

Committee of the Whole
Tuesday, January 24, 2023

**COMMITTEE OF THE WHOLE
CITY HALL, THIRD FLOOR
TUESDAY, JANUARY 24, 2023
8:30 A.M.**

Present: Mayor Joe Gibbons, Kent Greer, Ike Perkins, Jonathan Beal, and Ralph Prestwood.

Absent: Mayor Pro-Tem Crissy Thomas and Councilmembers Todd Perdue and David Stevens.

Staff Present: City Manager Scott Hildebran, City Clerk Shirley Cannon, Finance Director Donna Bean, Economic Development Director Kaylynn Horn, Public Services Director Radford Thomas, Public Works Operations Manager Jon Hogan, Public Utilities Operations Manager Jeff Church, Parks & Recreation Director Kenny Story, Fire Chief Ken Hair, Police Chief Brent Phelps, Downtown Engagement Coordinator, Matthew Anthony, Interim Planning Director Hannah Williams, and Communications Director Joshua Harris.

Others: ABC Board Chair Jerry Brooks, General Manager Mike Suddreth, John Tye, Steven Stewart, and CPA Steve Huntley. DRL Group Members are Christina Kruise, Yogesh Saoji along with Mike Norris, McGill Associates.

I. Mayor Gibbons welcomed everyone and called the meeting to order.

II. Citizen Comment

III. ABC Board Annual Audit: The members of the ABC Board met jointly with City Council to present their annual audit report. Chairman Jerry Brooks reported the City of Lenoir received a \$500,000 distribution, which is the highest distribution amount the City has ever received.

Next, Steve Huntley, CPA, presented an overview of their annual audit report, which was conducted by the firm of Benson, Blevins & Associates, P.L.L.C. (A copy of the audit report is on file in the City Clerk's office).

Mr. Huntley presented the following information:

• Net Sales	\$3,983,043
• Gross Profit	\$1,287,567
• Net Assets Ending	\$1,376,949
• Net Position	\$1,015,210

Next, Mr. Huntley presented the distribution of income:

→ City of Lenoir \$ 500,000

→ Caldwell Schools \$ 60,154
→ Law Enforcement \$ 25,822
→ Alcoholic Education \$ 36,151

In addition, Mr. Huntley reported the change in net position increased from \$971,110 to \$1,015,210 and the Board distributed a record amount of over \$500,000. The Board's rate of return on investments is 6.5%. Mr. Huntley reported that all ABC stores across the state are experiencing great sales. He further shared he has announced his retirement and this will be his last year serving as the ABC Board's accountant.

On behalf of City Council, Mayor Gibbons congratulated Mr. Huntley upon his upcoming retirement and thanked the ABC Board for the great report.

- IV. DLR Group Presentation: Ms. Christina Kruse, Market Analysis & Engagement, Yogesh Saoji, Planning & Urban Design, and Mike Norris, Landscape Architect, McGill Associates, presented information regarding the Master Plan for Downtown Lenoir featuring The Campus and Farmer's Market.

Mr. Saoji stated he looks forward to working with everyone on this project. Mr. Norris also stated he is excited to be working with the City of Lenoir again.

Ms. Kruse explained the DRL Group consulting firm will launch the engagement plan during the first quarter of 2023 and complete the plan during the coming months. The goal of strategic downtown master planning is to assist the City of Lenoir, Main Street, Downtown, Economic Development or planning organization in developing and refining the community's vision for their area of responsibility, the organization's role in making that vision a reality, set several key organization goals for the coming years and create an implementation plan to achieve the goals. This plan engages the local organization, community and appropriate state and regional level partners and stakeholders. Having a Downtown Master Plan in place also helps to clearly communicate to potential grant funders the goals and direction of the City's program and commitment. (A copy of the plan is on file in the Economic Development Director and Event Coordinator offices.)

Items of discussion

Plan Objectives

Key Planning Lenses

Current Plans & Initiatives

Relevant Awards & Activities

Planning Process & Project Schedule

Community Outreach & Engagement

Phase 1 Community Outreach & Engagement

Tasks & Deliverables

Next Steps include the following:

- Synthesizing community outreach and engagement comments
- Draft project website
- Existing Conditions Analysis
- Program Analysis and Development Trends
- Existing Documentation & Review of Campus Facilities
- Market Assessment

Mr. Saoji shared the goal of the plan is to understand the issues and how to address them. Ms. Kruse also mentioned the timeline for the planning process is eleven months. Mr. Saoji stated Phase I will consist of steps to carry out the plan, mapping and designating open spaces. Next, the group will prioritize projects before drafting a final downtown plan.

On behalf of City Council, Mayor Gibbons thanked them for the good report.

IV. Committee Items:

A. Update; Public Services: Radford Thomas, Public Services Director, presented the following update regarding current projects.

1. Some of the Brownfields grant fund will be used for environmental assessment at the LHS Campus.
2. Waiting on notification of grant applications from the state for the Zacks Fork and Arrowood Bridge projects.
3. The AIA water and sewer studies for the improvements project is underway.

B. Update; Public Utilities-Jeff Church

1. Staff has begun the annual Capital Improvement Project (CIP) process with McGill Associates this week.
3. Staff is continuing to work with Mueller to address automatic cut on/off issue. Progress is being made.
4. The flash mix basin project for the water plant is in the design process. McGill has the project.
5. The water improvement project is in the design phase. Once the project is further along, staff will reach out to customers to prepare them for the new pressure increase.
6. The Smith Crossroads project is ongoing. Staff has requested the contractor to finalize everything on the town side of Smith Crossroads before moving to the Hibriten side of the crossroads.

E. Update; Public Works-Jon Hogan reported on the following items:

Operational:

1. Fall paving is complete.
2. Leaf season was completed ahead of schedule, we will continue to mop up until January 31st.

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3. Compost Day will be held on Saturday, April 1st. Rain date will be Saturday, April 15th.

