

**MINUTE BOOK XXX, PAGES 18-28**  
**PLANNING RETREAT MINUTES**  
**February 26, 2021**

The Planning Retreat of the Town of Troutman Town Council was held on Friday, February 26, 2021, 8:00 am the Troutman Town Hall, 400 North Eastway Drive, North Carolina with Mayor Teross W. Young, Jr. presiding.

Council Members Present: W. Paul Henkel, Sally P. Williams, George W. Harris, Edward R. Nau, Felina L. Harris

Council Members Absent: None

Staff Present: Ronald Wyatt, Town Manager; Kimberly Davis, Town Clerk; Steven Shealy, Finance Director; Darrin Bumgarner, Police Officer; Adam Lippard, Public Works Manager; Emily Watson, Parks and Rec. Coordinator; Jonathan Wells, Interim Planning Director

Press Present: Debbie Page, Iredell Free News  
Megan Suggs, Statesville Record and Landmark

Others Present: See Sign-in Sheet

**MAYOR YOUNG CALLED THE MEETING TO ORDER**

Mayor Young presented a brief welcome to all in attendance commenting we are still in a pandemic and encouraged everyone to continue to wear masks and if eligible, get their vaccination. In asking everyone to use caution as we continue to move forward he advised that Iredell County is still in the red which is very concerning.

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Town Manager Ronald Wyatt stated that today is a basic overview in order to get feedback from Council. Department heads will be presenting to provide insight to town goals, growth and budget needs in order to properly plan for the town's future.

**TOWN OF TROUTMAN INFRASTRUCTURE, (Benjie Thomas, West Consultants)**

Town Engineer Benjie Thomas provided an update of the Town's water & sewer current volumes, current capacity, what is coming up soon that will be using up some of the capacity and what the Town will be needing in the near and far future.

*Highlights regarding Sewer Capacity Near-Term:*

*a. Capacity with Mooresville*

- Capacity is limited mainly by the Westmoreland Road Pump Station. Current capacity is 0.432 MGD (Million Gallons per Day) which is 25% of contract capacity. Capacity is mostly committed for upcoming development. The Town could double its capacity for approximately \$1.5 million but the Westmoreland Pump Station would have to be rebuilt/upgraded to handle developments that are currently in the planning and development stages in that area that will go beyond capacity and Mooresville would need to improve their system to handle the flow (existing flow plus developments already permitted is 0.440 MGD). The Town purchases capacity from Mooresville in blocks of 0.25 MGD and is currently purchased 0.75. The cost to purchase additional blocks from Mooresville will be approximately \$5.13 million total (already paid approximately \$700,000).

*b. Capacity with Statesville*

- Capacity is limited by the I-L Creek pump station and the contract with the City of Statesville. The I-L Creek pump station is designed to handle a maximum of 0.455 MGD. Troutman's contract with Statesville (expiring July 23, 2023) is limited to 0.476 MGD and will need to be addressed before the expiration date. Existing flow plus allocations is 0.452 MGD. Brookside, Colonial Crossing, Marley Jaye, Winecoff Village will be affected by the limitation. Issues with Inflow and Infiltration (I&I) causes flows to be higher and uses up capacity in the I-L Creek system. I&I issues need to be studied and addressed.

Engineer Thomas offered the following solutions:

In regards to capacity with Mooresville he stated the solution is to upgrade the pump station. In regards to capacity with Statesville he provided the following options: 1) divert flow from I-L Creek system to Mooresville (estimated cost \$4 million); 2) negotiate new contract with Statesville, only diverting excess flow to Mooresville (estimated cost \$2.2 million). He also made Council aware that there are other small areas within the Town's system that limits capacity due to infrastructure, advising that if there is other interest for developing property in those areas, they will not be able to proceed unless pump station upgrades are made. Mayor Young asked if DEQ approves the requested 65 GPD/BR, that has been submitted for review, would it impact the Mill Village pump station and would it improve the ability for other development in that area. Engineer Thomas replied yes approval would impact the pump station, and create some capacity in that area commenting but keep in mind there is still issues with I&I.

