



Town of Pilot Mountain
Armfield Civic Center 873 W 52 Bypass Pilot Mountain, NC 27041
Monday, May 13, 2024, 7:00 PM

BOARD OF COMMISSIONERS REGULAR MEETING AGENDA

Call to Order/Moment of Silence/Pledge of Allegiance

Adoption of Agenda

Public Comment

Anyone may speak on any issue. Before speaking, please state your name and address. Please limit comments to three minutes.

Consent Agenda

- [1.](#) Approval of Minutes

Board & Committee Reports

- [2.](#) ABC Report

Unfinished Business

New Business

- [3.](#) Stray and Feral Cat Presentation
- [4.](#) FY 2025 Budget Presentation
- [5.](#) FY 2024 Budget Amendment 2
- [6.](#) Personnel Policy Amendment

Administrative Reports

- [7.](#) Town Manager & Staff Reports
8. Police Department Update

Mayor and Commissioners Comments

Closed Session

9. Personnel

Other Business

Adjourn

**Town of Pilot Mountain
Board of Commissioners Meeting
Monday, April 8, 2024
7:00 PM**

Members Present: Mayor Evan Cockerham, Mayor Pro-Tem Donna Kiger, Commissioner Rachel Collins, Commissioner Dwight Atkins and Commissioner Scott Needham

Staff Present: Town Manager, Michael Boaz and Town Clerk, Holly Utt

Call to order 7:00 PM

Mayor Cockerham called the meeting to order at 7:00 PM. After a moment of silence, Commissioner Needham led the Pledge of Allegiance.

Adoption of Agenda

Commissioner Kiger made a motion to adopt the agenda as presented and it was unanimous.

Public Comment

No one present

Consent Agenda

Commissioner Atkins made a motion to adopt the consent agenda as presented and it was unanimous.

- March 11, 2024, minutes
- Resolution Supporting FIGHT Act
- Child Abuse Prevention Month Proclamation

Sherry Cox from the Children’s Center of Northwest NC was present to address the Board. She thanked the Board for their support and invited everyone to the “Ring Out Child Abuse” ceremony that will be held on Friday, April 12th at the old courthouse in Dobson.

New Business

Resolution Tentatively Awarding Project to JR Lynch & Sons

Mr. Boaz explained that this project cost \$2.808 million. The town has secured \$2.2 million in funding and the balance will be taken from \$1.455 million direct appropriation from last year. This would replace the water main from Main Street to the Pilot Center tank. They also plan on replacing the water line on N. Depot Street and Howard Street and also hydrants, valves and line stops to help isolate the system. Only one bid was received on the project in both rounds of bidding. Commissioner Needham made a motion to approve Resolution R2024-03 and it was unanimous.

Administrative Reports

- The Outdoor Expo is this weekend and volunteers are still needed.
- Nancy Deaton and her team at the Armfield Center are working on a plan for citizens to have access to the center, with exception of the pool area, for 23 hours per day.
- Currently working on securing a Construction Manager At Risk for work on the center that was funded by the PARTF grant. This would allow the town have a General Contractor for all the work

and provides a guaranteed maximum price. If any cost are higher, then that would be the responsibility of the CMAR.

- The budget workshop was scheduled for April 25th at 6:00P

Commissioner Kiger asked if there was anything that could be done about feral cats other than the ordinance against feeding them. Mr. Boaz stated that he had, in the past, asked the County about the trap, spay/neuter release program and he didn't get a lot of response. He stated that the ordinance was complaint driven and we could be more aggressive if citizens reported it. Commissioner Needham asked if there was an ordinance regarding tethering of dogs. Mr. Boaz stated that the town had adopted the county ordinance against tethering and if someone is doing that it should be reported to Surry County Animal Control.

Mayor Cockerham commended the school district for the work done at Palmer Field. He has received an inquiry from a citizen regarding safety and the possibility of having a guard rail installed at that location. Mr. Boaz stated that they could write a letter to the DOT, offer to pay half or just have one installed.

Commissioner Atkins asked if there was any way to have a sauna at the ACC. There are plans to do that with the PARTF funding.

Mayor and Commissioner Comments

Commissioner Needham – The Outdoor Expo will be this weekend, and everyone is very excited about the event. He thanked Christy Craig and Jenny Kindy for all their hard work and planning for the event. The biggest need is for volunteers at the concert and on Sunday. He thanked everyone that showed up to the Trail Feasibility Plan. There are several grants available for a trail from Mount Airy to the Pilot Mountain State Park.

Commissioner Collins – She is looking forward to the Expo, Mayfest and car shows coming up. She reminded everyone of the auction for the Charles H. Stone Memorial Library. The auction will go live on April 26th and will be handled by Rogers Realty & Auction. So far, the community has raised \$24,907 for the library. She thanked all the committee members that have made this a successful event.

Commissioner Kiger – She congratulated everyone who has worked with the Main Street Program over the years. She congratulated Britt Patton, a local author, who had a book signing over the weekend. The Mayfest is still in need of sponsors.

Commissioner Atkins – He is looking forward to the upcoming events for the town and library.

Mayor Cockerham – He stated that there had been requests made to the county commissioners to assist with projects at the library and Armfield Center and he appreciates their consideration of the funding requests. He also noted that the first annual Easter Egg Hunt was a success, there was good turn-out and all the staff and volunteers did a great job. He congratulated Mayor Pro-Tem Kiger on the birth of her granddaughter.

Other Business – No other business

Adjourn

Commissioner Needham made a motion to adjourn, and it was unanimous.

Respectfully Submitted:

Attest:

3635

State of North Carolina
County of Surry

Town of Pilot Mountain
Board of Commissioners

Holly Utt
Town Clerk

Evan Cockerham
Mayor



TOWN OF PILOT MOUNTAIN
BOARD OF COMMISSIONERS MEETING

ABC Report	
<u>Background Information:</u>	
March 2023: \$203,931 March 2024 \$218,386 Increase of 3.56%	
<u>Staff Recommendation:</u>	Information Only
<u>Possible Board of Commissioner Actions</u>	
<ul style="list-style-type: none">•	
<u>Attachments</u>	
<ul style="list-style-type: none">•	



TOWN OF PILOT MOUNTAIN
BOARD OF COMMISSIONERS MEETING

Stray and Feral Cat Presentation	
<u>Background Information:</u>	
At last month's meeting the Board discussed the growing stray and feral cat problem. Representatives from Tiny Tigers will be at the meeting tonight to discuss some options on how to deal with this problem.	
<u>Staff Recommendation:</u>	Presentation Only
<u>Possible Board of Commissioner Actions</u>	
<ul style="list-style-type: none">• Provide further direction to staff	
<u>Attachments</u>	
<ul style="list-style-type: none">•	



TOWN OF PILOT MOUNTAIN
BOARD OF COMMISSIONERS MEETING

FY 2025 Budget Presentation	
<u>Background Information:</u>	
As required by the Local Government Budget and Fiscal Control Act, I am formally presenting the FY 2025 Budget to the Commissioners and the public. This budget is not changed from what the Commissioners reviewed at their workshop last month. The next step in the process will be the public hearing and adopting of the budget on June 10.	
<u>Staff Recommendation:</u>	Presentation Only
<u>Possible Board of Commissioner Actions</u>	
•	
<u>Attachments</u>	
• Draft FY 2025 Budget	



(336) 368-2247
pilotmountainnc.org
124 W Main St.
Pilot Mountain, NC 27041

Budget Message

Message from Town Manager, Michael Boaz

May 9, 2022

Dear Mayor and Board of Commissioners,

It is my pleasure to present the proposed Town of Pilot Mountain budget for Fiscal year 2024-2025. This document provides the financial framework for the programs and services with Town government will be undertaking in the next fiscal year. The budget provides the resources needed to ensure the delivery of governmental services in a fiscally responsible manner. This proposed budget is a continuation of the financially sound practices that Town government has established and embraced.