Projects:

1. Hospital Avenue Sidewalk Project – Plans have been reviewed and comments made. Corrections were made based on review and resubmitted to NCDOT on 1/3/2023.
2. LFD Infrastructure Failure-Catawba Valley Engineering and WK Dickson are working on package to bid out for bid, based on the four options presented.
3. Greenway Culvert (Red Roof) - Working with McGill on bid package. Looking to advertise the second week in February.
4. Smith Crossroads Sign- Working with NCDOT and Destination by Design on required documentation. Valmead Gateway sign in process of being removed (per agreement with NCDOT). Sign and lights have been removed. Will remove columns this week.
5. EV Charging Station- Awaiting site meeting and quote from National Car Charging.
6. 2023 Paving - iWorQ company was contracted in December and has completed an updated Pavement Assessment to better prioritize spring/summer 2023 paving.
7. City Hall Improvements: Building quote received. Meeting with Jessie Plaster today 1/24/2023 to assist with obtaining quote for window replacement.
8. LPD Stormwater Issue- We are currently investigating this issue. Western Carolina Surveyors have been contracted for survey and survey map. Scheduled to meet with Catawba Valley Engineering on 1/26/2023 to take a look at the issue.

V. Community Development

A. Lenoir Business Advisory Board: The Lenoir Business Advisory Board did not meet in January. A report was not given at this time.

- B. Planning Board: Interim Planning Director Hannah Williams reported the Board of Adjustment met on Monday, January 23. She presented the following information:
- The vacant property on Stage Street would require a variance for any new development. The prior structure was demolished in 2010.
 - Staff is currently working on zoning revisions.
 - There are 18 permits pending for the Summerhill Street.
 - Discussed the site plan reviews of Planet Fitness at the old Walmart site, the Quality Oil gas station on Cajahs Mountain Road and the a scrape and rebuild AJ's Steakhouse. It was noted that sidewalks would be required and NCDOT would have to permit this project.
 - The mobile home park inspections letters were mailed out this week.
 - A bid was received for a 4' City owned parcel adjacent to 118 H. Lewis Price Street.
 - Currently coordinating with the Fire Marshall regarding permitting residential units within commercial buildings.
 - Setting up a meeting with Caldwell County Building Inspections to improve communication and efficiency between departments.

City Manager Hildebran commended Ms. Williams for the great job she is doing while filling in as Interim Planning Director.

D. Parks & Recreation Advisory Board: The Parks & Recreation Advisory Board met on Monday, January 23. Parks & Recreation Director Kenny Story, presented updates on the following items:

- Basketball season began Monday, January 9 and is going well. There are 14 teams with 150 youth participating.
- Baseball/Softball registration begins February 1 and ends on March 10.
- CCC&TI Women's Softball Team has started practice at Optimist Park. The first home game is scheduled for Saturday, February 11 at 1:00 p.m.
- The Lenoir Aquatic Fitness Center has hosted 8 high school swim meets for the season.
- The Martin Luther King, Jr. (MLK) Center hosted Martin Luther King, Jr. Day on Monday, January 16 at 3:00 p.m. Around 150 people attended the event.
- Mack Cook Stadium Lights: Poles and lights are in place, but the wiring still needs to be completed. The project has been delayed by weather, but Staff hopes to complete the project in the next few weeks.
- Staff continues to work on getting the Parks & Recreation Trust Fund Grant started at the Lenoir Aquatic & Fitness Center. Staff will be meeting with several contractors over the next two weeks to discuss details of the project.

VI. Finance and Administration

A. December Financial Summary: Finance Director Donna Bean discussed the Financial Summary as of December 31, 2022. The over/under balance in the General Fund is \$4,244,633.11, Downtown District (\$182,417.64) and Water & Sewer Fund \$2,001,030.29).

Director Bean stated revenue is at 72% of projections in the General Fund due to sales taxes and expenditures are at 51%. The expenditures include implementing the new pay plan, capital improvement projects along with the cost of several repairs.

In addition, Director Bean stated the Downtown District's expenditures are at 11% of their budget due to the purchase of holiday decorations and other items. Director Bean reported she would be moving funds from the General Fund to this budget line.

The Water /Sewer Fund is on target with their revenues which is at 52% and expenditures are 32% due to capital purchases and repairs.

B. Job Description: Police Major: Finance Director Bean reviewed a job description for a Police Major position for the Police Department. She reported a vacancy in the Department was re-activated to a Major position. This change better reflects the needed organizational structure for the Department and provides a clear chain of command in the Chief's absence. This change will also provide a pathway for succession and reflects the structure of many municipalities of similar size in the state.

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Chief Phelps pointed out a major may handle matters such as succession planning and assist with preparing/training Staff for other positions within the Department.

In addition, Director Bean reviewed the updated job descriptions for Police Captain, Communications Supervisor, Fire Chief, Parks & Recreation Director, Planning Director and Planner/GIS Specialist.

A copy of these job descriptions are attached to these minutes as information.

City Manager Hildebran also mentioned these personnel changes would have a nominal impact on the budget.

Motion

Upon a motion by Councilmember Beal, City Council voted 4 to 0 to approve the job descriptions for the position of a Police Major, Police Captain, Communications Supervisor, Fire Chief, Parks & Recreation Director and Planner/GIS Specialist as submitted and as presented by Finance Director Donna Bean.

- C. Update; Public Communications: Joshua Harris, Public Information Officer, presented the Communications Report for the month of November. Director Harris reported there were 11 news releases, 394 photos, 3 videos, 159 social posts, 29 questions & answers and 7 e-sign ups. The website has 455 new followers, social reach is 44,394, and video views 819. There were 44,394 Facebook, Twitter, and Instagram followers.

Director Harris also reviewed the Golden Ticket Winners as submitted by their peers for going the extra mile in providing customer service to the citizens of Lenoir. He further stated that job postings were in the top ten of items reviewed on the website.

Mayor Gibbons also thanked Director Harris for compiling the State of the City presentation that City Manager Hildebran and he presented at the Caldwell Ruritan meeting recently.

VII. Public Safety

- A. Update; Police Department: Brent Phelps, Police Chief, presented a draft Organizational Structure chart to City Council. (A copy of the draft chart is attached to these minutes as information.)

