

**AGENDA
CITY OF LENOIR
COMMITTEE OF THE WHOLE
801 WEST AVENUE
TUESDAY, JANUARY 26, 2021
8:30 A.M.**

I. CALL TO ORDER

III. CITIZEN COMMENT

IV. COMMITTEE ITEMS

A. Update; Public Utilities – Public Utilities Director Radford Thomas

B. Update; Public Works – Public Works Director Jared Wright

V. Community Development

A. Lenoir Business Advisory Board: The Lenoir Business Advisory Board conducted an electronic meeting on Thursday, January 14. Kaylynn Horn, Economic Development Director, will present a report of current projects.

1. Presentation; Wayfinding Signage & Branding Project – Economic Development Director Kaylynn Horn and Planning Director Jenny Wheelock will give a presentation regarding the City's Wayfinding Signage and Main Street's Branding Campaign for the City of Lenoir.

B. Planning Board: The Planning Board conducted a virtual meeting on Monday, January 25, 2021. Planning Director Jenny Wheelock will present updates on current projects.

C. Parks & Recreation Advisory Board: The Parks & Recreation Advisory Board will meet on Monday, February 15 at 6:00 p.m. at Mulberry Recreation Center. Kenny Story, Recreation Director, will present updates on current activities.

VI. FINANCE & ADMINISTRATION

A. Update – Finance Director Donna Bean

1. December Financial Summary

2. Job Description; Human Resources Administrative Assistant

B. Update; Public Communications – Public Information Officer Joshua Harris

VII. PUBLIC SAFETY

A. Update; Police Department - Chief Brent Phelps

B. Update; Fire Department –Chief Ken Hair

VIII. OTHER

A. February Calendar

IX. ADJOURN

Lenoir Business Advisory Board Meeting
Meeting Minutes
12/10/2020

Meeting Attendance

Board Members PRESENT	Board Members ABSENT	Ex-Officio Members PRESENT	Ex-Officio Members ABSENT
1. Mark Transou- Chair	1. John Moore	1. Joe Gibbons	1. Ike Perkins
2. Sean Williams	2. Grey Scheer	2. Scott Hildebran	2. Crissy Thomas
3. Dana Clark	3. Kimmie Rogers		
4. Gonzalo Vazquez	4. Patrick Longano		
5. Jennifer Indicott	5. Glenda Wilson		
6. Darin McKinney	6. Matt Underwood		
7. Tim Biddix			
8.			
9.			
10.			
11.			

Staff Members PRESENT
1. Kaylynn Horn
2. Lauren McKinney

Mark Transou called the meeting to order.

Approval of Minutes

Quorum was not met for approval of minutes.

Report from Grants Committee

- o No new business to report on the B.U.I.L.D. and National Main Street NPS Grants.
- o Kaylynn Horn reviewed the Facebook campaign for the NC Tourism Recovery Grant.
- o Carl White filmed a Big Holiday Social 2020 for Hope Shines Brightly on YouTube.

Lenoir Main Street Committee Update

- o COVID-19 Resource page
 - <http://downtownlenoirnc.com/coronavirus>
- o Count on Me NC
 - <https://downtownlenoirnc.com/governor-announces-countonmenc-program>.
 - Three Downtown Lenoir women-owned businesses were recognized on a national level by Main Street Now.

Promotions Team Update on Recent Events

- o Hope Shines Brightly-Christmas tree and Holiday lights show.
- o 12/11-Luminary Display at Blue Ridge Memorial Park.

Updates from Mayor Gibbons and City Manager Scott Hildebran

- o Downtown development is moving forward.
- o Parkview subdivision is being developed by Brushy Mountain Builders.
- o Projects for Katz Corner and Bluebell are ongoing.
- o The Greenway addition is complete.

Meeting adjourned.



