

**HIGH POINT CITY COUNCIL
SPECIAL MEETING
March 28, 2018 – 3:30 P.M.
3RD FLOOR LOBBY CONFERENCE ROOM**

MINUTES

Present:

Council Member Donald Scarborough (At Large), Mayor Pro Tem Chris Williams (Ward 2), Council Member Monica Peters (Ward 3), Council Member Wesley Hudson (Ward 4), Council Member Victor Jones (Ward 5) and Council Member Jason Ewing (Ward 6) [arrived at 3:44 p.m.]

Absent:

Mayor Jay Wagner; Council Member Britt Moore (At Large)

Staff Present:

Greg Demko, City Manager; Randy McCaslin, Deputy City Manager; Randy Hemann, Assistant City Manager; Eric Olmedo, Budget and Administrative Director; Jeron Hollis, Director of Communication & Public Engagement; Angela Kirkwood, Director of Human Resources; Steve Lingerfelt, Director of Information Technology; Nancy William, Telecommunication Supervisor; Lee Tillery, Director of Parks and Recreation; Tracy Pegram, Assistant Director of Parks and Recreation; Lisa Vierling, City Clerk and Sandra Keeney, Deputy City Clerk

News Media:

No News Media Present

Note: The following presentations will be attached and incorporated as a permanent part of these proceedings.

- ✓ Information Technology Services- PowerPoint Presentation (**Exhibit Book, Volume XIII, Page 3**)
- ✓ City of High Point Parks and Recreation- PowerPoint Presentation (**Exhibit Book, Volume XIII, Page 4**)

Mayor Pro Tem Williams called the meeting to order.

Greg Demko, City Manager, explained the reason for the Special Meeting. He stated staff has been asked to present briefings from each department concerning projects, current needs and budget requests. Today's meeting will consist of presentations from Information Technology and Parks and Recreation Departments.

1. Presentation - Information Technology

Steve Lingerfelt, Director of Information Technology, explained that the Information Technology Department currently has three divisions:

1. Information Technology
2. 911 Center
3. Radio Shop

He explained the subdivisions under Information Technology.

1. Help Desk, has 5 employees and operates 24 hours days 7 days a week. He stated several technical issues the Help Desk can help with.
2. Geographic Information Services (GIS) has 3 employees and provides information for mapping and noted the website “thepoint” which is very popular among the developers, and is a good reference for viewing tax records etc.
3. Network Support has 2 employees and maintains switches, wires, wireless and wifi.
4. Server and Database Support has 5 employees and maintains 200 servers within the City and most of those are virtualized.
5. Application Development and Support has 8 employees, that supports our major systems such as Lawson, Cayenta and Accela
6. Network Security has 1 employee and is very important to the City. This individual maintains the firewall as well as security devices.
7. Project Management has 1 employee which performs the installs and upgrades to the systems.

Mr. Lingerfelt explained the software systems that IT supports and their functions, such as the Infor Enterprise Resource Planning (ERP) System, Cayenta, Accela, Superior Computer Aided Dispatch (CAD), eTrak Software, Meraki, and multiple smaller systems such as Questica, Granicus, Pro Trak etc.

Mr. Demko asked about the range of the City’s wifi. Mr. Lingerfelt replied it extends as far north as the Krispy Kreme and as far south as the Fire Station. He stated there are plans to extend it to the ball park. Mr. Demko asked what the wifi is boosted to during Furniture Market. Mr. Lingerfelt explained the wifi is up to a gigabit and stated that High Point was fortunate to be a gigabit city. Mr. Demko explained that during Furniture Market the wifi can handle an unlimited number of concurrent users. Mr. Lingerfelt noted that wifi bandwidth is heavier in the parks and camp grounds during the Furniture Market.

Mr. Lingerfelt listed several devices supported by the IT Department such as telephones, computers and radio’s and explained the functionality of each. He listed upcoming projects and budget items regarding upgrades and/or replacements of systems and the estimated cost of each. He stated the importance of IT Security and recalled the encryption virus several North Carolina Counties contracted. He explained a typical day of the City’s Network Security, noting the City’s firewall blocked 5,063,530 unauthorized connection attempts to access the City’s network out of

13,692,526 attempts for the day. The Intrusion Prevention System identified 512,388 attempts to compromise the City's network and the Antivirus protection stops 5 to 20 viruses per day.

