#### Town of Swansboro Board of Commissioners September 10, 2024, Regular Meeting Minutes

In attendance: Mayor John Davis, Mayor Pro Tem William Justice, Commissioner Jeffrey Conaway, Commissioner Pat Turner, Commissioner Joseph Brown, and Commissioner Douglas Eckendorf.

#### \*\*\*\*\*\*

#### Call to Order/Opening Prayer/Pledge

The meeting was called to order at 6:00 pm. Mayor Davis led the Pledge of Allegiance.

#### **Public Comment**

Lisa Prakash and Andrea Wilmoth thanked Chief Taylor for his support in starting their Neighborhood Watch initiative in the downtown area, expressing hopes to have signs installed soon. They shared plans for workshops on bike safety and reporting suspicious activity. Chief Taylor shared that Officer Amanda Hipps would serve as the police liaison for the program.

Jerry Seddon of 210 Walnut Street shared that he had concerns about speeding issues downtown, with narrow streets and the proximity of homes to the road, there was little reaction time if a child or pet were to enter the street. He suggested reducing the speed limit to 15 mph and adding speed limit signs, as the current ordinance of 20 mph was not enforced due to lack of signage. He also proposed making Walnut Street one-way to improve traffic flow and potentially alleviate speeding issues.

Board members agreed to explore options for a one-way street and Police Chief Taylor would study and determine the feasibility of the changes.

Kim Kingrey of 212 Elm Street commented on congestion downtown, sharing that an incident had recently occurred involving a weapon due to a blocked street. She emphasized the difficulty for emergency vehicles to navigate the streets when cars were parked on both sides and advocated for one-way streets as a possible solution, though she acknowledged it could encourage speeding. Additionally she shared she was tried of picking up dead ducks and signage about not feeding might help.

### Adoption of Agenda and Consent Items

On a motion by Commissioner Turner, seconded by Commissioner Conaway, the agenda and following consent items were approved unanimously.

- May 23, 2024, Special Meeting Minutes
- May 23, 2024, Closed Session Minutes

- May 28, 2024, Regular Meeting Minutes
- May 28, 2024, Closed Session Minutes
- Budget Ordinance Amendment #2025-2

### Appointments/Recognitions/Presentations

#### Onslow United Transit System Presentation (OUTS) Update

Danny Ferucci, Executive Director of OUTS, provided an update of their transit services, including door-to-door transportation for the elderly, disabled, and Medicaid patients. He outlined the organization's growth since its founding, current ridership, and available services. Mr. Ferucci also highlighted recent developments, such as the resumption of limited out-of-county medical transport and a new Down East Express service in partnership with Carteret County. Board members asked questions about the program's trends and COVID-19 impacts, as well as options for increasing community awareness of the service.

#### **Board** Appointments

Clerk Fender reviewed that due to a resignation, there is now a vacancy for an ALT seat on the Historic Preservation Commission. There were two interested applicants, Tim Vannoy and Tom Pieratti, both currently serving on other boards (Planning Board and Board of Adjustment, respectively). Mrs. Fender shared that call for applications is sent several times throughout the year through Constant Contact, posted to Facebook and is always available on the Town's website. After discussion the board tabled appointments to allow more community members to apply, expressing a desire for fresh representation from the town's 4,000 residents.

#### **Business Non-Consent**

### EOC/PSB Site Selection Committee Update

Committee member Melissa Anderson reported on the progress of the Emergency Operations Center and Public Safety Building. The project received a \$3 million state grant for land improvements and acquisition, with the Rotary property as the primary option, now offering six acres including Ireland Avenue. Due to grant restrictions, Municipal Park property could not be used, and St. Mildred's property was no longer available. Efforts were underway to resolve ingress/egress issues, including discussions for a potential land swap to widen Ireland Avenue and consultations for Highway 24 access with the Rotary Property. Preliminary maps show no wetlands on the Rotary property, though formal confirmation may be sought. A portfolio with a feasibility study, design-build schedule, and example projects were also being prepared. The committee will consider a new property option at its next meeting.

#### Swansboro TDA Overview

Finance Director Johnson presented an overview of the TDA and reviewed the current enabling legislation with the board. She shared that TDA Chairperson Randy Swanson, was available to answer questions.