City of Lenoir
Financial Summary
As of 12/31/2020



General Fund					
	2020-2021 Budget	12/31/2020	% of Budget	Change from Previous Year	12/31/2019
Total Revenue	\$ 18,144,570.98	\$ 11,951,689.63	66%	\$ 91,939.86	\$ 11,859,749.77
COVID-19- Revenue	\$ 314,054.98	\$ 314,054.98	100%		
Revenue Net of COVID	\$ 17,830,516.00	\$ 11,637,634.65	65%	\$ (222,115.12)	\$ 11,859,749.77
Expenditures	\$ 18,144,570.98	\$ 8,524,011.80	47%	\$ (685,240.66)	\$ 9,209,252.46
COVID-19 Expenditures	\$ 314,054.98	\$ 314,054.98	100%		
Expenditures Net of COVID	\$ 17,830,516.00	\$ 8,209,956.82	46%	\$ (999,295.64)	\$ 9,209,252.46
Over/Under Net of COVID	\$ -	\$ 3,427,677.83		\$ 777,180.52	\$ 2,650,497.31
Downtown District					
	2020-2021 Budget	12/31/2020	% of Budget	Change from Previous Year	12/31/2019
Total Revenue	\$ 191,938.00	\$ 34,901.93	18%	\$ 28,291.01	\$ 6,610.92
COVID-19- Revenue	\$ 8,200.00	\$ 8,200.00	100%		
Revenue Net of COVID	\$ 183,738.00	\$ 26,701.93	15%	\$ 20,091.01	\$ 6,610.92
Expenditures	\$ 191,938.00	\$ 71,067.11	37%	\$ (37,508.10)	\$ 108,575.21
COVID-19 Expenditures	\$ 8,200.00	\$ 7,989.65	97%		
Expenditures Net of COVID	\$ 183,738.00	\$ 63,077.46	34%	\$ (45,497.75)	\$ 108,575.21
Over/Under Net of COVID	\$ -	\$ (36,375.53)		\$ 65,588.76	\$ (101,964.29)
Water/Sewer Fund					
	2020-2021 Budget	12/31/2020	% of Budget	Change from Previous Year	12/31/2019
Revenues	\$ 8,606,700.00	\$ 4,832,400.47	56%	\$ 29,368.74	\$ 4,803,031.73
COVID-19- Revenue	\$ 25,400.00	\$ 25,400.00	100%		
Revenue Net of COVID	\$ 8,581,300.00	\$ 4,807,000.47	56%	\$ 3,968.74	\$ 4,803,031.73
Expenditures	\$ 8,606,700.00	\$ 3,563,520.93	41%	\$ 672,494.39	\$ 2,891,026.54
COVID-19 Expenditures	\$ 25,400.00	\$ 25,400.00	100%		
Expenditures Net of COVID	\$ 8,581,300.00	\$ 3,538,120.93	41%	\$ 647,094.39	\$ 2,891,026.54
Over/Under Net of COVID	\$ -	\$ 1,268,879.54		\$ (643,125.65)	\$ 1,912,005.19

Recommendation

Recommendation: Based on input from the HR Specialist, the recommendation is being made to change the position for the Human Resources Secretary to a Human Resources Administrative Assistance. This changed is being recommended as the duties and responsibilities of this position will be increased and be more inline with a paraprofessional position.

To Be Effective 02/1/21

Department	Current Title	Proposed Title	Impact for Current Budget	Recommendation	Current Grade	Proposed Grade
Job Responsibilities -Re-Organized - Change Pay Grade						
Finance Department						
Finance	Human Resources Secretary	Human Resources Adminstrative Assistant	224.85	Re-Organization of duties to assume additional responsibilities in human resources.	14	18

HUMAN RESOURCES ADMINISTRATIVE ASSISTANT
Grade: 18

General Statement of Duties

Performs responsible administrative work for the Human Resources Department, assisting the departments and employees of the City.

Distinguishing Features of the Class

An employee in this class is responsible for supporting the Human Resources function in a variety of administrative activities. Work involves providing administrative support duties with programming and processing various benefits, wellness activities, insurance programs, employee records, hiring processes, and other related activities. Judgment, attention to detail and accuracy are required in the completion and processing of forms and for maintaining confidential and accurate records. Tact and courtesy are needed in working with the general public, with job applicants, and with employees and supervisors throughout the City. The need for confidentiality in exercising job functions due to sensitive and protected information is essential. Work is performed under regular supervision and is evaluated through review of completed assignments, reports, performance appraisals, and through observation and feedback.

