

RIVER BEND NEWS

FROM TOWN HALL

www.riverbendnc.org



HAPPY
NEW YEAR

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LOOKING AT HISTORY
BY MAYOR JOHN KIRKLAND

Having lived in River Bend for the past 16 years, I thought I'd write about several significant projects that the River Bend Town Council and staff have implemented during that time frame. The list of accomplishments is a credit to all who have served on the Town Council or advisory boards or as staff during those years. Their accomplishments testify that the members of this team work together, and well. The projects highlighted were accomplished as a result of good planning and a conservative, yet responsible, fiscal policy; and they continue to benefit the Town of River Bend as we enter year 2012.

The list of projects presented is neither chronological nor intended to signify order of importance.

A. Town Acquisition of Water and Wastewater Utilities in 1996.

- ◆ These utilities were acquired from a "for profit corporation" following a referendum vote.
- ◆ Both utilities had suffered from poor—and in some cases, lack of—maintenance. Since acquisition, Town staff has worked diligently to restore proper operation and maintenance.
- ◆ All utilities are subject to NC Division of Water Quality (DWQ) regulations and unannounced inspections. These regulations require operation of the utilities by a State licensed staff that is trained in the details of plant operation and also knowledgeable about State regulations. Any deviation from regulations must be reported immediately to the DWQ. Failure to report will result in a financial penalty levied against the Town and possible revocation of the operator's license. The Town can be very pleased that violations of regulations are very seldom encountered and those which have occurred have been of the most minor events that generally resulted from adverse weather-related

issues. The professional staff who operate our utilities are well qualified and work diligently every day to make certain the systems are in good repair and operate properly.

- ◆ The Council and staff in 2004 determined that a model was needed to predict utility rates necessary to maintain a “compliant” utility system. The Town engaged a consultant to develop a computer model that looks at our Water and Sewer Enterprise Funds in various ways, including current financial condition, past performance and project revenue needs into the next budget year and for several years that will follow. This model has allowed rates to be set that will maintain the system and provide sufficient reserve funds necessary to address occurring emergencies.
- ◆ As we compare our utility operation to other municipalities, even larger utilities, we find that our management is generally superior.

B. Stormwater Drainage Improvements (Funded by Grants)

1. To eliminate standing stormwater on Plantation Drive, the Town re-graded swales to allow flow toward piped connections to the canal. The problem of standing water resulted when builders of individual homes placed driveways and the pipes under them without regard to stormwater drainage. Improper grading on a single lot would back up stormwater on several properties.
2. A hazard mitigation grant in the amount of \$988,000 from the Federal Emergency Management Authority (FEMA) funded new structures for drainage under Old Pollocksville Road, Shoreline Drive at Gentry Cove, Lakemere Drive, Loch Bridge Drive and Shoreline Drive at Town Hall. This important hazard mitigation project corrected the inadequately sized drainage structures installed when River Bend was originally developed. During major rainstorms, the street crossings listed above were at risk for being washed out. The new drainage system, sized to withstand a one-hundred-year storm, eliminates much of that risk.

C. Stormwater Drainage Improvements (Funded by the Town)

1. Masters Court to Gentry Cove pond.
2. Major diversion project along Shoreline Drive to divert water from the Colonies which were flooding the Loch Bridge area.
3. Major redirecting of water flowing from undeveloped land and flooding a portion of the Lakemere subdivision.
4. Major redirecting of stormwater from the area of Riverstone complex to the drainage way flowing through the Gentry Cove and Lakemere ponds.
5. Staff continues to accomplish work on minor drainage related problem areas.

D. Budget Preparation Process

- ◆ Our budget preparation has evolved into an orderly process where the Council, Manager and department heads meet in a series of seven work sessions to develop the Town's budget. These work sessions are open meetings and each has a published agenda. Projections of the Town's financial needs for the upcoming year are developed and prioritized. Next, projected revenues are conservatively estimated and only then are tax and utility rates set for the coming year. This process allows for proper maintenance and the preservation of adequate unobligated reserves.
- ◆ The Town has received national recognition for development of a budget in a transparent fashion.

