



AGENDA
Regular Town Council
Tuesday, March 14, 2023
Council Chambers 4:00 PM

	Page
1. CALL TO ORDER	
2. ADOPTION OF AGENDA	
3. INVOCATION- DEWEY CYCLONE BRETT	
4. PLEDGE OF ALLEGIANCE	
5. PUBLIC COMMENT	
5.1. Town Council comment 230313 Al Lutzeier	3
6. CONSENT AGENDA	
6.1. Adoption of Minutes- Closed Session minutes of December 13, 2022 & February 14, 2023, and Work session minutes of January 25, 2023, and regular meeting minutes of February 14, 2023 Town Council FY: 2023-2024 Budget Retreat - 25 Jan 2023 - Minutes - Pdf Regular Town Council - 14 Feb 2023 - Minutes - Pdf	5 - 19
6.2. Amendment to the FY 2023 Budget Ordinance Approve Output Document (Staff Report - 0775) - Pdf	21 - 23
7. NEW BUSINESS	
7.1. Classification and Salary Study Output Document (Staff Report - 0784) - Pdf	25 - 66
8. TOWN MANAGER AND STAFF REPORTS	
8.1. Monthly Finance Director's Report Review Output Document (Staff Report - 0777) - Pdf	67 - 73
8.2. FY 2023 Budget Adjustment No action required. Output Document (Staff Report - 0776) - Pdf	75 - 77
8.3. Fire Department Monthly Report Output Document (Staff Report - 0779) - Pdf	79 - 80

8.4.	February 2023 Recreation Report Output Document (Staff Report - 0781) - Pdf	81 - 83
8.5.	DOI Report March Output Document (Staff Report - 0780) - Pdf	85 - 95
8.6.	TDA Report March 2023 Output Document (Staff Report - 0782) - Pdf	97 - 99
8.7.	Planning and Inspections Report 2023-02 Output Document (Staff Report - 0783) - Pdf	101 - 103
8.8.	Police Department Monthly Report Output Document (Staff Report - 0778) - Pdf	105 - 107
9.	TOWN COUNCIL COMMENTS	
10.	ADJOURNMENT	

Thank you for this opportunity to speak

I am Al Lutzeier. Together with my wife and daughter I own Beech Mountain Consulting and Handyman Service as well as Beech Mountain Bear Bins. We are a small family-owned business here on Beech Mountain, and are full-time residents.

I am here because I sent an email to many of you, the town leaders, on Jan 20, of this year and heard nothing in response. I resent the email to an expanded list of the town leaders on March 12th and only heard back from one council member.

The subject of these emails is related to the undated and unsigned letter the town sent to property owners re: Propane Storage Tanks, proper garbage bin enclosures, proper maintenance of driveway culverts and display of 911 address numbers. It also included a survey which I returned.

My issue is with the paragraph that deals with garbage bin enclosures. This paragraph, unlike the others, makes a clear and biased recommendation to a specific vendor and "or others".

The other paragraphs state correctly and in an unbiased manner that "a list of contractors capable of performing this work is included with this notice."

My question to you is, why was this obvious, blatant, biased reference made in the bear bin paragraph? This clear show of favoritism has hurt my business and others that provide an equally acceptable service.

By the way, we are the only Beech Mountain business providing this product and service.

I am not looking for special treatment, only a level playing field.

I expect that a follow up letter will be sent to the same address list as the first, correcting and apologizing to "or others" for the clear violation of neutrality made in this letter. Also please include a date when enforcement can be expected so that all town residents can appropriately plan to implement these requirements.

Respectfully submitted,

Al Lutzeier,

Beech Mountain Consulting and Handyman Service and

Beech Mountain Bear Bins

128 Overbrook Trl

828-260-7767 and 321-543-4562



MINUTES

Town Council FY: 2023-2024 Budget Retreat Meeting

8:30 AM - Wednesday, January 25, 2023
Council Chambers

The Town Council FY: 2023-2024 Budget Retreat of the Town of Beech Mountain was called to order on Wednesday, January 25, 2023, at 8:30 AM, in the Council Chambers, with the following members present:

**COUNCIL
PRESENT:** Mayor Barry Kaufman
Vice Mayor Jimmie Accardi
Councilmember Kelly Melang
Councilmember Weidner Abernethy

**COUNCIL
EXCUSED:**

**STAFF
PRESENT:** Town Manager Bob Pudney
Town Clerk Tamara Mercer
Director of Special Projects Riley Hatch
Chris May, Facilitator

1. **CALL TO ORDER**
2. **PLEDGE OF ALLEGIANCE**
3. **WELCOME OPENING STATEMENT MAYOR KAUFMAN**

- 3.1. Mayor Kaufman addressed the topic of ad valorem taxes and presented a chart noting the budget operating expenses are at 55%, employee benefits are 12%, and salary costs are 30% of the overall budget. What part should be cut, he asked, and how much of operating the town should be reduced. He asked to consider this during the discussion of taxes and the budget during the next three months of work.

In response to Councilmember Melang's question regarding the increase in taxes and fund balance, Mr. Pudney said the fund balance is at 63% reported in January's finance report.

Ground Rules:

- Be Courteous, be nice
- Participate
- Have Fun

4. LOCAL MUNICIPAL GOVERNMENT LEGISLATIVE UPDATE- CHRIS MAY, FACILITATOR

- 4.1.** Facilitator, Mr. Chris May reviewed the North Carolina League of Municipalities' Legislative Goals for the upcoming year. He said the NCLM is our source for information as advocates of towns in Raleigh. Their staff attorneys provided the General assembly updates by NCLM Board of Directors.

Mr. May reviewed the topics of the loan interest rates, Powell Bill funds and taxes, housing shortage, local infrastructure funding, funding capital projects by raising taxes, the American Rescue Plan extension is requested by the NCLM. State transportation funding, local economic development, State film incentives, businesses benefits, annexation petition thresholds and changes, water systems and environmental pollution clean-up by raising utility rates, local revenue options transfer taxes, sales tax and distribution are still in the courts. These are all topics being addressed by our League. The Resort Towns Association lobbied and addressed the sales tax distribution. That was implemented to help resort towns and was needed as this is due to no year-round residency in towns such as Beech Mountain. This distribution was changed to benefit us and we have the hybrid distribution that is currently being challenged by Boone. Our lobbyists have been an effective way to meet with legislators on Fridays and talk about local issues and develop relationships.

Mr. May noted that the privilege tax was removed years ago so property tax is our local authority to tax. Ad valorem tax base is about 40%, to which Councilmember Abernethy said but our authority should be to tax within reason not excessively. Mr. May noted that for the Lake Coffey project, we still need 10% to fund it even with grants and to fund this through user fees allows for out-of-towners to contribute.

Mayor Kaufman said he was not opposed to cutting or revisiting our tax rate.

5. OLD BUSINESS: PREVIOUS GOALS & STATUS, BOB PUDNEY

- 5.1.** 1.)EMS Station- championed by Councilmembers Abernethy / Gonyea
Completed 24/7 EMS Unit located at Fire Station #2
- 2.)Old recycle center improvements- championed by Councilmembers Melang / Kaufman
Initial phase completed next phase requires additional funding
- 3.)Town general beautification / landscaping
championed by Councilmembers Melang / Accardi / Kaufman
On-going projects, lighting on Bark Park Road, Beech Mountain Parkway, seeding and mowing, flower beds, rock ditches, banners and signage
- 4.)Employee Pay Plan study and incentive program
championed by Councilmembers Accardi / Gonyea
Completed- presentation by MAPS Group in March of 2023

5.Public transportation local and regional
championed by Councilmembers Abernethy
Investigated and determined to be cost prohibitive

5.2. Fiscal Year 2022-23 bucket list and brainstorming project goals:

- Lake Coffey/ Lake Santis reservoir
- Road reflectors completed.
- Water wells and development
 - a. Pinnacle Ridge well under construction.
 - i. 150,000 gpd 6/1/2024
 - b. Locust Ridge well site – failed.
 - c. No plans for additional drilling.
- Convenience Center solid waste
 - a. Transfer dock improvements
 - b. Reduced staffing 33%
- Short-term rentals / policy regulations
 - a. NC General Assembly – failed in committee.
- Track short-term rentals.
 - a. Safety affidavit list
 - b. Resident survey
 - c. Public information campaign.
- Visitor Center expansion
 - a. Bidding completed.
- Old public works building renovations.
- Street lighting / LED efficient lighting
 - a. Mountain electric at 50% change out, on-going.
- Accessible trails – create connections.
 - a. Forked Trail
 - i. Upper Fork completed.
 - ii. Lower Fork requires land acquisition.
- Sidewalks
- Bathrooms
 - a. Dog park / sledding hill facility
- Rock garden landscaping
 - a. Rock ditch at sledding hill
- Holiday light beautification
 - a. Pricing alternate vendor
- Water system improvements
 - a. Service line replacements
 - b. State SRF Loan water and sewer projects
 - c. \$5,000,000.00 grant from the State
- Painting water tanks
 - a. TDA denied.
- Flashing roadway lights at curves
- Bark Park rock climbing wall and swing set
- Old public works facility remodel
- Buckeye recreation workout room expansion
- Pedestrian crosswalks

- a. Installed three crosswalks on Bark Park Way
- Mountain bike trail installed Bark Park

Mr. Pudney reviewed the completed projects list as well as the status report on the previous fiscal year 2022-2023 Town Council bucket list. Projects and sources of funding were discussed such as using taxpayer dollars versus Town funded projects and/or a collaboration between both partnerships. Non-taxpayer dollars were used for the decorations and lighting which was funded by the TDA. Mr. Pudney referred to the financial report-to-date showing various revenue fund sources, tax dollar funded budgets, the utility enterprise fund, etc.

In response to Councilmember Abernethy question regarding the Town Hall expansion project and status of the project, Mr. Pudney said the new TDA board is working on that project. The Visitor Center portion of the expansion project costs were discussed.

In response to Councilmember Melang's question regarding the Pond Creek and Lake Coffey/ Lake Santis water reservoir project, Mr. Pudney reviewed the feedback from the NC State Wildlife Agency. We are working with them to mitigate the waterway impacts by supporting and improving Pond Creek to install fish ladders and rehabilitate the system.

Councilmember Melang asked about the Emerald Outback Trail system and Mr. Pudney said we are nearing the end of the two-year agreement. As of yet there is no progress towards securing the future of the trail system. The Town continues to perform routine trail maintenance.

6. BRAINSTORMING, FACILITATE BUCKET LISTS & PRIORITIZE IMPORTANT ISSUES FACING THE TOWN

- 6.1.** Mr. May facilitated the brainstorming of council member ideas and worked around the table as the following list took shape by Councilmember Melang, Council Member Abernethy, Vice Mayor Accardi, and Mayor Kaufman, in no particular order of importance:

Project and Goals List for upcoming fiscal year:

- Lighted Crosswalks
- Sidewalks Town Hall to Resort
- Renovate and remodel old public works building facilities
- Full-time designated Landscaper
- Lower Ad valorem tax rate
- Evaluate cost effectiveness of current Convenience Center site
- Repair and rehab water and sewer lines and infrastructure
- Culverts and public drainage rehabilitation
- ABC gravel roadway reduction
- Seek 30% reduction in roadway paving costs
- Relocate Sled Hill to Buckeye Recreation area to relieve congestion at town entrance

- Evaluate generate revenue at Sled Hill
- Move Recreation Center up to central location
- Transportation modalities to attract families with children school busing
- Private holiday lights company, more professional production
- Stormwater gutters and drains along Beech Mountain Parkway
- Buckeye Lake Recreational improvements
- Lake Coffey/ Lake Santis water reservoir project
- Code Enforcement Officer
- Reduce workforce uniform rental costs
- Storage buildings and record storage facilities
- Town Hall/ Visitor Center expansion project

There was further discussion on various topics regarding short-term rentals and building code enforcement, employee benefits and COLA, EMS Station procedures and costs, CPI Index, inflation and growth projections, water capacity and development, Tourism Development Authority contributions and growth impacts, financial model revenue projections and taxes, public transportation and pedestrian safety, permanent residents and families, Parks and Recreation attendance and programs and facilities, infrastructure and roadways, and the commercial development in the corridor and businesses. Cost study analysis and operation cost savings were also extensively discussed as per budgetary needs for Town departments.

Lunch break occurred at 11:30 a.m.

Motion

Kelly Melang made a motion to reconvene the work session from lunch break and Weidner Abernethy seconded the motion. CARRIED. unanimously.

- 6.2.** Mr. Pudney reviewed the long-term project budgetary projections for Lake Coffey/ Lake Santis Water Reservoir and the options being considered for financing. In working with the consultant, engineers, and State representative, Mr. Pudney noted the General Obligation bond costs and process for getting a referendum approved versus the budgeting costs for a USFA loan, as well as the grant process and timeframes moving forward. Mr. Pudney will present Town Council with the plan and the options and council will decide in the coming months.

There was also a review of the Skiloft Road area infrastructure project which has a four-million-dollar grant. He reviewed the necessary timeframes for completing the project as per the grant restrictions. The project must begin by the spring of 2024 and be completed by December of 2026 in order to be in compliance with the State grant. The roadway paving and gutters portion must be funded by the general fund.

Mr. Pudney explained the town's layout for storage currently, but as the Lake Coffey project moves forward, we can move the Town's record and equipment storage to a proper building. Town hall office storage, Police Department evidence and storage, etc. is using the old water plant and is not the proper layout and needs to be addressed.

The water and sewer line replacement and infrastructure refurbishment on-going improvements was discussed. The Oz sewer lift station must be relocated. Currently this can only be serviced in summertime and not wintertime. The Town Hall / Visitor Center expansion project and year-to-date costs and financing options were explained by Mr. Pudney. The project and options will be presented to council at the next regular meeting in February.

7. ASSIGN ROLE OF COUNCILMEMBERS & ASSIGN CHAMPIONS TO PRIORITIES

- 7.1.** The priority list and the Council member champions were restated as follows:

Five Item Priority List for Fiscal Year:2023-24

- Lower tax rate- Vice Mayor Accardi and Councilmember Abernethy
- Lake Coffey Water Reservoir Project - Councilmember Abernethy
- Infrastructure- culverts stormwater drains- Vice Mayor Accardi
- storage buildings/ shop at Lake Coffey- Councilmember Melang & Mayor Kaufman
- Landscaping full time- Councilmember Melang

Mr. May noted that the Town Hall/ Visitor Center expansion project received three votes and was an ongoing project from the previous year.

8. REVIEW RESULTS ESTABLISH PROCEDURES, MR. MAY

- 8.1.** Mr. Pudney acknowledged the priority goal champions as they will work together towards success on the upcoming schedule for achieving the projects and goals by each council member. Mr. Pudney reviewed the upcoming November Elections process for the Town Council term seats.

9. TOWN COUNCIL CLOSING COMMENTS

- 9.1.** Mayor Kaufman said the next work session on the budget is April 19th at 10:00 a.m. Town Council can adjust the tax rate to find a happy medium to account for the unforeseen expenses.

Please note: The budget retreat date was changed to April 18th at 10:00 a.m. and adopted by Town Council at the regular February 14, 2023 meeting.

10. ADJOURNMENT

- 10.1.** There being no further business, Mayor Kaufman called the work session adjourned at 11:50 a.m.

Town Clerk

Mayor, Town of Beech Mountain



MINUTES

Regular Town Council Meeting

4:00 PM - Tuesday, February 14, 2023
Council Chambers

The Regular Town Council of the Town of Beech Mountain was called to order on Tuesday, February 14, 2023, at 4:00 PM, in the Council Chambers, with the following members present:

COUNCIL PRESENT: Mayor Barry Kaufman
Councilmember Weidner Abernethy
Councilmember Kelly Melang

COUNCIL EXCUSED: Jimmie Accardi

STAFF PRESENT: Attorney Jonathan Green
Town Manager Bob Pudney
Town Clerk Tamara Mercer
Director of Special Projects Riley Hatch
Finance Officer Steve Smith
Building Inspector John Merritt

1. CALL TO ORDER

- 1.1. Please note: Vice Mayor Accardi teleconferenced into the meeting expressing his opinions, however, was not allowed to provide votes as he was not technically 'present' at the meeting.

2. ADOPTION OF AGENDA

- 2.1. Mayor Kaufman requested a motion to adopt the agenda.

Motion

Kelly Melang made a motion to adopt the agenda and Weidner Abernethy seconded the motion. CARRIED. unanimously.

3. INVOCATION DEWEY CYCLONE BRETT

4. PLEDGE OF ALLEGIANCE

5. PUBLIC COMMENT

- 5.1.** Ms. Kari McMichael of 710 Pine Ridge Road addressed two topics, the Convenience Center and vehicle traffic. She said with two curbside residential pickups a week she questioned the trash drop-off at the Convenience Center. There are also the county dumps where people can bring their trash. With the garbage options she questioned keeping the center open, maybe it should only be for recycling, said Ms. McMichael.

Ms. McMichael commented on the traffic congestion problems generated from the Ski Resort. We could make all available parking lots on the mountain pay-for-parking lots. It is a safety issue, and a planning issue and people are frustrated. She also said we should post signs that no walkers are allowed on the highway.

Mr. Noel McMichael of 710 Pine Ridge Road read a report on wildlife chronic wasting disease. It stated that CWD is contagious among the deer populations. The report explained the cause of infections and spread among wildlife. In October of 2022, CWD was found in Watauga County. Mr. McMichael noted that a deer policy would address the effect of the disease on our area and might correct behaviors.

Mr. Robert McMichael of 710 Pine Ridge Road addressed the January budget retreat which was live streamed. Mr. McMichael was concerned with the Town's fund savings and lowering taxes. We should not be spending money. He said we need a baseline budget for staff expenses and set the tax rate for necessary expenses, then spend on additional cost.

Ms. Judy Elliot of 105 Teaberry Lane supported approving the Town Hall/ Visitor Center expansion project. She said the project will improve the Police facilities and bring the building and equipment up to date. The TDA is supporting the project and should be spending \$900,000. The need for police is important. The Visitor Center needs improving for marketing and tourism.