Mr. Lingerfelt explained another facet of the Information Technology team; High Point 911. He played a 911 call, and noted the training of the 911 operator in maintaining professionalism. He stated this 911 call was picked up by CNN and other news agencies. He introduced Nancy Williams, 911 Center Manager, and stated she was one of the best 911 operators in the State and noted that the City of High Point has one of the best 911 centers in the State. He reviewed and explained the 911 center organization structure and listed several accomplishments such as:

- ECATS (Emergency Call Tracking System) 96% compliant for 2017 (Answering calls within 10 seconds 90% of the time is a requirement of the NC 911 Board)
- National Association of Public Safety Communications Officers (APCO) P33 Certification for High Point's 911 Training Program
- Fire ISO Rating of 1 for 911 noting there is only one other agency in the United States that can dispatch a 911 call as fast as High Point
- Successfully passed the NC 911 Board Review/Audit for 2017
- Successfully passed the NC State Bureau of Investigations Review/Audit

He went on to explain the funding for the 911 center, as well as the backup centers noting shared facilities with other Counties and Municipalities. He said that the technology is such that the 911 phones could be operated from anywhere that has internet connection, however, there is a need for a new facility and the existing facility could be used for a backup. He listed several 911 Statistics including: Total Calls Answered, Total 911 Calls Answered, Total Police Calls, Police Self-Initiated Calls, Total Fire Calls, Fire Medical Calls, Total Calls per Telecommunicator, and Calls Per Month Per Telecommunicator.

Mr. Lingerfelt stated High Point maintains over 1100 radios and three tower sites. He explained the City leases space on the towers to Verizon, the State Highway Patrol, and local radio stations. He noted that the City of Greensboro and the City of Thomasville have antennas co-located on those towers. He listed the radio system facts as well as the radio system funding facts.

This concluded the presentation by the Information Technology Department.

Mr. Demko introduced Lisa Vierling, City Clerk. Ms. Vierling announced and introduced the new Deputy City Clerk, Sandra Keeney and welcomed her to the City of High Point.

2. Presentation - Parks and Recreation

Lee Tillery, Director of Parks and Recreations, gave the presentation on this item.

Mr. Tillery introduced Tracy Pegram, Assistant Director of Parks and Recreation. He stated in December of 2016, staff came together to collaborate concerning the number of personnel turnovers in the department in the last 5 years, thus decided to revamp the departments Mission Statement. *High Point Parks & Recreation enhances quality of life by providing opportunities through innovative programs, parks, and facilities for present and future generations.*

He listed several history facts regarding city parks and noted City Lake Park was built and opened in 1935 which makes High Points Parks and Recreation Department one of the oldest in the state. He gave a department overview which included facts such as:

- 43 neighborhood, community, and regional parks
- fitness programs for all ages and skill level
- 1,725 acres of park land, open space, and right of ways
- High Point Greenway- 3.4 miles plus 1.25 miles under construction, Bicentennial Greenway – 6.5 miles and Natural Trails – 11 miles
- 119 full-time employees, 76 part-time employees and 88 season employees
- Parks & Recreation Commission – Advisory Board
- Park Rangers – High Point has one of the last Parks & Recreation Departments in the State that employs sworn Law Officer Park Rangers

Mr. Tillery stated the City of High Point's Parks and Recreation facilities are unique and diverse. He listed facilities such as 2 golf courses, 2 marinas, Miracle Park Field, the greenways, 3 outdoor pools, 5 recreation centers, and all the sporting complexes. He stated for the population of High Point this is a lot of leisure services for the citizens. He shared amenities that encompass some of the parks and facilities, and the infrastructure that needs to be maintained from year to year. He listed some programs offered at some of the parks and facilities as well as mentioned the community support and partners that help bring some of the services and/or programs to High Point.

He reviewed the budget and compared expenditures to revenue and noted most of the revenue comes from the special facility division which includes golf courses, marinas, and City Lake Park. He stated they collaborate with partners and groups with regards to grants and donations to fund some of the programs and services. Regarding the partnership with High Point University, Mr. Demko inquired about the cost of the train engine they purchased for City Lake Park. Mr. Tillery replied the total donation was \$185,000 and noted they were able to sell the old train to help with the cost of renovating the passenger cars.

Mr. Tillery stated regarding their Comprehensive Master Plan their first public forum was Monday night and had great attendance. This plan is a comprehensive look at the department, the infrastructure, and programing. He said he would like to see a Greenway Master Plan and thinks it will evolve from the Comprehensive Master Plan. He mentioned other projects such as a Site Master Plan for High Point City Lake Park, the Hedgecock Dog Park, the High Point Greenway Connector, improving the Bicentennial Greenway and working with the City of Greensboro regarding maintenance and upkeep. He noted online reservation and registration "e-trak" has been very successful, and hopes the Piedmont Discovery Park Locator will be available at the end of the year.