E. Purchase of The Wildwood Drive Land and Structures

- ◆ The Town acquired approximately 4.75 acres of land, the barn where the Red Caboose library is now located and the building that houses the Police, Water Resources and Public Works Departments as well as some storage buildings. This purchase allowed the Town to provide much needed office space for staff, and it also provided some rental income from the storage units. The purchase was funded with a ten-year loan that was paid off in December of 2009.

F. Dredging Plantation Canal and Island Lake Canal

The canal dredging project was funded with an 80% grant from the North Carolina Department of Environment and Natural Resources (DENR) and a 20% match from the Town. A parcel of low-lying land purchased as part of the Wildwood acquisition provided the main receiving area for the hydraulically dredged material. Town owned land adjacent to the wastewater treatment plant was also used to receive a part of the dredged material. Dredging was completed on September 11, 2001 and provided a uniform channel cross-section with a normal low water depth of 6 ½ feet. Placement of dredge spoil also produced land that is now above the published FEMA floodplain.

G. Wetland Enhancement Projects

North Carolina State University developed plans to improve on-site treatment of stormwater through wetland enhancement projects, and the Town committed land to those projects. The Front Entrance Pond was dredged and configured to perform as a wetland as directed by the University. A second wetland project is located adjacent to Ritter Field where the drainage way was dredged to form a shallow wetland environment to improve water quality flowing from the upland area and then through this new wetland and into the Plantation Canal system.

H. Street Paving Plan

The Council contracted with the Town's engineer to survey all streets and project the year in which repaving should be accomplished along with the estimated cost for each phase of work. The Town Manager meets with the engineer prior to budget preparation, and the engineer re-visits Town streets to validate or to make adjustments related to the published inventory. Following this protocol, streets are repaved to maintain their integrity and not for the sole reason of appearance.

I. Hiring a Town Manager

The Town Council in 2001 researched the merit of changing the Town's Charter to adopt the Council—Manager form of government versus the Mayor—Council form already in place. After lengthy analysis, the Council voted unanimously to implement this change. A citizen-initiated petition required a referendum vote on this change; the vote supported the change to the Council—Manager form of government in River Bend.

Since 2002, the Town has had three managers including our current Manager, Drew Havens. Each of these gentlemen has served the Town well and each has built on the foundation put in place by his predecessor.

Any municipality with a manager benefits in many ways. The most obvious is the ability to conduct Town business on a continuing day-to-day basis. The budget process, described earlier, provides the manager with the resources needed to execute the Council's plans. The Manager can then proceed to carry out the plan keeping the Council advised if the execution is proceeding as budgeted.

The manager works for and under the direction of the Town Council, and is the direct supervisor of the entire Town staff.

J. Development of a Compliant FEMA Floodplain Ordinance

This ordinance must be adopted and enforced by local governments in order to be eligible for FEMA assistance in the event of a natural disaster. This eligibility is very important during events such as recent Hurricane Irene.

The Town's Planning Board and Public Works Advisory Board worked with the Town Manager and the Assistant Zoning Administrator to bring the Town's Floodplain Management Ordinance into compliance with FEMA requirements. This was a multi-year process resulting in the Town being recognized under the FEMA criteria as a participant in their Community Rating System. This recognition resulted in all holders of floodplain insurance in River Bend receiving a reduction in insurance rate.

K. Tree City Award

The Town worked with the NC Forest Service to meet the requirements to qualify as a TREE CITY. This recognition is extended to only 74 municipalities in North Carolina.

L. Walking Trail

- ◆ The North Carolina Parks and Recreation Trust Fund (PARTF) annually reviews grant applications for development of parks and park-related infrastructure. The Town requested funds to design and construct an exercise walking trail around the perimeter of the Town Commons Park. PARTF awarded the Town a grant in amount of \$30,533. The walking trail was completed in 2010. The Town's match for this grant was \$30,533.
- ◆ Over a number of years, the Craven County Commissioners have supported financially the Town's efforts to enhance our recreational facilities. Examples of items procured with County funds include: new swings and slides in play areas, new park benches located throughout Town, the exercise stations located along the walking trail.
- ◆ River Bend is a great community. Working together with a vision for the future, we can ensure that an even better community will exist in the future. ●