6. CONSENT AGENDA

- 6.1.** Adoption of Minutes
- 6.2.** 2023 Financial Audit and Financial Statement Preparation
- 6.3.** Financial Director's December Report
- 6.4.** Amending of the FY 2023 Budget Ordinance
- 6.5.** Board meeting calendar schedule TDA change request
- 6.6.** Tax Release & Refunds

Motion

Kelly Melang made a motion to approve the consent agenda items: Adoption of Minutes January 10, 2023, Financial Audit and Financial Statement Preparation contract with C. Randolph CPA, Financial Director's December Report, FY: 2023 Budget Ordinance Amendment, Updated Council and Boards

Meeting Calendar Schedule 2023, Tax Release and Refunds and Weidner Abernethy seconded the motion. CARRIED. unanimously.

7. OLD BUSINESS

7.1. Parks and Recreation Committee Vacant Seat

Mayor Kaufman requested a nomination to fill a resigned term on Parks and Recreation.

Councilmember Melang nominated Kathy Bubash to fill the term expiring December 2024.

Motion

Kelly Melang made a motion to appoint Kathy Bubash to the Parks and Recreation Committee and Weidner Abernethy seconded the motion. CARRIED. unanimously.

7.2. Approve Bid for Town Hall / Visitor Center Project

Mayor Kaufman opened the discussion of the Town Hall/Visitor Center Expansion Project, and Councilmember Melang requested information about the basic costs to maintain the Town Hall facility. Mr. Pudney explained general costs for building upkeep, and the year-to-date project costs during this planning stage over the past two years. He described the condition of the facility noting the numerous roof leaks and facade repairs. The HVAC equipment is the original, and it would be approximately a few hundred thousand to maintain the current state of the facility due to needing a new generator and HVAC, roof, and siding. Various parts are failing and there have been no major upgrades to the facility since it was built in 1989. The pedestrian bridge on the second floor is failing, regardless of the planned project renovations to increase the space, we have outgrown the space said Mr. Pudney, necessary improvements include needed increased space.

In response to Councilmember Melang inquiry regarding the employees and the space, Mr. Pudney said staff is doubled up in some instances, for example tax administration and permitting share a space. Some employees are working in closets. Plan review and the architect are working in the kitchen. We can't hire a new position in finance because there is not a space to put the position. Staff and confidential meetings are taking place in an open, semiprivate area due to lack of space. There is not a space for a private meeting such as citizens speaking about their bills or taxes. The Police Department is holding evidence in an office space and security does not meet State standards where necessary. The captain's office houses evidence in boxes and there is no more room.

There are space issues regarding secure storage for receiving and processing future court litigation evidence, weapons, and ammunition storage, 911 system records, and computers should be in a stand-alone facility.

Conversely the Visitor Center averages thousands of monthly visitors, and we are not ADA compliant. Reports are housed in the same open space as the four employees with no privacy to meet businesses or developers. The public interfaces with staff and we cannot provide a conference room. We propose to add separate offices for digital marketing and economic development. We need a radio station voice-over space for the cable TV stations as content is produced by our staff. It is not appropriate to house marketing, welcoming the public, storage, and radio equipment all in one room. An ADA bathroom for families meets basic handicap requirements. The facade and design will match the current aesthetics of the two current buildings. The entrance will be cohesive, and we will gain four spaces in the parking lot.

There was further discussion regarding the facility condition, repairs and expansion, the costs, funds spent on the project, and funding the construction and the current budget. Mr. Pudney explained the finance options, the costs of the project so far, the interest rate projections and the debt service options under option 1) and option 2) as presented to the Council.

Mayor Kaufman requested to call the vote on approval of expansion project and Councilmember Melang voted 'aye' and Councilmember Abernethy voted 'aye'. Vice Mayor Accardi conferencing over the phone expressed his position to continue the matter to a later date.

Mayor Kaufman requested Mr. Pudney to provide Council with the interest rate information, to which Mr. Pudney stated he would work on that immediately on February 15th.

Motion

Kelly Melang made a motion to approve the Town Hall/ Visitor Center expansion project under option 2, buy down amount to be financed with \$500,000.00 fund balance making the financed amount at \$538,231.00 and Weidner Abernethy seconded the motion. CARRIED. unanimously.

8. TOWN MANAGER AND STAFF REPORTS

8.1. Town Manager's Report

Mr. Pudney reviewed the status of the various projects:

- Lake Coffey Water Reservoir project update regarding the 99-year lease with the Ski Resort and the water capacity agreement
- Grants and FEMA Funding and General Obligation Bond Process
- State Representative Meeting February 21st in Raleigh - Governor's Office representative pre-meeting on February 15th
- Skiloft Road area infrastructure update neighborhood meeting 2/28/2023 at 4:00 p.m.
- Pinnacle Ridge Water Well

- Employee Pay Plan MAPS Group Analysis presented at March 14, 2023 Council meeting

Mr. Pudney addressed the traffic issues and accidents, noting that the town is working with the ski resort holding weekly meetings, signage and Police Department parking enforcement and mitigation is on-going as well as the TDA has reduced marketing and advertising on weekends emphasis is now on the weekdays.

There was a discussion regarding amending the camping rules at Shane Park. Currently no vehicles are allowed. Camper vans with tent pop-ups were addressed. Parks and Recreation do not allow the vans and Town Council may change the policy with an amendment. There is currently no connections allowing popups with the tents. Mayor Kaufman was not in favor of changing the policy. Allowing the vans opens up a change to Shane Park he said. Councilmember Abernethy thinks it is a good idea to allow pop-ups. Vice Mayor Accardi would like to know what Dr. and Mrs. Shane wish to see for the park. Mr. Pudney said there are seven tent campsites. Parks and Recreation Staff will learn what the Shanes' think.

In order to change our representative on the Watauga Economic Development Council, the change from the Mayor to Councilmember Abernethy requires a motion and a vote. Currently Mayor Kaufman is appointed.

Motion

Kelly Melang made a motion to appoint Councilmember Abernethy to the Watauga Economic Development Council and Barry Kaufman seconded the motion. CARRIED. unanimously.

- 8.2. Fire Department Monthly Report
- 8.3. Police Department Monthly Report
- 8.4. January 2023 Recreation Report
- 8.5. TDA Report February 2023
- 8.6. DOI Monthly Report
- 8.7. Planning and Inspections Report 2023-01

9. TOWN COUNCIL COMMENTS

- 9.1. Councilmember Melang addressed the budget process as Town Council is currently working on goals and flushing out ideas. She warned of social media misinformation. No decisions are made regarding the budget. Citizens are encouraged to run for office in July. Ms. Melang clarified that the TDA is paying for the Visitor Center expansion portion of the Town Hall/ Visitor Center project. The 'cardboard box derby' at the sled hill is scheduled for February 17, 2023.

Ms. Sandy Carr requested to address Council and discussed the Town Hall/Visitor Center Expansion Project and the TDA. The next TDA meeting is February 21, 2023 at 9:00 a.m.

Councilmember Abernethy wanted to address the town's control over the aesthetic look of buildings. He was in favor of setting standards. He produced a photo of a home that is a metal building with windows, which could bring down property values. The resolution before Council last month addressed the need for setting standards.

Vice Mayor Accardi requested a Town Hall meeting and said the topic is to be the annual budget. At the budget retreats the public do not speak so this is for the public to talk to the Council and for financial education of town business.

Mayor Kaufman said he appreciates the TDA board support for the Visitor Center expansion project and for the members voting on issuing \$600,000 as a contribution to the center. He looks forward to working with the new board. Mayor Kaufman said he listened to the meeting, and this is a help towards the expansion project. The meeting was positive, and the board is moving forward.

Mayor Kaufman requested a motion to go into closed session.

Motion

Kelly Melang made a motion to move to executive session pursuant to 143-318.11 (a)(3) & (a)(6) and Weidner Abernethy seconded the motion. CARRIED. unanimously.

10. CLOSED SESSION - PURSUANT TO NC GS 143-318.11 (A)(3) ATTORNEY CLIENT MATTERS AND (A) (6) PERSONNEL MATTERS

- 10.1.** Mayor Kaufman requested a motion to reconvene to the regular meeting and Councilmember Melang motioned to reconvene to the regular meeting and Councilmember Abernethy seconded the motion. Motion carried unanimously.

Mayor Kaufman requested a motion to either approve or deny the budget allocation for the closed session subject property Acquisition to the maximum amount of \$280,000.

Motion

Weidner Abernethy made a motion to approve the budget allocation for the subject property Acquisition in maximum amount of \$280,000 and Kelly Melang seconded the motion. CARRIED. unanimously.

11. ADJOURNMENT

- 11.1.** There being no further business, Mayor Kaufman requested a motion to adjourn at 6:25 p.m.

Motion

Weidner Abernethy made a motion to adjourn and Kelly Melang seconded the motion. CARRIED. unanimously.

Town Clerk

Mayor, Town of Beech Mountain



COUNCIL ACTION ITEM

TO: Town Council
FROM: Steve Smith
DATE: March 14, 2023
SUBJECT: Amendment to the FY 2023 Budget Ordinance

FOR THE PURPOSE OF:

To amend the town budget for projects completed and TDA grants received. Projects include Recreation Department Side-by-Side, trailer for Side-by-Side. Sled Hill/Bark Park Camera, Trail maintenance grant, Christmas lights.

ATTACHED FOR YOUR CONSIDERATION:

Budget Amendment #2023-04

STAFF RECOMMENDATION:

Approve

SIGNATURES:

Town Manager

Town Clerk

**TOWN OF BEECH MOUNTAIN, NORTH CAROLINA
FY2023 BUDGET ORDINANCE
AMENDMENT # 2023-04**

**TO THE ORDINANCE APPROPRIATING FUNDS FOR THE
OPERATING EXPENSES FOR TOWN OF BEECH MOUNTAIN**

BE IT ORDAINED BY THE TOWN OF BEECH MOUNTAIN TOWN COUNCIL:

A. EXPENDITURES

1. To provide for increases and /or (decreases) in existing Funds:

a. General Fund:

1. Recreation Department Capital Outlay	\$ 26,648
2. Recreation Operating Budget	10,854
3. Administration Operating Budget	<u>4,200</u>

TOTAL ADJUSTMENT TO EXPENDITURES \$ 41,702

B. REVENUES

2. To provide for the adjustments to revenues:

b. General Fund:

1. Tourism Development Authority Grants	\$ <u>41,702</u>
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TOTAL ADJUSTMENT TO REVENUE \$ 41,702

C. FY 2022-2023 General Fund Original Budget	\$ 10,683,201
FY 2022-2023 Amendment #2	126,661
FY 2022-2023 Amendment #3	51,076
FY 2022-2023 Amendment #4	41,702
FY 2022-2023 General Fund Current	\$ <u>10,902,640</u>

APPROVED THIS THE 14 Day of March 2023

Tamara Mercer, Clerk

Barry Kaufman, Mayor



COUNCIL ACTION ITEM

TO: Town Council
FROM: Bob Pudney
DATE: March 14, 2023
SUBJECT: Classification and Salary Study

FOR THE PURPOSE OF:

Present the results of a recently completed Employee Classification and Salary Study conducted by the MAPS Group which is a recommend partner of the NCLM. The goal of the study is to update employee classifications and assess the town's ability to attract and retain employees in the municipal employee market place. An additional goal not presented at this time is update the personnel policy, which will be presented at a future date.

ATTACHED FOR YOUR CONSIDERATION:

Summary Report
Salary Survey
Classes by Grade

SIGNATURES:

Town Manager

Town Clerk

SUMMARY REPORT

SUMMARY REPORT TOWN OF BEECH MOUNTAIN

Following are narrative thumbnail sketches of jobs by department with the departments in alphabetical order. Each sketch contains a synopsis of duties, recommended class title and recommended salary grade. It is important to note that recommended salary grades reflect a new pay plan and the ranges differ from the existing plan.

Administration and Finance

Because the Town Manager role is not classified, it is not included in this study. We have provided a separate letter detailing a pay philosophy for the Town Manager role. A job description has also been provided for the Council's use.

The Town Clerk performs all the statutory responsibilities of a municipal clerk, including the preparation and preservation of official records including minutes, proclamations, resolutions and ordinances, and safe keeping of the Town seal. The employee assists the Town Manager in preparing for the Council meeting, including agenda assembly/preparation; makes digital and hard copies of meeting materials; attends all official meetings to take minutes and prepares and disseminates minutes; coordinates updates and codification of the Code of Ordinances; prepares and posts meeting notices and advertisements; coordinates set up for various meetings; provides administrative support to the Manager, Mayor and Council members; drafts ordinances, resolutions and other official documents; performs records management, file maintenance and report generation; assists citizens with requests for information and concerns; approves and signs official documents; assists with maintenance of the Town of Beech Mountain website; and processes and fulfills public records requests. In addition to the responsibilities of Town Clerk, the employee performs a portion of the human resources responsibilities for the Town. The employee places employment advertisements, receives applications, and distributes to hiring departments; processes new hires and all new hire paperwork; provides information to employees for enrolling in benefits and retirement and assists employees, as needed; oversees employee health insurance and serves as the liaison to the health insurance vendors, assisting employee in resolving disputes, as needed; conducts benefits open enrollment and answers benefit questions or refers employees to the proper benefits company contact; , and maintains employee personnel records. In addition, the employee handles unemployment claims response and appeals, coordinates the random drug testing program, and files Workers' Compensation reports with the carrier. The role requires strong knowledge of municipal laws and regulations regarding meeting advertisements, preservation of official records, and general municipal government operations as well as knowledge of federal and state statutes relating to human resources practices. Requires considerable judgment and confidentiality in dealing with sensitive and confidential issues. Recommend retaining the classification of Town Clerk with assignment to salary grade 20.

Additionally, due to the Town reaching a milestone in its number of employee (75-100), the diversity of Town services/departments, the number of visitors and residents served during peak periods, and in particular, the continually increasing complexity of the human resources field and employment law, it is strongly recommended that the separate position of Human Resources Officer be established and an experience human resources professional be employed and assume all of the human resources responsibilities for the organization (typically staffing, compensation, benefits administration, legal compliance, employee development, safety and risk management, and employee relations) along with payroll responsibilities, currently being performed by the Tax Administrator/Utility Billing and Revenue Clerk.

In conjunction with the information contained in the previous paragraph, it is strongly recommended that the Town add the position of Human Resources Officer to focus on professional human resources administration and legal compliance. Consultants with The MAPS Group have seen an increase in employees within other jurisdictions who are dedicated to the human resources function and movement away from these responsibilities being performed by the Town Clerk role. The majority of jurisdictions surveyed for the study have at least one position dedicated to the human resources function within the organization, with the others housing the function within the Finance Department. The complexity of the work and the legal requirements for complying with laws at the federal and state level have been the impetus for organizations to limit exposure to potential liability if the work is not performed properly. While in the past our consultants have seen human resources responsibilities placed on other employees within an organization, such as the Finance Director or Town Clerk, towns and cities are moving away from this model. The position would be responsible for performing bi-weekly payroll to include reviewing time records, calculating time cards, and preparing and processing payroll for the Town; transmitting all deposits and payroll liabilities to the proper entities; preparing and submitting all related reporting and ensuring compliance with federal and state reporting requirements; reconciling, preparing and processing W-2s; maintaining personnel records; advertising vacancies, receiving applications, forwarding to departments and maintaining the applicant pool; performing new employee enrollment into benefits and exiting employees from employment; tracking leave accrual and usage; serving as liaison with benefits vendors such as health, life, dental, workers' compensation, etc.; coordinating employee open enrollment into benefits and updating records accordingly; coordinating employee communications and records regarding FMLA; administering and keeping records for workers' compensation; preparing a variety of records and reports related to payroll and benefits; ensuring compliance with ACA reporting and CMS coordination of benefits; performing background screening; administering the drug and alcohol program, including pre-employment and random testing; maintaining the employee database and all personnel files; and compiling statistics and data for management. Recommend the new classification of Human Resources Officer with assignment to salary grade 21.

The Finance Director reports to the Town Manager and plans, organizes, directs and manages the functions of general ledger and budgetary accounting; accounts payable and receivable; operating and capital budgeting; cash and investment management; bank reconciliation and analysis; pre-auditing contracts; financial planning; financial reporting; risk management; purchasing; payroll; property tax billing and collection; utilities billing and collection; and serves as the Finance Director for the Beech Mountain Tourism and Development Authority. The employee establishes goals, guidelines, and procedures for the department; coordinates and makes decisions on hiring, discipline, and termination of employees; participates in the planning of capital projects; oversees debt management, investment management, the design and monitoring of long term financing; provides considerable assistance to the Town Manager in the development and administration of the operating and capital budgets, budget forecasting, revenue estimates, fee schedules, expenditures, etc.; performs significant financial reporting and develops a variety of fiscal policies and procedures and effective systems of internal control; and oversees and monitors activities such as payroll, annual insurance renewals for health, dental, life, property, liability and workers' compensation, and makes recommendations to the Manager and Town Council. The employee also advises the Town Manager and Council on a variety of management and fiscal issues and coordinates the annual independent audit. As Finance Director for the Tourism and Development Authority (TDA), the employee handles all activities for the TDA in the same manner he does for the town, including the billing and collection of occupancy tax, accounts payable, cash management, audit, investments, bank accounts, etc. The employee also assists with questions and requests in resolving customer complaints or concerns. The role requires strong professional knowledge of public finance, budget, payroll administration, financial

technology packages and spreadsheets for analysis and the application of judgment and decision-making. Recommend retaining the classification of Finance Director with assignment to salary grade 26.

