to an existing metal monument at the southwesterly corner of the Atha Plaza Inc. property as described in Deed Book 574, Page 585 of the Henderson County Public Registry, said monument also being the northwesterly corner of the Larry G. Baber property as described in Deed Book Page 715, Page 277 of said Registry; thence continuing along the easterly margin of the right-of-way of Market Street South 15°57'12" West a distance of 49.20 feet to an existing iron rod at the southwesterly corner of the Baber parcel as described in Deed Book 715, Page 277, a common corner with another parcel owned by Larry G. Baber as described in Deed Book 1214, Page 93, all of said Registry; thence continuing along the easterly margin of the right-of-way of Market Street South 16°30'42" West a distance of 50.99 feet to an existing spike; thence South 16°27'13" West a distance of 150.20 feet to an existing iron pipe at the southwesterly corner of the Baber property as described in Deed Book 1214, Page 93 of said Registry, a common corner with the City of Hendersonville property as described in Deed Book 1107, Page 172 of said Registry; thence with a new line crossing Market Street North 73°30'22" West a distance of 25.48 feet to a point on the westerly margin of the right-of-way of Market Street; thence with the westerly margin of the right-of-way of Market Street North 16°29'38" East a distance of 23.80 feet to an existing iron pin at the common corner between the City of Hendersonville property as referenced above and the Prosource Land Holdings, LLC property as described in Deed Book 1337 Page 234 of said Registry; thence continuing along the westerly margin of the right-of-way of Market Street North 16°29'38" East a distance of 175.39 feet to a new iron rod at the southwesterly corner of the Larry and Annette Baber property as described in Deed Book 1402, Page 223 of said Registry; thence continuing along the westerly margin of Market Street North 16°29'38" East, and passing a new iron rod at 257.67 feet, for a total distance of 350.04 feet to an existing pinion gear at the intersection of the westerly margin of the right-of-way of Market Street with the southerly margin of the right-of-way of White Street; thence with the southerly margin of the right-of-way of White Street, and crossing Market Street, South 77°59'52" East a distance of 25.40 feet to the point and place of Beginning.

2. The City Clerk shall forthwith cause a certified copy of this order to be filed in the Office of the Register of Deeds of Henderson County.

This order shall take effect the ninth day of February,

2017.

\_\_\_\_\_  
Barbara G. Volk, Mayor, City of Hendersonville

ATTEST:

\_\_\_\_\_  
Tammie K. Drake, City Clerk

Approved as to form:

\_\_\_\_\_  
Samuel H. Fritschner, City Attorney

STATE OF NORTH CAROLINA, COUNTY OF HENDERSON

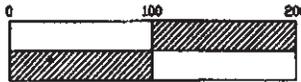
I, \_\_\_\_\_, a notary public in Henderson County, State of North Carolina, do hereby certify that Barbara G. Volk, in her capacity as Mayor of the City of Hendersonville, Tammie K. Drake, in her capacity as City Clerk, and Samuel H. Fritschner, in his capacity as City Attorney, personally appeared before me this day and acknowledged the due execution of the foregoing instrument.

Witness my hand and notarial seal, this \_\_\_\_\_.

My commission expires \_\_\_\_\_

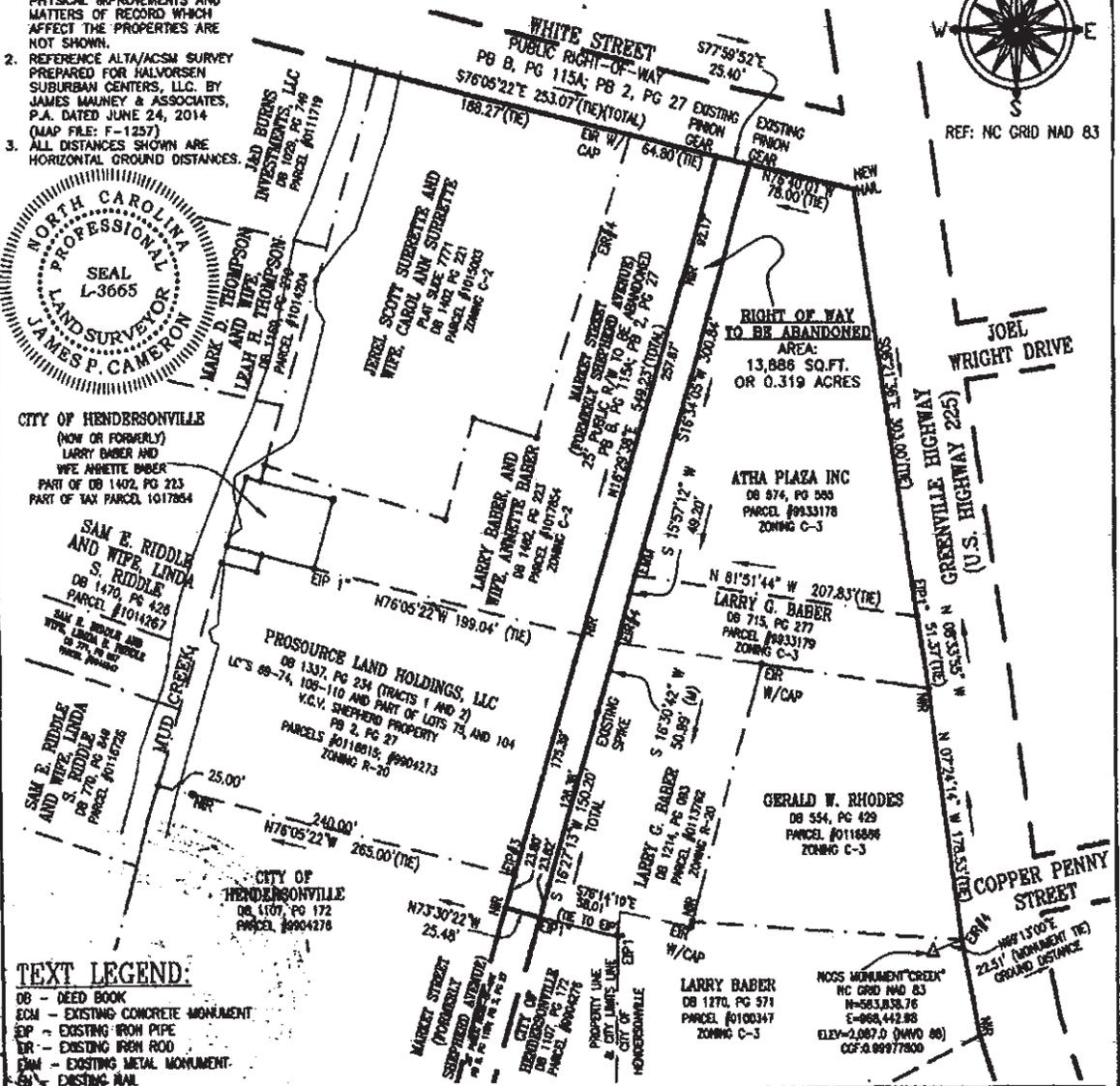
I CERTIFY THAT THIS MAP WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION (DESCRIPTION RECORDED IN PLAT B-115A & PLAT 2-27); THAT THE BOUNDARIES NOT SURVEYED ARE INDICATED AS DRAWN FROM INFORMATION AS SHOWN ON THE FACE OF THE SURVEY; THAT THE RATIO OF PRECISION OR POSITIONAL ACCURACY IS 1:10,000+; AND THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 58.1600).

THIS 24TH DAY OF JULY, 2014.  
 REVISED 01/21/2015  
 REVISED 05/08/16 - MAP R/W  
 ABANDONMENT



SIGNED: *James P. Cameron*  
**JAMES MAUNEY & ASSOCIATES, P.A.**  
**PROFESSIONAL SURVEYORS**  
 6405 WILKINSON BOULEVARD, SUITE 11  
 BELMONT, NC 28012  
 LICENSE NO. C-2373  
 TEL: (704) 828-9623  
 FAX: (704) 828-9625

- NOTES:**
1. THE PURPOSE OF THIS SURVEY IS ONLY TO SHOW THE BOUNDS OF THE PORTION OF MARKET STREET TO BE ABANDONED. PHYSICAL IMPROVEMENTS AND MATTERS OF RECORD WHICH AFFECT THE PROPERTIES ARE NOT SHOWN.
  2. REFERENCE ALTA/ACSM SURVEY PREPARED FOR HALVORSEN SUBURBAN CENTERS, LLC. BY JAMES MAUNEY & ASSOCIATES, P.A. DATED JUNE 24, 2014 (MAP FILE: F-1257)
  3. ALL DISTANCES SHOWN ARE HORIZONTAL GROUND DISTANCES.



- TEXT LEGEND:**
- DB - DEED BOOK
  - ECM - EXISTING CONCRETE MONUMENT
  - EIP - EXISTING IRON PIPE
  - ER - EXISTING IRON ROD
  - EMM - EXISTING METAL MONUMENT
  - EN - EXISTING NAIL
  - NOCS - NORTH CAROLINA SEDIMENT SURVEY
  - NR - NEW IRON ROD
  - NW - NEW NAIL
  - PB - PLAT BOOK
  - R/W - RIGHT-OF-WAY
  - SQ.FT. - SQUARE FEET

- LINE LEGEND:**
- PROPERTY LINE
  - PROPERTY LINE (NOT SURVEYED)
  - RIGHT-OF-WAY
  - RIGHT-OF-WAY (NOT SURVEYED)

SURVEY OF:  
 MARKET STREET RIGHT-OF-WAY TO BE ABANDONED  
 ALONG THE PROPERTY OF: ATHA PLAZA, INC.; PROSOURCE  
 LAND HOLDINGS, LLC; LARRY BABER & THE CITY OF  
 HENDERSONVILLE  
 CITY OF HENDERSONVILLE, HENDERSON COUNTY, NC  
 JOB NUMBER: 8868; SHEET 2 OF 2

**MARKET STREET RIGHT-OF-WAY TO BE ABANDONED**

**0.319 Acre**

**Along the Property of Atha Plaza Inc., Larry Baber, City of Hendersonville &  
Prosource Land Holdings, LLC  
Hendersonville, Henderson County, North Carolina**

Being a portion of the existing public right-of-way of Market Street (formerly Shepherd Avenue) lying and being in the City of Hendersonville, Henderson County, North Carolina, to be abandoned, said portion of Market Street to be abandoned being more particularly described as follows:

BEGINNING at an existing pinion gear at the intersection of the easterly margin of the right-of-way of Market Street (formerly Shepherd Avenue - 25' public right-of-way) with the southerly margin of the right-of-way of White Street (public right-of-way), said pinion gear being located North  $76^{\circ}40'01''$  West, a distance of 78.00 feet along the southerly margin of the right-of-way of White Street from a new nail at its intersection with the westerly margin of the right-of-way of Greenville Highway (U.S. Highway 225), and runs thence from said BEGINNING point with the easterly margin of the right-of-way of Market Street South  $16^{\circ}34'05''$  West a distance of 300.84 feet to an existing metal monument at the southwesterly corner of the Atha Plaza Inc. property as described in Deed Book 574, Page 585 of the Henderson County Public Registry, said monument also being the northwesterly corner of the Larry G. Baber property as described in Deed Book 715, Page 277 of said Registry; thence continuing along the easterly margin of the right-of-way of Market Street South  $15^{\circ}57'12''$  West a distance of 49.20 feet to an existing iron rod at the southwesterly corner of the Baber parcel as described in Deed Book 715, Page 277, a common corner with another parcel owned by Larry G. Baber as described in Deed Book 1214, Page 93, all of said Registry; thence continuing along the easterly margin of the right-of-way of Market Street South  $16^{\circ}30'42''$  West a distance of 50.99 feet to an existing spike; thence South  $16^{\circ}27'13''$  West a distance of 150.20 feet to an existing iron pipe at the southwesterly corner of the Baber property as described in Deed Book 1214, Page 93 of said Registry, a common corner with the City of Hendersonville property as described in Deed Book 1107, Page 172 of said Registry; thence with a new line crossing Market Street North  $73^{\circ}30'22''$  West a distance of 25.48 feet to a point on the westerly margin of the right-of-way of Market Street; thence with the westerly margin of the right-of-way of Market Street North  $16^{\circ}29'38''$  East a distance of 23.80 feet to an existing iron pipe at the common corner between the City of Hendersonville property as referenced above and the Prosource Land Holdings, LLC property as described in Deed Book 1337, Page 234 of said Registry; thence continuing along the westerly margin of the right-of-way of Market Street North  $16^{\circ}29'38''$  East a distance of 175.39 feet to a new iron rod at the southwesterly corner of the Larry and Annette Baber property as described in Deed Book 1402, Page 223 of said Registry; thence continuing along the westerly margin of the right-of-way of Market Street North  $16^{\circ}29'38''$  East, and passing a new iron rod at 257.67 feet, for a total distance of 350.04 feet to an existing pinion gear at the intersection of the westerly margin of the right-of-way of Market Street with the southerly margin of the right-of-way of White Street; thence with the southerly margin

of the right-of-way of White Street, and crossing Market Street, South  $77^{\circ}59'52''$  East a distance of 25.40 feet to the point and place of BEGINNING; containing 13,886 square feet or 0.319 acre, more or less, as shown on the attached survey prepared by James Mauney & Associates, P.A. dated July 24, 2014.



# CITY OF HENDERSONVILLE

## AGENDA ITEM SUMMARY

**Submitted By:** Susan G. Frady

**Department:** Development Asst Dept

**Date Submitted:**

**Presenter:** Susan G. Frady, Development Asst. Dept

**Date of Council Meeting to consider this item:** 2.9.17

**Nature of Item:** Council Action

### Summary of Information/Request:

**Item #** 08

File #P-16-30-SC

The City has received an application from Henderson County and the Henderson County Board of Public Education to close a portion of 9th Avenue West between North Church Street and Oakland Street. A map, survey and boundary description are included with this memorandum. As part of the description of the street to be closed, the City is reserving a utility easement. This description was drafted by the City Attorney.

City Council at its regular meeting of January 5, 2017, adopted a Resolution of Intent to close this street. A copy of the Resolution of Intent was mailed to the adjacent property owners, notification of the proposed closing was posted on the property, and the Resolution of Intent and notice of public hearing was advertised four times in the legal notice section of a local newspaper. General Statute 160A-299 has procedures for permanently closing streets and alleys. Any person may be heard on the question of whether or not the closing would be detrimental to the public interest or property rights of any individual. If it appears to the satisfaction of the City Council after the hearing that closing the street is not contrary to the public interest, and that no individual owning property in the vicinity of the street would thereby be deprived of reasonable means of ingress or egress to their property, the City Council may adopt an order closing the street.

**Budget Impact:** \$0 Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move Council to adopt the Order to permanently close 9th Avenue West between North Church Street and Oakland Street as petitioned by Henderson County and Henderson County Board of Public Education.

### Attachments:

Resolution of Intent  
Memorandum with Map  
Order  
Survey  
Legal Description, Concept Plan

**RESOLUTION OF INTENT**

**A resolution declaring the intention of the City of Hendersonville City Council to consider the closing of a portion of 9<sup>th</sup> Avenue West between N. Church Street and Oakland Street.**

WHEREAS, NC General Statute (G.S.) 160A-299 authorizes the City Council to close public streets and alleys; and

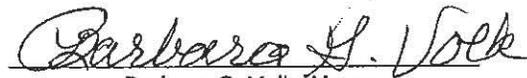
WHEREAS, Henderson County and the Henderson County Board of Public Education, have petitioned the Council of the City of Hendersonville to close a portion of 9<sup>th</sup> Avenue West between N. Church Street and Oakland Street; and

WHEREAS, the City Council considers it advisable to conduct a public hearing for the purpose of giving consideration to the closing of a portion of 9<sup>th</sup> Avenue West between N. Church Street and Oakland Street.

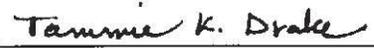
NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville:

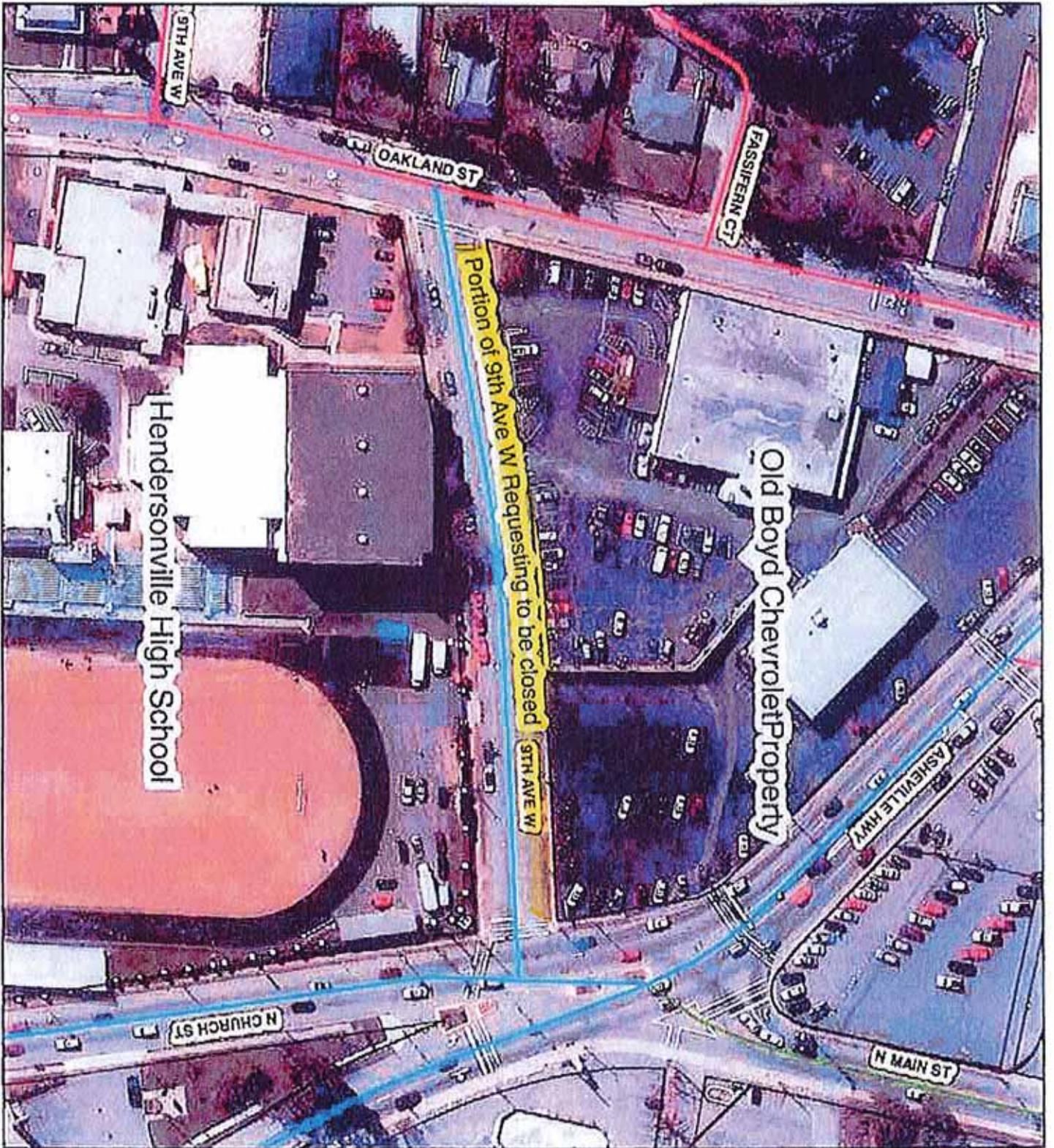
1. A meeting will be held at 5:45 p.m. on the ninth day of February, 2017, in the Council Chambers of City Hall to consider closing a portion of 9<sup>th</sup> Avenue West between N. Church Street and Oakland Street.
2. The City Clerk is hereby directed to publish this Resolution of Intent once a week for four successive weeks.
3. The City Clerk is further directed to transmit by registered or certified mail to each owner of property abutting upon that portion of said street a copy of the Resolution of Intent.
4. The City Clerk is further directed to cause adequate notices of the Resolution of Intent and the scheduled public hearing to be posted as required by G.S. 160A-299.

Adopted by the City Council at a meeting held on the fifth day of January 2017.

  
Barbara G. Volk, Mayor

ATTEST:

  
\_\_\_\_\_  
Tammie K. Drake, MMC, City Clerk (Seal)



Hendersonville High School

Old Boyd Chevrolet Property

Portion of 9th Ave W Requesting to be closed

9TH AVE W

OAKLAND ST

FASIEREN CT

9TH AVE W

N CHURCH ST

N MAIN ST

ASHEVILLE HWY

ORDER # \_\_\_\_\_

**ORDER TO PERMANENTLY CLOSE THE STREET OR ALLEY**  
(Petition of Henderson County and the Henderson County Board of Public Education)

NORTH CAROLINA  
HENDERSON COUNTY

TO WHOM IT MAY CONCERN:

WHEREAS, North Carolina General Statute Section §160A-299 authorizes a city council to permanently close any street or public alley way within its corporate limits or area of extraterritorial jurisdiction and provides a procedure for the closing such streets or alleyways; and

WHEREAS, Henderson County and the Henderson County Board of Public Education, has petitioned the City of Hendersonville to close 9th Avenue West between N. Church Street and Oakland Street; and

WHEREAS, on January 5, 2017, the Hendersonville City Council adopted a resolution expressing the intention of the municipality to close 9th Avenue West between N. Church Street and Oakland Street and setting February 9, 2017 as the date of a public hearing regarding such closure; and

WHEREAS, the aforementioned resolution has been published once a week for four successive weeks prior to the public hearing as required and a copy thereof has been sent by certified mail to all owners of property adjoining the street as shown on the county tax records; and

WHEREAS, notice of the closings and of the public hearing has been posted in at least two places along the street; and

WHEREAS, a public hearing was held in conformance with the aforementioned public notice on the ninth day of February 2017.

NOW, THEREFORE, the City Council of the City of Hendersonville does hereby make the following findings of fact:

1. The closing of 9th Avenue West between N. Church Street and Oakland Street hereafter described are not contrary to the public interest.
2. No individual owning property in the vicinity of the street or in the subdivision in which it is located would be deprived by the closing of such a street of reasonable means of ingress and egress to their property.

IN CONSIDERATION THEREOF, IT IS HEREBY ORDERED:

1. The following opened 9th Avenue West between N. Church Street and Oakland Street. is permanently closed and no longer existent as of the effective date of this order:

**BEGINNING** at a Control Corner, RRS Found N=590461.03906, E = 96677787092, said corer standing South 82° 29' 02" West from a ½ inch Existing Iron Pipe standing .4 feet above the ground, said corner also being located at the intersection of the northern boundary of the sidewalk on the northern side of 9<sup>th</sup> Avenue West and the eastern boundary of the sidewalk on the eastern side of Oakland Street in the City of Hendersonville, said corner also being the southwest corner of the tract conveyed to Henderson County North Carolina, as shown in deed recorded in Deed Book 1520, Page 496, Henderson County Registry; thence from said

**BEGINNING** and with the northern boundary of the sidewalk on the northern side of 9<sup>th</sup> Avenue West, North 80° 08'39" East 94.00 feet to a point; thence continuing with the northern side of said sidewalk, North 81° 28' 39" East 124.00 feet to a point; thence continuing with the northern side of said sidewalk, North 85° 04' 27" East 94.11 feet to a ¾ inch existing iron pin; thence continuing with the northern side of said sidewalk, North 87° 01' 06" East 176.32 feet to an unmarked point, said point being the intersection of the western side of the sidewalk for US Highway 25 and 9<sup>th</sup> Avenue West; thence with the western boundary of US Highway 25, the following two courses and distances: South 06° 54' 25" East 30.07; South 06° 54' 25" East 30.07 to an unmarked point standing at the intersection of the sidewalk of 9<sup>th</sup> Avenue West and the western boundary of US Highway 25 (North Church Street), said point also being the northeastern corner of the property of Henderson County Board of Public Education as shown in deed recorded in Deed Book 824, Page 216, Henderson County Registry, thence with the southern boundary of the sidewalk on the southern side of 9<sup>th</sup> Avenue West, South 87° 01' 06" West 179.42 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 85° 04' 27" West 91.21 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 81° 28' 39" West 121.42 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 80° 08' 39" West 118.59 feet to a point, said point being the intersection of the southern side of said sidewalk and the eastern side of the eastern sidewalk of Oakland Street; thence with the eastern boundary of Oakland Street the following two courses and distances: North 12° 59' 57" East 32.56 feet to an unmarked point; North 12° 59' 57" East 32.56 feet to the point and place of **BEGINNING** and containing .69 acres, according to a survey by Associated Land Surveyors & Planners, PC, dated November 1, 2013 and captioned "Map of ROW Abandonment For Henderson County Board of Public Education" and being further identified as Job No. S-13-191, as hereto attached for a more particular description.

Less and excepting the following:

(1) A sanitary sewer easement and right-of-way across the real property hereinabove described for the purpose of operating, maintaining, adding to or altering and replacing present or future sewer lines, manholes and other appurtenant facilities for the collection of sewage and its transmission through and across the said property, which easement is more particularly described as

An easement twenty feet in width having as its center line that sewer line running more or less in the center of Ninth Avenue for about three-fourths of the length of Ninth Avenue from U.S. Highway 25, west toward Oakland Street, which sewer line bears slightly north away from the centerline of Ninth Avenue as the line approaches Oakland Street.

And in addition an easement twenty feet in width having as its center line that sewer line running from the aforementioned line at a point about 150 feet west of U.S. 25, south from the said point toward the Hendersonville High School athletic field.

