



MINUTES

February 22, 2023

SECOND MONTHLY MEETING OF THE CITY COUNCIL CITY OPERATIONS CENTER | 305 WILLIAMS ST. | 4:00 p.m.

Present: Mayor Barbara G. Volk, Mayor Pro Tem Lyndsey Simpson and Council Members: Debbie O'Neal-Roundtree and Jerry A. Smith Jr., J.D.

Absent: Dr. Jennifer Hensley

Staff Present: City Manager John F. Connet, Assistant City Manager Brian Pahle, City Clerk Jill Murray, City Attorney Angela Beeker, Communications Manager Allison Justus, Budget Manager Adam Murr and others.

1. CALL TO ORDER

Mayor Barbara G. Volk called the meeting to order at 4:00 p.m. and welcomed those in attendance. A quorum was established with all members in attendance.

2. CONSIDERATION OF AGENDA

Council Member Lyndsey Simpson moved to approve the agenda as presented. A unanimous vote of Council Members present followed. Motion carried.

3. PRESENTATIONS

A. Review of Updated Parking Ordinance - Angie Beeker, City Attorney

Attorney Beeker showed a PowerPoint presentation and gave an overview of Parking. If approved by Council on March 2, 2023, meters will go live on March 3, 2023 at 4:00 A.M.

Metered On-Street Parking Zones

Kiosk = meter (app may be used also)

5 consecutive hour limit

\$2.00 / hour

Parking 30 minutes or less – no meter fee

Parking 31 minutes - \$2.00

Interior Lot Paid Parking Zones

- Mixed Lots
 - Parking by Permit
 - Hourly Paid Parking - \$1.50/hour
 - No time limit (except EV – 3 hours)
 - Parking 1 hour or less – no charge
 - Parking 61 minutes - \$3.00
- Permit-Only Zones
 - Parking by Permit Only – 24/7
 - No time limits



Exterior Lot Paid Parking Zone

Mixed Lots (none currently)

- Parking by Permit
- Hourly Paid Parking - \$1.50/hour
- No time limit (except EV – 3 hours)
- Parking 1 hour or less, no charge
- Parking 61 minutes - \$3.00

Permit-only Lots

- Permit only, M-Sat
- Free, no time limit on Sunday

Parking Deck Paid Parking Zone

No time limit

Paid parking 24/7 – “regulated parking hours” doesn’t apply.

\$1.50 hour up to \$10.00 max/day

Day starts at 4:00 a.m.

Parking 1 hour or less – no charge

Parking 61 minutes - \$3.00

The Parking Map Legend

Legend - Official City Parking Map

Handicapped Accessible Parking (pay to park, no time limit)

Electric Vehicle Charging Station (3 hour limit)

On-Street Parking (labeled with number of spaces)

- Metered, \$2/hour, Zone #70216 *
- Metered, 30 minute time limit (enforced Monday - Saturday 9am - 7pm)
- Free, time limit
- Free, no time limit

Off-Street Parking (labeled with ParkMobile Zone Number)

- City Hall - Free Parking for City Hall Business
- Parking Deck - \$1.50/hour, \$10 max per day **
- Interior Permit Parking - Paid Hourly Parking - \$1.50/hour, \$10 max per day***
- Exterior Permit Parking Only (Monday-Saturday) Free / Open to public on Sundays
- Interior Permit Parking Only - 24/7

Parking Details

* Metered on-street parking: Meter fees enforced Monday - Saturday 9am - 7pm. Fees charged in one-hour increments. Parking for less than 30 minutes is free. If 30 minutes is exceeded, guest will be required to pay for the entire parking period.

** Parking Deck: Paid parking enforced 24/7/365. Fees charged in one-hour increments. Parking for less than 1 hour is free. If 1 hour is exceeded, guest will be required to pay for the entire parking period. Day begins at 4 am.

*** Interior City Lots: Paid parking enforced Monday - Saturday 9am - 7pm. Fees charged in one-hour increments. Parking for less than 1 hour is free. If 1 hour is exceeded, guest will be required to pay for the entire parking period.