Board members discussed the need to ensure that events, such as Tunnel 2 Towers and Swan Fest, were funded appropriately, potentially through tourism dollars rather than direct taxpayer funds. The board referenced a past resolution outlining TDA funding guidelines but noted that it may impose restrictions beyond what is mandated by state statute. Some members expressed a desire to review and possibly amend this resolution to allow greater flexibility in using TDA funds for local events that attract tourism.

The board proposed scheduling a workshop to review the resolution in detail, with guidance from the Town Attorney, to align it with North Carolina's general statute and to clarify TDA's role in funding decisions. Mr. Swanson expressed support for updating the resolution, requesting clarity on the TDA's responsibilities and boundaries. He noted that anyone is welcome to submit a grant request for TDA funding, which the board will review within 30 days of submission, either in a regular or special meeting.

The board agreed to proceed with scheduling a workshop for further discussion on this matter.

#### CPSE – Community Risk Assessment-Standards of Cover Adoption

Fire Chief Randall reviewed that the Town of Swansboro Fire Department was 1 of 10 agencies selected to participate in the Center for Public Safety Excellence's Beta Testing for the Community Risk Assessment (CRA) / Standards of Cover (SOC) Certificate Program. The CRA/SOC is a significant component of completing the Agency Accreditation process. An 86-page report detailing fire and non-fire risks in the Swansboro and White Oak River districts and requested the board's formal approval to validate their assessment methods and data was included in the documentation provided to the board. This program would position the department among the first 12 agencies internationally to achieve certification, enhance service quality and accountability.

Fire Chief Randall highlighted key report findings, including increased EMS and fire incidents linked to population and commercial growth, and a shift to 90th percentile response metrics for more accurate performance evaluation. Additionally, he outlined

plans for monthly, quarterly, and annual reporting to improve transparency and support ISO ratings and accreditation goals.

On a motion by Commissioner Brown, seconded by Commissioner Turner, with unanimous approval Resolution 2024-R9 was adopted approving and accepting, the Community Risk Assessment-Standards of Cover document and performance metrics for the Swansboro Fire Department.

#### Visitor Center Repair and Maintenance

Manager Barlow reviewed that the Visitors Center located at 203 Church Street had evidence of mold growing on the walls, ceiling, cabinets and outlets fixtures. This condition necessitated the need to close the building until the problem could be remediated. Right Coast Solutions responded to assess the problem and they estimated a remediation cost of \$15,250.

Board members expressed concerns about ongoing expenses and maintenance issues in the building, including poor ventilation, lack of vapor barriers, and inadequate insulation that contributed to mold growth. Several voiced frustrations over the continuous taxpayer-funded repairs on the building, which had received substantial investments after Hurricane Florence in 2019. They discussed the possibility of selling the property, given its low visitor numbers and maintenance challenges, with options for protective deed restrictions to preserve its historical significance. However, concerns were raised about the effectiveness of the remediation plan, and some officials suggested seeking additional evaluations to identify the specific mold types and ensure proper treatment methods.

Overall, the board agreed to proceed with remediation but will consider further analysis and potentially moving forward with selling the property as a fiscally responsible decision.

On a motion by Commissioner Conaway, seconded by Commissioner Turner, unanimous approval was given to authorize staff to enter into a contract with Right Coast Solutions to remediate the mold at the Visitors Center.

#### Bicentennial Park Dockwalk Extension Project Update

Manager Barlow reviewed that on August 13, 2024, bid results were presented to the Board for the Bicentennial Park Dockwalk Extension Project. Carteret Marine submitted a bid for \$233,200. This bid was significantly over the total grant project award of \$158,350. The Town Manager was directed to work with the Project Engineer and Carteret Marine to look for ways to lower the cost of the project. On September 9th, John

Wade, Project Engineer, submitted a list of design changes resulting in a reduction to \$226,200, leaving a deficit of \$67,900. With the last grant extension set to expire in April 2025, Mr. Barlow shared that he had concerns about potential delays from re-bidding and their impact on funding.

Board members discussed the value of the project for local tourism and business, with positive input from both community and tourism advocates.

On a motion by Commissioner Turner, seconded by Commissioner Conaway, the bid was awarded for the Dockwalk Extension Project to Carteret Marine in the amount of \$226,200. Appropriating \$67,900 from fund balance for the costs not covered by the original grant award. The motion was approved unanimously.