(2) A water line easement and right-of-way across the real property hereinabove described for the purpose of operating, maintaining, adding to or altering and replacing present or future water lines, manholes and other appurtenant facilities for the distribution and transmission of water and through and across the said property, which easement is more particularly described as

An easement twenty feet in width having as its center line that water line running more or less in the center of Ninth Avenue for the length of Ninth Avenue from U.S. Highway 25, west toward Oakland Street, which sewer line bears slightly north away from the centerline of Ninth Avenue as the line approaches Oakland Street.

2. The City Clerk shall forthwith cause a copy of this order to be filed in the Office of the Register of Deeds of Henderson County.

This order shall take effect the ninth day of February 2017.

\_\_\_\_\_  
Barbara Volk, Mayor, City of Hendersonville

ATTEST:

\_\_\_\_\_  
Tammie K. Drake, City Clerk

Approved as to form:

\_\_\_\_\_  
Samuel H. Fritschner, City Attorney

STATE OF NORTH CAROLINA, COUNTY OF HENDERSON

I, \_\_\_\_\_, a notary public in Henderson County, State of North Carolina, do hereby certify that Barbara Volk in her capacity as Mayor of the City of Hendersonville, Tammie K. Drake, in her capacity as City Clerk, and Samuel H. Fritschner, in his capacity as City Attorney, personally appeared before me this day and acknowledged the due execution of the foregoing instrument.

Witness my hand and notarial seal, this \_\_\_\_\_.

My commission expires \_\_\_\_\_



## **DESCRIPTION OF PORTION OF NINTH AVENUE WEST TO BE CLOSED**

**BEGINNING** at a Control Corner, RRS Found N=590461.03906, E = 96677787092, said corner standing South 82° 29' 02" West from a ½ inch Existing Iron Pipe standing .4 feet above the ground, said corner also being located at the intersection of the northern boundary of the sidewalk on the northern side of 9<sup>th</sup> Avenue West and the eastern boundary of the sidewalk on the eastern side of Oakland Street in the City of Hendersonville, said corner also being the southwest corner of the tract conveyed to Henderson County North Carolina, as shown in deed recorded in Deed Book 1520, Page 496, Henderson County Registry; thence from said

**BEGINNING** and with the northern boundary of the sidewalk on the northern side of 9<sup>th</sup> Avenue West, North 80° 08' 39" East 94.00 feet to a point; thence continuing with the northern side of said sidewalk, North 81° 28' 39" East 124.00 feet to a point; thence continuing with the northern side of said sidewalk, North 85° 04' 27" East 94.11 feet to a ¾ inch existing iron pin; thence continuing with the northern side of said sidewalk, North 87° 01' 06" East 176.32 feet to an unmarked point, said point being the intersection of the western side of the sidewalk for US Highway 25 and 9<sup>th</sup> Avenue West; thence with the western boundary of US Highway 25, the following two courses and distances: South 06° 54' 25" East 30.07; South 06° 54' 25" East 30.07 to an unmarked point standing at the intersection of the southern side of the sidewalk of 9<sup>th</sup> Avenue West and the western boundary of US Highway 25 (North Church Street), said point also being the northeastern corner of the property of Henderson County Board of Public Education as shown in deed recorded in Deed Book 824, Page 216, Henderson County Registry, thence with the southern boundary of the sidewalk on the southern side of 9<sup>th</sup> Avenue West, South 87° 01' 06" West 179.42 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 85° 04' 27" West 91.21 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 81° 28' 39" West 121.42 feet to an unmarked point; thence continuing with the southern side of said sidewalk, South 80° 08' 39" West 118.59 feet to a point, said point being the intersection of the southern side of said sidewalk and the eastern side of the eastern sidewalk of Oakland Street; thence with the eastern boundary of Oakland Street the following two courses and distances: North 12° 59' 57" East 32.56 feet to an unmarked point; North 12° 59' 57" East 32.56 feet to the point a place of **BEGINNING** and containing .69 acres, according to a survey by Associated Land Surveyors & Planners, PC, dated November 1, 2013 and captioned "Map of ROW Abandonment For Henderson County Board of Public Education" and being further identified as Job No. S-13-191, as hereto attached for a more particular description.

Less and excepting the following:

(1) A sanitary sewer easement and right-of-way across the real property hereinabove described for the purpose of operating, maintaining, adding to or altering and replacing present or future sewer lines, manholes and other appurtenant facilities for the collection of sewage and its transmission through and across the said property, which easement is more particularly described as

An easement twenty feet in width having as its center line that sewer line running

more or less in the center of Ninth Avenue for about three-fourths of the length of Ninth Avenue from U.S. Highway 25, west toward Oakland Street, which sewer line bears slightly north away from the centerline of Ninth Avenue as the line approaches Oakland Street.

And in addition an easement twenty feet in width having as its center line that sewer line running from the aforementioned line at a point about 150 feet west of U.S. 25, south from the said point toward the Hendersonville High School athletic field.

(2) A water line easement and right-of-way across the real property hereinabove described for the purpose of operating, maintaining, adding to or altering and replacing present or future water lines, manholes and other appurtenant facilities for the distribution and transmission of water and through and across the said property, which easement is more particularly described as

An easement twenty feet in width having as its center line that water line running more or less in the center of Ninth Avenue for the length of Ninth Avenue from U.S. Highway 25, west toward Oakland Street, which sewer line bears slightly north away from the centerline of Ninth Avenue as the line approaches Oakland Street.



100 North King Street  
Hendersonville, NC 28792

January 27, 2017

Susan G. Frady  
Development Assistance Director  
100 N. King Street  
Hendersonville, NC 28792

Ms. Frady:

I am sending you an informal site plan which shows the relationship between a segment of 9<sup>th</sup> Avenue and the planned Hendersonville High School project.

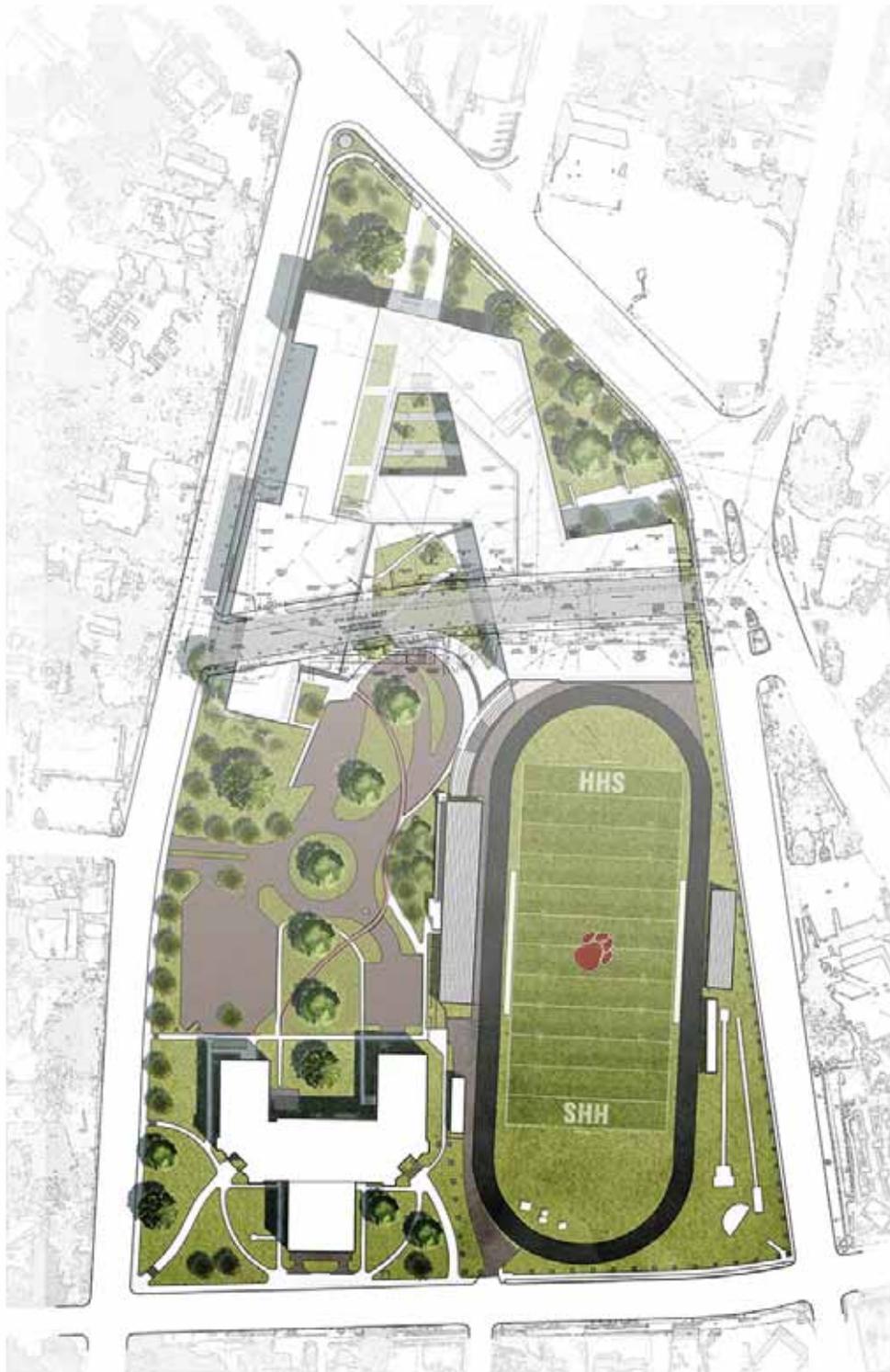
The rendering is a conceptual plan only, and is submitted as part of the application to close 9th Avenue

Please contact me if I can provide additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "John Mitchell", written in a cursive style.

John Mitchell  
Business and Community Development Director  
Henderson County





# CITY OF HENDERSONVILLE

## AGENDA ITEM SUMMARY

**Submitted By:** Joseph Vindigni, Fire Chief

**Department:** Fire

**Date Submitted:** 01-30-17

**Presenter:** Greg Grayson, Facets Consulting

**Date of Council Meeting to consider this item:** 02-09-2017

**Nature of Item:** Presentation Only

### Summary of Information/Request:

**Item #** 09

Presentation of final report from Facets consulting on the Hendersonville Fire Department Strategic Plan.

This intricate process has reviewed the department's operations, conducted an analysis of the membership of the department, listened to community leaders and has benchmarked Hendersonville in contrast to other North Carolina communities and against industry standards. This peer review team report identifies forty-two (42) specific recommendations that are designed and intended to strengthen, improve and advance the City of Hendersonville Fire Department. ALL the components of the report are focused on strengthening the service delivery to the people of Hendersonville. The report is based upon fire service best practices and industry research and is intended to help both the City and fire department to professionally shape their strategic plan. Unless you know your destination, it is difficult to successfully plot a course forward. This initiative is to help the Hendersonville Fire Department set a course for the coming years.

The report outlines some short-term, immediate need areas of concern that should be given attention as well as longer term issues and solutions. Included are recommendations for change. Change is often challenging and difficult for all of us. However, change is necessary for progress to occur. With the world around us changing so quickly, so must the fire service change to be able to meet the needs of the people that are to be served and that need to be protected.

**Budget Impact:** \$ none Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

None

### Attachments:

Fire Department 2016 Strategic Plan Peer Review Report



Hendersonville  
North Carolina



**City of Hendersonville, North Carolina  
Fire Department  
2016 Strategic Plan Peer Review Report  
February, 2017**

A Progressive Local Government Initiative Compiled and Presented by:



# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

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# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## EXECUTIVE SUMMARY

The City of Hendersonville has a rich fire protection history of service delivery and dedication. That tradition is being honorably upheld today by the men and women of the department who desire to provide an exceptional level of service to the people that they are sworn to protect.

This positive attribute is evidenced by both community leaders and Hendersonville firefighters. Community leaders recognize the priority of fire suppression, rescue and emergency medical responses and articulate the importance of response timeliness to positive outcomes. Their responses indicate that they are pleased with their fire and rescue department and have strong confidence in the organization. The firefighters within the fire department positively recognize that their greatest strength is within their people. They identify the high ability, great talents and diverse skills as cornerstones of their strengths. They also identify with a culture that embraces being very adaptive to the needs at hand by being innovative and consistently going above and beyond what is expected. They feel supported overall by city administration.

It takes a strong city government and a progressive fire department to step forward and proactively invite a third-party review of their organization for the purposes of continuous improvement. The leadership at the City Manager level and the embracement at the Fire Chief level of this process has been remarkable. The City of Hendersonville has boldly demonstrated their commitment to serving the people of Hendersonville by calling for this review and has set a positive example for other cities of excellence in continuous improvement by engaging an innovative peer review team process to improve their fire and rescue services. The fire department leadership is eager to engage and move their city forward in a positive direction. Many public organizations do not venture into strategic planning to find themselves years later wishing that they had made that investment.

This intricate process has reviewed the department's operations, conducted an analysis of the membership of the department, listened to community leaders and has benchmarked Hendersonville in contrast to other North Carolina communities and against industry standards. This peer review team report identifies forty-two (42) specific recommendations that are designed and intended to strengthen, improve and advance the City of Hendersonville Fire Department. ALL the components of the report are focused on strengthening the service delivery to the people of Hendersonville. The report is based upon fire service best practices and industry research and is intended to help both the City and fire department to professionally shape their strategic plan. Unless you know your destination, it is difficult to successfully plot a course forward. This initiative is to help the Hendersonville Fire Department set a course for the coming years.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

The report outlines some short-term, immediate need areas of concern that should be given attention as well as longer term issues and solutions. Included are recommendations for change. Change is often challenging and difficult for all of us. However, change is necessary for progress to occur. With the world around us changing so quickly, so must the fire service change to be able to meet the needs of the people that are to be served and that need to be protected.

Hendersonville has grown in recent years, not only in population and in land mass, but also in workload of the fire department and in hazards and risks that are protected by the fire department. One potentially unintended or underestimated outcome of successful marketing for Hendersonville as a tourism destination as well as an attractive retirement region is that growth has produced a heavier workload and increased risks to serve and protect.

The highest priority area that the peer review team identified as needing immediate attention was daily minimum staffing of the department. Regardless of how the City desires to accomplish the task, a minimum of fourteen (14) firefighters should be deployed first alarm on moderate level structure fires occurring within the City, such as a typical single family home. Higher risk structures, such as commercial properties, including strip shopping centers, apartments and certain retail businesses, require more firefighters on initial dispatch. High hazard occupancy locations such as the downtown area and certain industrial properties require more still. Response data demonstrates that with all on duty Hendersonville firefighters responding along with automatic aid firefighters from neighboring departments, the City is currently falling short of consistently assembling fourteen (14) firefighters on the scene of a moderate risk structure fire – the most basic house fire.

In addition, the City's current mode of operation with two firefighters assigned on the ladder truck would be considered inefficient and less than effective in contrast to fire and rescue industry standards and industry research.

Furthermore, the availability of firefighters to respond to multiple emergencies occurring simultaneously within the City (reliability) is less than ideal due to the call volume and workload of the on-duty response crews. Data demonstrates the need for another response company for the city as soon as conditions will allow.

Short term priority attention should be given to all components of the daily minimum staffing issue and recommendations are offered within the report to systematically improve those conditions in the days ahead. For short term or immediate attention, the peer review team recommends prioritizing the daily minimum staffing levels and response issues in the following order, as conditions will allow:

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

1. Engage any necessary measures to deploy at least fourteen (14) firefighters first due to moderate structure fires, more firefighters to larger fire events.
2. To best begin addressing the need identified in #1, increase the daily minimum staffing on the current ladder truck to a minimum of four assigned firefighters for safety, effectiveness, and efficiency.
3. Plan to add an additional crew and company for the city as soon as conditions allow to address reliability concerns.

The short term needs list also includes prioritizing further evaluation of the emergency communications dispatch system, bolstering the training program and preparing for the next upcoming insurance rating evaluation. Delivery of effective fire and rescue services is very time oriented. Every second really does count because of the rapid speed of fire growth as well as the very limited window of opportunity to save a life during a critical medical crisis. Oftentimes, lifesaving seconds can be gained by enabling firefighters to begin rolling towards the emergency more quickly. The report recommends that further review of the emergency communications component is needed. Also, the department will soon be facing a review of the city's fire insurance (ISO) rating, which will directly impact the insurance premiums of the commercial properties within the City. Because of the long-term economic development effects of this rating, the team recommends a high emphasis on this effort, including a greater investment on department training, which is valued at 9% of the overall score. A dedicated departmental training officer is recommended for consideration.

Interwoven and integral to these short-term priority needs, the peer review team also developed strategic long-term observations and recommendations in four specific dimensions. The first area that the team addressed was standard of cover issues, or identifying and defining the levels of service for the department. Priority attention is needed to address the staffing issues noted under the short term needs, but work is also needed to develop dynamic response plans, conduct a citywide hazard risk analysis and set departmental performance goals and standards. Aligning resources with tasks and those with outcomes in sync with deployment in a more measured way will enable the Fire Chief and City Manager to better understand what level of service they are capable of on a day-to-day basis and how changes in the inputs will result in changes to the outcomes. Furthermore, elected officials need to understand what level of service the department is providing citywide and what geographical areas of the city have service delivery levels that fall below identified standards. This improved understanding will enable the City to determine the optimal timing of a third fire station.

The second dimension is training and career development. The need for a comprehensive career development plan, live burn facility, company officer training and strengthening the department's safety and training program are highlights that the team identified and developed specific recommendations to address.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

Third, further recommendations follow related to emergency communications. In most communities, fire officials struggle with emergency communications systems because they are generally law enforcement based and the majority of calls processed are of a different nature than fire calls. However, changes that can be made at the emergency communications center can often be the most overall efficient changes that can occur with improving overall response times at the lowest cost possible. Review is needed to examine the work flow processes in place, look at technologies, both used and available, and make some modifications to ensure that the emergency fire calls are being processed as quickly as possible, practical and reasonable for Hendersonville.

In the fourth area, some operational recommendations are offered to continue to allow the department to advance including the use of traffic signal pre-emption devices and identifying the value that strengthening the City's investment in fire and life safety education and prevention programs could bring to the Hendersonville community.

Next steps for this process is for the Fire Chief and City Manager to receive the input from this report and allow it to be contributory towards their overall strategic plan for the city and/or fire department. With a continued commitment to continuous improvement demonstrated by the city and the department throughout this process, the peer review team is confident that the Hendersonville Fire Department can achieve the desired outcomes and with implementation of this report's recommendations could lower the city's insurance (ISO) rating, thereby benefitting businesses in Hendersonville economically as well as strengthening public safety.

The members of this peer review team sincerely appreciate the opportunity to provide this report contributory to the department's strategic plan for the people of Hendersonville. This group of fire and rescue professionals were sincerely impressed with the dedication of the firefighters in the department and the commitment of the City Manager's Office to set a positive course forward to improve and sustain the Hendersonville Fire Department for many years to come.

The peer review team desires to sincerely thank everyone who supported this progressive initiative and express our honor to serve in this beneficial capacity of continuous improvement. FACETS Consulting, LLP is proud to have been able to assist in efficiently finalizing this project to improve service delivery in the City of Hendersonville.

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## **BACKGROUND/PROCESS:**

Initial request from City Manager Connet was made to the NC Office of State Fire Marshal (OSFM) on March 8, 2016. Response from OSFM was provided on April 15, 2016 and subsequently updated on June 7, 2016.

Request to focus work to **evaluate seven (7) core areas:**

1. Calls for Service
2. Staffing Levels
3. Alternative methods of response (Apparatus vs. QRV)
4. Organizational structure
5. Future station locations
6. Automatic and mutual aid agreements
7. Alternative funding methods

**Cornerstones of the project.** These are, in no particular order:

- Strategic Planning (SOC, Resource Deployment, Community Risk, Hazard Analysis)
- Pre-planning
- Staffing
- Effects on the Public Protection Classification
- Assist in developing Requests for Qualifications (RFQs) for more detailed work

### **Peer Review Team –**

A team of highly experienced professionals from throughout the State of North Carolina representing a diverse background and applicable experience was assembled:

#### *External Members:*

- Todd Wright, Morrisville Fire Chief
- Ken Briscoe, Lenior Fire Chief
- Jake Whisnant, Shelby Assistant Fire Chief and Executive Director of NC Fire Chiefs
- Susanna Williams, Carrboro Fire Chief
- Dave Coker, Greensboro Fire Captain and Local IAFF President
- Bo Fitzgerald, Davidson Fire Chief and Charlotte Fire Captain
- Dan Jones, Chapel Hill Fire Chief (Ret.) and owner of Chief Dan Leadership, LLC

#### *Internal Members:*

- Justin Ward, Hendersonville Fire Captain
- Hendersonville Councilman Ron Stephens
- Assistant to the City Manager Brian Pahle



# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## **Materials Reviewed by Peer Review Team** – Include, but not limited to:

- Organizational charts and operating guidelines
- Past three fiscal year approved budgets
- Maps of station locations
- Apparatus and other response capabilities
- Dispatch guidelines for various incident types
- Some level of hazard risk analysis
- Commercial building summary information via pre-plans or Fire Marshal
- Planned capital improvements, such as apparatus or stations
- Descriptions of current levels of service as compared to North Carolina adjusted national standards for first unit arrival as well as full complement arrival
- Planning data on trends on population, demographics, growth, etc.
- Fire loss data and NFIRS data reports, along with RMS response data
- Automatic and mutual aid agreements and/or policies
- Communication center operational materials
- Previous ISO rating evaluation data points when Class 4 was earned
- Recent ISO reviews within Henderson County which use the same communications center
- Local insurance agent comparative information on rate impacts
- Other materials as deemed necessary

**Business and Community Leaders Feedback Session** – A public feedback session to gain a better understanding of the acknowledged expectations of residents and business owners across the City of Hendersonville, focused on business leaders within the community was held on June 24, 2016 at 11:30am. A total of 19 business and community leaders attended the session. An additional session was held for the general public on Thursday, June 30, 2016 at 7:00pm. However, there was no public attendance at this session. The session was advertised by the City of Hendersonville.

**Firefighter SWOT** - Group feedback session with emphasis on a) internal strengths, b) internal weaknesses, c) internal opportunities/perceived external opportunities, and d) perceived external threats. This session was conducted with eight (8) Hendersonville firefighters representing a cross section of rank, experience and demographics at Hendersonville Station 1 on June 30, 2016.

- Jon Ward, Engineer
- John Herring, Firefighter
- Dwayne Maynard, Firefighter
- Boyce Hamlin, Engineer



## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- Charles Womack, Firefighter
- Jared Morgan, Engineer
- Christopher Martin, Engineer
- Michael Pearson, Firefighter

A subsequent, follow up session was held in July, 2016 with a group of three (3) company officers to review the feedback of the initial group and to offer additional input and help identify priorities.

- Timothy Cagle, Captain
- Christian Miller, Lieutenant
- Jonathan Ward, Captain

**Peer Review On Site Session** – A full day interactive session with the entire peer review team was held on site in Hendersonville along with the Fire Chief on August 26, 2016 from 09:00am – 4:00pm in Hendersonville.

**Report Compilation and Review with Team Members** – Conducted during the fall. Due to Hurricane Matthew and wildfires in Western North Carolina, fire service personnel were deployed and tasked with managing large scale emergencies affecting North Carolina.

North Carolina voters elected a new Insurance Commissioner/State Fire Marshal in the November election. The new Commissioner/State Fire Marshal abruptly ended the Local Government Technical Services program immediately upon entering office, releasing the entire Technical Services staff.

In early 2017, the City of Hendersonville contracted with FACETS Consulting, LLP to complete the significant work that had been conducted in 2016 and to make the report to the City of Hendersonville. FACETS is a national fire and emergency services consulting firm with extensive management consulting experience.

**Final Report submitted to the Hendersonville City Manager and Hendersonville Fire Chief** - January 31, 2017

**Report slated for initial Hendersonville City Council review** – February 9, 2017



**City of Hendersonville Fire Department  
2016 Strategic Plan Peer Review Report**

**Summary of Recommendations**

**Short Term Needs**

**Staffing**

- Ladder Company Staffing
- Engine Company Staffing

**Operations**

- Emergency Communications
- Reliability – Additional Company
- Training and preparation for next insurance rating

**Strategic Actions**

**Standard of Coverage:**

1. HFD should take measures to ensure that an adequate number of firefighters are responding to structure fires, beginning with moderate hazard – typical residential structure fire responses.
2. Evaluate the effectiveness of the HFD two-person ladder company
3. Begin ramping up to minimum four person companies as soon as conditions will allow
4. Consider establishing an additional company to improve HFD's reliability
5. HFD should firmly develop and drill a second and third alarm dynamic response plan
6. Conduct a Citywide Hazard Risk Analysis
7. Establish critical task analysis for fire services
8. Establish critical task analysis for medical services
9. Review and confirm HFD's daily staffing levels and deployment are in alignment with the critical task analysis
10. Establish a goal of confining fire to the room of origin for moderate risk residential house fires
11. Define Citywide Service Delivery Standards
12. Establish a level of service for first unit response as well as full complement response for fire responses

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

13. Establish a level of service for first unit response as well as full complement response for responses to non-fire emergencies
14. Review the HFD Standard of Coverage Statements with the elected officials
15. From the data and information formulated above, HFD should determine a timeline for implementation of a third fire station
16. Establish shift Battalion Chiefs when conditions require that level of enhancement

### **Training and Career Development:**

1. Evaluate and establish a rank and structure plan that will be effective and adaptable for the HFD for the next five plus years
2. Develop a written career development plan for HFD
3. Evaluate implementing a career development incentive plan for HFD
4. Evaluate constructing a live burn facility for HFD
5. Diversify /Expand HFD's Company Officer Training Program
6. HFD should continue to prioritize safety and training programs and strengthen the effort at every available opportunity
7. HFD should establish and designate a departmental safety and training officer as soon as conditions will allow
8. HFD should conduct targeted recruitment and harness opportunities with High School fire programs
9. HFD should consider piloting an over-hire of firefighters to conduct a cost-benefit analysis

### **Emergency Communications:**

1. Review is needed to examine the potential for improved response times to citizens by re-evaluating and possibly re-engineering components of the 9-1-1 emergency communications dispatch systems
2. HFD should implement an emergency communications user group in conjunction with Henderson County fire service providers
3. HFD should work with Henderson County EMS to conduct a quality review of medical calls from a call processing perspective for medical calls occurring within the City of Hendersonville.
4. HFD should ensure that they are being dispatched only on life threatening medical emergencies, or situations where EMS is not available
5. Conduct a call flow analysis of 9-1-1 calls, with a goal of shaving time off the alarm processing component of total response time
6. Additional Telecommunicator training would be beneficial
7. Initiate the use of a mobile application for HFD firefighters to immediately and automatically know of call dispatches

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8. Install CAD monitors in HFD fire stations
9. HFD should explore use of a tablet or MCT device on response apparatus
10. If operational enhancements cannot be achieved, Hendersonville should evaluate dispatching HFD units by the city from the secondary PSAP

### Operations:

1. Investigate the use of traffic signal pre-emption devices on major corridors
2. Harness the Use of Retired Personnel for specialty service positions
3. HFD should place a lower priority on implementing quick response vehicles
4. Work is needed on the HFD firefighter total compensation package
5. Continue forward with Fire and Life Safety Education efforts, including a civilian Fire and Life Safety Educator
6. HFD should consistently reinforce core services
7. HFD should pursue becoming an accredited agency

**City of Hendersonville Fire Department  
2016 Strategic Plan Peer Review Report**

**Short Term Needs**

**A. Staffing**

1. Ladder Company Staffing

The current minimum two-person ladder company presents both operational challenges and safety concerns. This aspect needs priority attention.