*Highlights regarding Water Capacity Near-Term:*

- Currently purchasing 100% water from EnergyUnited at 0.500 MGD. Currently hitting up to the maximum of 0.5 most days.
- Contract is still in effect with Statesville (1.00 MGD) for emergency backup only. Maximum per day demand at build out of currently planned development is estimated at 1.2 to 1.5 MGD. The two storage tanks provide 1.3 million gallons, which is sufficient for the projected 1.2 to 1.5 MGD.
- Purchase of additional capacity will be needed from EnergyUnited and/or convert to Statesville as a regular connection. The water line has not been used in a while and will need to be tested and improvements/upgrades made. Mayor asked if Mr. Thomas has a projected cost to turn on the Statesville connection. Engineer Thomas estimated \$500,000 to 1 million if the lines have to be replaced. Town Manager Wyatt stated that he is in conversation with EnergyUnited regarding additional capacity. Town Engineer advised if the Town purchases additional capacity from EnergyUnited, separate connection will be needed.

*Highlights regarding Sewer Capacity Long-Term (20 or more years based on growth):*

- Maximum daily sewer capacity needed for buildout of the master plan area is approximately 3 MGD (500 units per year for 20 years), (referenced service area map). If 3 MGD is needed the Town will need a second connection with Mooresville to increase capacity from 1.0 MGD to 2.0 MGD and to get to the 3 MGD the Town would need a second connection with Statesville or acquire a discharge permit on the Catawba River/Lake Norman and construct a waste water treatment plant.

*Highlights regarding Water Capacity Long-Term (at 20 years or more based on current growth rate):*

- Maximum daily water capacity needed for buildout of the master plan area is approximately 3 MGD. The Town will need another water storage tank along with additional capacity from another source or obtain permits for withdrawal from Lake Norman and construct a water treatment plant.

Engineer Thomas recommended that the Town take action soon on the Westmoreland pump station and possibly work out something with Statesville in regards to sewer capacity. In looking further out, a partnership with a future wastewater plant is a good idea. Manager Wyatt stated that based on Statesville's notification that the contract is null and void in 2023, and in having informal discussions it appears that the Town's best option is to attempt to explore/negotiate a partnership with Mooresville

regarding a wastewater treatment plant. Mooresville too has concerns regarding growth. He stated that it does not mean that Troutman would not entertain negotiations with Statesville if they are open to discussion. Although the Troutman wants to be a good neighbor, if the Town wants to control their own destiny, a partnership with Mooresville would be the best option. Engineer Thomas advised that in order to receive a discharge permit, all other options have to be exhausted. Mayor Young asked if Engineer Thomas could provide information from other municipalities that have received a discharge permit in North Carolina regarding the process, timeline and cost.

In regards to water, he recommended researching a separate connection with EnergyUnited or work with Statesville.

Town Manager Wyatt asked Engineer Thomas where would be the most logical location for an additional water tank. Mr. Thomas replied that high ground is best suggesting either replacing the Murdock Road tank with a larger tank or build one in the same vicinity. Manager Wyatt requested that Engineer Thomas begin looking for possible locations for a future tank.

(Copied in full, discussion notes, Town of Troutman Sanitary Sewer System Map, Future Land Use Map, and Potential Sewer Service Area Map is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

## **PUBLIC WORKS DEPARTMENT**

Public Works Director Adam Lippard stated that he creates a departmental report every year that reviews departmental goals and provides an overview where the department stands. He reported that the department had a great last year in that during inspection they received a zero incident safety status and out of 9 categories and over 100 sub-categories of the DEQ wastewater inspection found zero deficiencies and that all operating standards and record keeping procedures continue to exceed compliance standards. On the water side, inspections found that the department continues to operate within the systems compliance status. Public Works perform a weekly street inspection. Each street is categorized into zones and divided among each employee who is responsible for the zone they are assigned. Mr. Lippard also highlighted that all fleet and critical needs equipment have underwent annual maintenance procedures according to all manufacturing classifications. He commented that the department is in a good position and has come a long way, but all the good marks/points they receive can be dictated by one piece of critical equipment (sewer jetting machine). The Town's current sewer jetter, by Sewer Equipment of America (SEOA) is 23 years old and is beginning to have issues therefore needing to be replaced (explaining the purpose of a sewer line jetter and the issues involved). Mr. Lippard advised that he will be requesting a new sewer jetter or possibly a sewer jetting truck in the upcoming budget and a future request for a trailer-mounted vac system and hydro excavation. He introduced a Critical Needs Equipment Replacement Plan in order to reduce operational risk and ensure continued compliance and overall department preparedness. Mr. Lippard advised that he is waiting on the cost to rebuild the current jetter to get through a year then keep as a back-up or sell. He is also looking into lease options. Mr. Wyatt stated that he will not have a recommendation until the cost comes in.