#### Future Agenda Topics

Future agenda items were shared for visibility and comments. In addition, an opportunity was provided for the board to introduce items of interest and subsequent direction for placement on future agendas. The following items were addressed:

- One-way street considerations for Walnut & Elm

#### **Public Comment**

Linda Thornley of 104 Elizabeth Way, voiced concerns about the allocation of \$68,000 for the Bicentennial Dockwalk Extension Project, emphasizing that insufficient attention had been given to a visitor center. She highlighted the importance of having a downtown visitor center as a hub for directing tourists to local attractions, restaurants, shops, and other businesses, which could have boosted the community's economy. Thornley urged the commissioners to reconsider the need for a downtown visitor center, particularly in a historic building, as a crucial component of supporting tourism and addressing the community's needs.

Fred Schachter of 148 Smallwood Road in Hubert and President of Friends of Hammocks Beach informed the board that the Hammocks Beach Park campground had officially opened, which would bring a new influx of tourism. He provided a construction update on the island bathroom repairs, stating that the drainage field was complete, tanks were awaiting delivery, and water lines were being installed, with the island expected to be operational by mid-winter. Regarding the building that was being renovated, it was estimated to have a November completion date but expressed doubts it would be finished on time. He shared plans for a February event coinciding with Black History Month to honor former members of the Black Indigenous Association and other parks, which would serve as the building's presentation. Schachter suggested that the board consider Mr. Woodard's centrally located building downtown as a potential visitor center, noting its suitability as office space. He encouraged them to explore this option as a great addition for the town.

Junior Freeman of 714 West Corbett Avenue, recounted the history of the visitor center building, indicating it was originally intended to address parking needs and provide public bathrooms for downtown merchants. Mr. Freeman suggested the building could still serve as a visitor center with self-guided tours and tourism information. He noted that a recent flood variance might complicate redevelopment due to potential costs exceeding 50% of the building's value.

#### **Board Comments**

Board members expressed their appreciation for various public safety efforts, the quality of staff work, and the participation of the community in the meeting.

Mayor Davis suggested that the Visitor Center could be relocated at Old Town Hall, expressed his thoughts about changing the funding capabilities of the TDA, and invited all those interested in attending the September 11<sup>th</sup> ceremony at 8:30 am at the public safety building.

#### **Closed Session**

On a motion by Commissioner Eckendorf, seconded by Commissioner Turner with unanimous approval, the board entered closed session at 7:55 pm pursuant to NCGS 143-318.11 (a)(5) to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating the amount of compensation and other material terms of an employment contract or proposed employment contract and (6) to consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee.

Pursuant to a motion duly made and seconded in closed session the board returned to open session.

### Adjournment

On a motion by Commissioner Eckendorf, seconded by Commissioner Turner, the meeting adjourned at 8:09 pm.



1. Please turn cell phones to "off" or "vibrate".

2. The Board offers the public three opportunities to speak during the meeting:

A comment period is offered at the beginning and end of the meeting. Please note that a separate opportunity is provided for those items requiring a public hearing.

Public Hearing(s) – There are <u>no</u> public hearings scheduled for this meeting.

# **PUBLIC COMMENT**

Citizen opportunity to address the Board for items listed on the agenda.

# AGENDA AND CONSENT ITEMS

<u>Action Needed</u>: Motion to Adopt the Agenda as prepared (or amended) and approval of the Consent Items

3

## Onslow United Transit System Presentation (OUTS) Update

**Presenter: Danny Ferucci – Executive Director of OUTS** 



5



To provide quality transportation services to the OUTS service area



To operate in an efficient and effective manner while complying with Local, State, and Federal Laws concerning Public Transportation



To assist in the maintenance, development, improvement, and use of public transportation in rural areas.



Why? Connect more residents to jobs, health care, wellness, education, retail and entertainment in our communities



### **Corporate Background**



Located in Jacksonville, NC



Incorporated in 1979 formed by Onslow County Government



Nonprofit public transit system that assists human service agencies in providing public transportation to the residents of Onslow County.