One employee is currently classified as an Administrative Assistant and performs work for two departments at the Town, the Finance Department and the Planning and Inspections Department. Within the Finance Department the employee is responsible for performing accounts payable tasks, scanning all Town accounts payables into the shared drive for storage, and setting up and performing the maintenance on the online payment system and contacting software vendors when there is a problem; serving as the back-up to the Town Hall receptionist and assisting customers with utility billing questions, payments, and address changes; keeping up with the monthly postage and monthly propane usage for the Town; managing the sending of the utility convenience center passes annually to customers; managing the storage of finance records; reconciling the daily deposit to bank records and maintaining the corresponding spreadsheet; assisting the Town Manager and Finance Officer with operational questions; and assisting the Finance Officer with other task, as assigned. Within the Planning and Inspections Department the employee is responsible for assisting the Town Planner with sending letters to homeowners regarding Town ordinance violations, variance requests or other issues; receiving and reviewing building permit requests and calculating fees if within the scope of her knowledge, such as HVAC work and communicating amount owed to the contractor; communicating fees to contractors once those fees have been determined by the Town Planner or Building Inspector for larger projects; scheduling inspections; canvassing the Town for ordinance violations such as missing or improper garbage bin containers; assisting with designing the new permitting website; annually notifying realtors to renew their sign permits and keeping track of those; issuing all tree permits; and serving as the main point of contact for contractors, permit applicants, etc. Additionally, the employee serves as a back-up for the Town Clerk. Recommend the new classification of Program Support Specialist with assignment to salary grade 14.

The Town Hall Receptionist/Administrative Assistant serves as the primary contact for citizens entering Town Hall and performs a wide variety of duties for the Town. The employee is responsible for answering incoming calls and directing callers to the appropriate department; managing the reception area; receiving, opening, sorting and distributing mail; and postmarking and taking outgoing mail to the mailbox. In addition, the employee receives incoming payments for utilities, taxes, permits, and other types of payments, whether paid in-person by the customer, received through the mail, or over the phone by credit card; provides receipts to customers; creates a daily collections log in Excel and enters necessary information regarding the type of payment; takes payments to the Utility Billing and Revenue Clerk to post payments; takes applications, sets up new utility accounts for customers, and enters information into the software package to transfer the account; takes deposits; sets up bank draft requests; and sends "final read" and "data log" request information to the water plant for follow-up when a property owner sells. Additionally, the employee assists with the check mailing process for accounts payable and organizing paid invoices and retrieving invoices during the auditing process; assists with adding and updating the service provider list and creating labels and mailing out information for the Planning and Inspections Department; assists with assigning and sending out yearly convenience center tags to appropriate utility account owners and sells additional trash tags and recycling passes to out-of-town residents; provides notary services for the Town and the general public; and performs other administrative and office related duties. Recommend the new classification of Administrative Assistant. Recommend salary grade 11.

One employee at the Town currently serves as Tax Administrator, Utility Billing and Revenue Clerk, and Payroll Clerk. The employee oversees and manages the billing and collection of taxes and the billing and collection of the utility accounts for the Town, including establishing new

accounts, maintaining the accounts, generating and processing billing, collecting on accounts, ensuring that the billing and collection rules and procedures as set by Town Council and Town Management are followed, and preparing and reconciling a variety of reports. Work involves billing, collecting and posting current and delinquent taxes for property within the Town limits, paid either through the mail, in-person, or by credit card; coordinating with the County to obtain a download of data files; working with the County throughout the year to review County files, identify changes, and updating Town files; updating new tax rates into the software system; accurately billing taxes; keying in escrow codes so bills go to mortgage companies; coordinating the advertisement of overdue taxes in the newspaper; organizing and planning for the distribution of tax bills; researching properties, particularly rentals, to determine if they are paying occupancy tax; discussing tax concerns with citizens; maintaining, filing and/or presenting reports; working with outside entities on sales and tax certifications; submitting refund requests and release forms to Council for approval; and collecting and applying all occupancy tax for the TDA and submitting associated reports to TDA.

The employee also oversees and manages the utility accounts for the Town, including maintaining the accounts, generating and processing billing, collecting on accounts, and preparing and reconciling a variety of reports. The employee monitors the billing cycle and ensures that all records are submitted within established deadlines; sets up new accounts and bank drafts; uploads information for meters to be read automatically, brings the readings back in, downloads the readings into the software system, proofs meter readings to determine if readings fall within patterns and expectations and if not, contacts Water Plant staff and requests re-reads; posts the readings to the billing system so that bills can be generated; makes the final determination if ready for printing and mailing; and runs required monthly reports. The employee collects payments and posts to customer accounts; assists customers with questions about bills; makes leak adjustments within established guidelines; assesses and posts late fees and penalties; performs daily reconciliation of deposits and makes daily deposits; updates new utility rates each year; manages the list of cut-offs and provides to field personnel to execute; and closes out accounts and prorates bills.

Work also includes performing payroll and related duties including updating and maintaining the timekeeping system with correct employee information, especially new hires and terminations; preparing and processing bi-weekly payroll to include reviewing time records and entering all time worked by Town employees, ensuring employee use of leave time is accounted for and accruals are correct; creating, transmitting, and archiving payroll reports; making payroll changes to employee accounts, such as deductions and addresses; answering employee questions; generating the direct deposit file and transmitting it to the bank; and reporting SECU employee loan reports bi-weekly.

The overall position requires strong knowledge of municipal laws and regulations regarding Town tax and utility collection and billing policies and procedures and skill in dealing with the public and conflict resolution. Recommend the new classification of Utility Billing and Tax Coordinator with assignment to salary grade 17. Additionally, it is strongly recommended that the payroll responsibilities currently performed by the employee be transitioned, in time, to the new position of Human Resources Officer, recommended for the Town as part of this study.

Fire

The Town has two fire stations and twelve apparatus. The Town Manager also currently serves as the Fire Chief. Even though the Manager holds both positions simultaneously, the Fire Chief role is being evaluated separately and assigned an appropriate salary grade.

The Fire Chief currently supervises an Assistant Fire Chief/Training Officer who is a Town employee, a volunteer Fire Captain, volunteer Fire Lieutenant, and approximately 47 volunteer Fire Fighters, and six EMS employees contracted through Watauga Medics, Inc. The Fire Chief position is responsible for Fire Department operations including firefighting, emergency medical response, training, public education, hazardous materials response, inspections, and fire prevention. The position performs long range planning of facilities, staff, equipment and programming; is responsible for budget preparation, monitoring and purchasing; ensures all pertinent federal, state and local laws, codes and regulations pertaining to fire prevention, inspections and suppression are adhered to; performs state reporting; participates in developing and conducting training; oversees staff hiring and manages the department staff and volunteers; maintains personnel records; plans and evaluates work operations; evaluates the need for new equipment, technology and programs and is responsible for the maintenance and repair of all apparatus and associated equipment ; ensures proper training of staff for emergency response; and may research grants and assist with applicable grants as needed; and ensures a comprehensive program of fire prevention and inspections. The employee responds to fire calls and may take command at the scene. The employee is responsible for emergency management duties for the Town. The employee has daily contact with the public and is responsible for addressing and resolving complaints and concerns. Recommend retaining the classification of Fire Chief with assignment to salary grade 25.

The only other Town employee in the Fire Department is currently classified as Assistant Fire Chief/Training Officer. The employee is responsible for responding to all fire and medical calls on Beech Mountain and mutual aid calls; overseeing the call if the chief is not present; keeping all fire and medical trucks in service and conducting regular inspections of equipment, pumps and trucks; maintaining both fire stations by checking supplies and restocking when necessary; making sure generators are operational at the stations; refueling apparatus after volunteers have gone on calls and ensuring they are adequately stocked; ensuring that all air packs, gas detectors, fire hose, fire hydrants, and pump testing is conducted yearly and at other required intervals; testing and placing fire hydrants back into service after they have been repaired by the Public Works Department; and reviewing all paperwork prepared by the volunteer firefighters and turning it in to the Fire Chief so it may be entered into the Fire House software. The employee also drives and operates fire apparatus to and from emergency scenes and provides input on matters such as equipment needs and daily operational issues. Additionally, the employee may be called upon to perform special assignments. Recommend the new classification of Assistant Fire Chief with assignment to salary grade 21.

Parks and Recreation Department

The Parks and Recreation Department manages and maintains a 43-acre recreational park, 14 parks, a campground, 26 miles of hiking and mountain bike trails, a sled hill, and a 26,000 sq foot recreation building. The department offers diverse, educational, instructional, active programming, destination events, and special events for youth, teens, and adults for residents, seasonal residents, and tourists. The department also offers a 7-week summer camp, fitness classes, and one-on-one personal training including live online sessions. Programming falls into three seasons: winter/spring is from December through April; summer season is May through August; and autumn is from September through November. The department consists of nine regular full-time employees, part-time fitness instructors and summer camp counselors, Appalachian State University interns, and volunteer staff for events and programs.

The Parks and Recreation Director leads and directs the day-to-day operations of parks and recreation staff, activities, and facilities; manages the long and short-term department plans and

the parks master plan; oversees the development of programs, recreation activities, and facilities; and directly supervises two of the full-time department staff. Work involves planning and supervising the department work and operations; preparing and administering the annual budget; approving budget expenditures and purchases; designing and building trails; designing and creating Town promotional materials, logos, signs, and the Town website; researching, locating, and managing resources and grants; managing public relations with the community; managing capital improvement projects; developing new and modifying existing policies and procedures; projecting department needs; grant writing; hiring; preparing for and attending community and internal Town meetings; and conducting the Recreation Advisory Board meetings. Work involves significant public contact working with the community to address citizen needs in the development of programs, facilities, and capital improvement projects. Recommend retaining the classification of Parks and Recreation Director with assignment to salary grade 23.

The Assistant Parks and Recreation Director participates in and provides leadership to the recreation coordinator and fitness coordinator in the planning, organizing, and implementing recreation, fitness, and special events programs and activities; develops, schedules, and teaches daily fitness classes such as yoga, Zumba, and spin; serves as the department's technology and software super user; manages the department's e-commerce; and provides support developing and implementing long and short term plans, ensuring safety compliance, budget preparation and management, and development of the department annual work plan. Work involves providing day-to-day leadership to the recreation coordinators, serving as their first contact for guidance and direction; keeping the director informed and updated; ensuring smooth operation at each recreation facility; reviewing and approving purchases; participating in and making hiring recommendations on part-time staff; assisting in preparing Council agenda items; attending meetings as delegated by the director; compiling and preparing reports; and participating in special events and programs. Work involves significant public contact through requests, inquiries, community meetings, board meetings, programs, and events. Direct supervision is exercised over the two coordinators. Recommend the new classification of Recreation Program Manager with assignment to salary grade 17.

The Recreation Coordinator performs technical work planning, organizing, scheduling, implementing, and supervising a 7-week summer camp, recreation programs, activities, and events; managing a recreation facility/center; and supervising part-time summer camp counselors, interns, and volunteers. Work involves maintaining the upkeep of the facility to ensure public safety; ordering and maintaining equipment and supplies; assisting with trail maintenance; creating, designing, and implementing recreation programs; designing various marketing flyers, emails, and social media publications; creating new and diverse programs for all age groups and populations; managing and tracking expenditures for their respective facility and programs; creating tracking records and reports on program revenue, expenses, attendance, and evaluation; soliciting sponsors and donations for programs; purchasing necessary supplies and submitting purchase order requests; and training and evaluating summer staff. Duties and responsibilities are carried out with a significant amount of autonomy, discretion, and independent judgement. Recommend retaining the classification of Recreation Coordinator with assignment to salary grade 14.

The Fitness Athletic Coordinator performs technical work planning, organizing, scheduling, and conducting personal training, fitness classes and assessments, and weight room orientations; managing and maintaining fitness areas and equipment; and collecting and managing fees. Work involves maintaining the upkeep of the facility to ensure public safety; ordering and maintaining equipment and supplies; assisting with special events and providing guided fishing tours and lessons; creating, designing, and implementing fitness programs; designing various marketing

flyers, emails, and social media publications; creating workouts for group, one-on-one, public, private, and live on-line settings; managing and tracking expenditures; creating tracking records and reports on program revenue, expenses, attendance, and evaluation; and purchasing necessary equipment/supplies and submitting purchase order requests. Duties and responsibilities are carried out with a significant amount of autonomy, discretion, and independent judgement. Recommend the new classification of Fitness Coordinator with assignment to salary grade 13.

The Outdoor Recreation Supervisor performs technical and skilled work in the planning, scheduling, prioritizing, constructing, maintaining, and repairing of grounds park structures and trails and supervises four technicians. Work involves performing skilled labor in the construction, maintenance, and repair of all parks and recreation grounds and facilities which includes a campground, fishing lake, dog park, multiple trails, playgrounds, ropes course, ball fields, and tennis courts; oversight of Sled Hill including scheduling staff, parking, snow quality and reporting conditions; landscaping and trail maintenance; overseeing contracted work; teaching educational programs; performing playground safety audits; applying pesticides; operating various tools and equipment such as an excavator and skid steer; installing and inspecting stormwater control measures; and designing and building trail bridges, boardwalks, stairs, fences, and gates. Recommend the new classification of Outdoor Recreation Facilities Supervisor with assignment to salary grade 16.

One of the Outdoor Recreation Technician positions performs skilled manual labor in the construction, maintenance, and repair of recreation grounds, structures, and trails and performs technical and skilled work designing and building wooden structures for the recreational parks and facilities. Work involves planning, designing, and building wooden structures such as trail bridges, boardwalks, stairs, fences, gates, kiosks, and signs; landscaping and trail maintenance including planting, pruning, blowing, mulching, and removing fallen trees; performing mechanical work in routine and preventative maintenance, replacing parts, installing components, and oil changes; performing skilled labor in the construction, maintenance, and repair of all parks and recreation grounds and facilities which includes a campground, fishing lake, dog park, multiple trails, playgrounds, ropes course, ball fields, and tennis courts; performing playground safety audits; applying pesticides; operating various tools and equipment such as an excavator and skid steer; and installing stormwater control measures. This position also provides on-the-job direction and oversight to other technicians when working together at a site or project. Recommend the new classification of Senior Outdoor Facilities Technician with assignment to salary grade 13.

There are three positions in the Outdoor Recreation Technician classification that perform a variety of skilled and semi-skilled manual labor in the construction, maintenance, and repair of recreational parks and facilities. Each position typically has an area of expertise and responsibilities. Work involves building wooden structures such as trail bridges, boardwalks, stairs, fences, gates, kiosks, and event props; landscaping and trail maintenance including planting, pruning, blowing, mulching, and removing fallen trees; selecting and purchasing plants, shrubs, and trees; designing and creating seasonal entrance displays; making snow; cleaning and maintaining park facilities including camp sites, trash stations, picnic areas, and bathrooms; Town beautification landscaping for overlooks, parks, and roadside gardens/flower beds; planning and installing holiday decorations; leading nature or tree hike programs; operating various tools and equipment such as small hand tools, leaf-blower, excavator, skid steer and chain saw; and installing stormwater control measures. Recommend the new classification of Outdoor Facilities Technician with assignment to salary grade 12.

Planning and Inspections

The Town Planner performs professional management, technical and administrative work overseeing all planning, zoning, permitting, inspections, code enforcement, and GIS activities for the Town. Work involves both long and short-range planning and serving as staff support for planning related boards and commissions. The employee is responsible for administering the plan review process; assisting the public and developers with land development projects, questions and concerns; reviewing, researching and analyzing deeds, site plans, subdivision plats, rezoning and other development documents and applications; issuing permits; interpreting, enforcing and providing assistance to the public on zoning, subdivision and other ordinances; enforcing the minimum housing code, nuisance ordinance, and other related planning and development plans; updating, revising and interpreting planning documents including the land use plan and comprehensive plan; rewriting ordinances, when necessary, and drafting Town code amendments and zoning text and map amendments; preparing reports as needed and required; overseeing various public input processes; making presentations and recommendations to the various boards and commissions; and representing the Town in intergovernmental activities. The employee also supervises the building inspections function for the Town to ensure compliance with State building code requirements and manages the GIS database for the Town, including preparing and analyzing GIS data, updating parcels and boundaries provided by the county, and developing custom maps for various departments. Work involves significant public contact and coordination with other departments, developers, and boards and commissions, requiring skill in facilitating public and intergovernmental processes. Recommend the new classification of Planning and Inspections Director with assignment to salary grade 24.

The Town currently has two positions classified as Building Inspector. One employee was out on long-term leave at the time of the interviews. The employee interviewed performs the inspection of residential and commercial construction projects to ensure compliance with State and local codes and ordinances in the building, plumbing, electrical, mechanical, and fuel/gas trades; Town ordinances; and the NC Fire Code for commercial projects. Work includes reviewing applications for development and site and building plans for compliance with the NC Building Codes and technical codes; conducting field inspections of buildings and facilities to enforce State code compliance; consulting with developers, builders and citizens providing interpretation and explanation of technical State building codes and discussing future projects; ensuring inspections are completed and appropriate documentation received; preparing reports; signing off on project completion; issuing notices of violation for non-compliance; and ensuring the maintenance of inspection records, plans, permits, and other related documents. On an as needed basis, the employee is responsible for interpreting and applying the zoning and nuisance codes through investigation, inspection and enforcement to ensure that residential and commercial properties are maintained in conformance with the Town's Code of Ordinances and all other relevant municipal and state codes. Recommend retaining the classification of Building Inspector with assignment to salary grade 20.

Police

The Police Department is staffed with ten sworn full-time employees (including the Police Chief) engaged in patrol and investigations work and five full-time civilian employees engaged in telecommunications work.

The Police Chief is responsible for the overall management of the department's law enforcement and telecommunications staff, including establishing the policing philosophy, policies and procedures; preparing and/or presenting reports and presentation to Town Council and attending

Council meetings; updating staff on changes in State statutes; overseeing development of the work schedule and allocation of staffing resources; departmental budget development and administration; overseeing and approving all department expenditures; overseeing the patrol and investigations functions; overseeing telecommunications functions; reviewing documents and reports for quality and thoroughness and making adjustments in enforcement areas; overseeing staff hiring, training, safety, performance coaching and review; conducting internal investigations; disciplining employees; handling grievances; maintaining positive community relations; crime prevention programming; attending public functions; investigating citizen complaints; coordinating with other emergency services and law enforcement agencies; writing, submitting and preparing federal, state and local reports and serving as point of contact for federal and state grants; performing enforcement, calls for service and patrol duties when necessary; and planning special events. The Chief participates in major incidents and responds to the public as needed. Recommend retaining the classification of Police Chief with assignment to salary grade 27.

