



MINUTES

August 6, 2026

REGULAR MEETING OF THE CITY COUNCIL

CITY OPERATIONS CENTER | 305 WILLIAMS ST. | 5:45 p.m.

Present: Mayor Barbara G. Volk, Mayor Pro Tem Dr. Jennifer Hensley, and Council Members: Lyndsey Simpson, Melinda Lowrance

Staff Present: City Manager John Connet, Deputy City Manager Brian Pahle, City Clerk Jill Murray, City Attorney Angela Becker, Budget & Evaluation Director Adam Murr, Communications Coordinator Brandy Heatherly, and others

Absent: Communications Director Allison Justus

1. CALL TO ORDER

Mayor Volk called the meeting to order at 5:45 p.m. and welcomed those in attendance. A quorum was established with all members in attendance.

2. INVOCATION AND PLEDGE OF ALLEGIANCE TO THE FLAG

The City Council observed a moment of silence for prayer or reflection followed by the Pledge of Allegiance to the Flag.

3. PUBLIC COMMENT *Up to 15 minutes is reserved for comments from the public not listed on the agenda.*

Eva Ritchey spoke about the Carl Sandburg home and the neglect being shown. In 2022, due to weather and a dam failure, damage to the home occurred. In 2024, before Hurricane Helene, the National Park Service authorized \$1,081,600 for the repair of the home. She has a petition signed by roughly 233 citizens asking for an accountability report for the taxpayer's funds that were appropriated and a letter of support and request from City Council to the National Park Service and our federal officials asking that the monies be returned.

Jeff Groh spoke against having a moratorium on data centers and asked for more information on what the plan is at the second monthly meeting before they vote on it.

4. CONSIDERATION OF AGENDA

Council Member Jennifer Hensley moved that City Council approve the agenda as presented. A unanimous vote of the Council followed. Motion carried.

5. CONSENT AGENDA

Council Member Lyndsey Simpson moved that City Council approve the consent agenda as presented. A unanimous vote of the Council followed. Motion carried.

- A. Adoption of City Council Minutes – Jill Murray, City Clerk
July 2, 2026 Regular Meeting
July 22, 2026 Second Monthly Meeting

- B. Patton Park & Pool Restoration & Mitigation Project Grant Application – Blake Fulgham, Management Analyst III

Resolution #R-26-73

**RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL
IN SUPPORT OF APPLICATION FOR THE RENEW NC CDBG-DR GRANT PROGRAM FOR THE
PATTON PARK & POOL RESTORATION
& MITIGATION PROJECT**

WHEREAS, the United States Department of Housing and Urban Development announced the State of North Carolina will receive \$1.4 billion in funding to support recovery efforts following Hurricane Helene; and

WHEREAS, eligible communities must be located within a “Most-Impacted and Distressed” area defined by HUD or the State of North Carolina; and

WHEREAS, the City of Hendersonville wishes to pursue funding opportunities that would allow the City to restore, repair, and/or replace critical infrastructure on public property and provide safe access to these properties; and

WHEREAS, the City’s financial resources have limited the City’s ability to fund restorative and repair projects as well as implement necessary mitigation measures to increase resiliency to future weather-related disasters.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville, North Carolina that:

1. The City hereby endorses the application for the ReNew NC Infrastructure Grant Program and staff assistance for the duration of the project; and
2. The City Manager is authorized to execute said application.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Barbara G. Volk, Mayor

Attest: /s/Jill Murray, City Clerk

Approved as to form: /s/Angela S. Beeker, City Attorney

**C. Whitmire Activity Center Restoration & Mitigation Project Grant Application –
*Blake Fulgham, Management Analyst III***

Resolution #R-26-74

**RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL
IN SUPPORT OF APPLICATION FOR THE RENEW NC CDBG-DR GRANT PROGRAM FOR THE
WHITMIRE ACTIVITY CENTER RESTORATION & MITIGATION PROJECT**

WHEREAS, the United States Department of Housing and Urban Development announced the State of North Carolina will receive \$1.4 billion in funding to support recovery efforts following Hurricane Helene; and

WHEREAS, eligible communities must be located within a “Most-Impacted and Distressed” area defined by HUD or the State of North Carolina; and

WHEREAS, the City of Hendersonville wishes to pursue funding opportunities that would allow the City to restore, repair, and/or replace critical infrastructure on public property and provide safe access to these properties; and

WHEREAS, the City’s financial resources have limited the City’s ability to fund restorative and repair projects as well as implement necessary mitigation measures to increase resiliency to future weather-related disasters.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville, North Carolina that:

1. The City hereby endorses the application for the ReNew NC Infrastructure Grant Program and staff assistance for the duration of the project; and
2. The City Manager is authorized to execute said application.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Barbara G. Volk, Mayor

Attest: /s/Jill Murray, City Clerk

Approved as to form: /s/Angela S. Beeker, City Attorney

D. Resolution to Permit Alcoholic Beverages at Immaculata Fall Fest – *Jamie Carpenter, Downtown Manager*

Resolution #R-26-75

**HENDERSONVILLE, NORTH CAROLINA
RESOLUTION TO PERMIT THE POSSESSION AND CONSUMPTION OF ALCOHOLIC BEVERAGES
AT THE 2026 IMMACULATA FALL FEST**

WHEREAS, North Carolina General Statute 18B-300 (c)(3) permits a city or county, by local ordinance, to regulate or prohibit the possession of malt beverages and unfortified wine on public streets, alleys, or parking lots which are temporarily closed to regular traffic for special events, and;

WHEREAS, Section 6-2 (d) of the City of Hendersonville Code of Ordinances establishes that it “shall not be unlawful for any person to possess or consume any alcoholic beverage on public streets, alleys or parking lots which are temporarily closed to regular traffic for special events, if the city council has adopted a resolution making provisions for the possession and consumption of malt beverages or unfortified wine or both at such special event, to the extent permitted by such resolution.”

NOW THEREFORE BE IT RESOLVED by the city council of the City of Hendersonville, North Carolina, pursuant to the authority granted by general statute and according to the duly adopted local ordinance that,

Immaculata Catholic is permitted to host the Immaculata Fall Fest on Saturday, October 10th, 2026.

Furthermore, that the possession of alcohol in the form of malt beverages and unfortified wine, be permitted within the event footprint established by the City Special Events Committee and the associated North Carolina Alcohol Beverage Control Special Event Permit on the dates listed above.

ADOPTED by the City Council of the City of Hendersonville, North Carolina, on this 6th day of August, 2026.

Barbara G. Volk, Mayor

Attest: /s/Jill Murray, City Clerk

Approved as to form: /s/Angela S. Beeker, City Attorney

E. Approval Request to Apply for the Recreational Trails Grant Program for Clear Creek Greenway Trailhead Kiosk and Waste Receptacles – *Blake Fulgham, Management Analyst III*

Resolution #R-26-76

**RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL
IN SUPPORT OF APPLICATION FOR THE RECREATIONAL TRAILS PROGRAM FOR THE CLEAR
CREEK GREENWAY TRAILHEAD KIOSK AND WASTE RECEPTACLES**

WHEREAS, the Recreational Trails Program is a grant funding program administered by the Federal Highway Administration through the North Carolina State Division of Parks & Recreation; and

WHEREAS, the City of Hendersonville is committed to providing its citizens and visitors with safe, accessible, and valuable trails and recreational infrastructure with the goal of providing the highest quality of life for its citizens; and

WHEREAS, the City of Hendersonville wishes to pursue funding opportunities that would allow the City to improve the accessibility of current infrastructure and increase the quality of infrastructure and our city assets for public enjoyment; and

WHEREAS, the City’s financial resources have limited the City’s ability to fund recreational project upgrades meant to enhance the user’s experience.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville, North Carolina that:

1. The City hereby endorses the application for the Recreational Trails Program and, if awarded, provide the 20% required match of funds for the project, as well as staff assistance for the duration of the project; and
2. The City Manager is authorized to execute said application.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Barbara G. Volk, Mayor

Attest: /s/Jill Murray, City Clerk

Approved as to form: /s/Angela S. Beeker, City Attorney

**F. Revision of the Personnel Policy Amending Article I Section 9 and Article VII
Section 22 – Jennifer Harrell, HR Director**

Resolution #R-26-77

**RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL AMENDING THE CITY OF
HENDERSONVILLE PERSONNEL POLICY**

WHEREAS, the City of Hendersonville maintains a Personnel Policy. The purpose of which is to establish a system of personnel administration for recruiting, selecting, employing, developing and maintaining an effective and responsible workforce; and

WHEREAS, the City of Hendersonville wishes to amend Article I. Section 9 – Definitions.

The city has been a participant in the University of North Carolina School of Government's (UNC SOG) Lead for North Carolina pilot program where they pair local governments and Temporary Fellows. In the beginning, the UNC SOG required the hosting organization (in our case the City of Hendersonville) to consider the Temporary Fellow's as employees and specify this in the organization's Personnel Policy, as well as pay the Temporary Fellow directly and offer health care benefits or a taxable subsidy. The UNC SOG has changed the program and no longer stipulates these requirements on the hosting organization. The Lead for North Carolina Temporary Fellow as an employee of the city is being removed.

WHEREAS, the City of Hendersonville also wishes to amend Article VII Section Military Leave. Clarification is being made of how and when employees on military leave may continue health and dental coverage.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville, North Carolina that from and after the effective date of this resolution, Article I. Section 9 and Article VII Section 22 of the Personnel Policy attached to this resolution, is hereby adopted.

This policy will become effective as of the date of adoption.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Article I. Section 9 Definitions

~~Temporary Fellow. A person hired by the City through the Lead for North Carolina (LFNC) program. The employee will be eligible for health care benefits or a taxable subsidy. The nonexempt employee will be paid hourly for a maximum of 40 hours per week.~~

Article VII. Section 22. Military Leave

In accordance with federal and state laws, the City provides military leave to employees who are members of a United States Armed Forces Reserve organization or National Guard for absences to perform military duty, whether voluntary or involuntary. Absences to perform any military duty (including active duty, active-duty training, inactive duty training such as scheduled drills and summer camp, full-time National Guard federal duty, fitness-for-duty examination, and funeral honors duty) are covered by this policy, unless the employee reaches the five-year maximum of military leave as established by the Uniformed Services Employment and Reemployment Rights Act (USERRA). This policy provides military leave to regular City employees unless their employment is for a brief, non-recurrent period and there is no reasonable expectation that such employment will continue indefinitely or for a significant period.

Employees should submit a request for military leave to the supervisor or Department Head as soon in advance of the military duty as possible. The request should be in writing and should be accompanied by a copy of the military orders. Employees must report back to work as soon after military duty as possible, consistent with federal and state laws. If the reason for the employee's delay is not related to military duties, the employee is subject to the personnel policies and practices normally applied to employees with unexcused absences.

Employees may choose whether to use earned compensatory time, accrued vacation leave (leave with pay), leave without pay, or some combination thereof for these absences, and the provisions of that leave shall apply. Upon exhausting all other paid leave, employees may request to use sick leave, if approved by the City Manager.

Regular employees choosing to use military leave may claim up to ten (10) days of differential pay per calendar year provided the days are recorded as military leave and the military basic pay is less than the employee's regular City pay. To claim differential pay, the employee must submit a copy of his/her military orders, pay vouchers, Leave and Earnings Statement and/or other appropriate documentation evidencing performance and compensation pertinent to the military duty.

During the period of military leave, regular employees may continue health and dental insurance coverage, provided they continue to pay their share of the premiums up to ~~eighteen~~ months under COBRA coverage ~~Employees performing military service of more than 30 days may elect to continue the City's health and dental insurance coverage for up to 24 months but will be responsible for paying the insurance premiums up to 102% of the premium costs.~~

Employees whose military service is less than 31 days will continue their health and dental insurance coverage as if they were at work with the City. As with any other unpaid leave, employees do not accrue vacation leave or sick leave during the period of leave without pay. However, the balance of such accruals on the date of commencement of the military leave will remain intact for the employee’s return to work.

Barbara G. Volk, Mayor
Attest: /s/Jill Murray, City Clerk
Approved as to form: /s/Angela S. Beeker, City Attorney

G. August 2026 Budget Amendments – Adam Murr, Budget & Evaluation Director

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-01

BUDGET AMENDMENT

FUND 064

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
064-0000-470030	Insurance Proceeds	-	1,517	-	1,517
064-7455-524010	R&M Buildings	-	1,517	-	1,517
FUND 064	TOTAL REVENUES	-	1,517	-	1,517
	TOTAL EXPENDITURES	-	1,517	-	1,517

An amendment reflecting \$1,517 of insurance proceeds for repairs to an exit arm located at the parking deck.

The City Manager and City Clerk certify budget ordinance amendment 08062026-01 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-02

BUDGET AMENDMENT

FUND 010

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
010-1300-430001	Miscellaneous Sales	185	-	185	-
010-1300-460091	Police Contribution/Donation	800	-	800	-
010-0000-460090	Contributions/Donations	36,616	650	-	37,266
010-0000-430001	Misc. Income - Police		985	-	985
010-1002-519200	Contracted Services	225,255	4,420	-	229,675
010-1300-210002	Miscellaneous Payable	1,150	-	1,150	-
010-0000-534999	Contingencies	12,110	-	2,620	9,490
FUND 010	TOTAL REVENUES	37,601	1,635	985	38,251
	TOTAL EXPENDITURES	238,515	4,420	3,770	239,165

An FY26 end-of-year amendment to the General Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-02 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-03

BUDGET AMENDMENT					
FUND 020					
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
020-1008-531230	Tax Billing	1,900	-	246	1,654
020-1002-502005	Group Med & Life Ins	1,110	140	-	1,250
020-1005-501010	Salaries- Overtime	-	25	-	25
020-1007-502006	Group Med & Life Ins	648	66	-	714
020-1560-502050	Retirement Expense	1,424	15	-	1,439
FUND 020	TOTAL REVENUES	-	-	-	-
	TOTAL EXPENDITURES	5,082	246	246	5,082

An FY26 end-of-year amendment to the Main Street Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-03 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-04

BUDGET AMENDMENT

FUND 060

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
060-1007-531225	Training	28,750	-	6,526	22,224
060-7155-519200	Contract Services	60,230	-	25,000	35,230
060-7155-555002	Capital Outlay- Lines	146,480	-	90,400	56,080
060-1002-539990	FEMA Reimbursable Expenditures	-	6,526		6,526
060-7055-524060	R&M Lines	380,000	25,000	-	405,000
060-7055-555002	Capital Outlay- Lines	431,000	90,400	-	521,400
FUND 060	TOTAL REVENUES	-	-	-	-
	TOTAL EXPENDITURES	1,046,460	121,926	121,926	1,046,460

An FY26 end-of-year amendment to the Water & Sewer Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-04 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-05

BUDGET AMENDMENT					
FUND 064					
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
064-7455-534000	Non-Capital Equipment	19,200	-	1,827	17,373
064-1008-501005	Group Med & Life Ins	1,445	-	300	1,145
064-1008-502050	Retirement Expense	1,168	-	151	1,017
064-1002-501010	Salaries- Overtime	-	170		170
064-1002-502005	Group Med & Life Ins	2,220	139	-	2,359
064-1007-501010	Salaries- Overtime	-	142	-	142
064-1300-502050	Retirement Expense	20,803	1,827	-	22,630
FUND 064	TOTAL REVENUES	-	-	-	-
	TOTAL EXPENDITURES	44,836	2,278	2,278	44,836

An FY26 end-of-year amendment to the Parking Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-05 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-06

BUDGET AMENDMENT

FUND 067

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
067-7555-519200	Contract Services	277,975	-	6,828	271,147
067-1002-502005	Group Med & Life Ins	4,809	30	-	4,839
067-1005-501001	Salaries - Regular	9,333	655	-	9,988
067-1007-501010	Salaries- Overtime	-	393		393
067-1014-201001	Salaries- Regular	46,303	3,640	-	49,943
067-1014-531600	Lease/Rental Equipment	-	2,110	-	2,110
FUND 067	TOTAL REVENUES	-	-	-	-
	TOTAL EXPENDITURES	338,420	6,828	6,828	338,420

An FY26 end-of-year amendment to the Stormwater Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-06 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2026

FORM: 08062026-07

BUDGET AMENDMENT

FUND 068

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
068-7855-519200	Contract Services	38,680	-	7,946	30,734
068-0900-560001	Debt Principal	173,990	7,400	-	181,390
068-1002-502005	Group Med & Life Ins	3,330	306	-	3,636
068-1005-502050	Retirement Expense	1,310	80		1,390
068-1007-501010	Salaries- Overtime	85	160	-	245
FUND 068	TOTAL REVENUES	-	-	-	-
	TOTAL EXPENDITURES	217,395	7,946	7,946	217,395

An FY26 end-of-year amendment to the Environmental Services Fund to prepare for the annual audit process.

