Town Council

AUGUST 18, 2026

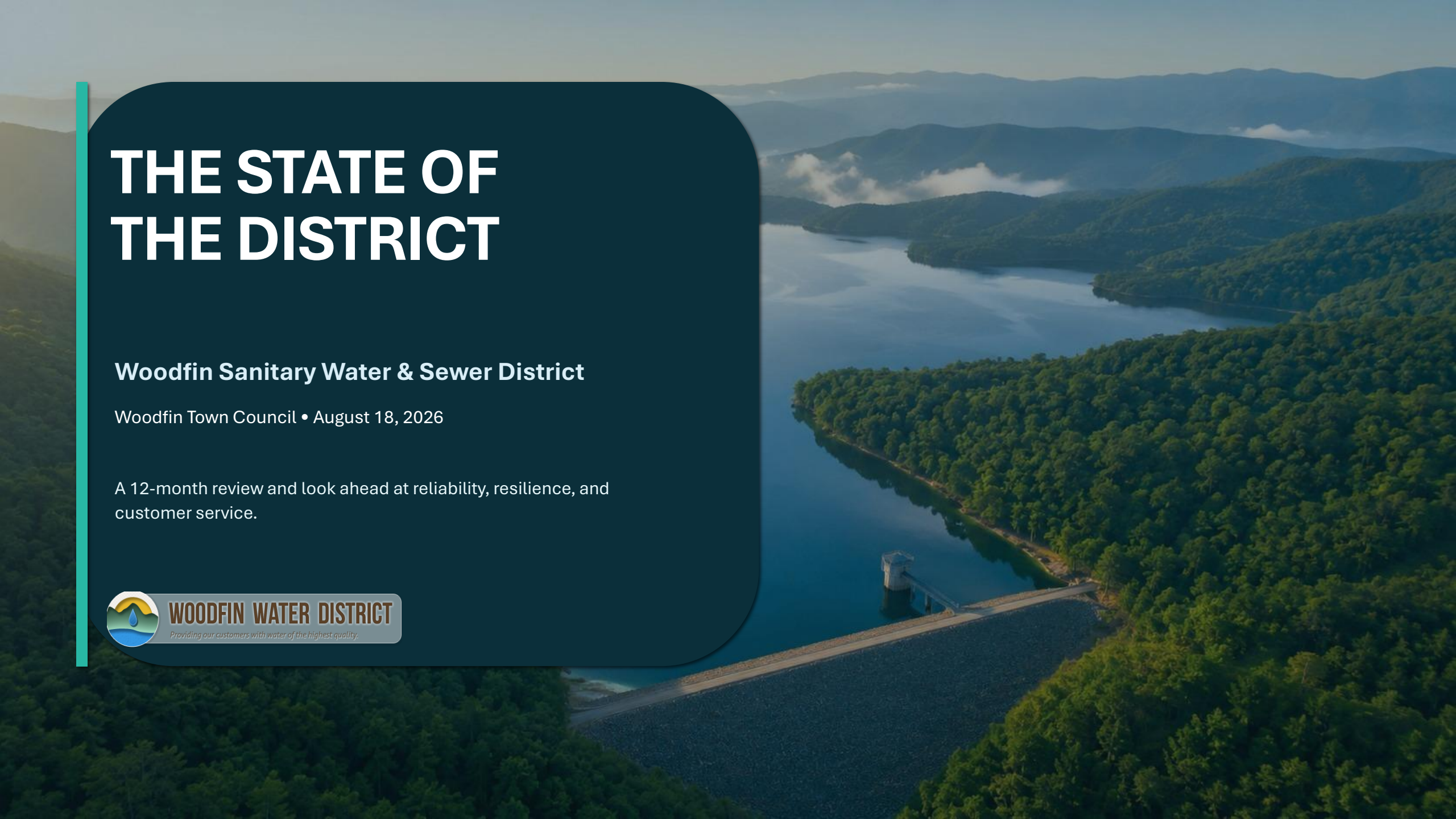
Consent Agenda

Public Comment

Presentations & Reports

Woodfin Water Authority Annual Update

SETH ECKARD, WWA EXECUTIVE DIRECTOR



THE STATE OF THE DISTRICT

Woodfin Sanitary Water & Sewer District

Woodfin Town Council • August 18, 2026

A 12-month review and look ahead at reliability, resilience, and customer service.

WOODFIN WATER DISTRICT
Providing our customers with water of the highest quality.

Presentation Roadmap

where we have been, where we are, and what comes next

1

Overview of the District

We will discuss what the District does every day for our customers.

2

The past 12 months

Operations, water quality, communication, and partnerships.

3

Financial picture

Budget, context to our rate decisions.

4

What comes next

Current and upcoming capital projects

District at a Glance

A compact utility with a large responsibility

10,000+

people served

service population

4,400+

system connections

residential + commercial

13

full-time employees

production + distribution + admin

2,000

acres protected watershed

a major District asset

1.60

MGD water plant

upper Reems Creek valley

1923

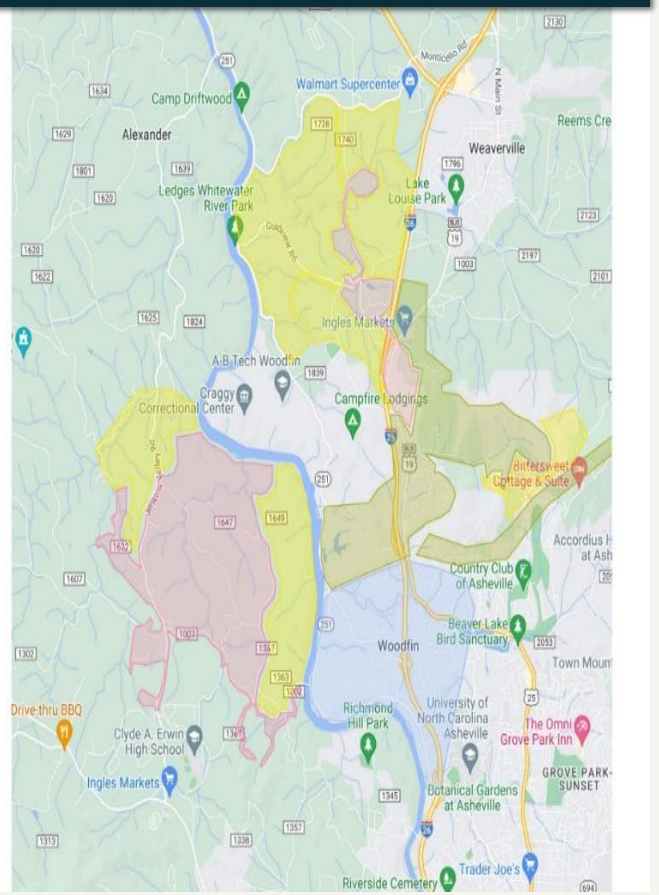
service legacy

sanitary service roots

Core mission

Provide high-quality water in a fair, efficient, and responsible manner.