2. Engine Company Staffing

With a daily minimum staffing of eight firefighters total in Hendersonville, with the addition of two firefighters coming into the city through automatic aid and a chief officer (or even two) responding back into the incident, does not provide an adequate number of personnel to safely confine and contain a typical residential structure fire to the room or origin for interior attack in accordance with industry standards and research. Priority attention is needed to strengthen daily staffing by some methodology to ensure that at least fourteen (14) firefighters are responding to typical residential structure fires if the desire of the city is to make effective interior fire attacks.

**B. Operations**

1. Emergency Communications

Alarm processing times are reportedly much higher than industry standard and continuously reviewing viable options for more expedient dispatch of apparatus and personnel is also a high priority related to service delivery objectives.

2. Reliability – additional company

Reliability, or the availability of Hendersonville engines to respond to a subsequent emergency is lower than typically desirable. This situation is a result of workload for 2 engine companies and one ladder company. Short term attention should be given to the creation of an additional company, such as a rescue company, to provide additional firefighters within the city as well as better handle reciprocal automatic aid responses, while maintaining a reasonable level of coverage within the city.

3. Training and preparation for next insurance rating

A dedicated department safety and training officer is also a high priority given that the department is encroaching upon an upcoming public protection classification rating from the Insurance Services Office (ISO), which will affect property insurance rates of residents and businesses within Hendersonville based upon credit of 50% from the fire department itself, 40% from the water supply and distribution system and 10% from the emergency communications system, with consideration for community risk reduction and divergence.

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## Strategic Actions

### A. Standard of Coverage

An initial observation and concern is daily staffing shift strength. With an eight (8) person daily minimum staffing, the HFD is dependent daily upon automatic and mutual aid to assemble the necessary number of firefighters to contain and control a typical residential house fire and very dependent upon automatic and mutual aid to contain and control fires in commercial properties.

An equal concern is reliability. With the call volume that HFD is answering, some HFD units are on other emergency calls as much as 40% of the time, meaning that they are not available for response to the next emergency. Generally, when front line, first due fire engines and ladder companies are not available for more than 10% of the time for additional emergency response calls, concern is raised about reliability within the service delivery system. If that availability increases to 20%, it is a strong indicator that the people served by that system have reliability issues that need to be addressed from their fire protection provider, generating a need for an improvement plan.

A third concern is concentration with Station 1 Downtown when those crews are out on an emergency call creating a time delay in getting backfill into the core or heart of the city.

A fourth concern is the level of automatic aid that is coming to the City of Hendersonville on a consistent basis. The four private non-profit fire departments that are providing reciprocal automatic aid by contract to the City of Hendersonville typically send one apparatus and two firefighters into the City to assist the HFD. When HFD responds in reciprocity, they send an engine company into the unincorporated area. A call for additional assistance through mutual aid will typically bring one additional apparatus and two additional firefighters, with an often-delayed response.

To begin addressing these concerns, several standard of coverage related enhancements are recommended.

**1. HFD should take measures to ensure that an adequate number of firefighters are responding to structure fires, beginning with moderate hazard – typical residential structure fire responses.**

- The City of Hendersonville should develop a proactive plan to strengthen the

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

number of firefighters responding to structure fires, beginning with typical residential fires. A minimum of fourteen (14) firefighters should be deployed to all structure fires. This assembly is based upon industry research for safety, effectiveness and efficiency.

- It is not necessary that the fourteen firefighters are all Hendersonville firefighters. It is possible to Assemble this minimum number using automatic aid firefighters as well. However, some important considerations that need to be made if using automatic aid firefighters in your minimum contingency include consistency, reliability and qualifications. In addition, the travel time and capabilities of the automatic aid firefighters should also be considered.
- Some North Carolina municipalities contract with neighboring fire departments to enable them to compile enough firefighters on scene to meet the needs of the hazards to be protected. An illustrative example of such a contract can be found as Appendix “K” of this document.
- In following recommendations, more specific details will entail how the city should plan beyond the typical structure fire. However, as noted in the Short-Term Actions section, ensuring that a base number of firefighters are deployed to all structure fire calls is foundational and essential and should occur as soon as possible, by whatever method(s) the City chooses to use.

### **2. Evaluate the effectiveness of the HFD two-person ladder company**

- Currently, the HFD is operating a ladder company minimally staffed with two firefighters. This methodology presents safety as well as operational concerns that should be further considered and re-evaluated for effectiveness.
- Industry standards and research have demonstrated the effectiveness of crew size. If it is determined that a two-person crew is appropriate for the ladder company in Hendersonville, the scope of duties and responsibilities of these personnel would need to be clearly defined so that they did not have the expectations to carry out the work of a full crew. In addition, a plan to affiliate other firefighters to this crew of two so that they could morph into a full four-person crew is needed.

### **3. Begin ramping up to minimum four person companies as soon as conditions will allow**

- As noted earlier, industry standards and research clearly indicate that four person companies are significantly more effective at carrying out fire ground duties and responsibilities. Currently, HFD operates with minimum three person companies and this one dynamic receives one of the higher priorities

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

from the peer review team, given the limited daily staffing that HFD operates with.

- The City desires to provide equitable service citywide and acknowledges that some growth in recent years coupled with growth that is projected in coming years presents the opportunity to strengthen the fire department in a positive and meaningful way.
- If the desired outcomes are to contain fire to the room of origin a high percentage of time and the desired outcomes are to assemble firefighters in a timely manner to perform critical tasks on the fire ground, additional firefighters are needed for Hendersonville. An additional benefit of this investment in public safety infrastructure will be improving the points earned for the city's insurance (ISO) rating, which has a direct impact on the economic development impact on the city.
- Obviously, this strengthening of service level can be accomplished in a singular, unified way. However, it can be done incrementally as well and often take a longer term (3-5 year) period to implement. The reason that cities often use incremental steps is to stair-step into the adding these new positions over a couple or few budget years to better manage and sustain the fiscal impact of the additional expense of personnel and potentially capital expenditures. Incremental changes have been used more frequently in recent years due to statutory changes with annexation laws in North Carolina.
- In an earlier recommendation, this report recommended re-evaluating the two-person ladder company and recommended evaluating the creation of a rescue company to increase reliability while providing automatic aid to neighboring fire departments. This would be two initial steps towards adequate staffing consistent with the standard of coverage and the department's strategic plan.
- Seek federal SAFER grant funding for positions to aid in the initial costs of implementing new firefighter positions. Adding a new engine company should necessitate the addition of at least fifteen (15) new career firefighter positions.
- Effectively, the City of Hendersonville has fewer firefighters than 25 years ago. The city's fire demand, work load, risk, call volume, population, density and other demographics have obviously significantly increased in that period.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

#### **4. Consider establishing an additional company to improve HFD's reliability**

- Given that HFDs minimum staffing resources are stretched and that the department will continue to be dependent upon reciprocal automatic aid for the foreseeable future, consideration should be given to establishing a rescue type company that could respond to emergencies within the City of Hendersonville. The key value of this methodology is maintaining a higher level of minimum daily staffing located within the City to respond to fire and rescue emergencies, while continuing to provide needed automatic aid to neighboring fire departments.
  - One potential avenue to make this company even more efficient is to consolidate SCBA breathing air system on this singular unit.
  - If it was determined not feasible to initially operate this company concept on a 7/24 basis, it could be implemented during peak hours as an initial or interim measure to help improve reliability during HFD's peak response times.

#### **5. HFD should firmly develop and drill a second and third alarm dynamic response plan**

- The national consensus standard for the deployment of fire and rescue services for career fire departments (NFPA 1710) originally focused on staffing needs for typical residential structures, such as one and two family homes of approximately 2,000 square feet. The national consensus standard has now been advanced to include larger structures, such as strip shopping centers. "Appendix G" outlines these terms. A summary is as follows:
  - **Single-Family Dwelling — minimum of 14 members (15 if aerial device is used)**
    - The initial full alarm assignment to a structure fire in a typical 2000 ft<sup>2</sup> (186 m<sup>2</sup>), two-story, single-family dwelling without a basement and with no exposures must provide for a minimum of 14 members (15 if an aerial device is used).
  - **Open-Air Strip Mall — minimum of 27 members (28 if aerial device is used)**
    - The initial full alarm assignment to a structure fire in a typical open-air strip shopping center ranging from 13,000 ft<sup>2</sup> to 196,000 ft<sup>2</sup> (1203 m<sup>2</sup> to 18,209 m<sup>2</sup>) in size must provide for a minimum of 27 members (28 if an aerial device is used).

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- **Garden-Style Apartment — minimum of 27 members (28 if aerial device is used)**
  - The initial full alarm assignment to a structure fire in a typical 1200 ft<sup>2</sup> (111 m<sup>2</sup>) apartment within a three-story, garden-style apartment building must provide for a minimum of 27 members (28 if an aerial device is used).
- **High-Rise — minimum of 42 members (43 if building equipped with fire pump)**
  - The initial full alarm assignment to a fire in a building with the highest floor greater than 75 ft. (23 m) above the lowest level of fire department vehicle access must provide for a minimum of 42 members (43 if the building is equipped with a fire pump).
- Fire departments that respond to fires in occupancies that present hazards greater than those found in 5.2.4 shall deploy additional resources as described in 5.2.4.5 on the initial alarm.

It must be noted that the dimensions described above come from a national industry standard and are NOT legally mandated staffing levels. However, they are the baseline for fire service operations in the United States for career fire departments and a reference from which career fire departments are evaluated against.

- Although on duty resources are minimal, a dynamic response plan for clearly identifying second and third alarms for certain call classes should be developed for use within the City. Furthermore, the plan will need to be trained and exercised with those involved at either a table-top level or full scale level. Some grant funding through Emergency Management may be available for such training for modeling a downtown Hendersonville major structure fire.
- The level of firefighter staffing in the City may necessitate revisiting the city's automatic aid contracts until the City can assemble the firefighters necessary to respond, manage and mitigate the fire risks and hazards that are in Hendersonville.
- It is unlikely that contract fire service would be less expensive than providing services internally since you already have a structure and system in place. However, a cost-benefit analysis should be conducted to ensure that internal personnel would be the best use of public funds. Timeliness in response in service delivery should be a key factor of consideration. Also, the level of training for the contract personnel should be evaluated.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### 6. Conduct a Citywide Hazard Risk Analysis

- The core of professionally protecting risks is to identify those risks and to plan for those risks accordingly. Throughout this process, it was identified multiple times by multiple groups that the downtown Main Street area was the highest fire hazard risk that Hendersonville faced. This is due to the mixed-use occupancy of the buildings and the age and type of construction as well as the occupants and use of the buildings. However, other areas also present challenges such as the large retirement community near Four Seasons Boulevard.
- To best grasp the overall fire risk for the city, a more thorough hazard risk analysis should be completed which would establish fire demand planning zones and identify all high hazard occupancies, with response levels accordingly.
- a. Establish fire demand planning zones
  - Each geographic area of the city has features that distinguish themselves from others regarding fire hazards. General residential areas may group together. More mountainous areas may present special challenges. Commercial occupancies may demand higher levels of response services.
  - The best practices approach to managing these different needs is to establish fire demand zones, or FDZs. These are geographical areas that have similar fire service needs and issues. By grouping these areas together, similar types of responses can be made. In addition, demographic data can be tracked such as population, value of property, etc. for each of the geographical areas. These planning areas can be modified as needed and can be tracked within the city's geographical information system (GIS) database.
  - In most cases, the boundaries of these FDZs can follow physical boundaries, such as roads, rivers, and other landmarks that are often consistent with station first due areas. However, most departments believe it is critically important that front line companies be involved in designing FDZs so that buildings with high hazards can be readily identified by responding firefighters.
- b. Identify all high hazard occupancies
  - As a part of the hazard risk analysis and determining the FDZs, any occupancy that requires a high level of resources should be identified and preplanned. These buildings typically receive a higher level of dispatched response than moderate level fire responses. Examples

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may include industrial or commercial buildings or unsprinklered high rise buildings. HFD would need to determine specifically what buildings within their jurisdiction demanded a high risk or high hazard response and adjust the initial response accordingly.

### 7. Establish critical task analysis for fire services

- Although the fire and rescue industry has established many industry standards in the past few decades and the scientific data produced through the National Institute of Standards and Technology (NIST) has established landmark research to determine fire behavior and the effectiveness of firefighting efforts, each fire department has unique abilities and resources. In order to determine the capabilities of the HFD, it is recommended that the department establish critical task analysis for defined performance deliverables.
- The most core issue is to determine what resources are necessary for a typical residential structure fire in Hendersonville. An analysis to determine the necessary tasks on a typical structure fire might include, but are not limited to:
  - Initial Attack -
    - ✓ Size up and command
    - ✓ Accountability
    - ✓ Offensive fire attack
    - ✓ Pump operations and water supply
    - ✓ Search and Rescue
    - ✓ Ventilation
    - ✓ Aerial device operator
  - Initial Support -
    - ✓ Rapid intervention team
    - ✓ Back up lines
    - ✓ Salvage and overhaul
    - ✓ Rehabilitation
    - ✓ Designated safety officer
- From this critical task analysis, integrated time and performance objective standards can be established. These parameters can be used to model deployment for both distribution and concentration in determining standards of coverage. An example of what an integrated time and performance objective standard may look like is:

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❖ Structure Fire, Moderate Risk

**Goal:** An initial effective response force of eight personnel deployed via two engine companies, one ladder company, and one chief officer shall respond, along with two firefighters through automatic aid.

**Measure:** The first unit shall arrive within six minutes from 9-1-1 call receipt until first unit arrival, for 90% of all requests for emergency service. Remaining units shall arrive in ten (10) minutes total time, for 90% of all requests for emergency service.

**Full Complement:** The balance of the effective response force will be supplied by reciprocal automatic aid with neighboring fire departments.

- ❖ Performance Objective: To stop the escalation of a moderate fire where found. Typically, this means conducting search and rescue for any victims, confining the fire damage to the room of origin, plus limiting heat and smoke damage to near the room of fire origin. The first arriving unit is capable of starting rescue work or advancing a first line for fire control. The second engine and ladder company provide additional personnel for tasks already started plus ventilation, salvage and other work as necessary.

- This same work can be carried out for other fire situations, such as low risk, high risk, special risk, etc.

An illustrative example of a critical task analysis can be found as Appendix “H” of this document, produced by the Asheville Fire Department.

An illustrative outline of this staffing model may resemble:

**Tasks/Staffing Needed at a MODERATE RISK Structure Fire**

<u>Task</u>	<u>Firefighters</u>
Attack line	3 personnel
Pump operations	1 personnel
Water supply	1 personnel
Search and rescue	2 personnel
Utility control	1 personnel
Ventilation	2 personnel

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Incident Commander/Safety	1 personnel
Back-up line	3 personnel
Rapid Intervention Team	2 personnel
Accountability	1 personnel
<b>TOTAL:</b>	<b>17 firefighters</b>

### **8. Establish critical task analysis for medical services**

- As described above, additional and separate measures should be established for response to medical emergencies, in collaboration with EMS. An analysis to determine the necessary tasks on a typical cardiac arrest might include, but are not limited to:
  - ✓ Patient assessment
  - ✓ Airway management and intubation
  - ✓ Cardiac defibrillation
  - ✓ CPR
  - ✓ EKG monitoring
  - ✓ IV/Pharmacology
  - ✓ Patient lifting/packaging
  - ✓ Medical information collection
- It is recommended that critical task analysis be done for the most common and typical medical emergencies that the department responds to.

### **9. Review and confirm HFD's daily staffing levels and deployment are in alignment with the critical task analysis**

- Once the critical task analysis has been completed for both fire and medical emergencies, the department should assess the apparatus and resources that are being sent to those types of emergencies. There should be an alignment with the critical tasks that need to be complete and the resources that are responding to the emergency. For example, if the critical task analysis identifies that the HFD needs seventeen (17) firefighters to mitigate a moderate residential house fire, HFD should be responding that number of firefighters to those types of incidents, with their own personnel and potentially with supplemental resources from neighboring fire departments if that response is automatic aid and does not require individual incident intervention.

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- The tasks that are intended to be carried out should match the personnel and apparatus that is being automatically sent to that type of call. If the two do not reasonably match, adjustments should be made to the methods of response.
- In sizing companies for response, research and data from the National Institute of Standards and Technology (NIST) will verify the following:

### **Primary Findings**

*Of the 22 fire ground tasks measured during the experiments, results indicated that the following factors had the most significant impact on the success of firefighting operations. All differential outcomes described below are statistically significant at the 95 % confidence level or better.*

### **Overall Scene Time:**

*The four-person crews operating on a low-hazard structure fire completed all the tasks on the fire ground (on average) seven minutes faster—nearly 30 %—than the two-person crews. The four-person crews completed the same number of fire ground tasks (on average) 5.1 minutes faster—nearly 25 %—than the three-person crews. On the low-hazard residential structure fire, adding a fifth person to the crews did not decrease overall fire ground task times. However, it should be noted that the benefit of five-person crews has been documented in other evaluations to be significant for medium- and high-hazard structures, particularly in urban settings, and is recognized in industry standards.*

### **Time to Water on Fire:**

*There was a 10% difference in the “water on fire” time between the two- and three-person crews. There was an additional 6% difference in the “water on fire” time between the three- and four-person crews. (i.e., four-person crews put water on the fire 16% faster than two person crews). There was an additional 6% difference in the “water on fire” time between the four- and five-person crews (i.e. five-person crews put water on the fire 22% faster than two-person crews).*

### **Ground Ladders and Ventilation:**

*The four-person crews operating on a low-hazard structure fire completed laddering and ventilation (for life safety and rescue) 30 % faster than the two-person crews and 25 % faster than the three-person crews.*

### **Primary Search:**

*The three-person crews started and completed a primary search and rescue 25 % faster than the two-person crews. The four- and five-person crews started and completed a primary search 6 % faster than the three-person crews and 30 % faster than the two-person crew. A 10 % difference was equivalent to just over one minute.*

### **Hose Stretch Time:**

*In comparing four-and five-person crews to two-and three-person crews collectively, the time difference to stretch a line was 76 seconds. In conducting more specific analysis comparing*

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*all crew sizes to the two-person crews the differences are more distinct. Two-person crews took 57 seconds longer than three-person crews to stretch a line. Two-person crews took 87 seconds longer than four-person crews to complete the same tasks. Finally, the most notable comparison was between two-person crews and five-person crews—more than 2 minutes (122 seconds) difference in task completion time.*

### ***Industry Standard Achieved:***

*As defined by NFPA 1710, the “industry standard achieved” time started from the first engine arrival at the hydrant and ended when 15 firefighters were assembled on scene. An effective response force was assembled by the five-person crews three minutes faster than the four-person crews. Based on the study protocols, modeled after a typical fire department apparatus deployment strategy, the total number of firefighters on scene in the two- and three-person crew scenarios never equaled 15 and therefore, the two- and three-person crews were unable to assemble enough personnel to meet this standard.*

### **10. Establish a goal of confining fire to the room of origin for moderate risk residential house fires**

- One commonly used method of outcome measurement in North Carolina municipal fire protection is confinement of fire to the room of origin. This is important because it reflects the containment of the fire to a smaller space and thus reduces fire loss and hopefully reduces the possibility of injury and fatality. It can be reflective of the comprehensive fire protection delivery system of prevention, education, response, operations and suppression.
- It is recommended that HFD measure confinement of the room of origin and compare their data to the measurement of similar size fire departments throughout the state to determine effectiveness. This is an outcome based measurement. This measure is also a component of the annual benchmarking project conducted by the North Carolina School of Government.

### **11. Define Citywide Service Delivery Standards**

- From the critical task analysis described above, HFD can establish the level of service delivery that is provided citywide.
- Firefighters meet a wide variety of conditions at every fire call. Some fires will be at early stages and others may already have spread throughout the entire structure. This variation in condition complicates attempts to

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compare fire department capability. A common reference point must be used so that the comparisons are made under equal circumstances.

- Like many North Carolina cities, Hendersonville has been reporting response times using mean averages. While accurate, the use of averages represents that one-half of the overall responses are shorter than the average and one-half of the responses are longer than the average.
- Much of the fire service industry has moved away from using averages and uses response times at the 90% percentile. This fractile style of emergency incident reporting represents a more accurate and realistic expectation to the people that are served and protected by the department because it simply states that an emergency response will occur on 90% of incidents within the specified time frame. This measure allows for consideration of multiple emergency calls occurring simultaneously as well as storms that come through the jurisdiction, inclement weather situations and operational failures such as engines failing to start or collisions that may occur in transit. Nationally, the 90% percentile is recognized as the most solid best practice in the fire and rescue industry.

### **12. Establish a level of service for first unit response as well as full complement response for fire responses**

- Expectations of the department regarding the level of performance should be more clearly defined. The Hendersonville City Manager and Fire Chief should examine and review data to determine measurable and meaningful performance standards that are consistent with fire and rescue industry standards and best practices that are reasonable and can be achieved by the HFD. City residents should understand the general level of service that they should receive in return for the property tax that they pay that supports the fire department.
- Two measures must be determined to establish a credible standard of care, or standard of coverage for fire response - an acceptable amount of time for a first unit to arrive on certain emergency calls as well as time necessary for the full complement needed on certain emergency calls. It is recommended that the level of service be based upon 90% of the call volume. Language similar to the following could be considered:

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### Initial arriving firefighters and apparatus on typical structure fires:

*For 90% of all typical residential structure fire incidents, at least one initial arriving fire apparatus along with at least four (4) adequately trained firefighters should arrive within \_\_\_ (determined by City of Hendersonville) \_\_\_ minutes total response time and be prepared to take immediate action in accordance with department protocols.*

### Full response of firefighters and apparatus on typical structure fires:

*For 90% of all typical residential structure fire incidents, an effective force of at least fifteen (15) adequately trained firefighters (including automatic aid responses) should arrive within \_\_\_ (determined by City of Hendersonville) \_\_\_ minutes total response time. The effective response force should be capable of establishing command, appointing a site safety officer, providing an uninterrupted water supply, advancing an attack line and back up line for fire control, complying with the OSHA requirements of two-in and two-out, completing forcible entry, searching and rescuing at-risk victims, ventilating the structure, controlling utilities, and performing salvage and overhaul. These operations are done in accordance with department standard operating protocols while providing for the safety of responders and the general public.*

A further analysis of this component can be found in Appendix “I” of this report as a guide to City Managers for fire protection systems. This document is designed to provide reasonable guidance to local governing officials in establishing what are credible response times.

### **13. Establish a level of service for first unit response as well as full complement response for responses to non-fire emergencies**

- For the same reasons as stated above, to responsibly know how your department is performing, clearly identified measures should be used to allow members of the HFD, city management, local elected officials and the general public to know what to expect when they have an emergency and need the HFD. Additional measures that are typically used include, but are not limited to:
  - ✓ Life threatening emergency medical calls
  - ✓ Hazardous materials calls
  - ✓ Technical rescue calls
- HFD should assess the non-fire call classifications that they provide services for and determine what appropriate response times should be, all based upon the 90<sup>th</sup> percentile.

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- Also, HFD may need to invest in software or programming that can report data at the 90<sup>th</sup> percentile so that reporting can be readily accessed and defined as conditions warrant.

### **14. Review the HFD Standard of Coverage Statements with the elected officials**

- Once the standard of coverage statements has been developed as noted above, it is recommended that the Hendersonville elected officials be advised of the level of service that the Hendersonville Fire Department can provide the citizens and businesses at the 90<sup>th</sup> percentile. This information will enable the elected officials to better explain the level of service to their constituents as well as enable the elected officials to make better informed policy decisions moving forward. This information may be conveyed through a staff report, a memo from the City Manager or any other format that that is deemed most appropriate.

### **15. From the data and information formulated above, HFD should determine a timeline for implementation of a third fire station**

- Key indicators are that Hendersonville is now at or will soon be nearing the point of investing in the critical infrastructure of a third fire station location to address the service levels for the City. After carefully constructing and evaluating the information from all the standard of coverage points, the City will be able to make a well-informed decision as to the timeline that is appropriate to construct a third fire station. This information will allow the city to program the third station into the City of Hendersonville Capital Improvement Plan (CIP) within a three to five-year period to determine funding mechanisms and make appropriate plans for expansion.
- The City of Hendersonville should secure property for the third fire station as soon as conditions will allow. With property secured, the City can plan accordingly for design and construction of the station and potential bond use within a five-year period. Station design is difficult without the site selected. Once the site is selected and land is secured for the fire station, the RFQ for architectural services can be prepared and the package can be prepared for construction. Should the City be considering any bond packages in the next five years, the third fire station would be an excellent addition to this bond package.