Budget Process

In accordance with the North Carolina Local Government Budget and Fiscal Control Act, the budget revenues and appropriations are balanced. The statutorily required public hearing is scheduled for June 10, 2024 at 7 PM. The Board of Commissioners is required to adopt a balanced budget representing the Board's priorities, no later than June 30, 2022.

Budget in Brief

The recommended budget for all funds is \$4,645,240, an increase of 10.15% over the estimated final budget for FY 2022. These increases are primarily due to an increase in the Water/Sewer fund due to the addition of the debt service for the Mt. Airy Interconnect project. In addition to the increase in the Water/Sewer fund, there is also an increase in the Police Department with the proposed addition of another officer.



Funds	Estimated Budget as of May 6, 2024	Recommended Budget FY 2023	Increase (Decrease)
General Fund	\$4,625,860	\$3,111,620	(\$1,514,240)
Water/Sewer Fund	\$1,399,260	\$1,463,620	\$64,360
Capital Reserve Fund	\$70,000	\$70,000	\$0
Total Budget	\$6,095,120	\$4,645,240	(\$1,449,880)
Percent Change			10.15%

Budget Summary

General Fund

The recommended FY 2024 General Fund Budget is \$3,111,620, a decrease of 32.7% over the FY 2023 estimated budget as of May 6. This large decrease is primarily due to the reduction in capital expenditures in the FY 2025 budget. In FY 2024, we resurfaced the Town Hall Parking lot, purchased a new building, and made a number of improvements to the HVAC and other equipment at the Rec Center. This budget is a continuation budget with no new programs and no increase in personnel, with the exception of change of the Main Street Coordinator position to Full Time. Below is a more detailed summary of the General Fund.

Water/Sewer Fund

The Water/Sewer fund expenditures are adopted at the fund level. There are no recommended changes to the structure of these departments or our operations. We will continue to provide high quality water and wastewater services to our customers. We will also continue to make investments in water/sewer infrastructure.

Capital Reserve Fund

There is no recommended change to this fund.

Staffing and Employee Pay/Benefits

The proposed budget includes a cost of living adjustment for all employees of 4%.

Summary

The Town budget is a planning document that outlines the priorities of the Board of Commissioners for the coming year. It presents a complex accumulation of fiscal policy and restraint balanced with competitive priorities for new initiatives. The annual process establishes strategic direction by allocating additional funding levels as a commitment to quality service.



This budget meets the goals established by the Board of Commissioners, maintains delivery of high quality services to the citizens of Pilot Mountain, and does so at the lowest possible cost to the tax payers.

Acknowledgement

The preparation of this budget would not have been possible without the assistance and cooperation of the Mayor and Board of Commissioners, the department heads, and especially Town Clerk Holly Utt.

Respectfully submitted,



James Michael Boaz
Town Manager



Town of Pilot Mountain, North Carolina
Annual Budget for FY 2024 – 2025

Budget Ordinance

BE IT ORDAINED by the Board of Commissioners of the Town of Pilot Mountain, North Carolina that the following anticipated fund revenues and departmental expenditures, together with certain fees and schedules, and with certain restrictions and authorizations, are hereby appropriated and approved for the operation of the Town government and its activities for the fiscal year beginning July 1, 2024 and ending June 30, 2025.

Summary

	Estimated Revenues	Fund Balance Appropriations	Appropriation
General Fund	\$3,111,620	\$0	\$3,111,620
Enterprise Fund	\$1,463,620	\$0	\$1,463,620
Capital Reserve Fund	\$70,000	\$0	\$70,000
Total:	\$4,645,240	\$0	\$4,645,240

Section 1: General Fund

The following list of approved revenues and authorized expenditures listed in this ordinance are hereby appropriated for the operation and activity of the General Fund for the fiscal year 2024-2025 in accordance with the chart of accounts for the Town of Pilot Mountain.

General Fund Revenues

Ad Valorem Taxes	\$965,000
Tax Penalties & Interest	\$5,000
Motor Vehicle Taxes	\$151,500
Interest On Investment	\$7,500
Miscellaneous	\$33,000
Sale Of Fixed Assets	\$10,000
Utility Franchise Tax	\$113,300
Solid Waste Disposal Tax	\$1,160
Powell Bill Allocation	\$55,000
Local Option Sales Tax	\$707,150
Beer & Wine Tax Distribution	\$8,590
Planning/Zoning Fees	\$2,500
Court Costs Fees & Charges	\$250
Recreation Charges	\$495,000
Cemetery - Sale of Lot	\$15,000
ABC Store Profit Sharing	\$373,870
Renal/Lease Income	\$24,200
Reimbursement for Services	\$15,000
Grants	\$0
Solid Waste Fees	\$115,000
Other Revenues	\$13,600
Encumbered Fund Balance	\$0

Encumbered Powell Bill Fund Balance	\$0
Total General Fund Revenues	\$3,111,620

General Fund Expenditures

General Government	\$427,570
Planning & Economic Development	\$252,070
Public Safety	\$1,112,880
Environmental Protection	\$296,080
Transportation	\$161,570
Culture & Recreation	\$745,730
Debt Service	\$115,720
Total Expenditures	\$3,111,620

Section 2: Enterprise Fund

The following list of approved revenues and authorized expenditures listed in this ordinance are hereby appropriated for the operation and activity of the Enterprise Fund for the fiscal year 2024-2025 in accordance with the chart of accounts for the Town of Pilot Mountain.

Enterprise Fund Revenues

Interest On Investment	\$0
Charges Utilities Water	\$763,520
Charges Utilities Sewer	\$531,780
Delinquent Fees	\$10,000
Late Fee	\$20,000
Returned Check Fee	\$500
Service Initiation Fee	\$2,200
Tap Fees - Water	\$15,000
Miscellaneous Revenue	\$300
Bulk Sale of Water	\$2,000
Bad Debts	\$0
Sale of Fixed Assets	\$0
Surry County/Mt Airy Loan Payments	\$118,320
Appropriated Retained Earnings	\$0
Total Water/Sewer Fund Revenues	\$1,463,620

Enterprise Fund Expenditures

Water & Sewer Operations	\$1,463,620
Total Expenditures	\$1,463,620

Section 3: Capital Reserve Fund

The following list of approved revenues and authorized expenditures listed in this ordinance are hereby appropriated for the operation and activity of the Capital Reserve Fund for the fiscal year 2024-2025 in accordance with the chart of accounts for the Town of Pilot Mountain.

Capital Reserve Fund Revenues

Infrastructure Investment Fee	\$70,000
Transfer from W/S Fund	\$0
Fund Balance Appropriated	\$0
	\$70,000

Capital Reserve Fund Expenditures

Transfer to Capital Project	\$70,000
Total Expenditures	\$70,000

Section 4: Levy of Taxes

There is hereby levied a tax at the rate of fifty-seven cents (\$0.57) per one hundred dollars (\$100) valuation of property as listed for taxes as of January 1, 2024, for the purpose of raising the revenue listed Ad Valorem Taxes 2024-2025 in the General Fund Section 1 of this ordinance. This rate is based on a valuation of property for purposes of taxation of \$168,890,415 and an estimated rate of collection of 99.11%.

Section 5: Special Authorization of the Budget Officer

a) The Budget Officer shall be authorized to reallocate amounts between the functional areas listed above without limitation and without a report required.

b) The Budget Officer shall be authorized to execute transfers for contingency appropriations, not to exceed \$5,000. Notification of all such transfers shall be made to the Town Board at its next meeting following the transfer.

Section 6: Utilization of the Budget Ordinance

This ordinance shall be the basis of the financial plan for the Town of Pilot Mountain municipal government during the 2024-2025 fiscal year. The Budget Officer shall administer the Annual Operating Budget and ensure the staff and elected officials are provided with guidance and sufficient details to implement their appropriate portion of the budget.