One employee in the department currently serves in the role of Police Captain and assists the Police Chief with department management, supervision and administration, including the Telecommunications function. The Police Captain also serves as the primary criminal investigator, handling most investigations when they occur or providing assistance to other Officers who may be able to work some aspects of the case, and serves as evidence custodian, logging evidence and placing it in the evidence room, issuing it back for court, and entering all evidence and disposition into the RMS system. Administrative responsibilities include acting as the Police Chief in his absence, including submitting state and federal reports in the absence of the Chief; providing input into the budgeting process and obtaining quotes and prices for services and equipment needs; assisting the Chief with establishing department goals, long-range plans, objectives, policies, and directives based on the department and Town needs; supervising patrol operations and investigations; approving incident reports prior to them being sent to the state; providing performance coaching and mentoring to staff; participating in or independently conducting internal affairs investigations of Beech Mountain officers; serving as the department's field training supervisor; maintaining the Police vehicle fleet and body cameras; and assisting with the planning and directing of training programs in compliance with the NC Criminal Justice Training and Standards Commission and state statutes and maintaining records for audits. The Captain also will answer calls for service when road cars are busy. The Captain also works with the Chief and other officers on public relations events such as National Night Out, civic speaking engagements, etc. Recommend retaining the classification of Police Captain with assignment to salary grade 22.

Two Police Sergeant positions supervise and participate in the work of officers and telecommunicators assigned to two squads. Work includes providing field training for new officers and on-going performance coaching and evaluation for assigned staff. The assigned Sergeant reviews officer reports for accuracy, thoroughness and timeliness and returns to the officer for corrections; takes the lead in more difficult incidents; and participates in the patrol work, to include traffic patrol, responding to citizen complaints, initiating license checks, investigating accidents, investigating crimes, maintaining security checks for businesses and wellness checks, and related duties. The Sergeants must be able to evaluate situations based on the information available at the time and determine the appropriate course of action. Additionally, the Sergeants perform additional responsibilities as assigned by the Chief to include such work as serving as the training coordinator, coordinating all training activities to include conducting training, registering employees for training, monitoring certification requirements and expirations, and completing required audits by the NC Criminal Justice Training and Standards Commission; handling background investigations for new hires and assisting with the hiring process; and coordinating the use and maintenance of the Town's tow truck. The Sergeants also serve as the first point-of-

contact supervisor for the Telecommunicators, who work shifts that mirror those of the officers, and fill in for the Telecommunicators when necessary. Recommend retaining the classification of Police Sergeant with assignment to salary grade 18.

Police Officers are assigned to work 12-hour shifts and perform a full range of general law enforcement duties, including patrolling state highways and local roads; investigating accidents; enforcing laws and ordinances; building relationships and maintaining a physical presence in the community to deter crime; responding to calls for service; performing security and wellness checks; determining best course of action and requesting and coordinating assistance from additional agencies as needed; assisting stranded motorists, particularly during winter weather events; preparing reports; investigating crimes; interviewing witnesses; making arrests; serving papers; collecting evidence; testifying in court; and maintaining equipment. Police Officers may perform initial criminal investigations on their shift before turning more complex investigations over to the Police Captain, unless it is a major crime and the Captain is contacted immediately. Recommend retaining the classification of Police Officer with assignment to salary grade 15. Additionally, it is recommended that the Senior Police Officer, and Master Police Officer designations implemented as a result of the 2015 pay study remain in place, with assignment to salary grades 16 and 17, respectively, to continue recognizing an employee's attainment of advanced certifications and training.

One employee in the department serves in the role of Communications Supervisor and is the Terminal Agency Coordinator (TAC) for the agency. The telecommunications center receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, rescue needs or general information. The employee performs lead responsibilities over the team of Telecommunicators who work the same shifts as patrol officers. The employee coordinates the coverage within the Communications Center to ensure it is appropriately staffed, either with a full staff of Telecommunicators, or by working a console on a fill-in basis, or requesting assistance from other Police staff to cover a console when the center is short-staffed, and serves as a trainer for newly-assigned Telecommunicators. The employee ensures the day-to-day operations follow established policies, procedures, Code of Conduct, SOPs, etc.; provides guidance and counseling to the Telecommunicators; monitors the Telecommunicators for accuracy and professionalism; and ensures equipment is in good working condition. The employee also updates the 911 system and the CAD with new and/or changed addresses, provides information to and works with the Planning Director to ensure that the GIS system matches, and notifies homeowners and the state of changes. The employee sets up training for DCI; provides information related to DCI operation and compliance to auditors; verifies reports and documents generated within the Communications Center; maintains status and updates of all call logging equipment; and informs Police Command Staff of significant incidents related to Telecommunications personnel and equipment. Recommend adjusting the classification title to Telecommunications Supervisor with assignment to salary grade 17.

There are four employees within the department who perform responsible clerical and public safety work receiving and dispatching routine and emergency calls for police, fire and medical assistance. The employees record all requests in the CAD system; assign case numbers; complete registrations via computer and paper logs; operate radio and phone systems to maintain contact with officers and the public and to help ensure officer safety; operate a computer terminal connected with the Division of Criminal Information and the National Crime Information Center to obtain necessary and additional information to provide to officers; maintain communication logs between units and calls; enter, access and modify information in local/state/national databases, as needed; enter and maintain files for missing/wanted persons or stolen property; maintain a variety of logs; and assist the public with a variety of other requests, including answering calls

regarding public works or utility companies for water or power issues and notifies the correct department. All employees must maintain DCI, Telecommunicator and EMD certifications. Recommend retaining the classification of Telecommunicator I with assignment to salary grade 14. Additionally, it is recommended that the Telecommunicator II and Master designations implemented as a result of the 2015 pay study remain in place, with assignment to salary grades 15 and 16, respectively, to continue recognizing an employee's attainment of advanced certifications and training.

Public Works Department

The Public Works Department maintains the Town's 60 miles of roadways, sidewalks, stormwater systems, public rights-of-way, approximately 66 miles of waterlines, and park and recreational areas; services approximately 2200 commercial and residential taps; collects residential yard waste, household waste, and recycling; creates and repairs Town street signs; maintains the Town's fleet of vehicles and buildings; provides snow removal during the winter months and leaf collection services in season. The department consists of twenty-nine regular full-time employees.

The Public Utilities Director plans, organizes, manages, and directs all short and long-range department services, budgets, and infrastructure planning; reviews services and processes for improvement; ensures proper safety and risk prevention measures are in place; is responsible for hiring decisions, training, and development; and directly supervises positions in public works and utilities. The employee oversees water treatment plant staff responsible for producing potable water for the Town as well as wastewater treatment plant staff responsible for treating waste and discharging treated water back into the environment. Oversight of public works daily operations and hiring, evaluating, training, and developing employees is in partnership with the Public Works Director. Work involves the administration of each department to include planning, finance, and daily operations; administration of requests for qualifications, contracts, the comprehensive capital improvement plan, and state funded projects; frequent contact with consultants and engineers; local, state, and federal reporting; overseeing the engineering, planning, designing, and implementing of services, construction, maintenance, and repair in all departmental divisions; coordinating inter-departmental goals and planning with other Town department leaders; preparing and administering the annual budget; approving budget expenditures and purchases; managing capital improvement projects; overseeing and participating in recruitment, hiring, training, employee performance evaluations, and employee recognition, development, promotions and discipline; new and modifying existing policies and procedures; projecting department needs; responding to inquiries and requests for information about the department; preparing and presenting public presentations; and preparing for and attending various meetings including inter-agency, internal, and Council meetings. Recommend the new classification of Public Services and Utilities Director with assignment to salary grade 27.

The Public Works Director oversees the planning, coordinating, and managing of field operations, personnel, and budgets for the department's fleet, sanitation, and road maintenance units; reviews services and processes for improvement; ensures proper safety and risk prevention measures are in place; and is responsible for hiring decisions, training, and development. Oversight of public works daily operations and hiring, evaluating, training, and developing employees is in partnership with the Public Utilities Director. The employee directly supervises the fleet supervisor, sanitation crew leader, and road maintenance crew leader and has oversight of all divisional full-time employees. Work involves providing leadership and direction to division leads; gathering quotes and managing budgets including participating in the annual preparation, monitoring expenditures, and approving purchases; managing resurfacing, asphalt, equipment,

vehicle and similar contracts and salt and gravel request for quotes; scheduling and tracking resurfacing and re-graveling; tracking and monitoring equipment; overseeing field operations and management; coordinating work with other departments, property owners, and external partners; local, state, and federal reporting; overseeing services, construction, maintenance, and repair in road maintenance and water/sewer distribution; and preparing for and attending various meetings including inter-agency, internal, and Council meetings. Recommend the new classification of Public Works Operations Manager with assignment to salary grade 25.

The Public Works Senior Administrative Support Specialist oversees and participates in administrative support for public works and utilities, manages the office and seven budgets, performs GIS specialist/coordinator functions, and serves as software superuser. Work involves assisting the director with preparing and administering the annual budget; researching, purchasing, and procuring equipment and supplies; tracking and approving budget expenditures and purchases; implementing and administering software; coordinating logistics for office workflow, projects and meetings; composing communications; interpreting and communicating Town Code of Ordinances; performing special projects; compiling state and federal reports; and supervising one position. Recommend the new classification of Public Services Administrative Manager with assignment to salary grade 19.

The Public Works Administrative Receptionist performs administrative office duties including serving as the first-line customer service contact for sanitation services, scheduling and administrative preparations for events and meetings, managing appointments/calendars, dispatching to field crews, creating and maintaining personnel, staffing, special picks, and route schedules for sanitation and recycle center, composing and coordinating public announcements, submitting 811 requests, and invoicing. Work involves supporting and assisting all public works and utilities departments with administrative office support; tracking work orders; data research, input, and retrieval; updating sanitation routes with seasonal resident changes and bear bin installation information; maintaining the vehicle parts list and MSDS; receiving deliveries; reading and interpreting GIS maps; and customer education. Recommend the new classification of Public Services Specialist with assignment to salary grade 11.

The Building Maintenance Mechanic maintains all twenty-one Town buildings. The employee is responsible for planning, organizing, managing, and performing facilities preventive maintenance, troubleshooting, and repairs in plumbing, electrical, carpentry, and HVAC trades and performing administrative duties including ordering and purchasing supplies, maintaining records and reports, and budget tracking and recommendations. The employee works independently unless assistance is needed on a job or director approval or input is necessary. The employee performs HVAC licensed trade work. Work involves generator preventive maintenance (for 16) and contract management; repairing/replacing plumbing including tankless water heaters, toilets, sinks, faucets, and drain lines; repairing/maintaining electrical fixtures and components including light fixtures, outlets, switches, panels, circuit breakers, generators, and low voltage wiring; painting; carpentry work such as shelving, walls, windows, and doors; and snow removal for parking lots and sidewalks. Recommend the new classification of Building Maintenance Superintendent with assignment to salary grade 19.

The Equipment Service Supervisor performs all maintenance and repair for all Town vehicles (approximately 80) and equipment and performs administrative duties including ordering and purchasing parts and supplies, maintaining parts room inventory, maintaining records and reports, and budget tracking and recommendations. The employee works independently unless assistance is needed on a job or director approval or input is necessary. Work involves maintaining and repairing a variety of vehicles including public safety response vehicles, pick-

ups, four-wheel drive vehicles, sanitation/hydraulic vehicles, excavators, and dump trucks; small equipment maintenance and repair; performing vehicle analysis with the scan tool; organizing, cleaning, and stocking parts room; state inspections; and operating a grader for snow removal. Recommend the new classification of Fleet Superintendent with assignment to salary grade 17.

Sanitation

The Sanitation Crew Leader directs and participates in the daily work assignments for the sanitation division including the Residential Convenience Center and solid waste, household items, brush and leaf, and recycling collection services. Work involves supervising and assigning daily assignments ensuring effective daily operations; training employees; participating in Residential Convenience Center and solid waste collection work; serving as back-up equipment operator transporting the solid waste and recycling collected materials to a landfill and recycling center; coaching/counseling employees; ordinance compliance and installation of curbside bear resistant bins; and responding to citizen complaints and inquiries and meeting with homeowners for bear resistant bin installation. Recommend retaining the classification of Sanitation Crew Leader with assignment to salary grade 16.

One employee currently classified as Equipment Operator transports the solid waste and recycling collected materials to a landfill and recycling center, typically making multiple daily trips. The employee operates equipment requiring a North Carolina Class B Commercial Driver's License or Tennessee equivalent license. Work involves transporting solid waste, recycling materials, cardboard, furniture, metal, and other accepted household waste in a dump truck with a dumpster slide-off unit; assisting with ordinance compliance and installation of curbside bear resistant bins; collecting roadway debris and Residential Convenience Center clean-up; operating single and dual axle trucks, chipper, forklift, and similar equipment; performing daily safety inspections on vehicles and equipment; and assisting with duties at the Residential Convenience Center as needed. Work requires driving vehicles on narrow roads with switchbacks and maneuvering tight spaces and driving during inclement weather. The employee has public contact explaining solid waste collection policies and procedures. Recommend the new classification of Sanitation Equipment Operator with assignment to salary grade 11.

Four employees currently classified as Sanitation Worker provide residential twice weekly garbage collection service to all residents with active utility service accounts. Typically, every route is serviced with a 2-person team with a driver and collector and workers perform both functions. Employees may operate some equipment that may require a North Carolina Class B Commercial Driver's License or Tennessee equivalent license. Work involves leaf, brush, and special pick-up collection; driving and operating equipment on a solid waste collection route; manually emptying trash receptacle contents into the back of the compactor truck; collecting roadway debris and dead animals; operating a chipper, forklift, and similar equipment; performing daily safety inspections on vehicles and equipment; and assisting with duties at the Residential Convenience Center as needed. Work requires driving vehicles on narrow roads with switchbacks and maneuvering tight spaces and driving during inclement weather. Employees have public contact explaining solid waste collection policies and procedures. Recommend the new classification of Sanitation Equipment Operator with assignment to salary grade 11.

Four other employees currently classified as Sanitation Worker routinely work at the Town's Residential Convenience Center accepting household solid waste, recyclable waste, and larger household items such as furniture from residents with a center permit. Typically, two employees staff the center during regular business hours seven days a week. Work involves unloading solid waste, recyclables, and larger household items from vehicles for disposal; bailing cardboard;

picking up trash litter at the center; turning away non-accepted items; answering questions; operating a trash compactor and cardboard bailer; and loading & unloading dumpsters used to transport waste to waste or recycling facilities. Recommend retaining the classification of Sanitation Worker with assignment to salary grade 9.

Road Maintenance

NOTE: The Road Maintenance and Water/Sewer Distribution/Collection Divisions frequently work collaboratively especially during the winter months to keep roadways as safe and navigable as possible.

The Maintenance Crew Leader directs and participates in the daily work assignments for the road maintenance of the Town's 60 miles of roadways including improvement projects, routine maintenance, repairs, and snow/ice removal. Work involves supervising and assigning daily assignments ensuring effective daily operations; training employees; serving as crew leader on the jobsite; troubleshooting, assessing, and determining necessary repairs and equipment; delivering equipment and material to job sites; determining if the issue is the Town's or homeowner's responsibility; maintaining equipment; prioritizing and scheduling culvert replacements; assisting with the repair of large/extensive water/sewer line leaks; serving as back-up equipment operator including motor grader, backhoe, excavator and similar; coaching/counseling employees; ordering materials; and responding to citizen complaints and inquiries. Recommend retaining the classification of Maintenance Crew Leader with assignment to salary grade 16.

The Heavy Equipment Operator operates a variety of equipment such as a motor grader, forklift, trucks, backhoe, excavator, tractor and front-end loader and hand tools used in the maintenance and repair of roadways, ditches, and sewer lines. Work involves maintaining and repairing gravel roads and ditch lines, removing snow, loading gravel, digging water lines out, right-of-way mowing and maintenance, assisting with Residential Convenience Center clean-up, and determining ditch line depth and gravel application quantity. Work requires limited public interaction limited to general questions. Recommend the new classification of Senior Maintenance Worker with assignment to salary grade 13.

Five employees currently classified as Maintenance Worker perform work in the maintenance of the Town's 60 miles of roadways including improvement projects, routine maintenance, repairs, and snow/ice removal. Work involves cutting and trimming trees and limbs away from rights-of-way and roads; paving potholes and repairing asphalt; removing snow, salting and sanding roadways; removing leaves, limbs, and other debris from ditches and culverts; and assisting with water/sewer line repairs as needed. Employees drive and operate a variety of equipment including hand tools, drills, reciprocating saw, chain saw, woodchipper, excavator, backhoe, dump truck, skid steer, loader, forklift, and trailers. Work requires limited public interaction limited to general questions. Recommend retaining the classification of Maintenance Worker with assignment to salary grade 11.

An Equipment Service Assistant performs work flushing fire hydrants, renovating, and replacing street signs, mowing rights-of-way, and removing leaves/limbs. Work involves flushing the Town's eighty (80) plus fire hydrants on a weekly or quarterly basis; layout template, shape metal, painting, and assembling street signs/posts; using a blower transported behind a truck clearing leaves from roadways and ditches; maintaining equipment; mowing; and purchasing necessary supplies. The employee drives and operates a variety of equipment including hand and power tools, truck, tractor, mower, and two-behind debris and leaf blower. Work requires limited public

interaction limited to general questions. Recommend the classification of Maintenance Worker at a salary grade 11.

Water/Sewer Distribution/Collection

NOTE: The Road Maintenance and Water/Sewer Distribution/Collection Divisions frequently work collaboratively especially during the winter months to keep roadways as safe and navigable as possible.

One of the two current Distribution Collection Crew Leaders organizes, plans, assigns, supervises, and participates in the daily work assignments for the Town's 66 miles of water lines and approximately 2200 commercial and residential taps including improvement projects, routine maintenance, and repairs. The employee serves as the Distribution Operator in Responsible Charge (ORC) and the Collection Back-Up ORC. Work involves supervising, prioritizing, scheduling, and assigning daily assignments ensuring effective and safe daily operations; training employees; troubleshooting, assessing, and determining necessary repairs and equipment; jetting manholes; installing water and sewer taps; supervising traffic control; driving the vac truck; operating various equipment including power and hand tools, excavator, dump truck, vac truck and similar; coaching/counseling employees; ordering materials; and responding to citizen complaints and inquiries. The employee also participates in snow/ice removal. Recommend the new classification of Distribution Collection Supervisor with assignment to salary grade 20.