TOWN MANAGER'S REPORT

BY TOWN MANAGER DREW HAVENS

the subsequent publishing of the ad in several professional law enforcement venues, we received a number of applications from well qualified candidates. We are currently in the process of narrowing this field down, by using written and oral interviews, to a smaller number that we will invite to participate in

As previously reported, Chief Pratt will be retiring this spring, after a long and distinguished career in law enforcement. His will be big shoes to fill, both figuratively and literally. The Town Council agreed that we need to take care to select the best possible person to be your next Chief, and agreed to allocate resources to hire an experienced consultant to assist in the search and selection process. As a result of the work to develop a position profile and job advertisement, and

"The Town Council agreed that we need to take care to select the best possible person to be your next Chief, and agreed to allocate resources to hire an experienced consultant to assist in the search and selection process."

intensive interview with an assessment panel. This will be followed by another one-on-one interview that I will conduct with the top candidate from the assessment board phase. At the end of this process, the selection of your next Chief is one that I will have to make. Rest assured that I will use the resources afforded to me for this process and will make a decision that will be in the best interest of this community.

We continue to monitor how we provide services to the town and learn from our experience in order to make improvements as they are necessary. One of these services, leaf and limb pick-up, saw some minor changes in the rules to clarify where debris needs to be placed for pick-up. Our management team, in a meeting last month, suggested that, as a way to eliminate confusion regarding where the contractor has picked-up, we modify the way he makes his reports to us and add a step in the verification process. This change, transparent to the residents we serve, will afford us greater assurance that the contractor picks-up all the debris, and that there are no claims that a residence was missed.

"...leaf and limb pick-up, saw some minor changes in the rules to clarify where debris needs to be placed for pick-up."

We continue to work on completing projects funded in the 2011-12 fiscal year and are working on plans for the year to come. We are hopeful that the construction of the water service connection to Springdale and Piner Estates will be complete

"We are hopeful that the construction of the water service connection to Springdale and Piner Estates will be complete and ready for us to begin serving our residents by the first of February."

and ready for us to begin serving our residents by the first of February. This project was delayed a month by some needed changes in the specifications to obtain the requisite permit, and by a slight delay in acquiring an easement for the line across some private property.

Our finance department is working with FEMA to close out our request for reimbursement for expenses related to Hurricane Irene. The last large piece of this will be to have a contractor remove some downed trees along Plantation Canal and to have some navigation aids replaced at the entrance to Island Lake. Both of these items are in the works and should be completed soon. Margaret Marshburn and Mandy Gilbert have done an outstanding job of keeping track of all of our expenses related to the storm and have been working well with our insurance

company and FEMA representatives to ensure we maximize our reimbursement for storm expenses.

River Bend, once again, looked very festive at Christmas time. The Community Appearance Commission, and willing volunteers supported by our Public Works crew, did an outstanding job of decorating around Town Hall, Town Commons, and the front entrance. If you are interested in volunteering for an advisory board, or just want to participate in some activities like decorating the Town, you are encouraged to visit our website (riverbendnc.org) to see what opportunities are available. Calvin Coolidge, a fellow Vermonter, wrote, "Christmas is not a time nor a season, but a state of mind. To cherish peace and goodwill, to be plenteous in mercy, is to have the real spirit of Christmas." It is my sincere wish that each of you will find this spirit this holiday season and keep it with you all year long. ●

"Christmas is not a time nor a season, but a state of mind. To cherish peace and goodwill, to be plenteous in mercy, is to have the real spirit of Christmas."

– Calvin Coolidge



**WRD/PW
NOVEMBER REPORT**
BY CHRISTINA M. MASSENGILL
DIRECTOR OF PUBLIC WORKS

I hope everyone had a great holiday season. Water Resources and Public Works staff sure enjoyed the time off with our families; however, in order to comply with the requirements of the Town's Drinking Water Permit, Water Resources staff members split the holiday work schedule. River Bend's Water Permit requires sampling for chlorine 7 days per week in the distribution system as well as the treatment facilities.