Public Works Director Lippard briefly updated Council regarding the Town's pump stations stating that 6 out of 16 pumps stations are submersible systems. The Town gets approximately 8 to 12 years from submersible pumps and they never cause any issues until it altogether fails and is very expensive to replace pumps. He stated he is establishing an eight year replacement plan to pull the pumps and send off to rebuild. Councilmember Sally Williams thanked Mr. Lippard for establishing a plan and being proactive.

(Copied in full, Critical Equipment Replacement Plan is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

**(Break)**

**PAYROLL PRO SOLUTIONS, (Larry Powers and Business Partner Kim Amick)**

Mr. Larry Powers presented a brief introduction of himself, business partner Kim Amick and their company Payroll Pro Solutions located in Mooresville North Carolina. He stated that the company considers Human Capital Management as a global theme that encompasses the entire life of your employee and how to make management more efficient for the organization. There are various components/phases of that lifecycle. He stated that Payroll Pro Solutions use the Ultimate Kronos technology platform, the leading software in the payroll industry. It is modularized to allow selection of services needed to make an organization successful. Mr. Powers explained that workforce management controls labor cost (entering time into a virtual timeclock), minimizes compliance risk (recruiting, interviewing, performance management, etc.), improves productivity, and drives operational efficiency. He spoke to the high level of security of the system stating it is a cloud based application with secure data systems with backup and privacy. Mr. Powers stepped Council through how the system works in the recruiting process, onboarding, benefits, time labor management, payroll processing (including federal and state reporting), and employee evaluations. The system has employee portals allowing employees to clock in and out, access paystubs and W2 forms, request time off and retrieve company announcements. It also has an employer portal that allows managers' access to employee records, allows approval process of payroll, and the review and approval of requested time off. He stated that portals can be customized to specific provisions and the functions are endless. Following the conclusion of the presentation a question and answer period was held. Mayor Young asked Finance Director Steve Shealy if he sees the system as being a benefit to the Town. Mr. Shealy responded that he see it as a positive and is very interested in the time management and HR aspect of the system. Staff is waiting to hear the cost benefit to the Town which is one aspect that has not been discussed. Mr. Powell stated that it will be very modularized in making sure that all integration points are covered before coming to Council with a proposal. Town Manager Wyatt stated that this system is already tried and true with larger companies and as the Town grows we need to tighten up in-house referencing privacy and accountability.

(Copied in full, Power Point handout is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

**FINANCE DEPARTMENT, (Steve Shealy, Finance Director)**

Finance Director Steve Shealy addressed Council regarding facility needs stating that the Town is very seriously pressed for space. In fiscal year 2006-2007 Centralina Council of Governments (CCOG) undertook a space analysis that showed the then current and future requirements that staff would need to provide the necessary services for our citizens. In 2009, John Fuller, Architect provided concept drawings for expansion of this Town Hall which would accommodate administrative staff needs, increased police department needs, along with vacant space to possibly rent in order to provide cash flow until the space was needed for internal use. Since 2009, this topic has been discussed several times with various avenues proposed from the proposed expansion design provided by Mr. Fuller to idea of leasing buildings such as the old Galaxy building and Bank of America building along with several other ideas. As it stands now, the Town is not any closer to a decision than in 2006. He stated that there are currently serious storage issues and staffing needs with nowhere to put anything or anyone. It comes down to buying, renting, or leasing some space. The Galaxy building and Bank of America building are both off the market and the list of available square footage that would be needed appears limited. Mr. Shealy stated that listings he has seen in Statesville and Mooresville run anywhere from \$6.50 to \$29.50 per sq. ft. per year for rent. Taking the average of that for 58,000 sq. ft. would be \$90,000 a year plus an additional cost to up-fit/renovate. He commented that one temporary fix to consider is the use of mobile units (cost \$450-\$650 a month) then remove when no longer needed, but in his opinion the most reasonable recourse is to build on the current site or other property and design to specific needs. In

researching interest rates financial institutions would probably be below 3% and they prefer a 10 year range for financing. He feels if the Town can get a loan on those terms financing would be affordable.