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### **16. Establish shift Battalion Chiefs when conditions require that level of enhancement**

- As the City grows and expands and as the service delivery system becomes larger and more complex, there will be a need for a shift Battalion Chief to serve as the on-duty Chief of operations and lead incident commander. The incident commander is a key role on the fire ground and is essential to the proper fire ground operations. Long-term, an on-call chief officer is not a sustainable practice and is not healthy for the persons filling that role for a department the size and call volume of Hendersonville.
- Many cities have determined that a shift Battalion Chief is an excellent method to establish a clear chain-of-command for on duty personnel and provide a shift incident commander on scene immediately. The shift Battalion Chief allows the Company Officers to do company officer work and keeps them from being pulled away to perform the essential incident command function. Therefore, the shift Battalion Chief enables the City to get the most functionality out of the daily minimum staffing. It is also recognized as an effective strategy to mitigate risk management for the City.
- Many models of cities similar to Hendersonville exist to evaluate that have been using shift Battalion Chiefs for many years, such as the City of Shelby – which operates three fire stations.
- The shift Battalion Chief enables the Fire Chief and Deputy Chief to better focus on administrative matters of the department and allow the most day-to-day routine type calls to be answered by the shift Battalion Chief. However, in all significant incidents, additional persons are needed to immediately respond and support the command system structure. Therefore, the Fire Chief and Deputy Chief (and Safety/Training Officer) would continue to play vital roles in the overall emergency response system using the shift Battalion Chief model.
- It is typical that most jurisdictions with three or more stations add the Battalion Chief level for operational and accountability purposes. Hendersonville will be needing a third station in the not distant future and this reports recommends planning of that station. Until the third station is in place, the addition of a Battalion Chief would be an efficient way to effectively increase daily minimum staffing and improve the City's level of service delivery, especially at night and on weekends when minimum and available staffing is at the lowest levels. Therefore, the peer review team supports the addition of the shift Battalion Chief in Hendersonville prior to the implementation of the third station as soon as resources will allow.

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## **B. Training and Career Development**

Providing fire and rescue services is very labor intensive. Providing these critical services requires hands on work from people with a very well developed skill set that is diverse and adaptable to many challenging environments.

HFD has recognized that their firefighters are their greatest strength and has recognized the implicit need for advanced training, continuing education as well as advanced education, all within the ever important context of experience.

### **1. Evaluate and establish a rank and structure plan that will be effective and adaptable for the HFD for the next five plus years**

- A core building block for most career development models will be to firmly establish the rank structure that will accommodate the HFD for approximately the next five years with the best information that is available at this time.
- Providing a clear understanding of the rank structure is essential to building a successful career development plan and allowing firefighters to best prepare themselves for success within the department. Beyond the formal levels, attention must also be given to persons who serve in temporary or acting roles.
- Most cities in the size range of Hendersonville have found that the following general structure is effective and efficient:
  - Fire Chief
  - Deputy Chief
  - Chief Officers (Training Chief, Fire Marshal, Battalion Chief)
  - Company Officers (Fire Captain, Fire Lieutenant, Deputy Fire Marshal)
  - Fire Engineer (Fire Inspector)
  - Firefighters (Firefighter I, Firefighter II, Senior/Master Firefighter)

### **2. Develop a written career development plan for HFD**

- A clear succession plan and/or career development plan is needed for the department that clearly articulates the requirements for each rank within the organizational structure so that members of the department can understand what is expected on their part to earn or achieve to be qualified or eligible for promotion.
- Care and attention to detail should go into this plan to make sure that it is achievable and sustainable. Once the plan is instituted, the department should

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not wavier from the plan unless the plan is revised. Therefore, it will need to be kept current and the city and department follow the plan accordingly.

- A successful career development plan demands a commitment from both the department/City and from the employees that engage and involve themselves in the process. Most “win-win” situations occur when “opportunity meets preparedness” so that the department will promote firefighters to higher ranks who have prepared themselves for that promotion.
- A portion of this career development plan should outline requirements for fill in roles, such as for Engineer or Company Officer to define what minimum requirements must be met for someone to operate in one of these capacities.
- An important component of this plan should address how HFD personnel will attend classes on duty and off duty and a clear plan should be articulated for what the department will sponsor and will not sponsor. Sponsoring the training in this way will most likely create or prompt firefighter hire back and generate the need for additional funds to pay overtime. As a part of the development of this plan, additional funding or budgetary considerations may need to be made in order to make reasonable accommodations for expected training opportunities.

### **3. Evaluate implementing a career development incentive plan for HFD**

- In association with the career development plan, most cities find it essential that an appropriate incentive plan be paired with the development plan. Incentive plans enable firefighters to identify the organizations priorities and clearly articulate in a tangible way some of the organizational desired outcomes.
- Most firefighters also desire a level of predictability in pay and performance. Many cities use a step plan type system for paramilitary structure departments such as fire and police, to accommodate the rank structure and the special needs and issues with certain exemptions from the Fair Labor Standards Act (FLSA 7(k)). While equity for other city employees serving in other city departments is always an important consideration, there are some distinguishing characteristics for firefighters that federal law has clearly recognized and some cities choose to further that distinction at the local level.
- Appendix “D” provides an example of the Lenoir Fire Department’s Career Development Incentive Plan. This plan acknowledges some length of service integrated with professional certifications and equates those into pay increases. College degrees are also recognized. Step pay plans are available as well.

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Examples include Asheville, Charlotte, Greensboro, Raleigh and Others. Obviously, there is a wide range of available options. HFD will need to construct a plan that is appropriate for HFD and one that can be sustained. This item is closely connected to compensation concerns that are noted under section E – Other.

#### **4. Evaluate constructing a live burn facility for HFD**

- a. The department currently pays \$10,000 annually to the Henderson County Firefighter’s Association for the use of the County Training Center. While collaborative effort is excellent, an evaluation needs to occur as to what costs would be to construct a live burn facility within the city. This type facility would more easily allow on duty personnel to participate in live fire training evolutions than traveling to the county community college facility. Furthermore, the facility located within the city limits would provide a higher number of points under the public protection classification rating system for the Insurance Services Office (ISO) schedule.
- b. Should the department determine to build their own facility and pull away from the annual fee from the County Association, it is recommended that transition occur over time to allow both parties opportunity to plan accordingly. Also, Hendersonville may desire to continue to use the County Association facility to some level and therefore some cost associated with that use.
- c. When evaluating costs, it is important to not only consider land acquisition and construction costs, but also annual operating costs for this type facility. Many models across North Carolina can provide illustrative examples of live burn facilities where municipalities may conduct smaller scale live burns at their own facility and larger scale operations at regional facilities.
- d. Due to the HFD daily work load, firefighters expressed concern that it is often difficult to conduct full scale “hoses on the ground” training evolutions. This type of training is essential to positive outcomes. A live burn facility within the city will support that endeavor. In addition, planning to carry crews over or carry over personnel on a regularly scheduled day off through proactive budget planning periodically could help fill that void as well.

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### 5. Diversify /Expand HFD's Company Officer Training Program

- Interpersonal and personnel management skills, sometimes referred to as “soft skills” are vitally important in the fire and rescue services. A compelling reason is the twenty-four-hour shift schedule that most firefighters work, which stresses the work environment by people living and working so close to one another. Strengthening the company officer’s soft skill set is important to the HFD and will provide positive returns for years to come.
- Traditionally, company officer training is focused heavily on strategy and tactics. Within the Hendersonville system of decentralizing many administrative duties to company officers, it is important that company officers receive training and experience beyond strategy and tactics to include diversity of managing projects, prioritization of work, administrative decision making, goal setting and other related skill sets that are typically associated with Battalion Chief ranks in larger fire departments.
- A valuable method to provide experience to company officers who provide services beyond typical company officer roles and responsibilities is to mentor with other colleagues in other fire departments in the region and state with similar roles. We recommend that HFD company officers be paired with officers from similar fire departments to learn from their best practices and procedures. This can be as simple as an HFD company officer spending one day or one shift with a mentor working with them in their host city.
- A core element to officer training essential in today’s environment is to emphasize the value of being culturally inclusive and gaining a better understanding of the cultures of all the persons that are served and protected. A special attention and focus with company officers on this level of sensitivity and better understanding will pay long-term dividends for the department and for the City.

### 6. HFD should continue to prioritize safety and training programs and strengthen the effort at every available opportunity

- The core of many progressive fire departments can be found to be solid training and career development programs. Not only can these programs provide technical proficiency, they can also provide cohesiveness within the department and can unify processes across shifts and stations and personnel.

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- Beyond that, training initiatives pull together neighboring fire departments and create a common denominator on which all firefighters can build upon and which the entire fire protection service delivery system can be strengthened for the region.
  - Training programs directed by the Fire Chief will bring value for unity between the three operating shifts. Firefighters expressed opportunities for improvement in consistency across the three shifts. Structured, focused training programs, specifically for company officers and those that aspire to be company officers, is the key to that successful transition.
  - For the current HFD personnel, attention and emphasis is needed on career development to build and prepare the future leaders of the department at all levels. This career succession includes technical skills, but just as importantly includes interpersonal skills, management skills and leadership skills. Continuing focus in these areas is of particular importance with less experienced personnel and less experienced company officers. As a best practice, this emphasis is sound risk management for the city to embrace.
  - Most progressive fire departments also identify safety as their top operational priority and the desire to send all firefighters home safely at the end of their shift. Safety weaves seamlessly with training at every level and in every task.
  - HFD should encourage the practice of firefighters moving up into the role of company officers to learn the role and to gain the experience under the watchful eye of the usual company officer. This is regarded as a best practice for many departments to help long-term career development.
- 7. HFD should establish and designate a departmental safety and training officer as soon as conditions will allow**
- Consistency in training across the operating shifts is imperative to the department continuing to progress as well as ensuring that personnel throughout the department are embracing new technologies and research and applying that learning and knowledge in daily responses. Most fire departments of HFD's size have solidly established the value and importance of a singular person in the department to be responsible for core training efforts and programs.

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- In addition, all training records would be managed by this singular person, enabling a high level of consistency and ensuring that professional credentials and certifications are current and valid for all the sworn members of the department. This aspect will become particularly important when the department is being evaluated next for their Insurance Services Office (or ISO) rating public protection classification. Approximately 9% of the overall available points are in the training category and much importance is placed not only in properly conducting the training, but properly recording that training. One of the concerns with the current methodology is that several people are involved in the overall training effort and training records. Hence, the level of accountability may be diminished from one singular person being responsible for all training programs as the department's training officer.
- Moreover, this person should also be the department's designated safety officer and perform some important logistical functions for the department. Safety and training are integral to any effective and efficient fire department operation. The safety officer would have a key role in the response to all significant emergency incidents, such as structure fires. However, they would also play a key role in the day-to-day safety role for the department in all aspects of safety such as blood borne pathogens, confined spaces, protective clothing and specialized equipment. Some municipalities extend certain aspects of this type position into overall city government as a city safety officer as well.

### **8. HFD should conduct targeted recruitment and harness opportunities with High School fire programs**

- Recruiting and retaining the best and brightest firefighters possible is critically important for the vitality and sustainability of any progressive fire department. Also, the need to diversify fire departments across our state has never been greater.
- One of the strongest tools currently available to fire departments in our state is the high school fire programs for recruitment and for targeted recruitment of women and minorities. These programs help educate youth about a career in the fire service and provide experiential learning as well as some college level credits to those that take advantage of those opportunities. Within North Carolina, there are approximately 45 high school programs operating successfully. These high school programs operate under the requirements of the North Carolina Department of Public Instruction in partnership with guidance from the North Carolina Department of Insurance - Office of State Fire Marshal.

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- In Henderson County, Balfour Education Center operates a fire program. This would be an excellent opportunity for the HFD to partner with the high school for instruction as well as recruitment.
- In other communities in our state, cities have also found that engaging a student to serve as a recruiter has proven beneficial. The student learns the basics about the department and then serves as a peer recruiter at the school in an ambassador format, working to recruit other students, with special attention to women and minorities. See Appendix “E” for an example of the program that is used by the Asheville Fire Department.
- Another potential method of increasing diversity and recruitment may be to explore a resident program for students in colleges or universities in the area where they would serve as firefighters in exchange for being able to stay in the fire station. An example of such a program from the Pinecroft-Sedgefield Fire Department can be found as Appendix “F”.
- HFD currently hires firefighters who come to the department with basic Firefighter I and II certifications as well as Emergency Medical Technician certifications. While this methodology is very cost effective, most communities have found that it does not typically produce a high level of diversity in terms of race and gender. To more aggressively address the need of race and gender diversity, the city would need to consider hiring firefighters without certification and providing their basic training. This decision is a policy decision for the city, because the costs of using this alternative methodology are significantly more. However, city governments who have set employee diversity as a goal have established the need to make that investment in many cases.

### **9. HFD should consider piloting an over-hire of firefighters to conduct a cost-benefit analysis**

- The department currently hires full time personnel only up to the number of allocated full time equivalent (FTE) positions approved within the city budget. Many cities across the state have waived from this practice for fire and police to over-hire personnel when they conduct hiring processes. Generally, this is because hiring is conducted only at annual or bi-annual intervals and the hiring process to become a firefighter is so extensive and so expensive to conduct.
- The over-hire concept provides a reasonable buffer for new hires that do not complete initial training as well as provides the ability to cover unanticipated service retirements, disability retirements, leaves of absences, and other voids that create significant challenges when striving to establish minimum daily

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staffing levels. Hendersonville would need to decide what is a reasonable buffer for over-hire for their situation at the time.

- This recommendation is to pilot an over-hire and evaluate if that decision was cost effective and efficient in comparison to voids that the over-hire was able to fill, part-time costs, and other factors – including, but not limited to – operational enhancements that were produced as a result of the over-hire. Generally, a one-year period would allow Hendersonville to make a reasonable evaluation of this proposed pilot program. Obviously, paying 1.0 hourly rates is less expensive than paying 1.5 hourly rates for overtime.

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## **C. Emergency Communications**

Most people calling 9-1-1 in their time of emergency do not distinguish all the components of the emergency communication dispatch process. However, each component is important in the outcomes. “Mrs. Smith” values the time that she dials 9-1-1 until a fire engine arrives at her address with trained/equipped firefighters ready to perform their job. Within that continuum, there are several cascades of time increments - call processing time, dispatch time, turn out time, travel time, and set up time.

Traditionally, much investment is focused into the travel time of the cascade. However, seconds saved in call processing and dispatch are just as valuable as travel time and to Mrs. Smith equal service being delivered. Many service delivery systems have learned through experience that improvements made in emergency communications systems can effectively reduce overall response times often more cost effectively than by other methods. At a minimum, this component should be evaluated closely in assessing any fire protection service delivery system to seek methods of improvement.

Another key component of quick call processing times is firefighter safety. The quicker that firefighters can arrive at structure fires, typically, the less likely there is a chance of flashover, which can deteriorate the stability of the structure significantly and create substantially more damage to the structure that is on fire.

While this peer review team is not comprised of emergency communications specialists, several items were noted by the peer review team in this category that deserve further review and evaluation.

### **1. Review is needed to examine the potential for improved response times to citizens by re-evaluating and possibly re-engineering components of the 9-1-1 emergency communications dispatch systems**

- Henderson County currently operates with one (1) public safety answering point (PSAP), operated by Henderson County Government. From this PSAP, the Henderson County Sheriff, Henderson County EMS and 13 contracting fire departments are dispatched. The City of Hendersonville Police operates a separate communications center (PSAP) with one telecommunicator on duty at all times and a second at peak times.
- One of the key advantages of this current emergency communications system is interoperability on the fire side. HFD can communicate directly with other fire departments based in Henderson County. However, several

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

key components typically found in municipal fire and rescue delivery systems are not in place. These include, but are not limited to:

- ✓ The fire ground tactical channel is not recorded
  - ✓ Issuing a pre-alert with an address is not standard protocol
  - ✓ Station vs. Company dispatch protocol is generally followed
  - ✓ Response times for only the first two units checking enroute to incidents is recorded by the communications center; thereby not capturing response times for all HFD units responding to incidents
- To review and examine the current emergency communication system from a regional perspective, it is recommended that the City of Hendersonville and Henderson County reach out to the Regional Council of Governments (COG) for further review. Options that may need further exploration include, but are not limited to:
    - ✓ leaving the system as is,
    - ✓ moving the HFD dispatch to the Hendersonville Police Department,
    - ✓ an incremental splitting of HFD dispatch to Henderson County EMS and others.
  - An important concern expressed by firefighters was the lack of ability of HFD firefighters to be able to communicate directly to City of Hendersonville Police Officers. Firefighters advise that they are communicating often through cellular phones and other methods. Interoperability should be global with all public safety and not just fire. Attention should be given to this component for remediation as well.

### **2. HFD should implement an emergency communications user group in conjunction with Henderson County fire service providers**

- Municipal based fire operations and rural based fire operations could be best bridged by constructing a compromised “bridge” system utilizing a user group approach whereas fire users from both the city and county departments would meet periodically with Henderson County leadership to discuss issues and conflicts and strive to develop or construct operational compromises that would reasonably meet the needs of both the City and the County contracting departments.
- Several North Carolina counties use this model and it has worked effectively. However, there must be buy in from the communication center management and a commitment from all parties to compromise from the onset of the effort.

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3. **HFD should work with Henderson County EMS to conduct a quality review of medical calls from a call processing perspective for medical calls occurring within the City of Hendersonville**
  - There is a perception of delays occurring dispatching first responders to medical calls within the City of Hendersonville. A periodic review by the County Medical Director would enable some valuable insight to any abnormalities that may be occurring and could be an avenue to help expedite any possible changes to the emergency communications system, which would help process calls more quickly, thereby help HFD firefighters arrive to the scene of medical emergencies more quickly.
  
4. **HFD should ensure that they are being dispatched only on life threatening medical emergencies, or situations where EMS is not available**
  - Concern was expressed to the peer review team that there was inconsistency with the type of medical calls that HFD was dispatched to. Most cities utilize the Emergency Medical Dispatch System, whereas only calls with the highest two or three levels necessitate a fire department response.
  
  - Since time of emergency occurring to time that pre-hospital care is initiated has a direct impact on patient outcomes, the goal of a community is for emergency responders to reach patients as soon as reasonably possible.
  
  - Many communities have determined that medical dispatch protocols better enable 9-1-1 emergency communications centers to consistently send fire based resources to medical emergencies that necessitate medical first responders.
  
  - There is often a delicate balance of responding to medical emergencies and maintaining resources available for fire emergencies. As a best practice, the medical dispatch protocols generally help communities in maintaining the reliability needed for fire response while responding to medical emergencies where the fire department can provide the most benefit to the person needing immediate medical attention.
  
  - This end result can best be achieved through review of protocol and collaboration with the 9-1-1 center personnel, as well as other methods suggested in this section of the report.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### **5. Conduct a call flow analysis of 9-1-1 calls, with a goal of shaving time off the alarm processing component of total response time**

- It is recommended that the City of Hendersonville chart and analyze how emergency calls are routed and processed to the HFD to evaluate any potential steps that could be altered or re-engineered to better expedite the time of the 9-1-1 call being received and wheels turning on fire apparatus.
- As an output measure, a specific goal could be established, such as to reduce the call processing time by 30 seconds, if so desired. Actual performance should be compared to national industry standards as identified by the National Fire Protection Association (NFPA) and others.
- Confer with 9-1-1 telecommunicators as to what processes could be changed or initiated that would help to expedite fire and medical emergency calls to the HFD. Input from all components of the process would enable a more holistic look at what is happening currently and enable the most meaningful system changes moving forward.

### **6. Additional Telecommunicator training would be beneficial**

- HFD should continue and expand where possible training for telecommunicators so that they better understand the operational needs of the department. Provision of fire and rescue services is very different than law enforcement services in many dynamics. A better operational understanding from telecommunicators about how the fire department operates differently than police would result in smoother operations.
- In addition, HFD should integrate training for firefighters, with a priority on company officers and above, to spend time with the telecommunicators so that the HFD personnel gain a better understanding of what occurs at the 9-1-1 communications center.
- Collectively, these measures will provide avenues for better understanding and collaboration between the agencies. Due to the typical high turn-over rates for telecommunicators within the industry, this interaction will need to be ongoing and it is suggested that a systematic method be set up for some set frequency, such as annual or bi-annual review.

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### **7. Initiate the use of a mobile application for HFD firefighters to immediately and automatically know of call dispatches**

- Many jurisdictions find that a mobile app helps keep their firefighters informed of calls for service and provides some level of redundancy. These apps are automatic and immediate from the computer aided dispatch (CAD) system and provide information about the call as well as directions, if those features are enabled on a firefighter's mobile phone. One of the most commonly used products in North Carolina for this purpose is "Active 9-1-1". There are others available on the market as well.

### **8. Install CAD monitors in HFD fire stations**

- Many NC jurisdictions have found that installing CAD monitors in the fire stations help firefighters stay abreast of calls occurring throughout the city and enable firefighters to often see calls being built before they are dispatched. To install the monitors is generally a rather low cost in order to help get wheels on fire apparatus turning more quickly and therefore get emergency responders to citizens needing help more quickly.

### **9. HFD should explore use of a tablet or MCT device on response apparatus**

- Receiving detailed data and specific information from the emergency communications center by radio alone can often be less than ideal, especially given the challenging circumstances of noise, weather, and other extremes. Many fire departments have found it a solid and worthwhile investment to install and use tablets or mobile computer terminals (MCTs) in fire apparatus. This equipment allows the firefighters to post routine status information electronically as well as see information in the computer aided dispatch (CAD) system that may not be transmitted by radio. The end result is a more informed firefighter and more informed company officer, who can make more responsible operational and tactical decisions. In addition, there is typically a higher level of accuracy of information on enroute times and arrival times than when given by radio. Generally, the use of tablets and MCTs is found to be cost effective, even with evolving technology.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### **10. If operational enhancements cannot be achieved, Hendersonville should evaluate dispatching HFD units by the city from the secondary PSAP**

- The above recommendations are focused on improving the system that is in place currently with the primary PSAP, albeit several concerns duly noted. However, the importance in consistently immediately dispatching firefighters and fire apparatus in a timely manner is critical to the success of the overall fire protection service delivery system. In the event that performance measures in alignment with national standards, such as NFPA 1221 and others, cannot be achieved in the current system, the City should give further consideration to restructuring their dispatch system.
- Taking a higher level of responsibility for the dispatch system will require additional telecommunicators to properly manage the workload. In addition, significant consideration will need to be given to the process used to integrate with automatic and mutual aid departments as well as with Henderson County EMS. Redundancy and back-up systems must also be constructed and evaluated. Furthermore, as part of due diligence, an evaluation should be conducted to determine how the City of Hendersonville will rate in the ISO system conducting dispatch differently compared to the current system whereas the dispatches are provided by Henderson County. After all factors are evaluated, the City could make an informed decision about what would be in the best interest to the service delivery and outcomes to the people of Hendersonville.

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## **D. Operations**

### **1. Investigate the use of traffic signal pre-emption devices on major corridors**

- Traffic signal pre-emption devices placed on traffic signals near fire stations and located on major transportation corridors can efficiently reduce travel times and reduce the risks to firefighters traveling to emergency calls for service.
- This program would promote limited intersection crash liability and would be in collaboration with the city's transportation department. Some funding may be available through transportation venues to help initiative traffic pre-emption equipment. An on-going analysis of traffic patterns and emergency response corridors can yield improved response times and safety to both firefighter and the public.
- Additions of traffic signal pre-emption equipment can be incremental. Some North Carolina cities have large, complete systems and have had them in place for many years. However, other cities are just beginning to install and implement such systems. As an example, the City of Burlington has recently installed their first signal pre-emption equipment and plan to expand that system as funding is available to improve response times and safety on major transportation corridors.
- Application of this type system would be most beneficial along Four Seasons Boulevard due to traffic congestion, which impedes response times for emergency vehicles. Beyond fire apparatus, the traffic pre-emption equipment can also be added to EMS and law enforcement vehicles. The result is generally considered a safer outcome for both citizens and first responders.

### **2. Harness the Use of Retired Personnel for specialty service positions**

- Under the North Carolina Local Government Employee Retirement System (NCLGERS), a retired employee can work up to a maximum of 1,000 hours in a calendar year for a North Carolina Local Government after they have retired. The Local Government is not required to provide retirement or health care benefits for these persons. Many cities and counties hire retirees to help fill gaps with service delivery and harness the experience that these individuals can bring to the workplace. Local governments can do this very cost effectively and it is often a "win-win" for both the employee and the employer.

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- In the fire department setting, it is recommended that utilizing retired part-time firefighters be evaluated for fire inspections, prevention, public education, fire training, emergency management, safety, public information and other non-emergency response work. Beyond firefighters, retired teachers may also be able to serve as public fire educators.
- In some communities, this is an untapped resource that can dramatically improve the effectiveness of the overall fire protection service delivery system at a very low cost, hence an excellent return on investment.
- The department already effectively utilizes approximately fifteen (15) part-time personnel for supplementing the career firefighters to meet minimum daily staffing needs. That methodology should be re-evaluated periodically to ensure that it is still the most cost effective approach as opposed to adding full time equivalent (FTE) positions. This specific recommendation is generally focused on specialty type functions and not minimum staffing firefighter positions.