Service Area & Rate Zones



How the System Works

Source water, treatment, storage, distribution - and strategic interconnections

1 Protected Watershed

2,000 acres

2 Water Treatment

Plant built in 1995

3 Storage Tanks

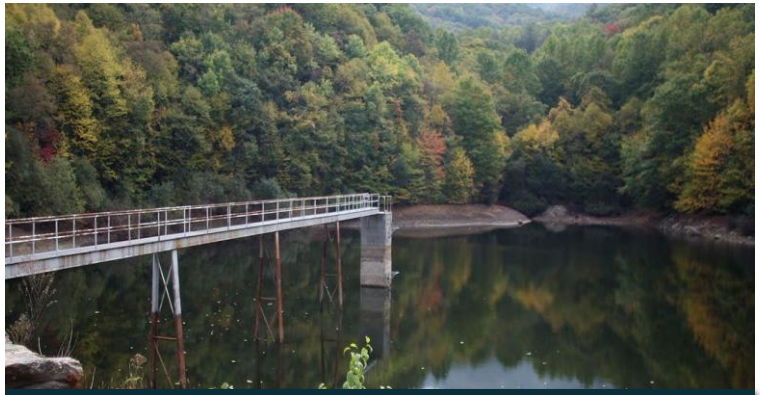
Baird Cove / Reynolds / Leisure Mnt

4 Distribution System

100+ miles of lines

5 Supplemental Supply

City of Asheville interconnection



Source water & watershed



Storage & pressure zones

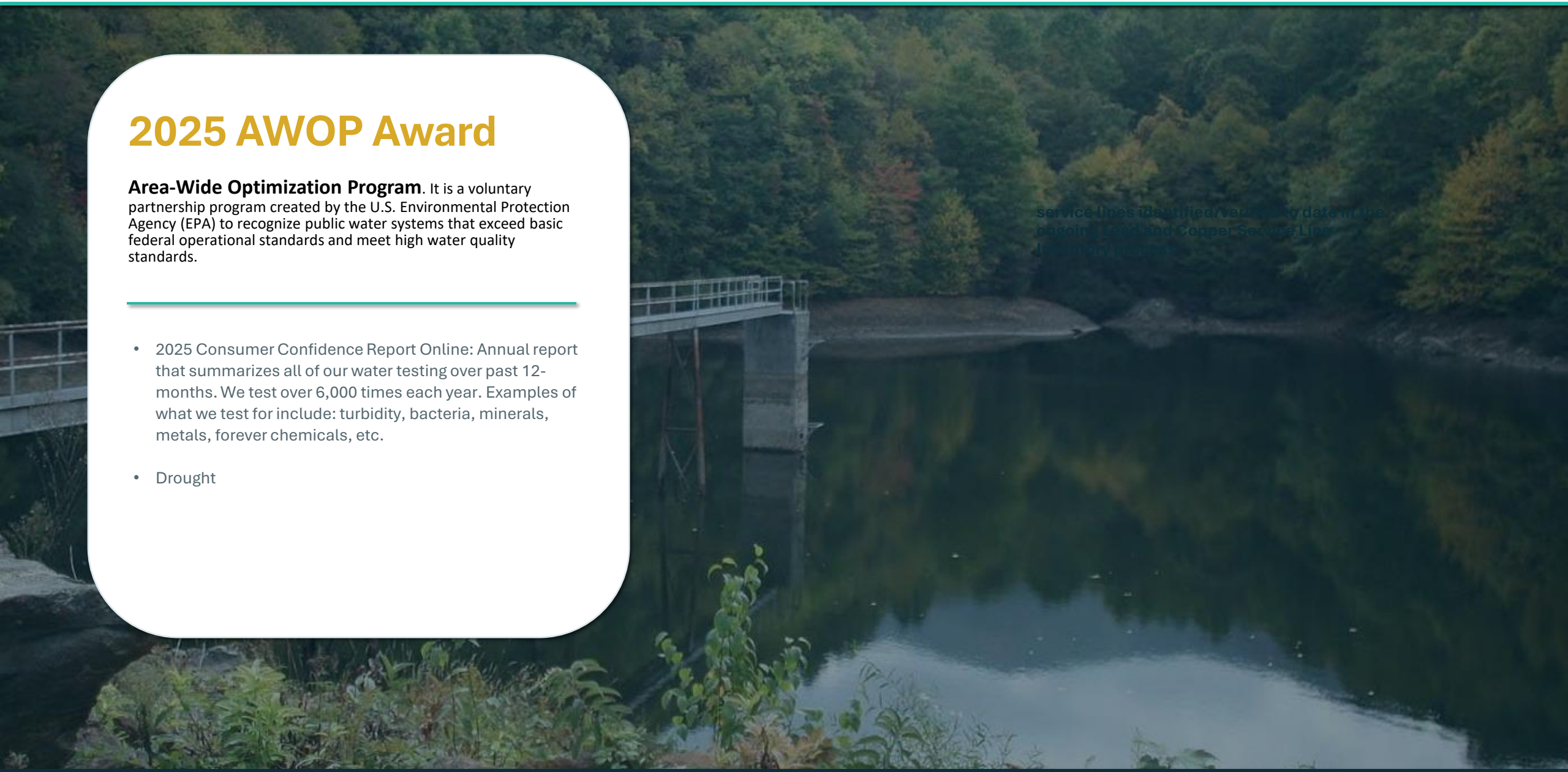


Distribution maintenance

Operating reality: some zones can be supplemented by Asheville water while the District works to maximize its own production and reduce purchased-water exposure.

Water Quality & Operational Excellence

Recognition, compliance, and day-to-day reliability



2025 AWOP Award

Area-Wide Optimization Program. It is a voluntary partnership program created by the U.S. Environmental Protection Agency (EPA) to recognize public water systems that exceed basic federal operational standards and meet high water quality standards.

- 2025 Consumer Confidence Report Online: Annual report that summarizes all of our water testing over past 12-months. We test over 6,000 times each year. Examples of what we test for include: turbidity, bacteria, minerals, metals, forever chemicals, etc.
- Drought

Resilience After Helene

From recovery to long-term hardening of critical facilities



Dam slope / spillway context



Storm-damaged access



Emergency repairs

1 Damage addressed

Water lines, dam/spillway, bridge access, generator reliability, and debris

2 Next response

Engineering review and written response to Dam Safety

3 Long-term goal

More redundancy, monitoring, and faster response

$5.079M SRF-Helene: What It Funds

Water system resiliency, redundancy, and emergency preparedness

$5.079M

SRF-Helene funding request / project package

Focused on reducing storm vulnerability and improving operational visibility.

Grant-funded resilience

- **Backup generator at WTP**
- **Supervisory Control and Data Acquisition (SCADA) system upgrades**
- **Harden areas where the main transmission line crosses creeks**
- **Pump station improvements (replace pumps and backup generator)**
- **WTP electrical improvements, new energy efficient pumps, and repair filters**

Not just recovery — a modernization package for a more resilient utility.

FY 2026-27 Financial Picture

Balanced budget, targeted capital, and rising wholesale-water pressure

$3.15M

Budget

110%

Fund balance

$117K

Capital improvements

Projects within annual budget

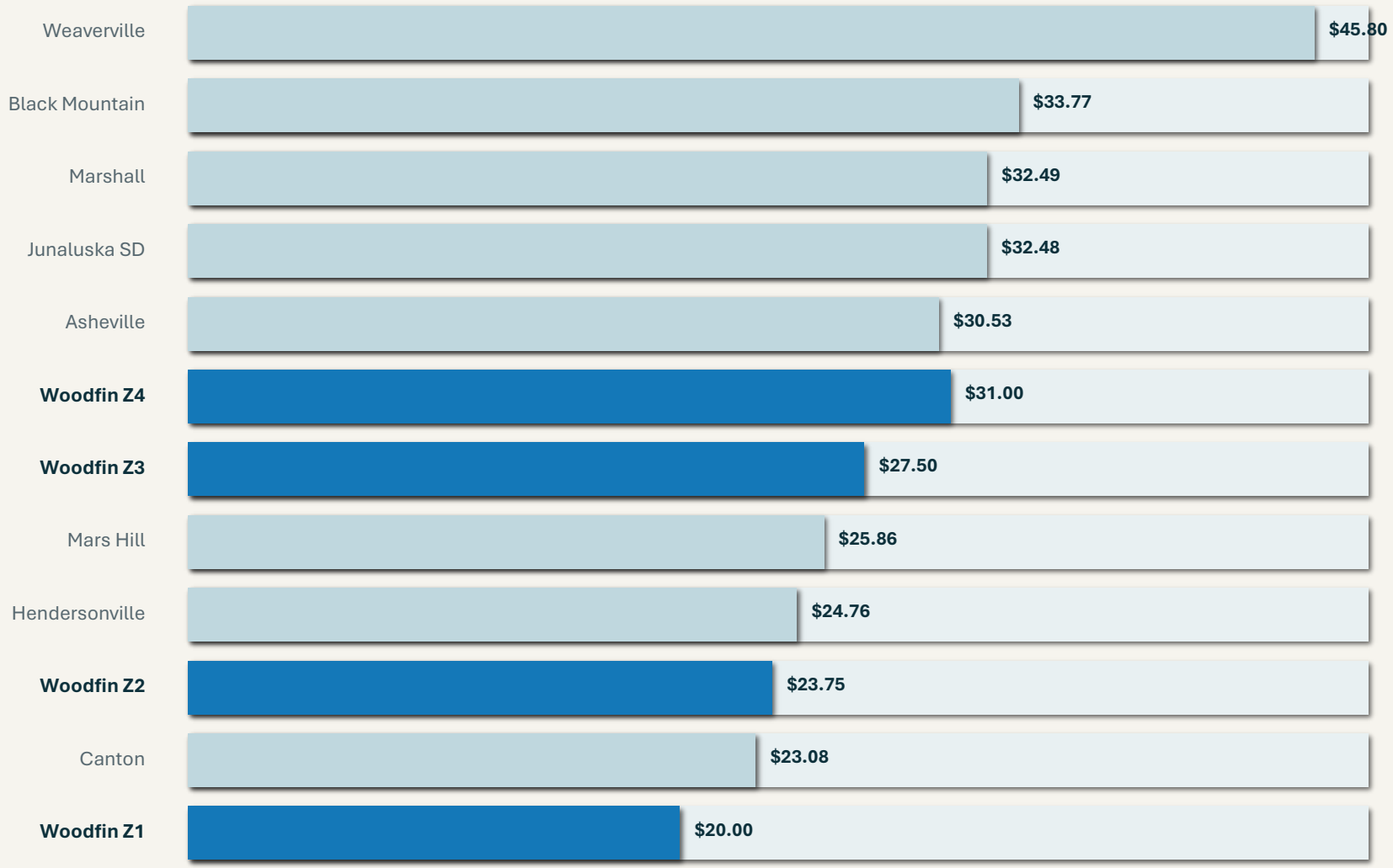
$680k

Capital improvements

Ongoing projects that cross multiple fiscal years.

Regional Rate Comparison

Comparable municipal utilities: 3,000 gallons per month (prior to June 30th, 2026)



Key takeaway

Woodfin rates have remained competitive regionally, even as wholesale water and capital costs have risen.

Context only

FY 2025-26 schedules; new FY 2027 rates are addressed separately.

Why Rates Are Changing

The District is absorbing major external cost pressure while funding infrastructure needs

33%

wholesale water rate increase from the City of Asheville

135.3% increase in wholesale cost since FY 2023-24

- **Craggy Prison Laundry Facility**
- **Development fee revenue decreased by 50% last year.**

FY 2026-2027 rate adjustments

Customer zone	Minimum bill	Volumetric
Zone 1	+$3.40 base	+$0.75 / 1,000 gal
Zone 2	+$4.05 base	+$1.25 / 1,000 gal
Zone 3	+$4.70 base	+$1.75 / 1,000 gal
Zone 4	+$5.25 base	+$2.00 / 1,000 gal

No increase in all other fees

Customer message: this adjustment supports reliable service, infrastructure replacement, and long-term financial health.

