

## **AGENDA**

### **CITY OF LENOIR COMMITTEE OF THE WHOLE LENOIR POLICE DEPARTMENT MEETING ROOM TUESDAY, FEBRUARY 25, 2025 8:30 A.M.**

#### **I. CALL TO ORDER**

#### **II. CITIZEN COMMENT**

#### **III. PUBLIC SAFETY**

A. Update; Police Department –Brent Phelps, Police Chief

B. Update; Fire Department – Norman Staines, Fire Chief  
- 2024 Annual Report

#### **IV. PUBLIC SERVICES**

A. Public Services Public Works Director Jon Hogan will present updates on the following projects:

- Wayfinding Update
- Gateway Signs
- Veterans Pavers

B. Landscaping Projects:

- Creekway Drive Landscape Median Design
- Self-Watering Planters for Harper Avenue
- 321 Sculpture Landscape Design, Conceptual and Quote

C. Update; Public Services Public Utilities Director Jeff Church will present updates on current projects.

1. Revised Water and Sewer Service Extension Policy: Staff recommends approval of the City of Lenoir's revised Water and Sewer Service Extension Policy as submitted. Note: The City shall deal with each petition to construct extensions to its water and sewer systems on a case-by-case basis and the City Council reserves the right to accept or reject any proposal for such extension on its merits.

#### **V. COMMUNITY DEVELOPMENT**

A. Lenoir Tourism Development Authority: The Lenoir Tourism Development Authority met on Thursday, February 6. Minutes of the October 30 meeting are submitted as information. Brenda Floyd, Economic & Main Street Director will report on current activities.

B. Lenoir Business Advisory Board: The Lenoir Business Advisory Board met on Thursday, February 13. Brenda Floyd, Economic & Main Street Director will report on current activities. Minutes of the January 9, 2025 meeting are submitted as information.

- C. Planning Board: The Planning Board will meet on Monday, February 24. Hannah Williams, Planning Director will present a report of current projects.
- D. Parks & Recreation Advisory Board: The Parks & Recreation Advisory Board met on Monday, February 17. Phil Harper, Parks & Recreation Director will present an update of current activities and projects.

#### VI. FINANCE & ADMINISTRATION

##### A. Update –Donna Bean, Finance Director

- I. January Financial Summary – Donna Bean, Finance Director
- 2. Training and Certification Increase Schedule: Staff recommends City Council's consideration of approval for the Training and Certification Increase Schedule as presented.

##### VII. Update: Jared Wright, Director of Special Projects and Grants

##### VIII. Update; Public Communications - Joshua Harris, Public Information Officer

##### I. January Communications Report

#### IX. OTHER

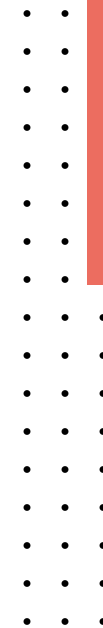
##### A. March Calendar

#### X. ADJOURN



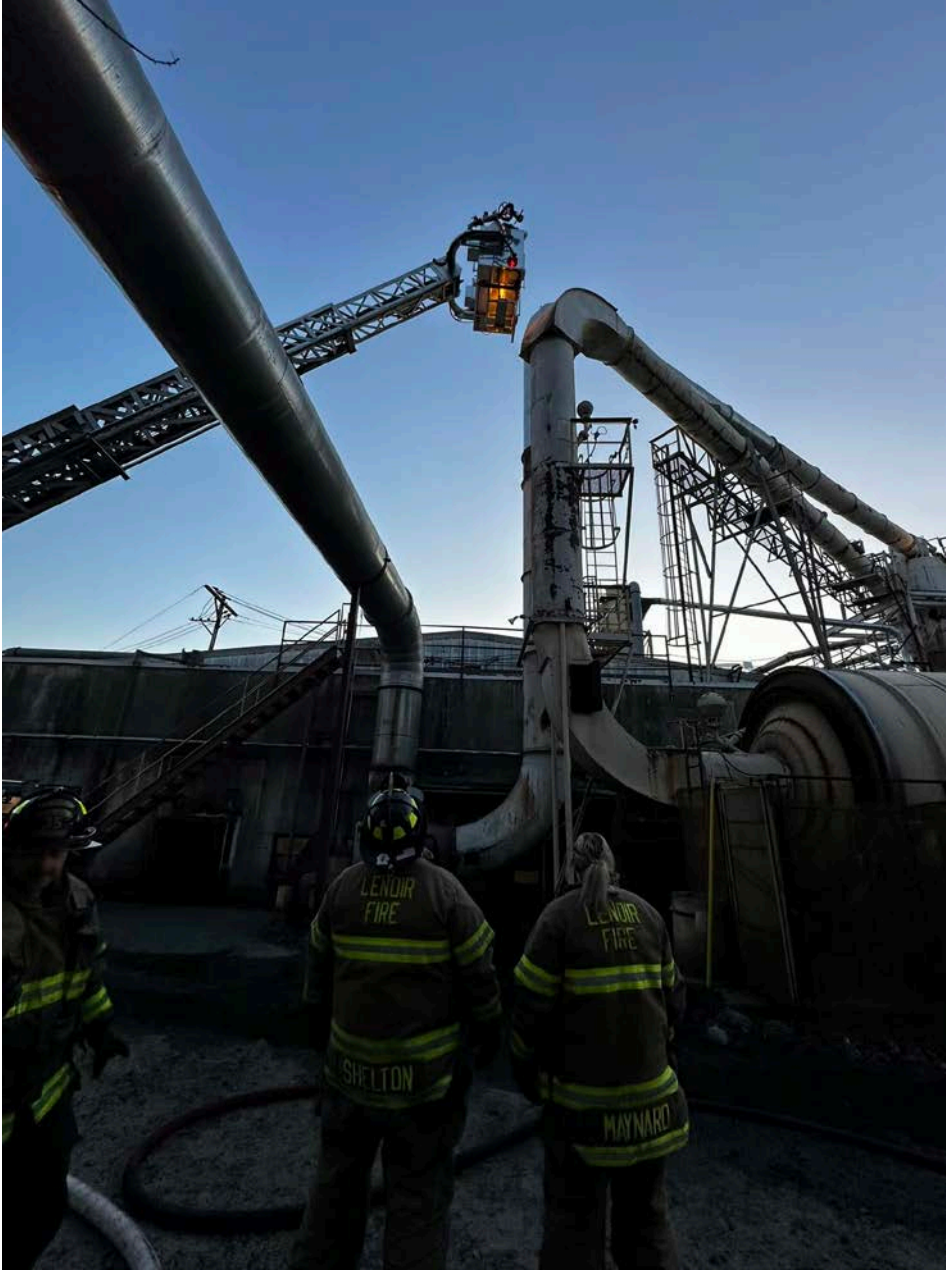
# 2024 ANNUAL REPORT

CITY OF  
LENOIR FIRE  
DEPARTMENT



# MISSION STATEMENT

The mission of the Lenoir Fire Department is to provide public safety in the form of Fire Prevention, Fire Protection, Rescue Services and Emergency Medical Care. We will constantly strive to improve the quality of life for the citizens of Lenoir.



# OUR CORE VALUES

- *Customer Service* – Above all else, we realize that we are here to meet the needs of the public. We treat all customers with respect, dignity, fairness, and compassion.
- *Professionalism* – We conduct ourselves at all times in a manner befitting the oath we swore to uphold.
- *Integrity* – We live according to our Code of Conduct that governs our behavior both on and off the job.
- *Respect* – We always treat others as they desire to be treated.
- *Innovation* – We inspire our employees to take risks that improve our organization and advance our profession. We are responsive to the ever-changing needs of our community.
- *Trust* – We trust one another to prepare in such a way that puts the safety, effectiveness, and reputation of the team and the department first.



# OFFICE OF THE CHIEF

It is my honor to be your Fire Chief and present to you the 2024 Annual Report. This report reflects some of the many accomplishments for the Lenoir Fire Department this year. Staff continued to be challenged to explore new industry trends and ways to implement them into our department.

2024 was the busiest year for calls in the 147 year history of Lenoir Fire Department responding to 3,454 calls for service which is a 2% increase from 2023. A more detailed comparison is included in the report.

I am extremely proud of the staff of Lenoir Fire Department and how they approach their job. They demonstrate passion and dedication to the City, citizens and businesses for which they protect. Their response to Hurricane Helene, a once in a career event, is a great example of how they are willing to go above and beyond to serve the City while facing uncertainty at their homes.

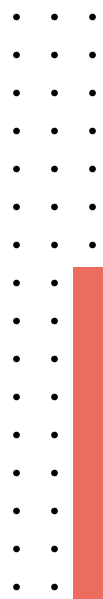
Yours in public service,

Norman Staines, Fire Chief



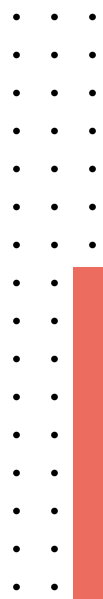
# 2024 ACCOMPLISHMENTS AND HIGHLIGHTS

- Staff started phasing our data into ESO as our reporting software. In April we started utilizing the Incident Reporting module of ESO. In September the Training module of ESO was implemented.
- Participated in the North Carolina Smoke Detector Canvas as an extension of our current smoke detector program. Staff was able to install 53 smoke detectors in a single day at no cost to the Citizens of Lenoir.
- Awarded a grant from the Firehouse Subs Public Safety Foundation for the amount up to \$26,698.62 to purchase 18 nozzles and 72 sections of fire hose. The grant allowed the items to be purchased at no cost to the City of Lenoir.
- Awarded the Assistance to Firefighters Grant for an amount up to \$62,170.47 of federal funds to purchase various wildland personal protective equipment. The City of Lenoir will provide a 5% match of up to \$3,108.53.
- Received 7 portable and 2 mobile dual band Kenwood Radios as part of funding received by Caldwell County in the 2024-25 State of North Carolina Budget.
- A new set of extrication equipment to be utilized on apparats at Station 1. These 10,000 psi tools replaced a 5,000 psi set of tools that were approximately 25 years old. A set of Hurst tools including a spreader, cutter, ram and spare batteries were purchased.



# 2024 ACCOMPLISHMENTS AND HIGHLIGHTS

- Twenty-two portable scene lights were purchased. Being battery powered allows these lights to be deployed quicker than current lights and they are LED which are brighter than current lights.
- New mattresses and bed frames were purchased to replace those at Station 1 and 2.
- Five new RIT PAKS were placed into service. These RIT PAKS are used, in the event of a downed firefighter or victim, within a structure if air is needed air during a rescue. The new RIT PAKS enabled us to replace equipment at the end of its service life.
- Five sets of turnout gear (coat, pants and boots) were replaced after they became contaminated while extinguishing a fire at NEPTCO. *he replacement gear was the first at Lenoir Fire Department to include particulate shields which will help protect firefighters from exposure to carcinogens which will be included in future gear purchases.*
- Each of our Certified Fire Investigators were equipped with respirators to be worn during fire investigations. This is another level of protection for our investigators as we try to decrease exposure to harmful carcinogens.



## 2024 ACCOMPLISHMENTS AND HIGHLIGHTS

- We purchased a Task Force Foam PRO/pak Portable Foam System that will allow firefighters to more efficiently prevent rekindles of both house and woods fires. The unit creates a foam mixture that smothers out hot spots and will reduce on scene time for firefighters during overhaul.
- Purchased a Polaris Ranger 1000. An Enforcer 10 (compressed foam) system has been purchased for the UTV and will be mounted in the bed. This system will allow for extinguishing both class A and B fires in areas with limited access. Plans are currently being designed to install a patient transport area on the UTV.



## CAPITAL IMPROVEMENT PROJECTS IN PROCESS

- New door locks were purchased for each station. Once installation is completed security within the living areas of the station will be enhanced.
- Two new HVAC units were purchased for Station 2. These units will be more efficient and reliable than the current ones.
- Five SCBA, ten bottles and five masks have been ordered and waiting on delivery. In addition, from our 2024-25 CIP we have purchased an additional six sets of gear, fourteen fire helmets, twenty-pair of boots and 6 rescue helmets to replace gear at the end of its service.

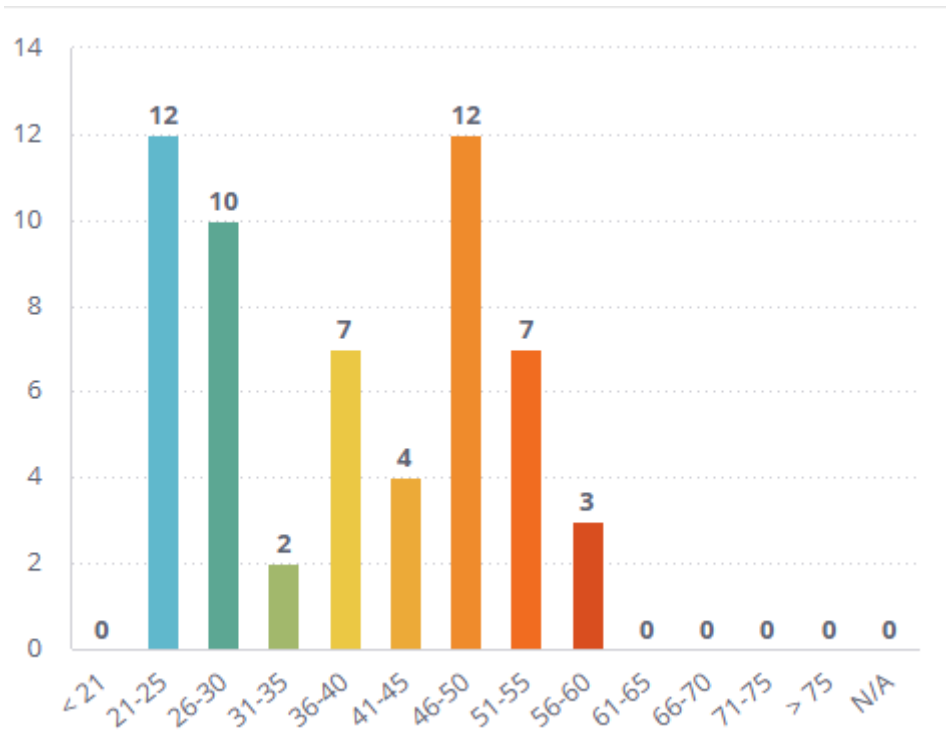


## CAPITAL IMPROVEMENT PROJECTS IN PROCESS

- Twenty-one station gear lockers have been ordered for Station 2.
- Federal requirements effective July 1, 2025 have required replacement of twelve of our mobile (truck) radios and upgrades to all of our portable radios. Those radios not meeting the “P-25 phase II” compliance will not be operable after June 30, 2025. All equipment purchases and upgrades have been ordered and waiting on delivery.