### **3. HFD should place a lower priority on implementing quick response vehicles**

- Some cities do effectively utilize quick response vehicles within their overall fleet system. There are advantages to these units in accessing some area of difficult terrain and in some cases, improving response times.
- However, data will also support that there is little financial savings in operating quick response vehicles rather than fire apparatus. Operationally, there is a large disadvantage in separating crews of personnel. If quick response vehicles are implemented, they should be implemented to enhance services and not to reduce costs, because data does not support sustained costs savings and there are operational downfalls.
- In Hendersonville's current situation, the priority of addressing ladder company staffing, full complement engine company minimum staffing and the consideration of a rescue company to supplement city services and provide automatic aid services would, in the peer review team's perspective, hold a much higher priority in improving and strengthening the overall fire protection service delivery system than implementing quick response vehicles now. It is a viable option for future consideration; however, not suggested as a priority now.

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- Hendersonville's high volume of calls for this size delivery system is placing an unusually heavy workload on the City's fire apparatus. While most front line apparatus in larger cities will have a 10-12 year life span, the sustainability or life expectancy of a front line fire apparatus in Hendersonville may be shorter due to the high volume workload.

#### 4. Work is needed on the HFD firefighter total compensation package

- Firefighters are particularly concerned about the growing cost of health care and the cost of providing health care for their families under the City's current benefit plans. This was identified as a top issue with employees within the department, connected to a competitive market based pay study. Firefighters expressed their fears of the cost of \$884 per month from their checks that is going to health care for them and their families.
- There is concern that Hendersonville has become a training ground for other departments due to the overall compensation (including health care insurance benefits). The Regional Council of Governments (COG) may be able to assist with a more comprehensive compensation study and provide some valuable resources to the City of Hendersonville. Locally, Hendersonville firefighters are most likely to make comparisons to Henderson County Government benefits and those in Asheville/Buncombe County, as a starting point.
- In addition, there has been a loss of holiday pay and benefits in recent years and the pain of that loss is continuing to have an adverse impact on the department. A re-evaluation of this situation should occur as soon as conditions will allow. Firefighters typically work 212 hours in a 28-day period as opposed to most city employees which work 160 hours in that same 28-day period. This is enabled by the FLSA. However, that enabler also provides an opportunity to give special consideration for some pay incentives such as holiday pay.
- Some examples that other cities take relative to holiday pay are:
  - ✓ Morrisville – 12 hours of additional pay on the holiday itself
  - ✓ Greensboro – ½ time additional pay on the holiday for non-exempt personnel, Flat \$200 per holiday for FLSA exempt personnel
- Although state statutes only require cities and counties to contribute 5% 401(k) to sworn law enforcement officers, many cities and counties have extended that benefit to firefighters as well, at least on a matching basis.

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### 5. Continue forward with Fire and Life Safety Education efforts, including a civilian Fire and Life Safety Educator

- The department has made effective long-term commitments to fire and life safety education and injury prevention. This component is a very effective and critically important part of the overall fire protection service delivery system. Everyone benefits when fires and injuries are prevented in the first place and the general public is more educated about safety and prevention.
- Key target groups such as young, old and at risk populations are essential to reach on a continual and re-occurring basis. It is the understanding of the peer review team that the HFD is working to establish a full-time fire and life safety educator civilian position. The team fully supports this endeavor and this model has been effectively embraced by many North Carolina cities, including but not limited to Shelby, Gastonia, Wilson, Boone, Wilmington, Rocky Mount, Kannapolis, Leland, Cary, Greenville, Durham.
- This is a very positive contribution from the City to the people of Hendersonville and will improve the quality of life in Hendersonville. In addition, work performed by this specialist, located within the HFD will positively credit towards the City's insurance rating (ISO) evaluation in the community risk reduction category. The insurance industry has recognized the great value that civilian fire and life safety educators bring to communities and rewards that excellent work with additional points on the overall community public protection classification rating.

### 6. HFD should consistently reinforce core services

- Fire and Rescue services have properly emerged and evolved as all hazard mitigation, emergency management agencies. This natural progression has served the people that firefighters are sworn to protect well and has been mutually beneficial to most communities. The challenge in expanding the scope of public safety services in today's environment where there are fewer occurrences of active, working structure fires yet more dangerous and volatile fires is that firefighters can become less proficient in mitigating fires, especially in high risk – low frequency fires.
- Firefighters expressed that a healthier balance could exist for the department in being a service provider and being integrally involved in community activities. An evaluation of call volume staffing, needs, demands, and challenges will need to occur and frequently be re-visited to ensure that the balance is an appropriate one for the mission of the department.

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- As the HFD moves forward, a constant emphasis or focus on the core mission of being the city's sole provider of comprehensive fire protection and rescue services, then supporting the county EMS system, then supporting regional response systems such as hazardous materials and search and rescue services will serve the department well.
- This prioritization tier will also enable the men and women of the department, especially the company officers to make stronger decisions in the field regarding the use and deployment of the resources available to them on a daily basis.
- Tightening scope is often difficult for leaders to do and moreover often difficult for administrators and elected officials to embrace. However, some of the most effective fire service leaders are those that keep a strong and steady focus on their primary mission and vision and often need to say "no" to requests that come along to keep their personnel operationally ready and mission focused. This department is obviously very community oriented. It is a strength and in no way does this peer review team recommend changing that level of involvement. However, with a growing level of competing interests and demands, the department should consistently reinforce and prioritize core services.
- Many municipalities have found that engaging the professional services of an outside entity to review their safety procedures and serve as a constructive yet critical review of operations is very beneficial, especially to the fire department. This overall safety audit and consult goes well beyond the fire department itself and usually extends into the entire city government operation including utilities, water treatment and other municipal functions. Some similar sized municipalities that report the effectiveness and efficiency of a third- party private safety consultant are Mebane, Graham, Elon and others. Providing fire and rescue services is inherently dangerous and firefighters are sent into immediately dangerous to life and health environments. Safety of the firefighters is an essential core internal service that needs attention and priority in any organization, regardless of size or scope.

### **7. HFD should pursue becoming an accredited agency**

- The country's most progressive communities embrace the accreditation continuous improvement process. The process ensures taxpayers that they are receiving the services that they are paying for and adds a third party

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method of accountability. Just as it is important for hospitals, educational institutions and law enforcement agencies to have this external review, it is also important for fire departments to pursue this professional endeavor.

- A general overview outline of the fire department accreditation process can be found as Appendix “L” of this report. Near Hendersonville, Asheville, Shelby and Gastonia have achieved this level of performance. In North Carolina, more than twenty cities are accredited agencies and more than 200 nationally.
- For Hendersonville, the priorities outlined in this report deserve first attention. In order to pursue accreditation, the department must meet all core competencies as outlined by the Commission on Fire Accreditation. The peer review team was impressed that the City of Hendersonville is well on its way to achieving many of the core competencies, including aspects of this report such as strategic planning, community feedback, third party review and the overall commitment of continuous improvement.
- However, another essential element of the accreditation process is that the department’s level of service delivered to the people that they are charged to protect must be “credible” in comparison to similar size communities. As is outlined in Appendix “I”, the City should identify the level of service and strive to deliver that service on a consistent basis. This performance measurement must demonstrate that the City and the fire department are achieving the desired and stated level of service. This includes deploying enough firefighters on structure fires in the city for all types of fires and emergencies in an acceptable time frame.
- Though accreditation may be some distance out for the City of Hendersonville Fire Department, the strong commitment to continuous improvement along with enhanced resources in the years to come will enable the HFD to achieve this tremendous goal for the community that they serve and protect.

**City of Hendersonville Fire Department  
2016 Strategic Plan Peer Review Report**

**APPENDIX A – FIRE SERVICE PEER REVIEW TEAM MEMBERS  
& FACETS STAFF**

**DAVE COKER**

Dave Coker began his fire service career in 2005 with the City of Greensboro Fire Department where he currently holds the rank of Captain. In his career, he has served as a member of the North Carolina Task Force 6 and holds several technical rescue discipline certifications including swift water, structural collapse, and FEMA communications specialist.

Captain Coker serves as President of the Professional Fire Fighters of Greensboro- IAFF Local 947, is a Partnership Education Program (PEP) Instructor as well as a District Field Service Representative for the International Association of Fire Fighters.

Captain Coker currently resides in Greensboro with his wife and is active in lobbying for occupational cancer protections for North Carolina's Firefighters.

**REUBEN FITZGERALD**

Reuben "Bo" Fitzgerald began his fire service career 21 years ago while a freshman at Davidson College. Shortly after graduating, he was hired by the Charlotte Fire Department (CFD), where he has served since. During his tenure with the CFD, Fitzgerald has served in numerous roles, including nearly 4 years as a Training Captain. While assigned to the Training Academy, he managed the Charlotte Fire Department's Company and Chief Officer Development programs. Fitzgerald has many years of experience in the "Uptown" Charlotte area, and currently serves as a Captain at Fire Station 5, located just west of Charlotte's high rise district in the Wesley Heights Community.

In addition to his full-time career, Fitzgerald has continued his service with the Town of Davidson, which is located just north of Charlotte in Mecklenburg County. In 2015, he became the first town-appointed Fire Chief, and currently manages a rapidly growing department that employs nearly 60 part-time firefighters, along with 16 volunteers. Fitzgerald holds a Bachelor of Arts degree from Davidson College and a Master's Degree in Public Administration from UNC-Charlotte. He is a certified Fire Officer IV, and currently serves as an assessor for the North Carolina Fire Officer IV program.

**DANIEL L. JONES**

Dan Jones entered the fire service in February 1974 and rose through the ranks to retire as a Fire Chief in 2015. Jones served for over 16 years in the Pinellas Park, Florida Fire Department before relocating to Chapel Hill, North Carolina in 1990 to become Fire Chief. Jones now works under his own company, "Chief Dan Leadership, LLC" doing consulting and instruction.



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Chief Jones has served on a variety of committees, councils and boards at the local, state and national levels. Jones is the former Editor-in-Chief of National Fire & Rescue Magazine and is a Past-President for the International Society of Fire Service Instructors. He is a special on-air commentator for CNN Headline News Network on breaking fire and rescue stories. He is a frequent emergency services conference speaker. He is a guest lecturer at the University of North Carolina and has taught or presented in thirty-one states, Canada, England, Germany, Botswana and Scotland. Jones is the recipient of numerous awards including Florida Fire Instructor of the Year, IAFC Presidents Award, National Fire Sprinkler Person of the Year and North Carolina's highest civilian honor, The Order of the Log Leaf Pine.

Chief Jones attended St. Petersburg College, Alamance Community College, the National Fire Academy, the National Staff & Command program at the University of Maryland, and the Institute of Government at the University of North Carolina. Jones has held up to twelve emergency services technical certifications. He currently resides in Chapel Hill with his wife of 40 years in a home they built with fire sprinklers.

### **SUSANNA WILLIAMS**

Susanna Schmitt Williams has 18 years' experience in the fire service, serving as fire chief for Carrboro Fire-Rescue since August 2015. In her career, she has served as firefighter, master firefighter, firefighter/driver, administrative captain, volunteer program coordinator, and Division Chief of Training. She has a variety of experiences having worked at career and combination departments from the Triangle to the coast.

Chief Williams holds several academic degrees including Bachelor of Arts, Bachelor of Science in Education, and a Master of Public Administration. She is finishing up her final year in the National Fire Academy Executive Fire Officer Program. Chief Williams is a graduate of the International Association of Fire Chiefs Fire Service Executive Development Institute (cohort 2) and a member of the IAFC Human Relations Committee. She has presented at the IAFC annual conference, Fire Rescue International, as a facilitator for the Chiefs Edge program. Chief Williams holds many fire service certifications and is currently on the advisory committee for Durham Tech and Alamance Community Colleges. She serves as co-chair for the North Carolina Accreditation Support Consortium and is a founding coordinator for the NC FireHouse Software Annual Conference.

### **TODD WRIGHT**

Todd Wright started his public service as Volunteer Firefighter 1984. Todd was a career firefighter for 29 years of which he served as the Town of Morrisville Fire/Rescue Department Fire Chief for eleven years. He led the Fire Department through international fire service accreditation in 2011. Todd was promoted to Assistant Town Manger in July 2016.



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Todd received an Associate degree in Fire Protection Technology from Durham Technical Community College, Durham NC; his Bachelor of Arts degree in Public Administration from Shaw University, Raleigh NC; his Master of Science degree in Executive Fire Leadership from Grand Canyon University, Phoenix AZ. Todd completed the North Carolina Fire Executive Leadership Development program in 2005, completed the Municipal Administration course from the Institute of Government, Chapel Hill NC in 2008, completed the National Fire Academy Executive Officer Program, Emmitsburg MD in 2008, received his Chief Fire Officer designation from the Center of Public Safety Excellence, Chantilly, VA in 2013 and completed the Public Executive Leadership Academy from the Institute of Government, Chapel Hill NC in 2015.

Todd lives in North Raleigh with his wife Renee. They have three sons, two daughters and two dogs.

### **BRIAN PAHLE**

Brian Pahle works for the City of Hendersonville and serves as the Assistant to City Manager/Budget & Evaluation Director. He has been with the City for close to three years. His primary duties include budget formulation and execution, policy analysis and program evaluation, project management, and representing/serving as the City Manager in his/her absence. Brian also serves on various boards and committees within the City.

Brian Pahle received his Master of Public Administration degree from Appalachian State University in 2014 and his Bachelor of Science in Political Science in 2012. He has completed the North Carolina Local Government Budget Association's course and testing requirements to be considered as a Certified Budget and Evaluation Officer in North Carolina and will be recognized next summer. He is a member of and is active in the Appalachian State University Local Government Alumni Association (ASULGAA), the North Carolina Local Government Budget Association (NCLGBA), and the North Carolina City & County Management Association (NCCCMA).

### **FACETS – PROJECT MANAGEMENT – KEVIN ROCHE**

Kevin Roche is a FACETS partner that recently retired as Assistant to the Fire Chief for the Phoenix Fire Department in Arizona. Kevin has over 30 years of fire service management and consulting experience. Kevin serves as the primary FACETS project contact for this project. Kevin has experience as a leader and member of multiple management consulting projects in large and small fire departments. During his career in Phoenix, Kevin managed the fire department's planning, fire prevention, and logistics operations.

This experience, coupled with his formal education in fire protection technology has allowed Kevin to be a nationally recognized authority in fire service administration, operations and planning. He is nationally known for his expertise in fire service deployment and firefighter health and safety standards development and related initiatives.



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### **FACETS LEAD ASSOCIATE – GREGORY H. GRAYSON**

Greg Grayson has more than 34 years of progressive experience in the North Carolina fire and rescue service. His experience includes beginning public service as a volunteer firefighter and ascending the career ranks to become the Fire Marshal/Fire Rescue Director for Wake County, North Carolina. In the following seventeen years, he served as the fire chief for three North Carolina urban cities – Burlington, Asheville and Greensboro. In these executive leadership capacities, he was responsible for comprehensive fire and rescue operations, prevention programs, training and career development, emergency management functions and specialized regional response teams. In Burlington, he effectively led positive organizational change and implemented an innovative reserve firefighter program. In Asheville, he commanded significant re-engineering throughout the fire department and led Asheville to become an accredited agency. In Greensboro, he led the department to maintaining both accreditation and ISO “Class1” status and navigated the department through difficult fiscal years and challenging large scale emergencies. In 2015, his long-term, dedicated public service to the people of North Carolina was recognized by the Governor through the prestigious “Order of the Long Leaf Pine”, the state’s highest honor that can be awarded to a citizen.

Upon retiring from local government service, Chief Grayson was appointed by the State Fire Marshal in 2015 to proactively serve as the state’s first and only public fire service management consultant, providing high level technical assistance to county and municipal managers - enabling them to better strengthen their jurisdiction’s fire protection service delivery systems. He also managed statewide fire service advancement initiatives and led the Office of State Fire Marshal’s Technical Services program.

Beyond extensive experience, Chief Grayson holds a master of public administration, bachelor and associate in fire protection. He holds numerous professional credentials including Chief Fire Officer (CFO), MIFireE from the Institution of Fire Protection Engineers and multiple other fire service certifications, including being North Carolina’s first Advanced Firefighter. He is one of very few, if not the only, Fire Chief in the United States to also hold the Senior Professional in Human Resources (SPHR) and SHRM-SCP credentials. He is active in the North Carolina Association of Fire Chiefs and the IAFC Metropolitan Fire Chiefs organizations and continues to serve as a volunteer firefighter in his home community.

Chief Grayson is boldly focused on continuous improvement in direct service delivery and is very outcome oriented. His unique, diverse combination of extensive county, municipal and state government experience, solid background of education, training and professional credentials coupled with his long-term demonstrated work performance and professionalism have earned him recognition throughout the state and across the nation as a subject matter expert in the fire and rescue industry.

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## APPENDIX B – BUSINESS AND COMMUNITY FEEDBACK

### HENDERSONVILLE BUSINESS FEEDBACK SUMMARY

July 27, 2016

#### RANKINGS - 13 respondents

Fire Suppression

High = 100%

EMS

High = 100%

Rescue - Basic and Technical

High = 86%

Medium = 14%

Hazardous Materials

High = 71%

Medium = 29%

Domestic Preparedness

High = 71%

Medium = 29%

Fire Prevention

High = 64%

Medium = 36%

Public Fire Education

High = 64%

Medium = 29%

Low = 7%

Fire Investigation

High = 57%

Medium = 43%

#### EXPECTATIONS

- Contain fires
- Assist medical emergencies
- Put out fires promptly
- Protect human life that is in immediate danger
- Protect property that is in imminent danger of significant damage
- Minimize the possibilities of emergencies by using training and inspections
- Put out a fire with no loss of life
- Keep chance of fire low
- All of the services identified
- Quick response times
- State of the art equipment and technology
- Effective inspection and prevention procedures
- Regular, current training for personnel

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- Fiscal responsibility and efficient operations
- Response to emergency calls (Fire and EMS)
- Community public education
- Fire Department exposure - special events to educate the community on who HFD is and their services
- Customer Service - a point of contact who is available during business hours to help customers, such as an administrative assistant
- Health and wellness of firefighters - preventing firefighter deaths through focused training and lifestyle initiatives
- Prompt response, city-wide 24x7
- Life -saving equipment available 24x7
- Training of life saving medical techniques, even if overlapping with EMS
- A professional, well-trained force to respond to emergencies
- Timely response
- Prevention and education activities
- Respond quickly to any emergency
- Well trained firefighters
- Dependable
- Fire suppression
- Emergency Medical Services
- Fire Prevention
- Public Fire and Life Safety Education
- Rescue - Basic and Technical
- Competent Fire Department to respond to emergencies
- Fiscal management to ensure "value"
- Appropriate planning to anticipate growth
- Mass casualty/terrorism preparedness
- Response time
- Education
- Fire Prevention
- Community Outreach and Education
- Fire Suppression
- Preservation of life
- Preservation of health
- Fire Suppression and Fire Prevention
- Cost conscious
- Education and Outreach

### **STRENGTHS**

- I think you are doing a great job
- My personal experience with the fire department is that their service was prompt and professional
- I feel good about our fire department
- Strong partnerships



## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- Response times
- Professionalism from all the staff that we have encountered
- I do appreciate the attention to prevention programs for Hendersonville's aging buildings
- Customer service excellence - personnel are very professional when dealing with the public, whether on a call or not
- Training and standards improvements for positions within the fire department
- Over the past six years, there has been a great improvement in the leadership and direction throughout the department as well as the support of the City Council and the City Manager
- My elderly mother received wonderful and fast service from the fire department when needed - thank you!
- I feel that the department provides excellent service to citizens
- Professionalism on the fire ground and in EMS operations
- Routine interactions with the public
- Interactions with volunteer fire departments around the City of Hendersonville
- Working relationship with county EMS and rescue squads
- Training opportunities for all members locally, state-wide and nationally
- Impressed with the professionalism and leadership
- Engaged and visible- highly regarded
- Voice of experts - our staff should be heavily weighted in future planning
- Responsiveness
- Passion for the citizens
- Conscious of cost to do business
- Professional disposition
- This study is appreciated and important

### CONCERNS

- Additional fire inspections fees being passed onto businesses
- As technology for this field improves, are we able to buy it on a timelier basis?
- Bureaucracy and regulation tends to go overboard - will inspections and associated fees be common sensed?
- EMS Overlap with fire department - public needs to understand
- Reducing the number of calls/responses to one business
- Want to know if educating our business staff could reduce the number of responses
- My only interaction with the fire department has been with the downtown inspections program. While I FULLY support this process, I find it difficult to relate to. Specifically, the report form provides no info on the follow up process (for violations) - NO phone number, and ONLY email addresses for the Inspector - sometimes incorrect and never responded to.
- Dispatch procedures need to be looked at - there are a small/medium amount of EMS calls that the fire department gets dispatched on that they have no need to be on. These calls take crews away from more important calls and may delay response to fires, collisions, etc.
- New fee for business inspections is a burden on top of city and county taxes, which should cover inspections - must be stopped as county did promptly
- While I support adequate resources for the department, I think the impact on costs of taxpayers must be weighed because Hendersonville has a significant tax burden

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- How quickly the department can respond
- Increase staffing levels on apparatus
- Need new fire station on South end of town
- Lack of noise protection on apparatus - communications system
- Better public education on fire department operations and why some policies are in effect
- Combined cost of city and county emergency services - is it efficient and cost effective - is being delivered with the greatest value?
- Question whether city codes and regulations fully support fire prevention and safety on Main Street
- Staffing
- Education
- Lack of staffing
- Appropriate number of staff and equipment levels
- Cost
- Continuity with County EMS and 911 Center
- Do we need separate dispatch from County 911 Center?
- Fire Rating

### GENERAL COMMENTS

- Trying to lower the ISO rating to benefit the community and potentially lowering insurance rates - how can we get to an ISO Class 1 or 2?
- Interesting and informative presentation - thank you!
- I feel that all the fire departments in the county need to be under one control!
- I feel good about the future training that the department has planned
- This is a good process
- I have a problem with additional fees for fire inspections
- Plan for potential student housing on Pardee Campus
- The HFD are a great bunch of folks who have great passion for what they do.
- The responsiveness of the department is very good and the citizens are well served by the department.

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## APPENDIX C – HFD EMPLOYEE SWOT ANALYSIS

### HENDERSONVILLE SWOT ANALYSIS SUMMARY

July 13, 2106

#### COMPONENT

As a part of a department peer review to enable the Hendersonville Fire Department to construct a viable strategic plan, the NC Office of State Fire Marshal was asked to facilitate a feedback session with employees of the Hendersonville Fire Department (HFD) focused on organizational strengths, weaknesses, opportunities and threats, or SWOT analysis. Eleven (11) members of the HFD were selected by the Fire Chief to be the voice of all the members of the department with representation from all shifts and stations.

Members of this group were contacted beforehand to let them know what to expect during the feedback session and to solicit feedback from their colleagues. Eight (8) members attended the first session which was held without department administration present and was conducted in an informal environment at the Headquarters Station. This session lasted for approximately two hours. Some members of the group were called away on emergency calls during the session, but all the group members were offered the opportunity to provide additional feedback electronically afterwards.

Separately, three company officers assembled to review the listing from the initial group and offer their feedback and audits. This two-hour session produced some minor tweaks to the original listing.

#### OVERALL OBSERVATIONS

The HFD members participating in this feedback session were very positive, engaged and invested in the betterment of their fire department. Rather than use this format as an opportunity to voice negativity, the group harnessed the opportunity to make proactive suggestions for enhancement. The group very much grasped why they were employed - to serve people. There was strong support for the Fire Chief demonstrated with enthusiasm over innovations that he will bring to the department, including this strategic planning process. Impressively, there was also strong support for the City Manager and City Council for their demonstrated level of support and commitment.

From this session, several resounding issues emerged as needing immediate attention and review including minimum staffing, pay and compensation inequities, the County 9-1-1 Center service levels and funding for personnel to attend outside training sessions.

There was good camaraderie among the group and behavior evidenced a good working relationship between the firefighters present. The overall tone and feel from the group was very encouraging about the bright future of the City of Hendersonville and the Hendersonville Fire Department.

Below are the general feedback points from the participants as well as a brief summary of responses under each category.