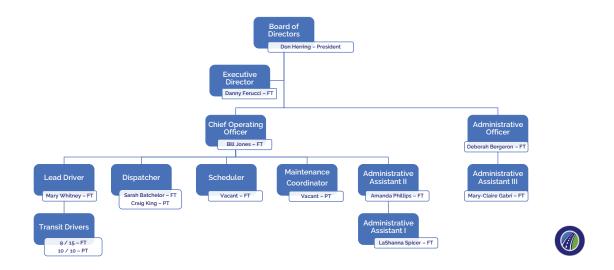
Operates under G.S. 55A and USC 501c3 (tax exempt)



Governed by Board of Directors



### Onslow United Transit System Organization Chart – FY25



## **Description of Service**

OUTS operates subscription, demand response, general public transportation and ADA Complementary Paratransit Service throughout all of Onslow County.

### Who Can Ride

Service is provided to passengers needing transportation to medical appointments, work, daycare, shopping, social and recreation activities, etc. OUTS also contracts with several agencies in Onslow County and provides transportation for their clients.



### Door to Door As Needed

Service is origin-to-destination. Assistance is provided from the vehicle to the first doorway for passengers who need additional assistance to complete the trip.

### **Non-Emergency Transportation**

OUTS provides non-emergency transportation only. If a passenger is unable to sit up, has severe pain, or other debilitating problems, this agency cannot transport them.

## **Eligible Transportation Programs**



#### ADA Paratransit

Provides ADA complimentary paratransit services for the City of Jacksonville.



#### 5310 Grant

Provides operating assistance for the transportation of the county's elderly (65 years of age or older) and disabled citizens.



Traveler's Aid Grant Intended to aid

organizations support to citizens dealing with domestic violence, homelessness, and

substance abuse. A one-time one-way Greyhound ticket to a support system.



EDTAP Provides operating

assistance for the transportation of the county's elderly (60 years of age or older) and disabled citizens.

have a human service agency or organization that will pay for the transportation service.

Rural Operating Assistance Program (ROAP)

ഫ

Rural General

Public

Intended to provide

transportation

services for

individuals from the

county who do NOT



#### WorkFirst

Intended to help the general-public to travel to work, employment training and/or other employment related destinations.

## **Daily Service**

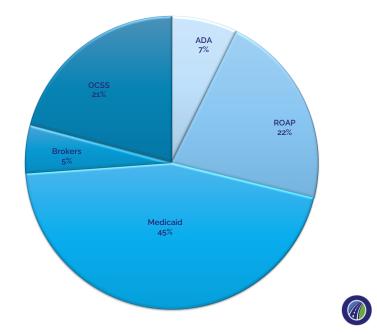
	Monday – Friday									
	6:00 AM to 5:00 PM									
			urday – Sı							
		10	:00 AM to 7:3	80 PM						
ADA F	Paratransit	Service: I	Follows Ja	cksonville	e Transit Sched	ule				
	Out of	County Tr	ansportati	ion (Medi	cal Only):					
Out of County Destination	1 <sup>st</sup> 2 <sup>nd</sup> 3 <sup>rd</sup> 4 <sup>th</sup> P/U Window \$\$ Trip Fare Thursday Tuesday Wednesday Thursday P/U Window One Way									
Hampstead Wilmington Leland	x		x		P/U time 2-3 hours prior to scheduled appointment	\$15.00				
Kinston** Greenville DownEast Express	Greenville X prior to scheduled \$15.00									
Pollocksville Newbern** DownEast Express				x	P/U time 1-3 hours prior to scheduled appointment	\$10.00				
Cedar Point Carteret Morehead City										
DownEast Express		х		x	P/U time 4-5 hours prior to scheduled appointment	\$25.00				