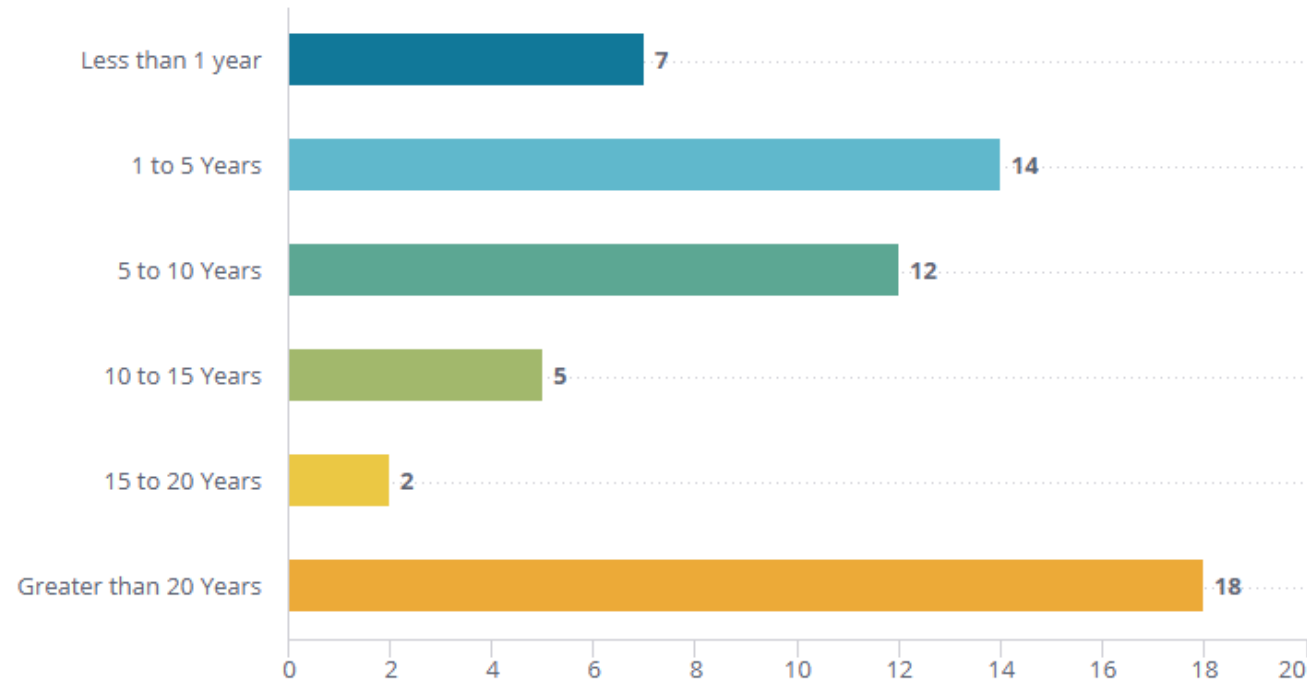
# AVERAGE AGE OF STAFF



Average age of staff as of December 31, 2024 was 39.2.



# AVERAGE STAFF TENURE



As of December 31, 2024, average tenure of staff was 11.8 years.



# 2024 STAFF RETIREMENTS AND PROMOTIONS

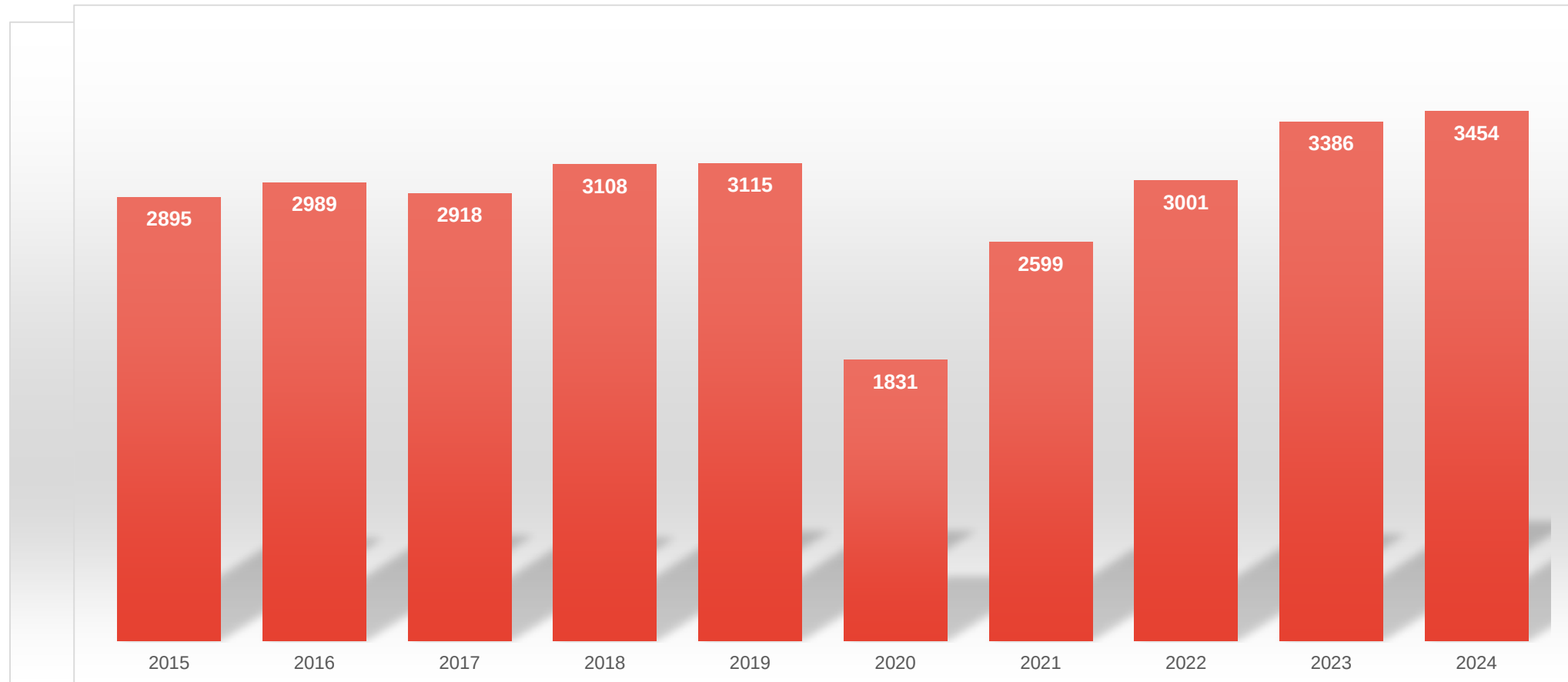
## Retirements

- Battalion Chief Keith Owens
- Captain Greg Cannon
- Captain Travis Morrow

## Promotions

- Battalion Chief Cory Houck
- Captain Lindsey Annas
- Captain Phillip Hubbard
- Lieutenant Charlie Philyaw
- Lieutenant Andrew Lafon
- Lieutenant Tucker Price
- Engineer Matthew Triplett
- Engineer Blake Chandler
- Engineer Nick Good

## TEN YEAR COMPARISON OF CALLS FOR SERVICE

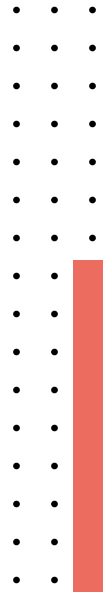
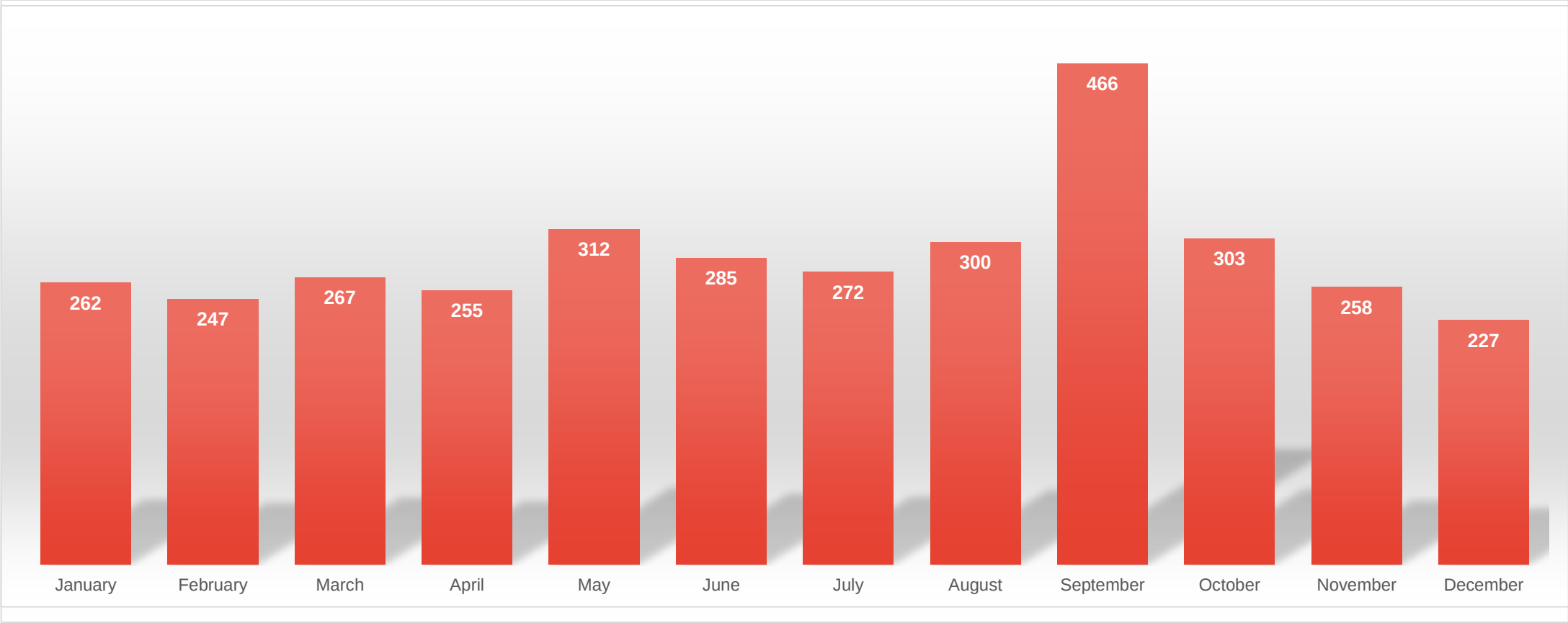


# RESPONSES BY DISTRICT

| District                | Responses | Percentage of Total Calls |
|-------------------------|-----------|---------------------------|
| Station 1               | 2,014     | 58%                       |
| Station 2               | 854       | 25%                       |
| Station 3               | 586       | 17%                       |
| TOTAL CALLS FOR SERVICE | 3,454     | 100%                      |



# CALLS PER MONTH



# SUPPRESSION REPORT

| TYPES                   | 2022 | 2023 | 2024 |
|-------------------------|------|------|------|
| FIRE                    |      |      |      |
| Building fires          | 43   | 35   | 28   |
| Vehicle fires           | 20   | 20   | 23   |
| Brush or grass fires    | 22   | 28   | 24   |
| Trash or dumpster fires | 16   | 16   | 25   |
| Other fires             | 6    | 4    | 22   |
| Potential fires         | 30   | 48   | 79   |
| Explosion               | 0    | 0    | 1    |
| TOTAL FIRE CALLS        | 137  | 151  | 202  |
| FALSE ALARMS            |      |      |      |
| Cancelled               | 82   | 98   | 105  |
| Malicious               | 4    | 8    | 3    |
| Malfunction             | 97   | 88   | 67   |
| Unintentional           | 252  | 278  | 197  |
| Carbon Monoxide         | 8    | 7    | 25   |
| TOTAL SUPPRESSON CALLS  | 443  | 479  | 449  |



# EMS CALLS

| TYPES                                       | 2022  | 2023  | 2024  |
|---------------------------------------------|-------|-------|-------|
| Medical Calls                               | 1517  | 1828  | 1826  |
| EMS Lift Assistance                         | 72    | 87    | 87    |
| Assist Invalid                              | 29    | 49    | 71    |
| Motor Vehicle Accident – Personal Injury    | 119   | 138   | 135   |
| Motor Vehicle Accident – No Personal Injury | 119   | 104   | 107   |
| TOTAL MEDICAL CALLS                         | 1,857 | 2,206 | 2,226 |



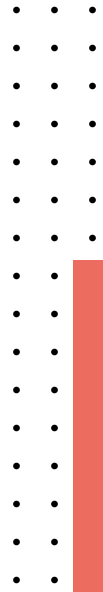
# MISCELLANEOUS CALLS

| TYPES                                          | 2022  | 2023  | 2024  |
|------------------------------------------------|-------|-------|-------|
| Hazardous Condition / Material Spills or Leaks | 71    | 78    | 117   |
| Public Service Calls                           | 259   | 209   | 128   |
| Rescue Calls                                   | 31    | 44    | 79    |
| Rescue Stand-by                                | 98    | 77    | 13    |
| Cover Assignment / Stand-0by                   | 10    | 3     | 2     |
| Burning legal / illegal                        | 66    | 89    | 49    |
| Severe Weather Calls                           | 29    | 50    | 172   |
| TOTAL MISCELLANEOUS CALLS                      | 564   | 550   | 629   |
| TOTALS CALLS FOR SERVICE – ALL CALLS           | 3,001 | 3,386 | 3,454 |