Targeted Investments in Efficiency

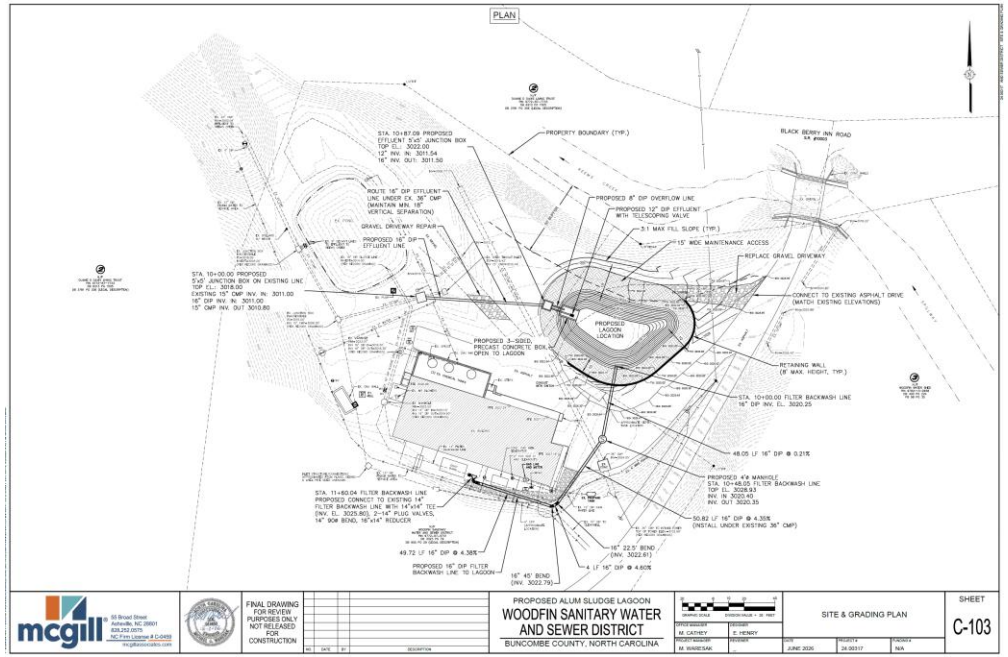
Reducing water loss, improving billing accuracy, and detecting problems sooner

$25,000	**Meter replacement program**	Improves billing accuracy and replaces dead meters
$10,000	**Hydrant repairs/replacements**	Keeps critical fire-flow assets operational
$40,000	**10-Y Capital Improvement Plan / Rate Study**	Updates long-range investment and rate planning
$22,000	**Leak correlator + acoustic detector**	Speeds systematic detection of hidden leaks
$20,000	**Treatment plant upgrades**	Pump replcements

Operational strategy: find losses sooner, meter use accurately, and use data to guide capital decisions.

What Comes Next: Capital Priorities

Projects and planning work expected in the next fiscal year



From emergency recovery to planned renewal

Spillway repair
Bid late 2026; FEMA-funded up to $100,000

Second lagoon
Bid late 2026; funded from District reserves

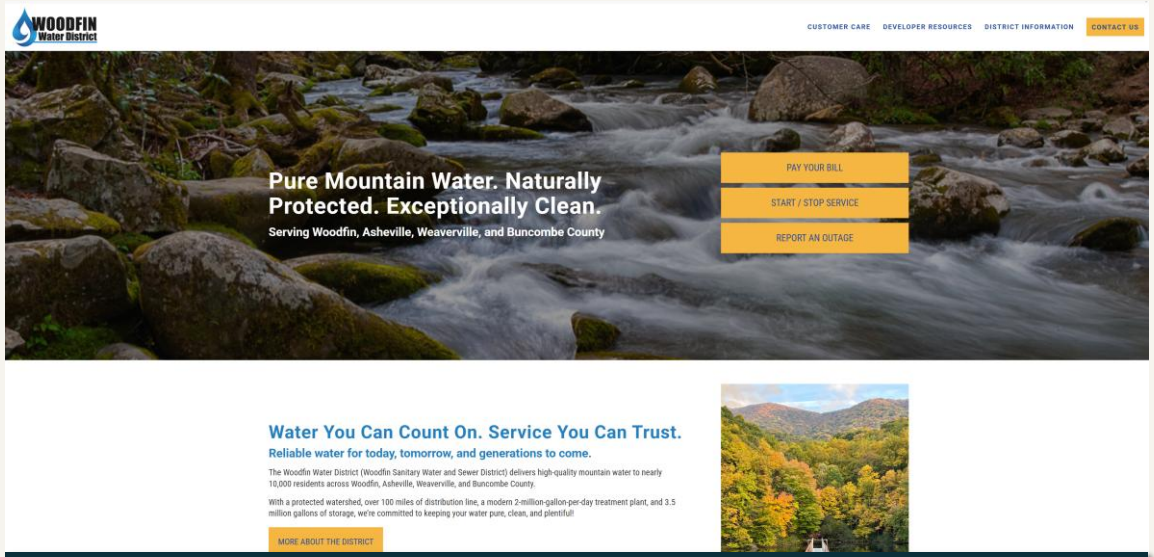
Dam slope repair
Engineering review, slope repair, vegetation removal, EAP update

SRF-Helene Projects
Engineering report, environmental work, design, bidding, construction admin

CIP process with McGill
Update 10-year capital planning and rate strategy

Customer Experience & Community Partnerships

Modern communications and practical support for community initiatives



New website: woodfinwater.com



Community Gardens #1 and #2

W — Website launch

Launched March 16, 2026; improves access to District information and customer resources

T — Transparency

Budget documents, notices, rate information, and meeting materials

C — Community support

Courtesy tap and limited water allocation support shared garden spaces

Communication goal: make it easier for customers and partners to find information.

The State of the District

Resilient. Responsible. Ready.

1. **Reliable service**
   Maintain water quality and reliability

2. **Financial stewardship**
   Balance affordability, costs, and capital needs

3. **Resilience investments**
   Use grants and planning to reduce risk

4. **Town partnership**
   Coordinate on growth, projects, and community needs

Questions?

Seth Eckard | Executive Director
seckard@woodfinwater.com | (828) 253-5551

WOODFIN WATER DISTRICT
Providing our customers with water of the highest quality.