Section 7. Copies of this Budget Ordinance

Copies of this Budget Ordinance shall be furnished to the Clerk, Board of Commissioners, Budget Officer and Department Heads to be kept on file by them for their direction in the disbursement of funds.

Adopted this 10th day of June, 2024.

Evan J Cockerham, Mayor

Attest:

Holly Utt, Town Clerk

4536265

4



TOWN OF PILOT MOUNTAIN
BOARD OF COMMISSIONERS MEETING

FY 2024 Budget Amendment 2	
<u>Background Information:</u>	
This amendment will appropriate the revenue and expenditures from the expo as well as additional revenue received from the ABC store. This additional revenue is appropriated for additional maintenance and repair expenditures at the ACC.	
<u>Staff Recommendation:</u>	Approve budget amendment as presented.
<u>Possible Board of Commissioner Actions</u>	
<ul style="list-style-type: none">• Approve budget amendment• Make changes to and then approve budget amendment• Reject budget amendment• Take no action	
<u>Attachments</u>	
<ul style="list-style-type: none">• FY 2024 Budget Amendment 2	

Town of Pilot Mountain, North Carolina
FY 2023 – 2024 Budget Ordinance

Amendment No. 2024-02

BE IT ORDAINED by the Pilot Mountain Board of Commissioners that the 2023-2024 Budget Ordinance be amended as follows:

REVENUES -

Increase 10-3837-1100 – ABC Store Profit Sharing	\$600,000.00
Increase 10-3837-4000 – Grants	\$37,000.00
Increase 10-3900-0100 – Loan Proceeds	\$65,000.00
Increase 10-3350-0900 – Summer Concert	\$111,000.00
Increase 10-3610-0000 – Cemetery-Sale of Lot	\$9,400.00
Increase 10-3350-0000 – Miscellaneous	\$82,000.00
Increase 10-3800-0000 – ACC Memberships	\$40,000.00

EXPENDITURES -

Increase Administration	\$130,000.00
Increase Downtown Revitalization	\$175,000.00
Increase Public Safety	\$50,000.00
Increase Streets	\$50,000.00
Increase Sanitation	\$100,000.00
Increase Culture & Recreation	\$439,400.00

Adopted this 13th day of May 2024

Evan Cockerham, *Mayor*

Holly Utt, *Town Clerk*

Explanation of Amendment:

1. To appropriate funds for grant funded projects from prior year and additional USDA grant money received.



TOWN OF PILOT MOUNTAIN
BOARD OF COMMISSIONERS MEETING

Personnel Policy Amendment	
<u>Background Information:</u>	
<p>I have been reviewing our personnel policy, specifically the vacation time provisions, to see how we compare to other local governments in the State. I have found that we are significantly below our peers in this area. Under our current policy, new employees earn 1 week of vacation during their first year. From years 1-15 employees earn two weeks per year. After year 15, employees earn 144 hours or 18 days per year. If we use the NCLM data that was collected in 2022, the average at 5 years of employment is 107 hours, at 10 years it is 130, at 15 147 hours, at 20 years of service it is 158 and after 25 years of service the average is 165 hours.</p> <p>I am recommending that we make a change to our policy that would grant more vacation time to our team. I am recommending the following:</p> <p>Less than 1 year: 40 hours 1-5 years: 80 hours 6-10 years: 120 hours 11-15 years: 160 hours 16-20 years: 200 hours 25+ years: 240 hours</p> <p>We have 1 current FT employee who falls into the 25+ category. We also have 1 current employee in the 16-20 year category. All of the other employees are in the 11-15 year category or less. While this change would grant our employees more vacation time, this benefit will not create a significant cost for the Town. We will still only pay out 240 hours of vacation at separation and employees are still only allowed to carry over 240 hours from year to year. The cost to the Town will be more in opportunity costs than dollars as employees will have the availability to take more time off. However, it is important to keep our employees well rested and to make sure that we all have adequate time to take a break and recharge.</p>	
<u>Staff Recommendation:</u>	Adopt personnel policy revision as presented
<u>Possible Board of Commissioner Actions</u>	
<ul style="list-style-type: none">• Adopt revision to personnel policy• Make changes to proposed changes and adopt• Reject changes• Take No Action	
<u>Attachments</u>	
<ul style="list-style-type: none">• Revised personnel policy• NCLM vacation data	

TABLE 2: Paid Vacation

Municipality								Additional Annual Leave					
	1 year	3 years	5 years	10 years	15 years	20 years	25 years	Max carryover of vacation hrs.	Convert vacation leave above max to sick leave	Employee option to be paid for unused leave	Prior government employer	Transfer from another government employer	Purchase additional leave
Population Group: Below 2,500													
Atlantic Beach	96	96	120	144	160	160	160	240	Yes	No	No	No	No
Autryville	60	60	60	60	60	60	60	1	No	No	No	No	No
Beech Mountain	96	120	136	176	176	176	176	240	Yes	Yes	No	No	No
Belhaven	40	40	40	80	120	120	120	240	Yes	Yes	No	Yes	No
Boonville	48	48	96	96	168	168	168	120	Yes	No	No	No	No
Broadway	65	136	136	160	184	184	208	240	No	No	No	Yes	No
Brunswick	80	80	80	120	120	120	120	80	No	No	No	No	No
Bunn	80	80	120	160	160	160	160	80	Yes	No	No	No	No
Cameron	80	96	112	128	144	168	168	240	Yes	No	Yes	No	No
Cape Carteret	96	96	120	144	160	160	160	30	Yes	No	No	No	No
Cedar Point	60	60	120	144	168	168	168	320	Yes	No	No	No	No
Claremont	80	96	96	120	144	160	160	160	Yes	No	Yes	Yes	No
Clyde	40	80	80	120	120	160	200	40	No	No	No	No	No
Coats	72	72	96	120	120	144	168	240	Yes	No	No	Yes	No
Dobbins Heights	80	96	120	144	168	168	168	160	No	Yes	No	No	No
Drexel	80	80	96	120	144	168	192	240	Yes	No	No	No	No
Duck	127	127	159	212	212	212	212	80	Yes	No	Yes	No	No
Enfield	96	96	108	108	132	156	204	240	Yes	No	No	No	No
Faith	55	55	70	70	105	105	105	0	No	No	No	No	No
Foxfire	40	80	120	160	160	160	160	320	Yes	No	No	No	No
Franklinville	40	80	120	120	120	120	120	0	No	No	No	No	No
Fremont	60	120	120	144	180	180	180	240	Yes	No	No	No	No
Greenevers	48	48	72	96	96	96	96	240	Yes	No	No	No	No
Grifton	81	81	120	144	144	144	144	184	Yes	No	No	Yes	No

Additional Annual Leave

Municipality	1 year	3 years	5 years	10 years	15 years	20 years	25 years	Additional Annual Leave					
								Max carryover of vacation hrs.	Convert vacation leave above max to sick leave	Employee option to be paid for unused leave	Prior government employer	Transfer from another government employer	Purchase additional leave
Hertford	80	80	96	120	144	160	160	240	Yes	No	No	Yes	No
Jonesville	60	96	108	108	144	144	160	240	Yes	No	No	No	No
Linden	80	96	120	144	168	192	192	240	Yes	No	No	No	No
Maggie Valley	80	80	96	120	160	200	200	240	Yes	No	No	No	No
Manteo	45	90	90	135	135	135	135	240	Yes	No	No	No	No
Mars Hill	40	80	88	120	128	160	160	240	Yes	No	No	No	No
Mount Pleasant	96	96	120	120	144	106	200	240	Yes	No	No	No	No
Oriental	80	96	120	160	160	160	160	240	No	No	Yes	Yes	No
Pilot Mountain	40	80	80	80	80	144	144	240	Yes	No	No	No	No
Pine Knoll Shores	96	96	120	144	160	160	160	160	Yes	No	No	No	No
Pinetops	80	80	120	120	160	160	200	240	Yes	No	No	No	No
Polkton	96	108	132	156	180	204	204	unlimited	Yes	Yes	No	No	No
Powellsville	40	40	40	40	40	40	40	0	No	No	No	No	No
Rose Hill	40	40	96	120	120	160	160	320	Yes	No	No	No	No
Roseboro	80	80	80	120	120	160	160	240	Yes	Yes	No	No	No
Seaboard	96	96	96	96	144	144	144	240	No	Yes	No	No	No
Stanfield	80	80	120	144	144	144	144	240	Yes	No	No	No	No
Sugar Mountain	96	96	120	144	168	192	192	240	Yes	No	No	No	No
Sylva	80	96	120	144	160	176	176	240	Yes	No	No	No	No
Walnut Cove	94	110	134	158	188	206	206	240	Yes	Yes	No	No	No
Warrenton	96	120	120	168	138	192	192	240	Yes	No	Yes	No	No
Weldon	144	144	144	180	240	240	240	240	Yes	No	No	No	No
West Jefferson	80	80	120	120	160	200	200	240	Yes	No	No	No	Yes
Wilson's Mills	80	96	122	163	163	163	163	160	Yes	No	No	No	No
Wrightsville Beach	104	120	144	168	192	216	240	240	Yes	No	No	No	No
	87.73	107.4	130.24	147.04	158.67	165.49							