# AVERAGE RESPONSE TIME

|                                                  | 2022 | 2023 | 2024 |
|--------------------------------------------------|------|------|------|
| Station 1                                        | 3:43 | 3:37 | 3:07 |
| Station 2                                        | 3:47 | 3:42 | 3:12 |
| Station 3                                        | 3:45 | 3:11 | 3:17 |
| Average Response Time – All Calls – All Stations | 4:04 | 3:39 | 3:12 |

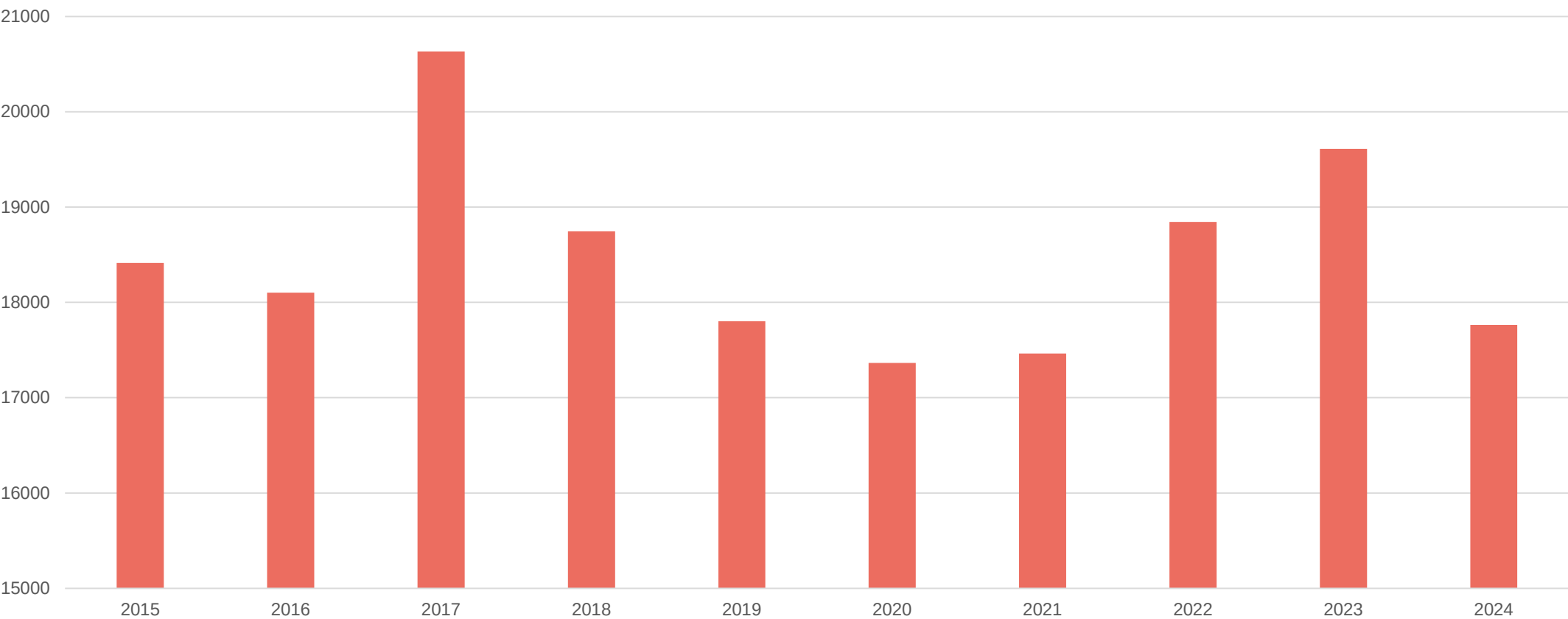


# 2024 ANNUAL TRAINING

- Staff documented 17,763 hours of training in 2024.
- These hours are comprised of various topics to include EMT, fire, rescue, officer, hazardous materials and drivers training.



# TEN YEAR COMPARISON ON TOTAL TRAINING HOURS



# TRAINING & SPECIAL CLASSES ATTENDED

- N.C. Fire Prevention School: One Firefighter attended
- N.C. Fire Marshal School: One Firefighter attended
- NC/SC IAAI Conference: Four Firefighters attended
- Fire Department Instructor Conference: Three Firefighters attended
- N.C. State Fire Conference: One Firefighter attended
- N.C. Breathing Equipment School: Two Firefighter attended
- Mid-Winter Chiefs Conference: One Firefighter attended
- National Fire Academy: Four Firefighters attended
- N.C. Driver Operator Aerials Class: Thirteen Firefighters attended
- High Angle Rescue Class: Two Firefighters attended
- McDowell County Weekend Fire College: One Firefighter attended
- Wilkes County Weekend Fire College: Two Firefighters attended



# FIRE PREVENTION AND EDUCATION

- In 2024, Lenoir Fire Department conduct 43 classes / presentation to 3,009 citizens.
- In 2024, Lenoir Fire Department installed a total of 124 smoke detectors.
- On June 1, 2024 Lenoir Fire Department participated for the first time in the North Carolina Smoke Detector Canvas and were able to install 53 smoke detectors in a single Saturday.



# COMMUNITY INVOLVEMENT



- The Fire Department participated in a Christmas Tree Decorating contest sponsored by Caldwell Pediatric Dentistry. The completion involved decorating a miniature Christmas Tree followed by voting on Caldwell Pediatric Dentistry Facebook and in their office.
- We had eighteen staff members participate in the City's "Litter Sweep" event in April. Hurricane Helene caused the fall event to be canceled.
- Staff assisted with a Chick-Fil-A Community Night to provide support for the Watson Family. Zack Hatton was a Kings Creek Firefighter who passed away following an automobile accident. Zack was the son of City of Lenoir Fire Department Engineer Brian Watson.



# COMMUNITY INVOLVEMENT

- Staff assisted with both the one day and weeklong Keith Owens Junior Fire Academy at Gamewell Fire Department.
- Staff conducted a demonstration / display for the Caldwell County Sherriff's Office Junior Summer Camp.
- Staff completed a standby for the Lenoir Police Department Summer Academy.



# FIRE PREVENTION AND INSPECTIONS

| Inspections                                                                           | 2022 | 2023 | 2024 |
|---------------------------------------------------------------------------------------|------|------|------|
| Occupancy Group – A (Assembly)                                                        |      |      |      |
| A-1 Assembly with fix setting for performing arts or motion picture                   | 2    | 9    | 10   |
| A-2 Assembly uses intended for food and drink consumption                             | 64   | 95   | 126  |
| A-3 Assembly uses intended for worship                                                | 36   | 167  | 73   |
| A-4 Assembly uses intended for viewing indoor sporting events and activities          | 1    | 2    | 6    |
| A-5 Assembly uses intended for viewing outdoor activities (bleachers, stadiums, etc.) | 11   | 9    | 11   |
| Occupancy Group – B (Business)                                                        |      |      |      |
| B                                                                                     | 209  | 592  | 300  |
| Occupancy Group – E (Education)                                                       |      |      |      |
| E                                                                                     | 43   | 67   | 60   |



# FIRE PREVENTION & INSPECTIONS (CONT.)

| Inspections (Cont.)                                                           | 2022 | 2023 | 2024 |
|-------------------------------------------------------------------------------|------|------|------|
| Occupancy Group F (Factory / Industrial)                                      |      |      |      |
| F-1 Moderate-Hazard Factory Industrial                                        | 46   | 67   | 100  |
| F-2 Low-Hazard Factory Industrial                                             | 14   | 7    | 1    |
| Occupancy Group H (High-Hazard)                                               |      |      |      |
| H-1 High-Hazard Group                                                         | 1    | 3    | 1    |
| H-3 High-Hazard Group                                                         | 7    | 3    | 2    |
| Occupancy Group I (Institutional)                                             |      |      |      |
| I-2 Structures used for medical, nursing or custodial care on a 24 hour basis | 15   | 14   | 36   |
| I-3 Building and structures which are inhabited by 5 or more under restraints | 2    | 2    | 1    |
| Occupancy Group M (Mercantile)                                                | 72   | 136  | 122  |



## FIRE PREVENTION & INSPECTIONS (CONT.)

| Inspections (Cont.)                  | 2022       | 2023         | 2024         |
|--------------------------------------|------------|--------------|--------------|
| Occupancy Group R (Residential)      |            |              |              |
| R-1 Boarding house or hotel          | 13         | 26           | 20           |
| R-2 Apartment houses                 | 52         | 139          | 146          |
| R-3 Other residential                | 5          | 18           | 13           |
| R-4 Assisted living facilities       | 6          | 6            | 12           |
| Residential Special – (Foster Homes) | 12         | 9            | 8            |
| Occupancy Group U (Tents)            | 1          | 3            | 2            |
| S-1 Storage Group                    | 14         | 37           | 33           |
| S-2 Storage                          | 2          | 12           | 7            |
| <b>Total Inspections</b>             | <b>638</b> | <b>1,417</b> | <b>1,090</b> |

# 2024 FIRE LOSS VS. SAVE REPORT

| Type Property | Property/Contents<br>Pre-fire Value | Property/Contents Loss | Total Value Saved |
|---------------|-------------------------------------|------------------------|-------------------|
| Buildings     | \$ 15,375,550.00                    | \$ 412,390.00          | \$ 14,963,160.00  |
| Vehicles      | \$ 967,700.00                       | \$ 70,350.00           | \$ 897,350.00     |
| Other         | \$ 4,345,500.00                     | \$ 12,600.00           | \$ 4,332,900.00   |
| Total         | \$ 20,688,750.00                    | \$ 495,340.00          | \$ 20,193,410.00  |



# CONCEPT OVERVIEW



# Downtown Lenoir Veterans Memorial Project

2/18/2025 | Joshua Harris

The City of Lenoir is working on a project to renovate the Veterans Memorial located at 140 N Main Street NW in Downtown Lenoir. The goal is to replace roughly 1,030 pavers with a more durable memorial.

The City renovated the Veterans Memorial in 2009 and sold pavers to anyone who wanted to honor military service. During the past 15+ years, many of the pavers have degraded and are either illegible or very hard to read.

City staff wants to get pavers off of the ground and place the names onto a more durable memorial.

Staff have talked with local monument providers and discussed several ideas. One of the challenges we face is the small footprint of the Veterans Memorial in Downtown. The memorial is located on the main intersection in Downtown Lenoir and is adjacent to local businesses. Using vertical walls similar to other memorials in the area would block the view of local businesses. This is probably why pavers were selected.

Our latest concept is to use a gray granite monuments with a slanted face to hold a bronze plaque. These new monuments would replace the small black granite monuments in the current memorial. See pics below.

Please review the Option 1 and Option 2 specs and info and let us know if you can source the monument and plaques, and provide cost estimates for both options.

Thank you for your time.

Joshua Harris

City of Lenoir, NC

## Current Veterans Memorial

The current memorial sits in a square courtyard. It contains a center monument surround by five smaller, black granite monuments. The center monument has plaques dedicated to people who died in previous wars. The black monuments contain one of the five military branch seals on the slanted face. There are eight flag poles.

The black monuments and flag poles are arranged in an octagon around the center monument.



There is also an eternal flame monument at the entrance to this courtyard.



Slanted granite monument with bronze plaque

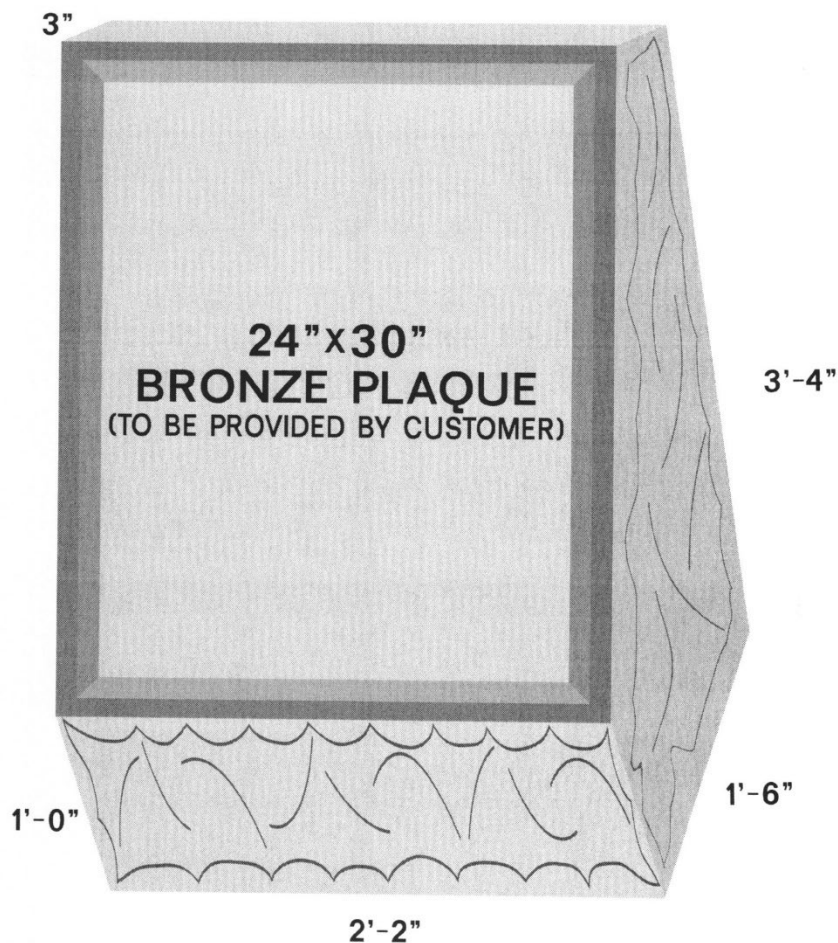


## Option 1

- Granite monument = 2'-2" wide x 1'-6" deep x 3'-4" tall
  - The slant face is 2'-2" wide x 2'-8" tall (26" X 32")
  - The face top and back are polished, the sides and front border are rough
  - All sides could be polished
  - There is a 1' face on the front bottom of the slant face
  - See images and drawings below
- Bronze plaque – 24" wide x 30" tall
  - At least three columns of names, 1/4" (5/16?) tall to match plaques currently in the memorial, see images below of current plaque
  - We need at least five branch headers (maybe more headers depending on layout of names)
- We could fit 7 to 10 of these monuments (7 to 10 plaques) in the space

### Questions

1. Can you source a similar monument based on these specs?
2. How many names can you fit on the 24" wide x 30" tall bronze plaque? The names need to be 1/4" to 5/16" tall.
  - a. We currently need 22 characters per name if we list names under a branch header.
3. How many plaques would you need to cover 1,030 names?