The City Manager and City Clerk certify budget ordinance amendment 08062026-07 was approved by City Council on August 06, 2026.

TO MAYOR & COUNCIL

APPROVAL: August 06, 2026

FISCAL YEAR 2027

FORM: 08062026-08

BUDGET AMENDMENT

FUND 060 | 460

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET
060-0000-470900	Fund Balance Appropriated	3,167,900	30,767	-	3,198,667
060-0000-598901	Transfer Out (to 460, VE027)	1,265,000	30,767	-	1,295,767
FUND 060	TOTAL REVENUES	3,167,900	30,767	-	3,198,667
W&S Operating Fund	TOTAL EXPENDITURES	1,265,000	30,767	-	1,295,767
460-0000-470100-VE027	Transfer In (from 060)	240,000	30,767	-	270,767
460-7002-554002-VE027	C/O-Vehicles	150,000	30,767	-	180,767
460-7002-554001-VE027	C/O-Equipment	90,000	-	-	90,000
FUND 460	TOTAL REVENUES	240,000	30,767	-	270,767
W&S Project Fund	TOTAL EXPENDITURES	240,000	30,767	-	270,767

An FY27 amendment using a \$30,767 fund balance appropriation from the W&S Operating Fund (060) to increase the W&S Vehicle and Equipment Project (#VE027) to acquire a new vehicle after receiving an FY26 insurance check for \$30,767 due to an accident that totalled a service truck. FY26 Ref. Amendment 07022026-02.

The City Manager and City Clerk certify budget ordinance amendment 08062026-08 was approved by City Council on August 06, 2026.

- H. Monthly Tax Collector’s Report (June) – TAMMY Heide, Deputy Tax
- I. Annual Property Tax Settlement (FY26) and Order of Collections (FY27) – Tammy Heide, Deputy Tax Collector/Assistant Finance Director
- J. Recommended Grade Change to Construction Division Manager Position – Brendan Shanahan, City Engineer

6. PRESENTATIONS

A. Introduction of new Hands On! Children's Museum Executive Director - *John Connet, City Manager*

Lindsey Gordon introduced herself as the new Executive Director of Hands On! Children's Museum.

B. Recognition of City Employees Earning NC LTAP Roads Scholar Certifications - *Brent Detwiler, Assistant City Manager-Public Services*

Brent Detwiler recognized Steve Alverson, Timmy Hensley, and Jeremy Buckner for completing the basic education program requirements for becoming a North Carolina Roads Scholar by completing 7 of the Roads Scholar courses and Brent Pope for completing 6 of the Master Roads Scholar courses and significantly increasing their knowledge of road maintenance procedures and improved their technical and managerial skills earning their NC LTAP at NC State University.

Institute for Transportation
Research and Education

itre.ncsu.edu

Campus Box 8601
909 Capability Drive
Raleigh, NC 27695-8601

P: 919.515.8899 June 30, 2026



Steve Alverson
City of Hendersonville
160 Sixth Avenue East
Hendersonville, North Carolina 28792

RE: Letter of Notification of Roads Scholar Status

Dear Mr. Alverson:

Congratulations! You have successfully completed the basic education program requirements for becoming a North Carolina Roads Scholar.

As you know, the Roads Scholar Program is a professional development opportunity offered by the North Carolina Local Technical Assistance Program at ITRE. The purpose of the program is to recognize local government personnel who have significantly increased their knowledge of road maintenance procedures and improved their technical and managerial skills. By successfully completing 7 of the Roads Scholar courses offered through the center, you have earned this professional distinction for yourself and for the City of Hendersonville.

As an activity of the NC LTAP, the Roads Scholar Program is funded by a grant from the Federal Highway Administration, U.S. Department of Transportation, through the Local Technical Assistance Program. This program is one of many Roads Scholar initiatives implemented by other technology transfer centers nationwide.

Thank you for your participation in this program, and congratulations once again on becoming a North Carolina Roads Scholar.

Sincerely,

Ms. Katharine Davison
Program Director, North Carolina Local Technical Assistance Program

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Campus Box 8601
909 Capability Drive
Raleigh, NC 27695-8601

P: 919.515.8899

June 30, 2026

Timmy Hensley
City of Hendersonville
305 Williams Street
Hendersonville, North Carolina 28792

RE: Letter of Notification of Roads Scholar Status

Dear Mr. Hensley:

Congratulations! You have successfully completed the basic education program requirements for becoming a North Carolina Roads Scholar.

As you know, the Roads Scholar Program is a professional development opportunity offered by the North Carolina Local Technical Assistance Program at ITRE. The purpose of the program is to recognize local government personnel who have significantly increased their knowledge of road maintenance procedures and improved their technical and managerial skills. By successfully completing 7 of the Roads Scholar courses offered through the center, you have earned this professional distinction for yourself and for the City of Hendersonville.

As an activity of the NC LTAP, the Roads Scholar Program is funded by a grant from the Federal Highway Administration, U.S. Department of Transportation, through the Local Technical Assistance Program. This program is one of many Roads Scholar initiatives implemented by other technology transfer centers nationwide.

Thank you for your participation in this program, and congratulations once again on becoming a North Carolina Roads Scholar.

Sincerely,



Ms. Katharine Davison
Program Director, North Carolina Local Technical Assistance Program



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909 Capability Drive
Raleigh, NC 27695-8601

P: 919.515.8899

June 30, 2026

Jeremy Buckner
City of Hendersonville
305 Williams Street
Hendersonville, North Carolina 28792

RE: Letter of Notification of Roads Scholar Status

Dear Mr. Buckner:

Congratulations! You have successfully completed the basic education program requirements for becoming a North Carolina Roads Scholar.

As you know, the Roads Scholar Program is a professional development opportunity offered by the North Carolina Local Technical Assistance Program at ITRE. The purpose of the program is to recognize local government personnel who have significantly increased their knowledge of road maintenance procedures and improved their technical and managerial skills. By successfully completing 7 of the Roads Scholar courses offered through the center, you have earned this professional distinction for yourself and for the City of Hendersonville.

As an activity of the NC LTAP, the Roads Scholar Program is funded by a grant from the Federal Highway Administration, U.S. Department of Transportation, through the Local Technical Assistance Program. This program is one of many Roads Scholar initiatives implemented by other technology transfer centers nationwide.

Thank you for your participation in this program, and congratulations once again on becoming a North Carolina Roads Scholar.

Sincerely,



Ms. Katharine Davison
Program Director, North Carolina Local Technical Assistance Program



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Campus Box 8601
909 Capability Drive
Raleigh, NC 27695-8601

P: 919.515.8899



April 14, 2026

Brent Pope, Traffic Control Supervisor
City of Hendersonville Public Works Dept.
305 Williams Street
Hendersonville, North Carolina 28792

RE: Letter of Notification of Master Roads Scholar Status

Dear Mr. Pope:

Congratulations! You have successfully completed the advanced education program requirements for becoming a North Carolina Master Roads Scholar.

As you know, the Master Roads Scholar Program is an advanced professional development opportunity offered by the North Carolina Local Technical Assistance Program at ITRE. The purpose of the program is to recognize local government personnel who have significantly increased their knowledge of road maintenance procedures and improved their technical and managerial skills. By successfully completing 6 of the Master Roads Scholar courses offered through the center and submitting a case study of a transportation project in your area, you have earned this professional distinction for yourself and for the City of Hendersonville.

As an activity of NCLTAP, the Master Roads Scholar Program is funded by a grant from the Federal Highway Administration, U.S. Department of Transportation, through the Local Technical Assistance Program. The program is one of many Roads Scholar initiatives implemented by other technology transfer centers nationwide.

Thank you for your participation in this program, and congratulations once again on becoming a North Carolina Master Roads Scholar!

Sincerely,

Ms. Katharine Davison
Program Director, North Carolina Local Technical Assistance Program

C. MSD Case Study - Jules Chapin-Tsai, Intern

Intern Jules Chapin-Tsai gave the following PowerPoint presentation.



7th Ave City Investment Through the Years

City of Hendersonville • Aug 6, 2026

Jules Chapin-Tsai



A Little About Me

* Bryn Mawr College '28

* B.A in Growth and Structure of Cities
& French and Francophone Studies

* Interest in Urban Planning or Civil
Engineering

Purpose

* To inform you about the past and recent city investment in the 7th Ave Area while analyzing the impacts of not only the economic development of the business corridor, but also the surrounding neighborhoods around it

* Key Research Question: How can local governments use tools such as Municipal Service Districts (MSDs) alongside various other city investments to promote economic revitalization, while minimizing gentrification and the risk of resident displacement?

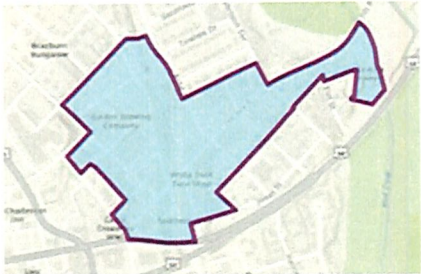
Defining Gentrification

For the purpose of this presentation, gentrification is explored as more than a process of neighborhood redevelopment; it is understood as a process of displacement and transformation. As new residents and investment enter a neighborhood, they can reshape its physical landscape, economic conditions, and cultural character - often reorienting how the community is identified, represented, and valued. Zukin 2015; Kasinitz 1998

7th Ave MSD

* A municipal service district (MSD) is a defined area within a municipality in which the unit's governing board levies an additional property tax in order to provide extra services to the residents or properties in the district

(Raleigh NC Gov 2025)

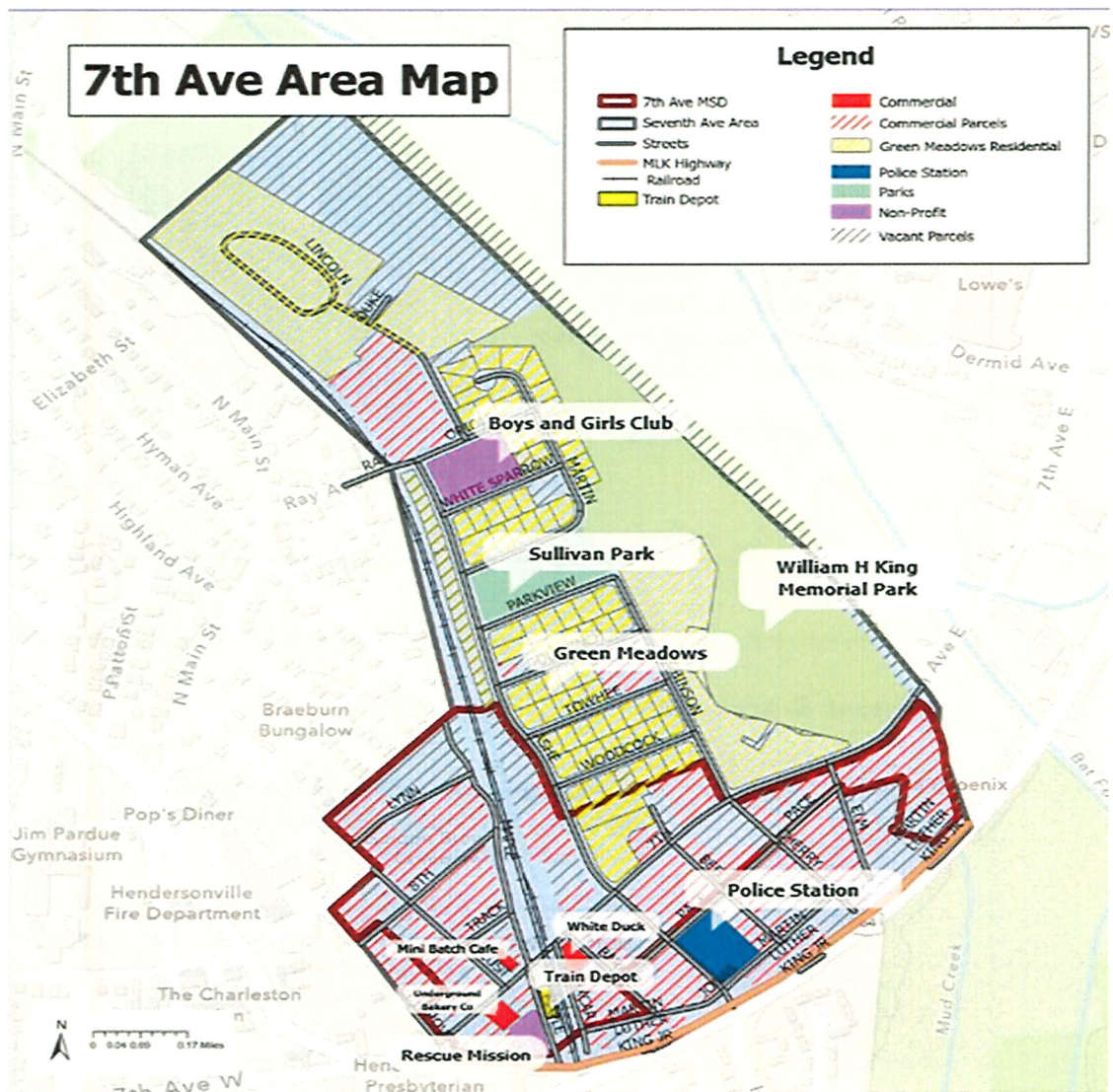


Context & Area Map



* Local governments have long grappled with the challenge of revitalizing areas affected by disinvestment, crime, and economic decline