One of the two current Distribution Collection Crew Leaders directs and participates in the daily work assignments for the Town's 66 miles of water lines and approximately 2200 commercial and residential taps including improvement projects, routine maintenance, and repairs. The employee serves as the Collection Operator in Responsible Charge (ORC) and the Distribution Back-Up ORC. Work involves providing direction and instructions at the job site ensuring effective and safe daily operations; assisting the supervisor in training employees; troubleshooting, assessing, and determining necessary repairs and equipment at job site; jetting manholes; installing water and sewer taps; marking and locating water and sewer lines; locating manholes and water valves using the GPS app; uploading pictures and notes to Dude Solutions software; driving the vac truck; and operating various equipment including power and hand tools, excavator, dump truck, vac truck and similar. Work requires limited public interaction limited to general questions. The employee also participates in snow/ice removal. Recommend retaining the classification of Distribution Collection Crew Leader with assignment to salary grade 16.

Three employees currently classified as Maintenance Worker perform work in the maintenance and repair of water and sewer lines and in snow/ice removal. Work involves operating vac truck equipment; cleaning and maintaining equipment; jetting sewer lines and manholes; inspecting manholes, sewer lines and taps; participating in the installation of water and sewer taps; installing/replacing meters; stocking inventory and general warehouse/garage cleaning; traffic control; assisting road maintenance as needed; and operating various equipment including power and hand tools, excavator, dump truck, vac truck and similar. Work requires limited public interaction limited to general questions. The employees also participate in snow/ice removal. Recommend retaining the classification of Maintenance Worker with assignment to salary grade 11.

Tourism and Economic Development

The Tourism and Economic Development Department/Tourism Development Authority (TDA) exists to support the local tourism industry, to promote tourism-related activities in the Beech

Mountain area, to operate the visitor center, and to develop other economic opportunities that will improve the local economy and the quality of life for all residents of the Town of Beech Mountain. The Town enacted an Occupancy Tax in 2003 and Council appoints a five-member board to serve as the Tourism Development Authority, which oversees expenditures of the Occupancy Tax funds. TDA staff serves two entities, boards, and budgets (the Town and the TDA) with common goals. TDA staff operates and staffs the visitor center seven days a week. Economic Development staff has been separated from TDA duties and reports solely to the Town Manager. Staff are hired by the Town Manager and are Town employees. The department consists of two regular, full-time employees and two part-time visitor center employees.

The Director of Tourism and Economic Development performs professional and administrative work in marketing and promoting economic development and reports to the Town Manager. Work involves developing and managing economic development and business stability efforts and related projects; planning and executing monthly meetings; reporting on activities; serving as a liaison for local businesses; promoting the Town as an economic development destination, overall appearance, and economic vitality in the Town; recruiting new business/tenants; expanding economic development beyond tourism; and working with and providing research and technical information to economic development entities. Work also involves significant public contact across diverse populations and groups and working closely with multiple community groups and stakeholders. This position is an independent contributor with no direct reports. Recommend the new classification of Economic Development Coordinator with assignment to salary grade 23.

The TDA Marketing Manager performs professional and administrative work in promoting and marketing the Town as a tourist destination. This position develops and executes the strategic marketing plan, serves as the liaison to the contracted public relations (PR) agency developing and implementing marketing promotions for tourism, and is responsible for creative development activities and tasks working under both the Town Manager and with the TDA. The position supervises the day-to-day operations of the visitor center and its two part-time employees. Work involves planning and executing monthly meetings; reporting on activities; advising the TDA board in decision making; significant public contact across diverse populations and groups and working closely with multiple community groups and stakeholders; developing and executing the yearly media plan; reviewing and approving all marketing content created by the PR agency; reviewing and creating social media content; and participating in visitor center services. Creative development work includes creating, writing, and developing branding, campaigns, graphic design, print materials, photography, artwork, website content, and Beech TV and radio content and copy. Recommend the new classification of Tourism and Marketing Administrator with assignment to salary grade 19.

Utilities

The Town has two wastewater treatment facilities, one at Pond Creek and one at Grassy Gap, and one water treatment facility at Buckeye Lake.

The Chief Wastewater Treatment Plant Operator performs technical, administrative and supervisory work in the operations and maintenance of the wastewater treatment plants. The employee serves as plant ORC; supervises and schedules the work of plant personnel, giving instructions on general operating procedures, work duties and work methods; hires, trains, coaches and evaluates staff; oversees and analyzes the treatment processes and interprets treatment data to maintain maximum efficiencies and to improve treatment techniques; supervises the installation of new equipment; monitors, directs and controls plant processes to meet discharge permit requirements; enters required data for state reporting due on a weekly, monthly

and quarterly basis; participates in plant operations and maintenance, including keeping the plant clean and performing landscaping duties; investigates issues related to the plant operation and related environmental legislative and compliance issues; pulls samples at discharge points for testing; takes phone calls from the public with concerns or questions; directs and enforces compliance with all applicable governmental and departmental policies and regulations and safety laws and regulations; keeps required departmental records updated; oversees the safety of personnel by training employees in proper safety procedures; orders chemicals, supplies, and materials as needed; oversees the sludge removal process; responds after hours in emergency and backup events; and assists regulatory agencies with annual inspections of facilities. Work includes providing input into recommendations for the division operating budget, managing expenditures, and locating and purchasing supplies, materials and equipment. Recommend the new classification of Wastewater Treatment Plant Supervisor with assignment to salary grade 19.

One employee is assigned as a Treatment Plant Operator for wastewater. Responsibilities include making tours of the plants observing for proper operation and safety; collecting samples; completing daily worksheets recording flow, pump run times, rainfall amount, etc.; checking feeds and recording influent run times; monitoring inventory of chlorine, sulfur dioxide, caustic and other needed chemicals; and recording equipment malfunctions, operating conditions and any observations of plant operations. Work also includes washing and hosing down clarifiers and removing any debris; emptying grit and bar screen trash cans; removing grease from the plant; draining and cleaning contact chambers as needed; changing out chlorine cylinders, sulfur dioxide cylinders, and caustic drums, as needed; operating the sludge press; and assisting other staff with maintenance, repairs or other projects, such as cleaning the facilities and maintaining landscaping around facilities. Recommend retaining classification of Treatment Plant Operator with assignment to salary grade 13.

The Chief Water Treatment Plant Operator performs technical, administrative, and supervisory work in the operations and maintenance of the water treatment plant and laboratory. The employee serves as plant ORC and Cross-Connection Control ORC and coordinates the meter reading function for the Town. As plant ORC, the employee also supervises and schedules the work of plant personnel, giving instructions on general operating procedures; hires, trains, coaches and evaluates staff; oversees the treatment process, raw water intakes, laboratory analysis work and pump stations; develops and implements effective management strategies to improve plant performance; participates in plant operations and maintenance; inspects the operation of the plant to ensure conformance to standards and proper operation; supervises the installation of new equipment; maintains daily records and reports and is responsible for the preparation and submission of all required state and federal reports; supervises the control and operation of treatment plant chemicals, machines, and equipment to purify and clarify water; oversees the collection of water samples from the plant and distribution system and prepares related reports for submission to the state; performs chemical, physical, and bacteriological tests to ensure water quality; submits samples for testing as required by state agencies; assists in determining dosages for chemicals such as chlorine, ammonia, aluminum sulfate, caustic and copper sulfate for treatment of water; supervises the solids removal from treatment units and backwash of filters; maintains the efficiency of plant and laboratory operations, including maintenance of equipment, pumps, filters, and machinery, testing, quality control, and record-keeping procedures; oversees the safety of personnel by training employees in proper safety procedures; orders chemicals, supplies, and materials as needed; and assists regulatory agencies with annual inspections of facilities. Cross-connection control responsibilities involve inspecting and testing Town-owned backflow devices, identifying hazards, ensuring backflow assemblies are installed as required, and maintaining records of work activities. Meter reading operations involve supervising the reading of meters, logging data, replacing faulty meters,

pressure testing, and leak detection. Work includes providing input into recommendations for the division operating budget, managing expenditures, and locating and purchasing supplies, materials and equipment. Recommend the new classification of Water Treatment Plant Services Supervisor with assignment to salary grade 20.

Four employees are currently classified as Treatment Plant Operator for the water plant. Work includes operating pumps; making rounds and checking and recording pH, chlorine levels, turbidity levels, chemical levels and temperatures at different points throughout the process; running samples; preparing daily operational reports; checking oil levels, air filters, and belts on various pieces of equipment at the plant and pump stations; repairing plumbing; installing meters, pumps, and tubing; logging lake levels and flows; tracking chemical feed meters and recording flow, making necessary changes to the chemicals and flow rates to properly treat enough water to meet the Town's demands; ensuring all chemical tanks are properly filled; monitoring and testing water for Bacteriology, Iron, Manganese, pH, Chlorine Residual, Turbidity, and Phosphate; answering citizen calls concerning water quality; checking tank levels, clear well levels and basin levels; maintaining records of work activities; performing plant maintenance on equipment, chemical feeders, pumps and motors; performing building maintenance, housekeeping responsibilities and grounds maintenance; basin and filter cleaning; and related activities. These employees are also responsible for monthly reading of water meters, replacing faulty meters, pressure testing, and leak detection. Recommend retaining classification of Treatment Plant Operator with assignment to salary grade 13. One employee at the water plant serves in the role of back-up ORC for wastewater treatment. It is recommended that the Town determine if additional compensation should be provided for this additional responsibility.

PAY PLAN RECOMMENDATIONS

PAY PLAN IMPLEMENTATION

Overview

We conducted a market survey of minimum and maximum salaries for the selected jobs. Jurisdictions were selected based upon proximity to the Town; designation as an incorporated city, town or village, typically with a council-manager form of government; provision of similar services; a similar tourist environment; similar tax structure; and membership in the North Carolina Local Government Retirement System.

Range percentages (the difference between the minimum and maximum of the range) varied as follows:

Banner Elk	50%
Blowing Rock	50%
Boone	50%
Brevard	50-66%
Highlands	50%
Lenior	40%
Maggie Valley	50%
Marion	55%
North Wilkesboro	53% ave
Watauga County	50%
Average	49.75%

Beech Mountain Recommended 50%

The salary ranges in the recommended pay table are approximately 50% from hiring to maximum salary. Grades 5% apart have been established. An open range salary schedule has been recommended to provide flexibility in providing in-range salary increases. These ranges provide for employee advancement as a result of increased value to the Town because of increased experience, and as an incentive and reward for increased performance. When annual market adjustments (cost of living adjustments) are made to pay ranges to account for inflation and local labor market changes, the whole table should reflect the adjustment, thus maintaining competitive entry rates of pay. A linked spreadsheet has been provided to the Town to facilitate this process.

Compression. Normally, given the seniority of Town employees, one would expect to find half of the Town's employees below Midpoint and half above Midpoint. This is essentially the case in the recommended implementation options. By carefully moving employees through the pay ranges, the Town has been able to minimize the disadvantages of pay compression. In organizations with pay compression problems, long-term high-performing employees are making the same or nearly the same as short term employees, often causing morale problems and leading to turnover. Secondly, when organizations have a highly qualified employee to hire, it is very difficult to go above the entry salary because long term employees are very close to entry.

Implementation Strategy

Option I:

Employee salaries are adjusted to at least the Hiring Rate of the new range and at least at the Minimum of the range if the employee has passed probation, consistent with the personnel policy recommendation. In addition, employees are moved into the range based on 1/2% per year of service in their current position.

Initial cost to implement Option I	\$76,938 for a full year
Cost as a percentage of payroll	2.2%

Option II:

In this option employees are adjusted to at least the Hiring Rate of the new range and at least at the Minimum of the range if the employee has passed probation. In addition, employees are moved into the range based on 3/4% per year of service in their current position.

Initial cost to implement Option II	\$87,203 for a full year
Cost as a percentage of payroll	2.4%

Recommendations:

Because there is a relatively small amount of difference in the cost of the two options presented, The MAPS Group recommends Option II be considered the desired implementation strategy. The additional compensation per year of service will further lessen any compression in staff salaries. Employees should be placed in the new pay ranges following any cost of living adjustment granted, effective July 1, 2023, and receive any associated change in pay.

Additionally, it is also recommended that the Town maintain its practice of granting a cost of living adjustment for its employees. At the time any cost of living adjustment is granted, it is strongly recommended that the Town adjust the pay ranges accordingly to take into account movement of pay ranges at other jurisdictions used for study comparisons. It is important to continue to adjust the pay ranges each year to account for market changes and to stay competitive.

Because the recommendations are based on jobs, not people, we also recommend that the Town Manager have the authority to withhold or delay increases for any individual employee where there are documented disciplinary actions indicating that the employee is not fulfilling job requirements.

Important Notes:

1. The costs identified above reflect the annual implementation cost.
2. The costs reflected above represent salary cost only and do not reflect the cost of benefits associated with salaries.
3. The ranges recommended are competitive as of now. Effective July 1, 2023, many of the same organizations we surveyed will adjust their ranges with market adjustments/cost of living adjustments. This means that if the Town does not also adjust the ranges each year, the ranges will fall behind the Town's competition.

Town of Beech Mountain Salary Survey

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Town of Beech Mountain Salary Survey

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Town of Beech Mountain Salary Survey

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Town of Beech Mountain Salary Survey

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Town of Beech Mountain
List of Classes Arranged by Grade

GRADE	CLASSIFICATION	FLSA STATUS	HIRING RATE	MAXIMUM
9	Sanitation Worker		32,288	48,432
10			33,902	50,853
11	Administrative Assistant Equipment Operator I Maintenance Worker Public Services Specialist Sanitation Equipment Operator			
12	Outdoor Facilities Technician		37,377	56,066
13	Building Maintenance Technician Equipment Operator II Fitness Coordinator Senior Maintenance Worker Senior Outdoor Facilities Technician Treatment Plant Operator		39,246	58,869
14	Program Support Specialist Recreation Coordinator Telecommunicator I		41,208	61,812
15	Fleet Mechanic Police Officer I Telecommunicator II		43,268	64,902
16	Distribution and Collection Crew Leader Maintenance Crew Leader Master Telecommunicator Outdoor Recreation Facilities Supervisor Senior Police Officer Sanitation Crew Leader		45,431	68,147
17	Accountant Chief Treatment Plant Operator Fleet Superintendent Master Police Officer Recreation Program Manager Telecommunications Supervisor Utility Billing and Tax Coordinator		47,703	71,555

Town of Beech Mountain
List of Classes Arranged by Grade

GRADE	CLASSIFICATION	FLSA STATUS	HIRING RATE	MAXIMUM
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Town of Beech Mountain
List of Classes Arranged by Grade

GRADE	CLASSIFICATION	FLSA STATUS	HIRING RATE	MAXIMUM
18	Police Sergeant		50,088	75,132
19	Building Maintenance Superintendent Public Services Administrative Manager Tourism and Marketing Administrator Wastewater Treatment Plant Supervisor		52,592	78,888
20	Building Inspector Distribution and Collection Supervisor Town Clerk Water Treatment Plant Services Supervisor		55,222	82,833
21	Assistant Fire Chief Economic Development Coordinator Human Resources Officer	E	57,983	86,975
22	Police Captain	E	60,882	91,323
23	Parks and Recreation Director	E	63,926	95,889
24	Planning and Inspections Director		67,122	100,683
25	Fire Chief Public Works Operations Manager	E E	70,478	105,717
26	Finance Director	E	74,002	111,003
27	Police Chief Public Services and Utilities Director	E E	77,702	116,553

E = Exempt from the Wage and Hour provisions of the Fair Labor Standards Act
(FLSA)



REPORT

TO: Town Council
FROM: Steve Smith
DATE: March 14, 2023
SUBJECT: Monthly Finance Director's Report

FOR THE PURPOSE OF:
Monthly Finance and Budget report for January 2023

ATTACHED FOR YOUR CONSIDERATION:
January 2023 Financial Report
January 2023 Budget Report

STAFF RECOMMENDATION:
Review

SIGNATURES:

Town Manager

Town Clerk

2-28-2023 01:02 PM

TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

10 -General Fund
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	TOTAL ENCUMBERED	BUDGET BALANCE	% YTD BUDGET
<u>REVENUE SUMMARY</u>						
Tax Revenue	6,832,493	816,823.35	6,296,862.44	0.00	535,630.56	92.16
Interest Income	24,576	36,500.83	122,486.68	0.00 (	97,910.68)	498.40
Miscellaneous Income	606,500	65,819.52	429,073.12	0.00	177,426.88	70.75
State Revenue	2,159,950	171,380.22	1,056,194.40	0.00	1,103,755.60	48.90
Fees	66,700	10,435.00	78,615.39	0.00 (	11,915.39)	117.86
Gains/Losses	50,000	0.00	26,000.00	0.00	24,000.00	52.00
Other	520,000	0.00	0.00	0.00	520,000.00	0.00
Other Sources	600,719	99,333.35	192,749.18	0.00	407,969.82	32.09
TOTAL REVENUES	10,860,938	1,200,292.27	8,201,981.21	0.00	2,658,956.79	75.52
<u>EXPENDITURE SUMMARY</u>						
Administration	1,984,310	53,235.53	875,336.53	855.00	1,108,218.47	44.15
Tax Collections	54,797	4,708.61	34,602.35	0.00	20,194.65	63.15
Vistors Center	1,036,411	20,212.54	189,673.53	0.00	846,737.47	18.30
Police	1,550,861	117,316.22	886,351.07	42,747.70	621,959.22	59.90
Fire	1,012,662	147,822.69	568,679.58	29,142.00	414,840.42	59.03
Special Projects	0	0.00	0.00	0.00	0.00	0.00
Building Inspections	236,488	16,640.28	133,300.27	0.00	103,187.73	56.37
Planning	150,057	11,338.37	82,431.79	0.00	67,625.21	54.93
Vehicle Maintenance	264,525	12,336.26	170,855.16	1,865.60	91,804.24	65.29
Road Maintenance	3,543,644	191,911.16	1,537,225.70	184,289.48	1,822,807.26	48.56
Recreation	1,027,183	72,374.74	666,071.69	15,216.36	346,046.03	66.31
TOTAL EXPENDITURES	10,860,938	647,896.40	5,144,527.67	274,116.14	5,443,420.70	49.88
REVENUE OVER/(UNDER) EXPENDITURES	0	552,395.87	3,057,453.54 (	274,116.14) (	2,784,463.91)	0.00