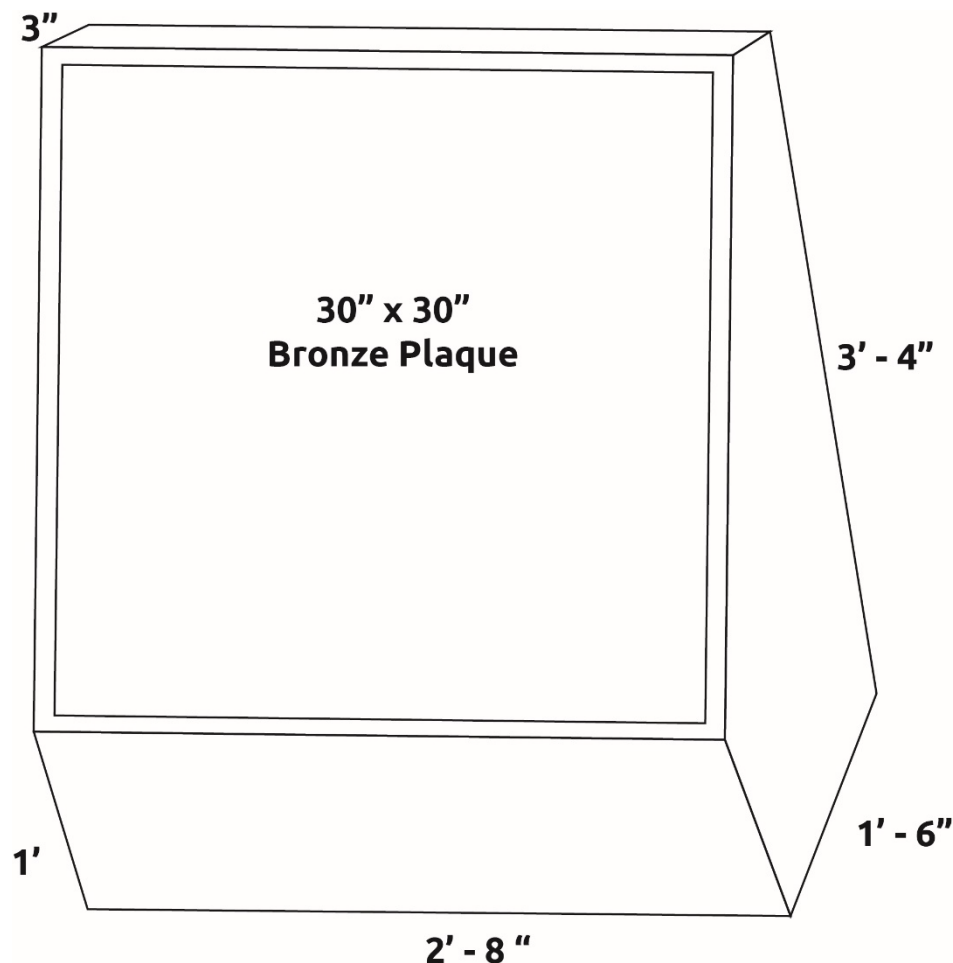


## Option 2

- Granite monument = 2'-8" wide x 1'-6" deep x 3'-4" tall
  - The slant face is 2'-8" wide x 2'-8" tall (32" x 32")
  - The face top and back are polished, the sides and front border are rough
  - All sides could be polished
  - There is a 1' face on the front bottom of the slant face
  - See images and drawings below
- Bronze plaque – 30" x 30"
  - At least four columns of names, 1/4" (5/16?) tall to match plaques currently in the memorial, see images below of current plaque
  - We need at least five branch headers (maybe more headers depending on layout of names)
- We could fit 5 of these monuments (10 plaques) in the space

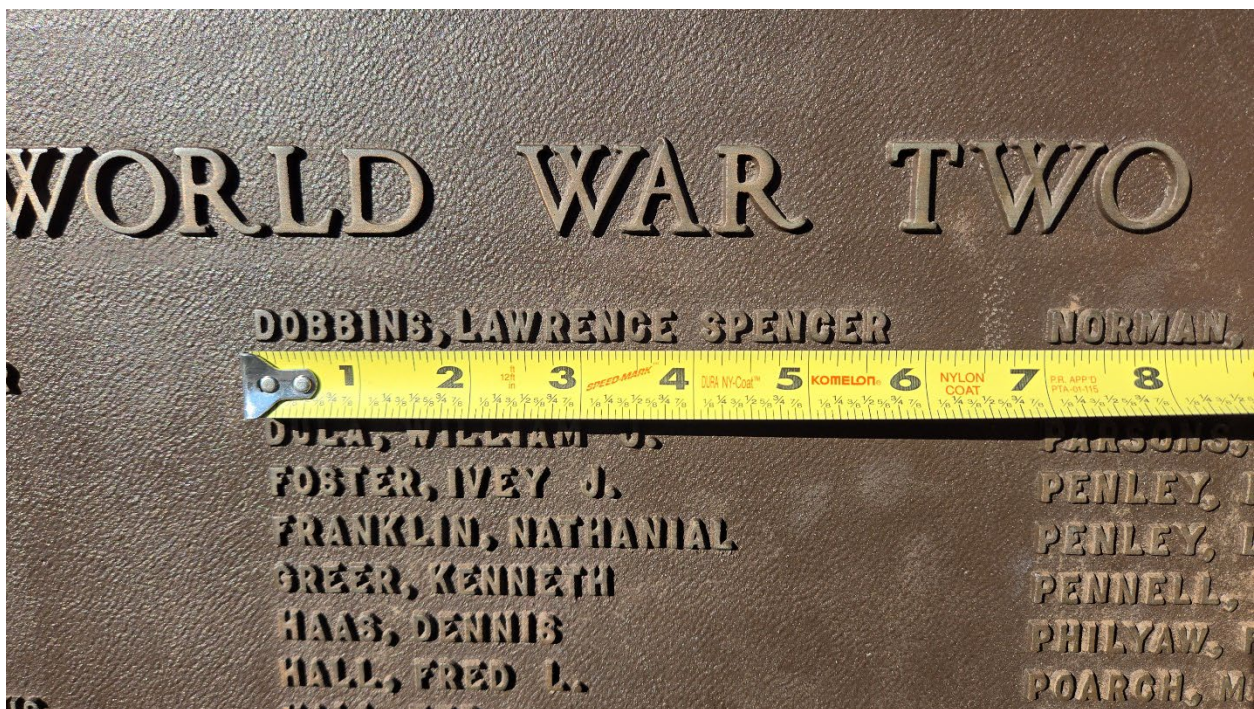
### Questions

1. Can you source a similar monument based on these specs that could hold a 30" x 30" bronze plaque?
2. How many names could you fit on a 30" x 30" plaque? The names need to be 1/4" to 5/16" tall.
  - a. We currently need 22 characters per name if we list names under a branch header.
3. How many plaques would you need to cover 1,030 names?



### Current 24" x 30" Bronze plaque in the City of Lenoir Veterans Memorial

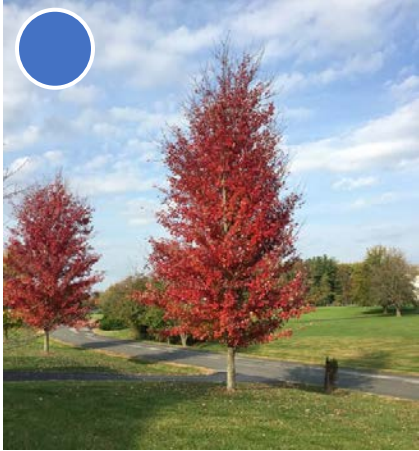
We currently have a 24" x 30" WW2 plaque in located on a monument in the center memorial. The names are roughly 1/4" to 5/16" tall. The longest line is 5.75" with 25 characters including spaces.





## Creekway Median lant Materials

**Acer 'Autumn Blaze'**



**Chamaecyparis 'Lemon Yellow'**



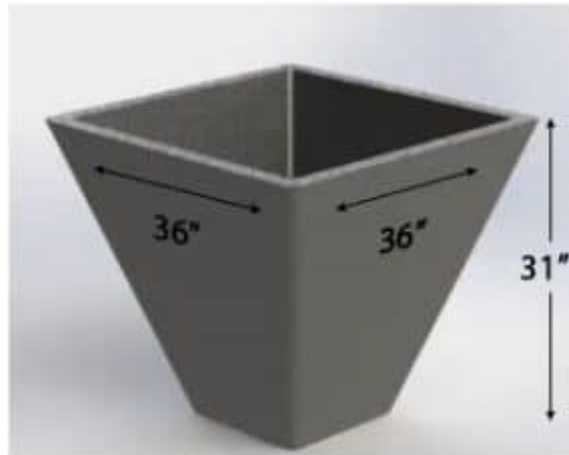
**Thuja 'Degroot's spire'**



**Acer 'Hot Wings'**

## Harper Avenue/Downtown Planters

### Metropolitan



### Uptown 34

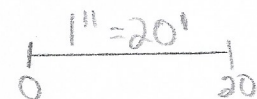
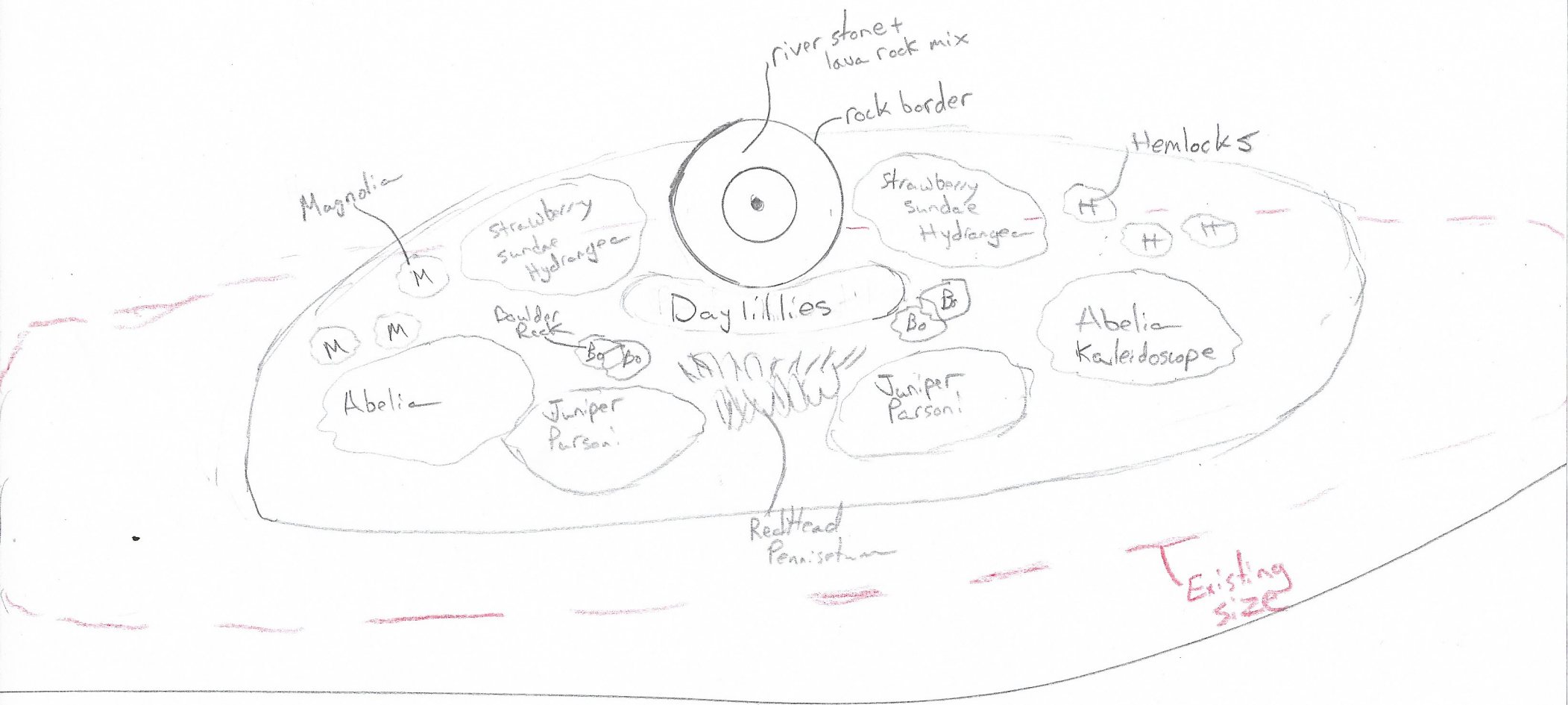


#### UPTOWN DIMENSIONS 3 SIZES AVAILABLE



### Cosmopolitan





Drawn by  
Denny Schwindt



Landscape Quote

To: City of Lenoir

| <u>Task</u>                                               | <u>Price</u> |
|-----------------------------------------------------------|--------------|
| <u>Art Structure on 321</u>                               |              |
| Plant material                                            | \$7300       |
| Labor and install                                         | \$4500       |
| Boulders, river stone, rock edge, and lava rock (install) | \$4900       |
| Mulching (38 yds)                                         | \$1950       |
| Seeding disturbed areas only                              | \$650        |
| Total                                                     | \$19300      |

Thank you for considering my Services

# City of Lenoir Public Utilities

## **WATER AND SEWER SERVICE EXTENSION POLICY**

Revised  
February 25, 2025

### **GENERAL WATER AND SEWER SERVICE EXTENSION POLICY**

The City of Lenoir, North Carolina (City) shall extend, or allow others to extend, its water and sewer systems according to the terms and conditions of its policies and procedures. Extension of water and sewer infrastructure and service may be accomplished at the initiative of the City or, with its consent, by allowing others to extend such facilities and services. When other parties are involved in such extensions, the City will be guided by this policy and other policies and ordinances of the City.