Duties and Responsibilities

Essential Duties and Tasks

- Performs data entry for applicant tracking; assists with performing reference checks for the hiring process; assists with posting vacancies and other recruitment efforts.
- Enters information into state and federal databases for new hires, including NC New Hire program and e-Verify; assists with completion of HR related surveys and reports regarding salaries and benefits.
- Assists in conducting new employee orientation and provides support for new employee enrollment and exiting employee dis-enrollment for various benefits and insurance programs.
- Assists with benefits administration by preparing and processing various insurance enrollments and claim forms; reconciles insurance billings/statements; assists employees with problem-solving on benefits issues; provides support for COBRA benefits for exiting employees.
- Creates and maintains personnel files by processing a variety of forms for new hires, current employees and exiting employees; creates and maintains medical files for new hires, current employees and former employees; maintains personnel files of former employees.
- Performs data entry into the Payroll and Personnel systems for all employees by creating the payroll and personnel files for new hires, updating salaries, job titles changes, deductions, etc. for existing employee; removes former employees from the current Payroll and Personnel systems.
- Performs a variety of administrative and administrative support duties including composition, and production of a variety of documents, correspondence, memoranda, forms, etc.; reads and routes incoming mail for the HR Department.
- Types memoranda, reports, bulletins, schedules, manuals, letter and forms for the human resources staff; uses software programs; maintains departmental files.

- Receives and screens visitors and telephone calls as City Hall's 2nd floor receptionist, including serving as one of the backup telephone operators and collection/distribution of mail; answers and handles many of the standardized questions and inquiries.
- Assists with the maintenance of the City Council Minute books.
- Assists with Accounts Payable filing.
- Other duties as assigned.

Recruitment and Selection Guidelines

- Considerable knowledge of City Personnel policies and procedures.
- Considerable knowledge of personnel records and filing systems and the confidentiality required in maintaining human resources records.
- Considerable knowledge of the application of information technology and office technology to human resource administration and maintenance of documents.
- Knowledge of basic math for payroll and benefits calculations.
- Knowledge of City government including the Council-Manager form of government.
- Some knowledge of the laws and regulations related to human resources and personnel actions and decisions.
- Some knowledge of basic accounting practices.
- Skill in the operation of personal computers at a moderate speed with accuracy.
- Ability to maintain complex files and records relating to various City functions.
- Ability to communicate effectively in oral and written forms.
- Ability to establish and maintain effective working relationships with elected officials, City management, department heads, City employees and the general public.
- Ability to use confidentiality, tact and courtesy in dealing with City employees and the general public.
- Ability to meet deadlines.
- Accuracy in the performance of duties.

Physical Requirements

- Must be able to perform the basic life operational skills of stooping, kneeling, reaching, walking, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently and constantly to move objects.
- Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal and type, proofing human resources pay and employee actions, and extensive reading.

Desirable Education and Experience

Graduation from high school supplemented by some experience in human resources, payroll, or insurance/benefits, preferably in a public organization or an equivalent combination of education and experience. Prefer graduation from a two-year community college or business school with an associate degree in human resources, accounting or business and experience in human resources; or an equivalent combination of education and experience.

December 2020 Communication Report

By Joshua Harris, Director, Communication & Public Information 1/8/2021



LENOIR
NORTH CAROLINA

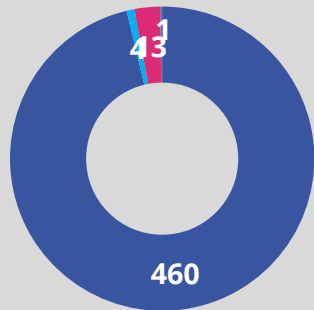
CONTENT CREATION

News Releases	Photos	Videos	Radio Spots	Social Posts	Notify Me	Q&A	eSign
8	83	2	1	94	16	21	5