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TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

30 -Water/Sewer
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	TOTAL ENCUMBERED	BUDGET BALANCE	% YTD BUDGET
<u>REVENUE SUMMARY</u>						
Interest Income	1,000	4,395.15	21,192.10	0.00 (	20,192.10)	2,119.21
Miscellaneous Income	35,000	300.00	12,013.00	0.00	22,987.00	34.32
State Revenue	0	0.00	0.00	0.00	0.00	0.00
Metered Sales & Fees	3,127,425	335,972.57	2,235,351.45	0.00	892,073.55	71.48
Gains/Losses	1,500	0.00	0.00	0.00	1,500.00	0.00
Other	250,000	0.00	0.00	0.00	250,000.00	0.00
Other Sources	67,215	0.00	0.00	0.00	67,215.00	0.00
TOTAL REVENUES	3,482,140	340,667.72	2,268,556.55	0.00	1,213,583.45	65.15
<u>EXPENDITURE SUMMARY</u>						
W/S Administration	1,451,009	65,233.19	680,332.22	1,419.00	769,257.78	46.98
Water	1,022,769	85,944.09	568,118.53	14,203.58	456,072.57	55.41
Sewer	675,173	26,339.80	185,972.77	24,158.37	465,041.86	31.12
Taps & System	333,189	799.34	92,191.51	2,100.00	238,917.23	28.29
TOTAL EXPENDITURES	3,482,140	178,316.42	1,526,615.03	41,880.95	1,929,289.44	44.59
REVENUE OVER/(UNDER) EXPENDITURES	0	162,351.30	741,941.52 (	41,880.95) (	715,705.99)	0.00

2-28-2023 01:03 PM

TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

35 -Sanitation
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	TOTAL ENCUMBERED	BUDGET BALANCE	% YTD BUDGET
<u>REVENUE SUMMARY</u>						
Interest Income	150	796.78	3,840.46	0.00 (	3,690.46)	2,560.31
Miscellaneous Income	27,500	150.00	18,514.00	0.00	8,986.00	67.32
State Revenue	350	0.00	245.27	0.00	104.73	70.08
Fees	766,800	57,806.57	399,712.35	0.00	367,087.65	52.13
Gains/Losses	0	0.00	0.00	0.00	0.00	0.00
Other	0	0.00	0.00	0.00	0.00	0.00
Other Sources	67,002	0.00	0.00	0.00	67,002.00	0.00
TOTAL REVENUES	861,802	58,753.35	422,312.08	0.00	439,489.92	49.00
<u>EXPENDITURE SUMMARY</u>						
Sanitation	861,802	49,797.58	469,189.60	0.00	392,612.40	54.44
TOTAL EXPENDITURES	861,802	49,797.58	469,189.60	0.00	392,612.40	54.44
REVENUE OVER/(UNDER) EXPENDITURES	0	8,955.77 (	46,877.52)	0.00	46,877.52	0.00

2-28-2023 01:02 PM

TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

10 -General Fund
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	TOTAL ENCUMBERED	BUDGET BALANCE	% YTD BUDGET
<u>REVENUE SUMMARY</u>						
Tax Revenue	6,832,493	816,823.35	6,296,862.44	0.00	535,630.56	92.16
Interest Income	24,576	36,500.83	122,486.68	0.00 (	97,910.68)	498.40
Miscellaneous Income	606,500	65,819.52	429,073.12	0.00	177,426.88	70.75
State Revenue	2,159,950	171,380.22	1,056,194.40	0.00	1,103,755.60	48.90
Fees	66,700	10,435.00	78,615.39	0.00 (	11,915.39)	117.86
Gains/Losses	50,000	0.00	26,000.00	0.00	24,000.00	52.00
Other	520,000	0.00	0.00	0.00	520,000.00	0.00
Other Sources	600,719	99,333.35	192,749.18	0.00	407,969.82	32.09
TOTAL REVENUES	10,860,938	1,200,292.27	8,201,981.21	0.00	2,658,956.79	75.52
<u>EXPENDITURE SUMMARY</u>						
Administration	1,984,310	53,235.53	875,336.53	855.00	1,108,218.47	44.15
Tax Collections	54,797	4,708.61	34,602.35	0.00	20,194.65	63.15
Vistors Center	1,036,411	20,212.54	189,673.53	0.00	846,737.47	18.30
Police	1,550,861	117,316.22	886,351.07	42,747.70	621,959.22	59.90
Fire	1,012,662	147,822.69	568,679.58	29,142.00	414,840.42	59.03
Special Projects	0	0.00	0.00	0.00	0.00	0.00
Building Inspections	236,488	16,640.28	133,300.27	0.00	103,187.73	56.37
Planning	150,057	11,338.37	82,431.79	0.00	67,625.21	54.93
Vehicle Maintenance	264,525	12,336.26	170,855.16	1,865.60	91,804.24	65.29
Road Maintenance	3,543,644	191,911.16	1,537,225.70	184,289.48	1,822,807.26	48.56
Recreation	1,027,183	72,374.74	666,071.69	15,216.36	346,046.03	66.31
TOTAL EXPENDITURES	10,860,938	647,896.40	5,144,527.67	274,116.14	5,443,420.70	49.88
REVENUE OVER/(UNDER) EXPENDITURES	0	552,395.87	3,057,453.54 (	274,116.14) (	2,784,463.91)	0.00

2-28-2023 01:02 PM

TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

30 -Water/Sewer
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	TOTAL ENCUMBERED	BUDGET BALANCE	% YTD BUDGET
<u>REVENUE SUMMARY</u>						
Interest Income	1,000	4,395.15	21,192.10	0.00 (	20,192.10)	2,119.21
Miscellaneous Income	35,000	300.00	12,013.00	0.00	22,987.00	34.32
State Revenue	0	0.00	0.00	0.00	0.00	0.00
Metered Sales & Fees	3,127,425	335,972.57	2,235,351.45	0.00	892,073.55	71.48
Gains/Losses	1,500	0.00	0.00	0.00	1,500.00	0.00
Other	250,000	0.00	0.00	0.00	250,000.00	0.00
Other Sources	67,215	0.00	0.00	0.00	67,215.00	0.00
TOTAL REVENUES	3,482,140	340,667.72	2,268,556.55	0.00	1,213,583.45	65.15
<u>EXPENDITURE SUMMARY</u>						
W/S Administration	1,451,009	65,233.19	680,332.22	1,419.00	769,257.78	46.98
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Taps & System	333,189	799.34	92,191.51	2,100.00	238,917.23	28.29
TOTAL EXPENDITURES	3,482,140	178,316.42	1,526,615.03	41,880.95	1,929,289.44	44.59
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2-28-2023 01:03 PM

TOWN OF BEECH MOUNTAIN
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: JANUARY 31ST, 2023

PAGE: 1

35 -Sanitation
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 58.33

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<u>REVENUE SUMMARY</u>						
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State Revenue	350	0.00	245.27	0.00	104.73	70.08
Fees	766,800	57,806.57	399,712.35	0.00	367,087.65	52.13
Gains/Losses	0	0.00	0.00	0.00	0.00	0.00
Other	0	0.00	0.00	0.00	0.00	0.00
Other Sources	67,002	0.00	0.00	0.00	67,002.00	0.00
TOTAL REVENUES	861,802	58,753.35	422,312.08	0.00	439,489.92	49.00
<u>EXPENDITURE SUMMARY</u>						
Sanitation	861,802	49,797.58	469,189.60	0.00	392,612.40	54.44
TOTAL EXPENDITURES	861,802	49,797.58	469,189.60	0.00	392,612.40	54.44
REVENUE OVER/(UNDER) EXPENDITURES	0	8,955.77	(46,877.52)	0.00	46,877.52	0.00



REPORT

TO: Town Council
FROM: Steve Smith
DATE: March 14, 2023
SUBJECT: FY 2023 Budget Adjustment

FOR THE PURPOSE OF:

In accordance with Section 1 C of the 2023 Budget Ordinance moving funds from Administration Salaries to Capital Outlay.

ATTACHED FOR YOUR CONSIDERATION:

Budget Adjustment March 14th, 2023

STAFF RECOMMENDATION:

No action required.

SIGNATURES:

Town Manager

Town Clerk

TOWN OF BEECH MOUNTAIN
BUDGET ADJUSTMENT
FISCAL YEAR 2023
MARCH 14TH, 2023

General Fund

	Increase	Decrease
10-410-0200 Administration Salaries		82,100
10-410-7400 Capital Outlay	82,100	



REPORT

TO: Town Council
FROM: Bob Pudney
DATE: March 14, 2023
SUBJECT: Fire Department Monthly Report

SIGNATURES:

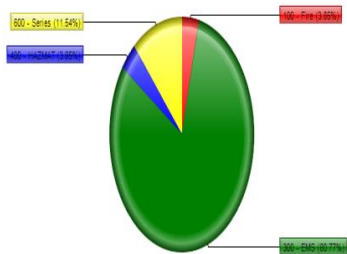
Town Manager

Town Clerk

BEECH MOUNTAIN FIRE DEPARTMENT Monthly Report February 28, 2023			
EVENT	THIS PERIOD	SAME PERIOD LAST YEAR	FISCAL YTD
FIRE CALLS	5	11	80
MEDICAL CALLS	21	9	141
FIRE SAFETY INSPECTIONS	1	0	15
PUBLIC EDUCATION	0	0	0
FIRE HYDRANT INSPECTIONS	0	0	4
TRAINING HOURS	253	165	2284
MEETINGS	5	6	41
EMS RESPONSE TIME AVG.	10.18	N/A	10.22

COMMENTS:

Membership Recruitment Program.
Budets





REPORT

TO: Town Manager and Council
FROM: Sean Royall
DATE: March 13, 2023
SUBJECT: February 2023 Recreation Report

FOR THE PURPOSE OF:

Review by town manager and council

ATTACHED FOR YOUR CONSIDERATION:

February 2023 recreation report

SIGNATURES:

Town Manager

Town Clerk



February 2023 Recreation Report

Facility Report

Finance Report

Total Monthly Revenue	\$11,501.81
Parking Lot Monthly Revenue	\$8,411.53
Total Recreation Revenue	\$19,913.34

Detailed Revenue Totals

Program Registrations \$6,175.00

Memberships \$2,850.00

Facility Reservations \$725.00

POS \$1,251.81

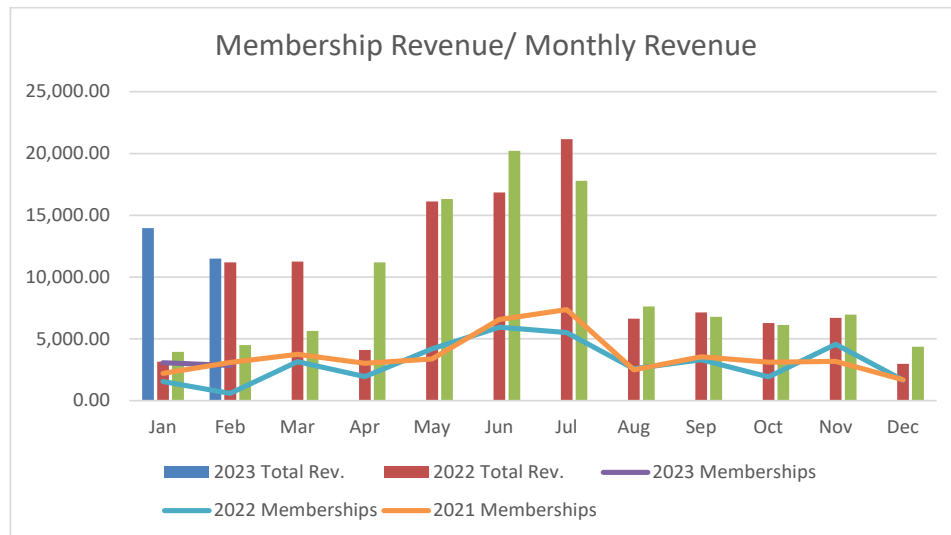
Check-In Report

Member Visits	569
Non-Member Visits	146

Membership Report

Total Memberships \$2,850.00

Family Annual \$2,025.00	Individual Annual \$500.00	Week Passes \$325.00
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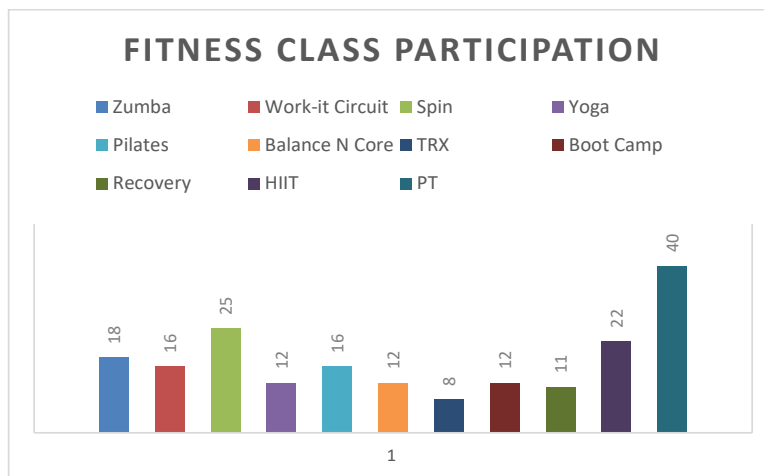


Fitness Report

Participants:

Number of classes offered in the month/ Participants.

Zumba	6	23
Work-it Circuit	6	18
Spin	6	17
Yoga	4	10
Pilates	3	33
Balance N Core	3	21
TRX	3	4
Boot Camp	4	
Recovery	4	
HIIT	3	13
Personal Training		



Respectfully Submitted,

Sean Royall
Parks and Recreation Director
Town of Beech Mountain



REPORT

TO: Town Council
FROM: Daniel Davis
DATE: March 14, 2023
SUBJECT: DOI Report March

FOR THE PURPOSE OF:

Public Works, Sanitation, Water and Wastewater Monthly reports.

SIGNATURES:

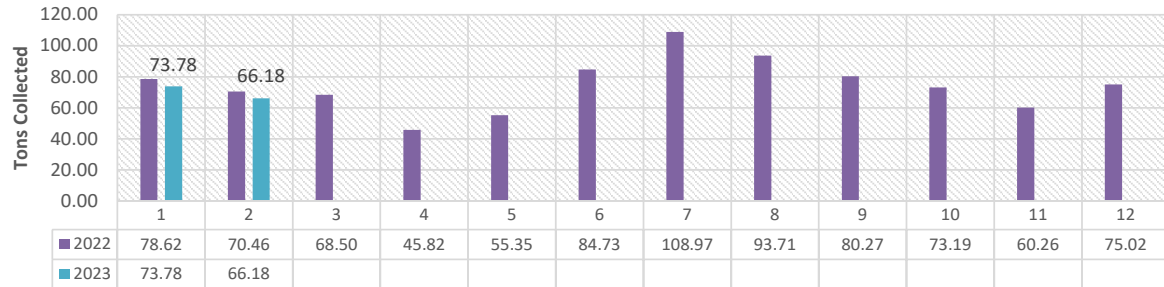
Town Manager

Town Clerk

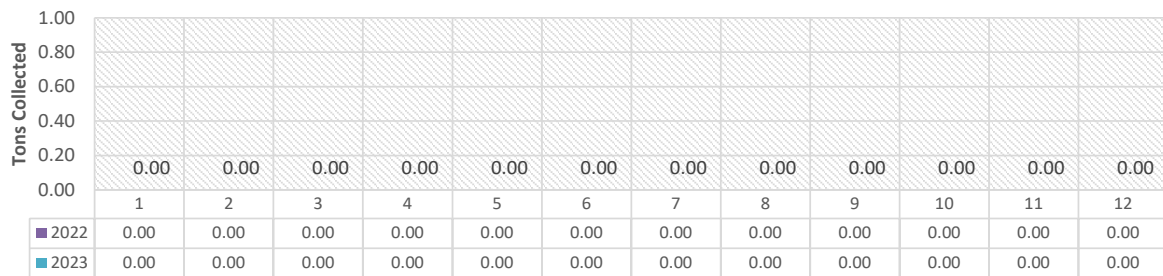
Sanitation Department
Monthly Report

2022	SOLID WASTE	CONSTRUCTION MATERIAL	RECYCLING						--ROAD MAINTENANCE--					
			RECYCLED METAL	PAPER	PLASTIC	GLASS	ALUMINUM	CARDBOARD	ROADS GRADED	STABILIZING STONE	POT HOLES REPAIRED	WASH OUTS	DITCHES PULLED	ROADWAYS MOWED
JAN	78.62	Res. Const. Day	1.50	0.41	0.39	0.00	0.00	0.00						
FEB	70.46	Res. Const. Day	12.07	0.63	0.43	0.00	0.00	9.37			20	5	4	
MAR	68.50	Res. Const. Day	2.58	0.84	0.65	0.00	0.00	0.00	4	5	20	8	2	
APR	45.82	Res. Const. Day	1.39	0.89	0.35	2.18	0.28	0.00	20	2	20	4	4	
MAY	55.35	Res. Const. Day	4.99	0.62	0.86	1.49	0.24	0.00	12	0	25	8	4	
JUN	84.73	Res. Const. Day	1.67	1.43	2.07	2.50	0.67	5.51	16	5	50	6	20	5
JUL	108.97	Res. Const. Day	3.09	1.03	0.93	3.23	0.58	0.00	9	0	4	12	3	2
AUG	93.71	Res. Const. Day	3.90	1.34	0.74	3.30	0.33	4.17	16	2	12	6	8	12
SEPT	80.27	Res. Const. Day	6.24	0.82	0.55	1.91	0.30	4.16	14	2	1	3	0	30
OCT	73.19	Res. Const. Day	2.36	0.87	0.47	1.43	0.15	0.00	17	0	1	1	0	0
NOV	60.26	Res. Const. Day	1.47	1.03	0.04	2.81	1.88	4.52	4	6	25	16	11	0
DEC	75.02	Res. Const. Day	0.45	0.44	0.19	1.05	0.09	0.00	6	0	0	0	0	0
YTD TOTALS	894.90	0.00	41.71	10.35	7.67	19.90	4.52	27.73	118.00	22	178	69	56	49
2023	SOLID WASTE	CONSTRUCTION MATERIAL	RECYCLING						--ROAD MAINTENANCE--					
			RECYCLED METAL	PAPER	PLASTIC	GLASS	ALUMINUM	CARDBOARD	ROADS GRADED	STABILIZING STONE	POT HOLES REPAIRED	WASH OUTS	DITCHES PULLED	ROADWAYS MOWED
JAN	73.78	Res. Const. Day	1.36	0.52	0.33	1.16	0.13	0.00						
FEB	66.18	Res. Const. Day	1.36	0.48	0.28	1.06	0.13	4.05						
MAR		Res. Const. Day												
APR		Res. Const. Day												
MAY		Res. Const. Day												
JUN		Res. Const. Day												
JUL		Res. Const. Day												
AUG		Res. Const. Day												
SEPT		Res. Const. Day												
OCT		Res. Const. Day												
NOV		Res. Const. Day												
DEC		Res. Const. Day												
YTD TOTALS	139.96	0.00	2.72	1.00	0.61	2.22	0.26	4.05	0.00	0	0	0	0	0

