

TO: Mayor and Board of Aldermen
FROM: Lee Galloway, Town Manager
DATE: October 11, 2004
SUBJECT: Status Report for Period Ending October 11, 2004

During the past several weeks, weather has dominated our attention. We have been busy preparing for storms, responding to storms or making repairs and cleaning up after storms. Fortunately, Waynesville was spared the devastating damage that other areas received in our county and region, but the excessive amount of rain in September certainly pointed out some weaknesses we have in our infrastructure and gave us cause to give attention to these problem areas.

But there have been other things going on recently, and I wanted to bring you up to speed on some of the activities of town government.

FLOODS AND DAMAGES

As you know, we experienced three significant rain events during the month of September, all related to hurricanes. Hurricanes Frances, Ivan and Jeanne all paid a visit to Haywood County and Western North Carolina, and these three were unwelcome guests.

Hurricane Frances came when the ground was already saturated in our area. There was high water in low lying areas, particularly around Browning Branch and Allens Creek. There was very little wind with Frances, and our electric crews were not called out for that storm. Police and fire personnel were checking streets and evacuating people. Our streets and water and sewer personnel were out to deal with water over streets and overflowing manholes. At the Vance Street Park, some of the rip rap was washed away from the banks of Richland Creek and portions of the walking trail received damage. In the watershed, the level of the reservoir rose from 28 feet below the spillway to 8 ½ feet below the spillway. Were it not for the dam at the water plant, all of that rain water would have come through Allens Creek, Hazelwood, Frog Level and others areas abutting Richland Creek, doing significant damage. We are fortunate that the leaders in the 1970s built this impoundment which has prevented much flood damage over the years. With the extensive damages to homes and business property in Clyde and Canton, we were asked to lend a building inspector to the County, and we gladly did so.



Hurricane Ivan arrived with the ground still saturated and the water ways running above normal. When the rain began to fall in earnest, it did not take long for the creeks and streams to fill and overflow. We had water out along Browning Branch, Allens Creek and Richland Creek, and it was definitely higher than it was from Frances. But at the watershed, the level of the reservoir only rose from 28 feet below the spillway to 15 feet below the spillway. During Ivan, water was out in downtown Hazelwood and forced the Town to close several streets. At the Hazelwood Branch of the Town Hall, water began encircling the building, coming in from Brown Avenue and various small streams above Brown Avenue, and it became necessary to abandon that facility. Fortunately, water did not enter the building, but it has reached the doors twice before draining off along the right-of- way of the Norfolk Southern Railway. We again had overflowing manholes and more streets were closed due to the high water. During Ivan, there were strong winds and a number of trees came down. As a result, we had power outages of various lengths throughout Waynesville. More rip rap came off the banks of Richland Creek in the park and more trail was lost. In the watershed, a number of trees came down, and we were particularly hard hit in the Cherry Cove section. A contractor is finalizing an estimate to remove trees that fell during Ivan and to clear a mud slide and stabilizing one of the roads that was damaged in Frances.

Hurricane Jeanne brought additional rain but without serious problems. It was rather anticlimactic after Frances and Ivan, but we will not complain.

I cannot say enough about our employees in these weather related events. The police and fire departments were always available to assist other departments in blocking streets or in going door to door to evacuate people from areas near the high rushing water. Street and sanitation crews were out in force, particularly during Ivan, to place barricades on streets where high water occurred, cut trees to keep roads opened or to help clear us the debris after the storm. Water and sewer crews tried to prevent the overflowing manholes and they repaired utility lines that were washed out. Recreation personnel were trying to get the park back into shape and to repair the walking trail. Water plant employees were cutting their way into the watershed to open the roads and determine the extent of the damages.

As we did not have the damages experienced by Canton and Clyde, we were quick to send assistance to our neighbors. Various departments went to assist in whatever way possible or to provide relief to the seriously overworked employees in those communities. Our finance employees had volunteered to run payroll for Canton or assist in other ways after the computers were damaged in the flooding of the Canton Town Hall. And in many cases, when their own work was done in Waynesville, many of our employees volunteered to help in the other communities or in the neighborhoods where they live.



Our electric personnel worked a very long day on Friday, the day following Ivan, and then they came back on Saturday to hook up those customers who were not reconnected on Friday. In mid-afternoon, a call came in from Progress Energy asking if the Town might send our electric personnel to assist Progress in restoring power to customers here in

told Progress that due hour day on Friday, I would be available But when we checked employees, they said, rest and get something Progress until dark. I say the least. They then went back for a



Haywood County. I to the long, 18 to 20 did not think they until Sunday morning. with the electric give us an hour or so to to eat and we will help was very impressed, to worked until night and full day on Sunday and

continued on Monday until Progress had all but a handful of customers left to connect on Tuesday. Our personnel never left the county and they were in a position to respond back to Waynesville quickly, if we needed them.