PUBLIC ENGAGEMENT

New Followers

478



Facebook Twitter
Instagram City Alerts

Social Reach

57,473

Facebook 52,128
Twitter 4,955

Video Views

5,333

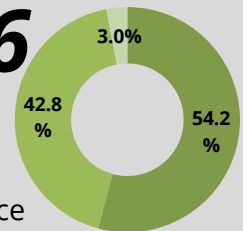
Facebook 2,325
YouTube 3,008

Website Views

32,806

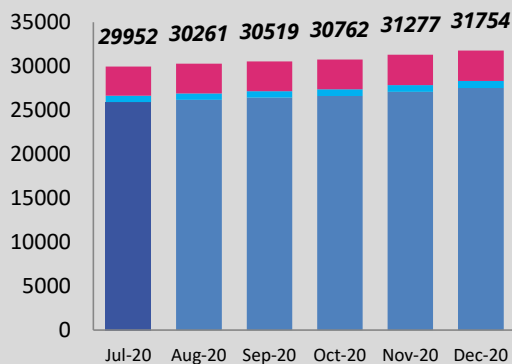
Top Pages

- 1 Payment Options
- 2 Water & Sewer Service
- 3 Jobs
- 4 Garbage Collection
- 5 Holiday Collection Schedule
- 6 Police
- 7 Wastewater Treatment Plant Operator

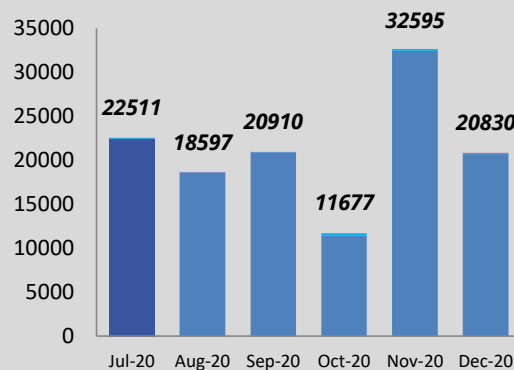


Mobile
Desktop
Tablet

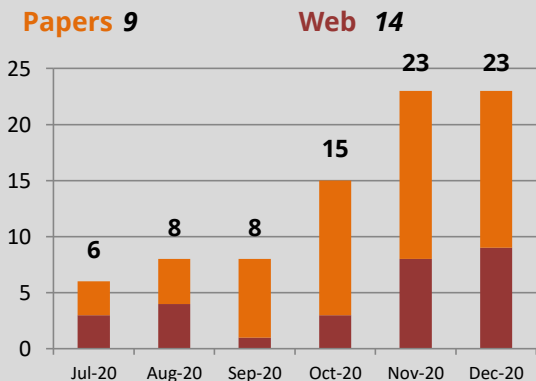
Total Followers



Social Engagement



Media Coverage





Top Facebook

Reach: The number of people who saw the post on their feed

Engagements: Reactions, comments, shares, photo/video views, and clicks

Total Facebook Followers

27,524

Last Month 27,064

Gain **460**

City of Lenoir Police Department
Published by Police Dept · December 8, 2020 ·

12/17/2020: Update to Original Post
Mr. Taylor has been located and is safe. Thanks to everyone who assisted.

Original Post from 12/8/2020 follows:
The Lenoir Police Department is asking the public's help to locate a missing person. Jerome Taylor, 72, was last seen near his residence on the 1100-Block of Fairview Drive in Lenoir on 11/30/2020. He may be in the area of Hickory, NC. He was last seen wearing a dark jacket and blue jeans, carrying a cane. If you have information about Taylor's location, please call the Lenoir Police Department at 828-757-2100.



22,934 People Reached 1,732 Engagements [Boost Post](#)

👍👎🗨️ 43 19 Comments 620 Shares

	Paid	Organic	Rate
Reach		22,934	
Engagements		1,732	8%
> Comments		19	
> Shares		620	

City of Lenoir Fire Department
Published by Tucker Price · December 2, 2020 ·

Last night, Units were dispatched to a Motor Vehicle Accident with injuries on Creekway Drive. Units arrived on scene to a single vehicle accident with the car well involved in fire. Both patients were removed from the vehicle and air lifted due to injuries. Strong work by everyone on scene to mitigate the situation and a special thanks to Caldwell County EMS, AirCare, MEDCenter Air, Lenoir Police Department, Caldwell County Sheriffs Office, and Keen Towing



20,413 People Reached 5,476 Engagements [Boost Post](#)

👍👎🗨️ You and 233 others 22 Comments 152 Shares

	Paid	Organic	Rate
Reach		20,413	
Engagements		5,476	27%
> Comments		22	
> Shares		152	

City of Lenoir, NC Government
Published by Joshua Harris · December 30, 2020 at 9:30 AM ·

After providing six years of exemplary service to the [City of Lenoir Police Department](#), and providing his handler and family six years of love and companionship, Police K9 Axel passed away yesterday, Tuesday, Dec. 29, 2020, due to cancer. Read more at <https://bit.ly/38HIDi0>.