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## **STRENGTHS**

### **Personnel, Services, Customer Focus, Organizational Support, Progressiveness**

- Professionalism - delivering service above and beyond what is expected
- High quality of career personnel
- Wide variety of background and experience
- Young department
- Full services - salvage, overhaul, damage control
- Providing really good customer service
- Only career department in the County
- Ability to handle a high call volume
- Backed by department admin and City when firefighters do what they truly believe is right for citizens
- Supported by City Manager and Council funding and facilities
- City Manager demonstrated a strong commitment through his ride along with fire
- Overall, strong benefits package to help attract and retain personnel - NCLGERS
- Openness to additional training is well supported, including outside opportunities
- Progressive Fire Chief - willing to think and act "outside the box"

## **WEAKNESSES**

### **Equitable Pay and Total Compensation, Funding and Flexibility to Better Support Training, Alarm Processing Times at Communications, Emergency Communications medical dispatch, Evaluation, Improved SOPS to help consistency and unity**

- Need for competitive market based pay study
- Need for a clear career advancement ladder
- Need to formally recognize personnel in significant relief/fill in roles
- Attention is needed in the Lieutenant position
- Concern over the adverse organizational impact on the loss of holiday pay and benefits from about 4 years ago
- Family benefits are very costly and difficult, especially in comparison with Henderson County career counterparts/colleagues - creating challenges with recruitment, retention and morale
- Immediate attention is needed to address funding to support training
- Some personnel are attending outside training on their own time and expense
- Daily workload and limited daily staffing creates significant challenges to conduct meaningful on duty "hoses off" hands-on training
- Because the HFD is a comparatively young department, the need for hands on training is high
- Significant concern was expressed about the 9-1-1 call center demonstrated performance related to call processing times. Delays at this point of the emergency response cascade result in additional loss as well as more dangerous conditions for firefighters
- Perceived difference in prioritization of HFD calls at the Communications Center
- Communications often sends the department on alpha type calls and at best is inconsistent in the dispatch protocol based upon who is working
- In order for fire personnel to communicate with police, they do so through cell phones

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- All fire departments in the county do not collaborate as much as they could, especially in administrative matters
- Joint use of the Headquarters training room is often challenging to accommodate the variety of groups that use it on a daily basis
- Need for improved annual evaluations and improved performance review processes
- Need for increased consistency among the three operating shifts
- Need to revisit and review the department standard operating procedures
- Balancing the need to sometimes say “NO” to some non-emergency situations because the members of the organization are not able to operate at full throttle all of the time given the call volume of emergency calls that the department is responsible for managing
- Need to transition personnel through career development

### **OPPORTUNITIES**

**Community and department growth, Stronger alliance with partners at EMS and Sheriff Communication, Improved Training and Enhanced benefits to be the very best**

- Potential growth for the community in coming years, both residential and commercial
- Growth potential for the department
- Stabilize management and leadership for the department
- Working through some of the growing pains from recent years with leadership changes
- Need for a third station on the southern end of the City
- County EMS seems to be under-resourced to meet the call demand
- Better coordination and service with the County dispatch center under command of the Sheriff
- To be the best - both within Henderson County and regionally for our size community
- Need for strong and consistent leadership from the new Deputy Chief
- Need for training to increase through a regional training center in Henderson County and/or more use of the Buncombe facility
- Improved compensation and benefits to attract and retain the best, including pay/class as well as benefits such as family coverage and holiday pay
- Seizing the opportunity with the Fire Marshal
- Seizing the opportunity with customer service
- Developing people to prepare for promotion because rapid growth has not provided internal promotional opportunities

### **THREATS**

**Staffing levels, Benefit issues harming recruitment and retention, QRV use, Downtown fire risk, Balancing community service and emergency services**

- Although service demand has steadily and robustly increased, staffing has not stayed in alignment - fewer firefighters on duty today than in 1990s
- This mis-alignment presents service delivery and serious firefighter safety concerns
- Population served continues to grow in demographics of people who will have a high need for public safety services

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

- Lack of appropriate considerations for firefighters working the FLSA 7(k) schedule of 212 hours in a 28- day period as opposed to most other city employees working 40-hour work weeks - need to revisit recently modified city policies, such as holiday, for equity
- Concern that the perceived (not actual) savings from a quick response vehicle (QRV) will outweigh firefighter safety and fire service delivery needs and issues
- High fire conflagration risks downtown; escalating the importance of prevention elements, pre-plan, staffing and response resources
- Public understanding of departmental services and fire risks
- Consistently keeping a healthy balance between community service and the core emergency service delivery demands
- Saying “NO” to requests when the balance is reasonable

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### APPENDIX D – LENOIR CAREER DEVELOPMENT PLAN MODEL

**Purpose:** To recognize the importance of higher education, the City of Lenoir Fire Department will pay an incentive to members in the public safety pay plan. Upon completion of certification courses listed below, members of the department shall receive incentives from the career development incentive plan.

**Procedures:** Incentives will be awarded on basis of completed courses, certificate verification, and member's eligibility determined by years of service. Employees can obtain the certifications in any order but obtaining raises for the certifications will be done in order.

- At the end of six months of employment (probation period end), upon completion of NC Firefighter – pay raise according and set by the City of Lenoir Pay Plan for this position, which is Grade 18.
- At the end of two years of employment, upon completion of Rescue Technician – pay incentive set at 2% of current salary
- At the end of three years of employment, upon completion of Driver/Operator Pumps – pay incentive set at 2% of current salary
- At the end of four years of employment, upon completion of Fire & Life Safety Educator – pay incentive set at 2% of current salary
- At the end of five years of employment, upon completion of Fire Instructor or Fire Inspector – pay incentive set at 2% of current salary
- At the end of six years of employment, upon completion of Fire Officer I – pay incentive set at 2% of current salary
- At the end of seven years of employment, upon completion of Fire/Arson Investigator, - pay incentive set at 2% of current salary (must maintain certification)

**College Degrees:** After employees surpass probation period and completion of NC Firefighter, they will receive incentives for college degrees earned. College degree incentives will be distributed at the time of degree completion. However, the City of Lenoir will only give one incentive raise a year per employee, which means if you are seeking college degree incentives, your years for certification career development will be pushed back accordingly.

- Upon completion of a 2-year degree, pay incentive set at 2% of current salary
- Upon completion of a 4-year degree, pay incentive set at 2% of current salary
- Upon completion of a 6-year degree, pay incentive set at 2% of current salary

**Note:** Career Development Incentive Plan is separate from and in addition to the City of Lenoir COLA raise that may/may not occur annually

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**APPENDIX E – ASHEVILLE STUDENT MENTOR EXAMPLE**

**CAYLA 2016 WORKPLAN**

**I. General Responsibilities**

Asheville Fire Department's intent is to introduce the CAYLA student to each function in AFD's organization.

- ✓ The CAYLA student will be assigned a day to shadow each of AFD's departments. The student will be assigned a task associated with that particular division.
- ✓ Student will ride along with engine companies, safety officers, chief officers and fire marshals.
- ✓ Review and update shift assignments.
- ✓ Filing documents from fire marshal's office.
- ✓ Fire Code/ Prevention projects.

**II. New Skills and Competencies**

- ✓ The student will learn about firefighting, patient care, code enforcement and fire prevention skills, along with administrative organizational and communication skills.
- ✓ Student will be exposed to the stress and challenges that firefighter's face daily.
- ✓ Student will become an ambassador for AFD and will prepare and present a program to peers.

**III. Agency Understanding**

The CAYLA student will have the opportunity to interact with AFD personnel from every level of the organization, from entry-level firefighters to seasoned veterans and Chief Officers.

Supervisor Contact Information:

*Kelley Klope*

Public Information Officer

Asheville Fire Department

828-251-4011 office

[kklope@ashevillenc.gov](mailto:kklope@ashevillenc.gov)

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**APENDIX F – FIRE STATION RESIDENT PROGRAM EXAMPLE**  
**PINECROFT –SEDFIELD**

**Resident Rules & Regulations**

**Needs:**

In the interest of public safety and an effort to reduce response times to emergency incidents, PSFD will provide adequate facilities for resident purposes at no cost to the member. In return for the use of the facilities, resident firefighters will provide services to the fire department as described below.

PSFD Resident Rooms by Station:

Station 22 – 1 Residents Rooms

Station 23 – 0 Resident Rooms

Station 24 – 3 Full-Time Resident Rooms / 1 Shift Resident Bunk Room

Station 25 – 3 Full-Time Resident Rooms / 1 Shift Resident Bunk Room

Station 46 – 2 Resident Rooms

**Duty:**

In addition to responding to incidents, residents should be available to write burning permits, give traffic directions, check blood pressures and provide the public with general assistance. All routine duties such as cleaning of the station and checking the trucks shall be done while on duty.

Visitors are not allowed in the resident quarters between the times of 2200 and 0700. Doors will remain open in resident quarters while visitors are present.

Parking of personal vehicles shall be in designated parking areas only.

Residents shall wear proper dress when outside of quarters.

Residents shall give the immediate supervisor a two-week notice before they terminate their residency. Rooms shall be cleaned and all personal belongings removed upon your termination date.

Full time Residents will notify the immediate supervisor when they are going to be gone on weekends and vacation or when they are going to be gone for over a week at a time.

All residents should respond to all critical calls that could be demanding on man power. (Structure fires, Fire Alarms, MVA with pin in etc...)



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Residents are encouraged to assist in outside functions when possible. (Training with other departments, Hot Dog & BBQ sales etc....)

Residents should follow the assigned riding assignments when one is in place.

### **Types of Residents:**

**Full time Resident-** This resident lives at the fire station just like an apartment and has His/her own room. Resident is required to pull a Minimum of 40 hrs. Per week at the Fire station. Residents are required to help staff stations on days when career staffing is short because of sickness, classes or any other occasion when manning is impacted. While filling in for career staff the resident shall be up by 0730 and dressed properly to respond on calls and perform daily duties

**Shift Resident-** This resident type is assigned to a shift (A, B or C). It is the resident's responsibility to be at the Fire station on his/hers assigned shift just like the paid staff, Resident shift are from 1800-0700. If for any reason the resident cannot be at the fire station on the assigned shift it is the resident's responsibility to make sure the shift is cover by another resident. Swapping of shifts between residents is allowed, if approved in advance.

### **Fire/Medical Certifications:**

Resident should have completed classes for 1403 Live Fire including Fire Control unless an exception is made by the Fire Chief.

Shall be PSFD probationary driving status certified within 4 months of Residency.

Medical responder or EMT is beneficial but not required.

### **Training Requirements:**

Resident shall successfully complete the department's entry level training within 2 month.

Resident shall attend a minimum of 36 hours of **PSFD** Fire training per year.

Resident shall attend the annual Infections Control class.

Resident shall participate in training at their assigned station when on duty.

### **Duty Sheets:**

Duty sheets shall be completely filled out monthly.

These sheets are to be turned in by the 3<sup>rd</sup> working day of each month.

### **Living Quarters:**

Living Quarters are subject to inspection by station supervisors.

Shall be kept clean and neat at all times.

Any potentially offensive materials shall be kept in closet areas and out of sight.

Any alterations or modifications of the resident quarters need prior approval by the Chief.



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Extra keys to each resident room will be kept in the Chiefs office.

### **BENEFITS FOR MEMBERS**

1. Life Insurance, Accident Insurance, Workers Compensation.
2. Retirement plan through the NC Firefighters and Rescue Squad Pension Fund
3. Hepatitis B vaccinations (should they be needed)
4. Free annual physical after 1 year of service

**Failure to follow the above rules & regulations will result in disciplinary actions that also may include the loss of resident status.**

All residents will be given a copy of these Policies and Rules and are required to read them carefully and sign the acknowledgement.

_____ Resident Name (Printed)	_____ Resident Signature	_____ Date
_____ Chief's Name (Printed)	_____ Chiefs Signature	_____ Date

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## APPENDIX G –1710 HIGHLIGHTS

### **NFPA 1710**

#### **Fireground Staffing Levels for Career Fire Departments**

NFPA 1710 provides the minimum requirements relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by career fire departments.

For the 2016 edition of the standard, subsection 5.2.4 on fire department service deployment was revised to include three new occupancies, along with the appropriate response staffing levels for each. The minimum staffing level for each occupancy is listed below. *(For the full breakdown of staffing requirements by position, refer to the subsections specific to each occupancy in 5.2.4.)*

#### **Single-Family Dwelling — minimum of 14 members (15 if aerial device is used)**

The initial full alarm assignment to a structure fire in a typical 2000 ft<sup>2</sup> (186 m<sup>2</sup>), two-story, single-family dwelling without a basement and with no exposures must provide for a minimum of 14 members (15 if an aerial device is used).

#### **Open-Air Strip Mall — minimum of 27 members (28 if aerial device is used)**

The initial full alarm assignment to a structure fire in a typical open-air strip shopping center ranging from 13,000 ft<sup>2</sup> to 196,000 ft<sup>2</sup> (1203 m<sup>2</sup> to 18,209 m<sup>2</sup>) in size must provide for a minimum of 27 members (28 if an aerial device is used).

#### **Garden-Style Apartment — minimum of 27 members (28 if aerial device is used)**

The initial full alarm assignment to a structure fire in a typical 1200 ft<sup>2</sup> (111 m<sup>2</sup>) apartment within a three-story, garden-style apartment building must provide for a minimum of 27 members (28 if an aerial device is used).

#### **High-Rise — minimum of 42 members (43 if building equipped with fire pump)**

The initial full alarm assignment to a fire in a building with the highest floor greater than 75 ft (23 m) above the lowest level of fire department vehicle access must provide for a minimum of 42 members (43 if the building is equipped with a fire pump).

**Other:** Fire departments that respond to fires in occupancies that present hazards greater than those found in 5.2.4 shall deploy additional resources as described in 5.2.4.5 on the initial alarm.

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NOTE: Even though fireground staffing levels have changed, NFPA 1710 continues to require that engine companies be staffed with a minimum of 4 on-duty members, as stated in subsection 5.2.3. In addition, paragraph 5.2.2.2.1 requires that the fire department identify minimum company staffing levels as necessary to meet the deployment criteria required in 5.2.4 to ensure that a sufficient number of members are assigned, on duty, and available to safely and effectively respond with each company.

Material used in this summary is taken from the 2016 edition of NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*. This reprinted material is not the complete and official position of the NFPA or its Technical Committees on the referenced subject, which is represented solely by the standard in its entirety. That standard can be accessed online at [www.nfpa.org](http://www.nfpa.org).

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**APPENDIX H – CRITICAL TASK ANALYSIS**

**EXECUTIVE SUMMARY OF THE ASHEVILLE REPORT ON RAPID  
INTERVENTION OPERATIONS**

**Note – this is only the executive summary of a more comprehensive 95 page report.**

**Executive Summary**

To ensure credible data for Rapid Intervention Operations, and to identify best practices for Rapid Intervention Team (RIT) staffing, training, and deployment, the Asheville Fire Department conducted a Critical Task Analysis for Rapid Intervention Operations. This was performed by measuring 16 fire companies across three shifts with an overall participation of 48 companies and 196 active participants. The conclusions from the compiled data resulted in two key findings. Those two key findings are:

- **The crucial need for staffing**
- **The significance of training**

The data significantly demonstrated that technician level training is essential, along with proper staffing, in order to successfully mitigate a complex RIT deployment. Five Critical Tasks were evaluated for each scenario: Locate, Extricate, Air, Package, and Removal. The cumulative average completion time from mayday called to removal of a viable firefighter for the analysis was 37:40. The internal findings are described in detail within the report.

**It has been determined by this analysis that an average of 15 firefighters, 4 from a RIT Company trained to technician level, are needed to remove a single compromised firefighter from a complex rapid intervention situation.**

It has also been determined that a technician level trained RIT Company is able to deploy, locate, extricate, provide supplemental air, package and remove a compromised firefighter much quicker than an operations level trained or untrained rescuer and that a technician level trained RIT Company declares less personal emergencies during a rescue. Any reduction in staffing or of properly trained RIT personnel shows dramatic reduction in performance. A RIT Company must be personally familiar with their equipment and proficient in utilization of that equipment. This can only be accomplished through technician level training and proper staffing of all RIT Companies.

The Asheville Fire Department has determined that RIT is an essential program for their department. To support this program based on the RIT Operations Analysis, AFD is committed to sending a RIT Company to every dispatched fire. Once a structure fire is confirmed, an additional two engines and one ladder company is also dispatched to perform as a RIT Group, ensuring the full staff of 15 personnel are on scene to successfully rescue a possible compromised firefighter.

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**APPENDIX I - CITY MANAGER GUIDANCE ON DEVELOPING FIRE AND  
RESCUE SERVICE DELIVERY LEVELS**

***Performance Modeling for Typical Residential Structure Fire Response  
Assistance to Local Jurisdictions in Establishing Their Desired Level of Service***

**BACKGROUND:**

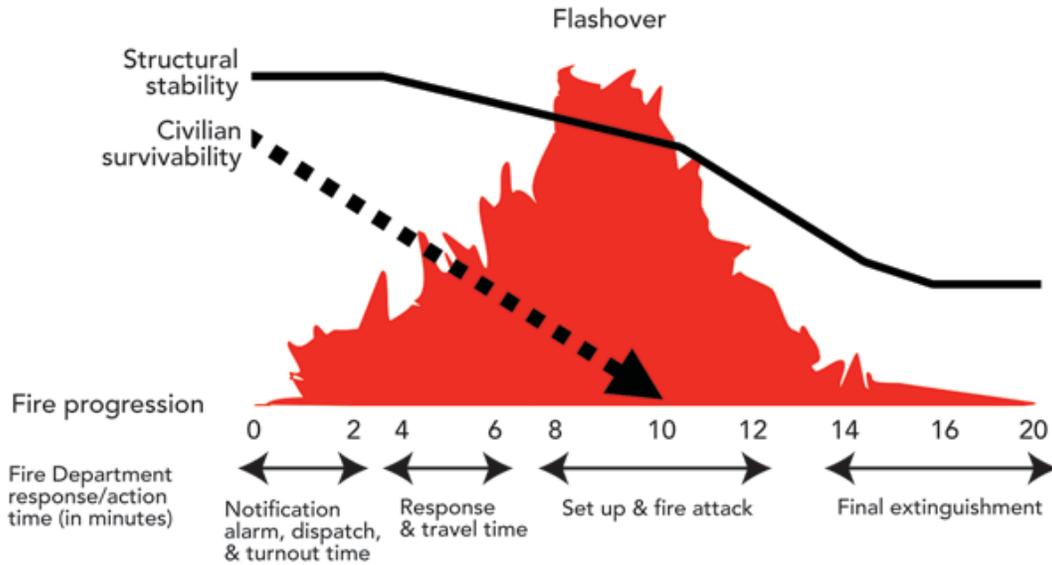
Inputs influence outcomes. Within the effective delivery of fire and rescue services, response time elements are directly proportional to expected outcomes. In recent years, significant scientific research has substantiated the correlation of response times and number of trained firefighters necessary on the scene of structure fires to produce positive outcomes. Each local jurisdiction is encouraged to identify what specific hazards and risks exist in their individual communities. Also, local jurisdictions can evaluate their fire and rescue level of service or standard of cover for each type of service that they provide. From this collective information, progressive jurisdictions can effectively set a positive course for continuous improvement.

In order to strengthen fire protection service delivery systems and to empower local jurisdictions to more clearly determine what the appropriate level of response may be for their individual community's level of risk and clearly stated desired outcomes, the following illustrative models are offered to establish some basic, **minimal** framework for response to typical residential structure fires within a North Carolina rated fire insurance district.

Using dynamic indicators, these illustrative models are presented with the optimum desired outcome of confining and containing a typical (<2,000 square feet), occupied, residential structure fire to the room or area of origin when fire hydrants are available. Aligning North Carolina's growth patterns with national consensus standards and fire service industry best practices provided the foundation for these models. Also, it is important to note that times identified recognize total response time, beginning when the citizen first dials 9-1-1. These models for typical residential structures are **only** guidelines for evaluation and solely designed as a tool for use by local jurisdictions. Models for fire response to properties with higher risks demand more thorough analysis, more robust resources and stronger performance measures.

Graphic Source: Fire Engineering

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### TYPICAL CASCADE OF EVENTS FOR A STRUCTURE FIRE:

Pre-Response:

- Recognition of fire
- Notification call made to 9-1-1

Total Response Time (measurable):

- Receipt of call and dispatch of fire department(s) = approx. 60-90 seconds (NFPA)
- Firefighter acknowledgement and fire equipment rolling adds 80+ seconds (NFPA)
- Travel time – adds approximately 141 seconds per road mile (ISO)
- Arrival at the fire scene

Post-Response:

- Accessing, locating the fire, and taking necessary mitigating actions

### TYPICAL RESIDENTIAL MODEL - FIRST ARRIVING FIRE APPARATUS:

For 90% of all typical residential structure fire incidents, at least one initial arriving fire apparatus along with at least four (4) adequately trained firefighters should arrive within \_\_\_(determined locally)\_\_\_ minutes total response time and be prepared to take immediate action in accordance with department protocols.

### Approximate Range of Credible Response Time Within State Rated Fire Insurance Districts

Area	Density per Sq. Mile	Fire Station	Prevalent ISO Rating	Total Response Time
URBAN	>2,000 people	within 2 miles	1-3	5-8 minutes
NON-URBAN	500-1999 people	within 4 miles	4-6	7-12 minutes
RURAL	<500 people	within 6 miles	6-9	12-17 minutes

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### TYPICAL RESIDENTIAL MODEL - ARRIVAL OF EFFECTIVE RESPONSE FORCE:

For 90% of all typical residential structure fire incidents, an effective force of at least fifteen (15) adequately trained firefighters (*including automatic aid responses*) should arrive within \_\_\_(determined locally)\_\_\_ minutes total response time. The effective response force should be capable of establishing command, appointing a site safety officer, providing an uninterrupted water supply, advancing an attack line and back up line for fire control, complying with the OSHA requirements of two-in and two-out, completing forcible entry, searching and rescuing at-risk victims, ventilating the structure, controlling utilities, and performing salvage and overhaul. These operations are done in accordance with department standard operating protocols while providing for the safety of responders and the general public.

### **Approximate Range of Credible Response Time Within State Rated Fire Insurance Districts**

<u>Area</u>	<u>Density per Sq. Mile</u>	<u>Fire Station</u>	<u>Prevalent ISO Rating</u>	<u>Total Response</u>
URBAN	>2,000 people	within 2 miles	1-3	5-10 minutes
NON-URBAN	500-1999 people	within 4 miles	4-6	9-19 minutes
RURAL	<500 people	within 6 miles	6-9	19-29 minutes

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## APPENDIX J – ISO RATING SYSTEM OVERVIEW

Insurance Services Office, Inc. (ISO) is an independent company that provides information to insurance companies, municipalities and fire departments. Their statistical data offers a relationship between quality fire protection and the ability to limit fire losses. By classifying communities' ability to suppress fires, ISO helps the communities evaluate their public fire-protection services and in turn helps secure lower fire insurance premiums for communities with better public protection. ISO provides a third party critical review of municipal fire departments.

ISO provides information to insurance companies about fire protection in communities. ISO collects information on a community's public fire protection and analyzes the data using the Fire Suppression Rating Schedule (FSRS). They then assign a Public Protection Classification (PPC) from 1 to 10. Class 1 represents exemplary public protection, and Class 10 indicates that the area's fire-suppression program doesn't meet ISO's minimum criteria.

The three primary areas that are examined by ISO are:

- 1) Fire alarm and communication systems (the number of telephone lines available, the dispatching system and staffing of the dispatch center),
- 2) the Fire Department (equipment, staffing, training and geographic distribution), and
- 3) the water supply system (condition, hydrants and availability).

Ten (10) percent of the overall grading is based on how well the fire department receives fire alarms and dispatches its fire-fighting resources.

*3 points – Emergency Reporting*

*4 points – Telecommunicators*

*5 points – Dispatch Circuits*

Fifty (50) percent of the overall grading is based on the number of engine and ladder companies and the amount of water a community needs to fight a fire. ISO reviews the distribution of fire companies throughout the area and checks that the fire department tests its pumps regularly and inventories each engine company's nozzles, hoses, breathing apparatus, and other equipment. ISO also reviews the fire-company records to determine:

- type and extent of training provided to fire-company personnel
- number of people who participate in training
- firefighter response to emergencies
- maintenance and testing of the fire department's equipment

*6 points – Engine Company equipment*

*.5 point – Reserve Engine(s)*

*3 points – Pump Capacity*

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- 4 points – Ladder and Service Company equipment*
- .5 point – Reserve Ladder/Service unit(s)*
- 10 points – Deployment Analysis*
- 15 points – Staffing of the Fire Department*
- 9 points – Training of the Fire Department*
- 2 points – Operational considerations and procedures*

Forty (40) percent of the grading is based on the community's water supply. This part of the survey focuses on whether the community has sufficient water supply for fire suppression beyond daily maximum consumption.

- 30 points – Capacity and Distribution of Water*
- 7 points – Hydrant Inspection and Condition*
- 3 points – Size type and Installation of Hydrants*

Last, up to 5.5 bonus points can be added for community risk reduction efforts, such as through fire prevention activities.

- 2.2 points – Fire Prevention Code Adoption and Enforcement*
- 2.2 points – Public Fire Safety Education*
- 1.1 points – Fire Investigations*

In addition to the safety benefits, the ISO rating has the potential for financial benefits as well with the reduction of business and homeowner's insurance premiums. Insurance companies utilize the PPC to determine the premiums that individuals pay on their homes and commercial buildings. Generally, the lower the PPC classification, the lower the insurance premium.

*(Illustrative examples follow on the next page)*

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### Example Illustrations of ISO Rating Impact on Annual Insurance Premiums:

<i>Rating</i>	<i>\$90K Home Avg.</i>	<i>\$275K Business Avg.</i>	<i>\$275K Restaurant Avg.</i>
10	694.14	6,903	2,505
9	547.27	5,867	2,331
8	506.95	5,341	2,033
7	454.36	5,278	1,997
6	367.59	5,015	1,964
5	367.59	4,764	1,915
4	367.59	4,527	1,857
3	367.59	4,165	1,830
2	367.59	4,040	1,808
1	367.59	3,900	1,783

### Example Illustration of Commercial Building Protection Class Annual Insurance Premium Multipliers, separated by construction classification:

<i>Rating</i>	<i>Frame, Non-Combustible</i>	<i>Masonry, Non-Combustible</i>
10	1.98	1.98
9	1.42	1.37
8	1.30	1.27
7	1.18	1.17
6	1.06	1.05
5	1.00	1.00
4	0.98	0.98
3	0.91	0.91
2	0.88	0.89
1	0.85	0.86

**City of Hendersonville Fire Department  
2016 Strategic Plan Peer Review Report**

**APPENDIX K – MUNICIPAL AUTOMATIC AID CONTRACT WITH PRIVATE  
NON-PROFIT FIRE DEPARTMENT**

STATE OF NORTH CAROLINA  
GUILFORD COUNTY

**SUPPLEMENTAL FIRE PROTECTION  
FIRE DISTRICT #13, Inc.**

THIS AGREEMENT, made and entered into this the 1st day of July, 2013 by and between City of Greensboro, a municipal corporation of Guilford County, North Carolina, hereinafter referred to as the “City,” and Fire District #13, Inc., a corporation existing under the laws of the State of North Carolina, hereinafter referred to as the “Fire District”.

**WITNESSETH**

THAT, WHEREAS, the Fire District has operated a combination volunteer/paid firefighting department in Fire District #13 and, as such, owns firefighting equipment suitable for use in such area.

WHEREAS, the Fire District has provided supplemental fire services in areas of the city under other supplemental fire services agreements.

WHEREAS, it is deemed to be in the public interest of the parties hereto that the Fire District render assistance in fire protection within the area as hereinafter defined to supplement fire defenses, as well as providing reserves needed to assure the community of adequate protection.

