MINUTES

July 23, 2025

SECOND MONTHLY MEETING OF THE CITY COUNCIL

CITY HALL - 2ND FLOOR MEETING ROOM | 160 6TH AVENUE E. | 4:00 p.m.

Present: Mayor Barbara G. Volk, Mayor Pro Tem Dr. Jennifer Hensley and Council Members Lyndsey Simpson, Melinda Lowrance and Gina Baxter

Staff Present: Deputy City Manager Brian Pahle, City Attorney Angela Beeker, City Clerk Jill Murray, Communications Manager Allison Justus, Communications Coordinator II Brandy Heatherly and others.

Absent: City Manager John Connet, Budget & Evaluation Director Adam Murr

1. CALL TO ORDER

Mayor Barbara Volk called the meeting to order at 4:00 p.m. and welcomed those in attendance. A quorum was established with all members in attendance.

2. CONSIDERATION OF AGENDA

Council Member Lyndsey Simpson moved that City Council approve the agenda as presented. A unanimous vote of the Council followed. Motion carried.

3. CONSENT AGENDA

Council Member Lyndsey Simpson moved that City Council approve the consent agenda as presented. A unanimous vote of the Council followed. Motion carried.

4. PRESENTATIONS

A. City Council Strategic Plan Update – *Brian Pahle, Deputy City Manager*

Deputy City Manager Brian Pahle gave an update on the strategic plan and gave the following PowerPoint presentation.



AGENDA

01

Review each goal area for significant updates, COAN, and Trees.

02

Introduce the next 3-year planning process.

STRATEGIC PLANNING & BUDGET

The Strategic Mindset – City of Hendersonville Way

- A means to bridge the gap between an organization's current position and desired future state
- Future-focused impacts at the daily operations level
- Leadership that reverse engineer long-term aspirations to impact day-to-day decisions and operations on the ground
- Avoids short-termism, just checking a box, and the pull and shoot mentality that cripple long-term progress



STRATEGIC PLANNING & BUDGET

Vision & Mission

Vision

Hendersonville is a vibrant mountain city where the government and citizens work together for a high quality of life.

Mission

The City of Hendersonville is committed to providing quality, efficient services to all citizens, visitors, and businesses through open communication, timely responses, and quality results.



STRATEGIC PLAN FY25

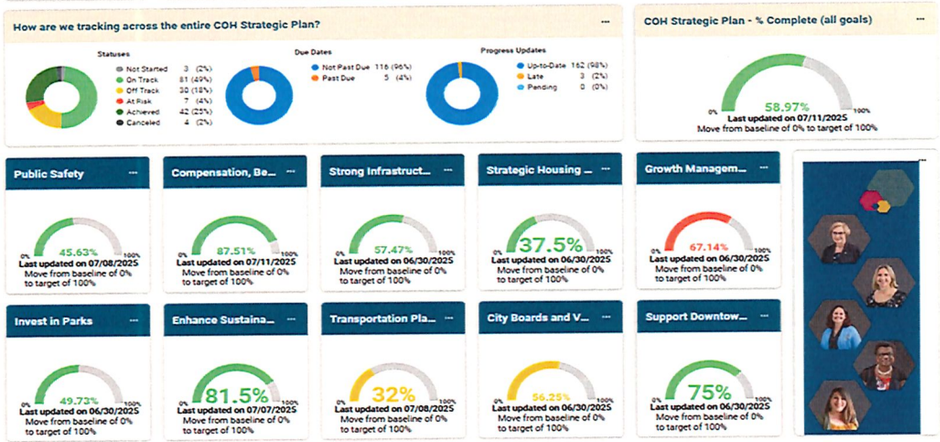
Goal Tracking

Vision: Hendersonville is a vibrant mountain city where the government and citizens work together for a high quality of life.

Mission: The City of Hendersonville is committed to providing quality, efficient services to all citizens, visitors, and businesses through open communication, timely responses, and quality results

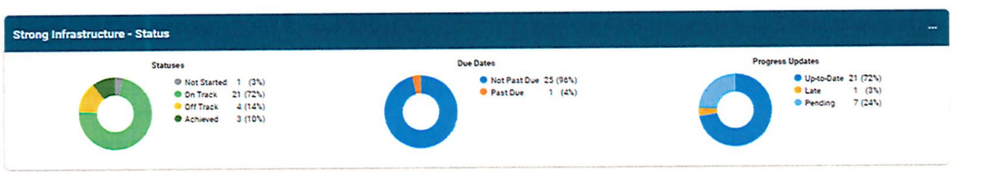
On March 13, 2023, City Council developed an updated list of goals for the City of Hendersonville. Council Members devised a plan for the City's future growth and strategized on working through competing interests and decision-making points. The list was clarified by City Council with final FY25 ranked goals listed below:

Rank #1	Public Safety	Rank #6	Invest in Parks
Rank #2	Compensation, Benefits, & Staff Development	Rank #7	Enhance Sustainability Citywide
Rank #3	Strong Infrastructure	Rank #8	Transportation Planning
Rank #4	Strategic Housing Plan	Rank #9	City Boards & Volunteers
Rank #5	Growth Management & Community Character	Rank #10	Support Downtown Businesses



