City of High Point

Municipal Office Building
211 South Hamilton Street
High Point, NC 27261

Meeting Agenda

Thursday, February 18, 2016

3:00 PM

Council Chambers

Special Called Meeting of City Council

William S. Bencini, Jr., Mayor
James C. Davis, Mayor Pro Tem
Latimer B. Alexander, IV, Cynthia Y. Davis,
Jason P. Ewing, Jeffrey J. Golden,
Alyce E. Hill, Christopher Williams,
Jay W. Wagner

160097 Pre Budget Work Session #4 - topics: Fleet Department, Electric Department, Communications & Public Engagement

HIGH POINT CITY COUNCIL
SPECIAL MEETING
(Pre-Budget #4)
HIGH POINT MUNICIPAL BUILDING
FEBRUARY 18, 2016 – 3:00 P.M.
3RD FLOOR LOBBY CONFERENCE ROOM

MEETING MINUTES

Present:
Mayor William S. Bencini, Jr.; Mayor Pro Tem Golden (Ward 1); and Council Members Latimer Alexander (At-Large); Cynthia Davis (At-Large); Alyce Hill (Ward 3); Jay Wagner (Ward 4); and Jim Davis (Ward 5)

Absent:
Council Members: Chris Williams (Ward 2); Jason Ewing (Ward 6)

Staff Present:
Randy McCaslin, Deputy City Manager;
Jeron Hollis, Communications & Public Engagement Director; Eric Olmedo, Budget and Performance Manager; Laura Altizer, Senior Budget Analyst; Roslyn McNeill, Budget Analyst; Ryan Ferguson, Marketing Manager; Worley Smith, Communications Specialist; Nina McNeilly, Webmaster; Garey Edwards, Electric Utilities Director; Gary Smith, Fleet Director; Angela Kirkwood, Human Relations Director, Cynthia Duncan-Smith, Executive Assistant.

News Media:
Pat Kimbrough, High Point Enterprise

The following handouts were distributed during the meeting and will be attached as a permanent part of the proceedings:

- *Communications & Public Engagement - (PowerPoint Presentation)*
- *Fleet Services – (PowerPoint Presentation)*
- *Electric Department – Overview of HP Electric System – (PowerPoint Presentation)*

Presentation by Jeron Hollis – Communications & Public Engagement Department

Jeron Hollis, Director of the Communications & Public Engagement Department, began the presentation by providing an overview of the department which includes Marketing/Communications and Human Relations. This is a new department that was formed in July of 2015 and combined the Public Information Office and the Human Relations Office. The main goal of the newly formed department is to provide consistent, professional communications for the City and to bring all media/public communications under one umbrella. He introduced the staff - Ryan Ferguson, Marketing Manager; Worley Smith, Communications Specialist; and Nina McNeilly, Webmaster. There are two employees assigned to the Human Relations Division – a Human Relations Division Manager (vacant position at this time) and a Human Relations Program Coordinator. Mr. Hollis stated he is currently interviewing for the Human Relations Division Manager's position and expects to have the position filled in March. The Human Relations Program Coordinator is currently on FMLA leave. Even though there have been staffing issues in the Human Relations Department, with the help of other staff and the Community Development Department, the department has functioned successfully.

With the development of this new department, the City now has capabilities to do things we haven't been able to in the past. All communication that goes out to the public is reviewed by Mr. Hollis' s staff to make sure it is appropriate and doesn't lead to negative publicity for the city. Staff has developed a work order system for all departments to use in order to keep check on efficiency.

The City is now able to provide high level graphic designs for all marketing and branding in house. One example is the logo for the new buses. Examples of other graphic designs the department has provided were displayed for everyone to view and included the project board design for the Library Plaza Project; outreach materials for the new Development Ordinance and items for the retirement celebration for Police Chief Marty Sumner.

The City is broadening communications to our residents through the use of social media. Text messages are sent to employees advising of weather related closures and other events; emergency communications are used to reach the public via Facebook, Twitter, and YouTube. Videos and photos are also posted to attract more followers.

The communications portion of the department publishes Newsletters each month to let people know that things are happening at city hall. Inserts are placed in utility statements each month to keep the public aware of events, etc. When the City Council adopted the Tethering Ordinance, this was relayed to the public through a bill insert. All of these communications are produced in house and we no longer need the services of a vendor.

How do our citizens receive this information? Multiple platforms called "Shotgun Messaging" which includes: signage, bill inserts, website, advertising, newspaper, social media, TV interviews, video, and media release, which are all consistent and of a high, professional quality.

Mr. Hollis gave a brief report on the Human Relations Department. The goal of this department is to provide equity among all citizens; promote goodwill, understanding and respect; dispute resolution, better trained and qualified youth, handle incoming concerns and provide outreach programs for our citizens. It is an extension of customer service. In the past nine months, the department has had 63 walk-ins and calls. Twenty of these were housing issues; thirteen were landlord/tenant issues; and twenty five miscellaneous calls. All of these required only minimal outreach.

Last fall the City Council adopted a revised Human Relations Ordinance. Since that date the Commission has reorganized and all members are newly appointed. The new ordinance provides that a work plan be submitted to City Council twice a year. On Saturday, February 20th, the newly organized Human Relations Commission will hold a retreat and the work plan will be forwarded to City Council for approval after this retreat. Council will approve the activities the City will be involved in and how much staff time, energy, and funds the city will provide.

Mr. Hollis stated that there are several challenges facing the city in the area of communications. This includes outdated equipment and outage concerns for the website. We have 20th century technology trying to work in the 21st century. We need to do a better job of telling our story and to bring all community outreach/communication under one umbrella and have the same consistent message. We need to work on the perception of our Human Relations work and have a department that works for the entire community.

The audio in the City Council Chambers needs replacing. It is obsolete and the audio needs to be intelligible for recording purposes. The hearing impaired equipment is from the 70's and is obsolete. The equipment used for our Cable Channel is of old picture tube technology.

Challenges within the Human Relations Department includes the need to reestablish connections with community partners/internal partners and to better our image with our community stakeholders. There has been no outreach efforts for several months.

To help meet these challenges, the Communications and Public Engagement Department has identified the following solutions. The use of video to create and develop departmental videos, such as Police and Fire recruitment videos and to run content on social media, web and TV platforms. Video/photo production will be done on site. We will soon be introducing a new website which will be more user friendly and reliable and in addition, the new website will have extranet which allows for ease of internal communications from any internet connections. Customers will experience fewer problems with paying utility bills on line.

Mr. Hollis indicated that he will be applying for Public Educational Government Funding (PEG Funding) which assists Cities and County's with money to purchase equipment that supports television programming. We will need to change some our current channel content to meet minimum qualifications by March to qualify for this funding.

Currently the City only uses Time Warner Cable for cable access. Mr. Hollis is working with North State Communications for a High Point channel (North State currently runs Greensboro programming for High Point residents) and AT&T U-verse to expand to other platforms.

Moving Forward the Department will:

- Continue to enhance our image and branding
- Marketing, graphic design, video projects
- Pursue state grant funding for television upgrades
- Launch new website
- Complete staffing process for Human Relations division
- Train HR Commission and produce work plan

Council Member Alexander asked a question regarding laws when someone makes a public record request for access to citizens email addresses when they subscribe for notification of events, notices, etc.

Deputy City Manager McCaslin replied that we have never received a request of this type however; we will get an answer from our Legal Department.

Presentation by Gary Smith – Fleet Services Department

Gary Smith, Director of the Fleet Services, gave a brief overview of the Fleet Services Department which provides equipment acquisition, maintenance, fuel and equipment disposal to all city departments except the Fire Department. They also manage the equipment operations and equipment replacement funds, coordinate fleet acquisition, repairs to equipment, coordinate outside vendor services and disposal of equipment.

The Mission Statement for the Fleet Services Department is to provide the highest quality fleet management services at the lowest possible cost. They strive to service the equipment in the most cost-effective manner possible through high productivity of personnel and sound professional decisions in the management of the city's fleet. They are proud of the city organization and the services that they provide through hard work, professionalism and the positive image they present.