### **PURPOSE**

The purpose of the Policy for Water and Sewer Service Extensions is to set forth guidelines and criteria for the extension of the water and sewer facilities of the City. Such extensions are intended to provide essential water and sewer service to unserved areas within the City's service area or in areas where Caldwell County is either unable or unwilling to serve outside the City limits as they currently exist and may exist in the future.

The objective of this policy for the extension of service from the City water and sewer systems is to define a process for evaluating and prioritizing capital water and sewer extensions for consideration by the City. This policy has a financial basis which recovers a portion of the City funded costs associated with each extension from the direct project beneficiaries, being those receiving water or sewer service from such extension projects.

The extension of water and sewer service facilities may consist of the construction of the following:

- Water distribution lines
- Water transmission lines
- Water storage tanks
- Water pumping stations
- Sewer collection lines or sewer interceptors
- Sewer pumping stations
- Other equipment and appurtenances necessary to provide water and sewer service

This Cost Recovery Policy is not intended to conflict with any other policies or procedures of the City or to be complete in all aspects of the extension of water and sewer services by the City. The City reserves the right to amend this policy from time to time at its discretion. The City shall deal with each petition to construct extensions to its water and sewer systems on a case-by-case basis and the City Council reserves the right to accept or reject any proposal for such extension on its merits.



**OPTIONS FOR ACCOMPLISHING WATER AND SEWER EXTENSIONS**

The City recognizes certain options by which to accomplish extensions of water and sewer service. The determination as to which option described below is most appropriate shall be at the sole discretion of the City.

Any petitioner having need for the extension of water and sewer service shall petition the City Council for such extension. The City Council, in response to a petition for an extension of service, may elect to address each request in one of the following ways:

- a. Require the petitioner to install the extension to meet all City requirements, at his expense, and dedicate ownership of the improvements to the City for operation and maintenance.
- b. Jointly finance and construct the proposed extension in cooperation with the petitioner initiating the request.
- c. Construct the proposed extension solely at the expense of the City, as a component of the planned water and sewer system development program of the City, where the City deems said improvements to be instrumental to the development of the City's core water and sewer infrastructure and where said improvements are consistent with the City Master Water and Sewer Plan.
- d. Deny the requested proposed water and sewer system extension.

The City Council may authorize the extension of water and sewer system facilities on its own volition without receipt of a petition. The City may, at its own discretion, make improvements to the City water and sewer system in order to remedy inadequacies in the existing system, to address public health issues, or to extend service as it deems appropriate.

**MUNICIPAL EXTENSIONS OF SERVICE**

Any municipality or owner of a public water or sewer system having need of connecting new service lines to the City's infrastructure shall petition the City for such interconnections. Such interconnections or extensions of services shall be accomplished at no cost to the City.

Since the City does not enjoy the benefits of property taxes from the beneficiaries of such extensions, the municipality and the City may elect to assess the beneficiaries of such extensions monthly availability fees until such time as the municipality has been repaid for its initial capital outlay related to said extensions. Such fees may be collected by the City as a component of its monthly water and sewer billing and shall remit such collection to the municipality on an annual basis.

**COST RECOVERY POLICY FOR WATER AND SEWER EXTENSIONS**

In instances where the City elects to participate in the initial cost of water and sewer extensions proposed by a petitioner, the following policies shall apply:

- a. The City shall recover, at a minimum, its initial capital investment in any extension project within five (5) years of the beginning date of project operation. Cost recovery of the initial capital investment shall include direct capital contributions and principal and interest on funds borrowed for such investments, as well as any associated increases in operating and maintenance costs.
- b. The recovery of costs may be achieved from cost recovery fees, user charges and other fees, taxes and charges received by the City over the five (5) year period, in accordance with the worksheet attached as Exhibit A.
- c. Proposed water and sewer extension projects that can be cost recovered within the five (5) year recovery period will be prioritized for implementation based on their ability to provide investment return in the shortest time frame.
- d. Water extension projects that do not meet the cost recovery criteria of five (5) years will not be funded with City participation unless capital funding contributions are provided by project beneficiaries and/or other parties willing to provide such contributions without restrictions, to the extent and amount necessary for the City to recover its financial participation within the five (5) year period.
- e. The petitioner(s) for the extension will conduct a written survey of all potential project beneficiaries for the purpose of obtaining commitments to connect to proposed water and/or sewer extensions immediately upon completion of construction or to pay the prescribed minimum monthly water and/or sewer fees and charges if service is not desired immediately. The results of the survey, including written agreements with all beneficiaries for purchase of services, will be the basis for the five (5) year cost recovery evaluation.
- f. The petitioner, project beneficiary contributions, and/or other party capital contributions will be provided to the City prior to beginning the engineering design, permitting and construction of the project. These contributions will be held in an interest-bearing escrow account by the City until such time as the project begins. Should the project not proceed within a reasonable time, the City will return all such contributions with interest.
- g. Any other potential project beneficiaries that do not desire service or are not willing to pay the initial and minimum monthly fees and charges without service immediately at the completion of the project will be required to pay an amount equal to the cost recovery fee paid by the initial project participants during the five (5) year cost recovery period, should they desire water or sewer service during that time period.

- h. The capital water and sewer projects would be identified each year for implementation during the next fiscal year based on the above prioritization/cost sharing policy.

**CONSIDERATION FOR PROJECTS TO PROTECT THE PUBLIC HEALTH AND ENVIRONMENT**

Proposed water projects that will mitigate a public health problem shall be considered when the public health problem meets the following criteria for the affected residences or businesses:

- a. Existing and potential water sources in the area are contaminated beyond public drinking water regulatory standards and cannot be reasonably treated to meet those standards without excessive treatment processes; or
- b. Residences or businesses are without water service from their existing water source and such water service cannot be restored due to their existing well being dry; other similar wells in the area are also dry and an existing well is not deep enough to otherwise achieve a water supply; and
- c. Adequate water service from any other potential source such as another public or private water system, an additional well, a deeper well or a shared well is not possible or practical.
- d. Existing on-site sewer disposal systems have failed and cannot be repaired to avoid serious public health issues.

The petitioner(s) for water or sewer service under this public health criteria shall provide whatever information, documentation and data is necessary to satisfy the City that the criteria has been met. This may require the petitioner(s) to retain professional technical services to assist in the criteria evaluations by the City.

Residences or businesses without water or sewer service under this public health criteria must be within 500 linear feet per affected residence or business of an existing water or sewer line owned by the City or must be willing to pay the additional costs of water or sewer service extension greater than 500 linear feet per affected residence or business.

Proposed water and sewer projects that meet the public health criteria as outlined above will be considered for funding by the City based on the cost recovery criteria in five (5) years as outlined herein.

**APPLICATION FOR EXTENSION**

All petitioners desiring to construct water or sewer improvements and to connect to the water and/or sewer system of the City of Lenoir for operation and maintenance by the City shall make application in writing to the City of Lenoir.

The application shall specify:

- a. The name, address and telephone number of the petitioner(s);
- b. The location of the property and geographic alignment for which the connection is desired;
- c. The total number of residential units, commercial establishments or industrial facilities to be served with a description of each;
- d. The size of the water and sewer services and facilities proposed;
- e. The schedule by which the petitioner plans to construct and/or install the extension(s);
- f. Evidence that all necessary permits, easements, rights-of-way, encroachments or other approvals necessary have been or will be obtained by the petitioner, at no expense to the City;
- g. The estimated cost of proposed improvements;
- h. The estimated water usage in gallons per day and peak gallons per hour;
- i. The number and location of new jobs to be created, if commercial, industrial or institutional development is to be served, by the proposed improvements;
- j. The tax value of the property to be developed or benefited in connection with the facilities extension(s) as of the date the initial request is made.
- k. The application shall be accompanied by a plat and plans showing the proposed extensions in relation to all properties to be passed or served.

**REQUIREMENTS, CONDITIONS AND PROVISIONS TO BE MET UPON RECEIPT OF APPLICATION**

It shall be the responsibility of the petitioner to conduct the requisite engineering design and secure the regulatory approvals for proposed extensions to the City's water and sewer systems. The following requirements shall apply:

- a. The petitioner shall employ, at his expense, a competent engineer, registered in the State of North Carolina, to prepare plans for the proposed water or sewer extensions or improvements. The City shall make available any master specifications that may be available and/or necessary to prepare the construction documents.
- b. Three (3) sets of completed plans and specifications shall be submitted to the City for

review and approval before submittal to other agencies. The plans shall be prepared by a registered professional engineer, with the engineer's seal affixed thereto, and shall meet the utility requirements of the City of Lenoir Utilities Department, and/or the North Carolina Department of Environmental Quality/Water Resources Division. The plans shall be approved by the City. The engineer shall provide as-built plans and location maps for all valves, hydrants, manholes, pump stations, easements and service locations.

- c. Approval of plans and specifications by the City does not release the petitioner from obtaining any and all approvals and permits necessary for the construction of said water or sewer facilities.
- d. Upon City approval, the petitioner shall submit related construction documents to the appropriate State agencies for their approval, with such approval being granted before construction.
- e. Upon approval of the project by the City, it shall issue an extension permit. The petitioner shall have one (1) year from the issuance of this permit to complete the project. Should the project not be completed within this period, the petitioner may request a permit extension. This request must be made in writing not less than ten (10) days before the date of expiration of the permit. Requests for extensions may be granted if the project is deemed to be substantially progressing toward completion.
- f. The petitioner shall agree to indemnify and save harmless the City from any and all loss, cost, damages, expense and liability (including attorney's fees) caused by accident or occurrence causing bodily injury or property damage arising from the installation of such utilities by the petitioner or the petitioner's contractor(s).

### **CONSTRUCTION REQUIREMENTS**

- a. All water and sewer extensions shall be designed and constructed in conformance with the State of North Carolina's requirements and be approved by the City's Engineer or the City's Consulting Engineer, who must verify that adequate water pressure or hydraulic conditions exist or can be attained and the projected extension would not unduly tax the City's available water supply and/or sewage treatment capacity before any facilities may be extended.
- b. The minimum distance for any extension of a water main or sanitary sewer main shall be determined by the City. In general, the minimum distance shall be across the entire length or width of all properties being developed in order to provide access to adjoining parcels of land, wherever feasible.
- c. When the City determines that utility lines larger in size than the required minimums established are necessary to serve only the property of the petitioner, the petitioner shall install such larger lines at his expense.

- d. The City will make applications for all necessary permits for extensions. No tie-ins to the existing system shall be made until all permits have been secured.
- e. The City shall inspect the water and sewer facilities and appurtenances during and after construction to ensure conformity with approved design drawings. The facilities must be built in accordance with the approved plans and specifications before they may be placed in service. If any part of the system fails inspection, no further building permits will be issued until corrections are made.
- f. Mains and lines shall be located within dedicated public rights-of-way; if this is not possible, easements must be provided. When required, the petitioner and/or present and future property owners shall grant to the City such utility easements as the City may require. The permanent rights-of-way or easement shall be a minimum of 25 feet. Within this boundary, the City shall have the right to operate, maintain, inspect, repair and replace such facilities.
- g. Meters, expansion wheels, washers and locks meeting City specifications and of appropriate size for desired application shall be furnished to the City at the expense of the petitioner prior to final inspection of the project.

**POST-CONSTRUCTION REQUIREMENTS**

- a. Upon completion of construction, the project engineer shall submit to the City certification that the project was completed in accordance with approved plans and specifications.
- b. The petitioner shall guarantee the accepted facilities to be free of defects in materials and workmanship and to be properly functioning in all respects for a period of one (1) calendar year from the date of acceptance by the City. The date of acceptance shall be the date upon which the City records the deed transferring ownership to the City.
- c. During the year of warranty, the petitioner shall correct or have corrected any defects that may develop in material, equipment, or workmanship. In the event that the petitioner neglects to correct defects, the City shall have the right to declare all or any of the rights of the petitioner under the contract forfeited, and to remove and/or disconnect any connections that might have been made to the City's water or sewer system, or the City may elect to make the necessary repairs and institute a lien on the petitioner's property, both real and personal.
- d. As-built drawings shall be provided to the City prior to conveyance of the improvements to the City by the petitioner, in the form of computer files and reproducible drawings.
- e. Upon completion of the utilities and connection thereof to the City's water and sewer system, the water lines or sewer lines and any fire hydrants, valves, manholes, sewer lift stations, force mains or other facilities or equipment required in connection therewith

shall thereupon and thereafter be the entire and sole property of the City and under the sole and exclusive control of the City.

**OTHER CONSIDERATIONS**

- a. Allocation of funds by the City for any water or sewer system extension shall always be based on the sole determination by the City that funds are available for such extensions.
- b. The full cost of the extension of facilities to serve private property within the boundaries of private developments shall be borne by the property owner or persons or entities other than the City. The extension of such facilities shall be accomplished in accordance with the applicable policies and procedures of the City.
- c. The size, extent, layout and details of any water extension considered under this policy shall be determined solely by the City.
- d. Any project cost overrun for any extension under this policy shall be paid by the beneficiary contributors prior to receiving service from the project.
- e. The City's capital investment must not exceed the petitioner's investment, and the City shall solely determine the appropriate level of its participation for each project.