STRATEGIC PLAN FY25

Goal Tracking



All Strong Infrastructure Items

#	Indented Name	Level	Status	Metric Description	Current Value	Last Updated	Assigned To	Last Comment
3	Strong Infrastructure	Goal Areas	On Track	Move from baseline of 0% to target of 100%	57.47%	01/16/2025	Blake Fulgham	We will ensure that we have an SOP for streets in identifying and completing street cut repairs and ensuring the efficient closure of WOs to make progress on our 30-day goal. WTP expansion is on plan with permits and contracts ready with funding being allocated. City Hall exterior improvements will begin in late Q1. The team will be meeting to discuss FY 2026 street repaving goal and feasibility based on expected Powell Bill funds and adjust if necessary. Repaving schedule will be developed paired with ADA transition repair priority locations.
3.1.2	# of Work Orders	Milestone	On Track	# of Work Orders Entered by Month: 0	18.2	06/26/2025	Blake Fulgham	This update will include Q1 & Q2 data as the previous update focused on Q4 of last calendar year. This year we have remained stable with roughly 18.2 utility pavement and concrete cut work orders for streets per month, with Feb being the highest with 22 and Jan being the lowest at 16. This is a slight decrease from th 18.7 in Q4 of last year.
3.1.3	# of Work Orders Closed within 30 Days	Milestone	On Track	# of Work Orders Closed within 30 Days by Month: 0	37	06/26/2025	Blake Fulgham	We had a total of 74 pavement and concrete cut repairs completed within 30-days of initiation date, with 35 occurring in Q2 and 39 in Q1. This comes out to just over 12.3 repair cuts meeting goal per month and an average completion time of 12.51 days per cut, with the average time in Q2 currently being just under 5.5 days.
3.1.4	% of Work Orders Closed within 30 Days	Milestone	On Track	% of Work Orders Closed within 30 Days by Month: 100%	74.7%	06/26/2025	Blake Fulgham	We made a huge improvement in pavement and concrete cut repair efficiency as well as citywork's tracking on repairs, increasing our rate of repairs within 30-days of initiation of work order from 37.5% to 74.7%, nearly doubling our rate of work order repairs meeting our goal. This does not include the 10 work orders that remain open but are within 30-days of their initiation date. With 74 work orders closed within 30-days, 9 over 30-days, and 16 remaining uncompleted over 30-days, the Streets Division has made massive efficiency strides in completing and closing pavement/concrete cut repairs.
3.2	25 SI x Reduce Sanitary Sewer	Goal	On Track	Move from baseline of	40%	06/25/2025	Blake Fulgham	The last reported SSO that the City of Hendersonville

STRATEGIC PLAN FY25

Goal Tracking

#1 – Public Safety

Significant Updates

- Still unable to advertise for DT Police Officer
- New Downtown Security Installation Aug. 2025

Achievements

- Perf. Indicators for FS#3
- QRV Deployment & KPIs

COAN

- HFD Min. Staffing
- DT HPD
- Vacant Prop. Registry, Comm. Maint. Code Update, and Burned Prop. Procedures



STRATEGIC PLAN FY25

Goal Tracking

#2 – Compensation, Benefits, & Staff Development

Significant Updates
- Lead Position in FY26 Budget COLA/Merit
  - COLA +4% (2.89% Inflation; 1.11% LW)
- Determining Calculation

Achievements
- 401k Match Increase
- New Perf. Review System

COAN
- % Making > Living Wage
  - 62.6% Classifications
  - 74.5% FTE Salaries



STRATEGIC PLAN FY25

Goal Tracking

#3 – Strong Infrastructure

Significant Updates
- Helene + FEMA
- MVF Adoption
- SW Master Plan + Rate

Achievements
- City Hall 1st + 3rd Floors
- Paving Plan + Fee
- Cut Efficiency

COAN
- City Hall Exterior
- Resurfacing Sq. Ft.



STRATEGIC PLAN FY25

Goal Tracking

#4 – Strategic Housing Plan

Significant Updates
- Housing Plan Finalization

Achievements
- Zoning Text Amendments

COAN
- Housing Authority Resolution



STRATEGIC PLAN FY25

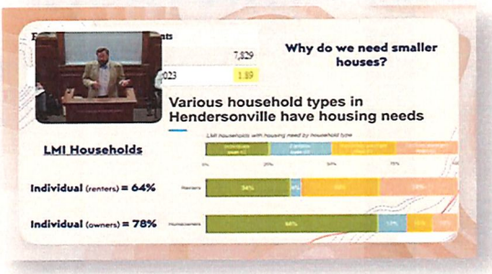
Goal Tracking

#5 – Growth Management & Community Character

Significant Updates
- No Down Zoning Law Creates Difficulty for UDO Development
- Modify Future Tracking to Gen H Implementation Plan % Completion

Achievements
- Comp Plan Adoption
- Zoning Text Amendments

COAN
- Pursue Form Based Code
- Start UDO
- Floodplain Ordinance Updates



STRATEGIC PLAN FY25

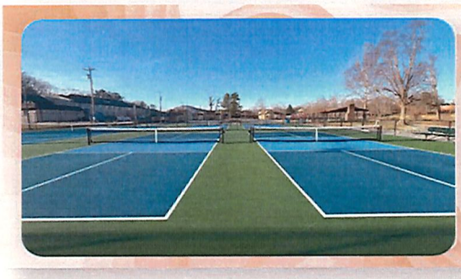
Goal Tracking

#6 – Invest in Parks

Significant Updates
- Helene + FEMA
- Bond Moved to FY29
- Above the Mud Grant Not Received Project of Merit Designation

Achievements
- Funding Strategy for Bond
- BUILD Grant Submitted
- New Bike Racks
- S. Main St. + Ecusta
- Pickleball Courts at Patton

COAN
- Issue a Parks Bond
- 1% Occupancy Tax
- S. Main St. Park
- Construct a Splash Pad
- Disc Golf
- Signage/Branding Manual



STRATEGIC PLAN FY25

Goal Tracking

#7 – Enhance Sustainability Citywide

Significant Updates
- Budget CIP Constraints for New Facility Upgrades
- Majority of Goal Area Achieved (>80%)

Achievements
- FY25 Sus. Plan Goals Accomplished
- Incorporate Sus. in Comp. Plan
- Planted 100 Trees

COAN
- Tree Planting Goals + Data Integrity
- Energy Efficiency Upgrades at HPD



STRATEGIC PLAN FY25

Goal Tracking

#8 – Transportation Planning

Significant Updates
- GO Bond Strategy in Place
- NCDOT Project Delays + Funding Availability

Achievements
- City Traffic Impact Analysis for New Developments
- NCDOT Confirmation for King Street Narrowing