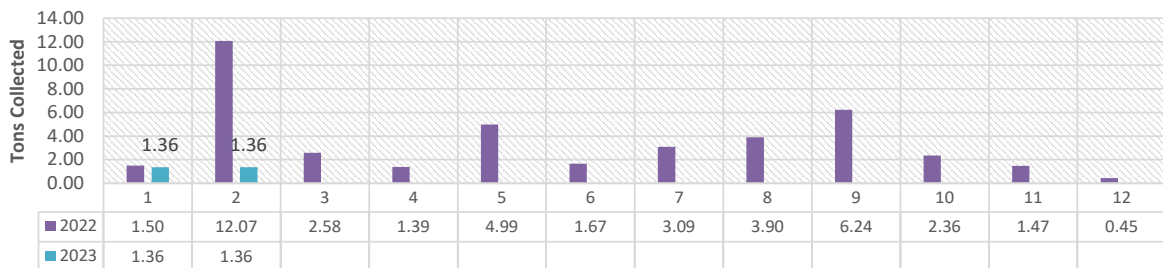
Solid Waste



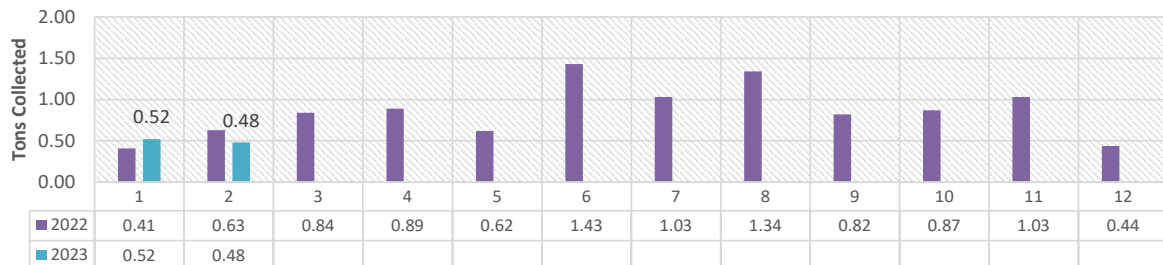
Construction Material



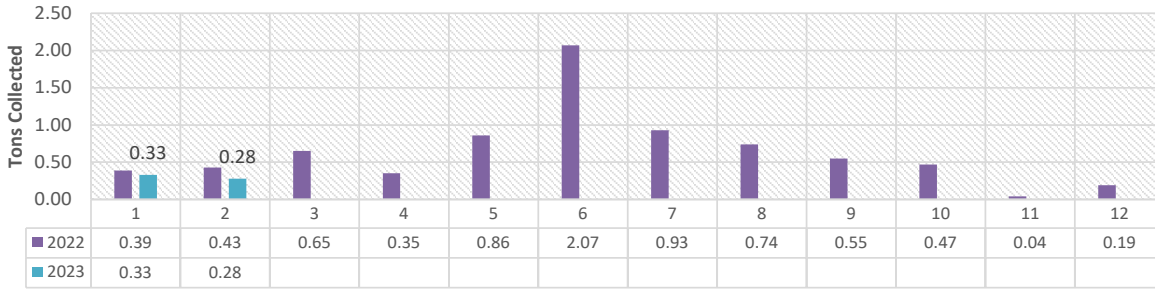
Recycled Metal



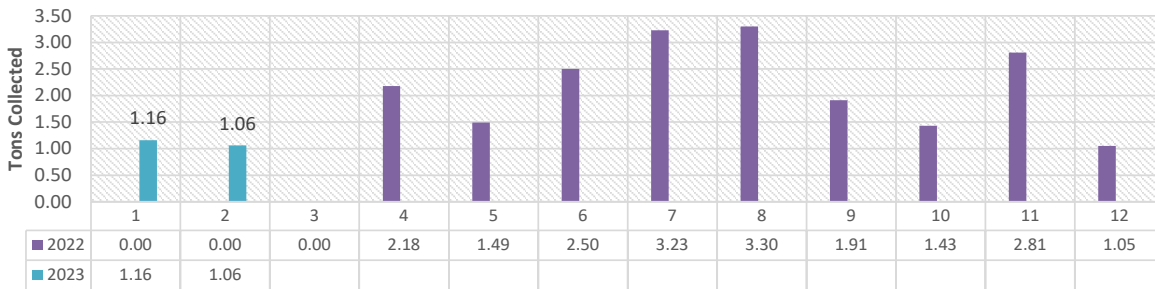
Recycled Paper



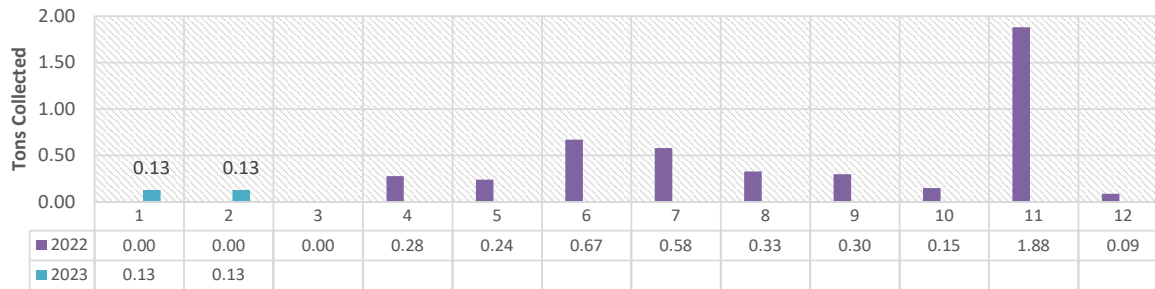
Recycled Plastic



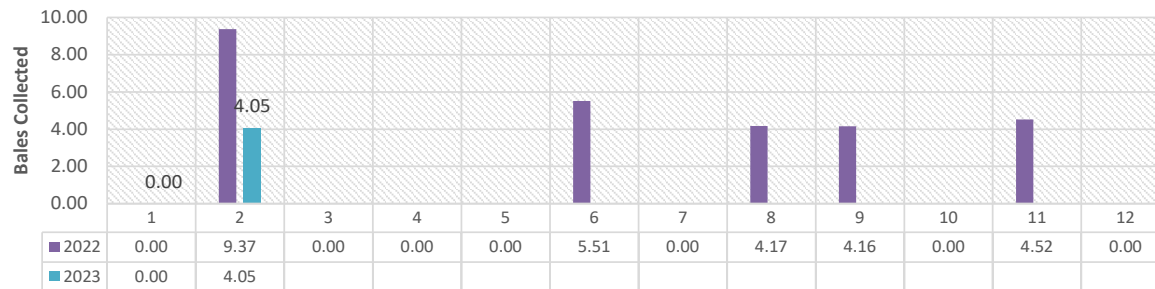
Recycled Glass



Recycled Aluminum



Recycled Cardboard



Town of Beech Mountain
Water Treatment Monthly Operation Report

February 2023 flow totals:

Raw Totals:	14.932 MG
	.533 MGD AVG
	.424 MGD MIN
	.744 MGD MAX

Finished Totals:	14.444 MG
	.516 MGD AVG
	.413 MGD MIN
	.735 MGD MAX

All Bacteria samples taken were absent of Coliform Bacteria.

All daily tests are in compliance.

January Wastewater Report

Grassy Gap Wastewater Plant

Total Flow	2.216	MG
Average Flow	0.071	MGD
Daily Max	0.15	MGD
Daily Min	0.03	MGD
Limit	0.008	MGD

Pond Creek Wastewater Plant

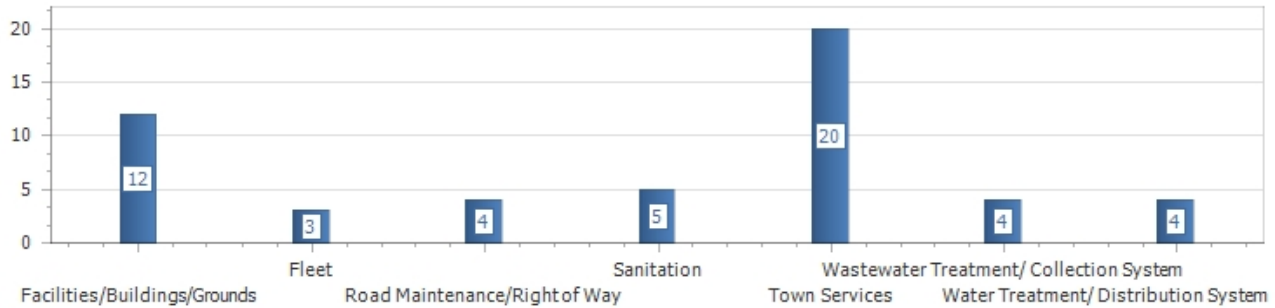
Total Flow	8.685	MG
Average Flow	0.28	MGD
Daily Max	0.46	MGD
Daily Min	0.15	MGD
Limit	0.4	MGD

Completed WOs by Site Analysis

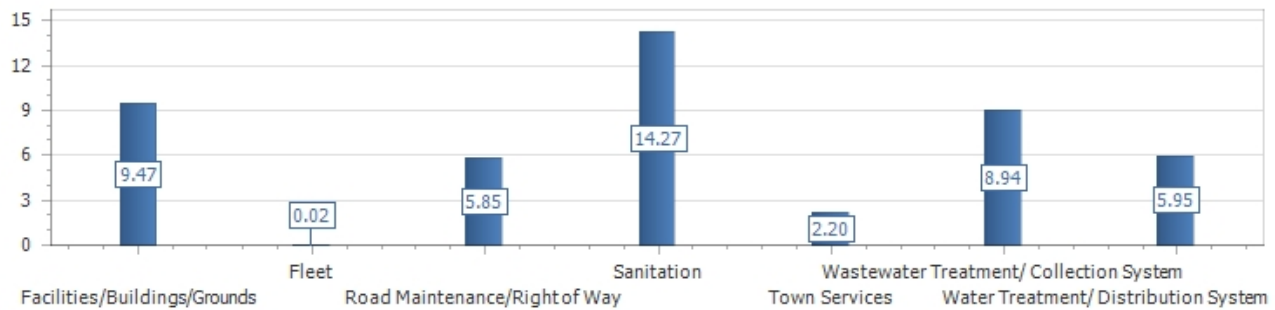
Date Printed: 03/06/2023

Page 1 of 1

Total



Average days to close



Site	Total	Average days to close
Facilities/Buildings/Grounds	12	9.47
Fleet	3	0.02
Road Maintenance/Right of Way	4	5.85
Sanitation	5	14.27
Town Services	20	2.20
Wastewater Treatment/ Collection System	4	8.94
Water Treatment/ Distribution System	4	5.95

Report Parameters

Filter: Contains([WO Status], 'Completed') And Not Contains([Source Site], 'Parks & Rec')

Search:

Advanced Filters: [Originated] Between '02/01/2023' And '02/28/2023'

Tags:

Summary

Date Printed: 03/06/2023

Page 1 of 4

Work Order #	WO Status	Origin	Priority	Work Type	Work Category	Site	Source Asset	Source Location	Assigned To	Originated	Expected	Completed	Cost \$	Hour(s)
2977	Completed	PM				Water Treatment/Distribution System		Buckeye Water Treatment Plant	Daniel Davis	02/01/2023	02/02/2023	02/22/2023	0.00	0.00
2979	Completed	PM				Fleet	2004 160 CLC Excavator Trackhoe	Public Works Shop	Whitney Spagnolo	02/01/2023	02/02/2023		0.00	0.00
2982	Completed	PM				Facilities/Buildings/Grounds	Diesel Tank	Public Works Shop	Whitney Spagnolo	02/01/2023	02/02/2023	02/22/2023	0.00	0.00
2983	Completed	PM				Facilities/Buildings/Grounds	Carwash		Leroy Wright	02/01/2023	02/02/2023		0.00	0.00
2984	Completed	Non-PM	2 - High		Water Leak	Town Services	115 MEADO WVIEW CIRCLE		Matthew Clawson	02/02/2023		02/06/2023	0.00	0.00
3003	Completed	PM	2 - High		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/07/2023	02/09/2023	02/22/2023	0.00	0.00
3008	Completed	PM	2 - High	Preventive Maintenance		Town Services	123 ST ANDREW S RD		Matthew Clawson	02/09/2023	02/10/2023		0.00	0.00
3038	Completed	PM	2 - High		Custodial	Facilities/Buildings/Grounds		PUD PWD Office	Whitney Spagnolo	02/23/2023	02/24/2023	02/24/2023	0.00	0.00
3039	Completed	PM	2 - High	Preventive Maintenance		Town Services	123 ST ANDREW S RD		Matthew Clawson	02/23/2023	02/24/2023		0.00	0.00
3046	Completed	Non-PM	2 - High		Water Leak	Town Services	115 STAGHORN HOLLOW		Matthew Clawson	02/24/2023		02/28/2023	0.00	0.00
2980	Completed	PM	3 - Medium	Reactive Maintenance	Bear Mess	Sanitation	Special Pickup	Beech Mountain Collection Route	Chrissy Bonestell	02/01/2023	03/04/2023	03/03/2023	0.00	0.00
2981	Completed	PM	3 - Medium	Reactive Maintenance	Leaf-Grass	Sanitation	Special Pickup	Beech Mountain Collection Route	Chrissy Bonestell	02/01/2023		02/10/2023	0.00	0.00
2985	Completed	Non-PM	3 - Medium		Building Maintenance	Water Treatment/Distribution System		Millpond Pump House	David Street	02/02/2023		02/02/2023	0.00	0.00
2988	Completed	Non-PM	3 - Medium		Maintenance	Fleet		Public Works Shop	David Street	02/02/2023		02/02/2023	0.00	0.00
2994	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/03/2023	02/04/2023	02/22/2023	0.00	0.00
2998	Completed	Non-PM	3 - Medium		Other-Taps and Systems	Town Services	107 BROWNS TONE LN		Matthew Clawson	02/06/2023		02/07/2023	0.00	0.00

Summary

Date Printed: 03/06/2023

Page 2 of 4

Work Order #	WO Status	Origin	Priority	Work Type	Work Category	Site	Source Asset	Source Location	Assigned To	Originated	Expected	Completed	Cost \$	Hour(s)
3002	Completed	Non-PM	3 - Medium		Building Maintenance	Wastewater Treatment/Collection System	Generator Onan 200 kW	Pond Creek WWTP	David Street	02/06/2023		02/15/2023	0.00	0.00
3004	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/07/2023	02/08/2023	02/22/2023	0.00	0.00
3007	Completed	PM	3 - Medium	Reactive Maintenance	Leaf-Grass	Sanitation	Special Pickup	Beech Mountain Collection Route	Chrissy Bonestell	02/08/2023		02/15/2023	0.00	0.00
3010	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/10/2023	02/11/2023	02/22/2023	0.00	0.00
3011	Completed	Non-PM	3 - Medium		Customer Complaint	Town Services	403 BEECH MTN PKWY-HALL		Matthew Clawson	02/10/2023		02/17/2023	0.00	0.00
3012	Completed	Non-PM	3 - Medium		Water Leak	Town Services	102 FOX DEN WAY		Matthew Clawson	02/10/2023		02/15/2023	0.00	0.00
3017	Completed	Non-PM	3 - Medium		Other-Taps and Systems	Town Services	120 WOODRIDGE RD		Matthew Clawson	02/10/2023		02/10/2023	0.00	0.00
3021	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/14/2023	02/15/2023	02/22/2023	0.00	0.00
3023	Completed	PM	3 - Medium	Reactive Maintenance	Leaf-Grass	Sanitation	Special Pickup	Beech Mountain Collection Route	Chrissy Bonestell	02/15/2023		03/03/2023	0.00	0.00
3026	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/17/2023	02/18/2023	02/22/2023	0.00	0.00
3028	Completed	PM	3 - Medium	Preventive Maintenance		Water Treatment/Distribution System	A-46		Chrissy Bonestell	02/20/2023	02/21/2023	02/22/2023	0.00	0.00
3032	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/21/2023	02/22/2023	02/22/2023	0.00	0.00
3037	Completed	PM	3 - Medium	Reactive Maintenance	Leaf-Grass	Sanitation	Special Pickup	Beech Mountain Collection Route	Chrissy Bonestell	02/22/2023		03/03/2023	0.00	0.00
3041	Completed	Non-PM	3 - Medium		Water Leak	Town Services	1420 BEECH MTN PKWY		Matthew Clawson	02/23/2023		02/23/2023	0.00	0.00
3042	Completed	Non-PM	3 - Medium		Water Leak	Town Services	238 UPPER GROUSE RDG RD		Matthew Clawson	02/23/2023		02/28/2023	0.00	0.00