Lenoir Tourism Development Authority  
Meeting Minutes  
10/30/2024

**Meeting Attendance**

| <b>Board Members<br/>PRESENT</b> | <b>Board Members<br/>ABSENT</b> | <b>Ex-Officio Members<br/>PRESENT</b> | <b>Ex-Officio Members<br/>ABSENT</b> |
|----------------------------------|---------------------------------|---------------------------------------|--------------------------------------|
| 1. Dana Clark- Chair             | 1. Jesse Plaster                | 1. Scott Hildebran                    |                                      |
| 2. Matt Underwood                | 2. Jennifer Barlow              | 2. Donna Bean                         |                                      |
| 3. Angela Johnson                | 3. Karin Davidson               | 3. Joe Gibbons                        |                                      |
| 4. Kimberly Edmisten             |                                 |                                       |                                      |
| 5. Julie Bentley                 |                                 |                                       |                                      |
| 6. Glenda Wilson                 |                                 |                                       |                                      |
|                                  |                                 |                                       |                                      |

**Staff Members**

**PRESENT**

|                   |  |
|-------------------|--|
| 1. Lauren Hartley |  |
| 2. Ashely Smith   |  |

**Guest/Public**

|  |  |
|--|--|
|  |  |
|--|--|

Chair Dr. Dana Clark called the meeting to order.

**Approval of Minutes**

**Matt Underwood made a motion to accept the August 8, 2024 minutes, seconded by Kim Edmisten, which was voted on and passed unanimously.**

**Financials**

Finance Director Donna Bean presented the financial report for the LTDA which included a fund balance of \$254,697.94 with \$48,014.66 in revenues and \$135,282.94 in expenditures. The total amount obligated is \$50,163.60 with a remaining amount of \$204,534.34.

**Requests**

- A request of \$3,000 was made for the NCTIA Tourism Leadership Conference. The conference will be held December 4-5, 2024.

**Kim Edmisten made a motion to pay \$3,000 for the NCTIA Tourism Leadership Conference request as stated, seconded by Glenda Wilson, which was voted upon and passed unanimously.**

- A request of \$1,500 was made for the City of Lenoir to run an ad in the Hickory Visitor Guide.

**Kim Edmisten made a motion to pay \$1,500 for the City of Lenoir ad in the Hickory Visitor Guide as stated, seconded by Matt Underwood, which was voted upon and passed unanimously.**

- A request of \$30,000 was made for the naming rights for the Main Floor Information Center in the recently acquired historic Shaw Building which will serve as the Caldwell Arts Council.

**Matt Underwood made a motion to pay \$30,000 toward the Main Floor Information Center for the new Caldwell Arts Council as stated, seconded by Kim Edmisten, which was voted upon and passed unanimously.**

- The board discussed price packages from Compass Media, LLC. The board agreed on the mid-package proposal at around \$70,000 and requested this amount to be paid. Finance Director, Donna Bean stated a budget amendment would need to be made for this request.

**Kim Edmisten made a motion for a budget amendment request be presented to City Council, seconded by Angela Johnson, which was voted upon and passed unanimously.**

**Meeting adjourned.**

Lenoir Business Advisory Board Meeting  
Meeting Minutes  
1/9/2025

**Meeting Attendance**

| <b>Board Members</b><br>PRESENT | <b>Board Members</b><br>ABSENT | <b>Members/Ex-Officio</b><br>PRESENT | <b>Ex-Officio Members</b><br>ABSENT |
|---------------------------------|--------------------------------|--------------------------------------|-------------------------------------|
| 1. Mark Transou-Chair           | 1. John Moore                  | 1. Brenda Floyd                      |                                     |
| 2. Glenda Wilson                | 2. Tyler Reese                 | 2. Joe Gibbons                       |                                     |
| 3. Jennifer Indicott            | 3. Margaret Forney             | 3. Scott Hildebran                   |                                     |
| 4. Amy Adams                    | 4. Sean Williams               |                                      |                                     |
| 5. Darin McKinney               | 5. Tim Biddix                  |                                      |                                     |
| 6. Dana Clark                   |                                |                                      |                                     |
| 7. Matt Underwood               |                                |                                      |                                     |
|                                 |                                |                                      |                                     |
|                                 |                                |                                      |                                     |
|                                 |                                |                                      |                                     |
|                                 |                                |                                      |                                     |
|                                 |                                |                                      |                                     |

| <b>Staff Members</b><br>PRESENT |  |
|---------------------------------|--|
| 1. Lauren Hartley               |  |
| 2. Ashely Smith                 |  |

Mark Transou called the meeting to order.

**Approval of Minutes**

- Matt Underwood made a motion to accept the November 14, 2024 minutes, seconded by Dana Clark, which was voted on and passed unanimously.

**Report from Grants Committee**

**BUILD Grant**

- The Grants Committee has nothing to report at this time.

**Lenoir Main Street Committee Update**

- The NC Main Street Conference will be held March 11-25, 2025 in Mooresville, NC.
- New businesses downtown:
- Flash-Bat Tattoo Co.
- Rhythm on Main expanding downstairs space for tumbling
- Pixel Planet Gaming Lounge

**Updates**

- The MLK Center and Aquatic Center are undergoing updates.
- The bid is out for the Hospital Ave sidewalk.
- New street landscaping on Harper Ave.
- Comprehensive Plan is underway.
- Parks and Rec master plan is underway.
- New development/businesses:
  - Longhorn Steakhouse
  - Wingstop
  - Multi-family development off Hickory Blvd (321 and Victoria Ct. intersection)

**Other Business**

- Jennifer Indicott stated participating downtown businesses are hosting the passport event starting the month of February.

**Meeting adjourned.**



**City of Lenoir**  
**Financial Summary**  
**As of 01/31/2025**



| General Fund      |                     |                  |             |                              |                  |
|-------------------|---------------------|------------------|-------------|------------------------------|------------------|
|                   | 2024-2025<br>Budget | 1/31/2025        | % of Budget | Change from<br>Previous Year | 1/31/2024        |
| Total Revenue     | \$ 23,751,580.00    | \$ 17,220,162.14 | 73%         | \$ 306,425.15                | \$ 16,913,736.99 |
|                   |                     |                  |             |                              |                  |
| Expenditures      | \$ 23,751,580.00    | \$ 13,114,190.72 | 55%         | \$ 715,225.03                | \$ 12,398,965.69 |
|                   |                     |                  |             |                              |                  |
| Over/Under        | \$ -                | \$ 4,105,971.42  |             | \$ (408,799.88)              | \$ 4,514,771.30  |
| Downtown District |                     |                  |             |                              |                  |
|                   | 2024-2025<br>Budget | 1/31/2025        | % of Budget | Change from<br>Previous Year | 1/31/2024        |
| Revenues          | \$ 264,700.00       | \$ 40,739.37     | 15%         | \$ 156.57                    | \$ 40,582.80     |
|                   |                     |                  |             |                              |                  |
| Expenditures      | \$ 264,700.00       | \$ 191,145.68    | 72%         | \$ 17,364.42                 | \$ 173,781.26    |
|                   |                     |                  |             |                              |                  |
| Over/Under        | \$ -                | \$ (150,406.31)  |             | \$ (17,207.85)               | \$ (133,198.46)  |
| Water/Sewer Fund  |                     |                  |             |                              |                  |
|                   | 2024-2025<br>Budget | 1/31/2025        | % of Budget | Change from<br>Previous Year | 1/31/2024        |
| Revenues          | \$ 11,770,028.00    | \$ 6,974,839.46  | 59%         | \$ 368,443.41                | \$ 6,606,396.05  |
|                   |                     |                  |             |                              |                  |
| Expenditures      | \$ 11,770,028.00    | \$ 5,633,975.12  | 48%         | \$ 485,543.32                | \$ 5,148,431.80  |
|                   |                     |                  |             |                              |                  |
| Over/Under        | \$ -                | \$ 1,340,864.34  |             | \$ (117,099.91)              | \$ 1,457,964.25  |

## **CITY OF LENOIR**

### **COUNCIL ACTION FORM**

- I. Agenda Item:** Consideration to approve the updates to the Training and Certification Increase schedule as presented.
- II. Background Information:** The goal of this schedule is to standardize the pay increases throughout the City and to base the increases on the amount of time required for the certificates as well as job requirements and agency regulations.
- III. Staff Recommendation:** Staff recommends City Council approve Training and Certification Increase schedule as presented.
- IV. Reviewed by:**

**City Attorney:**

**Finance Director:** *Donna Bean*

**Public Works/Public Utilities Director:**

| Training and Certification Increases                                                                                                                                                                                                                                                                                |                                                                             |                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|------------------------|
| City of Lenoir                                                                                                                                                                                                                                                                                                      |                                                                             |                        |
| 2025 Update                                                                                                                                                                                                                                                                                                         |                                                                             |                        |
| All increases are for certifications beginning 2-1-25. There will be no retroactive increases or decreases due to changes in this plan.                                                                                                                                                                             |                                                                             |                        |
| Pay incentives must be pre-approved by the department head, HR, Finance Director and City Manager and based on the relevancy of the certification or educational attainment to the individual's current or future employment status with the City of Lenoir.                                                        |                                                                             |                        |
| Employees in a position that requires various certificates/licenses as a minimum requirement for employment will not be eligible for an increase.                                                                                                                                                                   |                                                                             |                        |
| Increases for training are given unless the education is required for promotion. In these cases, increases will be given in the form of the promotion.                                                                                                                                                              |                                                                             |                        |
| Increases are given when initial certificates are received but not each time they are renewed.                                                                                                                                                                                                                      |                                                                             |                        |
| All increases will become effective when proof of training/certification along with a Personnel Action Form has been submitted to HR and the recommendation has completed the approval process.                                                                                                                     |                                                                             |                        |
| Pay increases for certifications that have maintenance requirements will be reversed by same amount should the employee fail to maintain the certification. It is the employee's supervisor's responsibility to notify HR if the certificate is not maintained.                                                     |                                                                             |                        |
| Books, tuition, one-time bonuses, and other fees paid by the City on the employee's behalf for the attainment of any educational degree shall be pro-rated and repaid to the City by the employee should the employee voluntarily terminate employment before the time frame listed in the reimbursement agreement. |                                                                             |                        |
| Achievement                                                                                                                                                                                                                                                                                                         | % Increase                                                                  | Hours of Training      |
| City Wide                                                                                                                                                                                                                                                                                                           |                                                                             |                        |
| Post Secondary Degree (AA, AAS, BS, MS)                                                                                                                                                                                                                                                                             | 2.5% per degree that is job related and pre-approved                        |                        |
| CDL- Class A Tractor and Trailer - if not required for the current position otherwise it will be included in the promotional raise - This is without the City paying tuition.                                                                                                                                       | 1.50%                                                                       | Various                |
| CDL- Class B - if not required for the current position otherwise it will be included in the promotional raise                                                                                                                                                                                                      | 0.50%                                                                       | Various                |
| Chainsaw Safety - Initial                                                                                                                                                                                                                                                                                           | \$300                                                                       | 4 hours                |
| Power Industrial Truck (Forklift) Certification - Initial                                                                                                                                                                                                                                                           | \$300                                                                       | 8 hours                |
| Bi-lingual/Multilingualism (Only one increase regardless of the number of languages spoken - must agree to be on call to interpret, increase will be reversed if the individual isn't available for interpreting)                                                                                                   | \$1000                                                                      |                        |
| Notary - If required for position or utilized as a back-up - Initial                                                                                                                                                                                                                                                | \$300                                                                       | 6 hours                |
| OSHA - 10 Hour - Initial                                                                                                                                                                                                                                                                                            | \$300                                                                       | 10 hours               |
| Other Certifications Not Listed – as authorized by the City Manager and are job related.                                                                                                                                                                                                                            | \$10 per hour in class or pre-approved agreed upon rate by the City Manager |                        |
| Pesticide Certification/License - Initial                                                                                                                                                                                                                                                                           | \$300                                                                       | 8 hour course and exam |
| Public Executives Leadership Academy (PELA)                                                                                                                                                                                                                                                                         | 2.00%                                                                       | 65+ hours              |
| OSHA 501 (general industry - to complete instructor certification w/ OSHA 511)                                                                                                                                                                                                                                      | \$300                                                                       |                        |
| OSHA 511 (general industry - 30 hr. course - certificate + 1/2 of instructor certification - OSHA 501 to complete instructor certification)                                                                                                                                                                         | \$300                                                                       | 30 hours               |