COAN
- Narrow King Street



STRATEGIC PLAN FY25

Goal Tracking

#9 – City Boards & Volunteers

Significant Updates
- Annual Appreciation Dinners Continue with Improvements
- Citizens Academy is Slow to Start

Achievements
- Clarify Ordinances and Roles
- Hold Annual Appreciation Dinner

COAN
- Start a Citizens Academy
- Staff Lead Training Sessions for Boards



STRATEGIC PLAN FY25

Goal Tracking

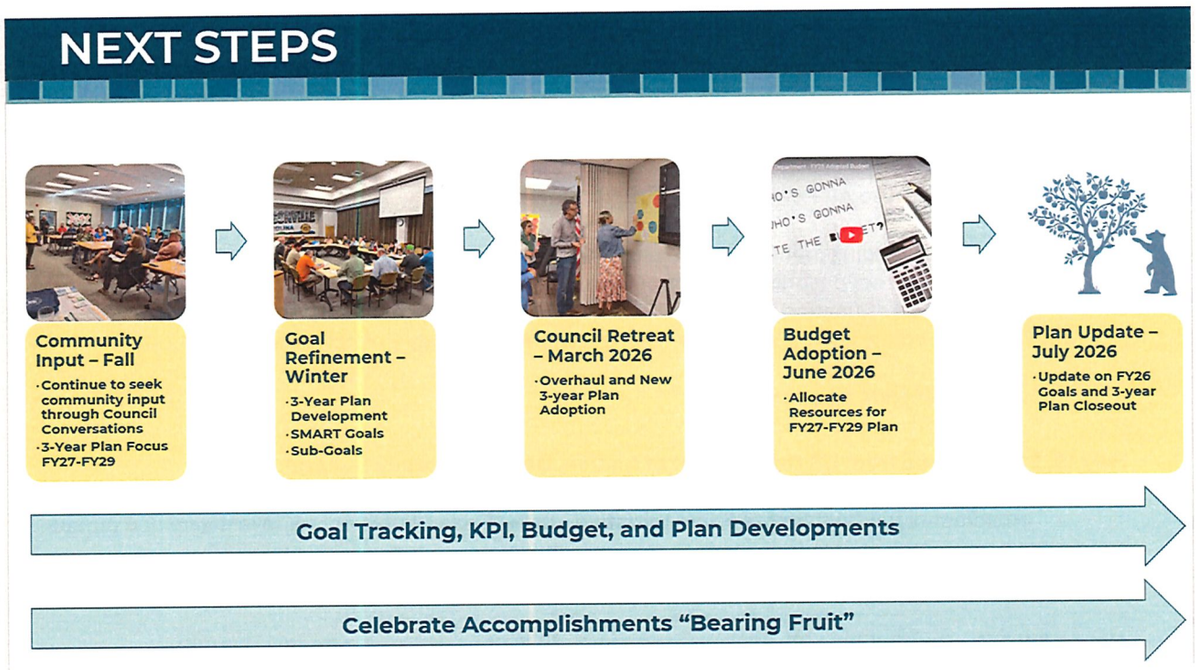
#10 – Support Downtown Business

Significant Updates
- Helene Response
- 7th Avenue Streetscape Celebration
- Working on Public Art and Business Incubator Programs

Achievements
- Create DT Opportunity Fund
- Pivot Grants (Helene) = $15k
- Façade Grants = $12k
- Public Art Grants = $6k
- Loans Opp Fund = $1.2m

COAN
- n/a





B. DEI Legislation Update – *Angie Beeker, City Attorney*

City Attorney Angie Beeker gave a brief update on the new Diversity, Equity & Inclusion (DEI) legislation and executive orders and gave the following PowerPoint presentation.

Executive Orders issued early 2025:

- **EO 14173 – *Ending Illegal Discrimination and Restoring Merit-Based Opportunity***

  - Terminate DEI in federal departments and agencies

  - Enforce civil-rights laws and combat illegal private-sector DEI preferences mandates, policies, programs and activities

  - Requires certification that grantee/contractor does not operate programs promoting DEI that violate anti-discrimination laws and their compliance with federal antidiscrimination laws is material to the contract.

No clear definitions; very broad; doesn't have the force of law but still has serious implications.

E.g., In EEOC investigatory letter to law firms, telling recruiting committees or recruiting firms that you want "diverse" candidates is considered unlawful discriminatory DEI practices.

- **EO 14151 – *Ending Radical Government DEI Programs and Preferencing***

  Directs federal agencies to end "equity-related grants or contracts."

- **EO 14281 – *Restoring Equality of Opportunity and Meritocracy***

  Seeks to eliminate use of disparate-impact theory of discrimination, unintentional violations of anti-discrimination laws. (vs. disparate treatment, intentional)

February 5, 2025 – Memo from US Office of Personnel Management

"Unlawful discrimination related to DEI includes taking action motivated, in whole or in part, by protected characteristics." Examples: Diversity requirements for hiring panels, and candidate pools, any type of preferences

April 24, 2025 – USDOT to All Recipients of USDOT Funding

Recipients of USDOT funding prohibited from engaging in discriminatory actions, programs or activities

- "Whether or not described in neutral terms, any policy, program, or activity that is premised on a prohibited classification, including discriminatory policies or practices designed to achieve so-called "diversity, equity and inclusion," or "DEI" goals presumptively violated Federal law."

- Breach of grant agreement

May 19, 2025 – Memo from US Department of Justice, Deputy Attorney General.

Implements the **Civil Rights Fraud Initiative** – using False Claims Act to "investigate and pursue claims again any recipient of federal funds that knowingly violates federal civil rights laws."