In addition, Chief Phelps briefly discussed the school system requesting School Resource Officers (SRO's) for elementary grades. He shared received a grant but with current staffing and the recent retirements, the Department cannot provide a full-time resource officer at this time. Chief Phelps pointed out an SRO has to earn a General Certificate to work in the school system which takes a year to complete.

Chief Phelps reported one new officer is completing the Basic Law Enforcement Training course and three others have finished their training. Also, the Department is focusing on internal communication and ways to improve. Several retirees are working part-time two

days per week, four hours per day in the school system plus an officer is patrolling the Greenway.

Chief Phelps briefly reviewed the Department's 4th Quarter Report for October, November & December. He reported the Department will begin to offer the Citizens Academy again and mentioned he would like to start a Student Academy. Chief Phelps said the Town of Hudson and other municipalities offer this program.

Chief Phelps said a Retirement Reception is scheduled for Tuesday, January 31 at 3:00 o'clock for Brett Ingram and possibly Brian Smith will be attending.

B. Update; Fire Department, Quarterly Report: Fire Chief, Ken Hair, reviewed information in the Department's 4th Quarterly Report for October, November & December as follows:

- * Reported structure fires have doubled from last quarter. The Department has responded to 12 this quarter.
- * Medical calls were down slightly, but EMS lift assistance doubled.
- * Response times remained about the same (3.5 minutes) from time of dispatch is the average on scene time for the entire Department.
- * One firefighter resigned in December, but the Department has filled all vacant positions as of January 8, 2023.
- * Staff is currently hosting Fire and Life Safety Educator classes at Station 2 for the next few months.
- * Station 2 generator has been repaired after several attempts from Building Maintenance and two outsourced contractors.
- * Ladder 1 fire apparatus, our newest truck, is currently still out of service. Staff at a garage in Catawba County are working to repair it.
- * The part-time Fire Inspector Program is going well and deemed successful. Previously, Staff was averaging 40 inspections a month and now they are averaging over 100 per month.

Chief Hair thanked City Council for allowing him to serve as Fire Chief and expressed appreciation for all of their support. He also thanked Council for everything they did for him personally over the years.

Mayor Gibbons remarked that City Council is proud of Chief Hair and everyone has enjoyed working with him. Mayor Gibbons said Chief Hair will be greatly missed.

VIII. OTHER

- A. The February calendar was included in the packet as information listing committee meetings and upcoming events.

IX. ADJOURN

There being no further business, the meeting was adjourned at 10:25 a.m.

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Attachments

December Financial Summary

Job Descriptions

Draft Organization Chart (Police Department)

Recommendation

Recommendation: Based on input from the Department Head, staff recommends the following changes.

To Be Effective 2-1-2023

Department	Current Title	Proposed Title	Recommendation	Current Grade	Proposed Grade
Job Responsibilities -Re-Organized - Change Pay Grade					
Police	Communications Supervisor	Major	Recommend converting the Communications Supervisor position to a Major's position. The Major's position is a re-activation. This change better reflects the needed organizational structure for the Police Department and provides a clear chain of command in the Chief's absence. It will also provide a pathway for succession and reflects the structure of many municipalities of similar size in the state.	25	45

POLICE MAJOR

GENERAL STATEMENT OF DUTIES

Performs responsible administrative and supervisory work in planning the activities of the Police Department.

DISTINGUISHED FEATURES OF THE CLASS

The position is second in command to the Chief of Police and has supervisory authority and responsibility over all other positions within the agency. The position of major serves as a part of the department command staff which consists of the Chief of Police, Major and three Division Captains that works cooperatively in a group forum to resolve departmental issues. Tact and firmness are needed in public contact. Independent judgment and initiative must be exercised. The incumbent is subject to the usual hazards of police work, and is evaluated by reviewing records and reports, and by observation and conference.

DUTIES AND RESPONSIBILITIES

- Serve as second in command to the Chief of Police and serves as departmental officer in charge in the absence of the Chief of Police.
- Serve as field commander for all major emergency operations that cross-divisional lines.
- Serve as the field commander in charge of all tactical operations.
- Supervise Division Commanders by annual performance evaluations as well as day-to-day evaluation/discussion of problems within divisions.
- Serve as a liaison between the Office of the Chief of Police and Division Commanders concerning operational, personnel and disciplinary matters.
- Act as an advisor to Division Commanders on operational matters.
- Coordinate policing efforts between divisions.
- Advance department community policing philosophy by being active within various neighborhood organizations as the department representative.
- Advance professional relationships between the department, city residents and the business community in the city.
- Supervise departmental budgeting processes and expenditures.
- Manage State and Federal forfeiture accounts for the office of the Chief.
- Coordinate internal affairs investigations in conjunction with the Chief of Police.
- Coordinate new projects and assignments such as grant funding acquisition.
- Coordinate with Division Commanders on initial applicants for continuation in the hiring process.
- Other duties as directed by the Chief of Police.

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the techniques of police administration and modern police methods and procedures.

- Thorough knowledge of scientific methods of crime detection, criminal identification, radio communications, and record keeping.
- Thorough knowledge of federal, state, and local laws, statutes and ordinances pertaining to law enforcement.
- Thorough knowledge of departmental policies and procedures.
- Ability to provide vision and clarify mission and to lead and inspire confidence among subordinate officers; skill in team building, counseling, coaching, motivation, communication, and performance evaluation with subordinates.
- Ability to act with sound judgment in routine and emergency situations.
- Ability to plan and direct special programs and events related to law enforcement.
- Ability to build and maintain cooperative and effective public relations with the citizens.
- Ability to inspire confidence and calm control in emergency conditions.

PHYSICAL REQUIREMENTS

- Must be able to physically perform the basic life operational functions of standing reaching, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing and repetitive motions.
- Must be able to perform medium work exerting up to 50 pounds of force occasionally; 10-20 pounds frequently and/or a negligible amount of force constantly.
- Must possess the visual acuity to prepare and analyze data, details and differences when observing people, places, or things, operate a computer terminal, and perform extensive reading.

DESIREABLE EDUCATION AND EXPERIENCE

- Training and experience requirements as established by the State of North Carolina; must possess an Advanced Training Certificate from Criminal Justice Training and Standards division.
- Successfully graduated from a professionally recognized executive leadership program, i.e.: FBINAA, AOMP, Southern Police Law Institute
- Preferred command level experience in both patrol and investigative operations.