The Fleet Services Department operates from 7:00 a.m. – 4:00 p.m. five days a week and has 24/7 service for emergencies, inclement weather and natural disasters. They also provide mobile emergency service for fuel and tire repairs.

Mr. Smith stated that he is always in direct communication with all city departments and helps with the planning of their budgets in insure they have all the information needed to plan for the maintenance and delivery for their equipment. The department functions much like AAA and can service vehicles from cars to large garbage trucks throughout the city at all times. They do full police vehicle installation. They have a complete tire inventory for all of the city's vehicles, and a couple of years ago purchased a nitrogen machine which extends the life of tires because it allows for consistent tire pressure. This has allowed for cost savings within the department.

Mr. Smith indicated that prior to his joining the City of High Point in 2008 there was no preventive maintenance program in place for our fleet. He developed a procedure and equipment is now monitored and because of this we have more reliable and maintained equipment. Employees fill our service envelopes when vehicles are brought in for service and text messages are sent to notify them when the vehicle is being serviced and when it is ready for pickup. There is also an "on call" box at the Fleet Facility on Triangle Lake Road for 24/7 service after hours.

Services that are outsourced are paint and body work, towing, glass replacement and upholstery work. Limited outsourcing services include tire service (when tire technician is absent from work), mufflers and exhaust work, welding and during peak workloads.

Fleet Services maintains their own fuel system. The city's fleet uses about 900,000 gallons of fuel per year. There are two fueling locations - one at the Fleet Facility on Triangle Lake Road and the other at the Municipal Operations Center (MOC) on W. Green Drive. Our police officers who work the North side of High Point use WEX cards for convenience. The information from the use of these cards is sent weekly to our Fleet division and this allows the department to monitor the use of the cards and to track fuel usage.

Mr. Smith reviewed for City Council the yearly process he follows for the fleet management program. This begins in the month of July when he begins placing orders and bringing items to City Council for approval of purchase. This allows for lead time and also end of the year model discounts. During the Fall and Winter months, the fleet program is analyzed and maintenance history is reviewed. Replacement factors taken into consideration are: age, mileage, maintenance cost and useful life. He looks at the annual usage, whether or not to purchase new or used equipment, reassignments of equipment and rental opportunities. During the Spring he begins preparing vehicle and equipment specifications, contacts potential vendors and suppliers, schedules equipment demonstrations, contact manufactures for end of year programs and looks for state and national contract opportunities.

Mr. Smith stated that we strive to maintain a standardized fleet to make the fleet more efficient. They can move equipment from department to department, depending on the need, and thus eliminating the need for training and the technicians are familiar with the equipment.

The City of High Point uses the same garbage trucks as the City Greensboro and City of Winston Salem. This allows us to borrow from each other's inventory to keep everything running in the event parts are not readily available.

In the past, once a year, the City would have an auctioneer come on site to auction off surplus equipment. This was only marketing to local people and would only bring in about $150,000 annually. It would take the department two months to prepare for this auction. We now sell everything online through GovDeals at a much greater profit.

Safety is very important to the Fleet Service staff and they have a five year safety record.

Mr. Smith reported that the long range plans for his department include: adding additional work space, replacing the Triangle Lake Road fueling station and the carwash on Triangle Lake Road. The current Fleet Facility was built in 1977 and is maxed out. The fueling station has underground tanks with single walls. Monitoring wells are on site and to date we have had no problems.

Deputy City Manager McCaslin commended Mr. Smith on the work of the Fleet Services Department stating that since 2008 they have made tremendous strides by cutting the staff in half and developing the preventive maintenance program into effect. It is a whole different operation under Gary's direction.

Presentation by Garey Edwards – Electric Utilities Department

Garey Edwards, Director of Electric Utilities, gave Council a short overview of the future projects his department is planning for electric service within the City of High Point.

Our current electric system includes:
406 Miles of overhead primary
344 miles of underground primary
31,914 city owned poles
66 square miles of service area
14 substations
40,387 customers (Commercial 4,647; Industrial 271; Residential 35,469)

The City of High Point is different from other cities because most of our revenue comes from commercial customers. Duke Power also provides service through the city. The Electric Fund consists of 80 % wholesale power.

Mr. Edwards briefly presented "Overhead vs. Underground." Underground distribution cable is twice the expense because of the cost of the materials and it does have to be replaced every 20 years. We are currently planning the replacement of the Main Street underground.

The city is not seeing much growth in residential development. The largest growth is in commercial and this helps us to stay competitive.

<u>The current projects for the Electric Department are:</u>

Skeet Club Road Project – 2.5M
Filter Plant Substation Upgrade - $1.2M
Boundary Street Substation - $3.0M
Conversion of Linden Substation to 100 kV

<u>The Future projects for the Electric Department are:</u>

Burton Substation 2nd Transformer Upgrade - $1.4M
Russell to Burton Conversion $2.0M
North Main Overhead to Underground Conversion
NCDOT Hwy 68 & I-74
Hammer Street Substation
Deep River to Penny Road Transmission
Phillips Substation Expansion
Substation Transformers
- Jackson Lake Road T1 & T2
- Oak Hollow T1 & T2
- Fairfield Road T1 & T2
- Penny Road T2
- Eastchester Drive T1 & T2

Medium Voltage Feeder Breaker Conversion

<u>On-Going Projects for the Electric Department are:</u>

Automated Meter Reading
Load Management
Area Outdoor Lighting
Street Lighting
Downtown Underground
Overhead/Underground Conversions

The City gets power off the grid at four places around the City. They are: Jackson Lake Road substation; Phillips Street substation; McCaslin substation and the North substation. Penny Road is newest substation and came online last summer. This took the overload off the Eastchester substation. Penny Road to Deep River is the future development and will complete the loop around the city.

Equipment is decades old in the substations and needs to be replaced to keep up with the demand for electric service in the city and for safety. The Eastchester, Filter Plant and Burton Street substations are especially in need of replacing as this equipment is beginning to fail. Electric crews constantly check transformers for any signs of failing and immediately take them offline if there are any indications of such. The upgrades to these substations will help meet the demands as well as the planned transmission line projects on Skeet Club Road and Penny Road.

The Skeet Club Road transmission line construction project was placed on hold by the NCDOT earlier this month to allow time to explore the burying of the power lines instead of placing them overhead on 100 foot high metal poles as proposed.

The old Hammer Street substation was abandoned years ago and we are now planning to update it and bring it back online to help with overload on the Eastchester substation. This will not be a huge investment as we already own the land and the structure and it is zoned properly.

Mr. Edwards stated that he began a ten year plan for our electric system. The replacement of a substation can range from $600,000 to $1M each.

The City is currently replacing the old mechanical meters to the smart meters. The old mercury style light bulb (used in street lights) is being replaced with LED light bulbs. A 15-year life LED bulb costs about $200 which is very affordable. With the LED bulbs, the light is pointed down and you don't have the "feathering out" of light that you get with the mercury bulbs.

Council Member Alexander asked if the City still had the program where a homeowner could pay to have underground service from the street to the home. Mr. Edwards responded that the city does still offer the program and it is $150 per residence. This is a very good program because should we experience a weather event, such as an ice storm, and a tree limb takes the line at the home down it will be last on the list for repairs or reconnect.

Deputy City Manager McCaslin stated that the City's Electric Department is a big part of the City's operation and in turn costs a lot of money to maintain; however, it serves a lot of citizens.

The meeting adjourned at 4:30 p.m.