House Bill 171 – Ratified June 30, 2025, vetoed July 3, 2025 (If overturned, effective 7/1/26)

- Can't use state funds or public monies to promote, support, fund, implement, or maintain DEI initiative or programs.
- **DEI** – A program, policy, initiative or activity designed or implemented to:
  - "Promote (i) **differential treatment** of or providing **special benefits** to individuals on the basis of race, sex, color, ethnicity, nationality, country of origin, or sexual orientation; or (ii) a difference in policy, practice or action that **impairs equal access to opportunities or benefits** based on a protected characteristic.
  - Includes DEI practices in hiring, employment or awarding of contracts, DEI training, DEI offices or staff
- $10,000 civil penalty per violation plus personal liability for damages suffered by local government as a result; also removal from office.
- Annual report on activities to remove DEI/comply with this law.
- State auditor to conduct compliance audits.
- Individual cause of action

C. Discussion Regarding Towing of Vehicles Prior to Special Events – *Jamie Carpenter, Downtown Manager and Blair Myhand, Police Chief*

Downtown Manager Jamie Carpenter explained that the Downtown Advisory Board requested a review of the towing policy for special events, and they brought it to the Board in November of last year and we have also brought it to the subcommittee with Lieutenant Cantwell and they have a few recommendations and we wanted to bring those to Council as it is a policy decision.

Isssues:

- When the street is closed for special events midday during lunch hour, it cuts off business and that is a problem.
- Typically, so as not to tow people, a police officer will go up and down the street with a speaker and let people know that towing would be occurring soon if they do not move their vehicle and they do not like that.
- People are not moving their vehicles at the designated times on the sign. For example, if it says 1:00, people are waiting until they see a tow truck coming and then move.
- The length of time between the street closure and when vendors move in is too long.

Through those meetings, Lieutenant Cantwell and I went through what the current process is for towing.

Current Process:

- We make significant notifications on what time the streets close through press releases, social media, a public notification on the Park Mobile app, we place signs on all the kiosks on Main Street, we have sandwich boards on all corners of the prominent areas, we do newsletters to

downtown businesses that give street closure information, and we hand out physical newsletters about five times a year that have street closures in them and we do a text alert.

- The night before an event, the police department night shift will put out signs on each block.
- On the morning of an event, the police will call a tow company and notify them of the timing.
- We do a soft closure so if the time is 1:00 we begin to close incoming lanes as a visual reminder.
- Vehicles that are parked after the advertised time are subject to tickets the first 30 minutes, then towed after. However, there are issues with the towing company as there is no guarantee that the truck will arrive because they may be called to a wreck.
- When we tow a vehicle, it is usually to the City Ops parking lot instead of the towing company's storage yard as their storage yards are all over the county. Most of the cars that we tow are from out of state.
- Lieutenant Cantwell said he was able to work out a deal with a towing company that they can guarantee two trucks at every event as long as he notifies them 24 hours ahead of time. I do not know how that is going to pan out, but it is a step in the right direction.
- It takes about two hours for Main Street to clear out before we can allow vendors to come in.

Board Suggestions

- We start towing immediately so if the signs say 1:00, a truck is there at 1:00 to begin towing.
- Incentivize towing company response time OR the city can contract with the towing company for yearly event towing.
- Prioritize replacing the water barricades with vehicle rated modular barricades, however, we have found that there are more resources needed to get those in place than we thought there would be.

Council Consensus is that the downtown team is doing everything they can do to try to make this a smooth transition and there is not much more they can do.

D. Patton Pool & Whitmire Center Update & Discussion – *Richard Shook, Civil Engineer*

Richard Shook explained that staff seeks to review the progress of the Patton Pool and Whitmire Center conceptual designs and outreach strategies and gather initial feedback from Council to help guide the process.







Second Community Engagement Meeting
July 15th, 2025



Park Feedback

Stakeholders	Community Engagement	Online Survey
• Walking Trails • **Playgrounds** • Skate Park • **Bathrooms** • Pickleball • Bocce • Basketball • Parkour/Ninja Warrior Park • Pump Track	• **Interaction with Nature** • Restoration/ Sustainability • Constructed Wetlands • Stream Restoration • **Walking Trails**	• **Playground Areas** • **Walking & Biking Trails** • Community space & Multigenerational areas • Picnic Areas • Pickleball/Tennis • Yard Games • Skate Park • BMX/Pump Track

Community Center Feedback

Stakeholders	Community Engagement	Online Survey
• Intergenerational • **Accessibility** • **Multi-Use Spaces** • Event Spaces • Volleyball • Community Meal • Classroom Space	• Multi-Purpose Rooms • **Flexible Recreation Areas** • Intergenerational • Classrooms • Senior Center • Card Games	• **Accessibility** • Large meeting spaces • Low cost • Indoor activities • Games • Sports • Educational classes • Community events

Aquatics Feedback

Stakeholders	Community Engagement	Online Survey
• Teams Sports • **25-Y Competition Lanes** • Lessons • Camps • Open swim/ creative play • Diving	• Lap Lanes • **Splash Pad** • Swim Lessons • Zero Depth Entry • Shallow Play Area • Slide • Lazy River/ Current Channel • Water Aerobic Area	• **Zero Depth Entry** • Lazy River/ Current Channel • Splash Deck • Swim Lessons • Shallow Depth Play Area • Lap Lanes • Slide • Water Aerobics

Whitmire Activity Center with Toms Park Existing Conditions

- **2.5 Acres**
- **50 parking spots**
- **14 Shuffleboard Courts**
- **3200 sf large Flex Space**
- **8250 sf footprint**
- **Park trails**