SPECIAL REQUIREMENT

- Possession of valid North Carolina driver's license.
- Possession of North Carolina general law enforcement certification or ability to obtain within specified time frame.

COMMUNICATIONS SUPERVISOR

GENERAL STATEMENT OF DUTIES

Serves as one of the two Supervisors for the Communications Center. Performs duties relating to the leadership, management, and training of the Communications Center Employees. Performs responsible clerical and public safety work dispatching emergency police calls and maintaining section records.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class serves as supervisor for the telecommunications section, assuring employee training, conducting performance evaluations, schedule employees and replacements, performing basic maintenance on equipment and auditing DCI records for appropriate usage. The employee also serves as Telecommunicator and receives incoming routine and emergency police and public utilities calls, dispatches proper personnel for assistance, and maintains contact with police units. Work involves frequent public contact that requires tact, firmness and decisiveness in obtaining necessary information from people who are under extreme stress. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions from administrative and sworn personnel. Work is evaluated through observation, discussion and review of reports and through feedback from officers in the field.

DUTIES AND RESPONSIBILITIES

Essential Duties and Tasks

- Serves as front line supervisor for Communications Section, serves as training officer working closely with new Telecommunicators as they learn the job; observes work and gives feedback; tests employees periodically; documents training phases;
- Schedules staff employees and calls in other workers in emergencies; schedules part-time workers; approves leave; fills in for staff on other shifts as needed; acts as primary Telecommunicator for major incidents.
- Sits on boards to provide input into hiring process.
- Evaluates performance of Telecommunicators; counsels employees and recommends disciplinary actions when needed.
- Collects data and completes reports on division activities.
- Drafts policies on Telecommunications procedures.
- Maintains DCI hot files and validating files; serves as Terminal Agency Coordinator and/or Assistant Terminal Agency Coordinator.
- Performs basic maintenance on computer, radio and other equipment.
- Receives routine and emergency telephone calls and personal requests for assistance on multiple lines concerning crimes, city services including utilities, or general information; obtains needed information concerning nature of problem; dispatches police and after-hours utility calls; transfers other emergency and non-emergency calls to proper location.

- Operates Division of Criminal Information (DCI) terminal to send and receive messages regarding criminal histories, vehicle identification, and to report crimes and provide information to officers.
- Finds phone numbers, names and addresses and other information requested by officers.
- Maintains database and communications logs and reports including the nature of calls, actions taken and the times involved.
- Performs data entry to enter various work activities and other information into data base; types' correspondence and documents; copies information as needed.
- Answers non-emergency lines and provides information on departmental services; transfers calls to department staff; provides information to the public over the telephone concerning a variety of City services.
- Updates CAD records with new addresses, businesses, and other information.
- Receives calls for public works and water/wastewater services on weekends and dispatches on-call staff.
- Answers Crime Stoppers line and takes information on suspects or crimes; enters information into the records system.

Additional Job Duties

- Performs related duties as required.

RECRUITMENT AND SELECTION GUIDELINES

Knowledge, Skills, and Abilities

- Considerable knowledge of leadership principles coupled with the ability to apply these principles in a supervisory capacity (i.e. leads by example).
- Considerable knowledge of the operations of a public safety communications system and related Federal Communications Commission regulations.
- Considerable knowledge of the geographic layout of the City, and the location of streets, important buildings, and other landmarks.
- Good knowledge of grammar, spelling, and vocabulary.
- Ability to conduct new employee training.
- Ability to work simultaneously on different calls with different agencies and staff.
- Ability to accurately receive and clearly transmit radio communications.
- Ability to assess people and situations, to apply sound judgement, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.
- Ability to follow oral and written instructions.
- Good written and verbal communication skills.
- Ability to perform data entry at the proper speed and accuracy.

Physical Requirements

- Must be able to physically perform the basic life operational functions of stopping, reaching, lifting, fingering, grasping, talking and hearing.
- Must be able to perform light to medium work exerting up to 50 pounds of force occasionally; and 10-20 pounds of force frequently to move objects.

- Must possess the visual acuity to operate computer equipment, make visual inspections, use a computer, and to maintain and review manual and computerized records.

Desirable Education and Experience

- Graduation from high school and considerable telecommunications experience; or an equivalent combination of education and experience.

Special Requirement

- Certification by the State of North Carolina as a DCI Operator.
- Valid North Carolina Operator's License and/or the ability to respond and/or report to duty on short notice.
- Willingness to work nights, weekends, and holidays.

POLICE CAPTAIN

General Statement of Duties

Performs managerial and administrative law enforcement work directing the operations of a group of employees and program supervisors in the Police Department.

Distinguishing Features of the Class

An employee in this class performs specialized law enforcement protection duties and administrative work in the coordination, planning, review and supervision of the activities of their assigned division. The Captain has direct supervision of division activities including supervising Lieutenants, Sergeants, and other sworn and non-sworn staff. Work includes including investigating complaints from citizens concerning department policies or officer conduct; problem-solving with employees who direct squad or unit programs and activities; assuring quality control and researching new and revised policies and procedures; coaching supervisors for performance; assuring maintenance of a variety of departmental records; planning for and administering departmental technology efforts, and assisting the Chief in researching and implementing improvements in departmental services. Work involves frequent public contact requiring tact, firmness and decisiveness. The employee is subject to hazards in law enforcement work including working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as dangerous persons, loud noises, hazardous spills with fumes, oils, gases or flammable liquids. Law enforcement duties are also subject to the final standards of OSHA on bloodborne pathogens. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions. Work is performed under the general supervision of the Major and the Police Chief and is evaluated through observation, discussion and review of reports.