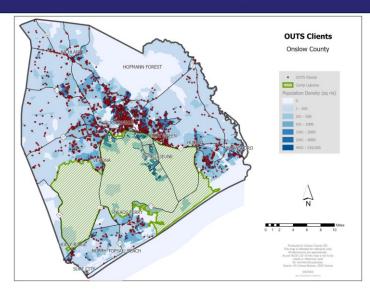
### OUTS FY24 Ride Data Report

#### Total Trip Count:

- FY18 90,230
- FY19 85,898
- FY20 70,094
- FY21 47,187
- FY22 62,642
- FIZZ 02,042
- FY23 64,969
- FY24 65,572

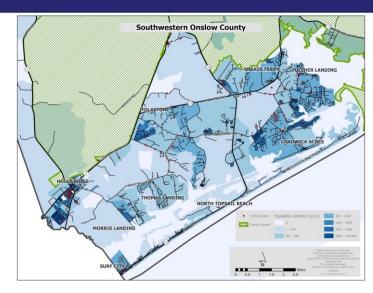


### Service Area (763 Land Square miles, Population 207,298)



15

### Greater Holly Ridge Area (67 Clients – Holly Ridge / 236 Clients – Surrounding Area)

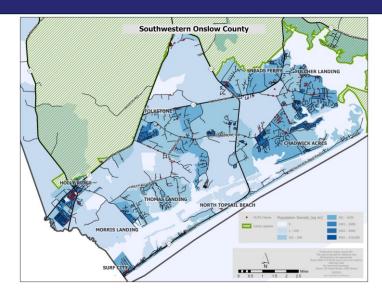




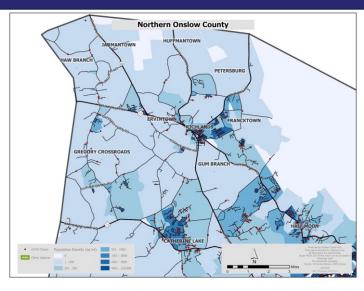
V:/

### Greater N. Topsail Beach Area

(5 Clients – N. Topsail Beach / 142 Clients – Surrounding Area)

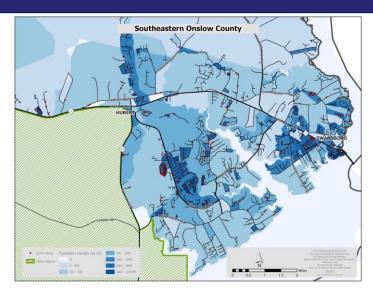


### Greater Richlands Area (96 Clients – Richlands / 383 Clients – Surrounding Area)



## Greater Swansboro Area

(118 Clients – Swansboro / 495 Clients – Surrounding Area)





19



## NEW BUSINESS/NON-CONSENT

## **EOC/PSB Site Selection Committee Update**

Presenter: Melissa Anderson– Committee Member

# NEW BUSINESS/NON-CONSENT

#### Swansboro TDA Overview

The Board of Commissioners requested to have a discussion on the Swansboro TDA policies and procedures and enabling Session Law. It is expected that the Chair and Vice Chair will be in attendance to discuss the matters with the Board.

**Recommended Action:** Review and discuss.

**Presenter: Sonia Johnson – Finance Director** 

# **NEW BUSINESS/NON-CONSENT**

<u>CPSE – Community Risk Assessment-Standards of Cover Adoption</u>

The Town of Swansboro Fire Department was 1 of 10 agencies selected to participate in the Center for Public Safety Excellence's Beta Testing for the Community Risk Assessment (CRA) / Standards of Cover (SOC) Certificate Program. The CRA/SOC is a significant component of completing the Agency Accreditation process.

**Recommended Action:** Adopt Resolution 2024- R9 approving, accepting, and adopting the Community Risk Assessment-Standards of Cover document and performance metrics for the Swansboro Fire Department.

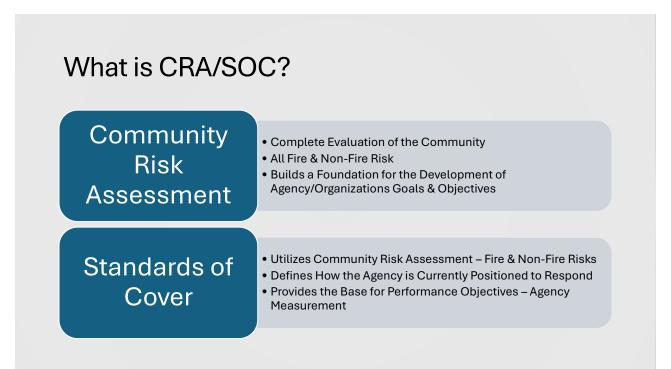
### Presenter: Jacob Randall – Fire Chief