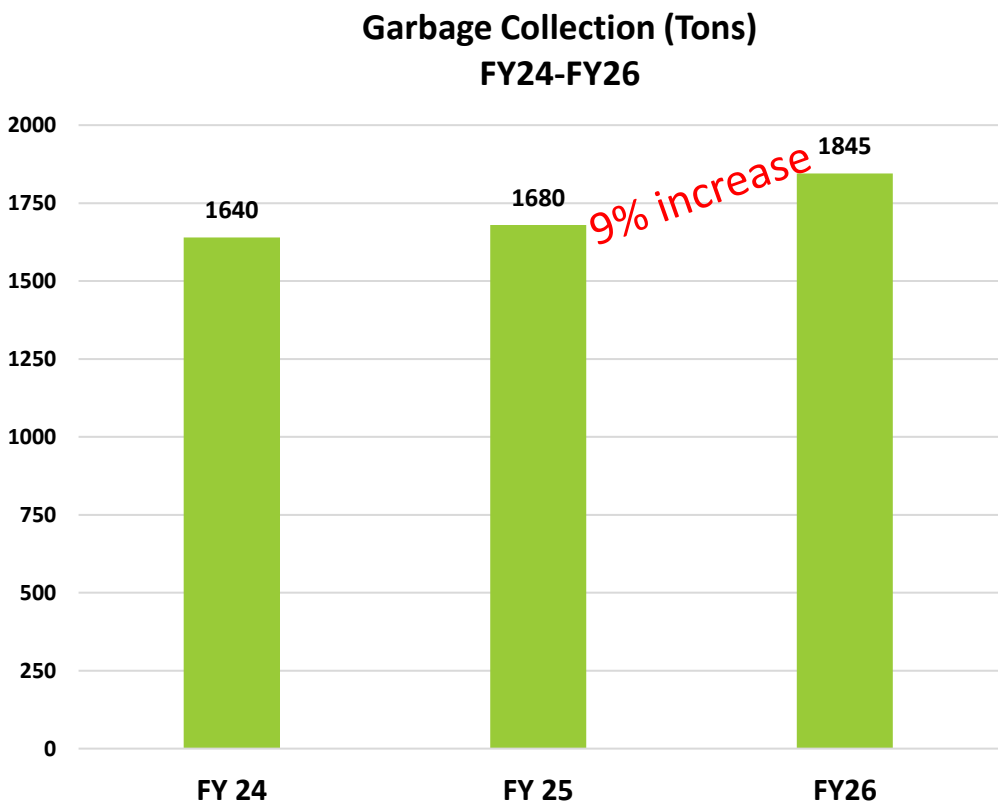
Annual Planning & Facilities Update

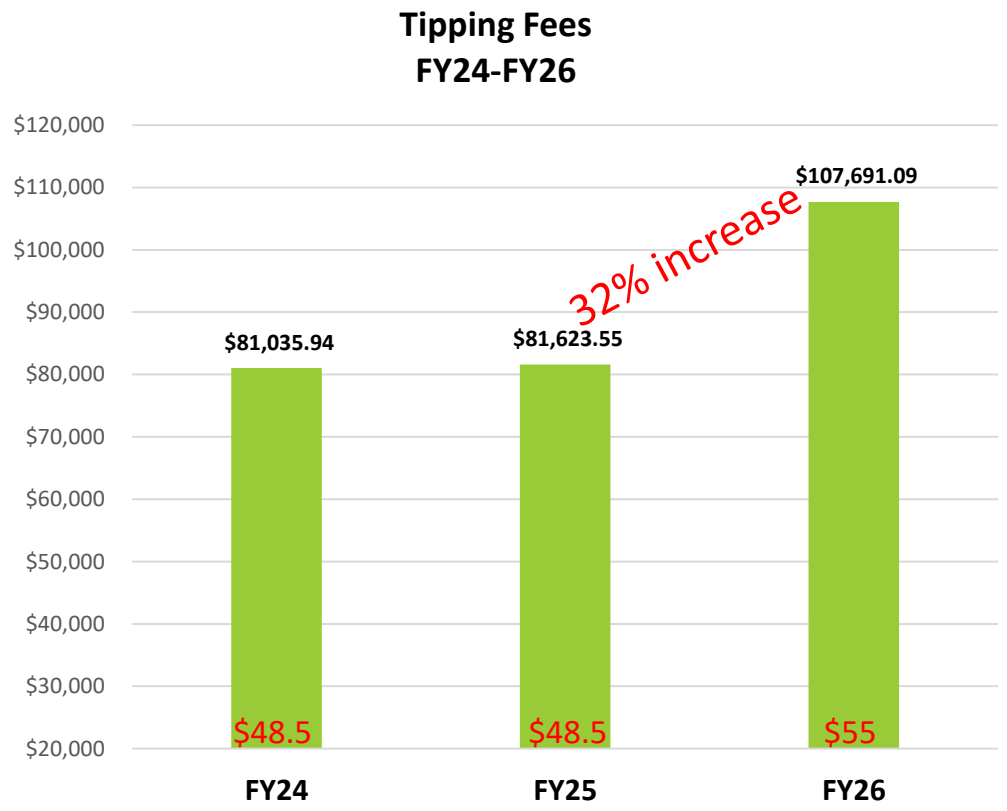
RICKY HURLEY, PLANNING DIRECTOR &

ADRIENNE ISENHOWER, PROJECTS & FACILITIES DIRECTOR

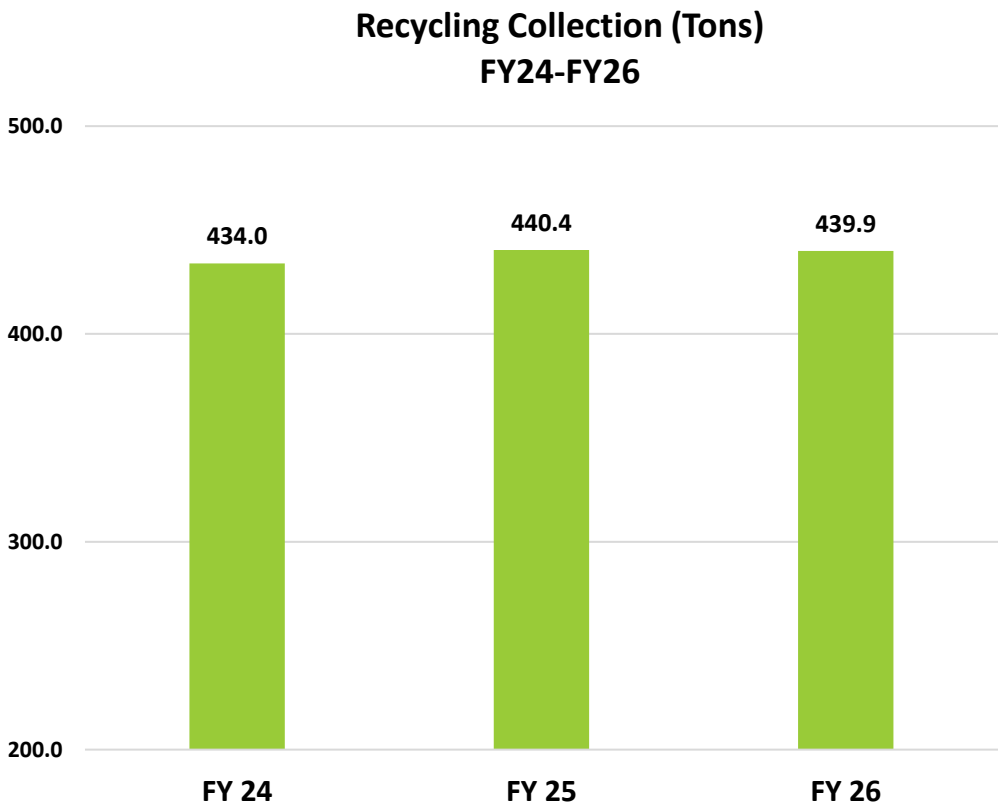
Public Works

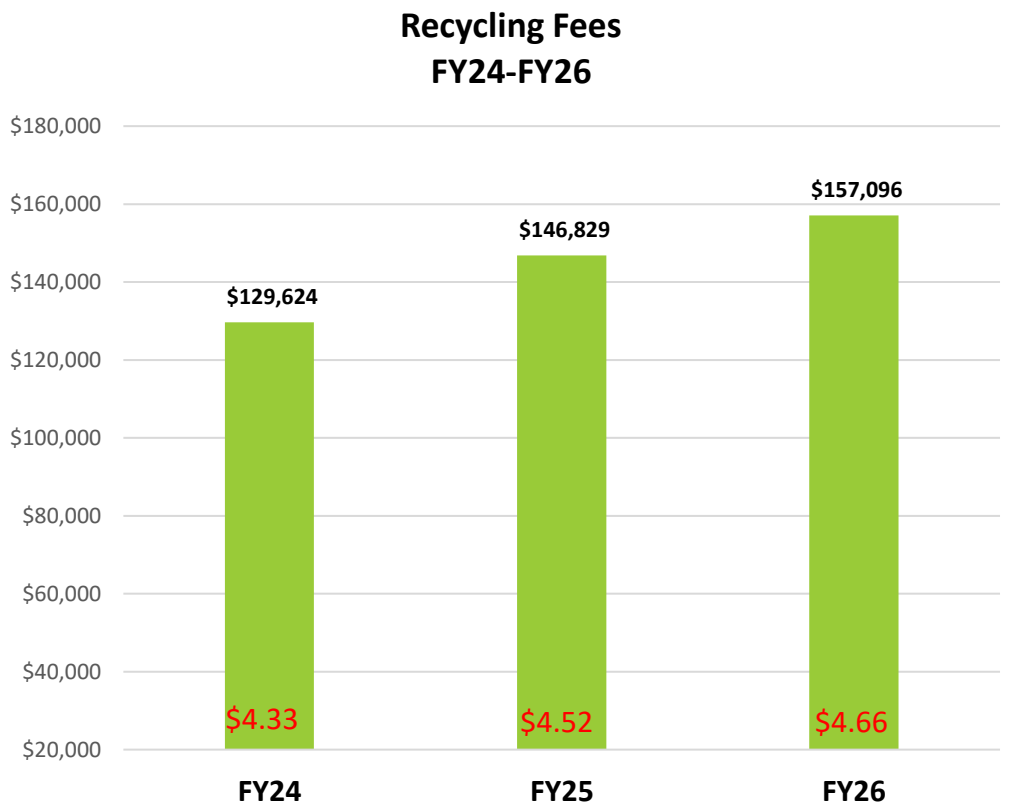
Solid Waste Collection FY24-FY26



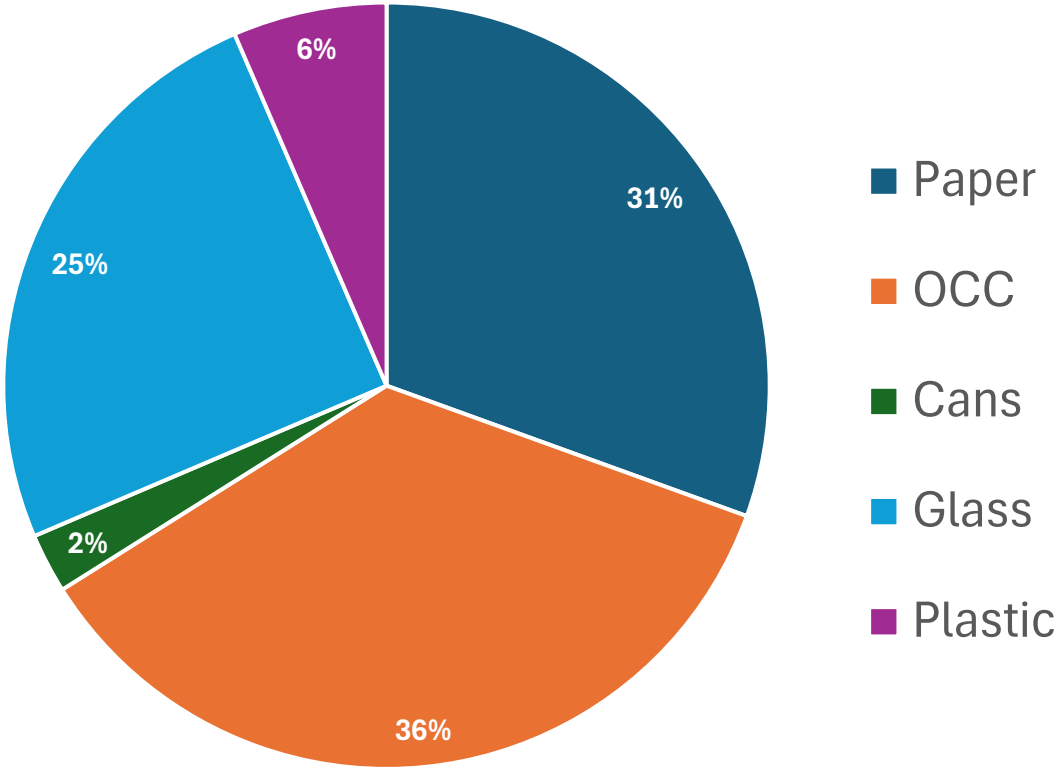


Recycling Collection FY24-FY26

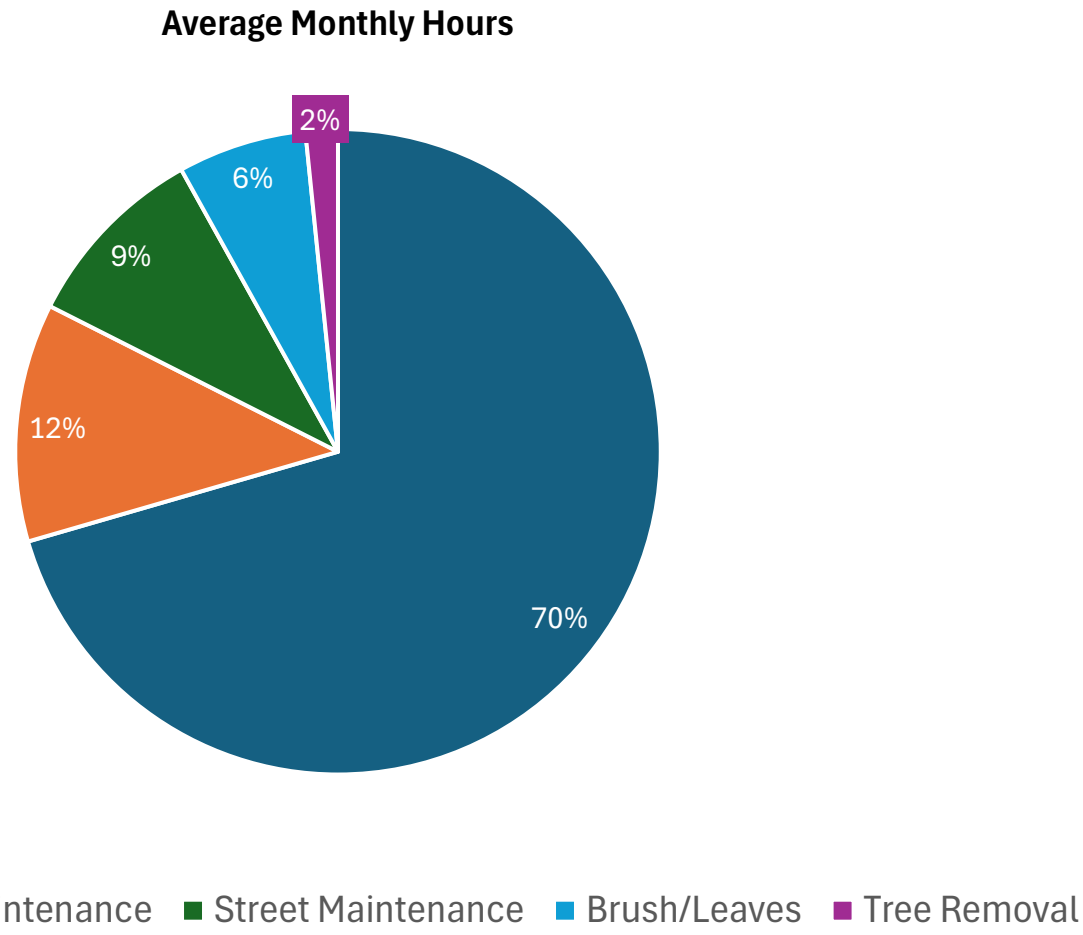




Recycling Materials



Monthly PW Responsibilities



Parks

Silver-Line Park

- Construction underway with substantial completion target of mid-late September
- Initial tasks include rough grading for restroom facility, planting, and assessment of playground upgrades and repairs
- Planning to complete testing of rubber matting
- Existing wooden play equipment will likely need to be replaced
- Additional grading required to reach level of compaction necessary for restroom
- Coordinating with restroom facility contractor on construction and delivery





Taylor’s Wave and Riverside Park

Taylor’s Wave

- Engineer on-site last week for first concrete pour
- Small committee formed to plan dedication event – tentative date early October
- Plan to remove material in riverbed after construction is complete

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Riverside Park

- Approved repairs to existing restroom building – work to begin this week
- Utility work by MSD scheduled for mid-August
- Finalizing design for interpretive signage with consultants



Town Parks

Geneva Maney Community Garden

- All 12 rental raised beds are rented
- Volunteer workdays held each Saturday from 10-12
- Rain garden installation workshop held with NCSU in June
- Planning to develop a seasonal newsletter

Roy Pope Park

- Approved and scheduled replacement of sandbox canopy from original manufacturer
- Public works staff plan to re-gravel walkway and complete annual maintenance items soon