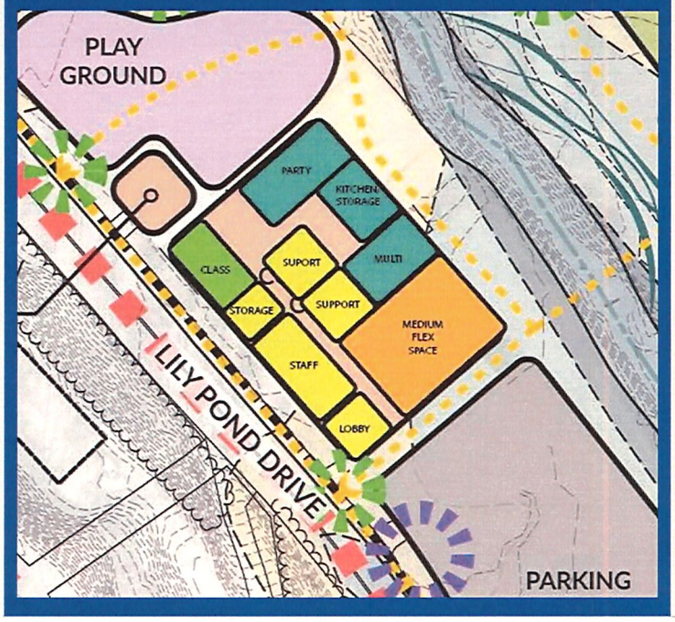


Patton Park Existing Conditions

- **18 Acres**
- **145 Parking Spots**
- **47,000 sf Pool Facilities (~7,000 sf Support Buildings)**
- **50-meter 8 Lane Outdoor Pool with Diving Board**
- **Outdoor Kiddie Pool**
- **Playground**
- **1 Tennis Court**
- **4 Pickleball Courts**
- **Dog Park (prev. baseball field)**
- **Skate Park**
- **Basketball Court**
- **Open Field Area**



New Whitmire Community Center
1A Program



- **Recreation**
  - Medium Flex Space – 3,500 sf
  - Dedicated Rec. Storage – 600 sf
- **Education**
  - Small Classroom – 300 sf
- **Social Gathering**
  - Party Room – 350 sf
  - Warming Kitchen – 200 sf
- **Support Spaces**
  - Lobby
  - Restrooms
  - Office
  - Storage

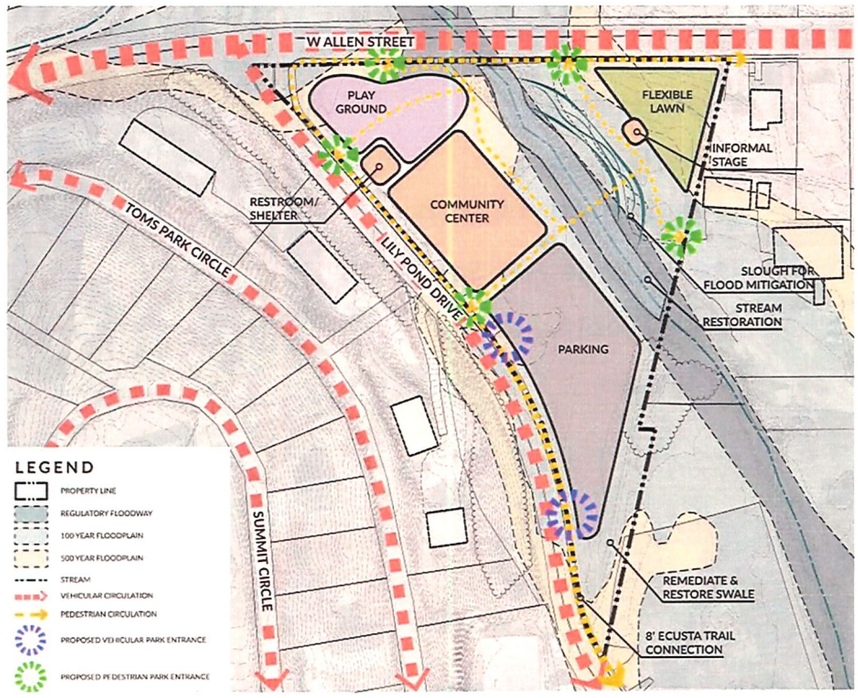
New Whitmire Community Center 1A- Site Layout