Additional Annual Leave

Municipality	1 year	3 years	5 years	10 years	15 years	20 years	25 years	Max carryover of vacation hrs.	Convert vacation leave above max to sick leave	Employee option to be paid for unused leave	Additional Annual Leave		
											Prior government employer	Transfer from another government employer	Purchase additional leave
Population Group: Between 2,500 and 4,999													
Bermuda Run	80	80	80	120	160	160	160	240	Yes	No	No	No	No
Elizabethtown	80	80	96	96	120	144	160	240	No	No	Yes	No	No
Elkin	96	96	120	120	144	160	160	240	Yes	Yes	No	No	No
Emerald Isle	96	96	144	168	168	168	168	240	Yes	No	No	No	No
Erwin	80	96	96	120	144	168	168	240	Yes	No	No	No	No
Farmville	96	96	96	120	120	144	168	240	Yes	No	No	No	No
Franklin	40	56	72	80	120	160	240	240	Yes	No	Yes	No	No
Locust	80	80	80	120	120	160	160	40	Yes	No	No	No	No
Lowell	80	96	112	128	144	176	176	240	Yes	No	Yes	No	No
Maiden	80	80	96	96	120	136	160	240	Yes	No	No	No	No
Midway	72	72	72	102	144	168	199	2080	Yes	No	No	No	No
North Wilkesboro	79	79	96	120	144	168	168	240	Yes	No	No	No	No
Pleasant Garden	40	80	80	100	120	140	160	40	Yes	No	No	No	No
Rural Hall	40	80	120	120	168	192	200	240	Yes	Yes	No	No	No
Shalotte	96	96	120	144	160	176	176	240	Yes	No	No	No	No
Spindale	80	96	120	144	160	160	160	240	Yes	No	No	No	No
Sunset Beach	80	96	96	160	160	200	200	240	Yes	No	No	No	No
Surf City	96	96	120	144	168	200	200	240	Yes	No	Yes	No	No
Tobaccoville	40	80	80	120	144	160	160	160	No	No	No	Yes	No
Valdese	120	132	156	192	216	240	240	240	Yes	No	Yes	No	No
Wallace	80	80	96	120	144	160	160	240	Yes	No	No	No	No
Weaverville	80	120	120	160	160	200	200	240	Yes	No	No	No	No
Whiteville	80	96	120	144	168	168	168	240	Yes	No	No	No	No
Yadkinville	80	80	80	96	120	160	160	320	Yes	No	No	No	No
	78	89.13	102.8	126.42	147.33	169.5	177.96						

Pilot Mountain Town Hall
124 West Main St.
Pilot Mountain, NC 27041



(Phone) - 336.368.2247
www.pilotmountainnc.org

MEMORANDUM

TO: Mayor and Board of Commissioners
FROM: Michael Boaz, Town Manager/Finance Officer
DATE: May 6, 2024
RE: May 2024 Manager's Report

- We have issued the RFP for the Construction Manager At Risk for the improvements to the ACC. We hope to get this awarded at the June meeting so that construction can begin in July/August.
- Our website refresh is underway and the new site should launch sometime later this summer.
- Just as a reminder, I will be out of the office from June 24-July 8. I will have limited internet and cell phone access and so Holly will be serving as Acting Town Manager during my absence.

PROJECT UPDATES

1. Streetscape Project: No funding was provided in the State budget. We are working on backup plans to obtain funding.
2. WWTP & Pump Station Project: Contractor is working on final punch list.
3. 2022 Collection System Project: Design has been approved. We are working to acquire the final easements for the project and will be out to bid in the next 60 days.
4. 2022 Distribution System Project: Bids are on the agenda for award at this meeting.
5. WWTP Rehab Phase 2: The design is underway.
6. 2022 Water AIA Project: We are awaiting the delivery of meters to setup the leak detection study. This phase will take 10 months to collect necessary data.



TOWN OF PILOT MOUNTAIN

Monthly Financial Dashboard

FISCAL YEAR ENDING June 30, 2024

Reporting Period: April 1-April 30 2024

OUR CASH AND INVESTMENTS			
Balances on April 30, 2024, in whole dollars			
CASH & INVESTMENTS BY FUND			
GENERAL FUND			
	April 2023	April 2024	
Central Depository	\$ 91,133	\$	163,085
NCCMT	11,511		369,996
NCCMT-Powell Bill	109,747		219,678
NCCMT-Term Account	-		-
Police Drug Forfeiture	2,185		4,602
Centura Bank CD	25,031		25,031
Fiduciary Funds	71,908		45,940
TOTAL GENERAL FUND	\$ 311,515	\$	828,333
OTHER FUNDS			
	April 2023	April 2024	
Water & Sewer Fund	\$ 170,080	\$	(81,331)
NCCMT-Water/Sewer	\$ 5,755	\$	7,296
2022 Distribution System	NA	\$	(52,209)
Streambank	\$ -	\$	159,256
WWTP Upgrade	\$ (60,687)	\$	(122,506)
2022 Collection System	N/A		\$130,847
Water Treatment Upgrade	(\$331,465)		(\$263,078)
Streetscape Project	\$0		\$0
Sunset Sewer Project	(\$38,822)		(\$39,822)
Street Resurfacing	\$0		(\$15,045)
WWTP Phase 2	N/A		\$363,200
2022 Water AIA	N/A		\$18,200
Capital Reserve	\$ 100,717	\$	182,211
ARPA Funds	\$ 40,818	\$	(33,869)
TOTAL OTHER FUNDS	\$ (113,603)	\$	253,151
TOTAL CASH & INVESTMENTS TOWN-WIDE			
	April 2023	April 2024	
ALL FUNDS	\$ 197,912	\$	1,081,483

OUR CASH FLOWS...			
GENERAL FUND REVENUES & EXPENDITURES	Comparison of FYTD %		
	Prior FYTD %	Current FYTD %	
Fiscal Year Budget	\$ 2,194,700	\$	3,681,460
Revenues Fiscal Year to Date	84.00%		98.00%
Expenses Fiscal Year to Date	83.59%		65.41%
WATER & SEWER ENTERPRISE FUND			
Fiscal Year Budget	\$ 1,399,260	\$	1,399,260
Revenues Fiscal Year to Date	62.16%		79.74%
Expenses Fiscal Year to Date	57.49%		81.79%
WWTP & PUMP STATION REHAB PROJECT			
Project Budget	\$ 1,374,500	\$	1,374,500
Revenues Project to Date	\$ 2,029,262	3.83%	147.64%
Expenses Project to Date	\$ 2,145,088	8.70%	156.06%
Water Treatment Upgrade Project			
Project Budget	\$ 3,978,000	\$	3,978,000
Revenues Project to Date	\$ 3,675,162	10.72%	92.39%
Expenses Project to Date	\$ 4,156,545	11.38%	104.49%
Sunset Sewer Rehabilitation Project			
Project Budget	\$ 2,573,038	\$	2,573,038
Revenues Project to Date	\$ 2,056,327	55.71%	79.92%
Expenses Project to Date	\$ 2,133,417	55.07%	82.91%
WATER & SEWER AIA PROJECT			
Project Budget	NA	\$	305,000
Revenues Project to Date	\$ 332,279	97%	109%
Expenses Project to Date	\$ 314,278	96%	103%

SPECIFIC REVENUE COLLECTIONS AT A GLANCE...