NOW, THEREFORE, in consideration of the premises and mutual covenants contained herein by and between the parties hereto, it is hereby agreed as follows:

1. That the Fire District shall furnish supplemental fire protection service to the areas hereinafter defined and shall respond to fire calls with not less than one pumping apparatus with a minimum average of three personnel.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

2. That the pumping apparatus shall carry all equipment as described in the current ISO Public Protection Rating Schedule.
3. Before response can begin, all personnel utilized to meet the requirements of this agreement shall be certified to a minimum level of Fire Fighter Level I by the North Carolina Fire Commission and Emergency Medical Responder with defibrillator certification. The operator of the pumping apparatus shall be certified by the Fire Chief of the “Fire District” as qualified to operate the apparatus.
4. That the contracted unit will respond to all fire, medical, and other responses in its assigned district and in support of other units per normal operational procedures.
5. That the defined area to which this Agreement shall apply includes response areas presently identified and illustrated. See attached map of the areas identified as Exhibit A, incorporated herein by reference.
6. That the City of Greensboro shall pay to the Fire District the amount of \$430,200.00 in two equal installments paid in advance by the thirty-first of August and the thirty-first of January.
7. That the term of the agreement shall be for a period of thirty-six (36) months, provided appropriate funding is allocated by the City of Greensboro in fiscal years 2014-2015 and 2015-2016. The City of Greensboro and the “Fire District”, at the end of the thirty-six (36) month period, may extend or renegotiate this Agreement.
8. That should either party decide to terminate this agreement, written notice shall be given to the other party at least 180 days prior to termination.
9. When the contracted unit is out of service due to normal or unavoidable circumstances, the City will attempt to cover the service areas defined by both the City and the Fire District by relocating a City unit to the Fire District’s Station #55. During this fill in time, the City unit will respond to all calls for service in both agency service areas.
10. When the contracted unit responds on calls in the City service area, the unit will operate per the City General Operating Guidelines applicable to the terms of the agreement, report directly to, and operate as assigned by the incident commander or supervisor.
11. When a GFD unit responds on calls in the Fire District service area, the unit will operate per the Fire District General Operating Guidelines applicable to the nature of

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

the response, report directly to, and operate as assigned by the incident commander or supervisor.

12. That the contracted unit will be responsible for hydrant and preplan maintenance programs, per City General Operating Guidelines, within the service area.

13. That the Greensboro Fire Department shall provide incident reporting capability as currently being used by the Greensboro Fire Department on which to report activity in the above-mentioned area.

14. That in the event of an existing emergency operating in the Fire District, and where the apparatus and crew is committed to the emergency operation, no response by the Fire District will be required. The Fire District shall notify the Guilford Metro 911 Communications Center of such an event and inability to respond.

15. That each party to this Agreement shall assume all liability and responsibility for the death and/or injury to any personnel of their own command responding per this Agreement.

16. That the "Fire District" shall assume all liability and responsibility for damage to its own apparatus and/or equipment. The "Fire District" shall also assume all liability and responsibility for any damage caused by its own apparatus while in route to or from a specific location.

17. That the City of Greensboro shall in no way be deemed liable or responsible for the personal property of the members of the "Fire District" which may be lost, stolen, or damaged while performing their duties under the terms of the Agreement.

18. That each party to this Agreement shall assume all cost of salaries, wages, bonuses, or other compensation, including coverage under Workers Compensation Laws, for its own personnel responding under the terms of this Agreement.

19. That the "Fire District" shall assume all costs involving the use of its own apparatus, equipment, and tools used specifically in response under the terms of this Agreement.

20. In the event the Fire District utilized specialized dry chemical or AFFF extinguishing agents to extinguish a fire or use such agents in preventive or safety actions within the corporate city limits, the City of Greensboro shall replace or reimburse Fire District for cost of extinguishing agents. Memorandum or invoice to be forwarded through Greensboro Fire Department.

**City of Hendersonville Fire Department  
2016 Strategic Plan Peer Review Report**

21. That the Greensboro Fire Department shall provide, and the Fire District shall participate in at least four multiple company training sessions annually with those units normally assigned to the described area. The Fire District shall participate in other training sessions as provided by the City and at the discretion of the Fire District Shift Supervisor.

IN WITNESS WHEREOF, City of Greensboro has caused this instrument to be signed in its corporate name by its City Manager, attested by its City Clerk and its corporate seal affixed, and Fire District 13 Inc., has likewise caused this instrument to be signed in its corporate name by its President, attested by its Secretary and its corporate seal affixed, all on the day and year first above written, and this Agreement is executed in triplicate.

ATTEST: FIRE DISTRICT #13 INC.

\_\_\_\_\_  
Secretary By: \_\_\_\_\_  
President

RECOMMENDED BY: \_\_\_\_\_  
Greensboro Fire Chief

ATTEST: CITY OF GREENSBORO

\_\_\_\_\_  
City Clerk By: \_\_\_\_\_  
City Manager

Approved as to form:



## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

City Attorney

“This instrument has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.”

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Finance Officer

# City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

## APPENDIX L – ACCREDITATION CORE ELEMENTS

### CFAI ACCREDITATION PROCESS

#### **Performance Evaluation Categories**

The Commission on Fire Accreditation International (CFAI) accreditation model includes these performance evaluation categories:

- Assessment and Planning
- Essential Resources
- External Systems Relations
- Financial Resources
- Goals and Objectives
- Governance and Administration
- Human Resources
- Physical Resources
- Programs
- Training and Competency

Each category includes a measure or index on which a judgment or division can be based, as well as indicators that define the desired level of ability to perform a particular task.

The Accreditation model includes a comprehensive research and information collection guide with checklists, exhibits, benchmarks, references, and activities broken down by category.

Several appendices address additional topics including defining the elements of response time, creating standards of response coverage, and developing master or strategic plans.

#### **Four Steps to Accreditation**

The process of achieving accreditation includes four steps or levels:

##### **Step 1. Becoming a Registered Agency**

Any fire or rescue agency may become a Registered Agency. This status allows a department to be involved with the Accreditation process at a low cost for three years. Registered Agencies gain access to the CFAI network, receive the CPSE monthly newsletter, and obtain a copy of the latest edition of the Fire & Emergency Service Self-Assessment manual, the resource on which self-assessment and accreditation is based. This is the time for an agency to send its fire chief and accreditation manager to the CFAI basic workshop training.

##### **Step 2. Becoming an Applicant Agency**

Agencies that are ready to make the commitment to accreditation use the Applicant Agency Status Form to notify the CFAI program manager and submit the appropriate fee. The agency then receives an Applicant Agency packet of the materials needed to proceed. While holding this status (18 months for career agencies and 24 months for volunteer agencies) an Applicant

## **City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report**

Agency is assigned a volunteer mentor via the CFAI SharePoint website to serve as a resource. A SharePoint site is created for the agency so the mentor can review document drafts and offer feedback and advice.

### **Step 3. Becoming a Candidate for Accreditation**

Following the self-assessment process (including the community risk analysis, standards of cover, and strategic planning components) a Candidate Agency's completed documents are uploaded to the CPSE SharePoint site for peer review. When the Candidate Agency's documents are approved, an on-site peer assessment is conducted. The peer assessment team submits a final report on its recommendation for accreditation to the agency and the commission.

### **Step 4. Achieving Accreditation**

The commission hears the candidacy report from the peer assessment team leader in the presence of the Candidate Agency's representatives during the commission's spring or fall meeting. At this point, the commission grants, denies, or defers accreditation. Accreditation is valid for five years.

### **Maintaining Accreditation**

At least 45 days prior to the anniversary date of accreditation, an Accredited Agency must submit to the commission an Annual Compliance Report (ACR) with the annual accreditation fee.

### **Renewing Accreditation**

To renew accreditation, an agency follows the process outlined in Steps 3 and 4 in accordance with current CFAI Policy and Procedure.

### **CFAI Information Technology Specifications**

This document identifies the spatial and numerical data, records, and policies referenced in the CFAI accreditation model.

## City of Hendersonville Fire Department 2016 Strategic Plan Peer Review Report

### **DISCLAIMER:**

*This project has been conducted upon the written request of Hendersonville City Government. The sole intent of this project is to improve, advance and strengthen the fire protection service delivery system in Hendersonville and in the State of North Carolina. Persons involved in this report have contributed for the purposes of providing information, professional observations and recommendations to the City elected officials, management and the fire service leadership. Recommendations included in this report are based upon professional experience and understanding of current fire and rescue service best practices. Examples and references in the document are for informational purposes only. Information contained within this document is not intended to be comprehensive, and recommendations are based on limited information available at this particular time. As with any project based on a snapshot in time, additional facts, local issues and/or changes in the facts could alter the conclusions and recommendations in this document. This document is solely to be utilized by local government and fire service officials for long-term planning purposes. It should not be utilized for any other purpose. No warranties or guarantees (express or implied) are provided. While this document will hopefully assist local officials in their deliberative and long-term planning process, it should be recognized that there are many local issues that may impact the ultimate decisions and what works for a particular jurisdiction. The ultimate decision-making lies with the appropriate local government and fire officials.*



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Susan G. Frady

**Department:** Development Asst Dept

**Date Submitted:** 1.19.17

**Presenter:** Susan G. Frady, Lew Holloway

**Date of Council Meeting to consider this item:** 2.9.17

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 10

Art on Main

On January 19, 2017 the Special Events Committee met and reviewed an application from the Arts Council of Henderson County sponsor of the 58th Annual Art on Main to be held Sept. 30 - Oct. 1, 2017. This is the 58th year for this event.

The change to this event is that this year Main Street will be closed from 5:00 P.M. on Friday, September 30th until 7:00 P.M. on Sunday, October 1st from First Avenue to Sixth Avenue. The Downtown Advisory Committee recommended approval of this event.

The Special Events Committee recommended unanimously that the City Council issue a special event permit for Art on Main.

Budget Impact: \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move Council to approve the special event permit for the Art on Main.

Attachments:



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Sam Fritschner

**Department:** Legal

**Date Submitted:** 8 December 2016

**Presenter:** Lew Holloway

**Date of Council Meeting to consider this item:** 5 January 2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 11

The police, downtown, and legal departments in conjunction with staff for the special events committee have discussed certain issues regarding animals at special events -- in particular hard-and-fast rules pertaining to all animals at all events. It has been suggested for example that there is something of a diminishing returns issue with respect to providing police department security at smaller special events.

The proposed changes to the ordinance concerning animals at special events would give the committee more discretion to determine which events should exclude which animals, and, among other questions, who should provide security at smaller events where the organizer wishes to exclude dogs.

**Budget Impact:** \$0 \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move the City Council to approve the amendment to City Code section 10-7.

## Attachments:

Proposed amended ordinance.

**AN ORDINANCE AMENDING SECTION 10-7 OF THE CODE OF ORDINANCES RESPECTING ANIMALS AT SPECIAL EVENTS**

**WHEREAS**, the City has adopted an ordinance, codified as City Code section 10-7, and

**WHEREAS**, the City of Hendersonville has determined that the ordinance should be amended to provide wider discretion to the Special Events Committee with respect to allowing animals at various events and the provision of security therefor;

**NOW THEREFORE**, be it ordained by the City Council of the City of Hendersonville:

**SECTION 1.** Section 10-7 of the Hendersonville Code of Ordinances shall and it is hereby amended to read in its entirety as follows:

Sec. 10-7. - Animals at special events.

(a) It shall be unlawful for any person to allow or permit any animal owned, kept, or harbored by, or under the control of, such person to be present within the boundaries of any special event permitted pursuant to section 46-84, below, during the hours of operation of such special event.

(b) The following animals are exempted from the prohibition contained in subsection (a):

(1) Guide (or seeing-eye) dogs assisting persons who are visually impaired service dogs;

(2) Animals under the control of on-duty law enforcement personnel;

(3) Animals explicitly authorized by the terms of a street vendor permit issued pursuant to section 14-284, below.

(4) Dogs that are properly restrained and are at all times be under the full control of their handler.

(c) The special events committee, as established in section 46-85, may require the suspension of the exemption for domesticated dogs contained in in subsection (b) item (4) above under either of two conditions.

(1) The health, safety and welfare of the community or the dogs or both will be compromised should dogs be allowed, or

(2) The event organizer requests that dogs be excluded from the event.

**SECTION 2. SEVERABILITY.** If any provision of this ordinance is for any reason held by a court of competent jurisdiction to be unconstitutional or invalid, such decision shall not affect the validity of the remaining provisions of this ordinance. This ordinance does not purport to cover treatment of animals where such treatment has been preempted by federal or North Carolina law.

**SECTION 3. EFFECTIVE DATE.** This ordinance shall be in full force and effect from and after the date

of its adoption.

Adopted this fifth day of January, 2017.

Attest:

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Barbara Volk, Mayor

---

Tammie K. Drake, CMC, City Clerk

Approved as to form:

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Samuel H. Fritschner, City Attorney



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 1/29/2017

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 12

The City Council has received a request from Joseph's Outreach Ministries to establish a "Code Purple" policy that will allow them to house homeless individuals overnight in their day center on 7th Avenue when the outside temperature drops below 32 degrees. Currently, the Joseph's Outreach Ministries is operating under a special use permit which does not allow them to house individuals overnight. Chief Blake will be prepared to discuss the policies and procedures of Hendersonville Rescue Mission and Safelight during cold weather events. It is our understanding that the Mission has a "Code Grace" policy when the temperature drops below 38 degrees that allows homeless to use their facilities even if they are not part of their regular programs. However, we understand the Joseph's Ministries believes there is still a segment of the population who will not use the services offered by the Rescue Mission. Susan Frady and Chief Vindigni will also be available to answer questions on this matter.

**Budget Impact:** \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget? <sup>N/A</sup> If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

**Attachments:**

Letter from Joseph's Outreach Ministries



# Joseph's Outreach Ministries

701B Seventh Avenue East  
P. O. Box 2844  
Hendersonville, NC 28793  
828-595-9899

Barbara G. Volk, Mayor  
John Connet, City Manager  
Jerry Smith, Council Member  
Ron Stephens, Council Member  
Steve Caraker, Mayor Pro Tem  
Jeff Miller, Council Member

City Hall  
145 Fifth Avenue East  
Hendersonville, NC 28792-4328

## DIRECTORS

Rev. AUSTIN WATSON D. MIN.

Chairperson

Phillip Allen

Tammy Carpenter

Royal Corbin

Vice-Chair

Lynette Fisher

Chuck White,

Secretary/Treasurer

## To the Mayor and Council Members of Hendersonville,

Joseph's Outreach Ministry is an all-volunteer program that helps the homeless and working poor in the old Louis Williams Hardware Store on 7<sup>th</sup> Ave. People from several churches provide showers, laundry, temporary storage, a Sunday evening meal and fellowship in a dry, safe place. We have been in operating since the spring of 2015.

Our current business classification requires we close at 6p. We were recently given permission by the city manager in conjunction with council members, and the fire department to stay open all night during the below freezing temperatures to accommodate those people who could not or would not go to the Rescue Mission. We found staff to support 7 people on Saturday, 10 on Sunday, and 11 on Monday nights, (Jan 7-9). Guests were inside from 6p-8a. We also extended our general hours for all other guests.

We are now in the process of assessing a model fashioned after "Purple Alert" standards in vogue in Buncombe County that could be used in future cold weather events partnering with similar organizations, churches, the police, and civic clubs. In order for us to proceed we need to acquire and train more volunteers, define procedures, and raise additional funds. We have no intention of starting an overnight shelter. We simply see the effects of this weather on our guests who camp out or sleep in cars when the temperature is below freezing and want to keep them safe from the elements.

Before we can address the necessary resources, we feel our facility needs to be reclassified or be granted a permanent variance to permit 24 hour access during periods of extreme weather. We ask the Council for its approval and endorsement should this require county approval as well. Accuweather® has forecast a 10 day window in two weeks where lows will routinely be below freezing. Your timely attendance to this issue would be appreciated. With this variance and enough volunteers, we will address as many of these days as we can.

Sincerely,

Austin Watson  
Chairman

*Joseph's Outreach Ministry, Inc. is an exempt organization as described in Section 501(c)3 of the Internal Revenue Code; EIN #47-1175432*



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Lisa White

**Department:** Finance

**Date Submitted:** 1-13-17

**Presenter:** Lisa White

**Date of Council Meeting to consider this item:** 2-9-2017

**Nature of Item:** Presentation Only

**Summary of Information/Request:**

**Item #** 14c

Per the City Investment policy, the investment officer will provide the City Manager and City Council an investment report including a management summary that provides an analysis of the status of the current investment portfolio and a detail listing of the individual transactions executed. (listed on the First Citizens Bank Statement attached).

**Investment Report/Management Summary:**

As of December 31, 2016 the City investment portfolio, held by First Citizens Bank (Custodian) consists of the following investments which all comply with the City Investment Policy and State Statute:

US Treasury Notes:	\$ 999,134.52
Government Agencies:	\$13,717,665.88
Municipal & NC:	\$ 3,849,891.45
Commercial Paper:	\$ 8,442,141.66
NCMT(Cash)	\$ 5,654.20
Total Cost basis	\$27,014,487.71

**Budget Impact:** \$ none Is this expenditure approved in the current fiscal year budget?  No  If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

None

**Attachments:**

- Investment Report
- First Citizens Statement dated 12-31-16

CITY OF HENDERSONVILLE  
FIRST CITIZENS CUSTODIAN ACCOUNT

INVESTMENT REPORT

December 31, 2017

FY17 Interest Allocation & Budget

30.47% 66.36% 2.56% 0.41% 0.20%

Investment Name		Rating	Cusip	Price	Yield	Purchased Date	Issued Date	Maturity Date	Callable	Cost Basis	Coupon Date	Annual Interest \$	Gen Fund \$	WS Fund \$	ESF Fund \$	Dwntown\$	7th Ave\$
U.S. Treasury		Aaa/AA+	912828H94	99.913452	1.03%	3/12/2015		2/15/2018	✓	999,134.52	8/15/	\$ 5,000.00	\$ 1,523.50	\$ 3,318.00	\$ 128.00	\$ 20.50	\$ 10.00
<b>DIRECT GOVERNMENT SECURITIES</b>										<b>999,134.52</b>							
Federal National Mortgage Asso	FNMA	Aaa/AA+	3136G3BB0	100%	1.38%	3/16/2016	3/16/2016	9/16/2019	✓	3,889,000.00	03-16-09-16-	\$ 26,736.88	\$ 8,146.73	\$ 17,742.59	\$ 684.46	\$ 109.62	\$ 53.47
Federal National Mortgage Asso	FNMA	Aaa/AA+	3135G0S20	100.04	1.75%	12/21/2016	12/30/2016	12/30/2019	yes	1,000,400.00	6/30	\$ 8,750.00	\$ 2,666.13	\$ 5,806.50	\$ 224.00	\$ 35.88	\$ 17.50
Federal National Mortgage Asso	FNMA	Aaa/AA+	3136G2GR2	100	1.50%	4/28/2015	4/28/2020	4/28/2020	YES	1,335,000.00	10/28/4/28/	\$ 10,012.50	\$ 3,050.81	\$ 6,644.30	\$ 256.32	\$ 41.05	\$ 20.03
Federal Home Loan bank	FHLB	Aaa/AA+	3130A9FK2	100	0.68%	8/2/2016	12/22/2014	9/22/2017	NO	2,023,440.30	9-22-3-22	\$ 10,578.75	\$ 3,223.35	\$ 7,020.06	\$ 270.82	\$ 43.37	\$ 21.16
Federal Home Loan bank	FHLB	Aaa/AA+	3130A9FK2	100.4189	1.10%	9/15/2016	9/29/2016	3/29/2019	YES	1,000,000.00	3-29-9/29	\$ 5,500.00	\$ 1,675.85	\$ 3,649.80	\$ 140.80	\$ 22.55	\$ 11.00
Federal Home Loan Mort	FHLMC	Aaa/AA+	3134GAMD3	1.05	1.05%	9/28/2016	9/28/2016	9/28/2018	YES	2,125,000.00	03/28-09/28	\$ 11,156.25	\$ 3,399.31	\$ 7,403.29	\$ 285.60	\$ 45.74	\$ 22.31
Federal Home Loan Mort	FHLMC	Aaa/AA+	3137EADU0	0.99	0.51%	2/26/2016	1/16/2015	1/27/2017	NO	1,894,825.58	7/27/1/27	\$ 4,737.50	\$ 1,443.52	\$ 3,143.81	\$ 121.28	\$ 19.42	\$ 9.48
Federal Home Loan Mort	FHLMC	Aaa/AA+	3134GASE5	100	1.05%	10/18/2016	10/28/2016	10/26/2018	YES	450,000.00	4/26-10/26	\$ 2,336.25	\$ 711.86	\$ 1,550.34	\$ 59.81	\$ 9.58	\$ 4.67
<b>GOVERNMENT AGENCIES</b>										<b>13,717,665.88</b>							
Korea Development BK	KDBK	A1+/P1	5006E0P34	99.89	0.71%	12/9/2016	11/3/2016	2/3/2017	NO	998,911.11		\$ 1,088.89	\$ 331.78	\$ 722.59	\$ 27.88	\$ 4.46	\$ 2.18
Bank of Tokyo Mitsubishi	CPDISC	A1/P1	06538BQF3	99.41	1.18%	9/16/2016	9/16/2016	3/15/2017	NO	1,491,150.00		\$ 19,355.56	\$ 8,850.00	\$ 12,844.35	\$ 495.50	\$ 79.36	\$ 38.71
Toyota Motor Credit CP	CPDISC	A+/P1	89233GR0	99.285333	0.96%	7/27/2016	7/27/2016	4/21/2017	NO	992,853.33		\$ 7,146.67	\$ 2,177.59	\$ 4,742.53	\$ 182.95	\$ 29.30	\$ 14.29
Credit Suisse New York	CPDISC	A1/P1	2254EASC	99.0322	1.31%	8/17/2016	8/17/2016	5/12/2017	NO	1,980,644.44		\$ 19,355.56	\$ 5,897.64	\$ 12,844.35	\$ 495.50	\$ 79.36	\$ 38.71
Abbey National Treasury	ABNT	A1/P1	00280NT67	99.45	1.11%	12/9/2016	12/8/2016	6/6/2017	NO	994,530.56		\$ 5,469.44	\$ 1,666.54	\$ 3,629.52	\$ 140.02	\$ 22.42	\$ 10.94
Credit Suisse New York	CPDISC	A1/P1	2254EAT94	98.9652	1.40%	9/14/2016	9/14/2016	6/9/2017	NO	989,652.22		\$ 10,347.78	\$ 3,152.97	\$ 6,866.79	\$ 264.90	\$ 42.43	\$ 20.70
J.P. Morgan	JPM	A1/P1	46640PTC7	99.44	1.12%	12/13/2016	12/13/2016	6/12/2017	NO	994,400.00		\$ 5,600.00	\$ 1,706.32	\$ 3,716.16	\$ 143.36	\$ 22.96	\$ 11.20
<b>COMMERCIAL PAPER</b>										<b>8,442,141.66</b>							

CITY OF HENDERSONVILLE  
FIRST CITIZENS CUSTODIAN ACCOUNT

INVESTMENT REPORT

December 31, 2017

FY17 Interest Allocation & Budget

30.47% 66.36% 2.56% 0.41% 0.20%

Investment Name		Rating	Cusip	Price	Yield	Purchased Date	Issued Date	Maturity Date	Callable	Cost Basis	Coupon Date	Annual Interest \$	Gen Fund \$	WS Fund \$	ESF Fund \$	Dwntown\$	7th Ave\$						
Durham County, NC BABS	DUR	Aaa/ AAA	266705C34	108.224	1.60%	5/4/2015	11/10/2010	11/1/2019	NO	205,625.60	11/01/4/1/	\$ 3,329.75 \$ 3,329.75	\$ 1,014.57 \$ 1,014.57	\$ 2,209.62 \$ 2,209.62	\$ 85.24 \$ 85.24	\$ 13.65 \$ 13.65	\$ 6.66 \$ 6.66						
High Point, NC- BABS	HPNC	Aa2/AAA	429749DE1	106.486	1.10%	6/25/2015	6/24/2010	11/1/2017	NO	324,782.30	11/01/05/01	\$ 5,953.60 \$ 5,953.60	\$ 1,814.06 \$ 1,814.06	\$ 3,950.81 \$ 3,950.81	\$ 152.41 \$ 152.41	\$ 24.41 \$ 24.41	\$ 11.91 \$ 11.91						
Forsyth Cnty-C-BABS	MUNI	Aaa AAA	3466227Y3	108.41	1.65%	11/3/2015	2/2/2010	4/1/2020	No	716,489.40	10/1/4/1/	\$ 11,708.40 \$ 11,708.40	\$ 3,567.55 \$ 3,567.55	\$ 7,769.69 \$ 7,769.69	\$ 299.74 \$ 299.74	\$ 48.00 \$ 48.00	\$ 23.42 \$ 23.42						
Gaston County	MUNI	Aaa AAA	367298XK7	114.713	93.00%	5/24/2016	5/24/2016	2/1/2020	No	1,818,201.05	8/1/2/1	\$ 54,374.31	\$ 16,567.85	\$ 36,082.79	\$ 1,391.98	\$ 222.93	\$ 108.75						
Gaston County	MUNI	Aaa AAA	367298XL5	118.014	1.05%	5/24/2016	5/24/2016	2/1/2021	No	784,793.10	8/1/2/1	\$ 22,813.19	\$ 6,951.18	\$ 15,138.83	\$ 584.02	\$ 93.53	\$ 45.63						
<b>OTHER INVESTMENTS (MUNI/BABS/CASH)</b>										<b>3,849,891.45</b>													
Total Securities										27,008,833.51													
NC Capt Management Cash										5,654.20													
<b>Total Security - Cost Basis</b>										<b>27,014,487.71</b>		<b>352,177.41</b>		<b>110,260.82</b>		<b>233,704.93</b>		<b>9,015.74</b>		<b>1,443.93</b>		<b>704.35</b>	
												<b>Interest Budgeted</b>		278,600.00		83,600.00		190,000.00		5,000.00			

Portfolio Allocation - by Security Type

DIRECT GOVERNMENT SECURITIES	TRES	\$ 999,134.52	3.70%
	FNMA	6,224,400.00	23.05%
	FHLB	3,023,440.30	11.19%
	FHLMC	4,469,825.58	16.55%
GOVERNMENT AGENCIES		13,717,665.88	
	CP	\$ 8,442,141.66	31.26%
	MUNI/OTHER	\$ 3,849,891.45	14.25%
		\$ 27,008,833.51	

Portfolio Allocation - by Maturity

2017	12,685,189.84	47.0%
2018	3,574,134.52	13.2%
2019	6,095,025.60	22.6%
2020	3,869,690.45	14.3%
2021	784,793.10	2.9%
	<b>\$ 27,008,833.51</b>	



FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE  
ACCOUNT NO. 71-0655-01-0

FINANCIAL STATEMENT FOR THE PERIOD  
12/01/16 THROUGH 12/31/16

RELATIONSHIP OFFICER  
MARISA LINDSEY 877-685-0576

FIRST CITIZENS WEALTH MANAGEMENT IS A JOINT MARKETING MARK OF FIRST-CITIZENS BANK & TRUST COMPANY, MEMBER FDIC, FIRST CITIZENS INVESTOR SERVICES, INC., MEMBER FINRA/SIPC, AN SEC-REGISTERED BROKER-DEALER AND INVESTMENT ADVISOR; AND FIRST CITIZENS ASSET MANAGEMENT, INC., AN SEC-REGISTERED INVESTMENT ADVISOR.