Facilities

Facilities Update

Work Order Report

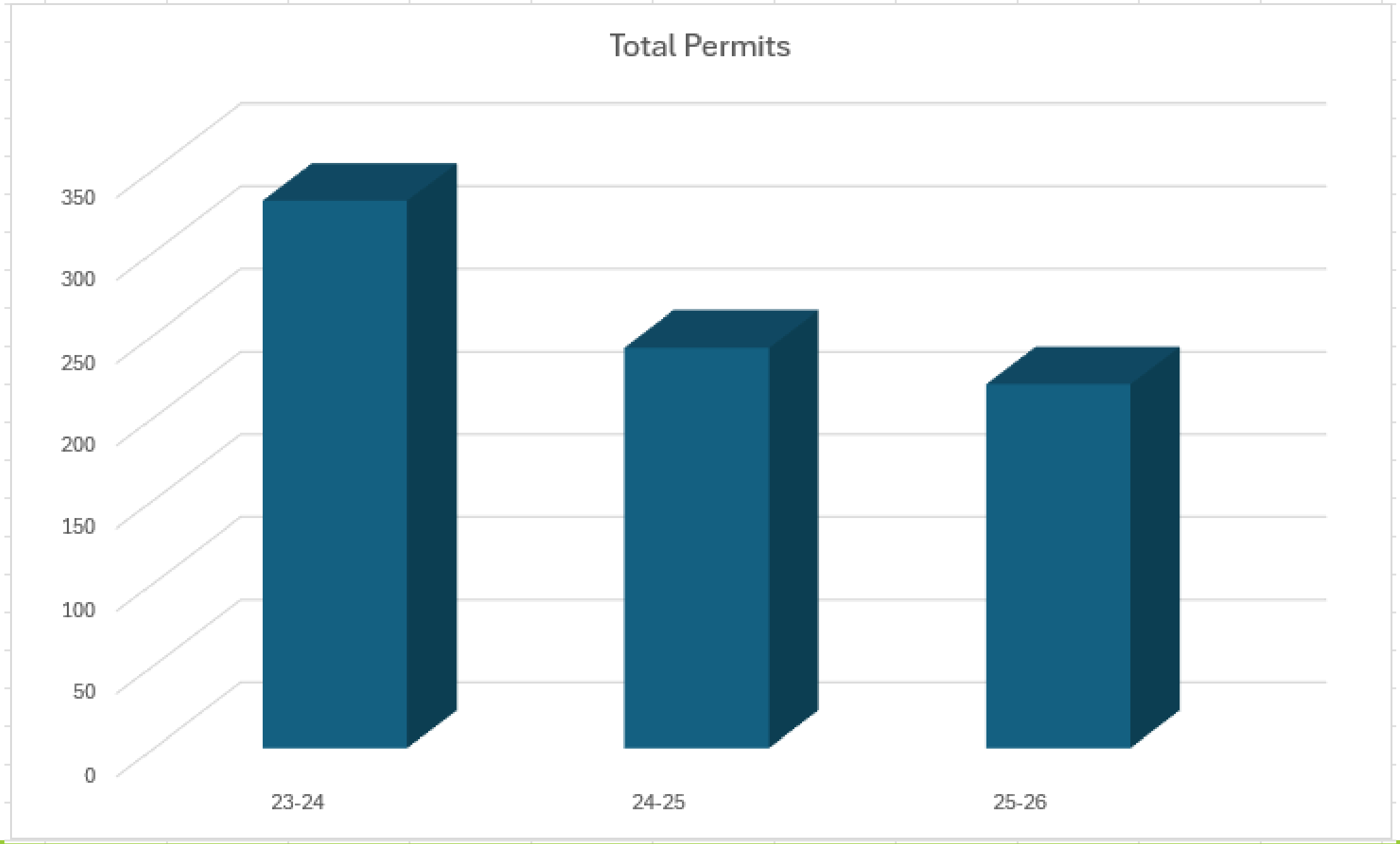
1/1/2026 - 8/1/2026

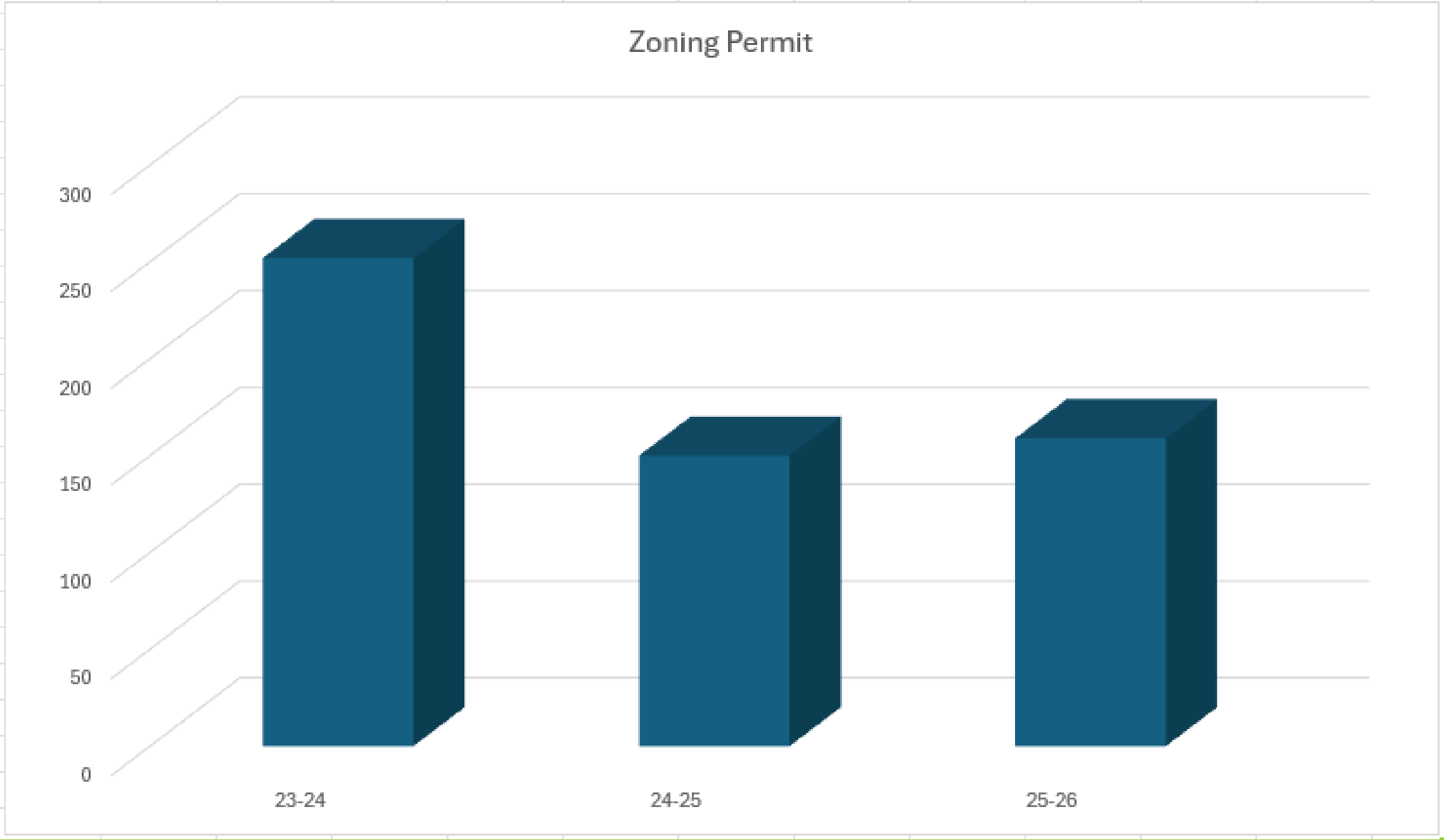
Work Type	Assigned Department	Work Category	Work Description	Main Status
Large Item/Bulky Pickup			Front of garage	Pending
Park Maintenance	Parks and Recreation	Park Maintenance/Repair	Repair restrooms at Riverside Park from Helene damages	Open
Park Maintenance	Parks and Recreation	Park Maintenance/Repair	Replace canopy over sandbox at Roy Pope Park	Open
SW Infrastructure	Stormwater	Stormwater	Town conducted stormwater repair has not held for the last 2-3 repairs; should be considered DOT infrastructure	Open
Facilities Maintenance	Facilities	General Maintenance/Repair	Replace sewer line at Public Works building	Pending
Stormwater Load from Street	Stormwater	Stormwater	Stormwater discharging from culvert that runs underneith Sunny Ridge Dr, which previously outletted into forested land; treefall was removed by FEMA and now hillside is barren; site visit conducted, unsure what to do to fix; contacted Shannon to see if the contractor was intending to stabalize the hillside; plan to stabilize the lot themselves with help from Riverlink	Closed
Facilities Maintenance	Facilities	General Maintenance/Repair	Lights will not turn on in council chambers	Closed
Park Maintenance	Parks and Recreation	Park Maintenance/Repair	Replace canopy over sandbox; replace sand in sandbox	Open
Facilities Maintenance	Facilities	General Maintenance/Repair	Repair gutter and rotting wood behind gutter	Open
Facilities Maintenance	Facilities	General Maintenance/Repair	Repair front door handle at Town Hall	Open
Stormwater Load from Neighbor	Stormwater	Stormwater	Issue along Breckenridge Parkway continues; stormwater runs at a high rate depositing debris and stormwater loads onto property; previously had berm that has since crumbled away moreso than previous; looking at longer term fix and see if a new berm would be benificial	Open
SW Infrastructure	Stormwater		Came into Town Hall looking to have his asphalt berm replaced by Public Works; plan to replace as berm was preexiting; notified Johnny Brooks to schedule	Open
SW Infrastructure	Stormwater	Stormwater	Worker for Craggy Mtn Line reached out to let us know that a swale is blocked directly after railway culvert along the Silverline Park and Waste Republic property line; plan to conduct site visit; determined blocked culvert is within NCDOT and rail-way right-of-way; notified Cody.	Closed
Facilities Maintenance	Facilities	General Maintenance/Repair	Repair roof leak over finance office	Closed
Facilities Maintenance	Facilities	General Maintenance/Repair	Repair toilet leak in womens restroom	Closed
Stormwater Load from Neighbor	Stormwater		Stormwater runs from property to propety due to new construction. Went though some solutions over the phone. Deemed a private party matter.	Closed
Facilities Maintenance	Facilities	General Maintenance/Repair	Remove mold from walls in upstairs evidence room	Closed
Facilities Maintenance	Facilities	General Maintenance/Repair	Maintenance to minisplit in evidence office downstairs	Closed