Summary

Date Printed: 03/06/2023

Page 3 of 4

Work Order #	WO Status	Origin	Priority	Work Type	Work Category	Site	Source Asset	Source Location	Assigned To	Originated	Expected	Completed	Cost \$	Hour(s)
3044	Completed	PM	3 - Medium		Custodial	Facilities/Buildings/Grounds		PW Utilities Office	Daniel Davis	02/24/2023	02/25/2023	02/27/2023	0.00	0.00
3050	Completed	Non-PM	3 - Medium		Water Leak	Town Services	230 OAK RD		Matthew Clawson	02/24/2023		03/01/2023	0.00	0.00
2987	Completed	Non-PM	4 - Low		Building Maintenance	Water Treatment/Distribution System		Ashwood Pump House	David Street	02/02/2023		02/02/2023	0.00	0.00
2990	Completed	Non-PM	4 - Low		Building Maintenance	Wastewater Treatment/Collection System	Generator Kohler 33 kW	Wintercrest Lift Station	David Street	02/02/2023		02/15/2023	0.00	0.00
2993	Completed	Non-PM	4 - Low		Ditch Maintenance	Road Maintenance/Right of Way	LAKELEDGE RD		Matthew Clawson	02/02/2023		02/22/2023	0.00	0.00
2995	Completed	Non-PM	4 - Low			Town Services	Service Lines	Water Service Area	Leroy Wright	02/05/2023		02/05/2023	0.00	0.00
2997	Completed	Non-PM	4 - Low		Other-Taps and Systems	Town Services	109 GRASSY GAP LOOP		Matthew Clawson	02/06/2023		02/07/2023	0.00	0.00
2999	Completed	Non-PM	4 - Low			Town Services	223 WILD DAISY LN		Matthew Clawson	02/06/2023		02/06/2023	0.00	0.00
3000	Completed	Non-PM	4 - Low		Water Leak	Town Services	126 OVERBROOK TRAIL		Matthew Clawson	02/06/2023		02/06/2023	0.00	0.00
3001	Completed	Non-PM	4 - Low		Other-Taps and Systems	Town Services	108 BARK PARK WAY RECYCLING		Matthew Clawson	02/06/2023		02/06/2023	0.00	0.00
3006	Completed	Non-PM	4 - Low		Safety	Wastewater Treatment/Collection System	T0686	Wastewater Service Area	Leroy Wright	02/07/2023		02/07/2023	0.00	0.00
3016	Completed	Non-PM	4 - Low		Tires	Fleet	Western Star	Sanitation	Whitney Spagnolo	02/10/2023		02/10/2023	0.00	0.00
3022	Completed	Non-PM	4 - Low		Doors-Gates-Hardware	Facilities/Buildings/Grounds		Visitor Center	David Street	02/14/2023		02/15/2023	0.00	0.00
3024	Completed	Non-PM	4 - Low		Other-Taps and Systems	Town Services	1012 CHARTER HILLS RD		Matthew Clawson	02/15/2023		02/15/2023	0.00	0.00
3025	Completed	Non-PM	4 - Low		Grounds Maintenance	Wastewater Treatment/Collection System		Pond Creek WWTP	David Street	02/16/2023		02/21/2023	0.00	0.00

Summary

Date Printed: 03/06/2023

Page 4 of 4

Work Order #	WO Status	Origin	Priority	Work Type	Work Category	Site	Source Asset	Source Location	Assigned To	Originated	Expected	Completed	Cost \$	Hour(s)
3029	Completed	Non-PM	4 - Low		Curb Repair	Road Maintenance/ Right of Way	TAMARA CK RD		David Clawson	02/20/2023		02/20/2023	0.00	0.00
3030	Completed	Non-PM	4 - Low		Other-Taps and Systems	Town Services	908 PINE RIDGE RD		Matthew Clawson	02/20/2023		02/22/2023	0.00	0.00
3031	Completed	Non-PM	4 - Low		Right of Way Maintenance	Road Maintenance/ Right of Way	HAWTHORNE RD		David Clawson	02/20/2023		02/22/2023	0.00	0.00
3034	Completed	Non-PM	4 - Low		Other-Taps and Systems	Town Services	511 PINE RIDGE RD		Matthew Clawson	02/21/2023		02/22/2023	0.00	0.00
3053	Completed	Non-PM	4 - Low		Customer Complaint	Road Maintenance/ Right of Way	FAIRWAY DR		Matthew Clawson	02/27/2023		02/28/2023	0.00	0.00
3054	Completed	Non-PM	4 - Low		Customer Complaint	Town Services	105 JACKPINE RD		Water Plant	02/27/2023		02/28/2023	0.00	0.00

Records Selected: 52

Total Cost \$

Total Hrs

0.00 0.00

Report Parameters

Filter: Contains([WO Status], 'Completed') And Not Contains([Source Site], 'Parks & Rec')

Search:

Advanced Filters: [Originated] Between '02/01/2023' And '02/28/2023'

Tags:



REPORT

TO: Mayor and Town Council
FROM: Armando Garcia
DATE: March 14, 2023
SUBJECT: TDA Report March 2023

FOR THE PURPOSE OF:

Report provides an overview of marketing, publicity and results

SIGNATURES:

Town Manager

Town Clerk

**Beech Mountain TDA Report
To Town Council
March 2023**

In February campaigns continued to maintain focus on awareness of winter activities and encourage mid-week travel. In order to mitigate the impact of overcrowding during the busy winter season, advertising spend was reduced and editorial content efforts started to pitch spring visits. In February the TDA voted to provide 600K financial support to the Visitor Center expansion and in mid-March the board will meet for its annual retreat to assess future projects and initiatives that enhance the visitor and resident experience on Beech Mountain.

Examples of media coverage received in February:

MSN—Ski resorts in summer? Yes, please! Here are the best ones to visit

<https://www.msn.com/en-us/travel/tripideas/ski-resorts-in-summer-yes-please-here-are-the-best-ones-to-visit/ar-AA17kAyA>

LMC News—Celebrate North Carolina's Year of the Trail by exploring these local routes

<https://www.lmc.edu/about/news-center/articles/2023/celebrate-north-carolinas-year-of-the-trail-by-exploring-these-local-routes.htm>

Watauga Democrat—Runs for Buns adds gala, concert to benefit Colon Cancer Coalition

https://www.wataugademocrat.com/news/local/annual-runs-for-buns-adds-gala-concert-to-benefit-colon-cancer-coalition/article_861ed4bc-a5c6-11ed-bbec-af25f2a4d7a9.html

GMT Today—Ready to hit some Eastern slopes? You could start with these NC ski resorts

https://www.gmtoday.com/travel/ready-to-hit-some-eastern-slopes-you-could-start-with-these-nc-ski-resorts/article_5db9d498-a87a-11ed-a685-83fa6e495a57.html

Avery Journal— Beech Mountain Town Council accepts bid for Town Hall & VC expansion

https://www.averyjournal.com/news/government/beece-mountain-town-council-accepts-bid-for-town-hall-and-visitor-center-expansion-project/article_d0c798b8-b18e-11ed-8f7b-039f1aa6460e.html

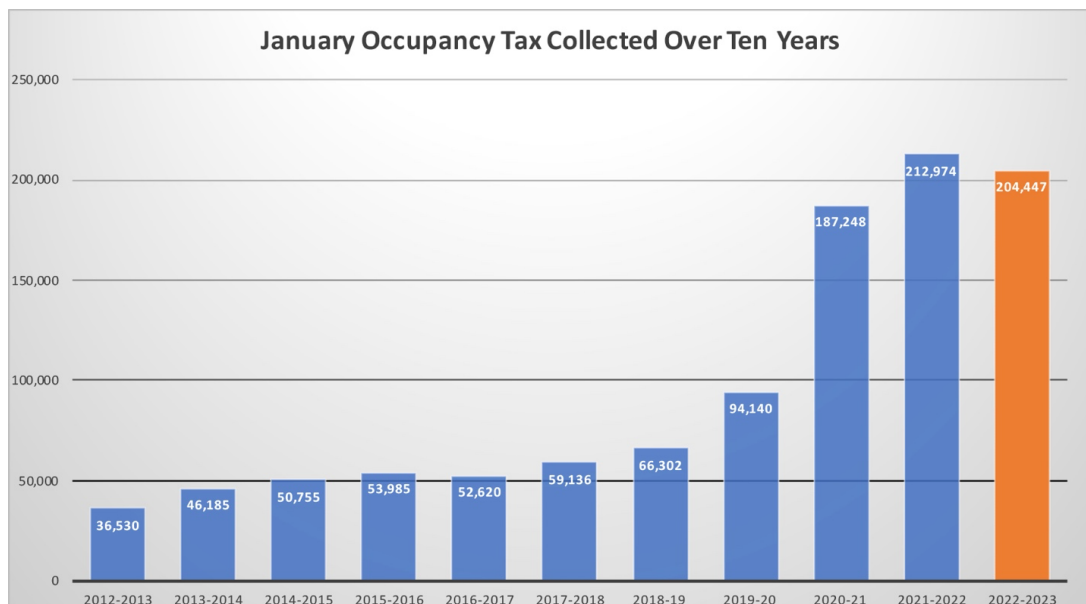
Results:

There were 923 visitors in the Visitor Center during the month of February 2023, which was lower than the 1,519 visitors received in February 2022. Occupancy tax of \$204,447 was collected in the month of February (for January overnight stays). This was 4% less than the \$212,974 collected in February of 2022. Twenty-eight hundred and seven room nights were reported to the tax office for January overnight stays. Ski season and MLK weekend brought visitors who stayed one or more nights.

Revenues for Lodging on
Beech Mountain totaled

\$3,613,580

for January 2023





REPORT

TO: Town Council
FROM: Preston Yates
DATE: March 14, 2023
SUBJECT: Planning and Inspections Report 2023-02

FOR THE PURPOSE OF:

Monthly report of activities for the Planning and Inspections Department for February 2023.

SIGNATURES:

Town Manager

Town Clerk

TOWN OF BEECH MOUNTAIN
Monthly Report
Department of Building Inspections
February-2023

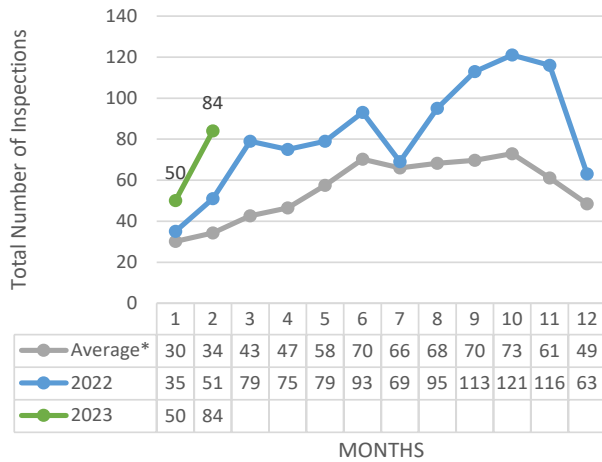
1. Number of Inspections

	This Month	Last Month	Same Month Last Year	This Fiscal Year to Date	Last Fiscal Year to Date	Calendar Year to Date
Building	30	17	19	287	288	47
Electrical	13	9	6	137	90	22
Plumbing	9	9	2	93	35	18
Htg/Air & Misc.	32	15	24	194	129	47

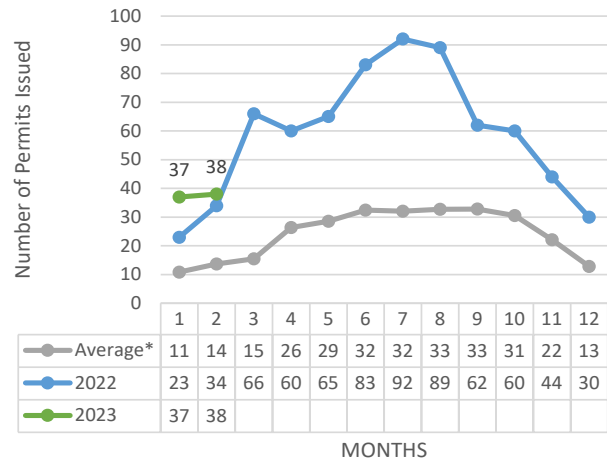
2. Permits Issued

No. Issued	38	37	34	452	320	75
Value	\$ 1,579,108	\$ 1,444,982	\$ 1,048,075	\$ 13,620,759	\$ 10,765,984	\$ 3,024,090
Permit Fees	\$ 69,537.40	\$ 54,396.50	\$ 28,621.90	\$ 461,161.73	\$ 240,723.25	\$ 123,933.90

INSPECTIONS BY MONTH



PERMITS ISSUED BY MONTH



*NOTE: Average Inspections and Permits are calculated based on a running average since April 2009

3. Nature of Building Permits

# of Permits	Type	Address	Total Fees	Valuation	New Bldgs FY to Date	New Bldgs Last FY
4	New Single Family		\$ 68,092.40	\$ 1,474,400	25	23
	New Multi-Family				0	0
	New Commercial				0	0
34	Other	Various	\$ 1,445.00	\$ 104,708		
38			\$ 69,537.40	\$ 1,579,108		

TOWN OF BEECH MOUNTAIN
PLANNING AND ZONING MONTHLY REPORT
February-2023

Summary and Highlights

Building:

Building permit issuance remains well above 10-year average
25 New Homes permitted since July 1, 2022

Zoning:

Zoning amendments awaiting codification

Trees:

Tree permits continue at average numbers

GIS/Mapping:

Database maintenance and consolidation underway to improve data management

Planning Board:

Planning Board met on February 28 and initiated review of Comprehensive Plan

Board of Adjustment:

Board of Adjustment meeting cancelled for February - no items for consideration

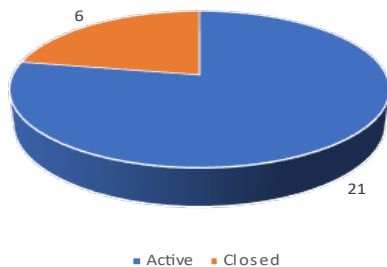
Other:

Submitted boundary and annexation survey to the Census Bureau
Reporting Town Boundary changes to Census BAS

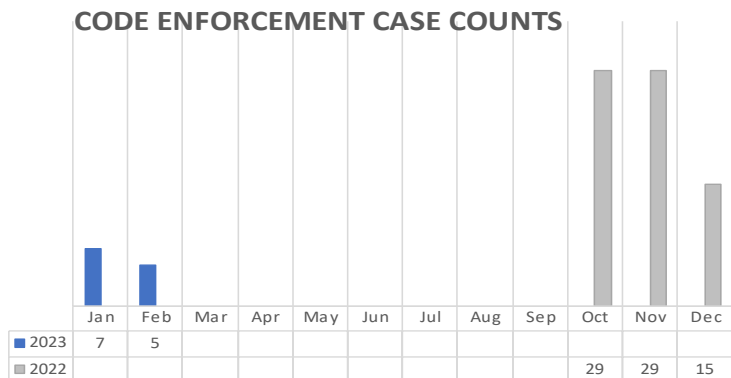
CODE ENFORCEMENT

Monthly and Quarterly Case Counts

Quarterly Code Cases
Dec 2022 - Feb 2023



CODE ENFORCEMENT CASE COUNTS



Code Enforcement:

Averaging 20-25 active case load for current quarter
iWorQ code enforcement system fully implemented and operating smoothly



REPORT

TO: Mayor and Town Council
FROM: Tim Barnett
DATE: March 14, 2023
SUBJECT: Police Department Monthly Report

SIGNATURES:

Town Manager

Town Clerk



Activity Log Yearly Summary Totals

Beech Mountain Police Department

January 1, 2023 through February 28, 2023

<i>Call Type</i>	<i>2022</i>	<i>2023</i>	<i>Call Type</i>	<i>2022</i>	<i>2023</i>
Provide Assistance			Traffic Related		
Assist Fire Department	7	1	Driving While Impaired	4	0
Assist Investigation	1	0	Improper Parking	68	48
Assist Other Agency	13	9	Stationary/Directed Patrol	208	11
Assist Town Dept/Business	3	1	Traffic Control	16	14
Assist Homeowner	16	6	Vehicle Accidents	22	32
Assist Motorist	170	229	Vehicle Stops	75	54
Assist Other Officer	86	39			
Escort	120	56	Law Enforcement Calls		
Assist Medical Calls	16	3	911 Hang Ups	13	3
			Alarms	11	14
Daily Checks			Breaking & Entering	9	3
Business Checks	1,827	1,838	Domestic Complaints	5	2
Care Track Test	0	0	Assault / Fights	10	5
Security Checks	7	0	Fire Works Violations	0	0
Residence Checks	32	9	Fraud	2	2
Welfare Check	9	3	Hit & Run	6	0
			Intoxicated/Drunk & Disruptive	5	0
Service Calls			Investigation	13	3
Animal Control Domestic/Wildlife	8	6	Larceny	4	5
Calls for Service	226	194	Mental Subject	0	0
Deliver Letter/Message	8	8	Missing Person	2	4
Found Property	5	4	Noise Disturbance/Loud Music	9	3
Golf Cart / UTV Inspections	0	0	Open Door/Open Window	11	6
ATV/Golf Cart Complaints	0	0	Prowler	0	1
Recreation/Town Deposit	12	8	Shots Fired/Sound of Shots Fired	0	0
COVID/mask	0	0	Subject with Gun/Weapon	1	0
			Suspicious Vehicle	28	10
Action Taken			Trespassing	8	2
Court	2	2	Vandalism	0	0
Felony Arrest	2	0	Continuing Investigation	8	6
Misdemeanor Arrest	2	0			
State Citations	15	13	Community Policing		
Town Ordinance Violations	36	94	Community Policing Contacts	1,566	188
Verbal Warning	54	39	Community Events	2	0
Warning Citations	5	6			
Warrant Service	2	0			
2022 Event Totals: 4,971			2023 Event Totals: 3,124		

2023 Monthly Condensed Calls