|                                                                              |                                                                                        |                                                                                                                                                      |
|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| UNC-SOG Municipal & County Administration                                    | 2.00%                                                                                  | 95+ hours                                                                                                                                            |
| Work Zone Flagger Training - Initial                                         | \$200                                                                                  | 4 hours                                                                                                                                              |
| Trenching "Competent Person" Certification - Initial                         | \$300                                                                                  | 8 hours                                                                                                                                              |
| <b>Administration</b>                                                        |                                                                                        |                                                                                                                                                      |
| IIMC Certified Municipal Clerk                                               | 2.50%                                                                                  |                                                                                                                                                      |
| Building Official Certifications                                             | \$300 for individual certification<br>(Plumbing, Electrical, Building, and Mechanical) |                                                                                                                                                      |
| ICMA Manager                                                                 | 2.50%                                                                                  |                                                                                                                                                      |
| IIMC Master Municipal Clerk                                                  | 2.50%                                                                                  |                                                                                                                                                      |
| UNC-SOG Certified Government Chief Information Officer                       | 3.00%                                                                                  |                                                                                                                                                      |
| UNC-SOG Clerks Certification Institute                                       | 2.50%                                                                                  |                                                                                                                                                      |
| <b>Finance</b>                                                               |                                                                                        |                                                                                                                                                      |
| APA-CPP Certification (Certified Payroll Professional)                       | 2.50%                                                                                  | 6-12 weeks                                                                                                                                           |
| APA-FPC Certification                                                        | 2.50%                                                                                  | 6-12 weeks                                                                                                                                           |
| Certified Local Government Purchasing Officer                                | 2.50%                                                                                  | 4 (one) week courses and 150-180 hours additional training and exam                                                                                  |
| Certified Public Accountant (CPA)                                            | 3.00%                                                                                  | MA + exam                                                                                                                                            |
| IOFM Accounts Payable Certification Program - Accredited Payables Specialist | 2.50%                                                                                  |                                                                                                                                                      |
| Local Government Finance Officer Certification                               | 5.00%                                                                                  | 180+ hours + 4 exams+ 5 years experience                                                                                                             |
| Microsoft Office Training                                                    | 10 per hour of class time                                                              | various                                                                                                                                              |
| Risk Management Certification                                                | 2.50%                                                                                  | 12 months and 3 exams                                                                                                                                |
| <b>Fire</b>                                                                  |                                                                                        |                                                                                                                                                      |
| Certified Emergency Manager                                                  | 3.00%                                                                                  | EM Degree, 3-5 years and exam                                                                                                                        |
| Certified Fire Investigator                                                  | 2.00%                                                                                  | 80-96 hours                                                                                                                                          |
| Certified Firefighter (Firefighter II)                                       | 5.00%                                                                                  | 428-514 hours                                                                                                                                        |
| Driver Operator - Pumps                                                      | 2.50%                                                                                  | 110-132 hours                                                                                                                                        |
| Executive Fire Officer Program                                               | 5.00%                                                                                  | 2 week class offered once every two years by the NC Fire Chiefs Association - . Recommend 2 years, but individual has 4 years to finish the process. |
| Fire & Life Safety Educator I                                                | 2.00%                                                                                  | 36 -43 hours                                                                                                                                         |
| Fire & Life Safety Educator II                                               | 1.00%                                                                                  | 36 -43 hours                                                                                                                                         |
| Fire & Life Safety Educator III                                              | 1.00%                                                                                  | 36 -43 hours                                                                                                                                         |
| Fire Inspector I                                                             | 2.00%                                                                                  | 51-61 hours                                                                                                                                          |
| Fire Inspector II                                                            | 2.00%                                                                                  | 32-48 hours                                                                                                                                          |
| Fire Inspector III                                                           | 2.00%                                                                                  | 24-39 hours                                                                                                                                          |
| Fire Instructor I                                                            | 2.00%                                                                                  | 26-31 hours                                                                                                                                          |
| Fire Instructor II                                                           | 2.00%                                                                                  | 38-46 hours                                                                                                                                          |
| Fire Officer I                                                               | 2.00%                                                                                  | 36-43 hours                                                                                                                                          |
| Fire Officer II                                                              | 2.00%                                                                                  | 28-34 hours                                                                                                                                          |
| Fire Officer III                                                             | 2.50%                                                                                  | 80-96 hours                                                                                                                                          |
| Fire Officer IV                                                              | 2.50%                                                                                  | **Direct Delivery program with OSFM..no set hours as it is project based                                                                             |
| Technical Rescuer                                                            | 2.50%                                                                                  | 156-187 hours                                                                                                                                        |

| Human Resources                                                                      |       |                                                                  |
|--------------------------------------------------------------------------------------|-------|------------------------------------------------------------------|
| APA-CPP Certification (Certified Payroll Professional)                               | 2.50% |                                                                  |
| APA-FPC Certification                                                                | 2.50% |                                                                  |
| HRCI                                                                                 | 2.50% |                                                                  |
| Senior Certified Professional (SHRM-SCP)                                             | 2.50% | Prep course, years of experience and exam                        |
| Senior Professional in Human Resources (SPHR), Professional in Human Resources (PHR) | 2.50% | Prep course, years of experience and exam                        |
| Society of Human Resource Management Certified Professional (SHRM-CP)                | 2.50% | Prep course, years of experience and exam                        |
| IT                                                                                   |       |                                                                  |
| COMPTIA                                                                              | 2.00% | 9-12 months of hands on training and 120-160 hours of exam prep. |
| COMPTIA A+                                                                           | 2.00% | 9-12 months of hands on training and 120-280 hours of exam prep. |
| COMPTIA NETWORK+                                                                     | 2.00% | 9-12 months of hands on training and 120-160 hours of exam prep. |
| COMPTIA SECURITY+                                                                    | 2.00% | 9-12 months of hands on training and 120-280 hours of exam prep. |
| UBIQUITI Certificate                                                                 | 1.00% | 30 + hours                                                       |
| UNC SOG CIO Certification                                                            | 3.00% |                                                                  |
| Parks and Recreation                                                                 |       |                                                                  |
| Certified Park and Recreation Professional                                           | 2.00% |                                                                  |
| Certified Pool Operator                                                              | \$500 |                                                                  |
| Certified Playground Safety Inspector                                                | \$500 |                                                                  |
| Playground Maintenance Technician (PMT) certificate program                          | \$500 |                                                                  |
| Aquatic Facility Operator (AFO) certification                                        | \$500 |                                                                  |
| Planning                                                                             |       |                                                                  |
| American Institute of Certified Planners                                             | 5.00% |                                                                  |
| Certified Floodplain Manager                                                         | 2.00% |                                                                  |
| Zoning Officer Certification                                                         | 2.00% |                                                                  |
| Police                                                                               |       |                                                                  |
| Intermediate Certificate                                                             | 3.00% | set by NC Training and Standards                                 |
| Advanced Certificate                                                                 | 5.00% | set by NC Training and Standards                                 |
| Traffic Crash Investigation & Reconstruction Certificate Program                     | 5.00% | 400 hours                                                        |
| Criminal Investigations Certificate Program                                          | 5.00% | 400 hours                                                        |
| Community Policing Certificate Program                                               | 5.00% | 400 hours                                                        |
| NCJA SRO Certificate Program                                                         | 5.00% | 400 hours                                                        |
| Tactical Training Certificate Program                                                | 5.00% | 400 hours                                                        |
| Leadership Certificate Program                                                       | 5.00% | 400 hours                                                        |
| FBI National Academy                                                                 | 3.00% | 11 weeks                                                         |
| DARE Certification                                                                   | 2.00% | 80 hours                                                         |

|                                                                                                                         |                                       |                                                             |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------------|
| General Instructor Certification                                                                                        | 2.50%                                 | 100 hours                                                   |
| Specialized Instructor (Firearms, Driving, Compliance and Control Tactics)                                              | 2.00%                                 | hours vary                                                  |
| Drug Recognition Expert                                                                                                 | 2.00%                                 | 72 hours + 12 field evaluations                             |
| Field Training Officer (FTO) Certification                                                                              | 1.50%                                 | 40 hours                                                    |
| SMI Certification Radar/Lidar                                                                                           | 1.50%                                 | 40 hours + Exam, + 16 field hours                           |
| Intox ECIRII Certification                                                                                              | 1.50%                                 | 35 hours + exam                                             |
| K-9 Handler Training                                                                                                    | 1.50%                                 | minimum 60 hours approved K9 training outside of In-Service |
| UAS Part 107 Licensed Operator                                                                                          | 1.50%                                 | self study, course work, and exam                           |
| <b>Public Works</b>                                                                                                     |                                       |                                                             |
| Advanced Sanitation Driver                                                                                              | 2.50%                                 |                                                             |
| 609 AC Certification                                                                                                    | \$500                                 | 3-5 hours + exam                                            |
| APWA Facilities & Grounds Manager Program                                                                               | \$10 per hour of class                | 8 hours w/Exam                                              |
| EV & Hybrid Safety & Service Cert. Level 1 and Level 2                                                                  | \$300                                 | Level 1 :20 Question Exam                                   |
|                                                                                                                         | \$300                                 | Level 2: 30 Question Exam                                   |
| Groundskeepers University Training - 100 Level Introduction to Grounds keeping Modules                                  | \$10 per hour of class                | 16 hours- 2 hr per module (8 modules + Exam)                |
| Industrial Maintenance (each level)                                                                                     | \$500                                 |                                                             |
| Intermediate Sanitation Driver                                                                                          | 2.50%                                 |                                                             |
| Lift Truck (Forklift) Operator Course (Basic) - Initial                                                                 | \$200                                 |                                                             |
| Lift Truck (Forklift) Operator Course (Instructor) - Initial                                                            | \$200                                 |                                                             |
| Mobile Air Certification (EPA Required) - Initial                                                                       | \$500                                 |                                                             |
| Mobile Air Climate Systems Association - Initial                                                                        | \$500                                 |                                                             |
| NC DOT Work Zone Installer Certificate - Initial                                                                        | \$500                                 |                                                             |
| NC Road Scholar Designation - When all certificates complete or increases per certificate obtained as listed not both.  | 5% <b>or</b> increase per certificate |                                                             |
| NC Safety Inspection License - Initial                                                                                  | \$500                                 |                                                             |
| NC-LTAP Courses not listed individually                                                                                 | \$300> 10 hours, \$400 < 10 hours     |                                                             |
| NC-LTAP Advanced Road Scholar - When all certificate complete or increases per certificate obtained as listed not both. | 5% <b>or</b> increase per certificate |                                                             |
| NC-LTAP Master Road Scholar - When all certificate complete or increases per certificate obtained as listed not both.   | 5% <b>or</b> increase per certificate |                                                             |
| Scan Tool Certification (7 hour course, essential scan tool techniques by ATG) - Initial                                | \$10 per hour of class                |                                                             |
| Stihl Certification (small engine repair)                                                                               | \$10 per hour of class                |                                                             |
| Turf Management                                                                                                         | 2.00%                                 |                                                             |
| <b>Water and Sewer</b>                                                                                                  |                                       |                                                             |
| Biosolids Land Application Certification                                                                                | 2.50%                                 | Certificates required for plant operations                  |
| NCRWA Water University Utility Management Certificate                                                                   | 2.50%                                 | Certificates required for plant operations                  |
| Wastewater Collection System Certifications I, II, III, and IV                                                          | 2.50%                                 | Certificates required for plant operations                  |
| Wastewater Treatment Plant Operator Certifications I, II, III and IV                                                    | 2.50%                                 | Certificates required for plant operations                  |
| Bacteriological Coliform Certification (WTP)                                                                            | 2.50%                                 | Certificates required for plant operations                  |
| Phy/Chem I Cert (WTP)                                                                                                   | 2.50%                                 | Certificates required for plant operations                  |
| B Surface in Water Treatment (WTP)                                                                                      | 2.50%                                 | Certificates required for plant operations                  |
| A Certification in Surface Water Treatment (WTP)                                                                        | 2.50%                                 | Certificates required for plant operations                  |
| Pretreatment Program Spec Cert. (WWTP)                                                                                  | 2.50%                                 | Certificates required for plant operations                  |

|                                                                                                                                                          |                                     |                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------|
| Land Application (Biosolids) Exam (WWTP)                                                                                                                 | 2.50%                               | Certificates required for plant operations |
| Grade I Lab Cert. (WWTP)                                                                                                                                 | Move from trainee to scale employee | Certificates required for plant operations |
| Wastewater, Biological, Well Water, Laboratory Analyst,<br>Physical/Chemical Treatment, Total Coliforms & E. Coli, Land<br>Application, Spray Irrigation | 2.50%                               | Certificates required for plant operations |
| Water Backflow and Cross Connection                                                                                                                      | 2.50%                               | Certificates required for plant operations |
| Water Distribution System Certifications - A, B and C                                                                                                    | 2.50%                               | Certificates required for plant operations |
| Water Treatment Plant Certifications - A, B and C                                                                                                        | 2.50%                               | Certificates required for plant operations |

# January 2025 Communication Report

By Joshua Harris, Communication & Public Information Director

CITY OF **LENOIR**  
NC ★ CREATE WITH US

2/11/2025

## CONTENT CREATION

News Releases

**5**

Photos

**71**

Videos

**2**

Web Updates

**194**

Podcast/Radio

Social Posts

**101**

Q&A

**24**

eSign

**1**

Council

**3**

Committees

**8**

## PUBLIC ENGAGEMENT

### Website Total Views

**45,137**

+/-  
**15.6%**

### Website Top Pages

- 1 *Payment Options*
- 2 *Jobs*
- 3 *Water & Sewer Service*
- 4 *Job - Laborer Solid Waste*
- 5 *Job - Concession Attendants, Scorekeepers, Umpires/Referees*
- 6 *Property Taxes*
- 7 *Job - Telecommunications Officer I (Part-time)*
- 8 *Search*
- 9 *LAFC*

### Social Followers

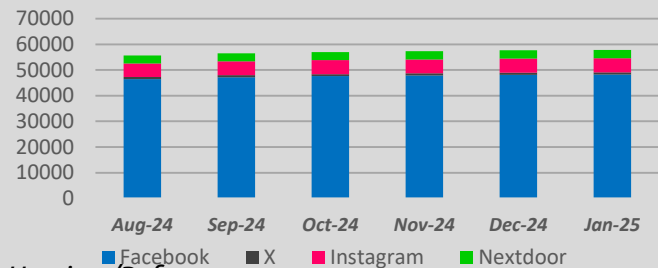
Total

**58,708**

+/-  
**0.34%**

New this month

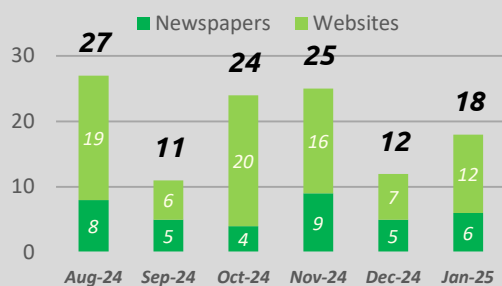
**199**



### Social Engagement

|                     | Total   | +/-    |
|---------------------|---------|--------|
| Social Reach .....  | 179,697 | 32.0%  |
| Social Visits ..... | 13,587  | -23.8% |

### Media Coverage



### Video Views

**1,069**

|          | Views |
|----------|-------|
| Facebook | 938   |
| YouTube  | 131   |

### Watch Time Hrs

**218.7**

|          | Hours |
|----------|-------|
| Facebook | 30.0  |
| YouTube  | 188.7 |

## News Releases

5

- 1/8** City prepping for snow
- 1/10** City facilities closing early
- 1/17** MLK Jr. events this weekend in Lenoir
- 1/17** City facilities closed Monday in honor of MLK Jr. Day
- 1/30** Black History Month events start this weekend in Lenoir

## Photos

71

| <i>Date</i> | <i>#</i>  | <i>Subject</i>                               |
|-------------|-----------|----------------------------------------------|
| <b>1/2</b>  | <b>33</b> | pickleball in Mulberry Recreation Center gym |
| <b>1/18</b> | <b>9</b>  | MLK Jr Weekend Events                        |
| <b>1/21</b> | <b>29</b> | City Council meeting Kenny Nelson retirement |