Congratulations go out to Brandon Mills and Tommy Harper for passing the B-Well exam. This exam is very difficult to pass. Brandon and Tommy spent many hours of their off time to prepare for this exam. Congratulations guys, job well done! They will sit for the Cross Connection exam in February.

I am happy to report that Water Resources had no major water or sewer repairs this month. Instead, Brandon, Tommy, and Lamar have been preparing for three budgeted projects scheduled for December completion. First, some of you may have noticed the pipe and digging equipment at the entrance and Efir Boulevard. W.O. White will soon begin installing pipe across Highway to add Springdale and Piner Estates to the Town's Water System. Second, while W.O. White has crews here they will also install back flow preventers at RHA Howell Center and River Stone.

Third, Utility Services will be replacing the underdrain pipe in the pressure filter for Well #1. The underdrain replacement will stop the leaching of filter media into the water distribution system.

Public Works has been busy with their routine duties, such as right-of-way trash pick up, sign installation, and trimming brush for better sight distance at intersections. Mike and Allen also assisted the Community Appearance Committee (CAC) in putting up the Christmas decorations at the Town Hall

and the entrance. Mike installed light clips on the caboose to make it easier for the CAC to install the Christmas lights each year. I would like to thank the members of the CAC for their hard work. The Town Hall and the front entrance looked great. Mike and Allen spruced up the front entrance for the holidays, and Mike installed a spot light on River Ben so he will be illuminated at night.

If you have any questions about the Water Resources/Public Works Department, please call us at 638-3540, Monday through Friday, 8:00 a.m. – 4:00 p.m. After-hours water and sewer emergencies can be reported by dialing Town Hall at 638-3870. You will be instructed to then dial “9” and follow the directions to contact the on-call duty operator. You will be asked to enter your phone number at the sound of the tone. After entering your phone number, the automated system will inform you that your page has been sent. Please, be patient and our utility operator will return your call. If you do not receive a call back within ten minutes, please notify the Police Department at 638-1108. ●

“Congratulations go out to Brandon Mills and Tommy Harper for passing the B-Well exam. This exam is very difficult to pass. Brandon and Tommy spent many hours of their off time to prepare for this exam.”

ZONING OFFICE HOURS

MONDAY — THURSDAY
8:00 a.m. — 3:30 p.m.
FRIDAY
8:00 a.m. — 3:00 p.m.

**ASSISTANT
ZONING ADMINISTRATOR
AND
FLOODPLAIN ADMINISTRATOR**
Chris Harmon



ZONING REPORT

**BY CHRIS HARMON
ASSISTANT ZONING ADMINISTRATOR
AND FLOOD PLAIN MANAGER**

With the Holiday season being foremost in everyone’s minds lately, it seems that Hurricane Irene and her aftermath are a distant memory to many. But to many, the clean up and restoration are all they can think about and work on. Many people experienced extensive damage and have been completely displaced from their homes. Many of them have never flooded before and thought they were well protected from flooding. They can now tell you firsthand how easily everything can be lost in a moment. Should you have concerns about flooding, or

if you would like information on techniques to make your home more resistant to flooding, please contact me immediately to schedule an appointment. Flooding causes enormous amounts of damage each year and, while we can't always prevent floods from happening, there are many things we can do to help alleviate and mitigate damages should such an event occur. Should you not have flood insurance on your home and personal belongings, please feel free to contact me to discuss flood insurance and your options. Please know that the sooner you do, the better as there is a 30-day waiting period after the purchase of flood insurance for it to become effective. I strongly urge everyone in our community to get flood insurance; even if you don't live in the 100-year flood zone. As we should all know by now, flooding can happen anywhere.

As always, I'd like to remind everyone that residents or contractors must secure a permit before beginning any construction project. For the month of December, 4 permits were issued and permit fees totaled \$144.00. Our most

"...residents or contractors must secure a permit before beginning any construction project."

typical projects include new construction, garages, driveways, utility buildings, porches, decks, pools, fences, and drainage structures, but these are not the only items that require a permit. Please call Town Hall before starting work on any project. The Town of River Bend works closely with the Craven County Planning and Inspections Department on all construction projects; Craven County will not issue a building permit until a contractor or resident provides a River Bend Permit. They also will not issue a Certificate of Occupancy until you present a Certificate of Zoning Compliance from River Bend for your completed project. All areas of River Bend, including our extraterritorial jurisdictions, must comply with our Land Use Ordinance. If you, or someone you know, are thinking about doing any work to your property, please contact me at 638-3870 ext. 216 so that all necessary paperwork can be completed. Please, also, share this information with your neighbors and, most especially, new residents if you should learn that they are about to begin any type of construction project.