Respectfully Submitted,

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William S. Bencini, Jr., Mayor

Attest:

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Cynthia Duncan-Smith, Executive Assistant

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COMMUNICATIONS AND PUBLIC ENGAGEMENT

MARKETING/COMMUNICATIONS
HUMAN RELATIONS

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OVERVIEW

- **Who we are**
- **What we do**
- **Challenges**
- **Solutions**

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COMMUNICATIONS AND PUBLIC ENGAGEMENT

WHO WE ARE

COMMUNICATIONS AND PUBLIC ENGAGEMENT

- New department
- Combination of Public Information and Human Relations
- Enhance City's image with consistent and professional content

COMMUNICATIONS AND PUBLIC ENGAGEMENT

- Staffing challenges in Human Relations
- Hindered our productivity
- Excited about new staffing, opportunity to move forward
- Capabilities we have not had in the past

COMMUNICATIONS AND PUBLIC ENGAGEMENT

Communications – 3 Employees

- Marketing Manager
- Communications Specialist
- Webmaster

Human Relations – 2 Employees

- Human Relations Division Manager
- Human Relations Program Coordinator

COMMUNICATIONS AND PUBLIC ENGAGEMENT

WHAT WE DO

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COMMUNICATIONS AND PUBLIC ENGAGEMENT

- Marketing/Branding
- News/Media Relations
- Video Production
- Website
- Crisis Communication
- Customer Service
- Community Outreach
- Communication Approvals
- Writing
- Technology Support
- Graphic design

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COMMUNICATIONS INBOX

Created designated email inbox for communication approvals

- Since October 19th, we have had 96 requests
  - 30 Flyer Approvals
  - 26 News Releases
  - 18 Event Registrations
  - 22 Other

COMMUNICATIONS WORK ORDER SYSTEM

Created a work order process for various department requests

- 216 work orders over the past year
  - Website requests
  - Marketing Materials
  - Other miscellaneous concerns

GRAPHIC DESIGN

Sample Projects

- Project Board Design for Library Plaza Project
- Outreach Material for Development Ordinance
- Poster design for entrance to Police Chief retirement party

BRANDING

Rebranding of Hi tran

- Public couldn't differentiate Hi tran vs Dial-A-Lift.
- Wanted to bring everything under one umbrella
- Make system attractive to younger generation
- Bring awareness to the advantage of public transit

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COMMUNICATIONS

Social Media

- Instantly send messages to promote city and each department
- Reach public with emergency communication
- Post videos and photos to attract more followers

News Releases

- Write or approve most press releases coming from the city
- Inform media of events taking place within our city
- Attract more of an audience and helps grow our programming

COMMUNICATIONS

Newsletter, Flyers, Bill Inserts

- Newsletter
  - Monthly communication to both internal and external customers
- Flyers
  - Provide information for upcoming events and programs for The City of High Point
- Bill Inserts
  - Extra communication to over 41,000 utility costumers.
    - Some customers do not use or have access to web or video content

GENERATIONAL VIEWING HABITS

- The Millennial Generation
  - Born: 1981 – 1996

- 90% of these adults ages 18 -34 own smartphones or tablets
- Social Media is the most common digital activity used including YouTube (83%), Instagram (50%) and only (37%) from TV.

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GENERATIONAL VIEWING HABITS

- Generation X
  - Born: 1965 – 1980

- Gen Xer bridge the gap between Millennials and Baby Boomers. Roughly (51%) of online Gen Xers get news social media and (46%) from TV.

GENERATIONAL VIEWING HABITS

- The Baby Boom Generation
  - Born: 1946 – 1964

- Baby Boomers are familiar with what they have grown accustom to. Roughly (39%) get their news information from social media and (60%) from TV.

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SHOTGUN MESSAGING

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HUMAN RELATIONS

- Equity among all citizens
- Promote goodwill, understanding and respect
- Dispute resolution
- Better trained and qualified youth
- **Incoming Concerns**
- **Outreach**

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HUMAN RELATIONS

Over the past 9 months we have had 63 walk-ins and calls

- 20 Housing issues
- 13 Landlord/Tenant
- 25 Other
- Only minimal outreach

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HUMAN RELATIONS COMMISSION

- Newly appointed Human Relations Commission
- Submits work plan twice a year
- Goals require council approval and staff assistance

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COMMUNICATIONS AND PUBLIC ENGAGEMENT

CHALLENGES

CHALLENGES

- Deferred maintenance of communication technology
- Outage concerns for website
- Outdated television system
- Do a better job of telling our story
- Silos when it comes to branding, marketing and media engagement
- Perception of our Human Relations work

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TELEVISION STATION-CHANNEL 8

Current System

- Outdated and discontinued technology from the early 1990’s
    - VHS, CRT Monitor
- Operated from Utah
- No control over scheduling
- Imminent failure in the near future.

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COUNCIL CHAMBER AUDIO

Problems with Sound

- Obsolete Sound System
- Audio needs to be intelligible for recording purposes
- Hearing impaired equipment from the 70’s is obsolete

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HUMAN RELATIONS

- Disconnect exists with community partners/internal partners
- City’s image with our community stakeholders
- No outreach efforts for several months
- Combative, controversial stigma of the function

COMMUNICATIONS AND PUBLIC ENGAGEMENT

OUR SOLUTIONS

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VIDEO PRODUCTION

Video

- Create and develop departmental videos, commercials, public service announcements
- Run content on social media, web and TV platforms

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VIDEO/PHOTO PRODUCTION

- Create marketing and informational programming on site
  - *State of our City*
  - *Technology Corner*
  - Create virtual backgrounds
- Modernize our employee identification badges
- Do professional quality photos internally

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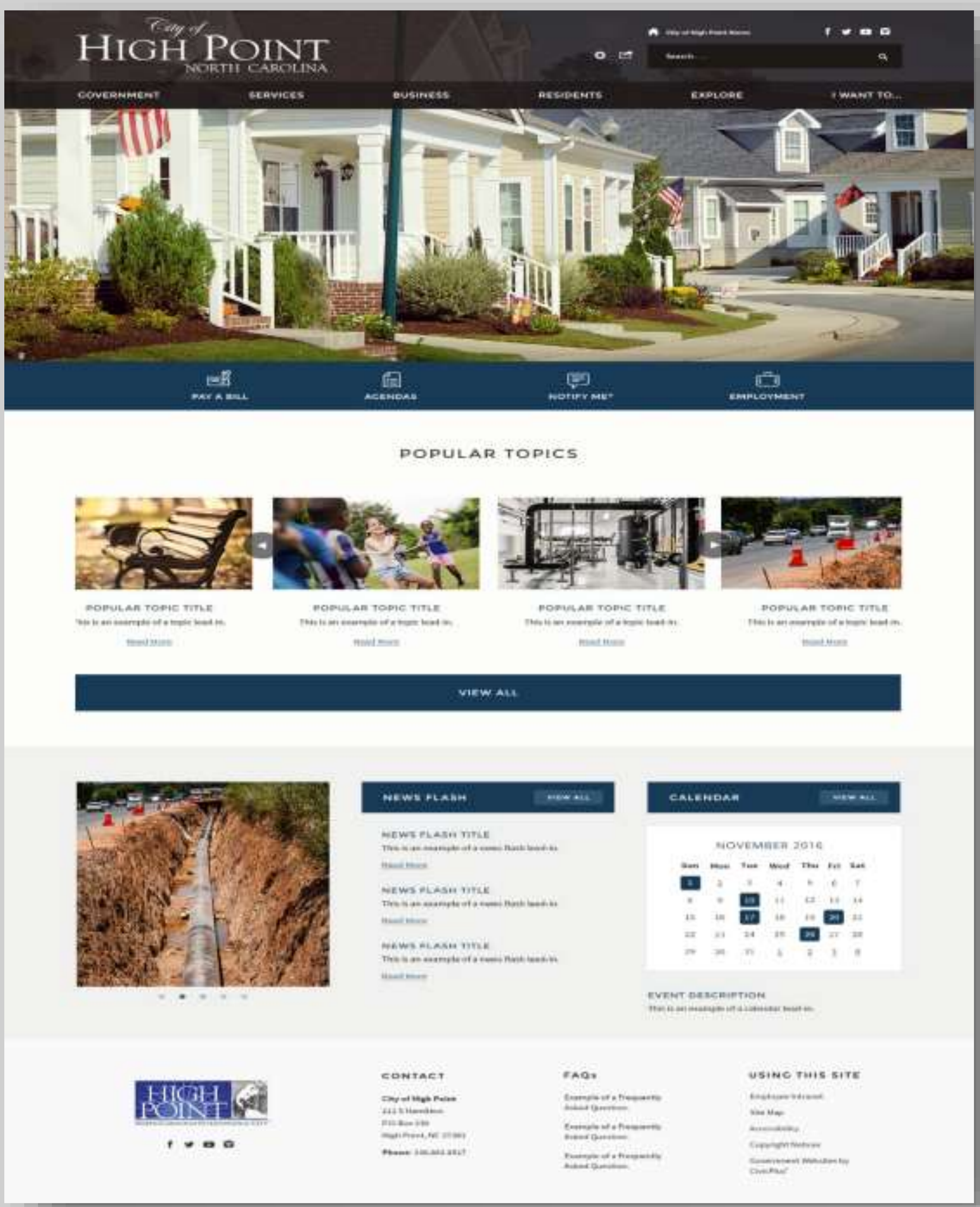