General Rules of Parking

- Time limits – consecutive units of time.
- Check-in is required.
- Moving within the on-street metered zone is permitted within the 5-hour time limit without checking in again (during paid-for block of time).
- Moving from lot to lot within a paid zone is not permitted without checking in and paying again.
- Moving from space to space in a lot is permitted within paid parking time.
- One free parking period (30 min/1 hour) per 5 consecutive hours of time.
- Handicapped spots – no time limits
- Regulated Parking hours – 9am-7pm, applies to interior mixed lots, parking deck, and metered on-street parking zone.

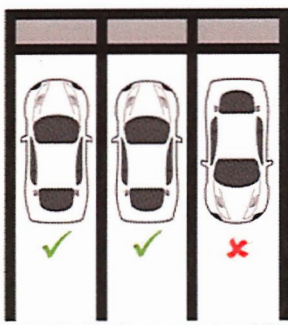


Figure 1. Backing into a space is prohibited.

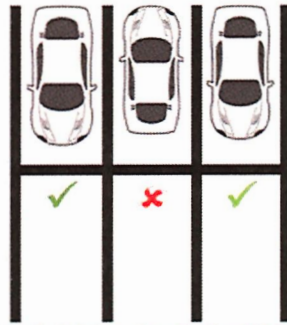


Figure 2. Pull-through parking is prohibited.

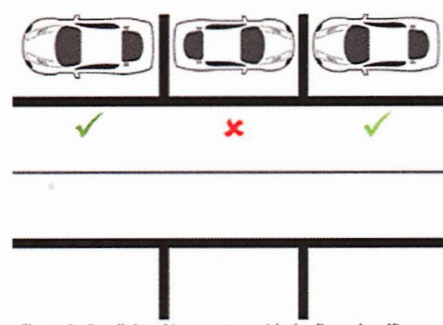


Figure 3. Parallel parking must go with the flow of traffic.

This will get you a parking ticket

This will also
get you a
parking ticket:

Parking outside of the lines

Illegally Parking in a handicapped spot

Forgetting to extend your paid-for parking time/paid-for meter fees

Forgetting to check-in

Parking longer than is permitted within a limited time zone

Entering the wrong license plate number at check-in, eg "1111"

This will get
you towed:

Parking in a no-
parking zone

Parking in a
prohibited spot

- Blocking a driveway
- Too close to a fire hydrant
- In a fire lane

Habitual Violations
(\$100 fine)

- 6 or more parking tickets in 6 month period
- 3 outstanding parking tickets

Parking in violation
of the ordinance
24 hours or more

Parking
Citation
Review
Process

Tickets must be paid within 30 days of receipt - \$100 penalty.

May request an informal review within 5 days of getting citation

Receive confirmation within 2 business days

Citation may be set aside if person can show:

- They were actually in compliance with the ordinance
- The citation was issued in error.

Notified of decision in 5 days of City's receipt of request for review.

If denied, payment owed within original 30 days of receipt of citation to avoid \$100 penalty.

B. Presentation of Fire Department Strategic Plan - James Miller, Fire Chief

Chief Miller reviewed the Fire Department's Five-Year Strategic Plan. As part of the strategic planning process they performed the following:

- Community Survey
- Community Focus Group
- Business Focus Group
- City of Hendersonville Staff Focus Group
- Hendersonville Fire Department Internal Engagement

Then they concentrated on strategic focus areas:

- Anticipating Growth
- Innovating & Thinking Differently About How We Deliver Services
- Engaging & Educating the Community
- Maintaining a Well-Run Department
- Building a Strong Climate & Engaged Staff
- Recruiting & Retaining a Diverse Department

In addition, the following metrics are integral to tracking Hendersonville Fire Department's Performance:

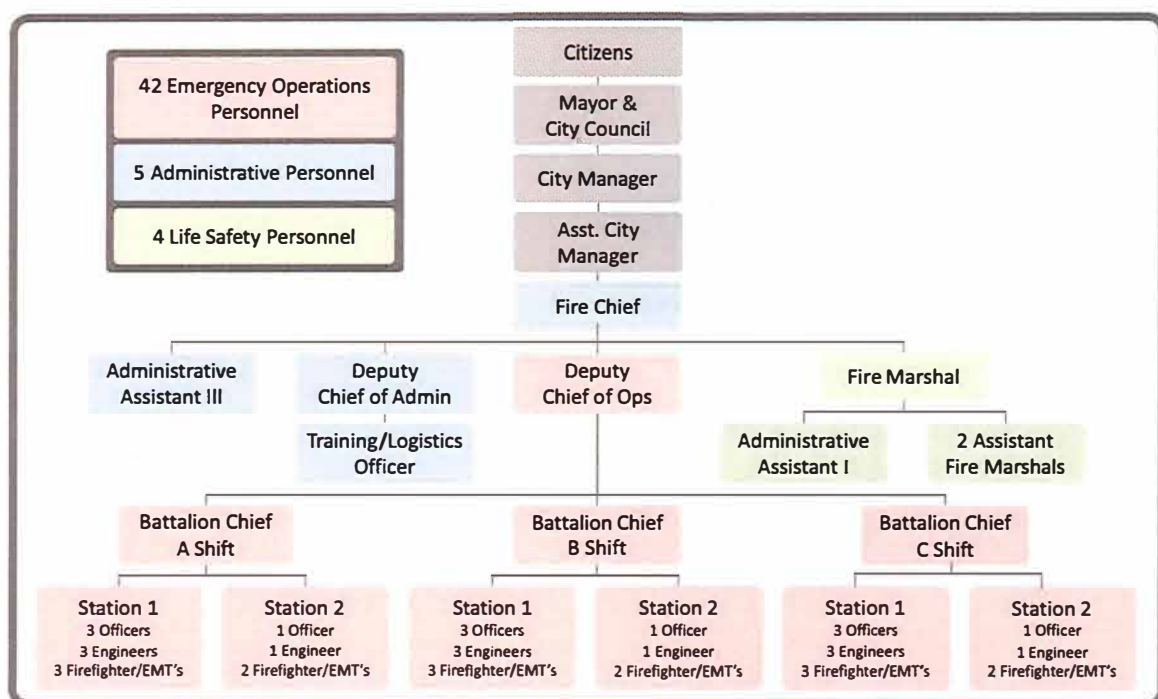
- Response Time
- Reliability
- Turn Out Time
- Property Value Losses
- ISO Rating

The following are the specific steps to take in order to set a strong foundation for the strategic plan's implementation;

- Review & revise Standard Operating Procedures & Standard Operating Guidelines
- Revise the department's 10-year capital plan
- Prioritize where we want to add FTEs to match the needs of the community
- Research a citizen engagement and feedback system (e.g., PowerEngage)
- Use virtual tools to increase access to community trainings
- Explore permanent part-time positions to meet fluctuating demand for staffing

He added that the Hendersonville Fire Department has a total of 51 full-time employees across three divisions.

Hendersonville Fire Department Organizational Chart



C. Council/Staff Retreat Preview - John Connet, City Manager

City Manager Connet discussed the results of the department head retreat and provided a preview of the upcoming Council/Staff Retreat. Hendersonville department leaders gathered for a retreat on January 14, 2023 in Greenville, SC. The meeting was professionally facilitated by Fountainworks and included the opportunity for Hendersonville's leaders to discuss the city's challenges, opportunities, and successes. The day's reflections and activities followed a day of site visits around the city of Greenville, SC to gather ideas to bring back to Hendersonville and the purpose of this retreat was to reflect on the site visits and to build cohesion, rapport, and community among City of Hendersonville department leaders.

We engaged in:

- Site Visit Reflections
 - What did you appreciate about the site visit?
 - What is something you learned or that surprised you?
 - What is one thing you'd like to take back to your work?
- 2020-2022 Accomplishments

2020



2021



2022



o Growth: Challenges and Silver Linings

GROWTH: CHALLENGES AND SILVER LININGS

Next, the team considered the implications of Hendersonville's growth, including benefits (silver linings) and challenges..