	Comparison of FY %		
	Prior FY %	Current FY %	
AD VALOREM PROPERTY TAX			
Fiscal Year Budget	\$ 968,150	\$	1,099,400
Revenues this Month	\$ 41,205	2.03%	3.75%
Revenues FYTD	\$ 1,015,902	98.62%	92.41%
SALES & USE TAX			
Fiscal Year Budget	\$ 630,000	\$	670,000
Revenues this Month	\$ 48,650	8.15%	7.26%
Revenues FYTD	\$ 553,744	86.11%	82.65%
UTILITY FRANCHISE TAX			
Fiscal Year Budget	\$ 110,000	\$	110,000
Revenues this Month	\$ -	0.00%	0.00%
Revenues FYTD	\$ 81,443	71.33%	74.04%
REFUSE COLLECTION FEES			
Fiscal Year Budget	\$ 75,000	\$	118,510
Revenues this Month	\$ 11,620	9.40%	9.81%
Revenues FYTD	\$ 108,287	104.53%	91.37%
ARMFIELD CIVIC CENTER			
Fiscal Year Budget	N/A	\$	562,000
Revenues this Month	\$ 45,879	N/A	8.16%
Revenues FYTD	\$ 487,267	N/A	86.70%
WATER & SEWER ENTERPRISE FUND REVENUES			
Fiscal Year Budget	\$ 1,274,390	\$	1,399,260
Revenues this Month	\$ 157,163	10.43%	11.23%
Revenues FYTD	\$ 1,115,800	80.00%	79.74%

GENERAL FUND DEPARTMENTS	Comparison of Monthly Expenses		
	Fiscal Year 2024 Budget	YTD Expenses	
		Prior FY	Current FY
Governing Body	\$ 55,440	\$ 59,961	\$ 68,573
Administration	386,310	362,629	470,694
Community & Economic D	26,500	23,420	26,377
Downtown Revitalization	212,970	385,229	465,363
Police Dept	1,139,560	1,097,056	1,094,333
Street Dept	430,240	135,211	419,770
Powell Bill	42,530	27,370	68,881
Sanitation	320,250	318,223	326,223
Pilot Center	18,870	37,455	32,881
Library	40,370	42,571	50,208
Debt Service	197,850	49,077	97,351
Recreation	810,570	699,738	1,170,099
	\$ 3,681,460	\$ 3,237,940	\$ 4,290,753
Fiscal Year Budget	\$ 2,194,700	\$	3,681,460
YTD % of Annual Budget Expended		147.53%	116.55%
WATER & SEWER ENTERPRISE FUND			
General	\$ 336,940	\$ 142,806	\$ 63,219
Water/Sewer Administration	291,670	102,822	131,047
Production	258,240	153,235	267,429
WWTP	278,020	210,635	221,727
Line Maintenance	234,390	389,564	461,050
	\$ 1,399,260	\$ 999,062	\$ 1,144,472
Fiscal Year Budget	\$ 1,361,590	\$	1,399,260
YTD % of Annual Budget Expended		73.37%	81.79%

Surry County 911 Communications
139 Dobson Church of Christ Rd Dobson , NC 27017

CFS By Department - Select Department By Date
 For PILOT MOUNTAIN PD 04/01/2024 00:00 - 04/30/2024 23:59

PILOT MOUNTAIN PD	Count	Percent
ACCIDENT PD	8	2.10%
ALARM BUSINESS	7	1.84%
ALARM OTHER	1	0.26%
ALARM PANIC	1	0.26%
ALARM RESIDENTAL	2	0.52%
ALARM SCHOOL	1	0.26%
ANIMAL PROBLEM	1	0.26%
ASSIST AGENCY	2	0.52%
B&E RESIDENCE	2	0.52%
C&R DRIVER	3	0.79%
CHASE	2	0.52%
CHECKPOINT	1	0.26%
CIVIL DISTURBANCE	9	2.36%
COMMUNICATING THREATS	3	0.79%
DELIVER MESSAGE	1	0.26%
DOMESTIC	1	0.26%
DRUG ACTIVITY	2	0.52%
ESCORT FUNERAL	2	0.52%
ESCORT VEHICLE	1	0.26%
FOLLOW UP	11	2.89%
FORGERY	1	0.26%
FRAUD	1	0.26%
HIT & RUN PD	1	0.26%
IMPROPERLY PARKED VEHICLE	2	0.52%
INTOXICATED DRIVER	1	0.26%
LARCENY BUSINESS	2	0.52%
LARCENY OTHER	2	0.52%
MENTAL PAPER	1	0.26%
MISCELLANEOUS	8	2.10%
NOISE COMPLAINT	2	0.52%
PROPERTY DAMAGE	2	0.52%
PROPERTY LOST	1	0.26%
PUBLIC SERVICE	32	8.40%
SATURATION PATROL	6	1.57%
SCHOOL TRAFFIC	36	9.45%
SECURITY CHECK	115	30.18%
SECURITY CHECK SCHOOL	2	0.52%
SERVE WARRANT	3	0.79%
SERVICE CALL	1	0.26%
STRANDED MOTORIST	7	1.84%
SUSPICIOUS ACTIVITY	1	0.26%
SUSPICIOUS PERSON	14	3.67%

PILOT MOUNTAIN PD	Count	Percent
SUSPICIOUS VEHICLE OCCUPIED	13	3.41%
TRAFFIC CONTROL	1	0.26%
TRAFFIC STOP	43	11.29%
TRAINING	13	3.41%
UNKNOWN PROBLEM	1	0.26%
WELFARE CHECK	8	2.10%
Total Records For PILOT MOUNTAIN PD	381	Group/Total 100.00%
Total Records		381