## SWANSBORO FIRE DEPARTMENT

COMMUNITY RISK ASSESSMENT/STANDARDS OF COVER

### **Program Background**





### **CRA/SOC** Document

#### **Divided into 4 Main Sections**

- Section A Documentation of Area Characteristics
- Section B All-Hazards Risk Assessment and Response Strategies
- Section C Current Deployment and Performance
- Section D Plan for Maintaining and Improving Response Capabilities

#### Historical Data

- Baseline Performance
- Agency and Community Growth
- Non-Fire Risks

### Community Characteristics {Size & Coverage}

Fire Management Zone {FMZ}	Approximate Area {Square Miles}	Approximate Road Miles	Property Parcels	Address Points
FMZ 17 A {Swansboro Fire District}	2.421	29.66	2,316	2,330
FMZ 17 B {White Oak River Fire District}	7.07	28.37	1,244	1,277
Total Agency	9.491	58.03	3,560	3,607

## Community Characteristics {Population}

Fire Management Zone {FMZ}	Approximate Area {Square Miles}	Approximate Road Miles	Approximate Population	Approximate Density {Population per Square Mile}	Demographic Classification
FMZ 17 A	2.421	29.66	3,744	1,547	Urban
FMZ 17 B	7.07	28.37	1,859	263	Rural
Total Agency	9.491	58.03	5,603	590	Urban/Rural

### Total Incident Call Volume {All Response Areas}

District	2021		2022	2023	2024 {January 1 – September 9}
Swansboro {17A}	326		557	836	762
White Oak River {17B}	77		147	258	156
District Wide Total (Excluding Aid Given)	403		704	1,094	918
District Wide Total (Including Aid Given)	535		813	1,221	1,050
Percentage Increase	Prior Year	-	52%	50.2%	-
(Total Volume)	From 2021	-	-	128.2%	96.26%

### Total Incident Call Volume {Primary Response Area}

Category	2021		2021 2022		2024 {Jan 1 – Sept 9)
Annual Incidents	326		557	836	918
Percentage	Prior Year	-	70.86%	50.1%	9.80%
Increase	From 2021	-	-	156.4%	181.6%

31

Overlapping Incidents

Category	2021	2022	2023	2024 {January 1 – September 9}
Overlapping Calls	25	44	141	179
Annual Incidents	403	704	1,094	918
Percentage Overlap	6.2%	6.25%	12.89%	19.5%

## **Performance Baselines**

#### Total Response Time

- Call Handling (Time of 911 Call to Unit Dispatch)
- Turnout Time (Time of Dispatch to Unit Enroute)
- Travel Time (Time Enroute to Arrival)
- Total Response Time (Time of 911 Call to Unit Arriving)

**Effective Response Force** 

- · Personnel Needed to Handle Incidents
- Time of Dispatch to All ERF Personnel On Scene

### Baseline Times {All Incidents}

All Incident Types 90 <sup>th</sup> Percentile Times	District {Zone}	23 - 20	23	23 - 22	22 - 21	21 - 2
Baseline Performance	{Classification}		FirstDue		Emergency Reportin	g
	Town {17A} Urban	2:40	2:06	2:10	2:42	2:1
Alarm Handling	County {17B} Rural	3:17	1:52	2:36	3:24	3:2
	District-Wide	2:50	2:01	2:28	3:00	3:2
Turnout Time	Town {17A} Urban	2:07	2:32	2:05	1:58	1:3
	County {17B} Rural	2:20	2:44	2:25	2:10	1:4
	District-Wide	2:11	2:35	2:15	2:09	2:00
	Town {17A} Urban	5:11	7:03	4:57	4:49	3:50
Travel Time	County {17B} Rural	6:51	8:12	6:08	6:51	5:4
	District-Wide	5:51	8:06	5:47	6:02	5:43
	Town {17A} Urban	8:41	8:57	8:06	8:21	6:34
Total Response Time	County {17B} Rural	10:57	10:41	10:57	10:57	8:39
	District-Wide	9:28	9:22	9:30	9:39	8:15

. The 2020 – 2023 Cumulative total includes the additional six months from the 23 FirstDue RMS transition