We have heard numerous words of thanks from the Towns of Canton and Clyde and from Progress Energy. We were deeply sorry for the problems that our neighbors encountered and were only too happy to assist. Were the shoe on the other foot and we were in need of their help, we know they would be here for us.

We have employees who deserve a great deal of thanks for their sincere dedication to delivering service to the citizens of our own community and to helping in other communities when needed. You have heard me praise these employees many times, and you will hear it again and again. These are the best of the best, and I am indeed proud to be associated with them.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Within a few days following the first storm, FEMA representatives were on hand and ready to assist the Town of Waynesville with assessing the damages and calculating costs and reimbursement requests. Most of the damages that the Town experienced will be eligible for reimbursement of 80% from FEMA. In addition, the State of North Carolina normally agrees to pay the remaining 20%, meaning that the localities do not have to take any money out of pocket.

It has been a challenge to try and separate our expenses for the two storms, and even more difficult to separate the time spent in Clyde, in Canton or with Haywood County. Under FEMA regulations, for the time we spent assisting in other communities, we must submit a bill to them as if we were a contractor. They will in turn submit the charges to FEMA as a storm expense for that community, and FEMA will most likely reimburse them that cost. They will then pay us back.

Finance Director Eddie Caldwell and his staff have been trying to work with department heads to gather information and help prepare the FEMA forms. We will try to have these completed and ready to submit by the end of October.

WATER AND SEWER ISSUES

During the Board Retreat and again during work sessions on the 2004-2005 annual budget, the problem of deteriorated water and sewer lines were discussed. It was suggested that the staff derive a plan to address these problem or to at least set some time of priority order on the needed repairs.

The Rural Development Center for North Carolina has a grant program in which local governments can seek financial assistance in planning. After talking with Denny Martin, the financial specialist for McGill Associates, Eddie Caldwell and I asked him to put together a grant application to grant, McGill Associates would Director Fred Baker and the water determine the projects that are include work at the water and as well as the needed repairs and water and sewer lines or facilitate system flow. The estimated cost and then, we would work to determine how to pay for the improvements. The project is approximately \$43,000, and the grant is a 50-50 match, so Waynesville would have to pay around \$21,500.



the Rural Center. Under the work with Public Works and sewer personnel to needed. These would wastewater treatment plants improvements to existing extensions of our lines to program would determine an

In the aftermath of the recent rainfall, many sewer lines in our system were carrying a great deal of Inflow and Infiltration (I & I). This is a situation when there is considerable rainfall, the groundwater seeps into the past ten years, we the sewer lines in the Branch drainage area, but sewer lines in these areas Our own crews are lines in the Avery and Hurricane Ivan, that large lake, with water both Camp Branch and Browning Branch out of their banks. No wonder there was so much I & I to the system, and we have to find solutions for this problem.



the sewer collection lines. Over have done considerable work on Camp Branch and Browning each time there is extreme rainfall, seem to have the most problems. reworking some water and sewer Polk Street areas. During entire neighborhood was like a standing in almost every yard and

GOOD NEWS

I am pleased to report that Zoning Director John Swift has returned to work following medical leave for back surgery. John has been out since early August, but he seems to be doing better as the bones fuse in his back. There is a lot of development underway and a lot of plans in process, so we are especially glad to see John back with his knowledge of the land use plan and land development standards. His participation will be invaluable as we begin working with the developer on the old Dayco property.

FACILITIES STUDY

The ADW Architecture firm of Charlotte has been in Waynesville a lot in recent weeks and they narrow in on the focus on the facilities plan. In July, the ADW representatives met with Police Chief Bill Hollingsed and Fire Chief Bill Fowler to review the projections they have made for the square footage in those departments. They have now made revisions to those figures based upon additional input from the police and fire departments.



They have also been working with the public works and town hall operations to determine the amount of square footage needed and to determine whether the existing space could not be used in a more efficient manner. The architects were here from 9:30 a.m. until 7:45 p.m. on September 24, and then again from 10:00 a.m. until 5:30 p.m. on October 5. They would like to return for one more meeting on October 28 to make sure they have all their data correct.

I have been deeply impressed with their commitment to detail, to working with our departments to make sure that they have all the square footage they need, but not more than they need. The architects have also been focused on how to make better use or to expand the use where the facilities now exist as opposed to simply recommending that the Town go out and buy land and build new facilities.

In giving ADW their charge of the work to be performed, we asked that they take into account the needs of the entire organization. Addressing the needs for the next ten years in police, fire, public works and administration/finance/planning & zoning has been a big undertaking. The cost of meeting those needs will not be small, but I keep reminding myself that the intent is for the long term, not for the next year or two. This is a big undertaking, and when the architects make their presentation to the Board, it will likely be a long meeting. The architects and I have talked about asking the Board to have a special meeting for nothing other than for the architects to present their report. They would like to review how they gathered the data, the various options they considered in trying to meet the Town's needs and the estimated costs of those different alternatives.