Mr. Shealy reported that in the past 4 years the Town's valuation has increased 21% and in the same 4 year time the Town's available fund balance has increased 182% going from \$935,000 in available fund balance to \$2,640,000. The Town's budget has been growing, the Town's savings is growing and current loans are being paid down making available funding to provide capital funding for additional loan payments. The state allows up to 8% of valuation tied up in debt; currently the Town has less than 1% at .77%. He continued by stating that development coming with approximately 2000 homes that are in an approval process or already approved with new inquires daily. Additional staffing and space is needed to make sure the Town can service it all.

Discussion regarding the size and limited storage and limited secured storage issues currently at Town Hall was held. Mayor Young asked when was Town Hall built and has any renovations been done since that time. Mr. Shealy responded that the building was built in 1990 and 4 offices were added in 2008. Mayor Young asked how much is in the "Facilities" fund. Mr. Shealy replied approximately \$200,000.

(Copied in full, discussion highlights is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

**PLANNING DEPARTMENT, (Jonathan Wells, Interim Planning Director)**

Interim Planning Director Jonathan Wells addressed Council commenting that looking at the growth the Town is seeing is pretty impressive and is pretty frightening at the same time. If you look at the low end number of 2,000 town approved ready to go dwelling units, Troutman may be the home to 3 times as many people here today by the end of the decade. A lot has to do with how the Town plans for the growth. He spoke of the narrower planning function of the Town as follows: 1) land development approval process; 2) review zoning applications, subdivision plans, concept plans, site plans, design plans, etc. In addition to trying to keep up with development and responding from a customer service perspective there are long term planning issues that need attention along with issues within the Strategic Plan that have gone dormant since he has been here such as the downtown area including Lytton Street activation; establishment of a Hwy. US-21 Corridor Study and Overlay District; developing internal street connection; and develop small area plans for growth areas such as Exit 42, State Park gateway, and downtown. Mr. Wells addressed areas that could be of opportunity to the Town such as the Fairgrounds and the role it has played in the past in the Town and the role it will play in the future with Town functions as well as future implementations to the roadway network and adjacent properties. He spoke to transportation planning needs and implementation issues, referring to it as putting the "pedal to the metal" stating that there are areas that require additional attention that he is willing to give, but does not have the time. Mr. Wells suggested continued engagement with regional transportation groups especially Charlotte Regional Transportation Planning Organization (CRTPO) as well as refining the "second tier" of the Troutman Alternative Study recommendations noting connector roads and the Exit 42 interchange re-design. He also suggested updating within the coming year the Troutman Pedestrian Plan and Transportation Plan to reflect current planning area boundaries and projected needs. His last suggestion was to continue to pursue funding opportunities in implementing these transportation projects.

Mayor Young asked when the Census data will be in and if he knows the Town's population projection/growth rate. Mr. Wells responded that he heard that the Census data will be available around late summer. In response to population projections, he stated that the State Demographer does estimates on population for every city/town and county in the State of North Carolina and the US Census Bureau does their America Community Survey estimates every two years in between the census years (latest being in 2018), offering to pull those numbers together. Councilmember Henkel asked Mr. Wells where he came up his estimate of 3 times the people. Mr. Wells responded he looked at the projects in the

pipeline (not been built out), projects that have been approved and not approved along with data at the county level.

Mayor Young asked Mr. Wells if now's the time to update the transportation plan. Mr. Wells responded yes; both plans (pedestrian and transportation) should be updated at the same time integrating the bike and pedestrian plan into the transportation plan combining bikes and pedestrians to using the same pathway.