* Hendersonville's 7th Avenue Municipal Service District (MSD) demonstrates a case study in which city investment can help transform a historically stigmatized area marked by vacant buildings, homelessness, and public safety concerns into a vibrant business district, while also influencing the surrounding neighborhoods

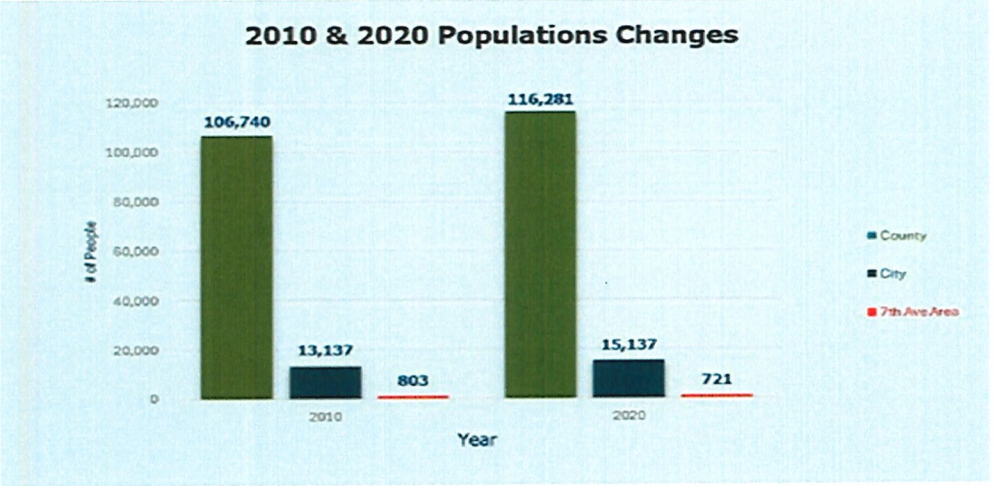


Demographics

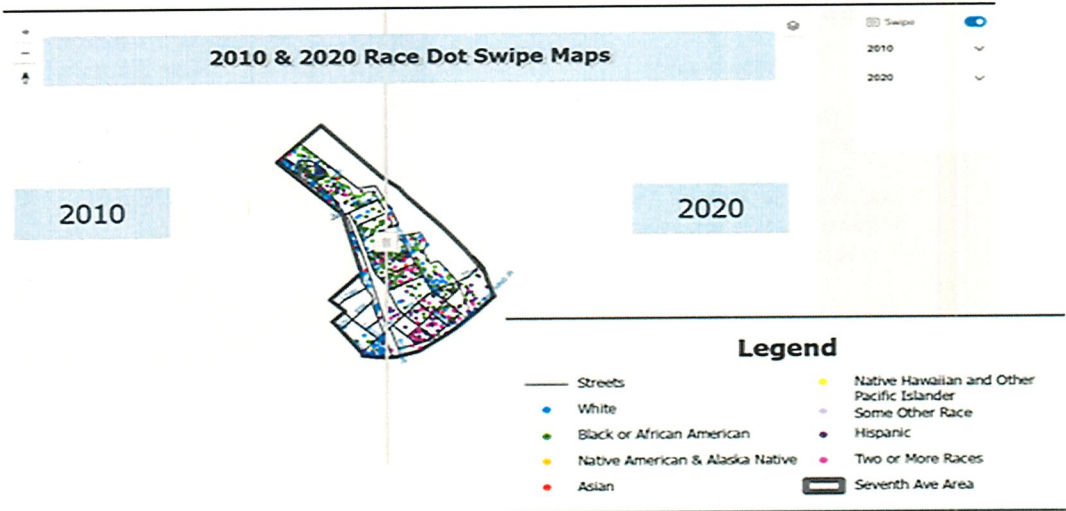
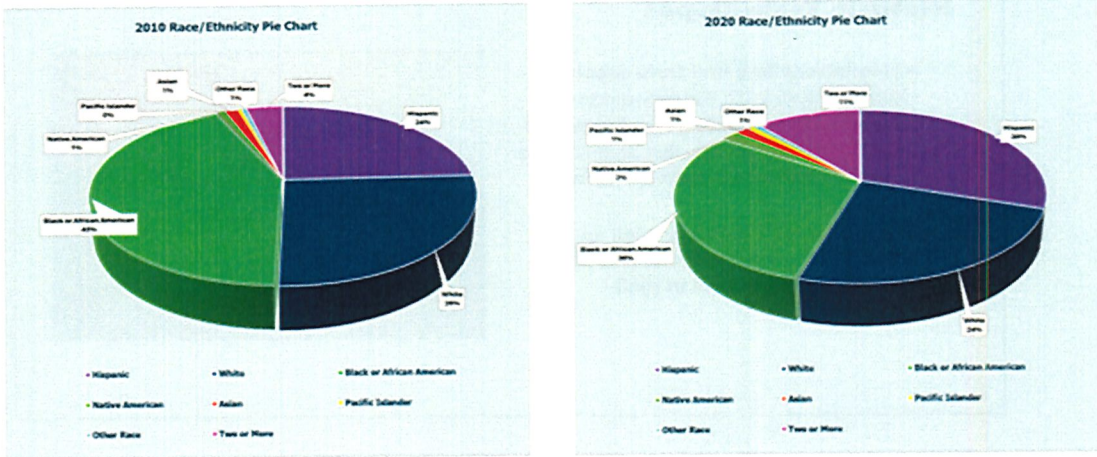
- * Census Data
2010 & 2020
- * County
- * City
- * 7th Ave Area
(36 Census Blocks)

Demographic data for the 7th Ave Area (36 Census Blocks) is presented in the following table:

Category	2010	2020
County	106,740	116,281
City	13,137	15,137
7th Ave Area	803	721



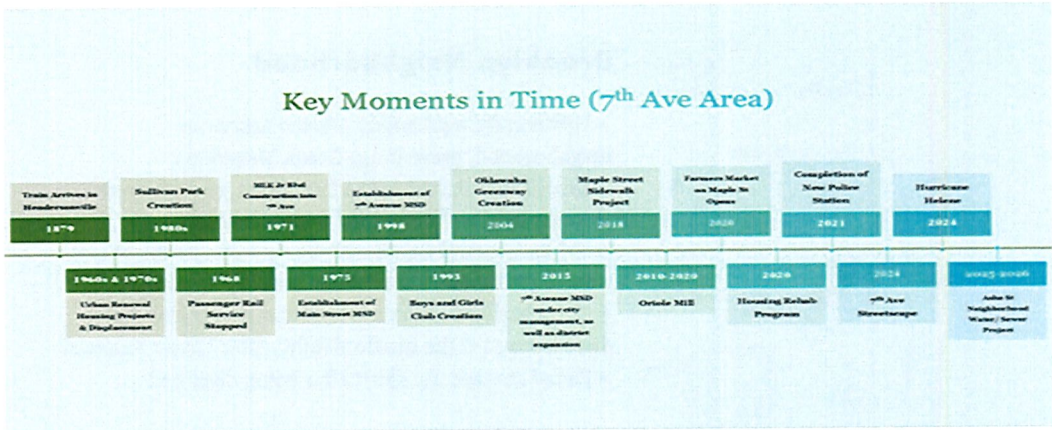
Race Demographics Pie Chart



Baker Barber Collection
Henderson County Public Library
Digitized by the Foundation of Henderson County

Historical Context

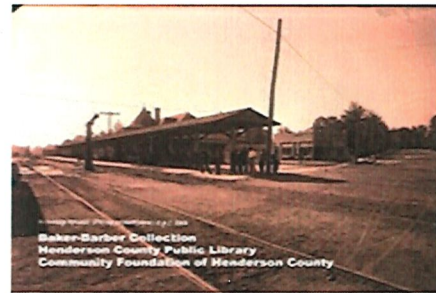
- * Timeline
- * Train Depot
- * Urban Renewal
- * Brooklyn Neighborhood
- ↓
- Green Meadows



Historic Train Depot

* Hendersonville's first train depot was built in 1879. With the new mode of transportation connecting Hendersonville to Saluda and other cities, this area became a bustling hub of commercial business

* Used for passengers as well as for business, however, the train stopped passenger service in 1968



Urban Renewal

1960s - 1970s

Urban Renewal was a federal government-led strategy aimed at revitalizing declining city areas considered as "blighted," and upgrading infrastructure (in this case housing), and spurring private development.

- * Housing Act of 1949 &
- * Era of "Slum Clearance"



Mapping Inequality in Hendersonville

1930s Red Lining Map

Source: University of Richmond

- * Best Residential
- * Good Residential
- * Poor Residential
- * Blighted
- * Industrial



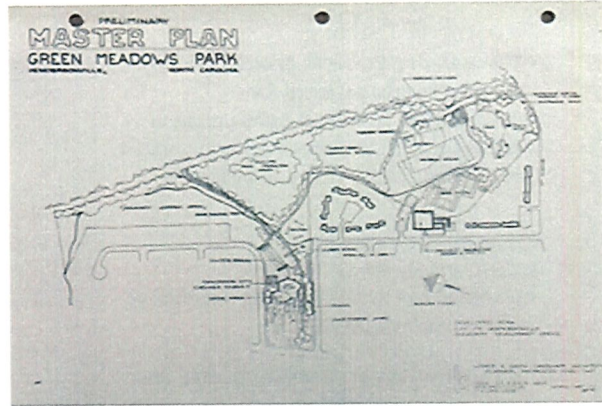
Brooklyn Neighborhood

- * Historically, a primarily African American neighborhood, present day Green Meadows
- * Brooklyn took root in the late 1800s, emancipated slaves sought work & settled nearby a brook
- * Urban Renewal Displacement, by 1972, all the homes were demolished to create new housing development
- * Neighborhood culture & community was loss due to displacement & the unaffordability after Urban Renewal
- * Faded community spirit after being displaced

- Map of the original Brooklyn Neighborhood

Green Meadows Park

* Renamed to William H King Memorial Park in 1982



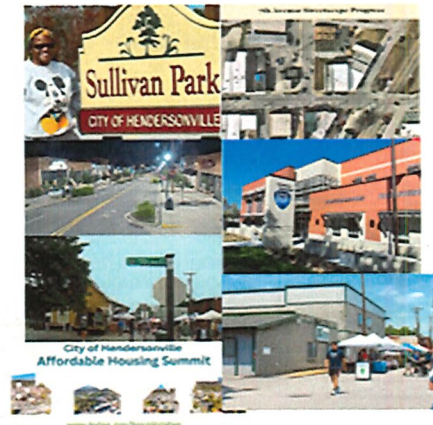
Green Meadows Park Preliminary Plan Overlay on Aerial



Views into the Case Study

6 Key Focus Areas

1. Neighborhood History & Community Organizations
2. Zoning & Policy
3. Public Safety
4. Strong Infrastructure
5. Housing
6. Economic Development



Neighborhood History & Community Organizations



- * 1989, district est. in National Register
- * Community Garden
 - * 2023 revitalization
 - * Project secured funding ~\$55,000
- * Brooklyn Creek
 - * Naming
 - * Bird Sanctuary
- * Rescue Mission
- * Boys and Girls Club
- * Preserving neighborhood history

Zoning & Policy

*Urban Redevelopment Area is defined as a geographic area targeted for redevelopment by a local government in compliance with the Urban Redevelopment Law (NCGS Chapter 160A, Article 22).

For an area to be eligible:
* Area considered as "blighted"
* Designed to attract private investment & facilitate redevelopment

* The city did not choose to pursue this option



2011 & 2026 Zoning Changes Swipe Map

2011



2026



Public Safety

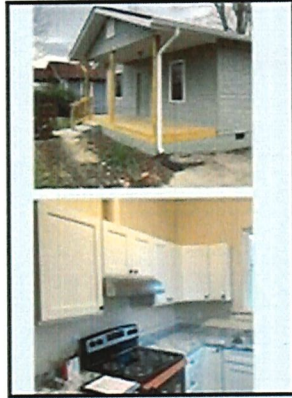
- * Police Station (2021)
- * \$11.5 million
- * Lighting Improvements
- * Public Safety Cameras
- * Community Public Input
- * Upcoming Splash Day



Strong Infrastructure

Past & Current Projects		
Year	Project	Cost
2018	Maple St Sidewalk Improvements	\$111,000
2024	7th Ave Streetscape	\$3,600,000
2025	Brooklyn Creek Stormwater Clean-Up	\$462,000
2025-2026	Ashe St Neighborhood Water/ Sewer	\$3,933,243
2025-2026	Cherry & Beech St Sidewalks	\$403,281
2026	Street Resurfacing & Curb Ramps	\$980,000
Total:		\$9,489,524
Future Budget Allocated Projects		
Year	Project	Allocated Cost
2027	Sullivan Park Improvements	\$723,524
2027	Sidewalk & Drainage Improvements	\$946,000
Total:		\$1,669,524

Housing



- * Home Rehab Program
- * Community Development Block Grant (CDBG21)
 - * (NR= Neighborhood Revitalization)
- * Rehab 3 homes
- * \$934,000 total investment (CDBG Grant & City)



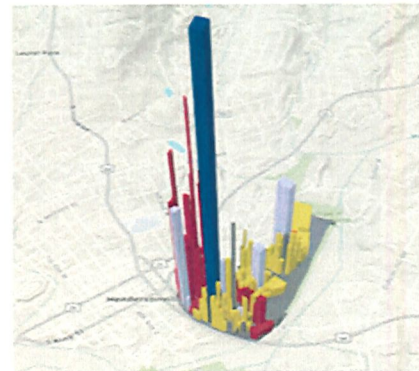
Economic Development

- * MSD/Businesses
 - * 1998, est. of 7th Ave MSD
 - * 2015, under City & expansion
- * MainStreet Program
 - * Facade Grants
 - * Hanging Baskets
 - * Events Staff
- * Farmer's Market on Maple (2020)

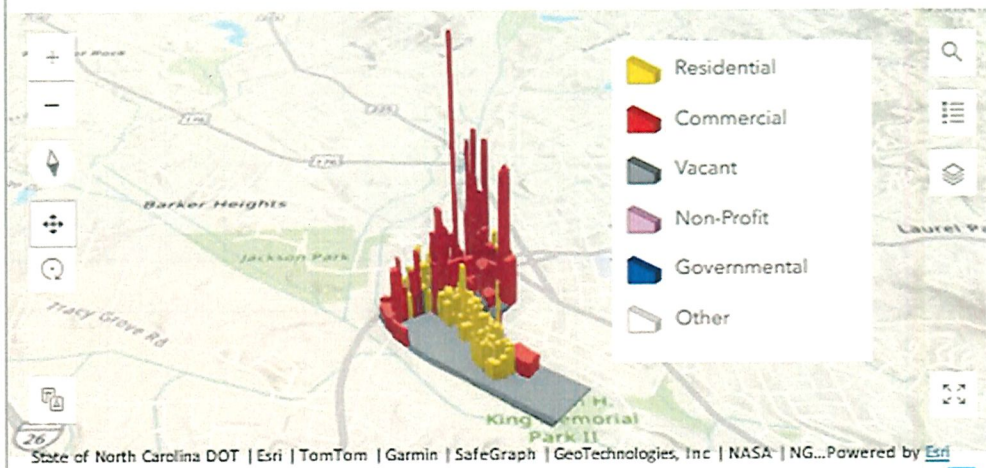


Value per Acre Maps

Now, onto some 3D Interactive Maps



New 3D Value Per Acre App



Average Value per Acre Percent Changes

Period	Total Avg VPA % Change
2011-2016	-19.06%
2016-2020	47.13%
2020-2026	136.30%
2011-2026	176.27%

Period (For Commercial)	Avg VPA % Change
2011-2016	-8.46%
2016-2020	21.15%
2020-2026	44.80%
2011-2026	60.59%

Period (For Residential)	Avg VPA % Change
2011-2016	-10.60%
2016-2020	25.98%
2020-2026	91.50%
2011-2026	115.68%

Conclusion

Key Question (Revisited):
How can local governments use tools such as Municipal Service Districts (MSDs) alongside various other city investments to promote economic revitalization, while minimizing gentrification and the risk of resident displacement?