Council Member Ewing asked if there were in any Greenways in Davidson and Randolph Counties. Mr. Tillery replied yes. Mr. Ewing asked if there was anything that was connectable. Mr. Tillery said he would have to look at it in more detail, but did not think connections were feasible.

Council Member Peters asked if there was an estimated start date regarding Westchester Park. Mr. Demko stated that one of the things he discussed with the previous Council was that the city has a lot of parks, and should watch how much it costs to maintain and take care of parks until the tax base has increased more sufficiently. Mr. McCaslin stated most of the Westchester Park would need to be done with a bond referendum. Council Member Ewing asked when the plans were done four years ago, what was the estimated cost. Mr. Tillery stated the estimated updated cost from last year was about 6.2 million. Mr. McCaslin stated that was just capital cost, not operating cost. Mr. Tillery pointed out that Westchester Park has a lot of cost associated with infrastructure, it is more trails, golf course, shelters, picnic areas, and mountain bike area.

Mr. Tillery stated there are several program successes at various facilities, and is very proud of what they are able to do within their department. He mentioned the partnership with the North Carolina Wildlife Resource Commission for the fishing piers at Oak Hollow Park and City Lake Park and the scenery of both. He listed some Capital Improvement Plan items from 2016-2017 and 2017-2018 such as paving, new bleachers, playground equipment, resurface of gym floors, and over all deferred maintenance. He mentioned the indoor tennis center concerning new insulation, flooring and painting at Building One at the Oak Hollow Tennis Complex. Council Member Jones asked if there were still problems with the roof. Mr. Tillery stated they had problems with the roof leaking in the past, but believed they found the source of the problem and it has been fixed.

He stated that Parks and Recreations help with Economic Development with the revenues from sporting complexes, golf courses, campgrounds, and special events. Council Member Hudson asked if the City owns Phillips Soccer Complex. Mr. Tillery replied no, but Parks & Recreations provides the maintenance. Mr. Demko stated although the City performs the maintenance, they do not control scheduling of the events. Mr. Tillery stated there has been some criticism concerning the look of the field. He reiterated that they City has no control over the scheduling of sporting events on the field; however, suggestions were given regarding giving the field a rest.

Mr. Tillery listed several sporting events that help the economic development of High Point, such as: camp grounds, golf, baseball/softball tournaments, soccer tournaments, tennis tournaments, disc golf, football tournament and track and field tournaments. He said other areas the Parks & Recreation departments helps with is the Coltrane Festival, concerts, High Point Rowing Club Regatta, High Point Cycling Classic, Ice Bowl Disc Golf Club, Oak Hollow Sailing Club, and Uncle Sam Jam. He spoke about the Roy B. Culler Senior Center and stated over 75,000 people participated in senior programs in 2017.

Mr. Tillery stated he has very high expectations for his department. The goal for the next five years is that the department would receive the National Recreation & Parks Accreditation. A lot of the programs required to receive the award are already implemented by the department. Mr. Demko stated accreditations are like internal audits, once we achieve the accreditation, we must maintain it by continuing to meet the expectations.

Mr. Tilley showed pictures of new signs verses the old signs. The new signs are not at every park, but the goal is to have them at every park eventually. He stated the maintenance responsibilities include: facility maintenance, furniture market prep, parks and athletic fields, and special events including delivering and setting up the stage. Council Member Peters asked about the number of

portable stages the city has; Mr. Tillery replied just one. Mr. Demko asked about the cost of a new stage. Mr. Tillery did not believe they make these types of stages anymore, but would research it.

Mr. Tillery stated there were several challenges of the department. Maintaining and landscaping medians, right of ways, traffic and neighborhood islands are examples. Council Member Hudson asked if it were feasible to contract the smaller items to local landscapers. Mr. Tillery advised this is difficult because of the different types of landscaping needed for different locations.

Regarding more challenges and needs plaguing the Parks and Recreation Department, Mr. Tillery stated that the outdated building of the Senior Center is one of the main concerns. He stated deferred maintenance, High Point City Lake/Pool, Infrastructure needs and maintenance, and employee retention and development, are other current challenges that need immediate concentration.

There being no further discussion, the meeting adjourned at 5:15 p.m. upon motion duly made and seconded.

Respectfully Submitted,

Sandra Keeney
Deputy City Clerk