Councilmember Henkel asked if development/building has picked up. Mr. Wells responded that development it is picking up; inquires and question are resulting in formal submittals and once it get warmer and the mask go down, it will get even busier. Finance Director Shealy stated that Falls Cove, Sutter's Mill, Sanders Ridge have never slowed down and Weathers Creek and Colonial Crossing are in the clearing stages. Mr. Wells also commented that he is seeing in Town "infill" development that is development by smaller scale developers that are building one or two homes at a time and if it is not paid attention to development of that sort could really sneak up on the Town. Manager Wyatt commented on the increase of business development. Councilmember Henkel commented that the Town is going to have to plan for additional assistance in the upcoming budget. Manager Wyatt commented that we are proceeding in advertising for that slot. Council held a brief discussion regarding how to attract and recruit businesses/retail and restaurants to the Town with Manager Wyatt stating that he would like to re-brand the Troutman Business Council. Mr. Wells commented that currently there is developmental interest from larger businesses community.

Copied in full, discussion highlights is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

**\*\*Break for lunch\*\***

#### **TROUTMAN POLICE DEPARTMENT, (Officer Darin Bumgarner)**

Officer Darin Bumgarner, standing in for Tina Fleming, Police Chief, briefly introduced himself stating he has been with the Town since 2014 working in multiple capacities. He began his presentation speaking of the rapid growth Troutman is experiencing with all the new subdivisions estimating that Troutman's population will increase by approximately 11,500 using the national standard of 4 people per household. Officer Bumgarner stated that it is a struggle in trying to stay close with the community and in efforts to help prevent crime and address issues before they get out of hand, the department is looking at implementing and/or continuing the following programs:

- . Designate an Officer as a community liaison to meet on a sit down basis with Home Owner Associations (HOA) in the community.
- . Designate an Officer to visit businesses on a sit down basis 3 to 4 times a week.
- . Hold a 2 month Citizens Policy Academy meeting for 2 to 3 hours one night a week to increase community understanding of police services and functions and to inform interested citizens of career opportunities in law enforcement. It will also provide an opportunity for citizen feedback.
- . Hold a summer Kids Police Academy for 1½ - 2 hour class every day for one week to teach kids about law enforcement profession and address the negative stigma that is widely perceived.
- . Implement Operation Blue Santa consists of "Blue Santa" being escorted by police officer to deliver donated item to families in need of assistance.
- . Continuance of the Blue Elves Project that consist of officers randomly stopping individuals who are obeying the law and reward them with a gift card donated by a local business.
- . Make available R.A.D., a Rape Aggression Defense program for all ages.

Officer Bumgarner stated that the programs described are a way to be within the community and not be seen as a bad light.

Mayor Young requested that the department provide alerts/communications to the public especially seniors in the community regarding phone scams. Officer Bumgarner stated that the department could possibly put information on their Facebook page and in the Town newsletter.

Mayor Young also questioned what the department is doing to provide awareness of human trafficking. Officer Bumgarner replied that the School Resource Officers are very approachable and are the key to interaction with kids in getting communications out to be careful and aware. He commented that he would like to see more of that type training for the patrol officers. Mayor Young also asked if the department is reaching out/communicating to Troutman's aging population and/or their caregivers stating that it is and will be a growing issue in our community. Officer Bumgarner replied that he agrees, but it would be up to the person's official caregiver to let officers know of situations/needs because there are HIPPA issues. He informed Council of app's that community watches can use and post stating that he would like to see an officer assigned to those app's with the community watch group in order to allow a quick response time. Mayor Young asked that he bring up and possibly promote in the Town's newsletter.

Officer Bumgarner concluded by commenting that it is getting hard to keep good officers and the officers that are here, are in Troutman because they want to be here and be in the community to make it better. Troutman has a great Chief and a core group of officers. The department is going to have to start growing and building a base or the community will outgrow the department.

Councilmember Felina Harris commented that she is glad officers are going out into the community. On behalf of the Police Department, Officer Bumgarner expressed appreciation to Councilmember Felina Harris for her support.

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**PARKS & RECREATION DEPARTMENT, (Emily Watson, Parks and Recreation Director)**

Ms. Emily Watson Parks and Recreation Director began with turning it over to Town Manager Wyatt for a Park ballfield update. Manager Wyatt updated Council regarding fencing for the ballfields stated that the fence, contracted through Lowe's in August is almost complete. He has met with the local Lowe's project manager who agrees that there are issues he is not satisfied with so they are working on the punch list. Manager Wyatt expressed hope, weather permitting that the punch list will be complete by the next week or two.