Duties and Responsibilities

Essential Duties and Tasks

- Assists the Major and Police Chief with departmental supervisory and administrative work; assists with decisions in unusual situations as circumstances permit; acts as Police Chief in Major's absence.
- Develops work assignments, coordinates activities and commands the overall activity of the division assigned, working through subordinate supervisors; reviews work of the division for proper and applicable law enforcement techniques and monitors results.
- Coaches supervisors on problem-solving; observes field performance and provides feedback; investigates citizen concerns about department policy and performance; evaluates supervisors' performance and assures officer performance is fairly evaluated.
- Conducts research to improve services and evaluate effectiveness; develops new and revised operating procedures; communicates revisions and implements changes in practices.
- Receives and investigates general complaints from the public and complaints on officers and reports findings to the Major; conducts internal affairs investigations.
- Prepares budget for the division; monitors resources and expenditures throughout the year; assures the maintenance of vehicles, weapons, and equipment.
- Administers personnel and prepares a variety of records and reports; schedules employees to shift; approves leave requests; monitors use of overtime; prepares weekly time sheets for payroll.
- Assures clear lines of communication between command staff and line officers and that

Police Captain
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- departmental policy, procedures and practices are clearly transmitted and understood.
- Reviews reports for accuracy and completeness.
- Participates in the interviewing and selection process with new officers and promotional processes; oversees the training of new employees in basic law enforcement and the field training for orientation to the department; coordinates in-service training and certification of department personnel
- Participates in line activities when staff shortages or emergencies dictate.

Additional Job Duties

- Represents the department on various Town and intergovernmental groups; answers media questions.
- Performs related work as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of state and federal laws, local ordinances and policies of the police department.
- Thorough knowledge of law enforcement principles, practices, methods and equipment.
- Thorough knowledge of modern and effective supervisory practices of motivation, communication, counseling, discipline, and performance evaluation.
- Thorough knowledge of the organization's personnel policies, budget and purchasing procedures, and effective supervisory practices.
- Working knowledge of the application of computers and technology to law enforcement work.
- Skill in the use of firearms and other police equipment as required to maintain state certification and comply with state mandates.
- Skill in supervision and management
- Ability to act with sound judgment in routine and emergency situations.
- Ability to communicate effectively in oral and written forms.
- Ability to present effective court testimony and make public presentations.
- Ability to prepare clear and concise administrative and activity reports.
- Ability to build and maintain cooperative and effective public relations with the citizens, department staff, and City officials.

Physical Requirements

- Must be able to physically perform the basic life functions of standing, walking, hearing, kneeling, reaching, feeling, grasping, pushing and pulling, bending, climbing, crawling, fingering, and performing repetitive motions.
- Must be able to perform medium work exerting up to 50 pounds of force occasionally; 20 pounds of force frequently; and 10 pounds constantly.
- Must possess the visual acuity to operate a police vehicle and distinguish details and differences when observing people, places, or things in law enforcement work; and to prepare and review a variety of records and reports.

Desirable Education and Experience

- Graduation from college with degree in criminal justice supplemented by law enforcement training and extensive law enforcement experience including considerable supervisory experience; or an equivalent combination of education and experience.

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Special Requirements

- Valid North Carolina Driver's License; advanced police officer certification preferred.

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FIRE CHIEF

General Statement of Duties

Performs responsible managerial, administrative and supervisory work in directing the activities and personnel of the City's Fire Department.

Distinguishing Features of the Class

An employee in this class directs a variety of departmental activities including fireground operations, emergency medical and rescue operations, fire inspection and code enforcement, and fire prevention in protecting the lives and property of the citizens. The Chief supervises the departmental staff, prepares and monitors the budget, plans and evaluates work operations, and directs the hiring, training and counseling of personnel. The Chief evaluates the need for new equipment and programs, ensures a program of fire prevention, inspections, and fire investigations. The employee attends major fire calls and may take command at the site; consequently, skills must be maintained in the use of firefighting and fire equipment operation. The employee is subject to hazards associated with firefighting including working in both inside and outside environments, in extreme cold weather, and exposure to various hazards such as exposure to high heat, exposure to chemicals, and in the proximity to moving mechanical parts, electrical current, and working in high places. Employee may be exposed to atmospheric conditions and human body fluids and thus covered by the OSHA bloodborne pathogen rules and regulations, may be required to wear a respirator, and may be required to work in close quarters. Considerable judgment and expertise are required in directing departmental activities especially in training and setting and monitoring work standards. The position is considered a safety sensitive role. Work is performed under the supervision of the City Manager and is evaluated through observation, conferences, and written reports concerning the quality and effectiveness of firefighting methods and techniques.

Duties and Responsibilities

Essential Duties and Tasks

- Plans, organizes, and directs departmental operations and establishes overall departmental policies on fire and related matters; develops and evaluates short and long-range goals.
- Works with staff to assure effective firefighting operations and to maintain sufficient level of preparedness and training.
- Maintains an awareness of personnel, property, and operations of the department; analyzes and takes action on such information in order to improve departmental operations; evaluates work performance; reviews work objectives and expectations.
- Monitors and evaluates fire prevention programs, risk reductions programs, inspections, and fire investigations and ensures that programs are ongoing; seeks out and attempts to correct places and conditions dangerous to the safety of City citizens from fire.
- Prepares budget projections of anticipated expenditures and needs for the department; assigns personnel and equipment; evaluates the need for the repair of existing or the purchase of new apparatus and requisitions equipment and supplies.
- Prepares and reviews operational and administrative reports.
- Directs and participates in the hiring, promotion, discipline, and evaluation of departmental employees.
- Ensures the development of new or the modification of existing policies, procedures,

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- and/or standards.
- Develops an intergovernmental relationship with local, county, state, and federal agencies.
- Makes presentations to civic clubs and organizations on departmental operations.
- Attends training required to maintain certifications.
- Coordinates, directs and supervises fire suppression and other emergency incidents using incident command system.
- Supervises fire suppression personnel.
- Evaluates department effectiveness levels in order to determine whether goals and objectives are being met.
- The Fire Chief is responsible to investigate the cause, origin, and circumstances of every fire occurring in the City of Lenoir in which property has been destroyed or damaged, and shall specifically make an investigation whether the fire was a result of carelessness or design, in accordance with N.C.G.S. 58-79-1.
- Attends schools, seminars, meetings and conventions.
- Develops general guidelines, standard operating procedures, and rules and regulations; develops short, mid-range, and long-term plans.
- Assures that all personnel adhere to standard operating procedures, rules and regulations, and other general orders.
- Coordinates department activities and functions with city government, state, federal and civic organizations.
- Prepares various administrative reports and correspondence related to fire suppression.
- Represents the Fire Department at public functions.