City of Lenoir, NC Police K9 Axel passes City of Lenoir, NC Police K9 Axel passes

5,833 People Reached 826 Engagements [Boost Post](#)

👍👎🗨️ You and 143 others 21 Comments 39 Shares

	Paid	Organic	Rate
Reach		5,833	
Engagements		826	14%
> Comments		21	
> Shares		39	



Top Tweets

Impressions: Times people saw this Tweet on Twitter

Engagements: Times people interacted with this Tweet

Total Twitter Followers

782

Last Month

778

Gain

4



City of Lenoir, NC @CityofLenoir

Public Works staff will finish up round 1 of the City's leaf collection service this week. Crews are about a week behind, but plan to catch up soon. Residents will get 2 more leaf pickups, one in December and one in January. For more information, visit

<https://www.cityoflenoir.com/210/Yard-Waste-Collection> pic.twitter.com/5h1hBbQ3NC

Impressions

438

Total engagements

7

Media engagements

7



City of Lenoir, NC @CityofLenoir

City of Lenoir employees set out roughly 8,000 luminaries Friday morning at Blue Ridge Memorial Park. The annual Luminary Display at Blue Ridge Memorial Park starts tonight at 6:00 p.m. Read more at <http://bit.ly/2LkKYGo> . pic.twitter.com/8qsMr9ol4M

Impressions

347

Total engagements

26

Media engagements

15

Link clicks

3

Detail expands

3

Retweets

2

Likes

2

Profile clicks

1



Reach a bigger audience

Get more engagements by promoting this Tweet!