General Services Work Order Applications

Applications For the Date Range 04/01/2024 Thru 04/30/2024

#	Reference #	Requesting Dept.	Job Type	Location	Description	Date Entered	Date Issued	Days Open
STATUS: CLOSED								
1	JOB-2024-00099	DPW	GARBAGE/RECYCLING	522 E MAIN ST	TAKE 4 MORE GARBAGE CARTS	4/2/2024	4/4/2024	2
2	JOB-2024-00100	DPW	OTHER	518 BUTLER ST	TURN WATER ON FOR NEW SERVICE. METER #1700027066	4/3/2024	4/3/2024	0
3	JOB-2024-00105	DPW	OTHER	105 MARY MOORE DR	DOLLAR GENERAL - READY FOR TWO 1' METERS TO BE SET. CALL DEAN BUSH IF ANY SITE CONCERNS. 704-213-0320. APPLICATIONS ON FILE.	4/4/2024	4/4/2024	0
4	JOB-2024-00103	DPW	OTHER	TOWN HALL	REMOVE METAL EDGING FROM TOWN HALL PARKING LOT	4/4/2024	4/4/2024	0
5	JOB-2024-00102	DPW	INSPECTION	671 S KEY ST	MARK WHERE WATER - 1' METER & SEWER TAPS SHOULD GO FOR CONTRACTOR (O'REILLY)	4/4/2024	4/4/2024	0
6	JOB-2024-00101	DPW	GARBAGE/RECYCLING	619 S KEY ST	REPLACE DAMAGED GARBAGE CART	4/4/2024	4/4/2024	0
7	JOB-2024-00109	DPW	OTHER	136 HACKER HOUSE TRL	TURN WATER OFF FOR FINAL. METER #1700027151	4/9/2024	4/11/2024	2
8	JOB-2024-00111	DPW	OTHER	CEMETERY SECTION B	MARK PLOT B509 FOR BURIAL OF CREMAIN. DONALD G. OVERBY	4/11/2024	4/18/2024	7
9	JOB-2024-00112	DPW	OTHER	CEMETERY SECTION G	MARK PLOT G604 FOR BURIAL OF CREMAINS - FREDDIE ANN CHILTON	4/15/2024	4/17/2024	2
10	JOB-2024-00115	DPW	OTHER	MAIN STREET & CIVIC CENTER	OUTDOOR EXPO SET UP/CLEAN UP	4/17/2024	4/17/2024	0
11	JOB-2024-00114	DPW	GARBAGE/RECYCLING	VARIOUS LOCATIONS	SPRING BULK PICK UP	4/17/2024	4/25/2024	8
12	JOB-2024-00113	DPW	OTHER	105 MARY MOORE DR	CHECK METER	4/17/2024	4/17/2024	0
13	JOB-2024-00119	DPW	OTHER	VARIOUS LOCATIONS	RE-READS FOR MAY BILLING - 25 METERS	4/22/2024	4/22/2024	0
14	JOB-2024-00118	DPW	SIGNS	526 E MAIN ST	PAINT 'NO PARKING' IN FRONT OF RESIDENCE	4/22/2024	4/22/2024	0
15	JOB-2024-00122	DPW	OTHER	105 E 52 BYPASS	TURN WATER BACK ON. PAID. METER # 2300036894	4/24/2024	4/24/2024	0
16	JOB-2024-00121	DPW	OTHER	VARIOUS LOCATIONS	CUT OFF VACANT WITH USAGE - 4 ACCOUNTS	4/24/2024	4/26/2024	2
17	JOB-2024-00125	DPW	OTHER	CEMETERY SECTION J	MARK PLOT J247 ON 4/26/24	4/25/2024	4/26/2024	1
18	JOB-2024-00127	DPW	TREES LIMB DOWN	PILOT MTN CEMETERY	THERE IS A LIMB THAT HAS FALLEN ON THE MIDDLE DRIVE. IT NEEDS TO BE REMOVED.	4/26/2024	4/26/2024	0
19	JOB-2024-00126	DPW	OTHER	313 W MAIN ST	TURN WATER ON FOR NEW SERVICE. METER #1700027482	4/26/2024	4/26/2024	0
19	TOTAL CLOSED APPLICATIONS							
STATUS: IN PROGRESS								
1	JOB-2024-00117	DPW	OTHER	MOUNTAIN VIEW PUMP STATION	PUMP STATION DOWN - ELECTRICAL	4/18/2024		0
2	JOB-2024-00120	DPW	PUMP STATION	SHELLEYBROOK DR - PUMP STATION	ELECTRICAL	4/22/2024		0
2	TOTAL IN PROGRESS APPLICATIONS							
STATUS: NEW								
1	JOB-2024-00106	DPW	OTHER	300 LYNCHBURG RD UNIT 9	TURN WATER OFF FOR FINAL. METER #1700027140	4/4/2024		0

General Services Work Order Applications

Applications For the Date Range 04/01/2024 Thru 04/30/2024

#	Reference #	Requesting Dept.	Job Type	Location	Description	Date Entered	Date Issued	Days Open
2	JOB-2024-00104	DPW		800 DODSON MILL RD UNIT 10	TURN WATER ON FOR NEW SERVICE IN UNIT 10. TO BE USED AS LAUNDRY. I NEED A METER #	4/4/2024		0
3	JOB-2024-00107	DPW	GARBAGE/RECYCLING	380 CRESTWOOD DR	REPLACE DAMAGED GARBAGE CART	4/5/2024		0
4	JOB-2024-00108	DPW	OTHER	113 LYNCHBURG RD	TURN WATER OFF FOR FINAL. METER #23190876	4/8/2024		0
5	JOB-2024-00110	DPW	GARBAGE/RECYCLING	501 E MAIN ST	REPLACE DAMAGED GARBAGE CART	4/11/2024		0
6	JOB-2024-00116	DPW	GARBAGE/RECYCLING	100 THOMPSON DR	BULK ITEM PICK UP FOR NEXT WEEK. ADDED COST TO BILL	4/17/2024		0
7	JOB-2024-00124	DPW	GARBAGE/RECYCLING	404 E MAIN ST	REPLACE DAMAGED GARBAGE CART	4/25/2024		0
8	JOB-2024-00123	DPW	OTHER	812 W MAIN ST	WATER & SEWER TAPS - WILL HAVE TO CUT UP STREET FOR WATER TAP. ALL FEES PAID	4/25/2024		0
9	JOB-2024-00128	DPW	INSPECTION SINK HOLE	110 HOWARD ST	RESIDENT REPORTED SINK HOLE	4/29/2024		0
9	TOTAL NEW APPLICATIONS							
30	TOTAL APPLICATIONS THIS REPORT PERIOD							

Zoning Permit Applications

Applications For the Date Range 04/01/2024 Thru 04/30/2024

#	Reference #	Application Type	Property Address	Block	Lot	Owner Name	Date Entered	Date Issued
STATUS: APPROVED								
1	Z-2024-0015	RESIDENTIAL - ACCESSORY STRUCTURE	785 CARSON RD			LUCAS DANIEL E	04/01/2024	04/03/2024
2	Z-2024-0016	RESIDENTIAL - ACCESSORY STRUCTURE	785 CARSON RD			LUCAS DANIEL E	04/16/2024	04/24/2024
3	Z-2024-0017	NON-RESIDENTIAL - ACCESSORY STRUCTURE	105 LOLA LN			GERMANTON HOLDINGS LLC	04/24/2024	04/24/2024
4	Z-2024-0019	CHANGE OF USE / ZONING VERIFICATION	127 W MAIN ST		A	NEEDHAM SCOTT MILES	04/27/2024	04/29/2024
4	TOTAL APPROVED APPLICATIONS							
STATUS: UNDER REVIEW								
1	Z-2024-0018	SIGN	129 VETERANS DR			M & C REALTY INVESTMENTS LLC	04/26/2024	
1	TOTAL UNDER REVIEW APPLICATIONS							
5	TOTAL APPLICATIONS THIS REPORT PERIOD							

**MONTHLY STATUS REPORT OF
OPERATION FOR THE PILOT MOUNTAIN
WASTEWATER TREATMENT PLANT**

MONTH: March

YEAR: 2024

OPERATIONS:

MILLION GALLONS OF WATER TREATED	5.952	PERMIT LIMIT MGD	.500
AVERAGE DAILY VOLUME TREATED	.192		
TOTAL RAINFALL	5.50		

CHEMICALS USED:

CHLORINE/BLEACH	80 Gallons
POLYMER	0 Gallons

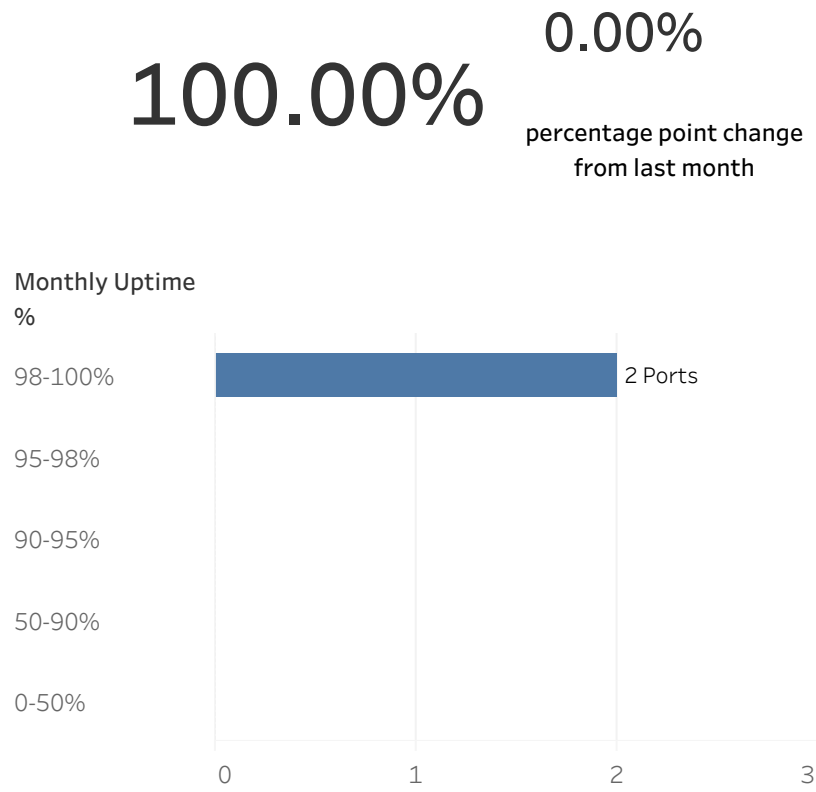
CHEMICAL ANALYSIS:

Parameter	Permit Limits	Monthly Results
BOD	30 max. avg. monthly	2.0
TSS	30 max. avg. monthly	3.5
D.O.	5 minimum avg. daily eff.	8.22
Fecal Coliform	200 max. avg. monthly	1
Ammonia-Nitrogen	28.6 max. avg. monthly	7.40

We were in compliance with all monitoring requirements for March. The eDMR was submitted to NCDEQ on April 9th, 2024.

Monthly Uptime - March 2024

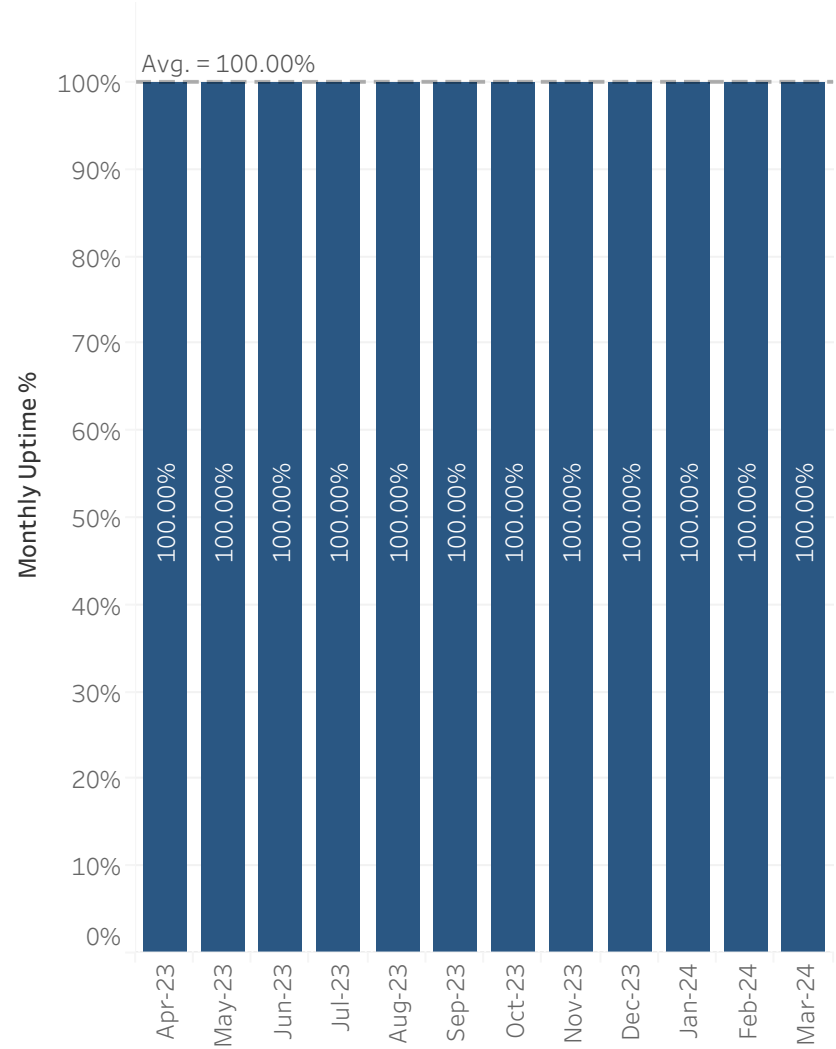
Monthly Uptime is the percentage of time each individual charging port is able to dispense energy, averaged across all ports for your organization within the time period.



Distribution of average monthly uptime across 2 ports and 1 Stations

Monthly Uptime - Last 12 months

Monthly Uptime - Last 12 months is the percentage of time each individual charging port is able to dispense energy, averaged across all ports for your organization within the time period. Only stations that are activated for the complete month are included.

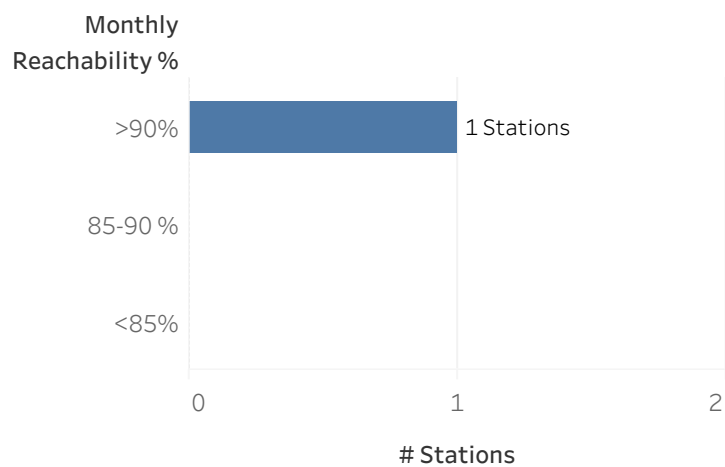


Monthly average port uptime over the last 12 months.

Reachability - March 2024

Reachability is the percentage of successful pings a station makes to the ChargePoint network, based on the total expected pings in this time period. Stations ping to the ChargePoint network every 10 minutes via cellular connection.

■ No connectivity issues



Connectivity status of your stations

Total stations in report

1 Stations

Includes the following models and service types:

Device Model Family	Assure *	Non Assure **
CT4000	1 Stations	0 Stations

* indicates stations with Assure or Assure Pro service type

** indicates stations with Parts Only service type or no service type

See table for service type per station

Report Feedback

As we update our reporting format to provide the most valuable information as possible, we welcome any feedback at

<http://chargepoint.com/survey/customer-reports>

Monthly Charging Reliability Report

March 2024

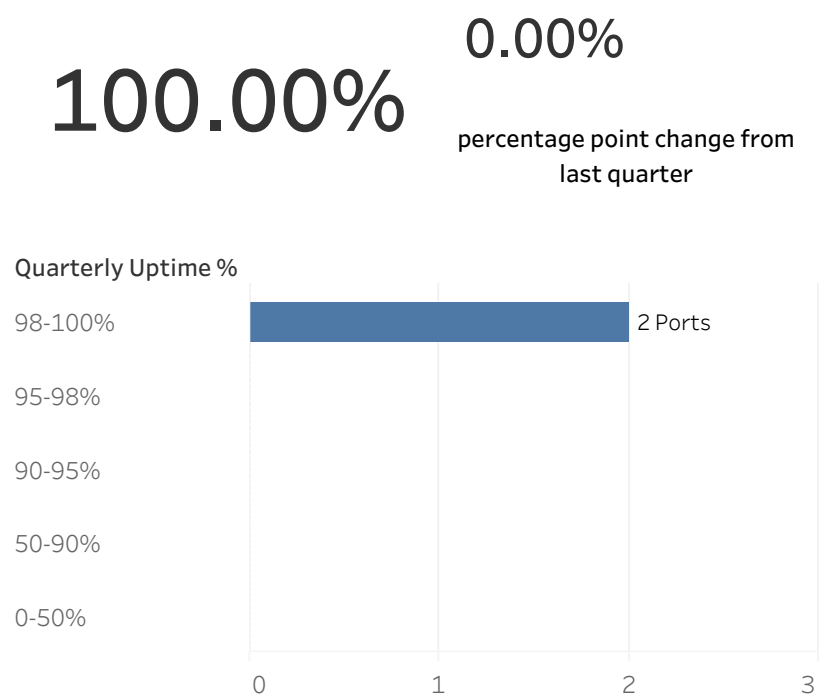
This monthly report tracks Uptime for all stations in your organization. Ports with outages or reachability issues that impact Uptime are listed first.