Additional Job Duties

- Responds to alarms and fire calls and may take command of fireground operations; stays abreast of fire operations.
- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of the principles and practices of fire service management and skill in their application and of NFPA Codes and references as well as all applicable standards and guides.
- Thorough knowledge of modern firefighting practices and methods and of the equipment use.
- Knowledge of protocol for on-scene incident management.
- Thorough knowledge of the laws and ordinances that pertain to fire prevention and control.
- Knowledge of the types of industrial and commercial operations in the City and the potential fire hazards; knowledge of the hazards common to the various types of construction, city infrastructure, and the storage of inflammables and explosives.
- Knowledge of city and departmental rules, regulations and policies and procedures.
- Ability to prepare clear and concise reports analyzing departmental operations and to develop and manage a departmental budget.
- Ability to communicate effectively in oral and written forms.
- Ability to effectively supervise and evaluate the work of staff, and to plan, assign, and coordinate activities performed by personnel.
- Ability to exercise sound judgment and react effectively in emergencies.

Fire Chief

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- Ability to speak effectively before a group, to deal tactfully and firmly with the public, and to establish and maintain effective working relationships.

Physical Requirements

- Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, distinguishing between shades of color, and repetitive motions.
- Must be able to perform very heavy work exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.
- Must possess the visual acuity to work with data and figures, operate computer work, operate fire equipment and apparatus, do extensive reading, and observe and inspect the work of others for thoroughness and accuracy.

Desirable Education and Experience

- Completion of a 4 year degree in fire science or related field and completion of advanced courses and seminars in fire administration and fire science and considerable experience of an increasingly responsible nature including supervisory and management experience in the municipal fire service; or an equivalent combination of education and experience.

Special Requirements

- Possession of a valid class B North Carolina driver's license.
- Possession of NC Firefighter certification, NC Driver/Operator certification, Fire and Rescue Instructor, Fire Officer and EMT Basic certification within timeframes required by the City.
- City residency required within 12 months from date of hire.

PARKS AND RECREATION DIRECTOR

General Statement of Duties

Performs managerial and administrative duties in directing the municipal parks and recreation program.

Distinguishing Features of the Class

An employee in this class is responsible for energizing, planning, organizing and directing recreational and athletic programs, community events and parks for the City. The employee provides leadership in strategic long and short-range planning for programs, parks and facilities management and operations; develops goals, objectives, policies and procedures. Work includes budget development and management for continuation and capital expenditures. Employee organizes and manages activities through intervening supervisors including the selection, training, appraisal, and supervision of fulltime, part-time staff and seasonal workers. Sound judgment and discretion as well as initiative and strong interpersonal and communication skills are required. Work requires extensive public contact with other departments, community and civic organizations, school and City officials, and the public. Work is performed under supervision of the City Manager and is reviewed through conferences, reports, and results achieved.

Duties and Responsibilities

Essential Duties and Tasks

- Plans, organizes and directs varied recreational, athletic, and aquatic programs to meet the needs, interests of different ages, genders and groups within the City.
- Establishes goals and objectives for provision of programs, services and activities.
- Engages in long-range strategic planning; develops long-range plans for the provision of facilities and open space for the public.
- Reviews, plans, and supervises the various departmental programs.
- Develops and recommends plans for acquisition, development and maintenance of park and playground areas and for structures and facilities; negotiates with schools and other officials, and contractors on agreements and contracts.
- Serves as liaison to citizen groups; counsels and receives input from community groups, recreation advisory committee, and individuals on parks and recreation interests, needs and problems; utilizes such input for overall planning and programming.
- Manages personnel; supervises work of subordinates directly and through intervening supervisors; ensures appropriate training is provided and that evaluation of performance is fair and consistent; counsels and motivates staff, takes disciplinary action and recommends dismissal as appropriate; follows City policies and procedures.
- Develops, supports, controls and administers department budget; recommends continuation and capital budgets; monitors revenues and expenditures and approves major purchases; requests budget amendments as needed.
- Ensures proper and safe operation of all parks and recreational facilities.
- Guides and oversees promotion program and event publicity and promotion through varied public relation efforts; conducts facility tours; makes presentations to the public or civic groups and participates in radio and television interviews regarding department events and programs.
- Represents the City and department on councils and committees, with the recreation advisory committee and other business and community groups.
- Resolves problem situations with the public as needed.

Parks and Recreation Director
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- Ensures effective scheduling of public events, programs and activities, and rental of facilities to the public.
- Ensures implementation of safety regulations.
- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

- Thorough knowledge of municipal recreation and parks management and administration principles and practices.
- Thorough knowledge of parks and recreation program development and facility management and planning.
- Thorough knowledge of the principles and methods of parks and playground planning and development.
- Considerable knowledge of current literature, trends and developments in the field of public recreation.
- Considerable knowledge of modern and effective leadership and supervisory principles and practices, including coaching, motivation and communication.
- Demonstrated skill in providing leadership and supervising full and part-time recreational, athletic and parks maintenance staff, coaches and officials, etc.
- Considerable knowledge of OSHA safety regulations associated with parks maintenance and recreational activities.
- Demonstrated skill in developing and executing a program of recreational activities.
- Strong leadership, management and supervisory skills.
- Effective communication and interpersonal relationships skills.
- Ability to operate programs effectively from an effective and efficient business perspective.
- Ability to effectively plan, organize, direct and supervise multiple programs and activities.
- Ability to develop and maintain effective relationships with subordinates to promote and maintain high morale and enthusiasm, with superiors, officials, with diverse community groups and the public.
- Ability to express oneself clearly and precisely in oral and written forms.

Physical Requirements

- Must be able to physically perform the basic life operational functions of reaching, standing, walking, lifting, fingering, talking, hearing and repetitive motions.
- Must be able to perform medium work exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force frequently or constantly to move objects.
- Must possess the visual acuity to prepare and analyze budget and activity data and figures, to operate a computer, to read extensively, and to be able to inspect work of others.