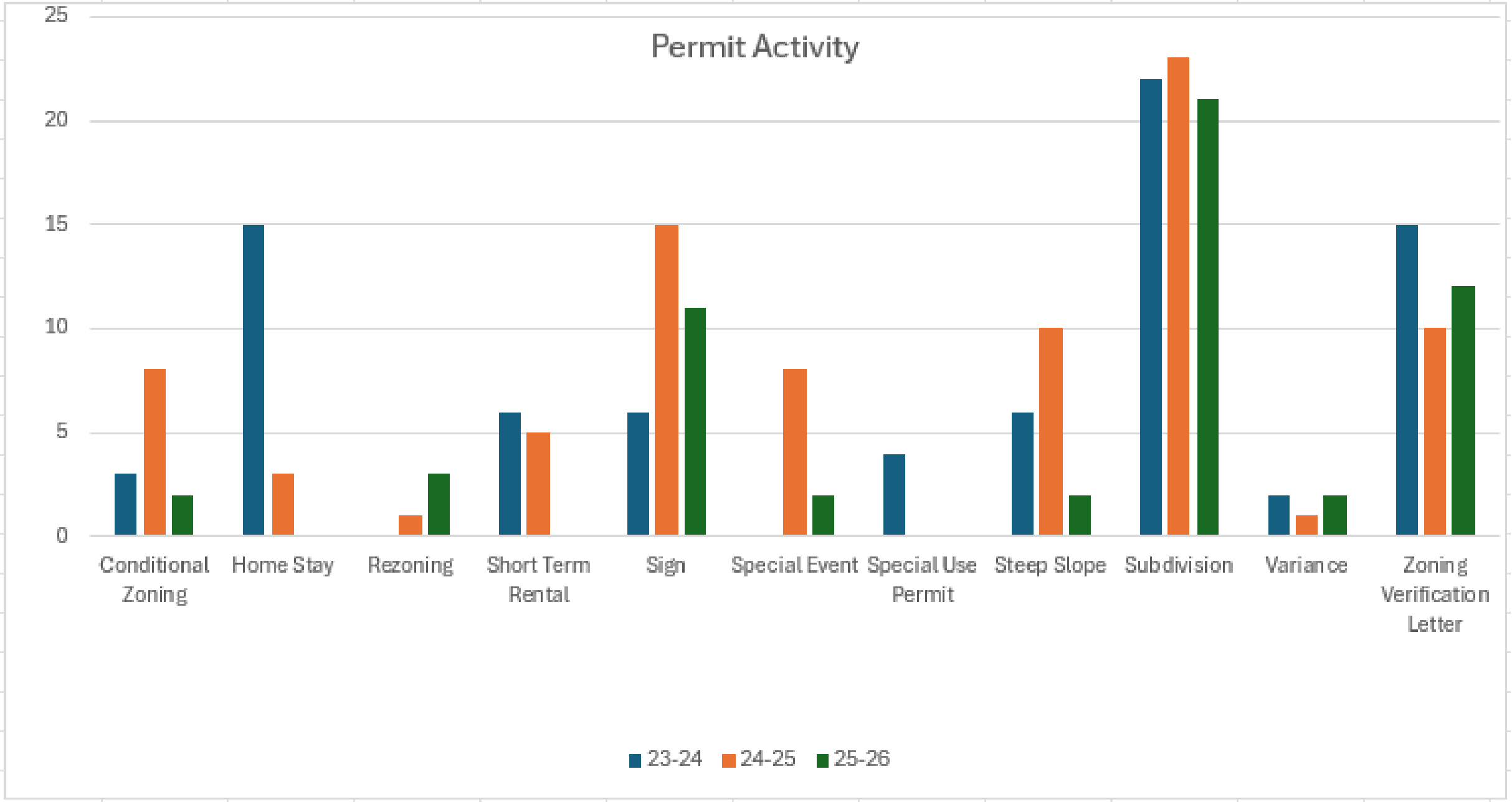
Looking ahead

- Stormwater program update at September or October meeting
- Schedule interviews for two open positions in Public Works
- Complete Taylor's Wave and hold dedication ceremony
- Begin construction of on-shore redevelopment at Riverside Park
- Replace stairs at community center
- Continue improving record keeping and department communications with iWorq software

Planning


Total Permits
350
300
250
200
150
100
50
0
23-24
24-25
25-26


Zoning Permit
300
250
200
150
100
50
0
23-24
24-25
25-26


Permit Activity
25
20
15
10
5
0
Conditional Zoning
Home Stay
Rezoning
Short Term Rental
Sign
Special Event
Special Use Permit
Steep Slope
Subdivision
Variance
Zoning Verification Letter
23-24
24-25
25-26

Permit Highlights FY26

- **69** new dwellings, 7 of which were for manufactured housing. Most homes permitted were within Olivette, the Springs at North Asheville, or individual home sites within the heart of Woodfin. A significant portion of manufactured homes were replacements due to Helene.
- **62** other Residential, such as renovations/additions, foundation repairs due to Helene, and (9) roof mounted photovoltaic systems.
- **26** commercial permits consisting of Rocky River Apartments, French Broad Landscaping, and several tenant upfits.
- **21** Subdivision/Recombination plats creating 20 new lots.
- **11** Sign permit applications filed.

Code Enforcement

- 77 Enforcement cases opened in the past year, 42 were resolved and closed.
- Majority of citizen-initiated complaints are related to non-zoning matters:
  - trash/solid waste
  - overgrown grass
  - junk vehicles, and
  - minimum housing
  - erosion/stormwater runoff

Accomplishments

- Work w/ Land Development Ordinance steering committee
- Woodfin – Weaverville Greenway Feasibility Study – study complete and plan adoption pending
- Completed training for land use decisions for PBOA and Town Council in a joint meeting
- Rocky River Apartment (120 affordable units) groundbreaking
- Zoning Code updates to allow Accessory Dwellings in CS District

Planning Board of Adjustment

The Planning Board of Adjustment met 9 times during the most recent fiscal year, and reviewed the following applications:

- 2 -- Conditional Rezonings
- 3 -- Rezonings
- 0 -- Special Use Permits
- 1 -- Major Subdivisions
- 2 -- Variances
- 1 -- Text Amendments

Demonstrated excellent attendance by all appointed members with *no* cases being postponed due to lack of quorum.

Looking Ahead

- Development of driveway standards
- Adoption of the Land Development Ordinance
- Continuing education and public engagement for flood plain development
- Selection and adoption of preferred alignment in the Woodfin to Weaverville Feasibility Study
- Meet w/ local government partners regarding potential jurisdictional adjustments

Town Manager Report

SHANNON TUCH, TOWN MANAGER

Tropical Storm Helene - Recovery

- FEMA VIP visit & debrief
- Engineering survey work is complete
- Hydraulic studies nearing completion and design drawings have been started – few notable changes needed

	Existing	Proposed
Goodman Rd	3'x2.5' box culvert	5'x4' Box Culvert
Crofoot Trail	24" CPP	30" RCP
Foothills Rd	18" CMP	42" RCP
Sunny Ridge	2- 42" CPP	6' x 5' Box Culvert

- Sunny Ridge re-seeding by owners – hoping for FEMA reimbursement

Administration

- Contracts & PO's

Community Partner Grant Agreements (3) $83,500	Stone Ridge Lease - Auxillary Office $4800/month	Sharp Copier (Aux. Office) $97/month

- Auditors on-site week of Aug. 24th
- Office move to 305 Stone Ridge Blvd. – 8 staff members
  - Admin
  - Finance
  - Planning
  - Stormwater
  - Projects & Facilities
- Digital accessibility changes (web, meetings, social media)

Parks

- Taylor's Wave construction progressing
- Ribbon-cutting/dedication tentatively planned for Oct. 9th
  - Invite only (but a large invite list)
  - 45 minutes – 1 hour
  - Kayaking demonstration
  - Parade of rafts
  - Speaker lineup
  - Ribbon-cutting/dedication
  - Move to FBRA for post-event refreshments
- Park work to accelerate Aug./Sept.



Stormwater / Flood

- Working w/ NCDOT on identifying high priority repairs on Weaverville Rd.
- Primary source of frequent flooding traced to private infrastructure
- DOT examining possible improvements to their system

- Annual stormwater update in September

Police

- Woodfin Day Out – approx. 300 attendees
- RAD Self-defense – second class
- Police interns (2) wrap up their assignments
- Lieutenant hiring process progressing – hope to make an offer this month
- Officers logged 192 hours of training



New Business

Approval of New Town Seal

KEN KAHN, COMMUNICATIONS SUBCOMMITTEE CHAIR

Town Seal Presentation

A new seal for Woodfin — rooted in blue-collar heritage, the French Broad River, and the landscape that defines our community.



Jessica Averette
June 2026

What this seal stands for.

HERITAGE

A connection to Woodfin's blue-collar manufacturing past — the through-line from past to present to future, even as the community grows.

LANDSCAPE

The French Broad River, the mountains beyond, and the native plants that make this place specific — not a generic seal, but unmistakably Woodfin.

ENDURANCE

A seal that represents enduring things, not trends. Built to serve Woodfin for decades, at every size, in every medium.

GUIDING WORDS: Friendly • Resilient • Wholesome • Safe • Home • Real • Authentic • Community • Welcoming • Enduring •

Where we started.



Blue-collar heritage

French Broad River

Craggy Bridge

River birch

Mountain landscape

Manufacturing legacy

Enduring character

The approved moodboard established visual language — blue-collar authenticity, natural landscape, architectural honesty.

Fonts chosen to endure.

PRIMARY — DISPLAY & RING TEXT



Freight Display
FreightText Pro

Workmanlike serif with organic warmth.
Carries manufacturing history without nostalgia.
Authoritative, approachable, enduring.

SECONDARY — FUNCTIONAL & UI



Neue Haas Grotesk
Display Pro

Honest grotesque sans. No corporate polish.
Echoes industrial precision — the tools
and infrastructure that built Woodfin.

Every element is intentional.