Overall, this Case Study analyzed the use of a MSD & city investment strategies in order to revitalize the 7th Ave Area, the data we have analyzed does not show trends that would heighten the risks of displacement

* Potential future MSD expansions

For 7th avenue MSD, since 2018 (approx.)

- * 27 net jobs
- * 12 net businesses
- * \$1.45 million private investment
 - * Building renovations & uplifts



Thank You!

Any Questions?

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D. Encampment Procedures - *Ethan Walls, Intern*

Intern Ethan Walls gave the following PowerPoint presentation.

Policy Approaches to Address Encampments

Ethan Walls
August 06, 2026



About Me

- From Asheville, North Carolina
- Studying political science and public policy at UNC Chapel Hill
 - Graduating in May 2027
- Interested in local government
 - Want to pursue MPA at UNC School of Government



Desired Outcomes

- Get direction from council on how to address encampments
- Protect the health and safety of the community, including people experiencing homelessness
- Give staff tools to provide a healthier and safer environment for the community
- Ensure consistent enforcement of city policies
- Assist private property and business owners
- Explore opportunities to address contributing factors to encampments

Overview

- Background
- Homelessness in Hendersonville/Henderson County
- Review of Existing Methods to Address Encampments
- Legal and Legislative Overview
- New Encampment Options
- Additional Opportunities to Address Encampments

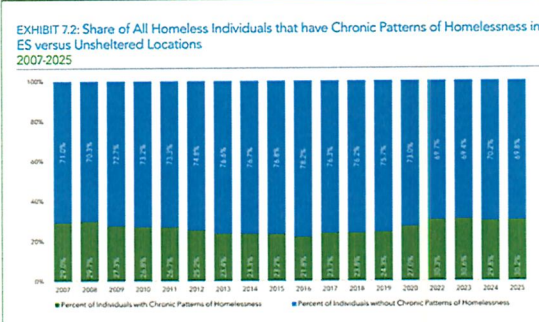
Background



- Chronically homeless (HUD definition)
 - "A 'homeless individual with a disability' who"
 - "Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and"
 - Has lived under these conditions for 12 months
- Also includes:
 - People in jails or treatment facilities who met these criteria prior to entry
 - Families in which the head of household meets these criteria

Background

- 169,467 individuals chronically homeless in the United States (HUD 2025)
 - 30 percent of all homeless individuals (HUD 2026)
- 2,560 individuals who are chronically homeless in North Carolina (HUD 2025)



Source: HUD

Homelessness in Hendersonville/Henderson County

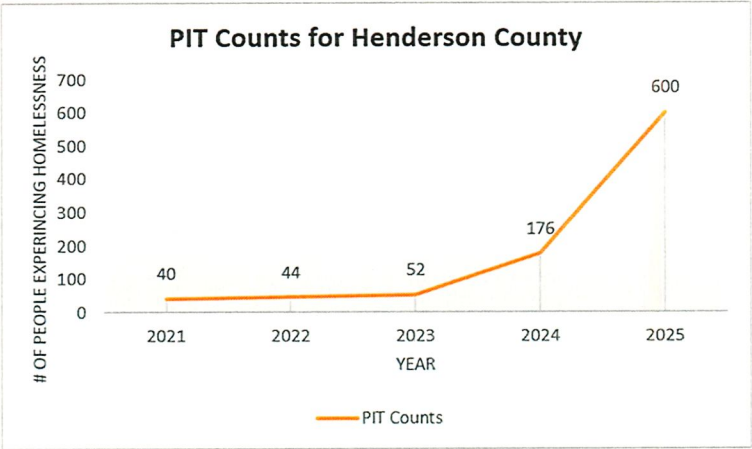


- Most information on homelessness in Henderson County comes from point-in-time (PIT) counts
 - Represents all homeless persons who meet HUD definition of sheltered and unsheltered on a single night during the last 10 days of January
 - Not included:
 - People in institutions (jails, juvenile correction facilities, foster care, hospital beds, detox centers.)
 - People temporarily staying with family or friend (i.e., “doubled-up” or “couch surfing”)
- GAO Study (2020): PIT Counts “likely underestimate the size of the homeless population”

Henderson County PIT Count Data

182

Average number of people experiencing homelessness each year (2021-2025)



Source: NC Coalition to End Homelessness

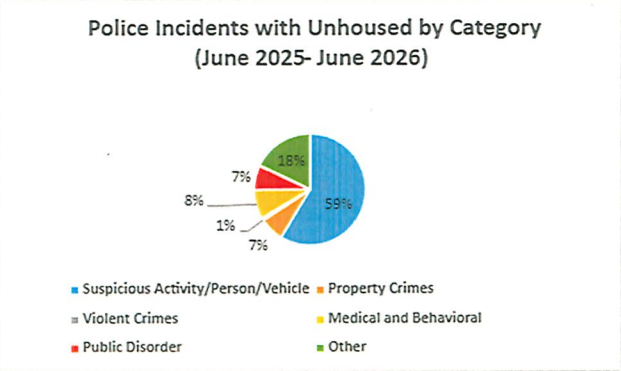
Henderson County Shelter Situation



- Hendersonville Rescue Mission
 - 82 beds
 - Requires shelter guests be “medically stable, ambulatory, and able to care for their own bodily needs
 - Sobriety requirements
 - Also requires 3 night-minimum stays and Henderson County residency
- Actions by community partners
 - Physical and mental health services
 - Coordination with county services (i.e. drug court)
 - Offer addiction counseling and support

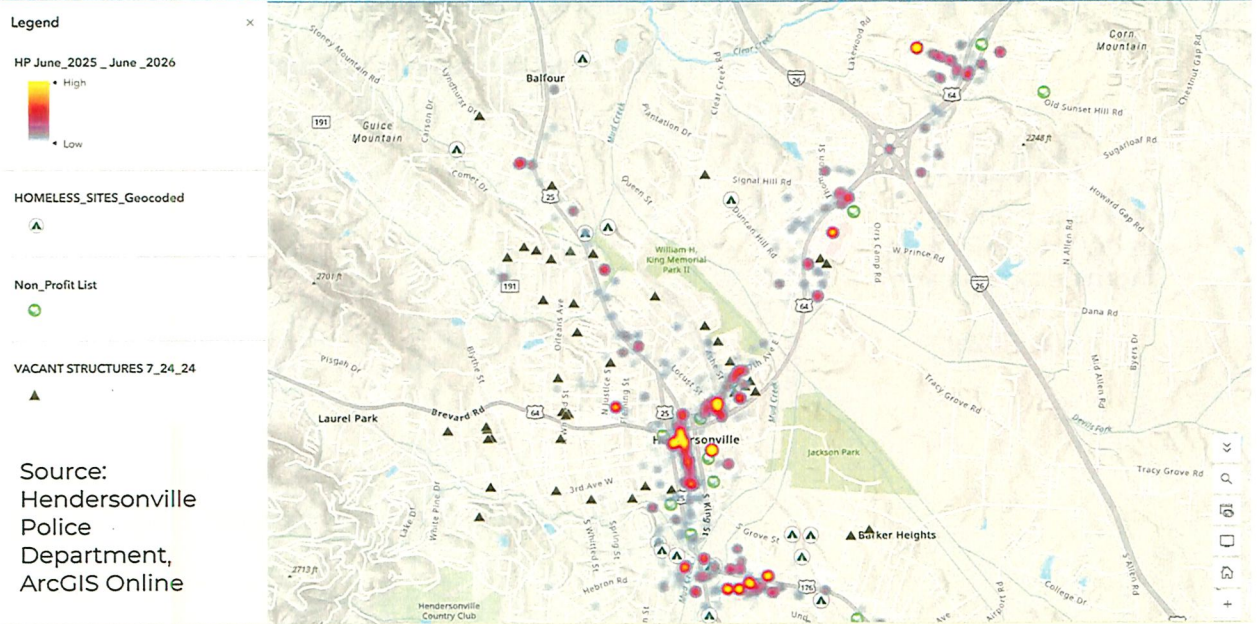
Reasons to Address Encampments

- Public health and safety issues
 - More vulnerability to violent crime for people living in encampments
 - Exposes community to unsanitary conditions
- Deterred use of public spaces
- Challenges for Hendersonville Police Department (HPD)
 - 1,816 incidents involving unhoused individuals from June 2025-June 2026
 - Increase from 1,057 incidents from June 2024-June 2025



Source: Hendersonville Police Department

HPD Unhoused Encounters Heat Map



Existing Methods to Address Encampments

- Code enforcement:
 - Enumerations (Sec 26-38)
 - Weeds or grass over 24 inches
 - Accumulation of animal or vegetable matter
 - Accumulation of undisposed trash
 - Graffiti
- Police Powers:
 - 36-1 – Blocking or impeding street and sidewalk access
 - 36-2 – Urinating or defecating in public or on private property.
 - 36-3 – Solicitation in parking lots and parking garages operated by the City
 - 36-4 – Harassment in public places prohibited
 - Following to threaten, intimidate or cause fear for personal safety
 - Surrounding individual or intentionally and physically directing the individual's movement with intent of threatening, intimidating or causing fear for personal safety.
 - If person continues conduct after victim makes negative response to stop.
 - 36-41 – Trespass = on public or private property. Posted or against oral or written notice, warning or protest of owner or occupant
 - 36-42 – Disturbing the peace
 - 50-22 Solicitation in public rights of way prohibited.
 - Includes solicitation from sidewalks



Source: COH

New Encampment Options

01

Public Camping Ordinance



02

Zoning Ordinance Amendments



Legal Review

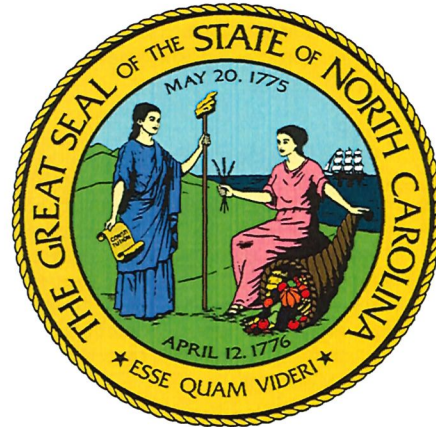


Source: U.S. Supreme Court

- *Grants Pass v. Johnson* (2024)
 - Local governments regulating encampments even when shelter space is unavailable is not considered cruel or unusual punishment
- Points of contention in the litigation
 - Selective enforcement of ordinance
 - Barriers associated with shelter admittance
 - Policies cannot criminalize based on status
 - *Robinson v. California*

Legislative Review

- July 1, 2026: N.C. General Assembly ratified HB 437
 - Establishes drug-free homeless service zones
 - Increases penalties for drug use in these zones
 - Restricts local governments from allowing camping on their property
- July 8, 2026: Governor Stein vetoed the bill



Source: State of North Carolina

Potential Impacts of HB 437 on the City



- State definition for public camping/sleeping
 - Cannot allow public camping/sleeping on city-owned or controlled property
- City could set up a regulated encampment on its property
- Designated property would need approval from the NC Department of Labor (DOL)
 - Request to DOL must prove the following
 - Lack of shelter bed availability
 - Designated property
 - Not next to an area zoned for residential use
 - Would not negatively affect property values or child safety
 - Meets certain public health and safety standards

Camping Ordinance (Police Powers)

- Would make it unlawful to camp or store personal belongings on city-owned or city-controlled property
- Camping definition:
 - Based on public sleeping/camping definition in HB 437
 - Public camping/sleeping: Lodging or residing overnight in a temporary outdoor habitation used as a dwelling or living space and evidenced by the erection of a tent or other temporary shelter, the presence of bedding or pillows, or the storage of personal belongings or lodging or residing overnight in an outdoor space without a tent or other temporary shelter. The term does not include (i) lodging or residing overnight in a motor vehicle that is registered, insured, and located in a place where it may be lawfully used or (ii) camping for recreational purposes on property designated for those purposes.



Source: COH

Camping Ordinance Enforcement



Source: COH

- Ordinance written to give HPD discretion to enforce civil and criminal penalties
 - First offense:
 - Written warning or criminal penalty
 - Subsequent offenses:
 - Civil or criminal penalties
 - Criminal penalty
 - Misdemeanor as provided in N.C.G.S. § 14-4

Zoning Ordinance Amendments

- Camps listed as a use, but not clearly defined
- Zoning text amendments
 - Define camps
 - Create a new use called campgrounds that is distinguishable from camps
 - Encampments would fall under campgrounds
- Sanitation standards for camps and campgrounds



Source: COH

Recommended Definitions

Camps: Establishments consisting of one or more permanent buildings (not including recreational vehicles or mobile homes) used periodically for temporary or seasonal accommodation of individuals, typically providing programmed activities including outdoor recreational or educational opportunities.



Campground: Any parcel or tract of land under the control of any person, organization, or governmental entity wherein sites are offered for the use of the public or members of any organization for the establishment of temporary living sites for two or more recreational vehicles or camping units (Borrowed/modified from Indian Trail, NC)



Additional Opportunities to Address Encampments

- Address shelter accessibility
- Establish centralized wrap-around services
- Leverage relations with local healthcare providers for behavioral health urgent care (BHUC)
- Encourage courts to direct people to mental health services
- Develop Encampment Response Policy and SOP
- Strategic housing plan implementation



Source: COH

Feedback/Questions?