Parks and Recreation Director
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Desirable Education and Experience

- Possess a four-year degree in recreation management, exercise physiology, or related field from an accredited university or college and considerable experience of an increasingly responsible nature to include at least five years of supervision in organized recreation work or an equivalent combination of education and experience.

Special Requirements

- Must possession of a valid North Carolina driver's license.
- City residency required within 12 months from date of hire.

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PLANNING DIRECTOR

General Statement of Duties

Plans, organizes and directs a department responsible for comprehensive long and short-range land use planning, site plan review, environmental codes enforcement and GIS.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the work of a staff responsible for comprehensive long and short range planning, land use development, ordinance development, environmental codes enforcement and GIS to ensure the orderly growth and development of the community. Work includes researching and recommending changes to the comprehensive plan; and developing and/or updating and implementing ordinances for zoning, subdivisions, minimum housing, floodplain, nuisances and related ordinances. Work also includes subdivision and site plan review, approval of developmental permits, supervision of environmental codes enforcement, and GIS. The employee serves as the technical advisor to the appointed and elected officials on planning, development, environmental and infrastructure issues. Work requires managerial, professional and technical knowledge as well as the ability to formulate strategic plans and direct progress. Work also requires significant independent judgment and initiative to resolve complex issues that must meet professional standards as well as state and local regulations. The work involves considerable public contact with governmental officials, developers, property owners, and the public and requires the ability to explain technical regulations to individuals, some without technical expertise. The employee makes routine field visits to review project sites. Duties are performed under the supervision of the City Manager and are evaluated through conferences, review of ongoing and completed projects and feedback from officials and the public.

Duties and Responsibilities

Essential Duties and Tasks

- Researches, develops, and recommends comprehensive land use plans and plan changes related to the growth, development, and redevelopment of the City; balances concerns for current and long-range planning efforts; develops and recommends ordinances and ordinance updates for land use and environmental issues.
- Reviews all subdivision and site plans to ensure land use regulations and other requirements are met; issues development permits after approval; monitors permit limits; makes site visits to ensure development projects comply with all applicable requirements.
- Supervises and ensures compliance to development, land use and environmental codes and ordinances including minimum housing, subdivision, zoning, floodplain, and public nuisances.
- Collaborates with the Lenoir Police Department on code enforcement, minimum housing, and nuisance violation situations and makes joint recommendation to the City Manager and City Council regarding abatement.
- Functions as technical advisor to the Planning Board, Board of Adjustment, City Manager and City Council on local planning, development, environmental and infrastructure issues; researches issues, prepares reports, charts, maps, graphs and other illustrative material for presentations; prepares and presents reports and recommendations; implements approved plans.
- Meets with property owners, developers, and other land development professionals to ensure compliance with ordinances and other related governmental land use regulations; responds to inquiries regarding planning and zoning permits.

Planning Director

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- Supervises and participates in the review and update of GIS databases; reviews databases for accuracy, prepares corrections and edits map layers as necessary if staff is unavailable.
- Manages and supervises professional, technical and support staff; interviews, selects, trains and evaluates employees; resolves personnel problems and issues.
- Serves as the primary contact for Stormwater enforcement and questions for the City of Lenoir in partnership with the WPCOG's Stormwater management division.
- Serves on the WPCOG Greater Hickory Metropolitan Planning Organization (GHMPO) Technical Coordinating Committee (TCC).

Additional Job Duties

Performs related work as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of City, State, and Federal laws, ordinances and regulations related to land use, planning, zoning, floodplain and environmental issues.
- Thorough knowledge of the principles, practices and objectives of local public sector planning in areas of land use, environmental and other economic and social matters.
- Considerable knowledge of the City's administrative, budgeting, purchasing and personnel policies and procedures.
- Considerable knowledge of the application of information technology to public sector planning including the use of geographic information systems, database management and mapping protocols.
- Skill in the collection, analysis and presentation of technical data and planning recommendations.
- Skill in facilitating meetings and in working collaboratively with elected and appointed officials, developers, and the community on land use issues.
- Skill in the interpretation of codes and ordinances and their application to specific situations.
- Ability to organize, supervise and direct professional, technical and support staff and perform administrative functions such as budgeting and staffing.
- Ability to write professional, technical planning reports.
- Ability to prioritize, manage and organize a variety of planning activities.
- Ability to work collaboratively to resolve problems.
- Ability to enforce regulations tactfully, firmly and in a consistent manner.
- Ability to express ideas effectively in oral and written forms and make effective public presentations.
- Ability to establish and maintain effective working relationships with City and State officials, developers, property owners, employees and the general public.

Physical Requirements

- Must be able to physically perform the basic life functions of stooping, kneeling, reaching, standing, walking, pulling, pushing, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- Must have the visual acuity to perform plans review, field inspection, prepare and analyze data and statistics, operate a computer and do extensive reading.

Desirable Education and Experience

Planning Director

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Requires graduation from an accredited college or university with a Bachelor's degree in planning or related field and experience in local government planning; or any equivalent combination of education, training, and experience. Master's degree desirable; Possession of CZO certificate and an AICP certification desirable.

Special Requirements

Possession of a valid North Carolina driver's license.

City residency required within 12 month from the date of hire.

Planner/GIS Specialist

General Statement of Duties

Performs journey-level professional planning work in current and long-range planning projects.

Distinguishing Features of the Class

An employee in this class performs responsible planning work in a variety of projects for current and long range planning efforts. Work includes conducting technical review and approval of minor subdivision plats; review of various aspects of major subdivisions plats and site plans for commercial development; coordinating the plans review process with City departments; interpreting and explaining ordinance requirements to developers, property owners and the general public; research of development and zoning issues and ordinances; preparation of information for the census; and assisting with preparation of agenda and information packets for Planning Board and Board of Adjustment. This employee is responsible for the City's GIS system to include design, integration, and analysis of geographic data within the GIS system and from other geographic information agencies and sources. This work includes collection, verification, and analysis of data, assisting City departments and other end-users, and working with municipal, county, state and other agencies. A thorough knowledge of GIS cartographic processes are required. Work requires a thorough knowledge of the City's subdivision, zoning and environmental ordinances and skill in communicating ordinance requirements to the public, often in sensitive or emotional issues. Work is supervised by the Planning Director and is evaluated through conferences, accuracy and effectiveness of work results, and feedback from officials and the public.