One date mentioned was Thursday, November 11. If you were interested, we could have a meeting at 5:00 p.m., work for an hour or so, take a break for dinner and then work for another hour or two. I do believe that the initial meeting could take three hours. I have suggested to the architects that after the initial meeting, the Town Board would probably like a few weeks to review and digest the report and the information. After Thanksgiving, perhaps during the week of November 29, the architects could return to answer your questions and review the materials and their recommendations or discuss their estimated costs. During the next week, we will be contacting you about potential meetings on Thursday, November 11 and again on Tuesday, November 30.

STAFFING STUDY

During the Board retreat and budget work sessions, there was discussion on the issue of whether we are properly staffed to perform the work that we do. The Town employment has grown from about 110 in 1994 to 162 in 2004. While that is a substantial increase, you have to consider that in that time frame, we merged with the Town of Hazelwood, adding 1,700 people and about 900 homes to our service area. We also opened an exceptional recreation facility that required that we more than double recreation employment.

In adopting the budget for 2004-2005, the Board included funds to have a Staffing Study performed. In addition, the Board also authorized a Classification and Pay Study for our employees, since the last one was done in 1998. During the early summer, Human Resources Officer Margaret Langston called for proposals from firms interested in performing these two studies. We liked the proposal from MGT Services of Columbia, South Carolina. They have recently done studies of this nature for Haywood County and other local governments in the region.

MGT will be holding the first meeting with the Manager, Human Resources Officer and Department heads on Monday, October 11. This portion of the study will take approximately 90 days. The Classification and Pay Study will begin soon thereafter and last for around 90 days also. We are optimistic that some of the recommendations from MGT can be ready for the Board's consideration when work on the 2005-2006 budget begins next spring.

CABLEVISION SETTLEMENT

Approximately two years ago, the Town hired cable consultant John Howell for the purpose of reviewing the records of Charter Communications as they apply to the Town of Waynesville. This was an attempt to determine that the cable company is paying everything to which the Town is entitled in the way of franchise fees. Mr. Howell made a complete and thorough review of the Charter records and determined that while there were some errors in calculating the amount of franchise fees to which Waynesville is entitled, the amount is relatively small in the grand scheme of things. Most of the accounts which were not being credited to Waynesville were on the edge of town and only annexed in the past few years.

In the end, Charter appeared to owe the Town approximately \$3,900, and that covers a three year period when we can go back an annual basis, Charter pays Waynesville annually in Franchise Fees. For a three year about 1 % of the total. I would say that Charter has been handling Waynesville's account in a fair manner. The agreement with Charter has been payment in mid November.



on the company. On around \$112,000 period, that \$3,900 is Communications has and reasonable signed, and we expect

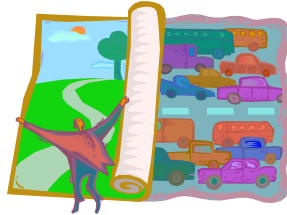
COLUMBARIUM DESIGN

The landscape firm of John Broadbooks and Associates has completed the draft design for the columbarium area at Green Hill Cemetery. The Cemetery Committee will meet on October 14, when Daniel Hyatt, a former intern with Waynesville and son of Assistant Public Works Director Robert Hyatt, will be on hand to present the plan on behalf of the firm. We plan to discuss the rules and regulations for use of the cremation area at the cemetery. If all goes well, the Committee should present the columbarium design and the rules for cremated remains at a Board meeting in November. We would like to see the site prepared and the columbarium units added by the spring of 2005.

PLANNERS IN WAYNESVILLE

The North Carolina Association of City and County Planners held their annual conference in Asheville on September 22-25 in Asheville. As part of the program, the planners were offered an opportunity on the afternoon of Thursday, September 23, to go on Field Trips to view projects first hand. One of the sessions offered was a visit to Waynesville to discuss the process which brought the Land Use Plan and Land Use Standards into being. Other options for the planners include a Brownfield visit and a chance to see activities in Hendersonville. About 18 to 20 planners visited Waynesville.

During the opening part of this session, former Town Planner Andrew Powell returned to carry the lion's share of the presentation. He was assisted by Jeff Fischbach, a community planner from the Division of Environment and Natural Resources. Following their hour long presentation, a panel attempted to answer questions the planners raised. The panel, with Ron Huelster as the moderator, consisted of Jeff



share of the presentation. He was community planner from the Division of Resources. Following their hour long attempted to answer questions the with Ron Huelster as the moderator, Fischbach, Andrew Powell, Fred

Baker, Alderman Libba Feichter and me. The afternoon went well, and a number of the planners mentioned that they had learned a good deal from the session.