Average vs 90 <sup>th</sup>	Percentile {Total	Response Time}
0		

Fire District		2020-2023	2020 – 2021	2021-2022	2022-2023
	Average	5:29	5:06	5:40	5:32
District Wide	90 <sup>th</sup> Percentile	9:28	8:15	9:39	9:30
	Gap	(3:59)	(3:09)	(3:59)	(3:58)
	Average	4:34	4:13	4:40	4:11
Town	90 <sup>th</sup> Percentile	8:41	6:34	8:21	8:06
	Gap	(4:07)	(2:21)	(3:41)	(3:55)
	Average	6:48	5:47	7:17	7:11
County	90 <sup>th</sup> Percentile	10:57	8:39	10:57	10:57
	Gap	(4:09)	(2:52)	(3:40)	(3:46)

## Key Take-aways

Average Data = Average Agency – "Maintaining"

• Transitioned to a 90th-Percentile Compliance Metric

Measure Everything Measurable

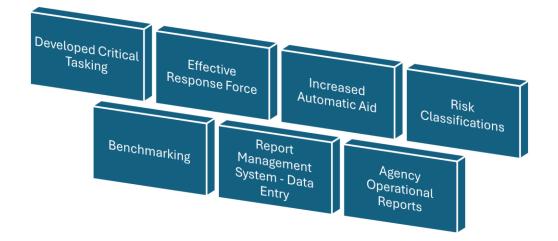
Evaluate the Performance Regularly

• Monthly, Quarterly, and Annual Reports

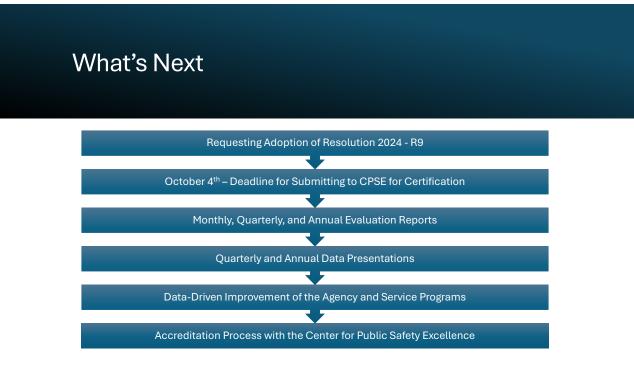
Transparency of System Performance

• Increase Accountability

### Key Changes



37





# NEW BUSINESS/NON-CONSENT

#### Visitor Center Repair and Maintenance

The Visitors Center located at 203 Church Street had evidence of mold growing on the walls, ceiling, cabinets and outlets fixtures. This condition has necessitated the need to close the building until the problem can be remediated.

**Recommended Action:** Authorize staff to enter into a contract with Right Coast Solutions to remediate the mold at the Visitors Center.

Presenter: Jon Barlow – Town Manager







# **NEW BUSINESS/NON-CONSENT**

### Bicentennial Park Dockwalk Extension Project Update

On August 13, 2024, bid results were presented to the Town of Swansboro Board of Commissioners for the Bicentennial Park Dockwalk Extension Project. Carteret Marine submitted a bid of \$233,200. This bid was significantly over the total grant project award of 158,350. The Town Manager was directed to work with the Project Engineer and Carteret Marine to look for ways to lower the cost of the project.

**Recommended Action**: Award the Dockwalk Extension Project contract to Carteret Marine in the amount of \$226,3000. Appropriate \$67,900 of fund balance for those costs not covered by the original grant award.

### Presenter: Jonathan Barlow– Town Manager

# NEW BUSINESS/NON-CONSENT

### Future Agenda Items

Future agenda items are shared for visibility and comment. In addition, an opportunity is provided for the Board to introduce items of interest and subsequent direction for placement on future agendas.

Action Needed: Discuss and provide any guidance.

Presenter: Alissa Fender – Town Clerk

# PUBLIC COMMENT

Citizen opportunity to address the Board.

45

## MANAGER'S COMMENTS Town Manager Jonathan Barlow

## **BOARD COMMENTS**

Mayor John Davis Mayor Pro William Justice Commissioner Jeffrey Conaway Commissioner Douglas Eckendorf Commissioner Joseph Brown Commissioner Patricia Turner

## **CLOSED SESSION**

Motion to enter closed session pursuant to NCGS 143-318.11 (a)(5) to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating the amount of compensation and other material terms of an employment contract or proposed employment contract and (6) to consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee.