Duties and Responsibilities

Essential Duties and Tasks

- Provides technical assistance to the general public, property owners, builders, developers, and contractors, by telephone and in person; provides information concerning codes, ordinances, regulations, and processes applicable to services of the department.
- Coordinates the review process for land development projects; submits plans to other departments for review and recommendations; communicates with developers required and recommended changes.
- Performs technical review of minor subdivision plats and aspects of major subdivision plats and site plans for commercial and industrial projects to ensure adherence to ordinances and regulations; researches property information and gathers data; contacts developers and/or property owners and informs of corrections and additions; may make site visits to review project proposals and make recommendations; approves minor subdivision plats and site plans.
- Conducts research and drafts ordinance text amendments to conform to provisions of the Comprehensive Plan; performs short range and long range planning/land use research; reviews zoning, conditional use and variance applications for ordinance compliance and makes recommendations to the Director.
- Assists with preparation of agenda and information packets for the Planning Board and Board of Adjustment; performs research, prepares maps, charts, etc. and assists the Director to prepare technical reports and staff recommendations; attends meetings to answer questions from board members and the public and to assist with presentations; attends City Council meetings as needed to answer questions and assist with presentations.
- Uses a variety of computer programs to generate reports and data and to prepare presentations, charts, maps, graphs, and other illustrative materials for presentation to elected officials, appointed boards, and citizens.

Planner/GIS Specialist
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- Maintains the City's GIS system geo-database through editing, creating, organizing and obtaining complex geographic data that is used by multiple City departments; provides quality control of data in the GIS system.
- Gathers records and manipulates data and information to create maps and to provide spatial information and/or reports as requested by City departments.
- Assigns physical addresses to properties located inside the City limits and the ETJ; coordinates address assignments and revisions with the County NG-911 staff.
- Assists in the evaluation of hardware and software applications with potential GIS use and makes recommendations regarding GIS compatibility of hardware, software, training and digital map layers with as needed; performs upgrades and manages data backups and updates from county and other agencies; maintains GIS software licensing as required; orders supplies for GIS use as needed

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Considerable knowledge of the City's zoning, subdivision, floodplain, minimum housing, and related ordinances and of the City's Comprehensive Plan.
- Considerable knowledge of the principles and practices of community development and public sector planning.
- Considerable knowledge of governmental laws, programs, and services pertinent to the community development and planning processes.
- Considerable knowledge of the environmental and socio-economic implications of the planning process.
- Considerable knowledge of GIS systems including application of software, hardware and peripherals to planning needs.
- Skill in the use of computers for compiling reports, developing presentation material, and storing and retrieving data.
- Ability to collect and analyze data and statistics and prepare technical reports, studies and planning recommendations.
- Ability to review site plans and proposals for consistency with applicable development standards.
- Ability to use sound, effective professional judgment to analyze information and apply codes and regulations in a fair and consistent manner.
- Ability to analyze planning issues and recommend solutions.
- Ability to express ideas effectively in oral and written forms.
- Ability to communicate technical ordinance requirements to individuals ranging from developers, engineers and contractors to the general public, some of whom have no technical knowledge of requirements.
- Ability to resolve conflicts, facilitate meetings and make public presentations.
- Ability to establish and maintain effective working relationships with appointed and elected officials, developers, contractors, supervisor, coworkers and the general public.
- Ability to use Microsoft Office, including Word, Publisher, PowerPoint, Access and Excel to prepare reports, analyze data, and display information, for ease of dissemination of information

Planner/GIS Specialist
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- to the public, elected officials, advisory boards, and coworkers.
- Ability to demonstrate requisite level of proficiency with ArcGIS

Physical Requirements

- Must be able to physically perform the basic life operational functions of reaching, standing, walking, grasping, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to lift carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to examine and work with maps, charts, and detailed materials, operate a computer, inspect sites regarding planning issues, and do extensive reading.

Desired Education and Experience

- Graduation from an accredited college or university with a Bachelor's degree in planning, geography, or related discipline and two years of experience in a local government planning position, with proven experience ESRI's GIS applications, or an equivalent combination of experience and education. CZO certifications desirable or the ability to obtain within two years.

Special Requirement

- Possession of a valid North Carolina Driver's License.



**City of Lenoir
Financial Summary
As of 12/31/2022**



General Fund					
	2022-2023 Budget	12/31/2022	% of Budget	Change from Previous Year	12/31/2021
Total Revenue	\$ 20,320,130.00	\$ 14,536,873.13	72%	\$ 1,380,966.97	\$ 13,155,906.16
Expenditures	\$ 20,320,130.00	\$ 10,292,240.02	51%	\$ 1,327,615.61	\$ 8,964,624.41
Over/Under	\$ -	\$ 4,244,633.11		\$ 53,351.36	\$ 4,191,281.75
Downtown District					
	2022-2023 Budget	12/31/2022	% of Budget	Change from Previous Year	12/31/2021
Revenues	\$ 288,220.00	\$ 32,869.72	11%	\$ 2,881.61	\$ 29,988.11
Expenditures	\$ 288,220.00	\$ 215,287.36	75%	\$ 127,792.60	\$ 87,494.76
Over/Under	\$ -	\$ (182,417.64)		\$ (124,910.99)	\$ (57,506.65)
Water/Sewer Fund					
	2022-2023 Budget	12/31/2022	% of Budget	Change from Previous Year	12/31/2021
Revenues	\$ 10,232,980.00	\$ 5,301,902.37	52%	\$ 317,544.11	\$ 4,984,358.26
Expenditures	\$ 10,232,980.00	\$ 3,300,872.08	32%	\$ (189,529.15)	\$ 3,490,401.23
Over/Under	\$ -	\$ 2,001,030.29		\$ 507,073.26	\$ 1,493,957.03

Lenoir Police Department Organizational Structure