Enforcement of the Town Code and Land Use Ordinances are essential to the well-being of the Town and its residents. If you are aware of a violation, please contact me immediately. Also, the Police Department is an essential tool in helping to enforce Town Ordinances; feel free to contact them at 638-1108. ●

COMING EVENTS

*Council Work Session
January 12, 2012
7:00 p.m.
Town Hall*

*Council Meeting
January 19, 2012
7:00 p.m.
Town Hall*

*Build a Birdhouse
Workshop
Saturday
January 21, 2012
10:00 a.m. - 12:00 p.m.
River Bend Town Hall*

*Council Retreat
Tuesday
February 7, 2012
5:00 p.m.
Law Offices of
Sumrell Sugg*



**RIVER BEND
NEWS**

FROM TOWN HALL
is published monthly by the
River Bend Town Council for
the residents of the Town of
River Bend.

MAYOR
John Kirkland

TOWN COUNCIL
Brenda Garvey
Barbara Maurer
Phil Seymour
Irving "Bud" Van Slyke, Jr.
Karl Wolfer

TOWN MANAGER
Drew Havens

TOWN CLERK
Ann Katsuyoshi

FINANCE ADMINISTRATOR
Margaret Marshburn

POLICE CHIEF
Earl "Duke" Pratt

**DIRECTOR OF
PUBLIC WORKS**
Christina Massengill

**ASSISTANT
ZONING ADMINISTRATOR**
Chris Harmon

**GRAPHIC DESIGN &
TYPOGRAPHY**
Kathleen De Young

Contact Us:
45 Shoreline Drive
River Bend, NC 28562
252.638-3870
www.riverbendnc.org

**Leaf & Limb
Collection
Schedule for
2011-2012**

Residents may begin
placing their yard debris
street side on the dates
indicated in parentheses

Zone 1 Pick Up Begins

- July 18, 2011*
(July 13, 2011)
- September 19, 2011*
(September 14, 2011)
- November 7, 2011
(November 2, 2011)
- January 9, 2012
(includes Christmas trees)
(January 4, 2012)
- March 19, 2012
(March 14, 2012)
- May 14, 2012
May 9, 2012

Zone 2 Pick Up Begins

- July 25, 2011*
(July 20, 2011)
- September 26, 2011*
(September 21, 2011)
- November 14, 2011
November 9, 2011
- January 16, 2012
(includes Christmas trees)
(January 11, 2012)
- March 26, 2012
(March 21, 2012)
- May 21, 2012
(May 16, 2012)

Pinecones, pine straw and
leaves must be bagged. For
additional important informa-
tion about River Bend's Leaf
& Limb collection program,
please see our Ordinance online
at www.riverbendnc.org. ●

**Town Council
2012 Meeting Dates**

- Work Session January 12
- Regular Meeting January 19

- Council Retreat February 7
- Work Session February 9
- Regular Meeting February 16

- Budget Meeting..... March 6
- Work Session March 8
- Budget Meeting..... March 13
- Regular Meeting March 15
- Budget Meeting..... March 20
- Budget Meeting..... March 27

- Budget Meeting..... April 3
- Budget Meeting..... April 10
- Work Session April 12
- Budget Meeting..... April 17
- Regular Meeting April 19

- Council Retreat May 1
- Work Session May 10
- Regular Meeting May 17

- Work Session June 14
- Regular Meeting June 21

- Work Session July 12
- Regular Meeting July 19

- Council Retreat August 7
- Work Session August 9
- Regular Meeting August 16

- Work Session September 13
- Regular Meeting September 20

- Work Session October 11
- Regular Meeting October 18

- Council Retreat November 6
- Work Session November 8
- Regular Meeting November 15

- Work Session December 13
- Regular Meeting December 20

All Council Work Sessions and Regular Meetings will be held in the River Bend Town Hall beginning at 7:00 p.m. All Council Retreats will be held at the Offices of Sumrell, Sugg, Carmichael, Hicks and Hart, PA, 416 Pollock Street, New Bern, NC beginning at 5:00 p.m. All Council Budget Sessions will be held in the River Bend Town Hall beginning at 4:00 p.m.