References

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7. PUBLIC HEARINGS

A. Annexation: Public Hearing – Merriman ave |Grooms/Borges (26-35-ANX) –
Mattheew Manley, AICP-Long-Range Planning Manager

Matt Manley was not present at the meeting, so Planner Sam Hayes explained that the City of Hendersonville received a petition from Greg Grooms (applicant) and Juan Borges (owner) for contiguous annexation of PIN 9569-37-3239 located on Merriman Ave. The property is approximately 0.5 acres and contains lots 85, 86, & 87. On July 2, 2026, City Council accepted the City Clerk’s Certificate of Sufficiency for the petition submitted by Greg Grooms & Juan Borges and set August 6, 2026, as the date for the public hearing.

Merriman Ave Annexation

(26-35-ANX)

Contiguous Annexation Petition



City of Hendersonville City Council | August 6, 2026 | Sam Hayes, Planner II

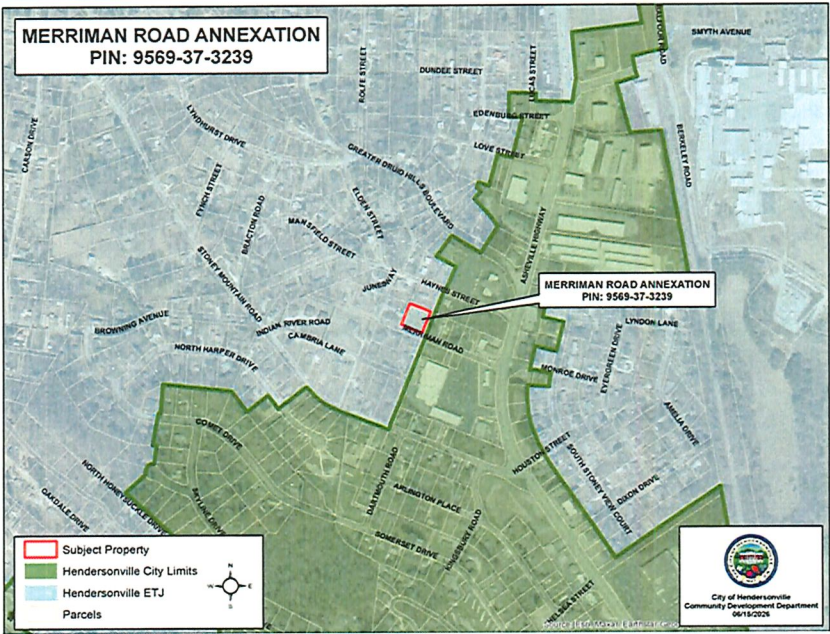
Contiguous Annexation

Merriman Ave

26-35-ANX

Background

- Petitioners:
 - Greg Grooms (Applicant)
 - Juan Borges (Owner)
- PIN/Lot #'s:
 - 9569-37-3239
 - Lots 85, 86, 87
- Acreage:
 - 0.50 acres

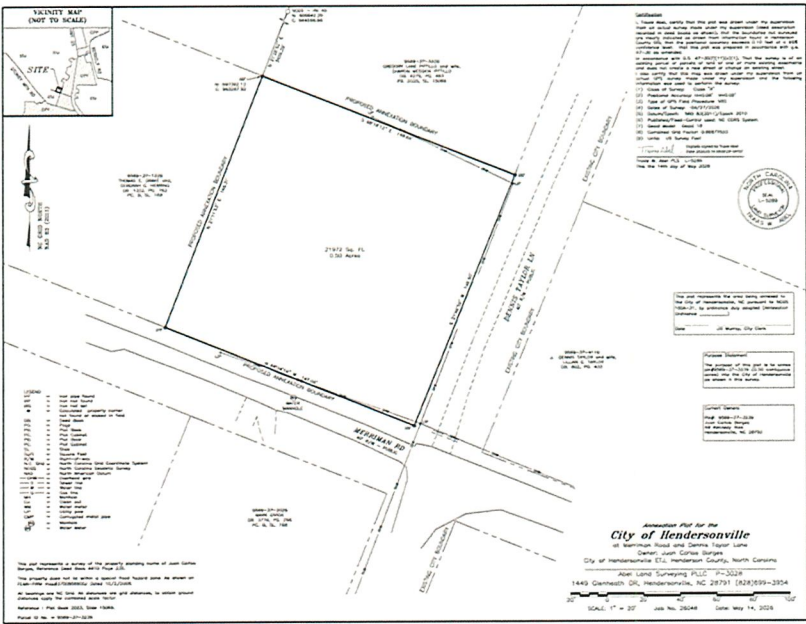


Contiguous Annexation

Merriman Ave

26-35-ANX

Annexation Plat



The City Clerk confirmed this public hearing has been advertised in accordance with North Carolina General Statutes.

The public hearing was opened at 6:57 p.m.

There were no public comments.

The public hearing was closed at 6:57 p.m.

Council Member Melinda Lowrance moved City Council adopt an ordinance of the City of Hendersonville to extend the corporate limits of the City as a contiguous annexation, to annex that property owned by Juan Carlos Borges, identified as PIN 9569-37-3239, finding that the standards established by North Carolina General Statute 160A-31 have been satisfied and that the annexation is in the best interest of the City. A unanimous vote of the Council followed. Motion carried.

Ordinance #O-26-24

Return to: City of Hendersonville box

AN ORDINANCE OF THE CITY OF HENDERSONVILLE CITY COUNCIL TO EXTEND THE CORPORATE LIMITS OF THE CITY AS A CONTIGUOUS ANNEXATION

IN RE: Petition for Contiguous Annexation
Petitioner: Juan Borges (owner) & Greg Grooms (applicant)
File No. 26-35-ANX

WHEREAS, The City of Hendersonville has been petitioned by Juan Borges, owner, & Greg Grooms, applicant, pursuant to North Carolina General Statutes (NCGS) 160A-31, as amended, to annex the area described herein below; and

WHEREAS, the City Clerk has investigated and certified the sufficiency of said petition; and

WHEREAS, a public hearing on the question of this annexation was held at 305 Williams St (City Operations Center), Hendersonville, NC at 5:45 pm, on the 6th day of August 2026, after due notice by publication as provided by law on July 26 & August 2, 2026; and

WHEREAS, the City Council further finds the areas described therein meets the standards of N.C. G.S. 160A-31; and

WHEREAS, the City further finds that the petition has been signed by all the owners of real property in the area who are required by law to sign; and

WHEREAS, the City further finds that the petition is otherwise valid, and that the public health, safety and welfare of the City and of the area proposed for annexation will be best served by annexing the area described.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Hendersonville, North Carolina that:

- 1:
- By virtue of the authority granted by N.C.G.S. 160A-31, as amended, the following described contiguous area is hereby annexed and made part of the City of Hendersonville as of the 6th day of August 2026.

Being all of that real property consisting of PIN 9569-37-3239 described in the plat recorded in Book 2026-_____ [to be inserted at recording of the plat] of the Henderson County Registry, said PIN 9569-37-3239 being described by metes and bounds as follows:

Exhibit A
Lying and being at the intersection of Merriman Road and Dennis Taylor Lane in Hendersonville, North Carolina.
Beginning at an Iron rod found having the NC grid coordinates of N:597392.12 E:963287.92. Said Iron rod found also being found S 21°28' 52" W 3459.29' from NC Grid monument RV 45. Thence from the beginning point and with the property now owned by Gregory Pittillo and wife Sharon Pittillo Deed Book 4279 Page 463, S 68°18'12" E 148.66' to an Iron rod found in the west margin of the 40' right-of-way of Dennis Taylor Lane; Thence with the margin of Dennis Taylor Lane S 21°48'59" W 148.90' to an Iron rod found at the intersection of said west margin of Dennis Taylor Lane and the north margin of the 40' right-of-way of Merriman Road; Thence with said north margin of Merriman Road N 68°04'16" W 147.06' to an Iron pipe found; Thence leaving the said margin and with the property now owned by Thomas Drake and Deborah Herring Deed Book 1322 Page 783, N 21°11'53" E 148.31' to the beginning. Being 0.50 acres

- 2:
- Upon and after the 6th day of August 2026, the above-described territory, and its citizens and property shall be subject to all debts, laws, ordinances, and regulations in force in the City of Hendersonville and shall be entitled to the same privileges and benefits as other parts of the City of Hendersonville. Said territory shall be subject to municipal taxes according to NCGS 160A-58.10, as amended.

3: The Mayor of the City of Hendersonville shall cause to be recorded in the office of the Register of Deeds of Henderson County and at the Office of the Secretary of State in Raleigh, North Carolina, an accurate map of the annexed territory, described in Section 1, above, together with a duly certified copy of this ordinance. Such a map shall also be delivered to the Henderson County Board of Elections, as required by G. S. 163-288.1.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Barbara G. Volk, Mayor
Attest: /s/Jill Murray, City Clerk
Approved as to form: /s/Angela S. Becker, City Attorney

B. Rezoning: Standard Rezoning – Ironwood Square | 26-43-RZO – Sam Hayes, Planner II

Planner Sam Hayes explained that the City of Hendersonville has initiated a Zoning Map Amendment application for three properties located at 831, 835, 837 Case Street, Pins 9577-79-2337, 9577-79-3365, and 9577-79-4384 totaling 0.87 Acres. The property is currently Henderson County Community Commercial. The subject properties were recently annexed into the City limits at the July 2nd City Council meeting. Because of this, the City has 60 days to zone the properties. The City is requesting initial zoning of the properties to C-3 Highway business, which aligns with other adjacent properties in the City limits. If rezoned, there will not be a binding site plan, list of uses, nor conditions placed on the site. All permitted uses within the CHMU district would be allowed on the site. The City of Hendersonville Zoning Ordinance states that, during a standard rezoning process, an applicant is prohibited from discussing the specific manner in which they intend to develop or use a site.

Ironwood Square Initial Zoning

City of Hendersonville Planning Board
July 9th, 2026



Project Background

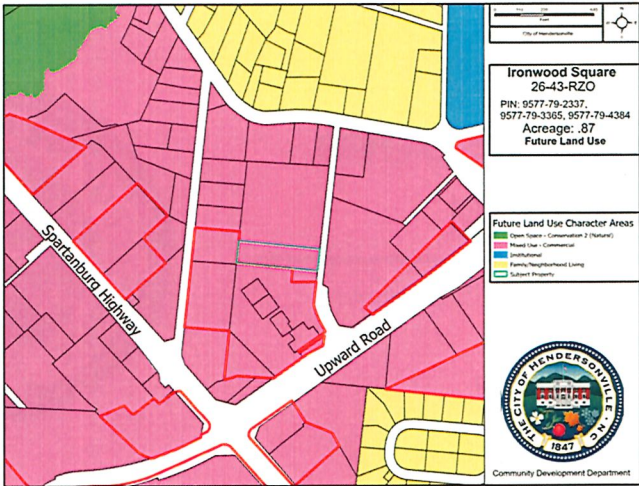
- Location:
 - Case Street
 - Pins: 9577-79-2337, 9577-79-3365, 9577-79-4384
- Applicant/Owner
 - Conserving Carolina
 - Children and Family Resource Center
 - City Initiated Initial Zoning
- Acreage:
 - .87 acres
- Proposed Zoning:
 - C-3
- Future Land Use Designation:
 - Mixed Use - Commercial



Site Photos



Comprehensive Plan Consistency



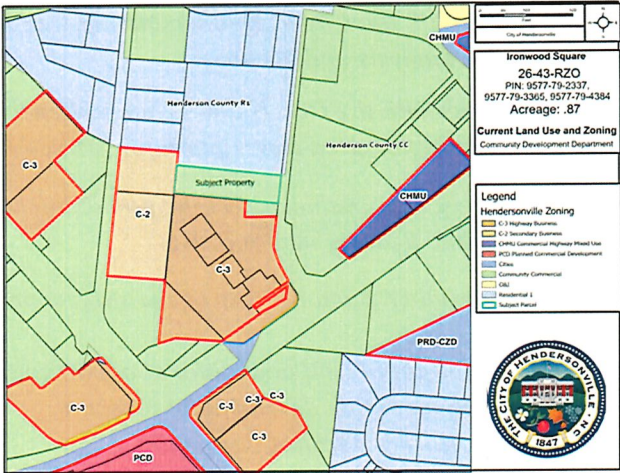
C-3 Vs. CHMU

- C-3

 - Does not allow multi-family
 - Dimensional requirements
- CHMU

 - Design Standards
 - Building design requirements
 - Traffic flow requirements

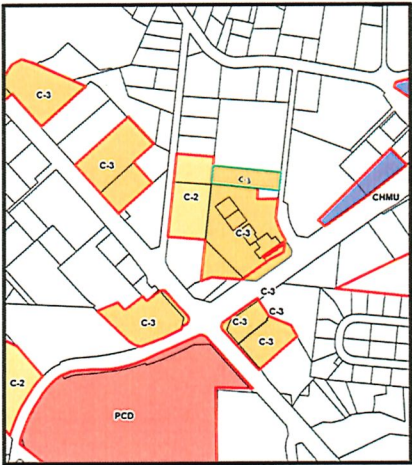
Current Land Use and zoning



Draft: Comprehensive Plan Consistency Statement

The proposed zoning of C-3 aligns with the Gen H 2045 Comprehensive Plan Future Land Use & Conservation Map and the Character Area Description for 'Mixed Use - Commercial'.

Questions



The City Clerk confirmed this public hearing has been advertised in accordance with North Carolina General Statutes.

The public hearing was opened at 7:01 p.m.

There were no public comments.

The public hearing was closed at 7:01 p.m.

Council member Gina Baxter asked to be recused from voting as her boss owns the property. Council Member Lyndsey Simpson made a motion to recuse Council Member Baxter from voting on the rezoning. A unanimous vote of the remaining Council members followed. Motion carried.

Council Member Lyndsey Simpson moved that City Council adopt an ordinance amending the official zoning map of the City of Hendersonville changing the zoning designation of the subject property (PINs 9577-79-2337, 9577-79-3365, and 9577-79-4384) from Henderson County Community Commercial to City of Hendersonville C-3 Highway Business, based on the following:

1. *The petition is found to be consistent with the City of Hendersonville Gen H Comprehensive Plan based on the information from the staff analysis and because:*

The proposed zoning of C-3 aligns with the Gen H 2045 Comprehensive Plan Future Land Use & Conservation Map and the Character Area Description for ‘Mixed Use – Commercial’.
2. *Furthermore, we find this petition to be reasonable and in the public interest based on the information from the staff analysis, public hearing and because:*

1. *C-3 zoning would allow for greater economic use of the subject property given the wide range of permitted uses*

2. *C-3 Zoning along this corridor could lead to additional opportunities for commercial uses along a corridor that is seeing moderate development pressure.*

A unanimous vote of the Council followed. Motion carried.