NEW WEBSITE

Website

- More user friendly
- 99.8% reliability
- Easier to update and edit information
- Extranet allows ease of internal communication from any internet connection

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PUBLIC EDUCATIONAL GOVERNMENT FUNDING (PEG FUNDING)

- Used by more than 100 North Carolina municipalities
- Cities and Counties get a share of State funds for public broadcast channels
- Money must be used to purchase equipment that supports television programming
- Create and upload content on current channel to meet minimum qualifications by March

VIEWERSHIP

Current Viewership

Time Warner Cable®

Potential Subscribers

AT&T U-verse

- Attempt to expand to other platforms

NORTH STATE

- Currently runs Greensboro programming for High Point residents

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TELEVISION STATION CHANNEL 8

Updated TV Station

- Attractive to viewers
- Create opportunities for more community programming
- Strengthen ties with community partners

HUMAN RELATIONS

- Interviews completed for new Human Relations Division Manager
- Conducting training and orientation for new Human Relations Commission
  - Professional facilitator to help produce work plan
  - Retreat February 20

Moving Forward

- Continue to enhance our image and branding
- Marketing, graphic design, video projects
- Pursue state grant funding for television upgrades
- Launch new website
- Complete staffing process for Human Relations division
- Train HR Commission and produce work plan

QUESTIONS?

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City of High Point

Fleet Services Department

Agenda

- Introduction
- Mission / Vision
- Background
- Customers
- Facility / Hours
- Staff
- Fleet Overview
- Services / Service Procedure
- Fuel
- Fleet Management
- Auction
- Safety
- Future Needs

What is Fleet Services?

The Fleet Services Department provides equipment acquisition, maintenance, fuel, and equipment disposal to support the entire city.

Our Department manages the equipment operations and equipment replacement funds, coordinates fleet acquisitions, repairs to equipment, coordinates outside vendor services and disposal of equipment.

Mission Statement

To provide our customers with the highest quality fleet management services at the lowest possible cost.

We strive to service the equipment in the most cost-effective manner possible through high productivity of our personnel and sound professional decisions in the management of the fleet.

We are proud of our organization and the services that we provide through hard work, professionalism, and the positive image our people present.

Vision Statement

"Creating the single most livable, safe and prosperous community in America"

Background

- Internal service fund
- Revenue is generated from our internal customers who use and operate the equipment owned by Fleet Services through a rental program
- Each department has monthly rental payments which include maintenance and repair costs, insurance, and replacement of the equipment
- Allows departments to budget a fixed amount for vehicles and equipment

Customers

- Police Department
- Environmental Services
- Landfill / Ingleside
- Material Recycling Facility
- Water & Sewer
- Streets
- Parks & Recreation
- Transportation-Signs Signals
- Storm Water
- Engineering & Inspections
- Planning
- Housing & Community Development
- Electric

Facility and Hours

- Fleet Services located at 3524 Triangle Lake Road
- Operate from 7:00 am until 4:00 pm five days a week
- 24/7 for emergencies, inclement weather, natural disasters, etc.
- Provide mobile emergency service, fuel, and tire repairs

Facility

18 Work Bays

Facility

Full Police Equipment Installation

Off Road / Construction

Facility

Complete Tire Inventory

Tire Shop / Nitrogen

Staff

The Equipment Services Division consist of 19 employees

1 - Manager

1 - Shop Supervisor

4 - Lead Technicians

9 - Technicians

1 - Parts Manager

2 - Parts Technicians

1 - Administrative

Fleet Overview

There are over 900+ pieces of equipment maintained through Fleet Services


Services

Our Department provides numerous types of preventive maintenance programs directed toward various vehicle & equipment PM requirements.

PM Type	Description	Schedule
PM-A	Vehicle Oil Change & Lubrication	4,000 Miles or 250 Hours
PM-B	Off Road Service	1000 Hours
PM-C	Complete Vehicle or Equipment Inspection	30,000 Miles, 2000 Hrs on off-road or Annually
PM-E	Arial Truck Dielectric Testing	Annually
PM-L	Vehicle or Equipment Lubrication	2,000 Miles
PM-S	Complete Snow Removal Equipment Inspection	Annually
PM-W	Vehicle or Equipment Winterization Inspection	Annually
PM-X	North Carolina Safety & Emission Inspection	Annually

Services

Fleet Services currently utilizes the following types of complete or limited outsources:

Full Outsourcing

- Paint and body work
- Towing
- Glass replacement
- Upholstery work

Limited Outsourcing

- Peak work loads
- Tire service
- Mufflers and exhaust
- Welding

Service Procedure

Employees can fill out a service envelopes and place it in the drop box. Text updates on status. Call box option!

Fuel

Fleet Services operates and maintains a fuel system consisting of (2) fully automated fuel sites.

Over 900,000 gallons are dispensed annually to the city fleet vehicles and equipment

Gallons	Type
400,000	Unleaded
500,000	Diesel
900,000	**Total**

Fuel

3524 Triangle Lake Road

816 West Green Drive

Fleet Management

July

- We begin placing orders and bring items $90,000+ to Council for approval to purchase
- Lead time, end of model year discounts

Fall / Winter

- We analyze our fleet program
- Review maintenance history
- Replacement factors: Age, mileage, maintenance costs, useful life

Utilization

- Look at annual usage
- Purchase new or used
- Reassignments
- Rental opportunities

Fleet Management

In January, we meet with departments to discuss their needs

Equip	Department	Description	Year	Cost	Replace Year	Cycle Years	Replace Value	2015 FY16	2016 FY17	2017 FY18	2018 FY19	2019 FY20	2020 FY21	2021 FY22	2022 FY23	2023 FY24
2200	101121-City Attorney	Chevrolet Impala	2011	$13,870	2019	8	$20,000	-	-	-	-	23,780	-	-	-	-
775	101212-Health/Safety	Chevrolet Impala-Gray	2008	$15,900	2016	8	$20,000	-	22,080	-	-	-	-	-	-	-
776	101212-Health/Safety	Chevrolet Impala	2012	$15,942	2020	8	$20,000	-	-	-	-	-	24,360	-	-	-
531	101231-Engineering	Ford F150 Pickup	2008	$12,638	2018	10	$22,500	-	-	-	26,100	-	-	-	-	-
532	101231-Engineering	Ford F150 Pickup	2008	$12,638	2018	10	$22,500	-	-	-	26,100	-	-	-	-	-
537	101231-Engineering	Ford F150 Pickup	2008	$12,638	2018	10	$22,500	-	-	-	26,100	-	-	-	-	-
538	101231-Engineering	Ford Escape	2013	$19,990	2021	8	$26,500	-	-	-	-	-	-	34,742	-	-
497	101241-Info Systems	Dodge Minivan	2006	$15,980	2016	8	$22,000	-	24,288	-	-	-	-	-	-	-
499	101241-Info Systems	Ford Escape 2WD	2008	$14,168	2018	10	$26,500	-	-	-	30,740	-	-	-	-	-
69	101261-Maint Ops	Chevrolet C1500	2005	$12,016	2016		$22,500	-	24,840	-	-	-	-	-	-	-
850	101261-Maint Ops	Chevrolet Silverado Pickup	2003	$18,730	2016		$22,500	-	24,840	-	-	-	-	-	-	-
852	101261-Maint Ops	Ford Escape SE 4x4	2016	$24,597	2024	8	$26,500	-	-	-	-	-	-	-	-	-
209	101311-Police Chief	Dodge Charger-Unmarked	2012	$25,000	2020	8	$25,000	-	-	-	-	-	30,450	-	-	-