Top Instagram

Likes: The number of people who liked the post on their feed

Total Instagram Followers

3,448

Last Month 3,435

Gain **13**

Likes **139**

Comments **15**



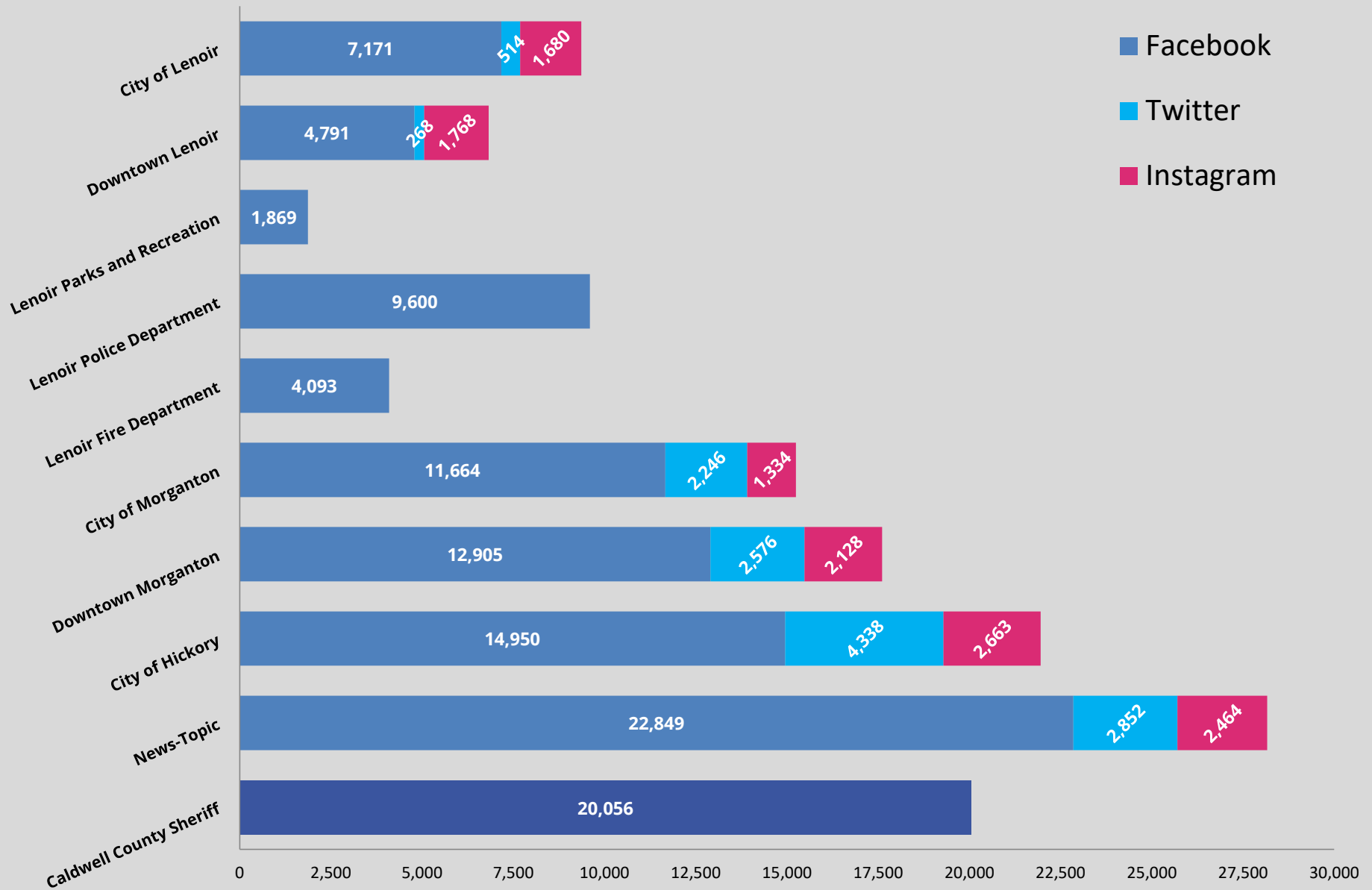
Likes **92**

Comments **4**



Social Comparison

The chart below compares Lenoir's social accounts with surrounding organizations.





Questions and Requests

21

Bulk Garbage 49

Garbage Pickup 50

Cart Issue 8

Extra Cart 24

Payment Plan

Records Request

Total Requests 131

I need to make a change in my current water utility bill, I am currently in the process of moving

Thank you for keeping us informed. I do not have leaves to be picked up going forward but I will have street light has been out for 6-8 months, near 410 Stonecroft Dr SE, Lenoir, NC 286454

We have a neighbor that is dumping garbage and building stuff behind his house

I need to obtain confirmation of an individual's employment, and pay rate, please. Date of hire and po

The bill which is due on 12/14/2020 for this account has a (\$340.00) previous balance credit for which we have no records. Please reply with the o

My yard waste container might be green, but don't want out for a Christmas decoration. This is the 3rd day at the road and not yet picked up

Loud animals a lot of cats/dogs unattended in my area. I have a neighbor I have reported multiple times for having a dog tied out literally howling

Hi there, my name has changed back to my maiden name after my divorce.

There is a safety issue at the junction of Calico road and Morganton Blvd .

Can an old loveseat and flattened boxes be placed for bulk garbage collection?

I like the Christmas light show on the square in Lenoir okay, but just once I would love to see the town lit up with the old nostalgic lights and deco

The trash in my neighborhood didnt get picked up on Friday.

seen where they are looking for trash cans could cause them to be stolen

Why are the illumaries not lit

How much does it cost to use one of the convenience sites?

Does the city do a drive by with Santa on a fire truck. I live in the city limits no have never been aware that they do this