Ordinance #O-26-25

AN ORDINANCE OF THE CITY OF HENDERSONVILLE CITY COUNCIL TO AMEND THE OFFICIAL ZONING MAP OF THE CITY OF HENDERSONVILLE FOR CERTAIN PARCELS (POSSESSING PIN NUMBER 9577-79-2337, 9577-79-3365, AND 9577-79-4384) BY CHANGING THE ZONING DESIGNATION FROM HENDERSON COUNTY COMMUNITY COMMERCIAL, TO CITY OF HENDERSONVILLE C-3 HIGHWAY BUSINESS

IN RE: Parcel Numbers: 9577-79-2337, 9577-79-3365, and 9577-79-4384
Ironwood Square | File # 26-43-RZO

WHEREAS, the Planning Board took up this application at its regular meeting on July 9th, 2026 voting 6-0 to recommend City Council adopt an ordinance amending the official zoning map of the City of Hendersonville, and

WHEREAS, City Council took up this application at its regular meeting on August 6th, 2026; and

WHEREAS, City Council has found that this zoning map amendment is consistent with the City’s comprehensive plan, and that it is reasonable and in the public interest for the reasons stated; and

WHEREAS, City Council has conducted a public hearing as required by the North Carolina General Statutes on August 6th, 2026.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Hendersonville, North Carolina:

1. Pursuant to Article XI of the Zoning Ordinance of the City of Hendersonville, North Carolina, the Zoning Map is hereby amended by changing the zoning designation of the following: Parcel Numbers: 9577-79-2337, 9577-79-3365, and 9577-79-4384, by changing the zoning designation from Henderson County Community Commercial to City of Hendersonville C-3 Highway Business.
2. Any development of this parcel shall occur in accordance with the Zoning Ordinance of the City of Hendersonville, North Carolina.
3. This ordinance shall be in full force and effect from and after the date of its adoption.

Adopted this 6th day of August, 2026.

Barbara G. Volk, Mayor
Attest: /s/Jill Murray, City Clerk
Approved as to form: /s/Angela S. Beeker, City Attorney

8. NEW BUSINESS

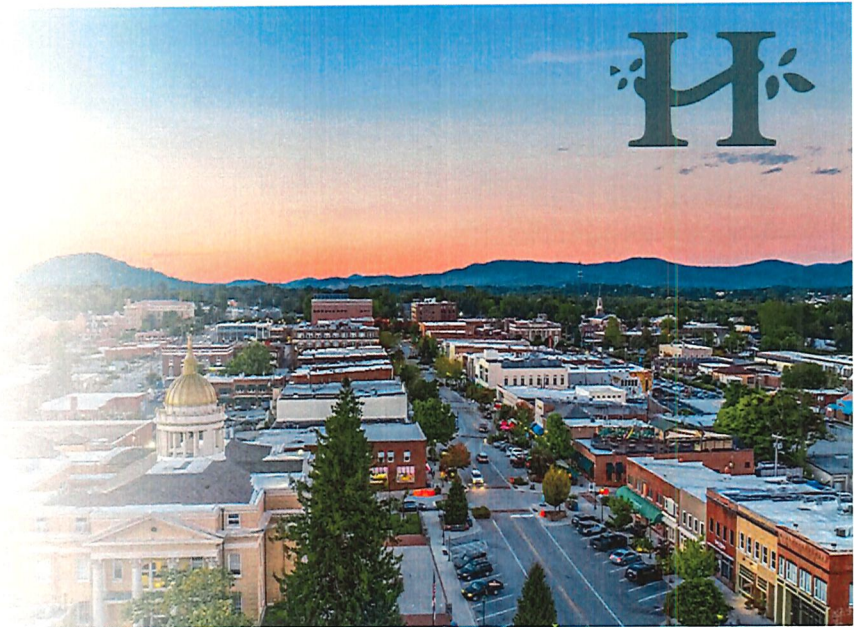
A. FY24-FY26 Strategic Plan Closeout – Brian Pahle, Deputy City Manager

Deputy City Manager Brian Pahle gave the following PowerPoint presentation.

City of Hendersonville

Strategic Plan Update

City Council Regular
Meeting
August 06, 2026



AGENDA

Outline

- Review Plan Structure
- High-Level Overview
- Highlights by Goal Area
- Not Achieved
- Next Steps



City Council Goals

On March 15, 2023, City Council developed an updated list of goals for the City of Hendersonville. Council Members devised a plan for the City's future growth and strategized on working through competing interests and decision-making points. The list was clarified by City Council with final FY25 ranked goals listed below:

- Rank #1 - Public Safety (PS)
- Rank #2 - Compensation, Benefits, and Staff Development (CB)
- Rank #3 - Strong Infrastructure (SI)
- Rank #4 - Strategic Housing Plan (HP)
- Rank #5 - Growth Management & Community Character (GCC)
- Rank #6 - Invest in Parks (PKS)
- Rank #7 - Enhance Sustainability Citywide (SUS)
- Rank #8 - Transportation Planning (TP)
- Rank #9 - City Boards & Volunteers (BV)
- Rank #10 - Support Downtown Businesses (DTB)



PLAN STRUCTURE

The Plan

- Developed in Spring 2023
- Adopted w/ FY24 Budget
- Ranked 10 Goal Areas



PLAN STRUCTURE

The Plan

- Celebrate Accomplishments

PLAN STRUCTURE

Vision

Hendersonville is a vibrant mountain city where the government and citizens work together for a high quality of life.

Mission

The City of Hendersonville is committed to providing quality, efficient services to all citizens, visitors, and businesses through open communication, timely responses, and quality results.

PLAN AT A GLANCE

Progress at a Glance

Not Started	3	(2%)
On Track	47	(28%)
Off Track	17	(10%)
Achieved	84	(50%)
Not Achieved	11	(7%)
Canceled	5	(3%)

At a Glance...

The vision of Hendersonville – a vibrant mountain city where the government and citizens work together for a high quality of life – guided this plan's execution. The City of Hendersonville is committed to providing quality, efficient services to all citizens, visitors, and businesses through open communication, timely responses, and quality results. The FY24–FY26 Strategic Plan delivered on its core promise. The City navigated one of the most challenging periods in its history – including the aftermath of Hurricane Helene – while still achieving the majority of its strategic objectives. The next strategic plan cycle is well-positioned to build on this foundation.

Over three fiscal years, staff executed core infrastructure investments, expanded public safety initiatives, adopted foundational policy frameworks, and supported a resilient downtown economy. With 76.8% of the plan complete – surpassing the required 70% achievement threshold – the FY24–FY26 Strategic Plan closes as **Achieved**. This closeout reflects disciplined execution, comprehensive reporting, and an operational focus that positions the City well for the next planning cycle.

✓ All 167 progress updates were submitted on time – 100% up-to-date.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #1 — Public Safety | 70.13%
Overall Public Safety ended the planning period on track. Four goals were fully achieved: Enhance Downtown Safety Program, Explore Social Worker Co-responder Program, Expand Code Enforcement Capacity, and Create Vacant Property Registry.

- Downtown Safety:** The goals of hiring a Downtown police officer and installing new camera and security infrastructure were both successfully completed. The Downtown officer continues to build relationships with Downtown business owners and residents.
- Social Worker Co-responder:** The full-time social worker is successfully co-responding to crisis calls and building relationships with city residents in need of support.
- Quick Response Vehicle (QRV):** Over the plan period, the QRV was in service on average for 10 shifts per month, for a total of 15 months. The QRV was placed in service April 1st of 2025. It played a significant role in mitigating the impact of staffing shortages and helped keep larger fire apparatus available and prepared to respond to other emergencies.
- Code Enforcement Expansion:** A second code enforcement position was created and initially occupied. While currently vacant, its creation represents the achievement of the goal to expand capacity in Code Enforcement.
- Vacant Property Registry:** Various departments (fire, water/sewer, etc.) are contributing to a Community Development-maintained database of vacant properties.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #2 — Compensation, Benefits & Staff Development | 92.68%
Compensation, Benefits, and Staff Development remained on track. The adopted FY27 budget includes a 4% cost-of-living adjustment and an additional 1% 401k match.

- Career Ladders:** Career ladders were significantly developed following the City's prior FY22 pay and classification study.
- Performance Pay:** Staff identified and fine-tuned the new performance evaluation system. All employees received performance ratings and will notice commensurate pay increases.
- Living Wage Calculator:** A living wage draft calculation was presented to City Council during the FY26 budget process, accompanied by a draft living wage policy. Upon further discussion, it was determined the City should pursue a living wage in alignment with JustEconomics. Council continues to provide COLAs in excess of the inflationary rate, in order to mitigate the living wage gap.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #3 — Strong Infrastructure | 74.96%
Excellent strides were made in improving the city's infrastructure, including 0 SSOs the last quarter of the plan period, near completion of the final of 3 water/sewer master plans, and high levels of progress in both the completion rate and timeframe to complete street cut work orders. With the Transportation GO Bond Phase 1 beginning this fiscal year, great progress should continue.

- Water Treatment Plant Expansion:** The Water Treatment Plant was expanded to 15 MGD — a generational infrastructure investment — with the French Broad River and Filter Expansion projects substantially complete and activated.
- Street Cut Repairs:** The addition of 3 Environmental Services positions and restructuring of the Streets Division, made Streets Workers more available to respond to work orders and repairs, finishing the last quarter with 98% of work orders closed within our goal of 30 days.
- Stormwater Master Plan:** The Stormwater Master Plan was presented to City Council along with a Capital Projects Viewer GIS page identifying major Capital Improvement Projects and showing the reduction of flood zones and areas of risk in future flooding events.
- City Hall Renovations:** First Floor Renovations at City Hall were completed in fall 2024, and third floor construction and finishing touches were completed, with Community Dev. services and staff now located in City Hall.
- ADA Transition Plan Funding:** The increase of the motor vehicle fee from \$15 to \$30 will provide over \$200K in additional funding to support both roadway and ADA transition projects.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #4 — Strategic Housing Plan | 83.33%
The Strategic Housing Plan was adopted by City Council in December 2025. A formatted version of the plan is in process, and plan implementation is ongoing.

- Plan Adoption:** The Plan was adopted by City Council in December 2025.
- Affordable Units:** The fiscal year ended with 44% of entitled units being affordable, with 77 units of the 175 entitled units coming from the Laurel Meadows LIHTC project — exceeding the 20% target.
- Unit Volume Gap:** The fiscal year ended with 175 entitled units — well short of the 2,000-unit target.
- Housing Planner:** The City is hiring a Housing planner who will work to advance the tasks associated with the housing plan.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #5 — Growth Management & Community Character | 72.14%
The FY26–27 budget included funding for hiring a consultant for the initial step of implementing a UDO update. There is also a parallel staff-driven effort to develop and begin implementing form-based design features, including a Downtown Design Overlay District and, in the future, an Entry Corridor Overlay.

- **Comprehensive Plan:** The Comprehensive Plan was completed.
- **Right Density Strategy:** The Right Density Strategy was achieved with the adoption and definition of density desires.
- **Downtown Design Overlay:** The Downtown Design Overlay District ZTA is moving through the boards and commissions towards adoption by City Council this Fall.
- **Missing Middle Housing:** Initial achievements pertain to "missing middle housing" and the integration of allowable "gentle density" or infill housing in existing neighborhoods through Small Lot provisions, Minor PRD allowances, double density or "half unit" allowance for under 1,200 sq ft units, and reduced setbacks.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #6 — Invest in Parks | 50%
Although barriers were faced in replacing wayfinding signage, the City is refocusing on a Trailhead Kiosk project along Clear Creek. Patton & Whitmire centers are being pursued through 2 grants. Clear Creek Greenway is under construction and should be complete by the start of the new calendar year.

- **Clear Creek Greenway:** Construction has begun on the Clear Creek Greenway.
- **Patton Park Pickleball Courts:** Pickleball courts at Patton Park were completed.
- **Bike Racks:** All 20 bike racks have been installed citywide.
- **Parks Bond Deferred:** Due to Hurricane Helene, many priorities changed during the FY26 budget process. It was determined that a Parks Bond should not be pursued until FY29.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #7 — Enhance Sustainability Citywide | 85%
The majority of goals were complete in 2025, with focus continuing on improving tree plantings on park properties and along the Clear Creek & Oklawaha Greenways. These projects are planning to increase educational resources along the trails and expand communication around sustainable lifestyle practices.

- **Sustainability Plan Adopted:** The Sustainability Plan has been adopted.
- **Tree Ordinance:** A new tree ordinance was adopted to strengthen canopy protection.
- **Sustainable Fleet Policy:** City Council adopted the Sustainable Fleet Transition Policy in January 2026.
- **Tree Planting:** 100 trees were planted annually — double the stated target of 50.
- **Neighborhoods Program:** Additional funding was allocated to the Neighborhoods Program.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #8 — Transportation Planning | 71%
Great progress was made in identifying and planning GO Bond projects, through a voter approved referenda in March of 2026. The City is striving to develop and adopt a traffic calming policy, and the King St narrowing project is moving forward as a SPOT project with funding identified.

- **Transportation GO Bond Passed:** The Transportation GO Bond was voted on and passed, moving into the next stage of planning and designing the first years' worth of transportation projects to begin in 2027.
- **STIP Priorities:** Eight projects were prioritized for SPOT P8, including Church St/King St Protected Sidewalk, Above the Mud Greenway Connector, N Main/Clear Creek Sidewalk, and Oklawaha Greenway extension to BRCC, among others.
- **King Street:** SPOT P8.0 preliminary scoring shows the Church St + King St Pedestrian Improvements project as the highest scoring project in the Funding Region.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #9 – City Boards & Volunteers | 75%

City Boards and Volunteers remains on track. The Manager's office is in the process of updating board structure and procedures with the goal of increasing compliance and effectiveness through member education.

- 👤 **Core of the City Academy:** The Core of the City Academy has been successfully launched, with eight sessions completed and positive feedback from both staff and participants. 19 of the 20 participants completed all necessary requirements to graduate the program, and at least one participant has been appointed to a board or committee.
- 🍽️ **Board Appreciation Dinner:** We held four Appreciation Dinners over the plan period.

HIGHLIGHTS BY GOAL AREA

By Plan Goal...

Rank #10 – Support Downtown Businesses | 93.75%

Support for Downtown Businesses made significant progress over the course of the plan, with 11 of 15 items achieved, including 3 goals and 8 milestones.

- 💰 **Opportunity Fund Loans:** \$1,196,550 was distributed through the Opportunity Fund Program with Mountain BizWorks – far exceeding the \$100,000 target.
- 💵 **Business Grants:** A total of \$101,734 has been awarded for facade (\$45,100), art (\$20,950) and pivot (\$35,684) grants for the entire plan period..
- 👥 **Friends of Downtown Non-Profit:** Legal authority was established and the non-profit entity was formed.
- 📜 **Public Art Policy:** A draft public art policy has been presented to City Council in June 2026.
- 🏢 **Business Incubator:** The downtown business incubator/shared office space is still in progress due to ADA accessibility challenges.

NOT ACHIEVED

Not Achieved...

Across the plan's 167 items, 33 closed as Off Track, Not Achieved, or Canceled. Delivery gaps cluster primarily in five areas: flood readiness, traffic safety and connectivity, housing production, infrastructure execution, and workforce investment. The majority of canceled items are directly attributable to Hurricane Helene-driven reprioritization.

- 🌊 Flood Response/Ordinance
- 🚗 Motor Veh. Accidents
- 🏠 Housing Entitlements
- 🌳 Park Investments

City of
Hendersonville
Strategic Plan Update

Questions?