*Indoor pickleball courts at Mulberry Recreation Center*



*MLK Jr. Day Celebration events*



*Kenny Nelson retirement*



# Social Posts 101

## Top Facebook

|    |          |       |                                                |                                                                                  |                                                                                                                   |       |     |                     |       |       |      |    |
|----|----------|-------|------------------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------|-----|---------------------|-------|-------|------|----|
| #1 | City     | 43.9K | Prepare for winter weather                     |  | Weather forecasts are saying snow is likely this weeken...<br>Photo · City of Lenoir, NC Government               | Boost | ... | Wed Jan 8, 4:10pm   | 43.9K | 45.4K | 378  | 70 |
| #2 | Fire     | 29.2K | Roads are slick! Stay home and enjoy the snow! |  | The roads are extra slick! Stay in and enjoy the snow at h...<br>Photo · City of Lenoir Fire Department           | Boost | ... | Fri Jan 10, 8:33pm  | 29.2K | 30.1K | 222  | 13 |
| #3 | Police   | 24.9K | Corporal Lo Retirement                         |  | Congratulations on your Retirement Corporal Lo! Members of the Len...<br>Photo · City of Lenoir Police Department | Boost | ... | Mon Jan 13, 2:33pm  | 24.9K | 1.8K  | 20   |    |
| #4 | Parks    | 5.6K  | Industrial Basketball League is back!!         |  | Industrial League is back!!! Teams can rep their compani...<br>Photo · Lenoir Parks and Recreation                | Boost | ... | Fri Jan 17, 2:30pm  | 5.6K  | 7.8K  | 1.1K | 47 |
| #5 | Downtown | 1.1K  | Selfie Saturday Alert!                         |  | Selfie Saturday Alert! We want to see YOU enjoyi...<br>Photo · Downtown Lenoir                                    | Boost | ... | Sat Jan 25, 10:00am | 1.1K  | 1.1K  | 15   | 1  |

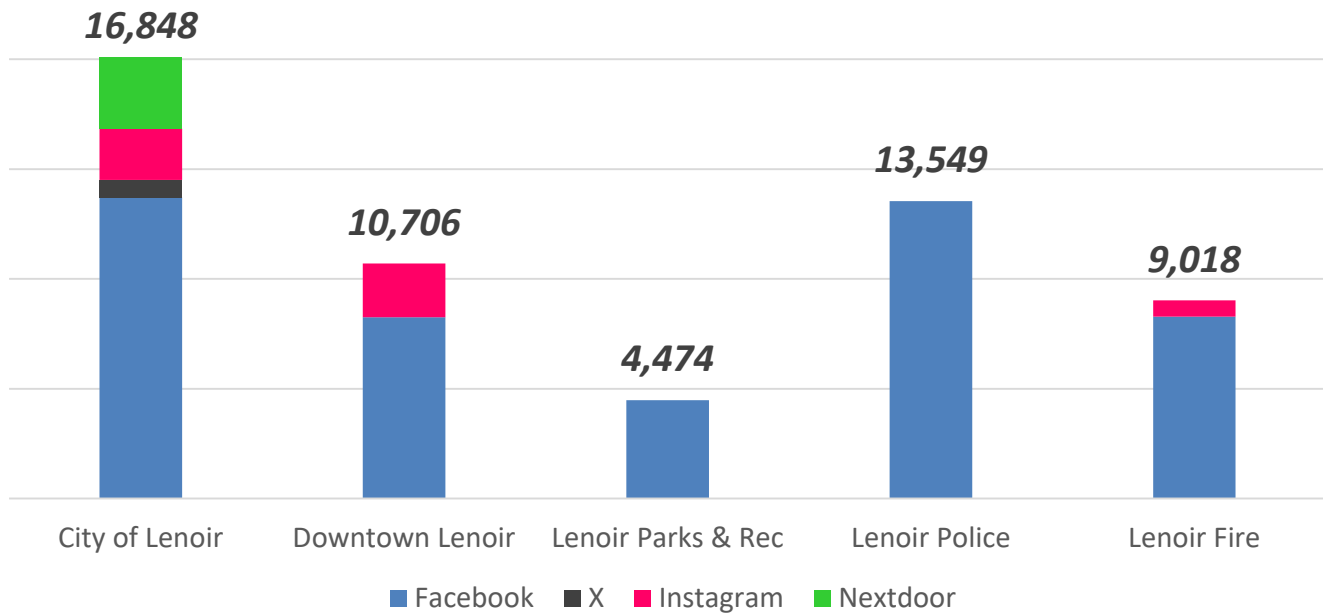
## Top X

|                                                                                                                                                                                                                                                                                        | Date ↓                                                                                                                                                                                                                                                                                                                                                                                   | Impressions | Likes | Replies | Reposts |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|---------|---------|---|
|                                                                                                                                                                                                      | Weather forecasts are saying snow is likely this weekend, Friday, Jan. 10, and Saturday, Jan. 11, 2025. City workers are getting ready, and residents should take precautions as well. City code prohibits parking on some roads during snow. Read more at <a href="https://t.co/bVkd5ZH7M8">https://t.co/bVkd5ZH7M8</a> . <a href="https://t.co/viOeC4erRW">https://t.co/viOeC4erRW</a> | Jan 8, 2025 | 100   | 3       | 0       | 0 |
|                                                                                                                                                                                                                                                                                        | Date ↓                                                                                                                                                                                                                                                                                                                                                                                   | Impressions | Likes | Replies | Reposts |   |
| North Carolina ranked among the top five states for inbound migration in 2024. The Hickory-Lenoir-Morganton Metropolitan Statistical Area ranked #9 in the nation for inbound migration, according to the United Van Lines 2024 National Movers Study. More and more people from other | Jan 15, 2025                                                                                                                                                                                                                                                                                                                                                                             | 98          | 1     | 0       | 1       |   |

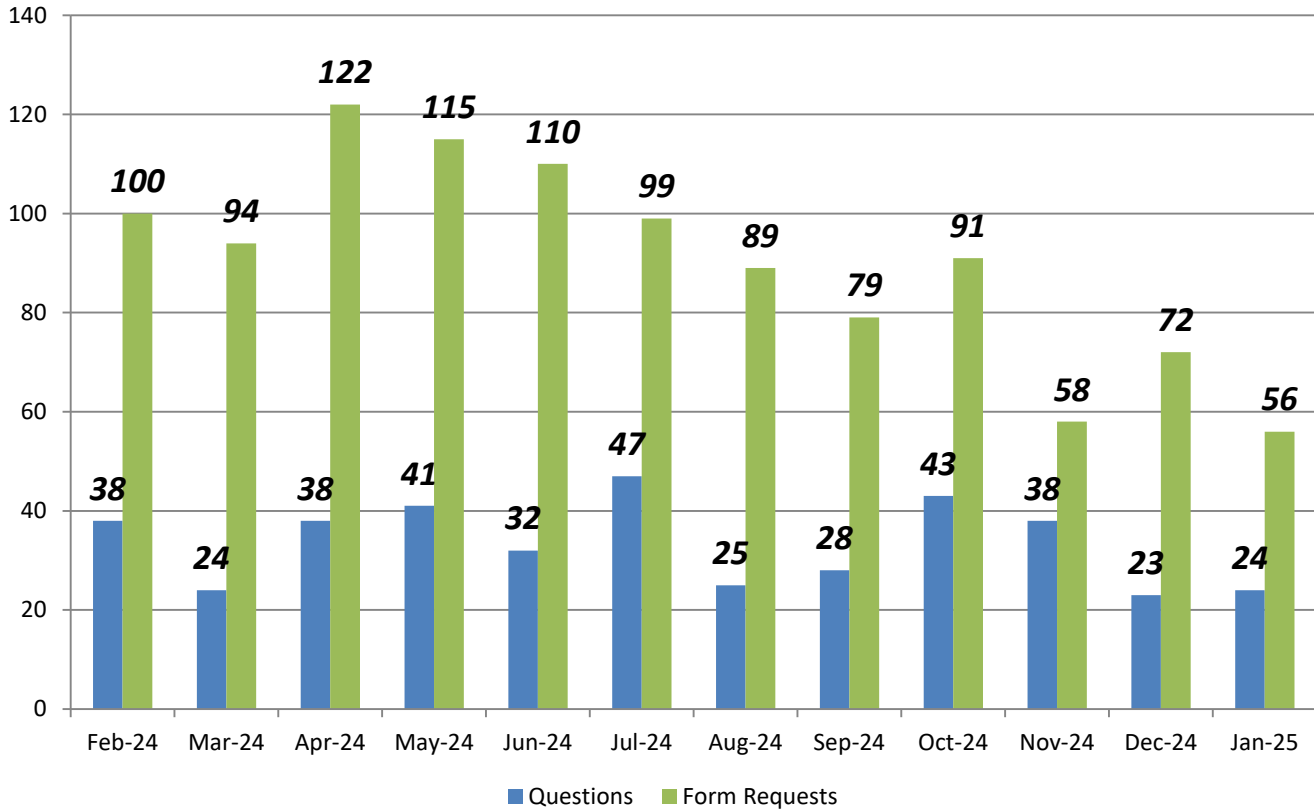
## Top Instagram

|    |          |     |                                  |                                                                                    |                                                                                     |       |     |                    |     |     |    |   |
|----|----------|-----|----------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------|-----|--------------------|-----|-----|----|---|
| #1 | City     | 535 | Code Compliance Officer job post |  | We're looking for a new Code Compliance Officer here i...<br>Photo · cityoflenoirnc | Boost | ... | Tue Jan 7, 3:32pm  | 535 | 559 | 13 | 2 |
| #2 | Downtown | 271 | Upcoming Downtown events         |  | What's Happening in Downtown This Week! Ci...<br>Photo · downtownlenoir             | Boost | ... | Mon Jan 20, 7:00am | 271 | 291 | 17 | 3 |

## Social Comparison



## Questions & Form Requests



do you know anyone that offers free tree cleanup (2) for someone with a bad heart?

Requesting City Tax information on a property

After Helene repair and recovery of utility poles on Haigler Road, where the poles were snapped off, they have been replaced but our  
I'm trying to reach the department where I can pay the taxes for my mother's property in Lenoir.

Builder has left the property with building material scrap underneath house, excessive mud and rocks on the road in front of house.

We need salt in our area in my neighborhood the 3210 19th Avenue Northeast Hickory 28601

Air in water lines and dirty water

Need the road clean on road city road please help now to rove snow ok thank you very much in lenoir

I just want to say thank you to all the hard work the road crew are doing

ABC road behind Telco is a mess. I have sent notes to code enforcement many times. Weeds, garbage, etc over 3 feet over curb. Car

I am inquiring on the possibility of adding a church crossing sign and maybe speed bumps near 1306 Old North Rd. This would be for

I clicked on the link for Residential Ready to Build - .(Link: View the neighborhoods with available property.). Unfortunately, the link (

Would someone from the fire department come out to my house and check my fire alarm to make sure it is up to code and working

Abandoned vehicle

I requested a bulk pickup 2 weeks ago and wanted to make sure we were still on the list since it's still here.

hello, how can i be apart of the friday after 5 concert series

Copy of building permit for roof installation in 2019 at 1213 Dorcas Terrace, Kinston NC. 28504

I wanted to introduce myself as Shred-Tech's Territory Sales Manager for the Southeast US. I am available to discuss any questions o

Hello. I hope you are well. I have a couple of questions. 1.) Are there any building restrictions such as the number of bedrooms/bath

831 Montclair cir nw, Lenoir, nc, 28645.Outdoor storage/accumulation junk or trash, Junk/abandoned vehicles, Trash and debris, Ro

No Water Pressure, 1798 Dulatown Road

414 Kentwood St SW. Overgrowth of grass, weeds, Outdoor storage/accumulation junk or trash, Junk/abandoned vehicles, Trash an

411 Mountain View St SW. Overgrowth of grass, weeds. This house has been abandoned for at least two years. It's overgrown and ir

The green light bulb in the left side traffic signal coming out of Hibriten High School has been out for a few weeks. Intersection of Ar



# March 2025



| Sun                                                       | Mon                                                                                | Tue                                                                                 | Wed                                                                      | Thu                       | Fri | Sat                                                              |
|-----------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------|-----|------------------------------------------------------------------|
|                                                           |                                                                                    |                                                                                     |                                                                          |                           |     | 1                                                                |
| 2                                                         | 3                                                                                  | 4<br>6:00 p.m. City Council                                                         | 5<br>9:00 a.m. Staff Mtg.<br>Noon - Foothills Regional Airport Authority | 6                         | 7   | 8                                                                |
| 9<br>NLC Cong. City Conf.<br>Daylight Savings Time Begins | 10<br>NLC Cong. City Conf.<br>Noon - City/County Services Committee (Civic Center) | 11<br>NLC Cong. City Conf.<br>8:15 a.m. Economic Dev. Adv. Committee (Civic Center) | 12<br>NLC Ends                                                           | 13<br>2:00 p.m. ABC Board | 14  | 15<br>10:00 a.m. Leprecan Leap Race<br>5K & 10K (Soccer Complex) |
| 16                                                        | 17<br>6:00 p.m. Parks & Recreation Adv. Brd.                                       | 18<br>6:00 p.m. City Council                                                        | 19<br>9:00 a.m. Staff Mtg.                                               | 20                        | 21  | 22                                                               |
| 23                                                        | 24<br>5:30 p.m. Planning Board                                                     | 25<br>8:30 a.m. Committee of the Whole (Budget)                                     | 26<br>Noon - Foothills Regional Airport Authority                        | 27                        | 28  | 29                                                               |
| 30                                                        | 31                                                                                 | <b>April</b>                                                                        |                                                                          |                           |     |                                                                  |
|                                                           |                                                                                    |                                                                                     |                                                                          |                           |     |                                                                  |
|                                                           |                                                                                    |                                                                                     |                                                                          |                           |     |                                                                  |
|                                                           |                                                                                    |                                                                                     |                                                                          |                           |     |                                                                  |

City of Lenoir  
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Scott E. Hildebran, City Manager  
Shirley M. Cannon, City Clerk