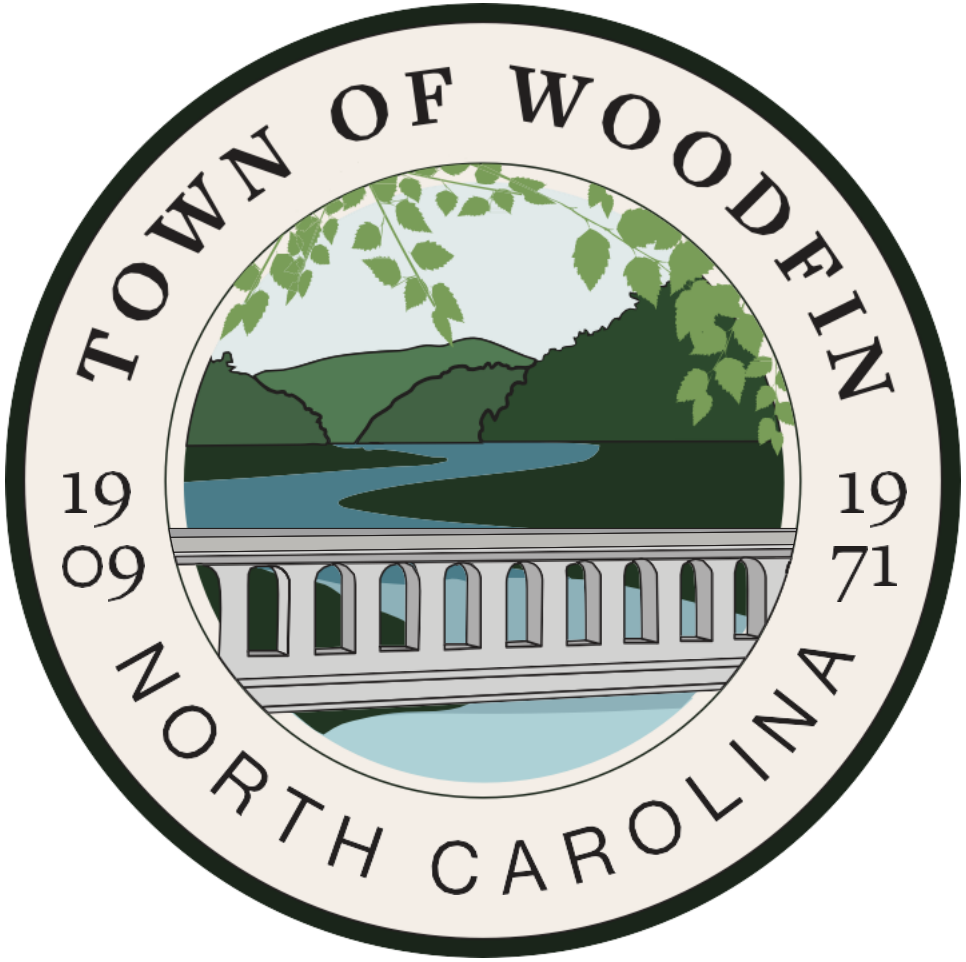


RIVER BIRCH CANOPY
Native to the French Broad corridor. Leaves arch into the frame as living foreground — place-specific, not decorative.

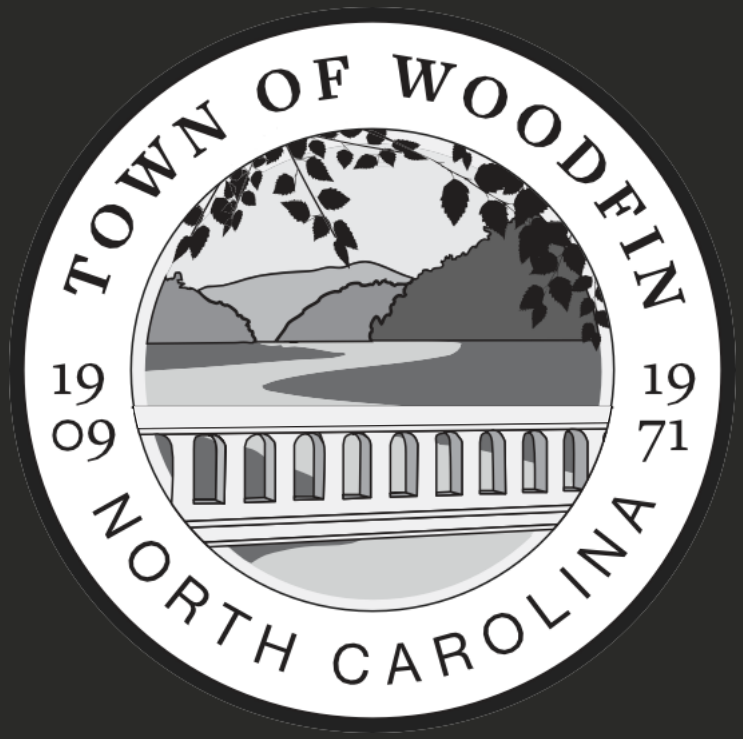
MOUNTAIN SILHOUETTE
The Blue Ridge beyond Woodfin. Layered tones establish depth and anchor the seal in its landscape.

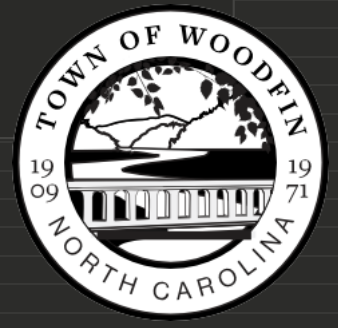
CRAGGY BRIDGE PARAPET
The arcade arches of the real Craggy Bridge — a direct nod to Woodfin's blue-collar manufacturing and railroad era.

FRENCH BROAD RIVER
The vantage point is from the bridge, looking toward the river. The wave feature is implied through perspective.



PROPOSED TOWN SEAL · FULL DETAIL





Approval of Communications Plan

COMMUNICATIONS SUBCOMMITTEE

Communications Plan

Identified in the 2026 Town Council retreat as a strategic priority.

Guides how a local government shares information, promotes transparency and engages with residents, businesses and staff.

Addresses:

- Regular (day-to-day) public updates
- Civic participation
- Emergency messaging



Communications Plan

GOAL: Provide access to accurate, timely and useful information to all Woodfin stakeholders.

4 objectives identified to support the goal

2-4 action steps assigned to each objective

Communications Plan

OBJECTIVES & ACTION STEPS

A. Ensure regular outbound communications from the town

- Send 1-2 printed newsletters on pre-set timelines (i.e. January & July) and explore adding a digital newsletter that could be shared more frequently.
- Send out by Facebook, Instagram, TextMyGov, etc. emergency notices, road closures, paving schedules, event announcements, etc. as they occur
- Send out periodic WOPD reports showing response times, proactive contacts, etc. and explore adding a page dedicated to WOPD to the newsletter.
- Develop and implement a process for quality control and approval for all town-related communications.

Communications Plan

OBJECTIVES & ACTION STEPS

B. Provide timely and accurate responses to questions received

- Prepare a Frequently Asked Questions document for answers to our most common questions. Post it on our website.
- Determine who answers the questions not included on the FAQ documents and set timelines for responses.

Communications Plan

OBJECTIVES & ACTION STEPS

C. Increase visits to town website & subscribers to TextMyGov and Social Media platforms

- Have sign up posters with information to each platform at all events, town meetings, town halls, in our newsletter, etc. inviting folks to follow us on Facebook, Instagram, TextMyGov, etc. and to visit our website. Also post the invite to follow us on each of our platforms when we provide information.
- Ask our local partners to post our website on their website to promote cross content. (We are starting this process with the Woodfin Business Association.)
- Develop a “Newcomers” welcome and information package (hardcopy) and drop with new cans; partner with Woodfin Water. Update online info for newcomers.

Communications Plan

OBJECTIVES & ACTION STEPS

D. Develop and maintain an accessible town communications

- Identify optimal platform(s)
- Develop a transition plan that includes informing the public

Approval of Traffic Calming Policy

ADRIENNE ISENHOWER, PROJECTS & FACILITIES DIRECTOR

Qualifications

The street is paved and is serving predominantly single-family residential neighborhoods
The posted speed limit is 35 mph or less
Field analysis demonstrates a notable pattern of vehicles traveling more than 10 mph above posted speed limit
Residents live on the specific street of concern
The street is NOT maintained by NCDOT or considered a major or minor thoroughfare

Device Options

Level 1

Non-Physical / Low-Cost Traffic Calming Measures

- Increased enforcement by the Woodfin Police Department
- Additional Neighborhood Awareness Campaign
- Installation of temporary Radar Speed Display Devices

Level 2

Low Impact / Moderate Cost Traffic Calming Measures

- Signage and advance warning device addition/changes
- Add/change pavement markings – Including crosswalks
- Add on-street parking

Level 3

High Impact / Higher Cost Traffic Calming Measures

- Speed bumps
- Center island/median installation
- Chicanes
- Choker/neckdowns
- Intersection diversion (partial closure)

Traffic Calming Policy

Staff have developed proposed policy revisions after first review in June

1. Decrease required signatures from 75% to 65% of properties

2. Add section requiring traffic calming measures be evaluated for impacts to emergency response

3. Add section allowing Town to remove devices for safety or maintenance purposes

4. Define affected area and residents

5. Add more specific guidelines about funding for Level 3 improvements

Affected Area

Affected Area. The Affected Area shall generally consist of all properties with frontage on the street segment where the proposed traffic calming measure is located, **extending to the nearest intersecting public street at each end of the affected street segment**. Where the proposed traffic calming measure is located on a cul-de-sac, dead-end street, or roadway without nearby intersecting public streets, or where traffic patterns indicate that adjacent properties or streets would be directly affected, the **Town Manager may modify the Affected Area to include those properties reasonably expected to experience the impacts** of the proposed traffic calming measure.

Affected Residents. Affected Residents are the owners of record of properties located within the Affected Area. For the purposes of petitions, **one signature per property shall be accepted**, regardless of the number of property owners.

Level 3 Funding

- **36% or more:** When 36% or more of vehicles exceed the posted speed limit by more than 10 mph, the project may be eligible for **100% Town funding**, subject to the availability and appropriation of funds by the Town Council.
- **Between 21-35%:** When between 21-35 percent of vehicles exceed the posted speed limit by more than 10 mph, an approved Level 3 traffic calming project may proceed with **50/50 cost-sharing agreement** from affected property owners, a neighborhood organization, homeowners' association, or other private funding source.
- **Between 16-20%:** When between 16-20 percent of vehicles exceed the posted speed limit by more than 10 mph, an approved Level 3 traffic calming project may proceed with **100% private funding** from affected property owners, a neighborhood organization, homeowners' association, or other private funding source.
- **Less than 15%:** No traffic control measures are warranted.

Suggested Motion

I move to approve the Traffic Calming Policy as presented and authorize staff to implement the policies and associated administrative procedures.

Discussion on forming a Boards & Committees Council Subcommittee

JAMES C. MCALLISTER, MAYOR

Closed Session

Adjournment