AUDITORS

The auditors from Ray, Bumgarner, Kingshill & Associates have made their annual descent upon the Town Hall and are reviewing the financial records for the year ending June 30, 2004. Their work is to be done by the end of October.

COMMUNICATIONS

The third edition of the Quarterly Waynesville Newsletter was completed and distributed to citizens and business owners during the first week of October. A tip of the hat to Town Clerk Phyllis McClure for her work on this informative publication.

Ms. McClure has continued to work with CGI services in the redesign and development of the Town's web page. We are optimistic that it will be ready to go on the internet by the end of this calendar year.

SAD NEWS

On Saturday morning, we learned that Lucy Ross, the wife of former Chief of Police Frank Ross, was killed in an automobile accident late Friday night in Titusville, Florida. We were told that the Ross family had come home from a football game in which their oldest son, Shane, participated. Ms. Ross, who works as a forensic specialist with a sheriff's department in the Titusville area, received a call out from her agency. Apparently, she left home, responding in the forensics vehicle and was involved in the accident. She died at the scene.

Several of us have talked with Frank and expressed our condolences in this tragic loss. He was very appreciative of our phone calls, messages, thoughts and prayers. Several police officers will be traveling to Titusville to attend the funeral services on Wednesday, and we will be sending flowers from the Town as well. If anyone wishes the address of Frank and his sons, Shane and Aaron, please contact the office.

TRAVELS

During the coming weeks, I will be out of the office some to attend the annual conference of the International City and County Managers Association. This year, the meeting will be held in San Diego, California. The conference begins on Saturday, October 16 and concludes on Wednesday, October 20. Nancy and I will take advantage of being in that area to take a few days vacation to do some sight seeing. We will leave Waynesville on Thursday, October 14 and return on Thursday, October 21. As always, I will leave the telephone numbers where I can be reached while I am away, and I will check in with Town Clerk Phyllis McClure during the week.

The ICMA Conference provides a manager with some of the best training opportunities that can be found. During the conference, there are the normal sessions on the cost of government, ethics, communications, intergovernmental relations and personnel issues, just to name a few. But at the annual conference, there are special classes known as ICMA University Courses. During the week, I have signed up for three of these: "How Cities and Counties can Go from Good to Great, Using Technology to Improve Performance", "Citizen Surveys: Good Government Listens" and "Breakthrough Conflict on Staff – Approaching It Creatively and Constructively".

Approximately four years ago, the ICMA began a program in which members can earn the designation of a "Credentialed Manager". In order to do so, you have to meet various requirements. One part is that you must take a "test" to help you identify your weaknesses. Then, each year, you must take at least 40 hours of training, and the focus must be in addressing the weaknesses which have been identified. I have taken several courses this year to help me meet the 40 hour requirement and the conference gives me the opportunity to take more.



I appreciate the Board allocating funds so that I may attend the manager's conference each year. I hope that the knowledge gained will provide me with new or improved skills to help me in my work in this community.

Another upcoming class which I will attend is a session at Western Carolina on November 8 entitled “Restoring the American Community through Citizen Participation and Civic Engagement.

On Tuesday, November 16, I have been asked to participate in a session at the annual conference of the Southern Appalachian Man and the Biosphere partnership. This is a public/private partnership that includes 11 federal and 3 state natural resource agencies along with numerous private organizations formed to promote environmental health and stewardship of natural, economic and cultural resources in the Southern Appalachians. The session in which I will participate is “Municipal Watershed Management: Should Forest Management be an Option?”

When I return from California, I will be in the office one day, October 22. Then, on Sunday, October 24 through Tuesday, October 26, Alderman Gary Caldwell, Alderman Libba Feichter and I will be attending the Annual conference of the North Carolina League of Municipalities. This year we will be meeting at the Civic Center in Raleigh. We will return to Waynesville late Tuesday evening.

You will recall that Alderman Feichter has been serving on the Transportation, Communications and Public Safety Committee for the League during the past few years. This is one of the four standing policy committees of the League, and she has held the position of Vice-Chairman during the current year.

I have been serving as a member of the League’s Board of Directors for the past three years. On the 27 member Board of Directors, there are three positions reserved for City Managers, with one from the east, one from the piedmont and one from the western sections of North Carolina. The eastern and piedmont members will complete their four year terms this year and are not eligible for reelection, so there will be two new managers joining the League Board. At the conclusion of this conference, I will have one year left on my second, two year term.

As with the City Managers’ Conference, this is another excellent opportunity to attend sessions and learn more about the various aspects of municipal government. It is also an excellent time to visit with vendors, observing their products or the services which they offer. And it is a great time to learn from other elected and appointed officials, sharing thoughts about what we are doing in our communities, what works well and what does not and commiserating about the challenges to public service today. We are looking forward to this conference and hope to bring back information and ideas which will be useful for us in Waynesville.