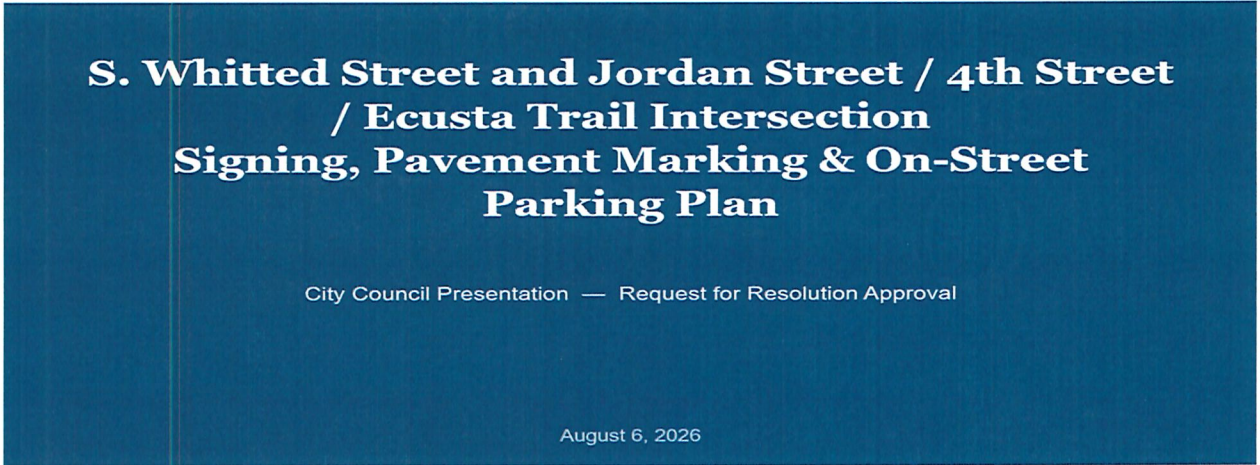
B. Discussion Regarding 4th Avenue Halloween Street Closure – John Connet, City Manager

City Manager John Connet explained that the city can no longer close down 4th Avenue during Halloween. Our insurance company's risk management team said that we have to do one of two things, either close it down completely (which will take a lot of extra resources and add to it that the streets don't line up so that causes issues as well), or you're going to have to get out of the 4th Avenue Street Closure business. So, after speaking with staff and going over the cost as well as the ability to get fire and police down there in case of an emergency, we just don't have the capacity to do a complete street closure and that is why he is recommending discontinuing the 4th Avenue Halloween Street Closure.

Council Member Jennifere Hensley moved that the City Council discontinue the 4th Avenue Halloween Street Closure. A unanimous vote of the Council followed. Motion carried.

C. Approval of On-Street Parking, Signage, and Pavement Marking Plan for S. Whitted Street and the Jordan Street/4th Street/Ecusta Trail Intersection – Brent Detwiler, Assistant City Manager-Public Services

Brent Detwiler gave the following PowerPoint presentation.



Project Background

The City engaged McAdams Company to evaluate traffic, parking, and multimodal safety conditions along S. Whitted Street and at the Jordan Street / 4th Street intersection adjacent to the Ecusta Trail.

On-street parking previously existed along a portion of S. Whitted Street. It was removed at the request of Public Safety staff to preserve clear access for emergency vehicles; this plan reflects adding some on-street parking.

Staff have reviewed the resulting Signing and Pavement Marking Plan and find it will improve safety for motorists, cyclists, pedestrians, and trail users at both locations.

SUBMITTED BY
Brent Detwiler, Assistant City Manager — Public Services
Agenda Section: New Business • Meeting Date: August 6, 2026

WHY IT MATTERS

- Motorist Safety**
Clarifies stopping control and sight lines at key approaches
- Bicycle Connectivity**
Refreshed sharrows support the corridor's role near Ecusta Trail
- Pedestrian & Trail Safety**
Addresses a sight-obstructed stop sign at the trail crossing

Baseline Speed Study

Speed & volume study — July 8–15, 2026 (provided for reference)

NORTHBOUND		SOUTHBOUND	
Posted Speed Limit	25 MPH	Posted Speed Limit	25 MPH
85th Percentile Speed	31 MPH	85th Percentile Speed	34 MPH
Average Speed	26.3 MPH	Average Speed	29.9 MPH
Vehicles Over Limit	~55%	Vehicles Over Limit	~86%
AADT	668	AADT	671

Key Improvements — S. Whitted Street

On-street parking, signing & pavement marking corridor

1

Revised On-Street Parking

"No Parking Any Time" zones with ~20' buffers to existing driveways for clear sight distance

2

Updated Sharrows

Shared-lane bicycle markings refreshed along the corridor to support cyclists

3

Advance Warning Signage

New STOP AHEAD sign for the northbound S. Whitted approach with pavement striping

4

Trail Crossing Visibility

Vegetation cleared for signage to maximize sight distance at the Ecusta Trail crossing

5

Speed Limit Reinforcement

Speed limit signage retained/confirmed along the corridor

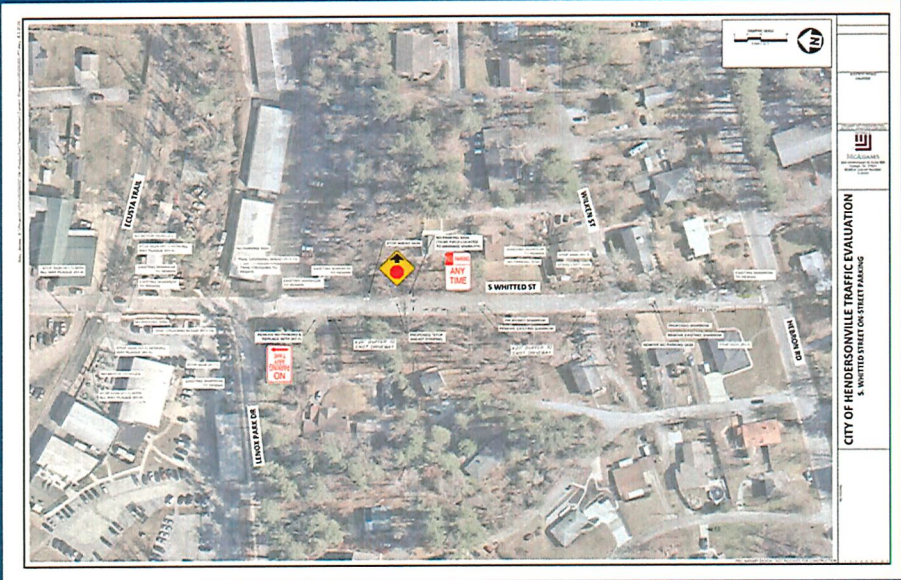
6

Traffic Calming (future consideration)

Staff will assess how changes impact speeds and potentially come back with future speed calming recommendations

Final Design Layout

S. Whitted Street — On-Street Parking, Signing & Pavement Marking Plan



PRELIMINARY DESIGN — NOT RELEASED FOR CONSTRUCTION • Prepared by McAdams Company

Key Improvements — Jordan St / 4th Ave W

Intersection at the Ecusta Trail crossing

1

All-Way Stop Conversion

Install STOP (R1-1) signs with "ALL WAY" plaques on the Midway St and 4th Ave W approaches, completing four-way stop control at the intersection

2

Advance Warning Signage

New Stop Ahead (W3-1) signs added on multiple approaches to give drivers advance notice of the new stop control

3

Trail Crossing Protection

Ped Crossing Ahead (W11-15) and No Motor Vehicles signage reinforce the Ecusta Trail crossing for pedestrians and cyclists

WHEREAS, N.C. Gen. Stat. § 160A-300 authorizes the City to provide for the design, installation, and maintenance of traffic control devices upon its streets, and N.C. Gen. Stat. § 160A-301(a) authorizes the City to regulate, restrict, and prohibit the parking of vehicles on its streets by ordinance; and

WHEREAS, Sec. 50-181(a) of the City of Hendersonville Code of Ordinances authorizes the City Council to designate parking zones, stop streets and intersections, and other traffic control measures within the City, with such designations to be reflected on the City's official Traffic Control and Parking Map maintained pursuant to Sec. 50-199 of the Code; and

WHEREAS, the City engaged McAdams Company to evaluate traffic, parking, and multimodal safety conditions along S. Whitted Street and at the intersection of Jordan Street and 4th Street adjacent to the Ecusta Trail; and

WHEREAS, McAdams Company has prepared a Signing and Pavement Marking Plan recommending on-street parking revisions, updated shared-lane bicycle markings (sharrows), additional stop sign control, and other traffic control devices for S. Whitted Street and the Jordan Street/4th Street/Ecusta Trail intersection; and

WHEREAS, City staff have reviewed the recommended plan and find that it will improve traffic and pedestrian/bicycle safety, on-street parking management, and connectivity to the Ecusta Trail at both locations.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville, North Carolina that:

1. The City Council hereby approves the Signing and Pavement Marking Plan prepared by McAdams Company for S. Whitted Street and the Jordan Street/4th Street/Ecusta Trail intersection, attached hereto and incorporated herein by reference.
2. The City Council hereby approves the on-street parking regulations, traffic control devices, and pavement markings depicted on the attached plans, and authorizes the City Manager, or his designee, to cause said signage and markings to be installed in conformance with the Manual on Uniform Traffic Control Devices (MUTCD), consistent with N.C. Gen. Stat. § 136-30.
3. The Assistant City Manager – Public Services, or designee, is directed to update the City's official Traffic Control and Parking Map, maintained pursuant to Sec. 50-199 of the City Code, to reflect the parking regulations and traffic control devices approved herein.
4. The City Manager, or designee, is authorized to take all actions reasonably necessary to implement this Resolution.

Adopted by the City Council of the City of Hendersonville, North Carolina on this 6th day of August, 2026.

Barbara G. Volk, Mayor
Attest: /s/Jill Murray, City Clerk
Approved as to form: /s/Angela S. Beeker, City Attorney

D. Proposed Utility Billing Changes – Krystal Powell, Finance Director

Finance Director Krystal Powell gave the following PowerPoint presentation.

Utility Billing Policy Change Items

Summary View — Council Feedback Requested

RECOMMENDED POLICY CHANGES

1

Property Owner & Tenant Responsibility

- Hold owner or tenant liable to pay unpaid balance on prior account before new service can start at another address
- Service automatically transfers to owner once tenant service ends and owner is responsible for charges moving forward; Owner is **NOT** responsible for prior uncollected balance on tenant account
- No owner deposit required for non-owner-occupied property

2

Reduce Disconnection Timeline

- Reduce days of exposure from 96 to 68 days (time between previous reading for bill customer is being cut off for up until the day service is terminated)
- Disconnection date moves up approximately 4 weeks earlier

Note: Disconnection Date will be added to Customer bills for transparency.

3

Update Leak Adjustment Policy

- Define preventable vs. non-preventable leaks; preventable leaks not eligible for adjustment
- Allow one adjustment every 24 months (previously 36)
- Increase maximum adjustment from \$1,000 to \$3,000
- Require proof that the leak has been repaired

4

Corrective Billing and Late Fee Policy Updates

- Billing corrections aligned to a 2-year window for accounts that are underbilled or overbilled (previously 2 years if underbilled and indefinite amount of time if overbilled)
- Late fee penalty – Assessed 1 day after due date; extend due date by 5 days

Late Fee Assessment Timing

Council Discussion — Late Fee Policy

CURRENT PRACTICE Due Date = 15 days from Bill Date • Late fee assessed 10 days after the due date (Total of 25 days)

A

20-Day Due Date

★ STAFF PROPOSAL

- Bills due = 20 days from bill date
- Late fee assessed 1 day after due date (Total of 21 days to pay)
- Consistent with industry best practice among neighboring municipalities

B

5-Day Grace Period

ALTERNATIVE 1

- Bills due = 15 days from bill date
- Late fee assessed 5 days after due date (Total of 20 days to pay)
- Keeps the current due date; only the late fee timing changes
- Not consistent with neighboring municipalities

C

Keep Current Due Date

ALTERNATIVE 2

- Bills due = 15 days from bill date
- Late fee assessed 1 day after due date (Total of 16 days to pay)
- The 15-day due date is an aggressive approach compared to neighboring municipalities

FEEDBACK REQUESTED Which approach should staff move forward with — Option A, Option B, or Option C?

PATH TO ADOPTION

Implementation Timeline

Jul 22

Present at Workshop Meeting

Aug 6

Council Feedback Council Meeting

Sep 3

Proposed Adoption at Council Meeting

Oct 1

Effective Go-Live Date

WHAT TAKES EFFECT

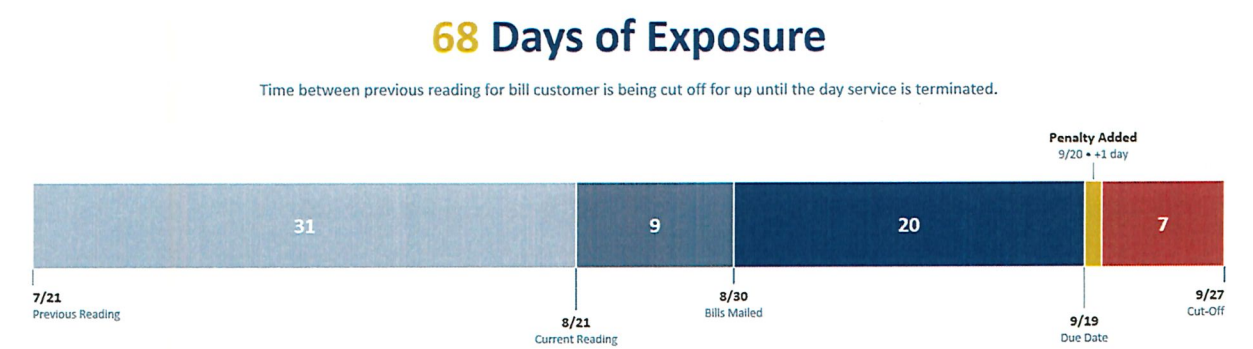
- New customer contract terms
- Ordinance amendment
- Billing policy amendment
- Credit card fees absorbed by customer
- Disconnection 4 weeks earlier for unpaid account balances
- Collection efforts kick off
- New leak adjustment policy
- Other minor policy changes

IMPLEMENTATION STEPS

- ✓ Staff training
- ✓ Customer notification campaign (letters, social media, website, realtors, attorneys)
- ✓ New contracts process made easy — customers can complete electronically without visiting City Hall
- ✓ Late Fee and Delinquent Account Fee waived for 2 months for customers to get used to new processes

Days of Exposure Example

Reduce Disconnection Timeline





Utility Billing and
Collection Recommendations

July 22, 2026

Why Action Is Needed



Balances aged past 120 days are historically very difficult to recover.