The "silver linings" identified by Hendersonville leaders were:

- Hendersonville is a great city, and people want to live here
- We can tell our story
- There is more diversity of businesses, and people shop local
- We have the opportunity to design and build
- We have the resources to build our vision
- We have a more committed staff
- Many cities don't have positive trends; we do
- "harness opportunities in positive manner"
- We have a strong culture of civility
- We have competent department heads
- The organization is strong because of its cohesive leadership team
- We have talented people in our community we can tap into

However, there are some challenges Hendersonville faces because it is growing:

- We need qualified candidates for positions
- A small population is funding larger town services
- There are boundary constraints
- Revenue lags behind need for development
- The city competes with businesses for employees
- Cost of living has increased
- NCDOT/roadway congestion and infrastructure needs
- "Yellowstone syndrome"
- Employees are strained trying to keep up
- Citizens need to know where to get information
- There is a leadership challenge to support and motivate employees
- We need to guide growth in a positive way
- We have to manage community expectations
- As events grow, safety concerns also grow; more formalization

○ Staffopolis

“STAFFOPOLIS”

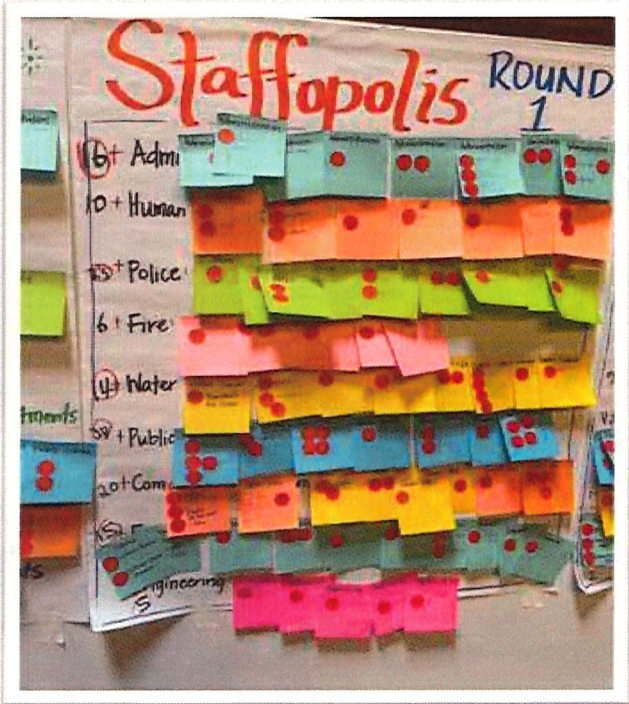
During the “Staffopolis” activity, each department had three minutes to pitch to the group what they would do with 10 full-time employee (FTE) additions in their department. After each department made its pitch, the group voted to allocate the 10 hypothetical FTE positions. Voting took place in two rounds, and the vote totals are in the tables below.

ROUND 1

In Round 1, each person received 10 votes (red dot stickers) to allocate however they chose. At the end of the round, the four departments with the fewest votes were eliminated.

Round 1 vote totals were:

Administration	16
Human Resources	10
Police	23
Fire	6
Water and Sewer	14
Public Works	34
Community Development	20
Finance	15
Engineering	5



ROUND 2

In Round 2, each person had 8 votes to allocate to “winning” departments and 2 votes to allocate to “eliminated” departments.

Round 2 vote totals were:

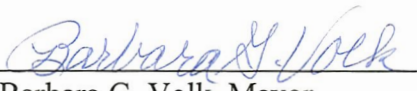
Administration	21
Human Resources	6
Police	20
Fire	1
Water and Sewer	9
Public Works	43
Community Development	19
Finance	21
Engineering	2



WRAP-UP

The session concluded with reflections from each team member and the City Manager thanked City of Hendersonville leadership for their active engagement and participation. The session was then adjourned.

There being no further business, the regular meeting was adjourned at 5:15 p.m. upon unanimous assent of the Council.


Barbara G. Volk, Mayor

ATTEST:


Jill Murray, City Clerk