PLAYGROUND


FLEX LAWN


STREAM RESTORATION


SLOUGH



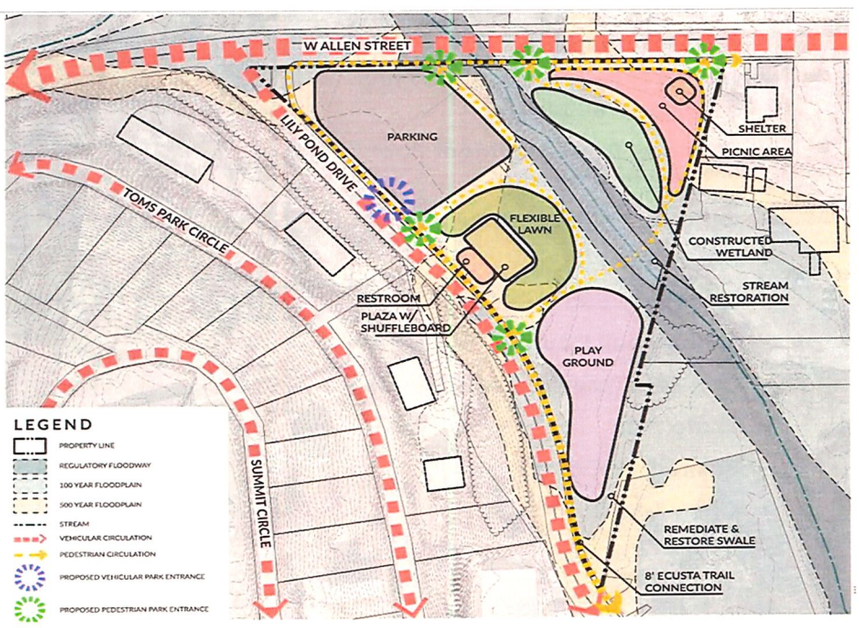
Park Expansion 1B- Site Layout


NATURE PLAY

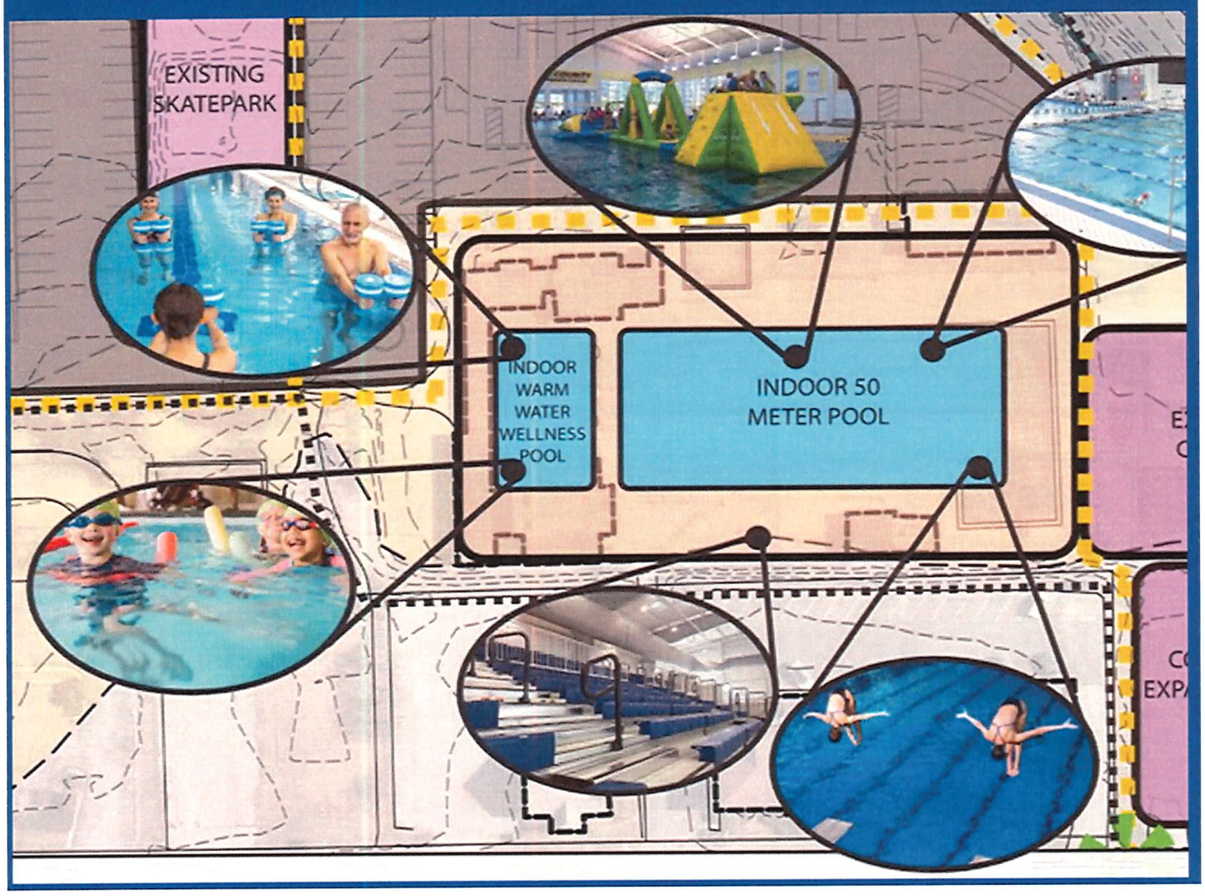

FLEX LAWN

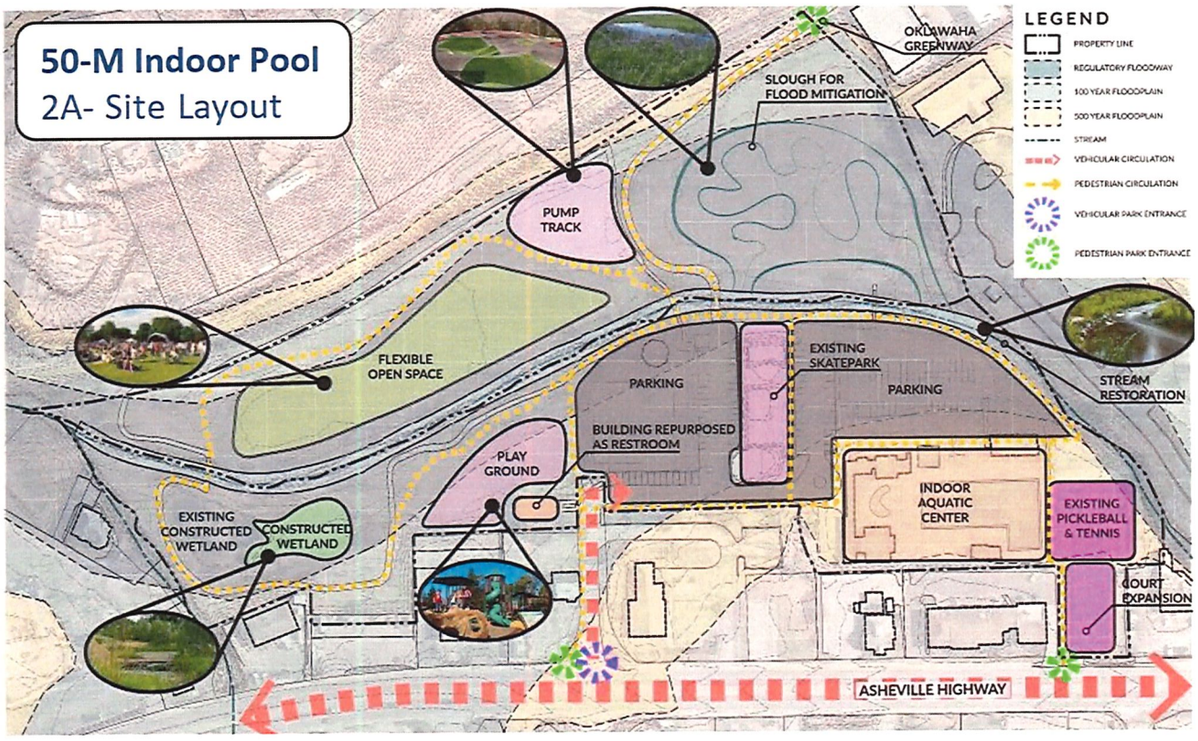

STREAM RESTORATION


CONSTRUCTED WETLAND

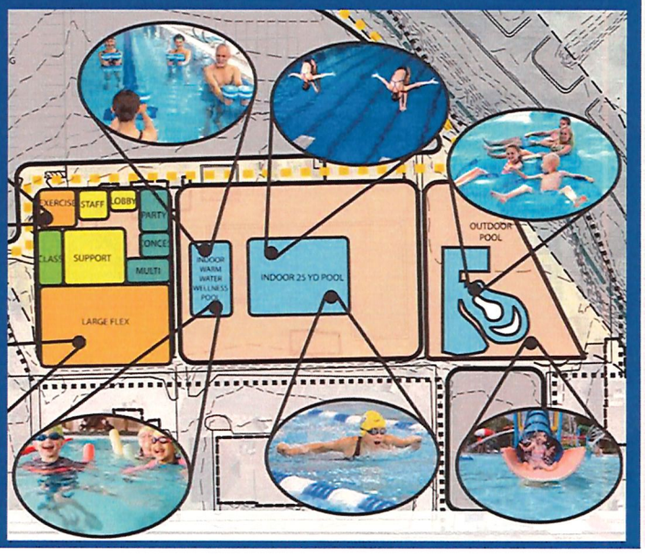


50M Indoor Pool
2A Program



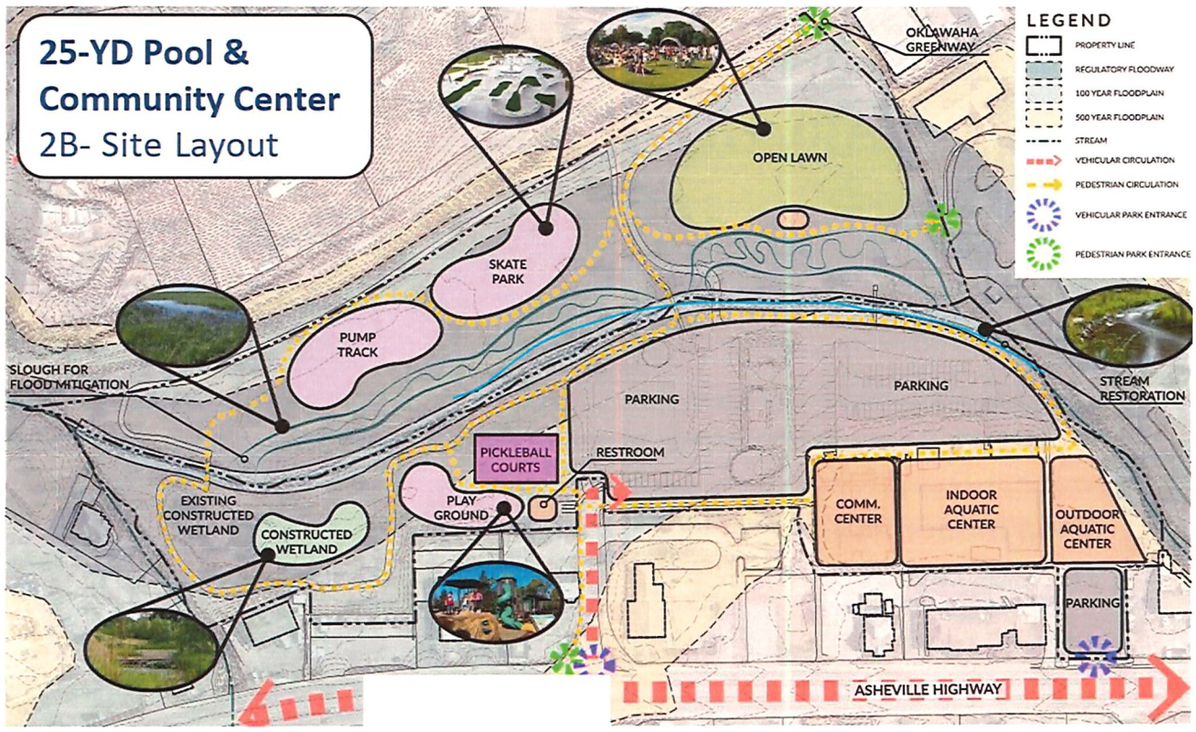


25YD Indoor Pool & Community Center
2B Program



- **Indoor Aquatics – 34,500 sf**
  - 25-yard pool
  - 3 Lane Warm Water Wellness Pool
  - Event Seating
- **Outdoor Aquatics– 17,000 sf**
  - Spray/Splash Play
  - Zero Depth Entry
  - Recreational Swim
  - Shade Features
- **Community Center– 20,000 sf**
  - Large Flex Space 7,000 sf
  - Classroom and Multipurpose Room
  - Concessions
  - Support Spaces

25-YD Pool & Community Center
2B- Site Layout



Conceptual Building Costs

• **1A- New Community Center** Base Community Center, Trail Restrooms	12,800 SF	$5 – $8 million
• **1B- Park Expansion** Trail Restrooms	800 SF	$500 – $800 thousand
• **2A- 50M Indoor Pool** 50 Meter Indoor Pool, Indoor Warm Water Wellness Pool, Trail Restrooms	72,600 SF	$35 – $45 million
• **2B- 25YD Indoor Pool & CC** Outdoor Recreational Aquatics, Indoor 25 Yard Pool with Warm Water Wellness Pool, Large Community Center, Trail Restrooms	82,300 SF	$45 – $60 million