Ms. Watson stated that quotes have been received for concrete in the dugouts at \$5 per sq. ft. equals \$6,000 total for all 4 dugouts and aluminum roofs per dugout are approximately \$2,200. Sponsorships are coming along with all four dugouts sponsored.

Mayor Young asked if the drain area has been protected. Manager Wyatt responded yes, but may do something aesthetically to make the area more visible.

Ms. Watson presented a history of the parks master plan adopted January 2011 describing what amenities have been completed, what is left to be completed in each of the three phases, and how priorities were decided. She stated that with the ballfield under construction the next priority would be concessions and bathrooms requesting permission to start the design process and pursue quotes. Manager Wyatt provided a history behind the design of the parks pavilion for background information for Council's newest members. Preliminary cost of \$326,584 was presented from West Consultants for a basic concession/restrooms facility with no seating area. He informed Council that Layton Getsinger has offered his services to help with a design build to send out for bids if Council is so inclined. Concern was expressed regarding the 2020 preliminary cost opinion from West Consultants with knowing the cost may

be even higher. Manager Wyatt to confirm with West Consultants if there would be an increase in preliminary cost. Discussion was held regarding adding additional seating, covered picnic areas in the park with Mayor Young commenting that he thinks it is extremely important for people to spread out, get out of the sun and enjoy the park. Manager Wyatt suggested adding down the road gazebo's to rent. Ms. Watson suggested maybe holding a public input meeting in efforts of revising the Master plan to replace the proposed horseshoe pits with a picnic shelter (projected cost for the shelter-\$10-\$15,000) or possibly have both (projected cost for the horseshoe pit \$1,000) and consider satellite pocket parks. Ms. Watson expressed concern/issues of staffing and the maintenance of the park currently as well as in the future stating that she and Mr. Hix (Parks & Rec. Maintenance) are working on a maintenance plan.

Councilmember Henkel asked if lights will be installed in the park anytime soon. Ms. Watson responded not at this time. The Town does not have the funds for it.

Ms. Watson addressed Councilmember Nau's request for additional lights and decorations for Christmas stating that there is no power access for any of the poles from Old Murdock Road north. Electrician Terry Watts was contacted to determine what would be needed. Duke Energy would have to trench to install two additional lines and set a new box which would mean the Town would possibly need to obtain additional easements. Cost is unknown, waiting on Duke Energy to provide a quote. Further research into additional options/decorations was requested.

#### **Priorities of Park Amenities –Development of Phases**

Mayor Young asked Ms. Watson to address the amenities that are not completed. Ms. Watson stated amenities left that need to be prioritized include horseshoe pits, amphitheater, walking track around the fields, basketball court, and restroom/concessions. She reminded Council that the amphitheater was put on hold to see what the renovations were going to be at the fairgrounds. Preliminary cost for a 5' wide concrete track is \$79,144 and \$66,150 for a 5" asphalt track was discussed along with preliminary cost of \$90,825 for asphalt of a 10' wide track. For a 5' concrete path Custom Concrete quoted \$32,625 (the price will hold until June). She stated that she does not have a quote for the basketball court as of yet.

#### **Events Discussion:**

- Independence Day Parade - Ms. Watson asked if Council was comfortable moving forward with accepting parade applications commenting that the Town does not lose anything by accepting them. Council was in agreement to accept applications but asked that staff stay within the Governor's orders. If not in a better place by the time of the parade, the Town can cancel.
- 5K events – Manager Wyatt commented that the Town is not scheduling at this time. It is not within the Governor's orders at this time.

(Copied in full, discussion highlights, park layout, master plan, concession stand and restroom preliminary cost, soccer field walking trail cost estimate and retreat notes is filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

#### **WAGNER STREET BUILDING, (Wyatt)**

Town Manager Wyatt updated Council regarded renovation efforts of the Wagner Street Building providing pictures to date. He stated that in removing materials from the ceiling it was discovered that during the time the building was owned by the previous owner, the floor of the upstairs unit had starting sagging and was piece milled a floor truss that will need to be repaired to standards by a licensed contractor. Most materials, doors and windows were not usable and therefore removed. He advised Council that there is a prospective tenant interested in renting the space as a bakery. Manager Wyatt also advised of other issues such as the waterlines being co-mingled and electrical wiring has to be brought up to code and standards. The mural on the side of the building will be complete once the temperature stays above 60 degrees. A quote is being sought for glass replacement for the front exterior of the building.