- **Monthly Uptime** is the percentage of time each individual charging port is able to dispense energy over the time period.
- **12-month Rolling Average** is calculated for stations that have been activated for the entire 12-month period. No value is calculated for stations activated for less than 12 months.
- **Outages** are events where a port is unable to dispense energy for more than 2 hours.
- **Total Outage Duration** is the total number of hours a port is unable to dispense energy to drivers due to outages.
- **Reachability** is the percentage of successful pings a station makes to the ChargePoint network, based on the total expected pings in this time period.

Index	Station Name	Port	Device Model Family	Service Type	Monthly Uptime %	12-month Rolling Avg	Total Outages (Greater than 2 Hr.)	Downtime Hours	Monthly Reachability
1	PM TOWN HALL PM TOWN HALL	1	CT4000	Assure	100%	100%	0	0	94%
2	PM TOWN HALL PM TOWN HALL	2	CT4000	Assure	100%	100%	0	0	94%

Quarterly Uptime - 2024 Q1

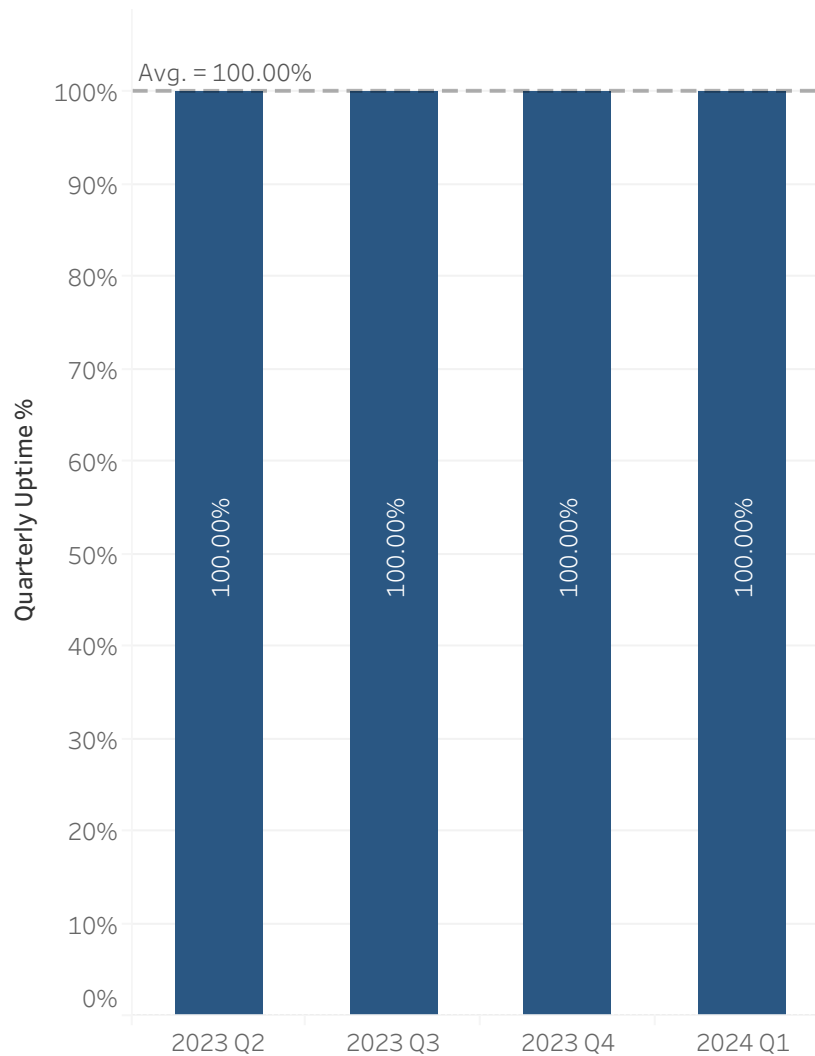
Quarterly Uptime is the percentage of time each individual charging port is able to dispense energy, averaged across all ports for your organization within the time period.



Distribution of average quarterly uptime across 2 ports and 1 Stations

Quarterly Uptime - Last 4 quarters

Quarterly Uptime - Last 4 calendar quarters is the percentage of time each individual charging port is able to dispense energy, averaged across all ports for your organization within the time period. Only stations that are activated for the complete month are included.

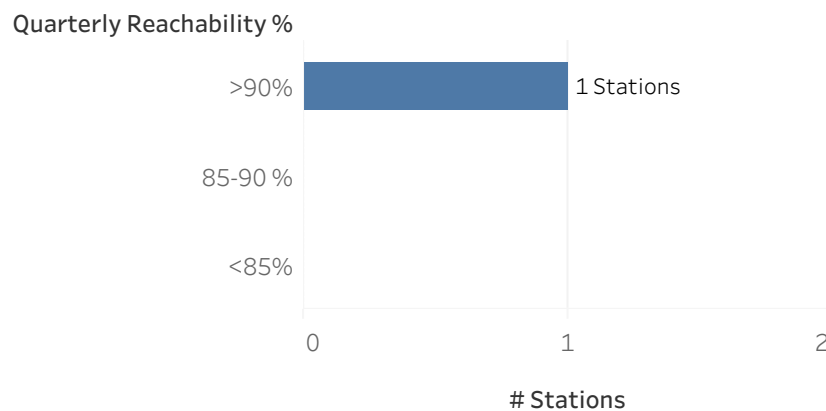


Quarterly average port uptime over the last 4 quarters.

Reachability - 2024 Q1

Reachability is the percentage of successful pings a station makes to the ChargePoint network, based on the total expected pings in this time period. Stations ping to the ChargePoint network every 10 minutes via cellular connection.

■ No connectivity issues



Connectivity status of your stations

Total stations in report

1 Stations

Includes the following models and service types:

Device Model Family	Assure *	Non Assure **
CT4000	1 Stations	0 Stations

* indicates stations with Assure or Assure Pro service type
 ** indicates stations with Parts Only service type or no service type
 See table for service type per station

Report Feedback

As we update our reporting format to provide the most valuable information as possible, we welcome any feedback at <http://chargepoint.com/survey/customer-reports>

Quarterly Charging Reliability Report

2024 Q1

This quarterly report tracks Uptime for all stations in your organization. Ports with outages or reachability issues that impact Uptime are listed first.

- **Quarterly Uptime** is the percentage of time each individual charging port is able to dispense energy over the time period.
- **Outages** are events where a port is unable to dispense energy for more than 2 hours.
- **Total Outage Duration** is the total number of hours a port is unable to dispense energy to drivers due to outages.
- **Reachability** is the percentage of successful pings a station makes to the ChargePoint network, based on the total expected pings in this time period.

Index	Station Name	Port	Device Model Family	Service Type	Quarterly Uptime %	Downtime Hours	Total Outages (Greater than 2 Hr.)	Quarterly Reachability
1	PM TOWN HALL PM TOWN HALL	1	CT4000	Assure	100%	0	0	94%
2	PM TOWN HALL PM TOWN HALL	2	CT4000	Assure	100%	0	0	94%