*Green type indicates a completed leaf & limb collection

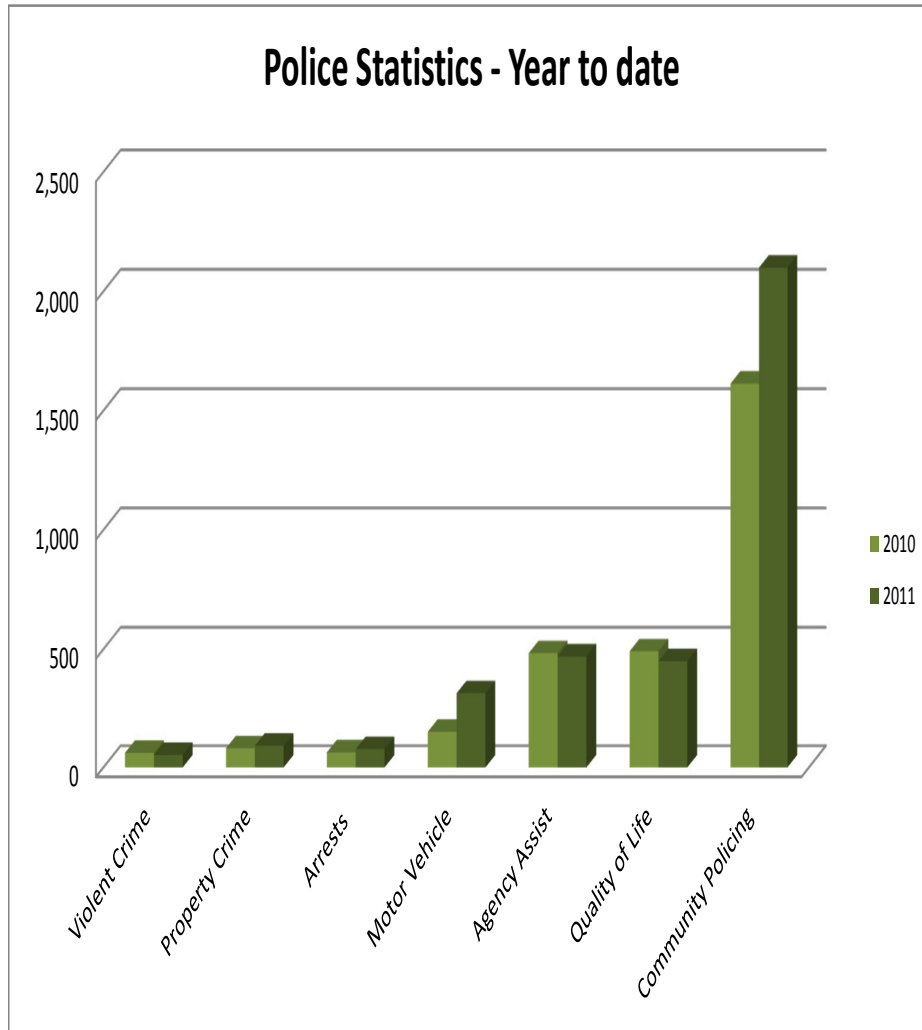


POLICE REPORT

EARL "DUKE" PRATT
CHIEF OF POLICE

CYTD REPORT as of November 2011

	2010	2011
Violent Crime	62	53
Property Crime	81	92
Arrests	64	78
Motor Vehicle	151	314
Agency Assist	483	469
Quality of Life	491	449
Community Policing	1,613	2,099
Total Activity	2,945	3,554