Councilmember Sally Williams suggested looking into using a more durable composite material called Everlast instead of using hardy plank on the front where hardy plank is proposed. Both back porches have to be repaired and brought up to code. Parks and Rec. Director Watson suggested repairing the front steps due to safety issues by putting down pavers.

Discussion was held regarding the space upstairs that is now rented out and if Council wants to continue to use as residential or use as commercial space. Councilmember Paul Henkel suggested both spaces be business space and renovate both at the same time if cost effective. Mayor Young commented that the drop-off in the front is unsafe. Ms. Watson commented that the front area may change depending on American Disabilities Act (ADA) compliance/requirements (ramp and railings) Councilmember Sally Williams is to research ADA compliance/requirements if the second floor is a business.

Determination of facility capabilities to be made pending feedback following building inspection regarding mixed use, and ADA requirements.

(Copied in full, pictures are filed on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

#### **MISCELLANEOUS DISCUSSION (WEBSITE/VEHICLE LOGO, ETC.), *(Wyatt and Watson)***

- **Website**

Town Manager Wyatt shared concerns regarding the Town website stating that it is old and in need of edits/update. In order to update the existing site the fee is \$125 per 2 hour minimum (current annual cost of the website is \$1,800 per year). The existing website will not adjust in size when accessed on a smart phone. He introduced a proposal from GovOffice Web Solutions (included in Council's packet) reviewing with Council services offered as shown on page 20 of the proposal. The proposal is for a three year contract, with a renewal at the same price for an additional three years. From the four types of packages offered, Angela Hoover who currently post to the website, recommended the Progressive Responsive package (total cost over 3 years is \$12,550). She asked that Council review the packet examples by viewing the websites as listed on page 18 of the proposal. Manager Wyatt stated that additional storage capacity can be purchased for \$750 a year but could be added at a later date. He advised Council that GovOffice also offers a mass communications piece that includes up to 5000 text messages that can be added at a later date but wants to get additional information regarding the service.

Mayor Young asked how secure the website is. Ms. Hoover responded that there were no issues with security to date. The proposal addresses security, but she is not familiar with jargon used. Councilmember Paul Henkel suggested that Councilmember Felina Harris who works in IT at her current profession review the proposal and provide a recommendation before Council makes a decision. Town Manager Wyatt informed Council that the offer expires May 23, 2021 and that the Town has paid through October on the current annual plan.

- **Town Vehicle Logo Options**

Town Manager Wyatt discussed with Council Town logo's and asked which option they prefer to go on Town's service vehicles (examples of logo options are in Council packets). The paddle with the gold seal is what the Town will use as the official letterhead. The navy blue lettering "Town of Troutman Enjoy Lake Norman ...Naturally" is the primary logo. Council was in agreement that the primary logo should go on the service vehicles as well as police vehicles and logo's with the wording "Welcome To Troutman Enjoy Lake Norman...Naturally" be used for marketing purposes. Councilmember Paul Henkel stated that it was last discussed that the Town was trying for consistency with the logos, but now he is confused. Mayor Young requested that staff work on an official logo guidebook for reference. Council agreed that the wording should stay within the length of the paddle.

Parks & Rec. Director Emily Watson referenced Parks and Recreation trailer wrap stating it that mirrors the proposed downtown mural.

(Copied in full, website proposal, logo examples and pictures of the Parks and Rec. trailer wrap is file on CD titled: "Town Council Supporting Documents" dated March 26, 2021 in CD Book #1 titled: "Town Council Supporting Documents")

- **Town Hall Parking Lot**

Town Manager Wyatt stated that David Sherrill is coming next week to provide an estimate to resurface the Town Hall parking lot.

- **Troutman Town Hall Needs**

Town Manager Wyatt stated that in closed session Council had authorized him to proceed with a purchase offer for properties located at 170 and 160 Wagner Street. The Town's purchase offers were countered, the Town countered back and the offers were accepted (\$254,000 and \$259,000). He stated that the Town will do their due diligence and requested that Council formally vote to proceed with the purchases. Manager Wyatt noted for the record that Mike Todd is now the buyer's agent only and not a dual agent. Councilmember George Harris questioned the intended use of the property. Manager Wyatt responded that once inspections are complete, he will report those results to Council.