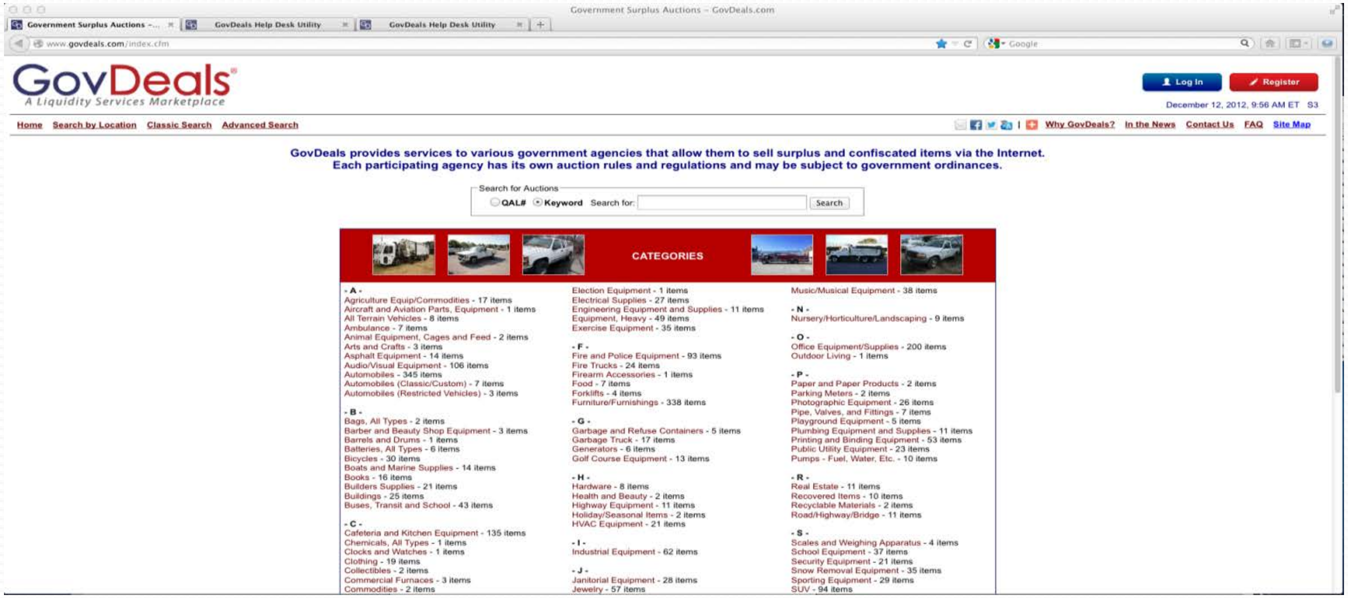
Fleet Management

Spring

- Being preparing vehicle and equipment specifications
- Standardization benefits, cost savings
- Contact potential vendors and suppliers
- Schedule equipment demonstrations
- Contact manufacturers for end of year programs
- Look for state and national contract opportunities
- Process starts over

Auction

- Surplus equipment sold through online auction
- Generates $450,000 - $500,000 annually
- $3.7 million since 2008



Auction

- Cars, trucks, equipment

Auction

- Surplus Items

Safety

- Recognized by the NC Department of Labor for Safety and Health efforts that resulted in the reduction of injuries and promotion of safer working conditions

NCDOL
N.C. Department of Labor

Additional Work Space

Fuel Site – Triangle Lake Road

Carwash – Triangle Lake Road

Questions?

Fleet Services Department

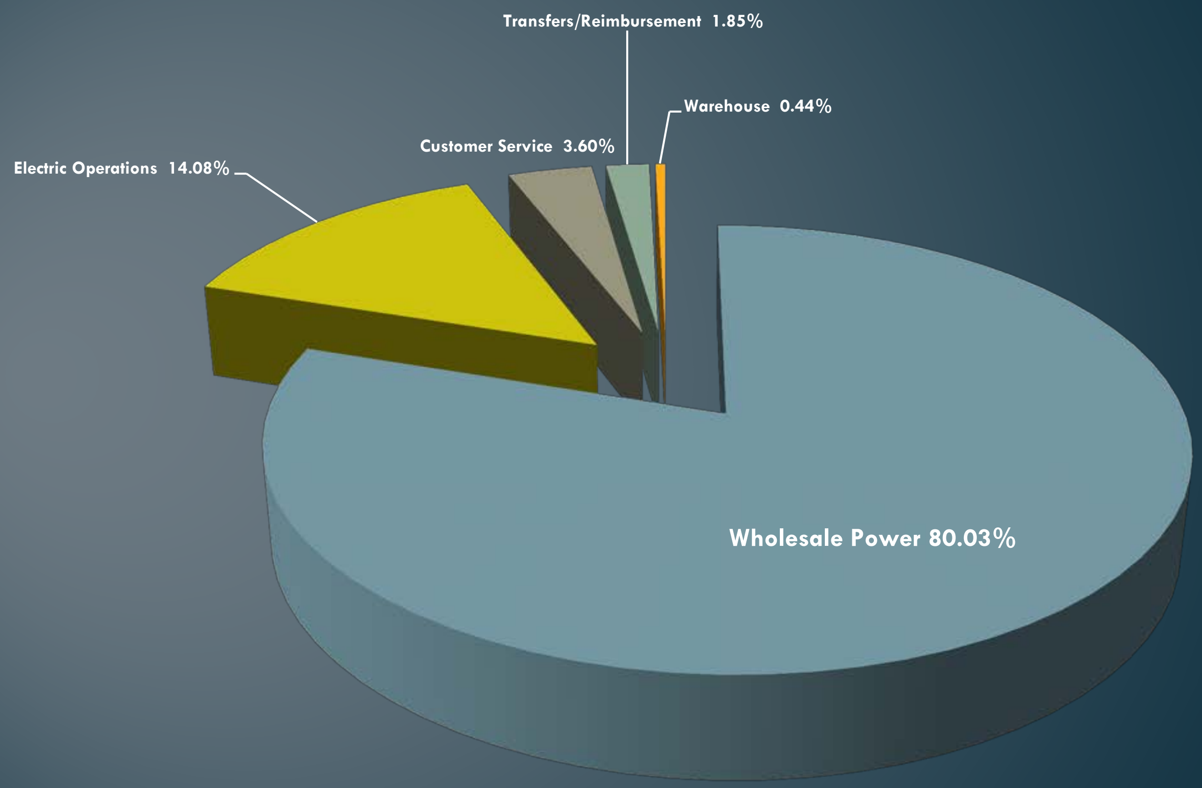
High Point's Electric Department

FEBRUARY 2016

The City of High Point's Electric System

- 406 Miles of Overhead Primary
- 344 Mile of Underground Primary
- 31,914 City Owned Poles
- 66 Sq. Miles of Service Area
- 14 Substations
- 40,387 Customers
  - Commercial 4,647
  - Industrial 271
  - Residential 35,469