- Violent Crime: Includes Assault, Robbery, and Domestic
- Property Crime: Includes B&E, Identity Theft, Larcenies, Property Damage
- Arrests: Includes Summonses, Subpoena, and Involuntary Commitments
- Motor Vehicle: Includes Crashes, Warnings, Citations, and Complaints
- Agency Assist: Includes other Law Enforcement, EMS/First Responders, and Fire
- Quality of Life: Animal Complaints, Littering, Loud Music/Noise, Soliciting, Town Ordinance Citations and Warnings
- Community Policing: Includes Alarms, Assist Citizens, Assist Motorists, Juvenile Complaints, Missing Persons, Residential Checks, Roadway Debris, Suspicious Persons, Trespassing, Weapons & Hunting Violations, Welfare Checks



Town ordinances allow for residents to drive their properly equipped golf carts on River Bend streets provided that they are inspected by and registered with our Police Department.

Inspection and registration are required annually. Registration for 2012 will begin in December. The registration fee for each golf cart is \$10.

For additional information and to make your inspection reservation, please call the River Bend Police Department at 638-1108.



If you have a medical condition for which you require any type of special medical care during a disaster or if your medical condition requires assistance to evacuate during a disaster, you may wish to apply to Craven County for their Special Needs Registry. The River Bend Police Department can provide you with the appropriate form and provide some basic information about the County's program.

Morning Call in River Bend

an important new service for our residents



Morning Call is an automated telephone calling service provided by the River Bend Police Department in its mission to ensure the safety and well being of all town residents. Please call 638-3870 for details.



River Bend has a very active Community Watch program, supported by our Police Department. If you are interested in volunteering, call the River Bend Police Department at 638-3870.



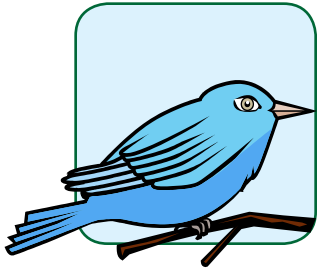
Our Wildwood Storage Facility offers a variety of indoor and outdoor storage areas to meet all of your storage needs, including parking spaces for RVs and boats. For more information, call 638-3870, ext 216.



Sign up for our
Emergency Notification System
 and receive timely emergency notifications by telephone, cell phone and e-mail.

SIGN UP NOW
 at riverbendnc.org

*this service provided by the
 Town of River Bend through*

River Bend Parks & Recreation
 January Craft Workshop
Build a Bluebird House

Saturday, January 21, 2012
 10 a.m. until Noon
 Bring flathead and Phillips head
 screwdrivers and a hammer.

If you don't have the tools, we'll share ours.
 Cost: \$5.00 for supplies
 Space is Limited!
 To Register: Contact Mary Iorio
craftimario@hotmail.com

635-3040



River Bend has a skateboard park to meet the needs
 of some of our more athletic residents.

A signed parental approval form is required and hel-
 met use is strictly enforced. For more information
 about the skateboard park, visit our web site or call
 the River Bend Police Department at 638-1108.



DOG PARK AT RIVER BEND



River Bend dogs have their own exercise area where they can play with other canines. Situated between the Town Park and Ritter Field, the dog park gives dogs a chance to run while their owners socialize.

The park is open from sunrise to sunset for dogs with proof of current vaccinations. Separate exercise areas accommodate large and small dogs.

For complete list of rules applicable to dog park use, please visit Town Hall for a brochure or view details on our web site at www.riverbendnc.org. Dog park rules are also posted at the entrance to the park.



This spring, the Arbor Day Foundation awarded the Town of River Bend the Tree City USA designation for a second consecutive year. We are one of only 76 communities in North Carolina to achieve this designation. To learn more about Tree City USA, visit our web site.



Animal Registration is Underway

River Bend Animal Registrations for 2012 are due by March 31, 2012. All River Bend dogs and cats must be registered annually.

You may register your pet(s) at Town Hall beginning Tuesday, January 3, 2012.

Office hours are Monday through Friday, 8:00 a.m. through 4:00 p.m. Registration is \$10.00 per pet.

Owners must present proof of rabies vaccination at the time of registration.



River Bend has a functional Community Emergency Response Team (CERT). For more information about this group, or to volunteer, please contact the CERT liaison, Sgt. Riegelsperger and/or visit our web site.