Upon motion by Councilmember Paul Henkel, seconded by Councilmember Sally Williams, and unanimously carried, approved to proceed with purchase and continue due diligence with inspections and etc.

Town Manager Wyatt advised Council of an increase in price to approximately \$280,000 (would possibly take \$250,000) for the four lots that Council has expressed interest in purchasing. He recommended that Council consider due to the location of the property. Councilmember Paul Henkel asked about the lots for sale along Eastway Drive. Town Manager Wyatt stated that the property owner has not come down in price. Councilmember Sally Williams commented that it would be reckless to not try and purchase the four lots. Councilmember Paul Henkel asked Finance Director Steve Shealy if the Town can afford the additional purchase. Mr. Shealy responded that it depends on what the Town is willing to borrow. The Town can afford it and the debt margin is there. He continued by commenting that should also think about the other needs as discussed, but it may be too good to pass up.

Upon motion by Councilmember George Harris, seconded by Councilmember Paul Henkel, and unanimously carried, approved to authorize Town Manager Wyatt to pursue acquisition of the four lots at the lower end of the price (\$250,000) and not to exceed \$280,000.

## **WRAP UP – COMMENTS FROM COUNCIL**

Town Manager Wyatt asked for Council's feedback (pro's and con's) of the retreat for future reference.

Councilmember George Harris

- Town Engineer Benjie Thomas presentation was very good providing understanding of where the Town is in terms of long range water and sewer capacity needs. The Town needs to begin pursuing the issue now.
- Good information regarding the jetter and the pumping system.
- Town Hall needs made property acquisition clear.
- Overall it was a productive day.

Councilmember Paul Henkel

- . Retreat was productive and well arranged.
- . Enjoyed all the input and like having it at Town Hall.

Councilmember Sally Williams

- . Retreat was well organized with topics that needed discussion.
- . Went past allotted time which showed Council is passionate on the topics discussed.

Councilmember Felina Harris

- . Enjoyed her first retreat. It was very organized and productive.
- . Expressed appreciation to the Town Manager and Staff for the time it took putting it together.

Councilmember Nau

- . Retreat was productive and organized.
- . Likes that the Mayor and Council have the vision to go forward with issues needed in taking care of staff and the citizens of Troutman.

Mayor Young

- . Agreed with Councilmember Sally Williams in her comment regarding the meeting going over allotted time which showed Council is passionate on the topics that were discussed.
- . Expressed appreciation for Council ability to stay on track and focus on the needs that are most important to our Town and has the ability to come together and begin action on difficult choices the Town has to make.
- . Thanked staff for putting together an agenda that kept Council on task/target of those needs that are so important and to him that is what a retreat should be.
- . Expressed appreciation to all staff for sharing the perspectives. He liked hearing from staff directly and what is going on in their departments.

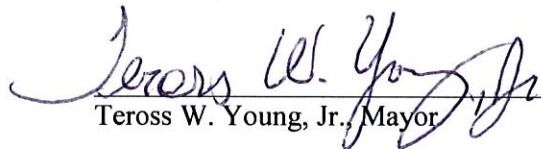
Town Manager Wyatt thanked Council for their feedback and thanked staff for their effort in helping him through his first retreat and for stepping up in preparing for the retreat.

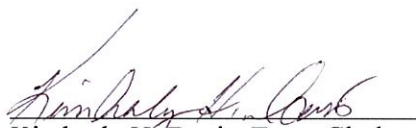
Emily Watson, Parks & Rec. Director shared the following comments made via live stream from Police Chief Tina Fleming

- . Thanked everyone for their input.
- . Commented she is researching topics for officer training including benefits of wearing seat belts, dangers of speeding, how to treat an intersection when lights are not working, and looking into training on human trafficking.
- . Researching topics regarding Public Service Announcements (PSA's) that citizens can benefit from.

## ADJOURNMENT

Upon motion by Councilmember George Harris, seconded by Councilmember Paul Henkel, and unanimously carried, Planning Retreat of February 26, 2021 was adjourned at 4:45 p.m.

  
Teross W. Young, Jr., Mayor

  
Kimberly H. Davis, Town Clerk