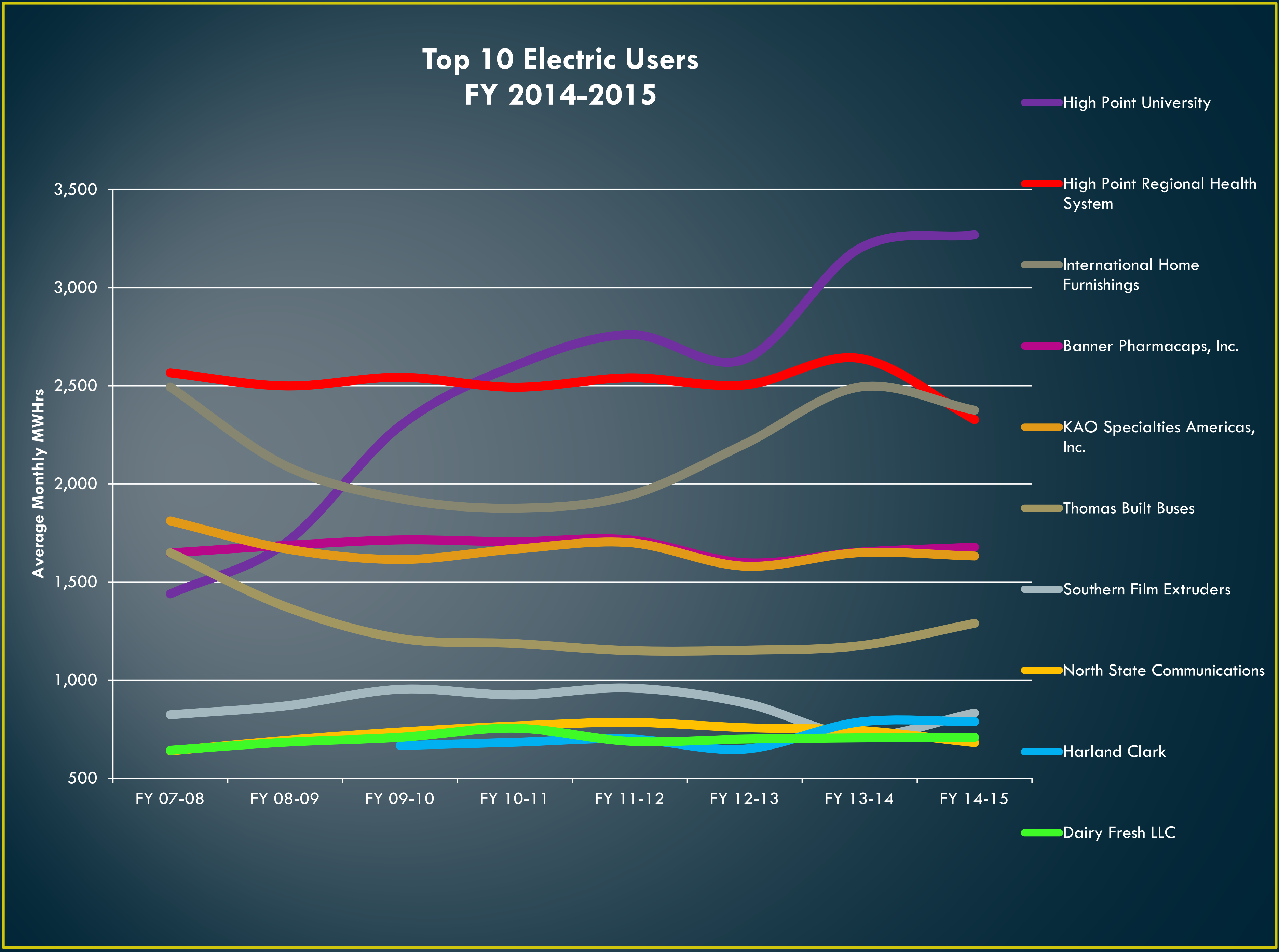
The Electric Fund



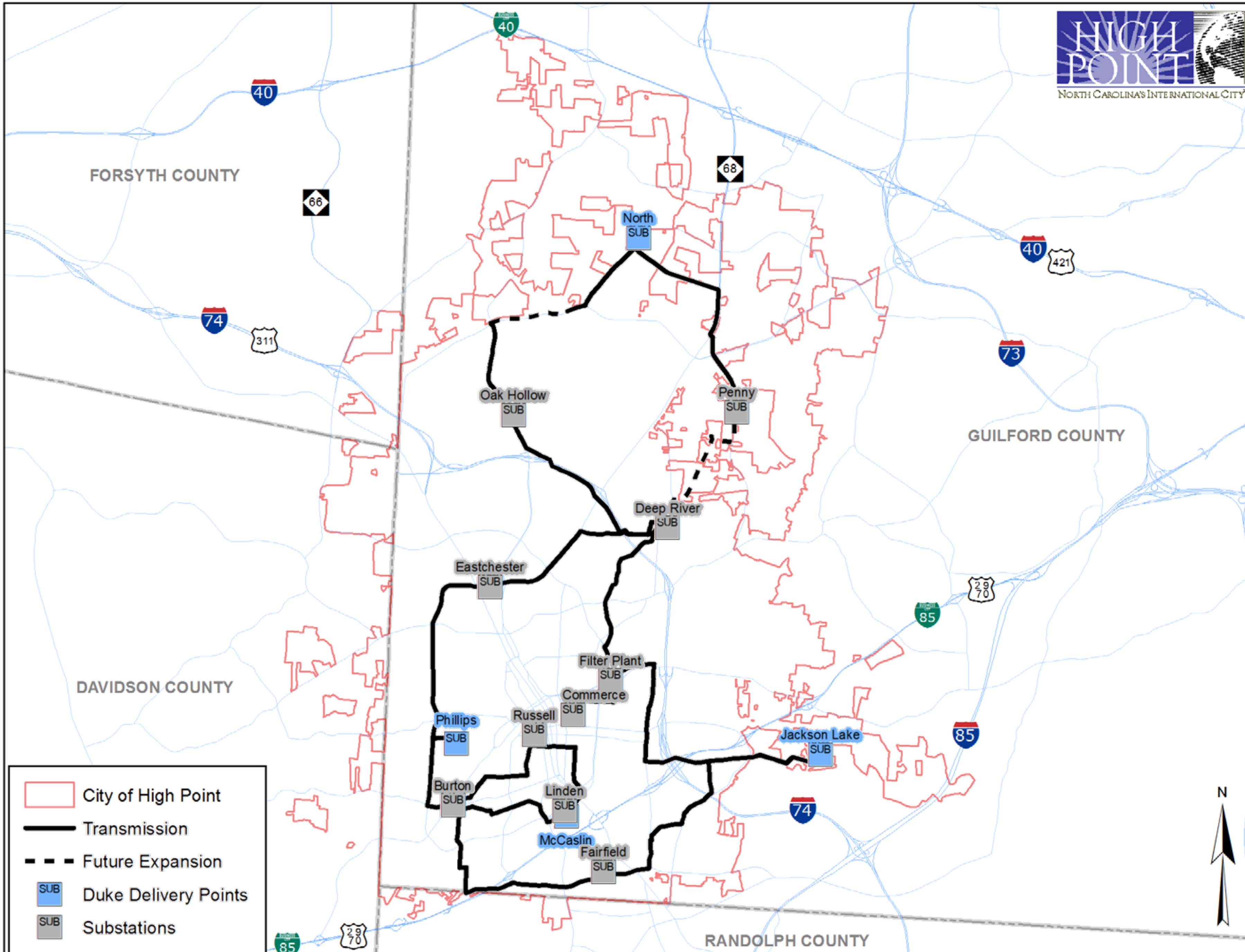
Electric Fund
FY 2015-16
$137,973,175

Overhead vs. Underground Costs

	Overhead	Underground
Distribution	$590,000 to $830,000 per mile	$2.3 million to $3.2 million per mile
100 kV Transmission	$825,000 to $2.1 million per mile	$4.7 million to $9.5 million per mile