Outstanding Utility Receivables

Category	# of Accounts	Uncollected Balance
Inactive Accounts	4,800	\$621,000
Suspended Accounts	240	\$223,000
Total Outstanding	5,040	\$844,000

Without intervention, these balances continue to grow — shifting costs onto paying customers and weakening the utility fund's financial position.

How Unpaid Balances Occur

Inactive Accounts

Customer moves out



Final bill exceeds security deposit



Remaining balance unpaid

Suspended Accounts

Service disconnected for nonpayment



Charges continue accumulating



Balance unpaid and continues to grow



Result

Large balances that age into uncollectible debt turning into missed utility revenue and bad-debt the utility fund must absorb.

What Have We Already Done?

Independent Utility Billing Business Review

- Reviewed operations, policy, security deposits & aging/collection processes
- Benchmarked against municipal utility best practices
- Delivered a roadmap of improvements

Strengthened Internal Operations

- Restructured Finance Dept. responsibilities
- Added dedicated collection specialist
- Increased focus on delinquent account management

Improved Collection Efforts

- Partnered with a professional collection agency
- Established formal collection procedures
- Expanded tools and ACH campaigns

Updated Security Deposit Requirements

- First comprehensive review in 7 years
- Better aligned deposits with customer risk & utility usage
- Reduces future bad debt and protects paying customers

Guiding Principles

Fiscal Responsibility

Protect utility revenues that fund City services and infrastructure.

Customer Fairness

Treat customers consistently and equally under policy and ordinance.

Operational Efficiency

Simplify administration and improve consistency across billing operations.

Governance & Compliance

Align contracts, policies, and ordinance with legal best practices.

Why Are We Proposing Changes?

These recommendations are designed to:

✓ Reduce bad debt and improve revenue recovery to help maintain affordable utility services

✓ Improve collection rates

✓ Protect utility revenues and support long-term rate stability

✓ Protect paying customers

✓ Provide consistency between Ordinance, Billing Policy, and Customer Contracts

✓ Legally protect the City

Recommended Council Actions

1

Clarify Property Owner and Tenant Responsibilities

2

Reduce Days of Exposure from 96 to 68 Days for Disconnection of Service

3

Update the Leak Adjustment Policy

4

Corrective Billing & Late Fee Policy Updates

5

Improve Collection Processes and Reduce Uncollectible Accounts

6

Align Ordinance, Billing Policy, and Customer Contract Terms

EXPECTED OUTCOMES

✓ Reduced bad-debt write-offs

✓ Increased legal & regulatory compliance for the City

✓ Fairer treatment across all customers

✓ Greater consistency across Ordinance, Billing Policy, & Customer Contract Terms

✓ Protect utility revenues

Property Owner & Tenant Responsibility

⚠️ Current Challenge

When a tenant or owner leaves or stops service without paying the remaining balance, collection opportunities are very limited.

We have not been able to hold tenants or owners liable for these balances before they can request new service on a new property location.

KEY RECOMMENDATION

📄 Proposed Solution

- Update contract terms that hold the property owner or tenant liable for paying balance on account before they can start service on a new account
- Service automatically transfers to owner once tenant service ends and owner responsible for charges
- No owner deposit for non-owner-occupied property
- Formal process to dispute amounts owed
- Ordinance, Policy & Contract updated to best practices

✓ Result

Improved collections

Reduced bad debt

Greater accountability

Reduction of Days of Exposure

Disconnection of Service for Unpaid Utility Accounts

Current Process

96 Days

Proposed Process

68 Days

28 Days Sooner

Approximately 4 weeks earlier

BENEFITS

✓ Multiple customer notifications remain in place (4 notices go out before customer disconnected)

✓ Earlier identification of delinquent accounts

✓ Lower unpaid balance accumulation

✓ Improved collections

Customer Benefit: Disconnection dates will now appear directly on bills

Giving customers a clear, visible deadline to pay on time and avoid service interruption

Leak Adjustment Requests

✓ Eligible (Non-Preventable)

✓ Underground service line leaks between meter and structure

✓ Hidden plumbing or fixture failures, include running toilets

✓ Sudden pipe bursts

✓ Service line failures not attributable to customer action

✓ Internal leaks not visible or reasonably discoverable

✗ Not Eligible (Preventable)

✗ Faucets or spigots left running

✗ Hoses left on

✗ Irrigation systems left operating unattended

✗ Customer negligence or misuse (e.g. improperly closed valves)

Goal: Provide relief for unexpected leaks while encouraging responsible water use.

Leak Adjustment Request Form — available on the City website under Customer Service

Leak Adjustment Policy

Current vs. Proposed	
Current	Proposed
No language in current policy regarding preventable leaks vs non-preventable leaks	Preventable Leaks will not be eligible for leak adjustment
Eligible for one adjustment every 36 months	Eligible for one adjustment every 24 months
\$5 minimum leak adjustment to qualify for processing	\$20 minimum leak adjustment to qualify for processing
\$1,000 maximum adjustment allowed water and sewer combined	\$3,000 maximum adjustment allowed water and sewer combined
Proof of leak being repaired not currently required	Require proof that leak has been repaired
Large leaks require bills to be recalculated using the lowest volumetric rate, followed by a fixed dollar adjustment.	Leak adjustments are calculated using each customer's normal water usage rate, providing a more equitable and consistent adjustment.

Leak Adjustments: Current vs. Proposed

Sample Adjustment Comparisons

Current	Proposed	Difference
\$190.78	\$209.41	+\$18.63
\$83.62	\$116.34	+\$32.72
\$2,839.23	\$3,000.00	+\$160.77

Most customers would see equal or improved assistance under the proposed policy.

FY26 DATA

429 leak adjustments totaling \$216,585 | Average of \$505 per adjustment

8.62% of leak adjustments exceeded \$1,000

Fewer than 1% of leak adjustments were under \$20



\$216,585

Total leak adjustments issued in FY26

\$505

Average adjustment amount

429

Adjustments processed

Corrective Billing & Late Fee Policy

Current vs. Proposed

Policy Area	Current	Proposed
Corrective Billing Adjustments	Two-year correction period if customer underbilled; indefinite correction period if customer overbilled.	Two-year correction if customer underbilled and two-year correction if customer overbilled
Late Fee Penalty	Assessed 10 days after due date	Assessed 1 day after due date

WHY THIS MATTERS

✓ Ensures corrective billing changes are applied consistently across all accounts

✓ Earlier delinquency signal supports faster collections

✓ Consistent with industry best practice on applying late fees

Benefits to the City

These initiatives are designed to reduce bad debt, improve collection rates, protect utility revenues, and minimize the financial burden placed on paying customers — while creating consistency between Ordinance, Billing Policy, and Customer Contracts.

A comprehensive update of the Customer Contract, Ordinance, and Billing Policy streamlines processes, incorporates industry best practices, strengthens collections and enforcement, and better protects the financial interests of the City and its customers.



Helps keep the City legally compliant.

RESULTS

✓ Fairer for Customers

✓ Consistent and Transparent Administration

✓ Reduced Financial Risk

✓ Sustainable Utility Operations

✓ Greater Rate Stability Over Time

1

2

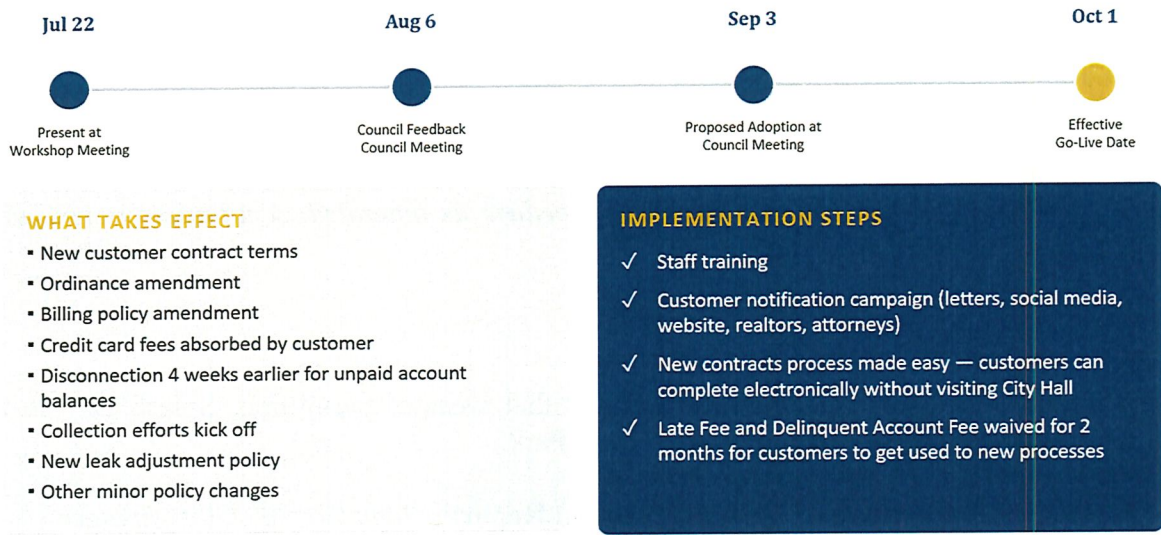
3

NEXT STEPS

Timeline, adoption process, and implementation actions

PATH TO ADOPTION

Implementation Timeline



Questions?

Council Member Lyndsey Simpson moved that the City Council adopt the recommendations of Option A below and direct staff to move forward with the public information now and bring the ordinance and policy changes back on the consent agenda for the September meeting for final approval. A unanimous vote of the Council followed. Motion carried.

A

20-Day Due Date

★ STAFF PROPOSAL

- Bills due – 20 days from bill date
- Late fee assessed 1 day after due date (Total of 21 days to pay)
- Consistent with industry best practice among neighboring municipalities

E. Consideration of Community Advisory Committee Charter Rules of Procedure – John Connet, City Manager

City Manager John Connet said that upon direction of City Council, we are introducing a new advisory committee, the Community Advisory Committee. This will be a committee of citizens and residents of Hendersonville and possibly a greater area, whose purpose would be to advise City Council on matters of transparency, communication and engagement. They would serve as a committee for staff to take on complaints, for example utility billing or flock cameras or things that we can have a committee for citizens to help provide feedback to staff as we’re developing policies and engaging the public, where we can do better with communication. Ultimately those things come to you, but this is an advisory committee to help us do some work. We are getting ready to revamp our service excellence program so this committee would help support service excellence as it relates to how we’re dealing with external customers. Another thing that we need to work on is a very clear complaint process. If a citizen has a complaint, who does it go to, how do we track that the complaint has been addressed and how do we make sure that the citizen or community is notified how we respond to that complaint. So, we are proposing this Citizen Advisory Committee which will take place of the Diversity and Inclusion Committee. One of the questions for Council is how you would like the membership and the appointment of this committee. The terms of service are very typical for the rest of our committees, so we’ll start out with a staggered appointment, and the rest of this charter is very similar to your other boards and committees. It would consist of 7 members, either totally at-large or my recommendation would be 4 city residents and 3 at-large, and the mayor would serve as city liaison and the mayor pro tem

serving as the alternate because this committee is really about engagement and working with the community.

Council member Simpson said she agreed with 4 city residents and 3 at-large members.

Mayor Volk asked the membership could read “at least” 4 city members.

Council Member Jennifer Hensley moved that the City Council approve the Community Advisory Committee Charter and Rules of Procedure as amended. A unanimous vote of the Council followed. Motion carried.

9. CITY MANAGER REPORT

City Manager John Connet reminded everyone that weather permitting, Splash Day is this coming Saturday, August 8th from 10am-1pm at Sullivan Park.

A. **July 2026 Contingency and Adjustment Report** – *John Connet, City Manager*

In accordance with North Carolina General Statute (NCGS) 159-13(b) it is required that all expenditures resulting from a contingency appropriation budget be reported to the governing board at its next regular meeting and recorded in the minutes.

NCGS 159-15 permits the Budget Officer (City Manager), to transfer budget from one appropriation to another within the same fund, provided any such transfers are reported to the Governing Board. The City of Hendersonville refers to transfers of budget from one appropriation to another within the same fund as a “budget adjustment”. City Council authorizes budget adjustments each year with the adoption of the annual budget ordinance (SECTION 4).

This agenda item serves to fulfill the reporting requirements of both NCGS 159-13(b) and 159-15 by providing City Council a summary of all amendments and adjustments occurring thus far in the fiscal year.

FISCAL YEAR 2025 - 2026 (FY26)						Completed			Corrected		
BUDGET AMENDMENTS AND ADJUSTMENTS						Proposed			Denied		
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	EXISTING BUDGET	INCREASE	DECREASE	REVISED BUDGET	DESCRIPTION			APPROVED	TYPE	AMENDMENT NUMBER
010-0000-534999	Contingencies	100,000	-	18,440	81,560	Less than Lethal munitions			Yes	adjustment	7/14/2026
010-1300-521001	Supplies & Materials	154,500	18,440	-	172,940	Less than Lethal munitions			Yes	adjustment	7/14/2026

B. **Mayor’s Memories** – *John Connet, City Manager*

August 7, 2014, it was a short meeting, we considered a budget and management position. It was our current Deputy City Managers (Brian Pahle) first promotion so that’s a little ironic. Our Finance Director Lisa White updated our petty cash policy to make sure we were handling cash across the orgnaization properly and protecting the taxpayer’s money. We had a public hearing around Grace Blue Ridge Church and Florence Street. I think we have finally settled that issue but there were a number of public hearings involving that. Another public hearing about rezoning two vacant parcels that also became part of Interfaith Assistance Ministry over on Freeman Street. One of our first formal budget documents were presented as a matter of information and we had formatted it for the GFOA award which we won that year. Parking at Half Moon Trail was a topic. We also had a consideration of parking issues with our first more modern comprehensive parking study with Dixon Unlimited when they came in and looked at how we were doing enforcement. Other things, pedestrian safety, the squaredance club at the Whitmire Center were on the agenda. Ironically, on August 11, 2014, there was a special joint meeting of the 7th Avenue Advisory Committee and the City Council. Steve Carricker was a champion of that area and he made sure that we had a special meeting where we had brought in an architect to look at facades and give some kind of free architecture work. They did a charrette and we invited the owners to comee over and we talked about how we can improve the area related to visibility, walking, and looking at the structure. The third meeting that month was the City Attorney’s performance evaluation which is also ironic because we’ll do that later this month. A lot of irony this month.

10. CITY COUNCIL COMMENTS

11. ADJOURN

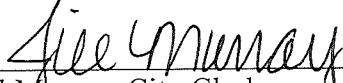
City Council went into closed session at 8:01 p.m.

At 9:50 p.m. City Council came back into open session and Council Member Lyndsey Simpson moved that City Council accept the resignation of John Connet and appoint Brian Pahle as City Manager, both to be effective October 1, 2026 and authorize the mayor to negotiate and enter into an employment agreement with Mr. Pahle on behalf of City Council. A unanimous vote of the Council followed. Motion carried.

There being no further business, the meeting adjourned at 9:55 p.m. upon unanimous assent of the Council.


Barbara G. Volk, Mayor

ATTEST:


Jill Murray, City Clerk