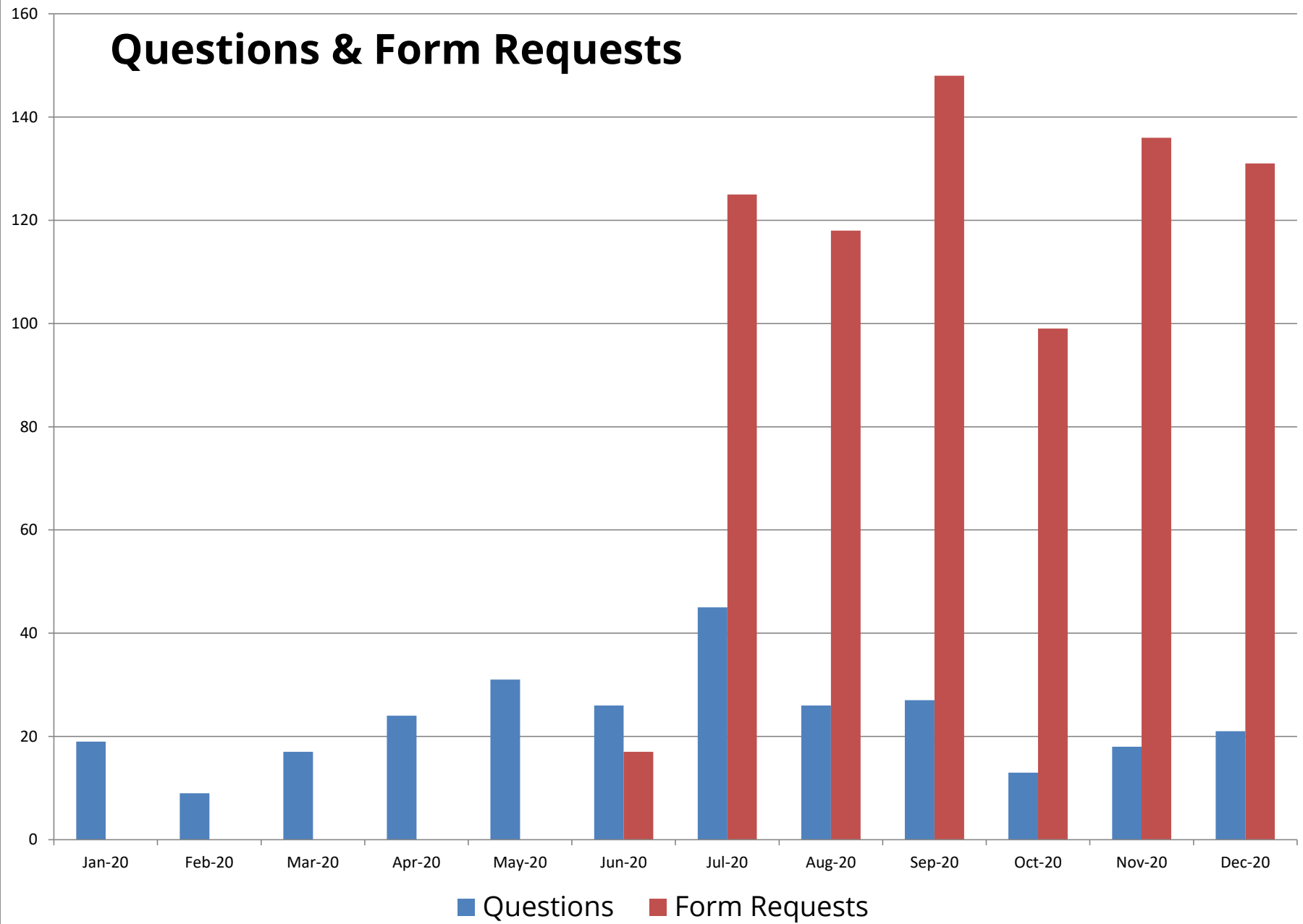
Why did I sign up for alerts on city services and for some reason I can't get a straight answer on when or if I will have water service tonight on Har

I have a question about a zoning

new to Lenoir, concerned about some tree clearing

When do you open back up?

Questions & Form Requests



February 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 6:00 p.m. City Council	3 9:00 a.m. Staff Meeting	4	5	6
7	8 Noon - City/County Services Committee (Virtual)	9 8:00 a.m. EDC (Virtual)	10	11 6:00 p.m. Lenoir Business Adv. Board (Virtual)	12	13
14	15 6:00 p.m. Recreation Advisory Board (Mulberry Rec. Cntr)	16 6:00 p.m. City Council	17 9:00 a.m. Staff Meeting	18	19	20
21	22 5:30 p.m. Planning Board (Virtual)	23 8:30 a.m. Committee of the Whole	24 Noon - Foothills Regional Airport Authority (Virtual)	25	26	27
28						
		Notes for March				