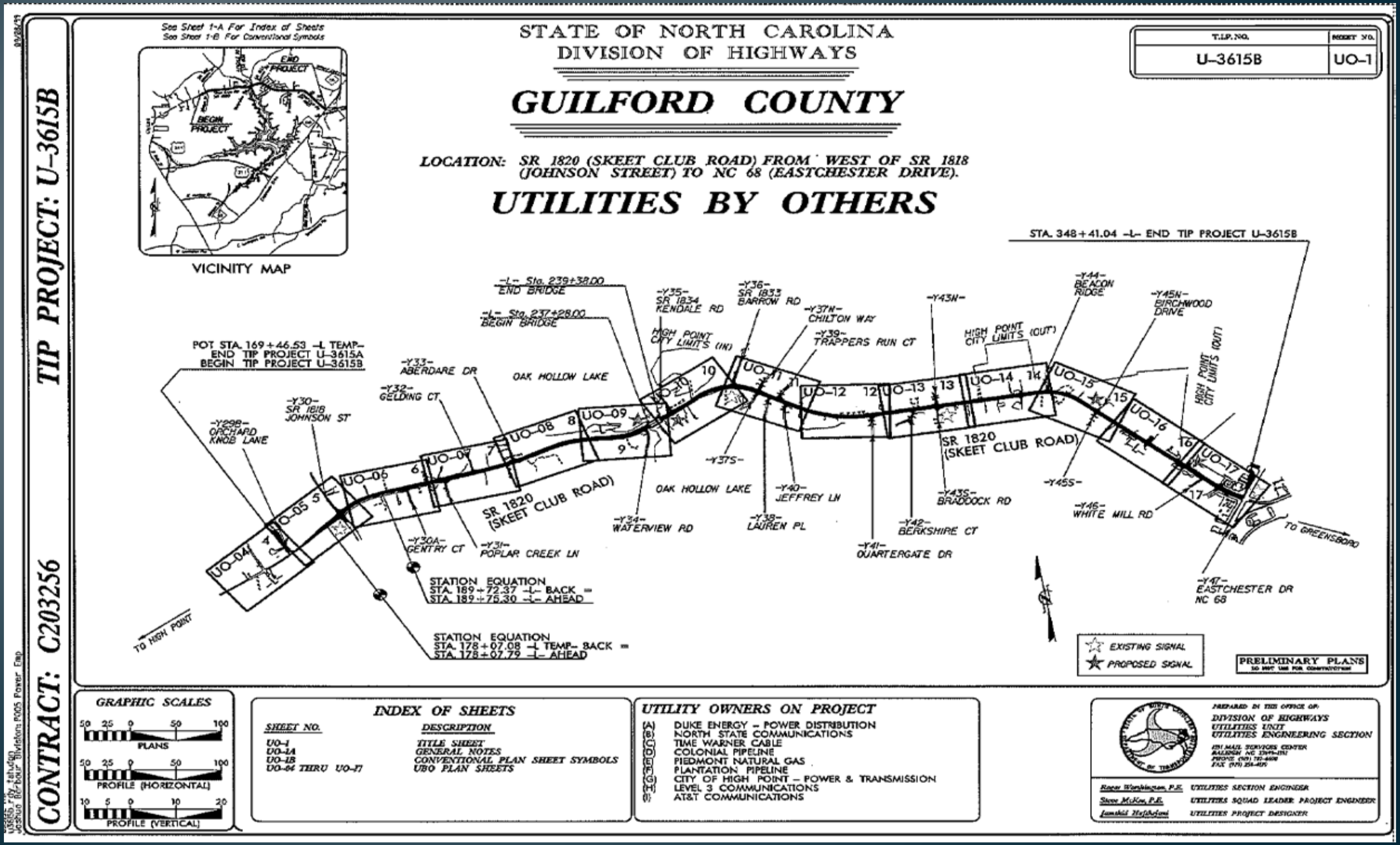

Top 10 Electric Users
FY 2014-2015
Average Monthly MWHrs
3,500
3,000
2,500
2,000
1,500
1,000
500
FY 07-08
FY 08-09
FY 09-10
FY 10-11
FY 11-12
FY 12-13
FY 13-14
FY 14-15
High Point University
High Point Regional Health System
International Home Furnishings
Banner Pharmacaps, Inc.
KAO Specialties Americas, Inc.
Thomas Built Buses
Southern Film Extruders
North State Communications
Harland Clark
Dairy Fresh LLC

Current Projects

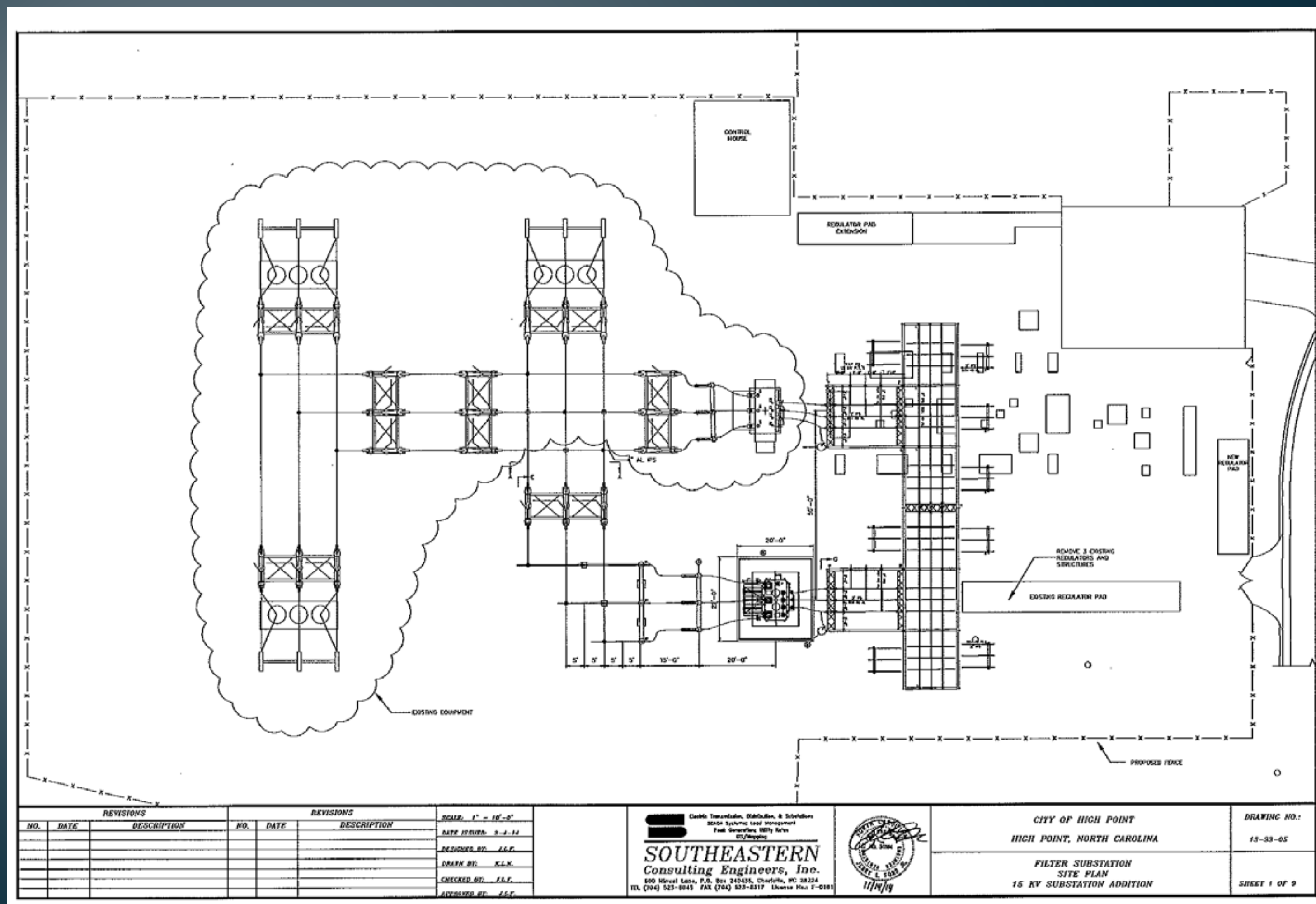


HIGH POINT
NORTH CAROLINA'S INTERNATIONAL CITY
FORSYTH COUNTY
GUILFORD COUNTY
DAVIDSON COUNTY
RANDOLPH COUNTY
North
SUB
Oak Hollow
SUB
Penny
SUB
Deep River
SUB
Eastchester
SUB
Filter Plant
SUB
Commerce
SUB
Russell
SUB
Phillips
SUB
Jackson Lake
SUB
Burton
SUB
Linden
SUB
McCaslin
Fairfield
SUB
40
74
311
66
68
421
73
85
29
70
N
City of High Point
Transmission
Future Expansion
SUB Duke Delivery Points
SUB Substations