CLIENT ACCOUNTS FOR WHICH FCB EXERCISES SOLE INVESTMENT DISCRETION BEAR THE COSTS OF ALL BROKER COMMISSIONS, INCLUDING THE PORTION OF THE BROKER COMMISSION USED TO PURCHASE RESEARCH AND OTHER PRODUCTS OR SERVICES ("SOFT DOLLAR BENEFITS"). TRADES EXECUTED WITH THE SELECTED BROKER ARE IN ACCORDANCE WITH ALL APPLICABLE LAWS AND CONSISTENT WITH FCB'S BEST EXECUTION PRACTICES.

CITY OF HENDERSONVILLE  
C/O MS. LISA WHITE  
145 5TH AVENUE EAST  
HENDERSONVILLE NC 28792



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ACCOUNT NO. 71-0655-01-0

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AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

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CASH RECONCILEMENT  
FOR PERIOD 12/01/16 THRU 12/31/16

PAGE 1

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

BALANCES AT BEGINNING OF PERIOD			.00
RECEIPTS			
OTHER RECEIPTS	SCHEDULE C	2,162,000.00	
INCOME	SCHEDULE D	14,409.25	
SALES AND REDEMPTIONS	SCHEDULE G	5,482,969.07	
		-----	
TOTAL RECEIPTS			7,659,378.32
DISBURSEMENTS			
EXPENSES	SCHEDULE E	.00	
PURCHASES	SCHEDULE F	7,659,378.32-	
		-----	
TOTAL DISBURSEMENTS			7,659,378.32-
			-----
CASH BALANCE END OF PERIOD			.00



SUMMARY OF ASSETS  
AS OF 12/31/16 PAGE 2

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

	MARKET VALUE	COST BASIS	UNREALIZED GAIN/LOSS	CURRENT ACCRUAL
CASH	.00	.00	.00	.00
DIRECT GOVERNMENT SECURITI	1,000,530.00	999,134.52	1,395.48	3,777.17
GOVERNMENT AGENCIES	13,648,572.35	13,717,665.88	69,093.53-	38,423.03
COMMERCIAL PAPER	8,442,141.66	8,442,141.66	.00	25,287.20
OTHER INVESTMENTS	3,708,888.10	3,855,545.65	146,657.55-	76,966.04
TOTAL INVESTMENTS	26,800,132.11	27,014,487.71	214,355.60-	144,453.44
	26,800,132.11	27,014,487.71	214,355.60-	144,453.44



SCHEDULE A - STATEMENT OF ASSETS  
AS OF 12/31/16 PAGE 3

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

UNITS/ CUSIP NUMBER	TICKER UNIT/MKT PRC	MARKET VALUE	COST BASIS	UNREALIZED GAIN/LOSS	CURRENT ACCRUAL
CASH					
CASH		.00	.00		.00
CASH		.00	.00	.00	.00
DIRECT GOVERNMENT SECURITIES					
1,000,000 912828-H9-4	UNIT18 100.053	1,000,530.00	999,134.52	1,395.48	3,777.17
UNITED STATES TREASURY NOTE DTD 02/17/15 1.000% DUE 02/15/2018					
DIRECT GOVERNMENT SECURITIES		1,000,530.00	999,134.52	1,395.48	3,777.17
GOVERNMENT AGENCIES					
2,015,000 3130A3-TK-0	FEDE17 100.183	2,018,687.45	2,023,440.30	4,752.85-	5,818.31
FEDERAL HOME LOAN BANK DTD 12/22/14 1.050% DUE 09/22/2017					
1,000,000 3130A9-FK-2	FEDE19 99.069	990,690.00	1,000,000.00	9,310.00-	2,811.11
FEDERAL HOME LOAN BANK DTD 09/29/16 1.100% DUE 03/29/2019 CALLABLE 03/29/17 @ 100.00					
2,125,000 3134GA-MD-3	FEDE18 99.357	2,111,336.25	2,125,000.00	13,663.75-	5,764.06
FEDERAL HOME LOAN MORTGAGE CORP. DTD 09/28/16 1.050% DUE 09/28/2018 CALLABLE 03/28/17 @ 100.00					
450,000 3134GA-SE-5	FEDE18 99.458	447,561.00	450,000.00	2,439.00-	826.87
FEDERAL HOME LOAN MORTGAGE CORP. DTD 10/28/16 1.050% DUE 10/26/2018 CALLABLE 01/26/17 @ 100.00					
1,000,000 3135G0-S2-0	FEDE19 100.034	1,000,340.00	1,000,400.00	60.00-	48.61
FEDERAL NATIONAL MORTGAGE ASSOC. DTD 12/30/16 1.750% DUE 12/30/2019 CALLABLE 06/30/17 @ 100.00					
1,335,000 3136G2-GR-2	FEDE20 99.655	1,330,394.25	1,335,000.00	4,605.75-	3,504.37
FEDERAL NATIONAL MORTGAGE ASSOC. DTD 04/28/15 1.500% DUE 04/28/2020 CALLABLE 04/28/17 @100.00					
3,889,000 3136G3-BB-0	FEDE19 99.115	3,854,582.35	3,889,000.00	34,417.65-	15,596.51
FEDERAL NATIONAL MORTGAGE ASSOC. DTD 03/16/16 1.375% DUE 09/16/2019 CALLABLE 09/16/16 @100.00					



SCHEDULE A - STATEMENT OF ASSETS  
AS OF 12/31/16 PAGE 4

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

UNITS/ CUSIP NUMBER	TICKER UNIT/MKT PRC	MARKET VALUE	COST BASIS	UNREALIZED GAIN/LOSS	CURRENT ACCRUAL
1,895,000 3137EA-DU-0	FEDERAL HOME LOAN MORTGAGE CORP. DTD 01/16/15 0.500% DUE 01/27/2017 FHLM17 99.999	1,894,981.05	1,894,825.58	155.47	4,053.19
	GOVERNMENT AGENCIES	13,648,572.35	13,717,665.88	69,093.53-	38,423.03
	COMMERCIAL PAPER				
1,000,000 00280N-T6-7	ABBEY NATIONAL TREASURY DTD 12/08/16 DUE 06/06/2017 COMMERCIAL PAPER	994,530.56	994,530.56		702.77
1,500,000 06538B-QF-3	BANK OF TOKYO MITSUBISHI COMM PAPER DTD 09/16/16 DUE 03/15/2017	1,491,150.00	1,491,150.00		5,260.84
2,000,000 2254EA-SC-8	CSFBNY COMMERCIAL PAPER DTD 08/16/16 DUE 05/12/2017	1,980,644.44	1,980,644.44		9,894.43
1,000,000 2254EA-T9-4	CREDIT SUISSE FIRST BSTN DTD 09/14/16 DUE 06/09/2017 COMMERCIAL PAPER	989,652.22	989,652.22		4,208.60
1,000,000 46640P-TC-7	JP MORGAN SECURITIES LLC DTD 12/13/16 DUE 06/12/2017 COMMERCIAL PAPER	994,400.00	994,400.00		559.99
1,000,000 5006E0-P3-4	KOREA DEVELOPMENT BANK DTD 11/03/16 DUE 02/03/2017 COMMERCIAL PAPER	998,911.11	998,911.11		447.22
1,000,000 89233G-RM-0	TOYOTA MOTOR CREDIT COMM. PAPER DTD 07/27/16 DUE 04/21/2017 COMMERCIAL PAPER	992,853.33	992,853.33		4,213.35
	COMMERCIAL PAPER	8,442,141.66	8,442,141.66	.00	25,287.20
	OTHER INVESTMENTS				
190,000 266705-C3-4	DURHAM COUNTY NORTH CAROLINA DTD 11/10/10 3.505% DUE 11/01/2019 BUILD AMERICA BONDS-DURHAM CNTY	197,708.30	205,625.60	7,917.30-	1,109.91
660,000 346622-7Y-3	FORSYTH COUNTY NORTH CAROLINA DTD 09/02/10 3.548% DUE 04/01/2020 BUILD AMERICA BOND - SER C	695,831.40	716,489.40	20,658.00-	5,854.20



SCHEDULE A - STATEMENT OF ASSETS  
AS OF 12/31/16 PAGE 5

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

UNITS/ CUSIP NUMBER	TICKER UNIT/MKT PRC	MARKET VALUE	COST BASIS	UNREALIZED GAIN/LOSS	CURRENT ACCRUAL
1,585,000 367298-XK-7	GASTON COUNTY NORTH CAROLINA DTD 05/24/16 5.000% DUE 02/01/2020 110.242	1,747,335.70	1,818,201.05	70,865.35-	47,770.13
665,000 367298-XL-5	GASTON COUNTY NORTH CAROLINA DTD 05/24/16 5.000% DUE 02/01/2021 112.796	750,093.40	784,793.10	34,699.70-	20,042.36
305,000 429749-DE-1	HIGH POINT NC COMB ENTERPRISE SYS DTD 06/24/10 3.904% DUE 11/01/2017 REV - BUILD AMERICA BOND 102.382	312,265.10	324,782.30	12,517.20-	1,984.53
5,654.200 99936K-MI-4	NORTH CAROLINA CAP MANAGMNT FD#NCCMT 1.000	5,654.20	5,654.20		204.91
	OTHER INVESTMENTS	3,708,888.10	3,855,545.65	146,657.55-	76,966.04
----- 26,619,654.200	NET ASSETS 1.007	26,800,132.11	27,014,487.71	214,355.60-	144,453.44
	TOTAL ASSETS + ACCRUALS	26,944,585.55			



SCHEDULE C - MISCELLANEOUS RECEIPTS  
FOR PERIOD 12/01/16 THRU 12/31/16

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

DATE	DESCRIPTION	CASH
	OTHER RECEIPTS	
12/06/16	MISCELLANEOUS RECEIPT FUNDS WIRED FROM WELLS FARGO	1,119,000.00
12/13/16	MISCELLANEOUS RECEIPT FUNDS WIRED FROM WELLS FARGO	43,000.00
12/20/16	MISCELLANEOUS RECEIPT FUNDS WIRED FROM WELLS FARGO	1,000,000.00
	TOTAL OTHER RECEIPTS	----- 2,162,000.00
	TOTAL MISCELLANEOUS RECEIPTS	----- 2,162,000.00



SCHEDULE D - INCOME  
 FOR PERIOD 12/01/16 THRU 12/31/16

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ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
 AS CUSTODIAN  
 FOR THE CITY OF HENDERSONVILLE

DATE	DESCRIPTION	CASH
	INTEREST INCOME	
	CHARLOTTE NORTH CAROLINA COPS	
	DTD 06/01/16 2.050% DUE 12/01/2020	
	TXBL - COPS - SER B	
12/01/16	INT 06/01/16 TO 12/01/16 ON 390000	3,997.50
12/08/16	ACCRUED INT TO 12/08/16 RECD ON	155.46
	SALE OF 390,000	
		-----
		4,152.96
	NORTH CAROLINA ST HSG FIN AGY	
	DTD 10/27/15 2.628% DUE 07/01/2021	
	HOMEOWNERSHIP REVENUE	
12/08/16	ACCRUED INT TO 12/08/16 RECD ON	6,590.08
	SALE OF 575,000	
	UNIVERSITY OF NORTH CAROLINA NC	
	DTD 10/09/14 1.317% DUE 12/01/2017	
	AT CHAPEL HILL - REVENUE	
12/01/16	INT TO 12/01/16 ON 525,000	3,457.13
12/08/16	ACCRUED INT TO 12/08/16 RECD ON	134.44
	SALE OF 525,000	
		-----
		3,591.57
12/01/16	NORTH CAROLINA CAP MANAGMNT FD#NCCMT	
	INT TO 11/30/16	74.64
		-----
	TOTAL INTEREST INCOME	14,409.25
		-----
	TOTAL INCOME	14,409.25



SCHEDULE E - DISBURSEMENTS  
FOR PERIOD 12/01/16 THRU 12/31/16

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

DATE	DESCRIPTION	CASH
12/13/16	EXPENSES	
	\$307.75	.00
	MONTHLY FEE TO 11/30/16	
	INVOICE #5053902	
	TOTAL EXPENSES	.00
		-----
	TOTAL DISBURSEMENTS	.00



SCHEDULE F - PURCHASES  
 FOR PERIOD 12/01/16 THRU 12/31/16

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ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
 AS CUSTODIAN  
 FOR THE CITY OF HENDERSONVILLE

DATE	SECURITY	DESCRIPTION	UNIT PRICE	BROKER COMMISSION	OTHER COSTS	TOTAL CASH
		FIXED INCOME				
12/30/16	3135G0-S2-0	PURCHASED 1000000 12/21/16 @ 100.04 FEDERAL NATIONAL MORTGAGE ASSOC. DTD 12/30/16 1.750% DUE 12/30/2019 CALLABLE 06/30/17 @ 100.00	100.040	.00	.00	1,000,400.00-
		TOTAL FIXED INCOME				----- 1,000,400.00-
		CASH EQUIVALENT				
12/09/16	00280N-T6-7	PURCHASED 1000000 12/08/16 @ 99.453056 ABBAY NATIONAL TREASURY DTD 12/08/16 DUE 06/06/2017 COMMERCIAL PAPER	99.453	.00	.00	994,530.56-
12/14/16	46640P-TC-7	PURCHASED 1000000 12/13/16 @ 99.44 JP MORGAN SECURITIES LLC DTD 12/13/16 DUE 06/12/2017 COMMERCIAL PAPER	99.440	.00	.00	994,400.00-
12/09/16	5006E0-P3-4	PURCHASED 1000000 12/08/16 @ 99.891111 KOREA DEVELOPMENT BANK DTD 11/03/16 DUE 02/03/2017 COMMERCIAL PAPER	99.891	.00	.00	998,911.11-
12/31/16	99936K-MI-4	PURCHASES (6) 12/01/16 TO 12/31/16 NORTH CAROLINA CAP MANAGMNT FD#NCCMT	1.000	.00	.00	3,671,136.65-
		TOTAL CASH EQUIVALENT				----- 6,658,978.32-
		TOTAL PURCHASES				----- 7,659,378.32-



SCHEDULE G - SALES AND REDEMPTIONS  
 FOR PERIOD 12/01/16 THRU 12/31/16

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
 AS CUSTODIAN  
 FOR THE CITY OF HENDERSONVILLE

DATE	SECURITY	DESCRIPTION	BROKER COMMISSION	PROCEEDS	COST	REALIZED GAIN/LOSS
		FIXED INCOME				
		CHARLOTTE NORTH CAROLINA COPS				
		DTD 06/01/16 2.050% DUE 12/01/2020				
		TXBL - COPS - SER B				
12/08/16	161037-T5-5	SOLD 390000 12/05/16	.00	385,577.40	400,861.50-	15,284.10-
		@ 98.866				
		NORTH CAROLINA ST HSG FIN AGY				
		DTD 10/27/15 2.628% DUE 07/01/2021				
		HOMEOWNERSHIP REVENUE				
12/08/16	658207-RK-3	SOLD 575000 12/05/16	.00	583,625.00	617,877.75-	34,252.75-
		@ 101.5				
		UNIVERSITY OF NORTH CAROLINA NC				
		DTD 10/09/14 1.317% DUE 12/01/2017				
		AT CHAPEL HILL - REVENUE				
12/08/16	914713-K2-7	SOLD 525000 12/05/16	.00	525,525.00	532,739.00-	7,214.00-
		@ 100.1				
		TOTAL FIXED INCOME		1,494,727.40	1,551,478.25-	56,750.85-
		CASH EQUIVALENTS				
		NORTH CAROLINA CAP MANAGMNT FD#NCCMT				
12/31/16	99936K-MI-4	SALES (3) 12/01/16 TO 12/31/16	.00	3,988,241.67	3,988,241.67-	.00
		TOTAL CASH EQUIVALENTS		3,988,241.67	3,988,241.67-	.00
		TOTAL SALES AND REDEMPTIONS		5,482,969.07	5,539,719.92-	56,750.85-



SCHEDULE N - 5% TRANSACTIONS  
FOR PERIOD 12/01/16 THRU 12/31/16

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ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

DESCRIPTION	NO. OF TRANS	COST	CASH	REALIZED GAIN/LOSS
NORTH CAROLINA CAP MANAGMNT FD#NCCMT				
PURCHASES	6	3,671,136.65	3,671,136.65	.00
SALES	3	3,988,241.67	3,988,241.67	.00
			-----	
			7,659,378.32	



MARKET VALUE RECONCILEMENT  
FOR PERIOD 12/01/16 THRU 12/31/16

PAGE 12

ACCOUNT NO. 71-0655-01-0

FIRST-CITIZENS BANK & TRUST COMPANY  
AS CUSTODIAN  
FOR THE CITY OF HENDERSONVILLE

MARKET VALUE BEGINNING OF PERIOD		24,745,080.03
INCREASES		
OTHER RECEIPTS	SCHEDULE C	2,162,000.00
REALIZED GAINS/LOSSES	SCHEDULE G	56,750.85-
MARKET APPRECIATION		
END OF PERIOD		214,355.60-
BEGINNING OF PERIOD		274,714.58-
		-----
		60,358.98
INCOME EARNED		
ENDING ACCRUAL		144,453.44
BEGINNING ACCRUAL		124,965.30
INCOME COLLECTED	SCHEDULE D	14,409.25
		-----
TOTAL INCOME EARNED		33,897.39
		-----
TOTAL INCREASES		2,199,505.52
DECREASES		
EXPENSES	SCHEDULE E	.00
		-----
TOTAL DECREASES		.00
		-----
MARKET VALUE END OF PERIOD		26,944,585.55



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 01/30/17

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 01/09/17

**Nature of Item:** Presentation Only

**Summary of Information/Request:**

**Item #** 14d

Staff Report:

In accordance with the City of Hendersonville Surplus Property Policy it is required that all items approved by the City Manager must be reported to the governing at their next City Council meeting. The following items were declared surplus by the City Manager in January.

- 1. Various surplus tapping saddles to be sold in bulk at a asking price of \$6,000.

Budget Impact: \$ 6000.00+/- Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

NA

Attachments:

**DEPARTMENT LINE ITEM BUDGET ADJUSTMENT**

FUND:

DEPARTMENT:

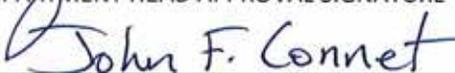
EFFECTIVE DATE:

ACCOUNT NUMBER		DESCRIPTION OF ACCOUNT	EXPENDITURE BUDGET INCREASE	EXPENDITURE BUDGET DECREASE
* ORG	OBJECT			
104310	518600	Worker's Comp. Ins	\$ 410.00	
104510	518600	Worker's Comp. Ins	\$ 4,128.00	
104520	518600	Worker's Comp. Ins	\$ 10.00	
607123	518600	Worker's Comp. Ins	\$ 716.00	
607124	518600	Worker's Comp. Ins	\$ 415.00	
607126	518600	Worker's Comp. Ins	\$ 2,232.00	
607127	518600	Worker's Comp. Ins		\$ 1,000.00
607134	518600	Worker's Comp. Ins	\$ 717.00	
109910	599100	Contingencies		\$ 4,548.00
609910	599100	Contingencies		\$ 3,080.00
<b>TOTAL ADJUSTMENT</b>			<b>\$ 8,628.00</b>	<b>\$ 8,628.00</b>

Increases & Decreases must equal

**DEPARTMENT - INSERT DETAIL EXPLANATION/REASON FOR BUDGET ADJUSTMENT:**  
 An adjustment to cover additional workers comp. insurance premiums.

**INSTRUCTIONS:**  
 Budget Adjustments may be used by to reallocate budgeted funds within in department between non-salary account line items.  
 Budget Adjustments may be completed and approved by department heads as long as all account lines are within the same department  
 Use whole dollar amounts - no cents.  
 Budget Adjustments may not contain salary or personnel related account numbers.  
 Budget Adjustments do not require Council approval.  
 Please contact the Budget Office for any budget transfers which contain salary or personnel related account numbers or transfers between departments or transfers related to appropriated fund balance as that would require City Manager and Council approval.

  
 DEPARTMENT HEAD APPROVAL SIGNATURE  
  
 PRINT DEPARTMENT HEAD NAME

Date:

**NORTH CAROLINA INTERLOCAL RISK MANAGEMENT AGENCY  
WORKERS COMPENSATION FUND**

**INVOICE**

**REMIT TO:**  
PO Box 751473  
Charlotte, NC 28275

**FOR INQUIRIES CONTACT:**  
NC Interlocal Risk Management Agency  
308 West Jones St  
Raleigh, NC 27603  
Telephone 800/228-0986  
Fax: 919/715-6656

City of Hendersonville  
145 5th Avenue East  
Hendersonville, NC 28792

**CUSTOMER:** 391  
**DATE:** 11/30/16  
**INVOICE:** I0027812

**Due Date** 12/30/16  
**Terms** Net Due 30 Days

**Description**

**Total Price**

Nov-DEDUCTIBLE BILLING

4,342.15

607126 - 518600 - \$2,231.84  
607127 - 518600 - \$ 70.38  
607124 - 518600 - \$ 414.10  
607123 - 518600 - \$ 716.03  
607134 - 518600 - \$ 49.19  
104510 - 518600 - \$ 440.98  
104310 - 518600 - \$ 409.63  
104520 - 518600 - \$ 10.00

**Received**

DEC 14 2016

**Accounts Payable**

*J. Harrell*

**Total:** 4,342.15

Payments must be received by 12/30/16 to avoid late penalties. Late payment charges of 1.5% per month will be assessed for payments received after 12/30/16.

**PLEASE INCLUDE A COPY OF THIS INVOICE WITH YOUR PAYMENT**

**CUSTOMER COPY**





# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** Tammie Drake

**Department:** Admin

**Date Submitted:** 01.30.17

**Presenter:** Tammie Drake

**Date of Council Meeting to consider this item:** 02.09.17

**Nature of Item:** Council Action

**Summary of Information/Request:**

**Item #** 15

**APPOINTMENTS:**

**BUSINESS ADVISORY COMMITTEE:** There are four vacancies on this Committee. Appointees Matt Johnes, Beau Waddell and Gloria Wagner declined reappointment citing meeting time conflicts, busy schedules with their businesses, etc. The City Manager is making a concerted effort to offer alternative meeting dates and time. As requested, I contacted those who previously applied. Their responses:

Ansley Leitner: declined

Carole Sitzer: (left message)

Lee Roy Nicholson: willing to serve but no longer owns a business in the City, continues to work in the City

Marie LaChance: no longer owns business in City

Mia Freeman: declined but would like to be reconsidered in the future

Michael McGowan: could not reach

Virginia Gambill: yes, would like to serve

You have received a new application from Mr. Mike Summey.

**ANNOUNCEMENTS/Reminders:** Vacancy on the BOARD OF ADJUSTMENT (alternate position).

**Upcoming (Re)Appointments: SEVENTH AVE ADVISORY COMMITTEE:** The terms of Carson Calton, Dennis Dunlap, John Ryan and Chris Cormier will expire 04-01-17. I will contact each of them to ascertain their continued interest. This will be on your March agenda for consideration.

**Budget Impact:** \$ N/A Is this expenditure approved in the current fiscal year budget? N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

**Attachments:**

board membership lists



# CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

**Submitted By:** John Connet

**Department:** Admin

**Date Submitted:** 1/29/2016

**Presenter:** John Connet

**Date of Council Meeting to consider this item:** 02/09/2017

**Nature of Item:** Council Action

## Summary of Information/Request:

**Item #** 17

I would like to request a Closed Session pursuant to NCGS143-318.11(a) (5) to instruct staff concerning the position to be taken on behalf of the City Council in negotiating the price for acquisition of real property by purchase or option.

**Budget Impact:** \$ \_\_\_\_\_ Is this expenditure approved in the current fiscal year budget?  N/A If no, describe how it will be funded.

**Suggested Motion:** *To disapprove any item, you may allow it to fail for lack of a motion.*

I move the City Council enter Closed Session in accordance with NCGS 143-318.11 (a) (5) to instruct staff concerning the position to be taken on behalf of the City Council in negotiating the price for acquisition of real property by purchase or option.

**Attachments:**