



**MINUTES OF THE
TOWN COUNCIL WORK SESSION OF
MONDAY, APRIL 22, 2019 - 6:00 P.M.
118 COLLEGE ST., PINEVILLE, NC**

The Town Council of the Town of Pineville, NC, met in a Work Session on Monday, April 22, 2019 at 6:00 p.m. at the Pineville Telephone/Election Co. located at 118 College St. in Pineville.

ATTENDANCE

Mayor: Jack Edwards

Mayor Pro-Tem: David Phillips

Council Members: Melissa Davis, Debbie Fowler and Joe Maxim

Town Manager: Ryan Spitzer

Town Clerk: Barbara Monticello

Attendees: Representatives from Waste Pro, Jennifer Herring and Chip Gingles

CALL TO ORDER

Mayor Edwards called the meeting to order at 6:01 p.m. A motion was made by Council Member David Phillips and seconded by Council Member Debbie Fowler to accept the agenda as is. There were ayes by all and the meeting was opened.

DISCUSSION ITEMS:

- A. Waste Pro:** Representatives Jennifer Herring and Chip Gingles of Waste Pro introduced themselves. They gave a short presentation and answered questions from council members. Ms. Herring stated that residential/municipal services are their main focus. They service over 250 municipalities and have 75 locations throughout the south east. In North Carolina, they have 16 municipal contracts and are growing at a rapid pace. They have a fleet of 2400 collection vehicles with over 3,000 employees. One of their offices is located in Indian Trail with 60 employees that will be servicing our residents. Being so close, they are able to respond to clients' needs quickly.

Ms. Herring stated that Waste Pro, if selected as the town's service provider, would have a transition plan in place that would include communication with the residents, discussion of distributing new carts throughout the town, attendance at HOA meetings to get the word out, advertise in local papers, etc. Service calendars and company information will be attached to each cart they deliver. Jennifer advised that it would be good to meet with some of the neighborhoods that have special conditions to discuss transitioning – those neighborhoods such as Water Oak, the Cottages, Karen Court Apartments and others.

The company sends their new drivers to a school in Atlanta to learn to operate the trucks. New drivers must pass a test and are offered an incentive for a clean driving record over 3 years. Waste Pro offers a Safety Program incentive which rewards their drivers for being safe. Drivers can earn up to \$10,000 bonus if no complaints are called in or accidents occur during their working hours.

They also use Trac EZ-software to track issues and offer an online portal on their website as well as a link on our website for our residents to access for issues. The system allows them to enter complaints and compliments. Waste Pro can run reports on our area and assure our patrons easy access the system.

The company utilizes a camera system- "Third Eye Camera GPS" giving them 360-degree view around the truck at all times. There are anywhere between 5 to 7 cameras on each truck which are used as training tools for drivers as well as a GPS for the company to verify which houses the drivers have been to.

Waste Pro is big on community involvement and want to partner with the town for events, festivals, chamber of commerce, etc.

Council Member Joe Maxim was concerned about some materials not being accepted for recycling. He had heard glass was no longer being accepted. Jennifer Herring assured Joe that glass is still being accepted for recycling and that managing waste is a continuous educational process. Council Member Melissa Davis asked about hours of operation. The company is experimenting with hours and is willing to work through & resolve issues so as to make themselves available to the customers. This is an ongoing process and work hours are still being assessed. Ms. Davis also wanted to be sure they provide the best customer service and emphasized that customer service is still the most important aspect of any business.

Jennifer Herring advised that their guidelines for the pickup of vegetation were similar to what we had before. Council Member Davis asked if back door service was offered to elderly, sick and disabled residents. Waste Pro will do back door service pickups for these customers. Ms. Herring also stated that the company has had a low turnover rate, with most drivers as well as other employees, working for the company a long time.

Mayor Pro Tem David Phillips asked Ms. Herring what materials the company would not pick up. She answered that the company does not pick up tires, construction debris, TV's and other electronics, as well as any hazardous materials. She also advised that bulk items would need to be scheduled for pick up, but that residents did not have to call in to schedule a pickup for yard waste as it would be done on a weekly basis. Council Member Debbie Fowler voiced concern with the trucks getting through narrow alley ways at the Cottages or other developments with alleys. Town Manager Ryan Spitzer stated that it was in the RFP that the company selected would need to provide smaller trucks for alley way pick up.

Mr. Spitzer advised that Council would vote on which waste company to go with at the May meeting. Ms. Herring stated that it would take about 4-weeks for the carts to be delivered to them and about a week for them to be distributed to us.

- B. Discussion of Beer being sold at Town Events:** Town Manager Ryan Spitzer asked council if they were interested in selling beer at town events. Council Member Melissa Davis stated she was in favor of it as long as there were restrictions in place. It was decided that alcohol would be sold specifically at Fall Fest and Rockin' & Reelin' but only at the events that had bands playing and not during the nights when a movie was featured. It was suggested that the town work with local providers such as Middle James Brewery, Pintville and Kitts Trackside on a rotating basis. It was also recommended patrons over 21 years of age be seated in a separate section so all alcohol is contained to one location at each venue.

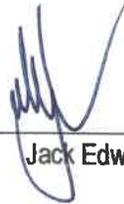
Council member Joe Maxim stated this should be considered a privilege, not a right, and asked if we could make the businesses fill out some sort of application. Town Manager Ryan Spitzer explained that by limiting who we asked to come in, we could better regulate them so that an application process wouldn't be necessary. Plus, the town would work with Paschal who have dealt with these situations and can get things moving. Council member David Phillips stated we should definitely try it, as it would be a plus for our town.

- C. **Revised Employee Manual:** Town Manager Ryan Spitzer advised that revisions were made to the Employee Handbook which was distributed to each council member for review. The revisions done in red will be discussed at the May Work Session meeting and voted on at the June Council Meeting. Susan Manning, the Human Resources Director, Domessa Froneberger, along with Mr. Spitzer have already reviewed it and made their comments.
- D. **May Work Session Date:** Town Manager Ryan Spitzer stated that the date for the May Work Session fell on Memorial Day when offices are closed for the holiday and asked Council to consider an alternate date. The developer with plans for the lot on NC51 and Downs Road, will be at the May Work Session. After reviewing their calendars, Council settled on having the May Work Session on Tue May 28th. Additionally, there will be a Telephone Board Meeting on May 16th.

Mayor Edwards stated that the Electricities Conference was being held at the same time as the August Council meeting. The conference is August 11, 12, 13 and 14th and that it was being held in Williamsburg this year. He asked Council once again for an alternate date for their August Council Meeting. Council decided on the August 8th date but it will need to be voted on at the May Meeting.

Council Member Melissa Davis asked if council packets could be delivered on Thursdays instead of Fridays. Mr. Spitzer stated that we would try but that we are often waiting on developers to send plans and other information to us which often is at the last minute.

ADJOURNMENT: There being no further business to discuss, a motion was made by Council Member Melissa Davis and seconded by Mayor Pro-Tem David Phillips to adjourn at 7:00 PM. There were ayes by all and the meeting adjourned.



Jack Edwards, Mayor

ATTEST:


Barbara Monticello, Town Clerk