Skeet Club Rd.
$2.5 M



Filter Substation Upgrade
$1.2 M



Boundary Substation
$3.0 M

Conversion of Linden Substation to 100 kV

Future projects

Burton Substation 2nd Transformer Upgrade $1.4 M

Russell to Burton Conversion $2.0 M

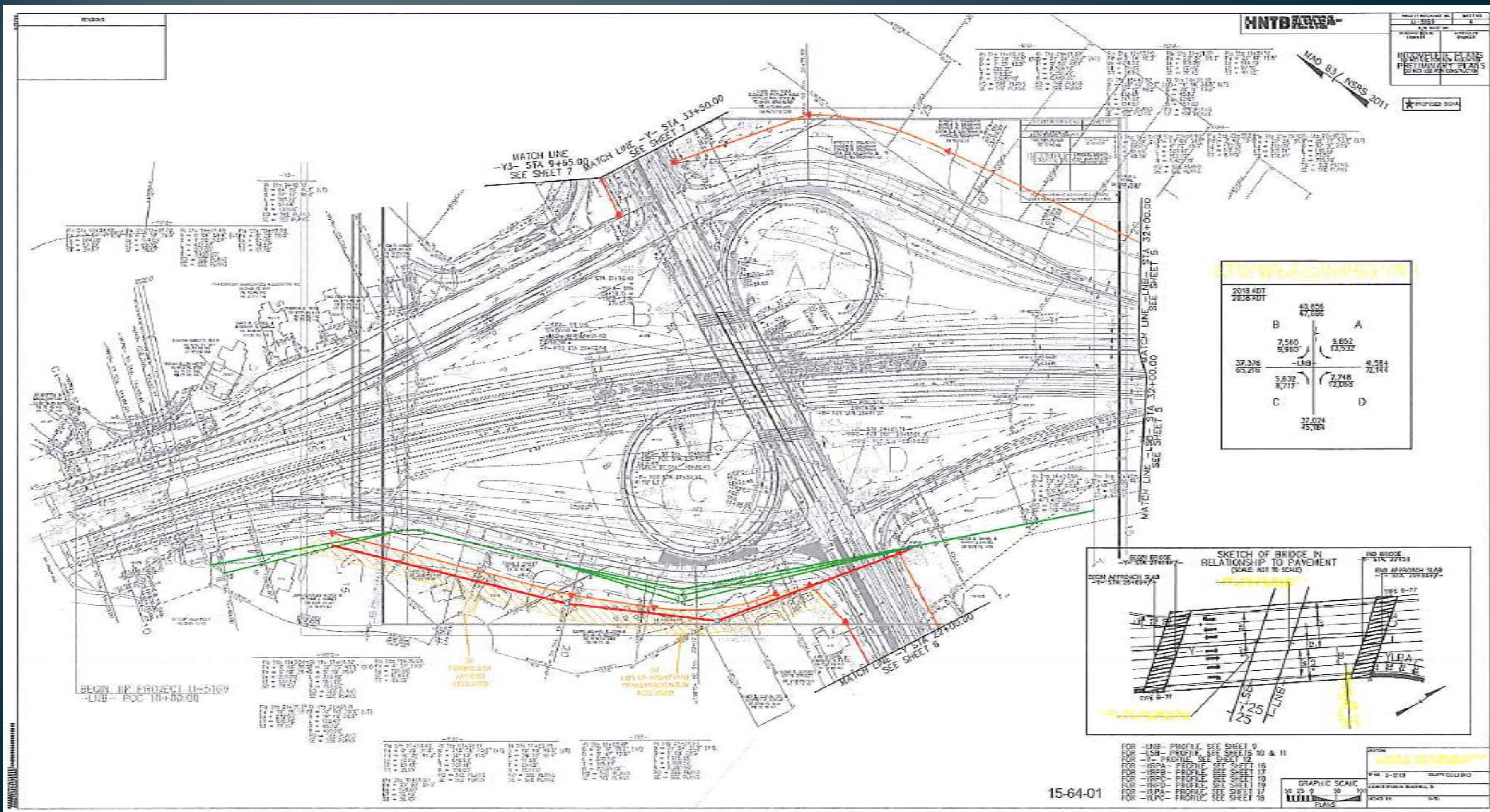
Russell Substation
Rework Steel
and Transformers

Burton Substation
Rework Steel and
69kV/100kV
Transformer

Rework Lines From
69 kV to 100 kV

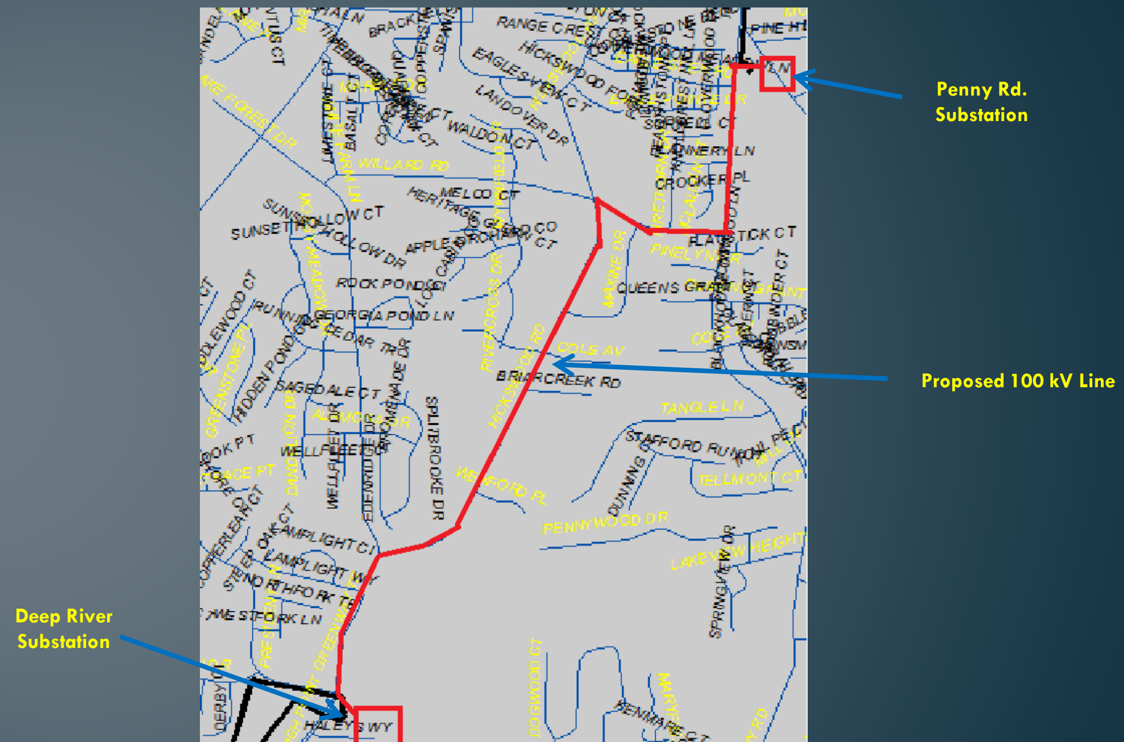
North Main Overhead to Underground Conversion

NCDOT Hwy 68 & I 74



Hammer Substation

Deep River to Penny Rd. Transmission



Phillips Substation Expansion

Substation Transformers

- Jackson Lake T1 & T2
- Oak Hollow T1 & T2
- Fairfield T1 & T2
- Penny Rd T2
- Deep River T2
- Eastchester T1 & T2

Medium Voltage Feeder Breaker Conversion

On-going Projects

- Automated Meter Reading
- Load Management
- Area Outdoor Lighting
- Street Lighting
- Downtown Underground
- Overhead/Underground Conversions