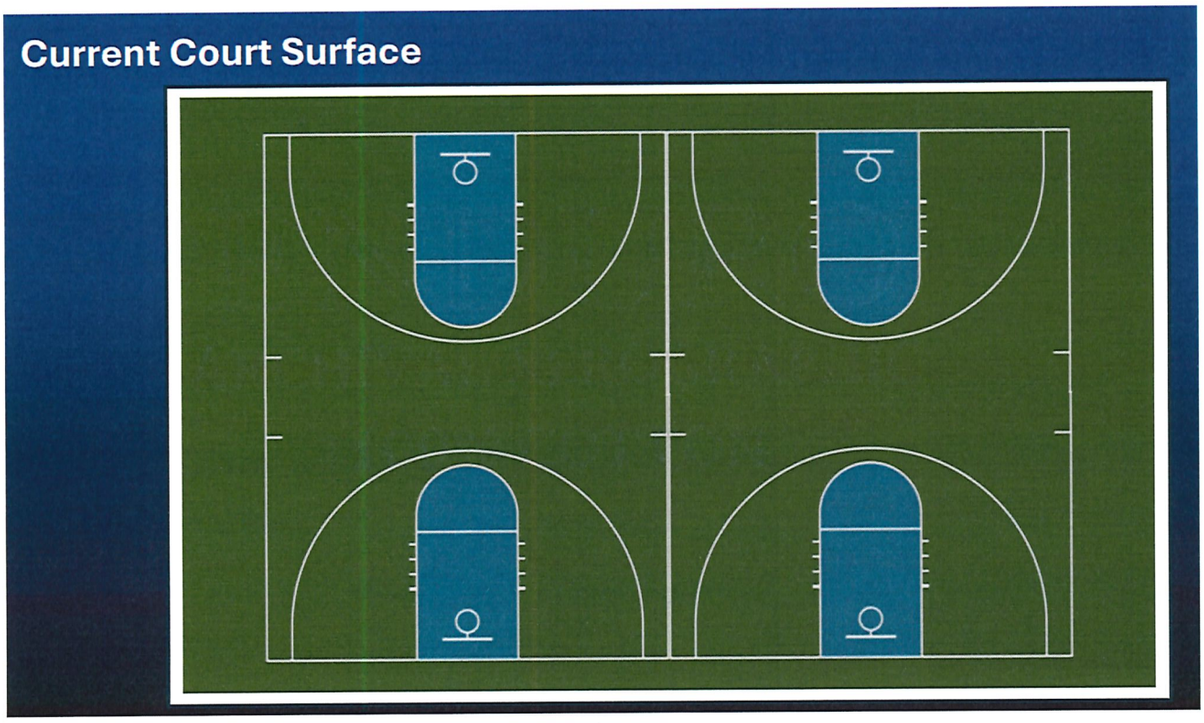
Deputy City Manager Pahle confirmed that he heard that basketball, a skate park, and shuffleboard are all important to City Council. He added that our next move is to get cost indicators on this as we have to keep moving on the FEMA front.

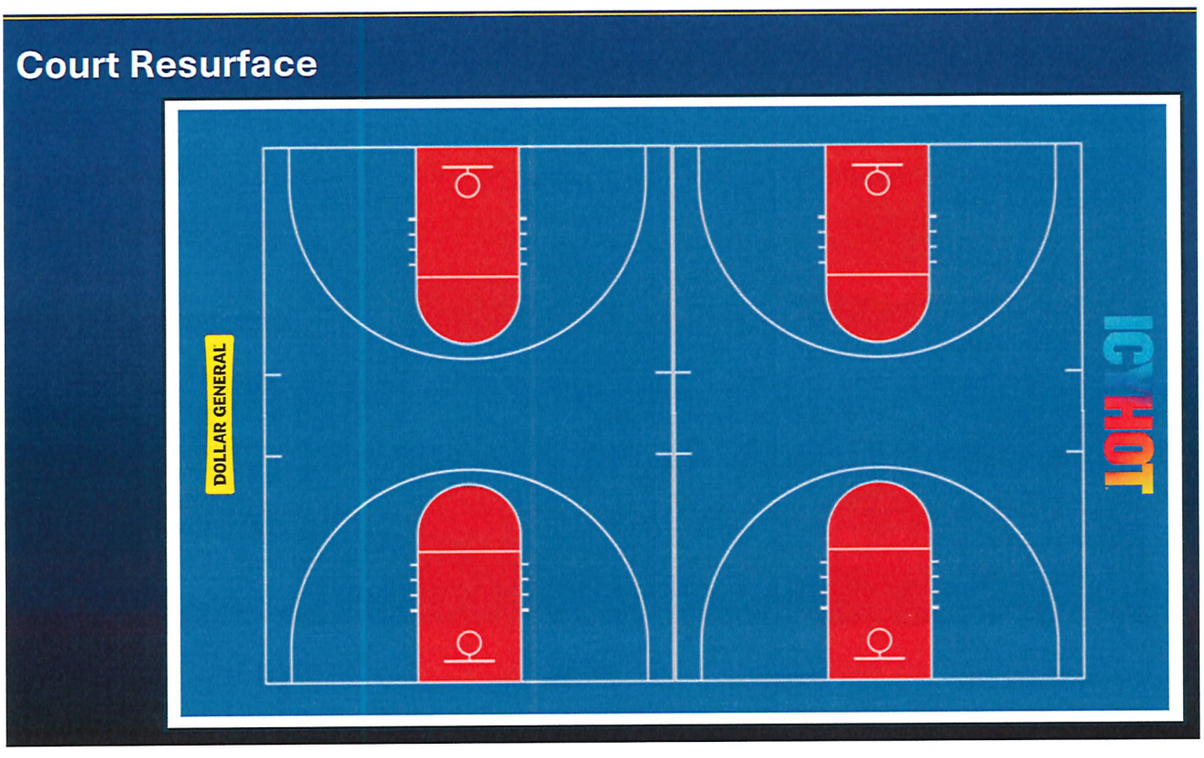
Council Member Hensley added that she would like to possibly partner with Henderson County and other partners and consider the one penny occupany tax that was dicussed before specifically for park development.

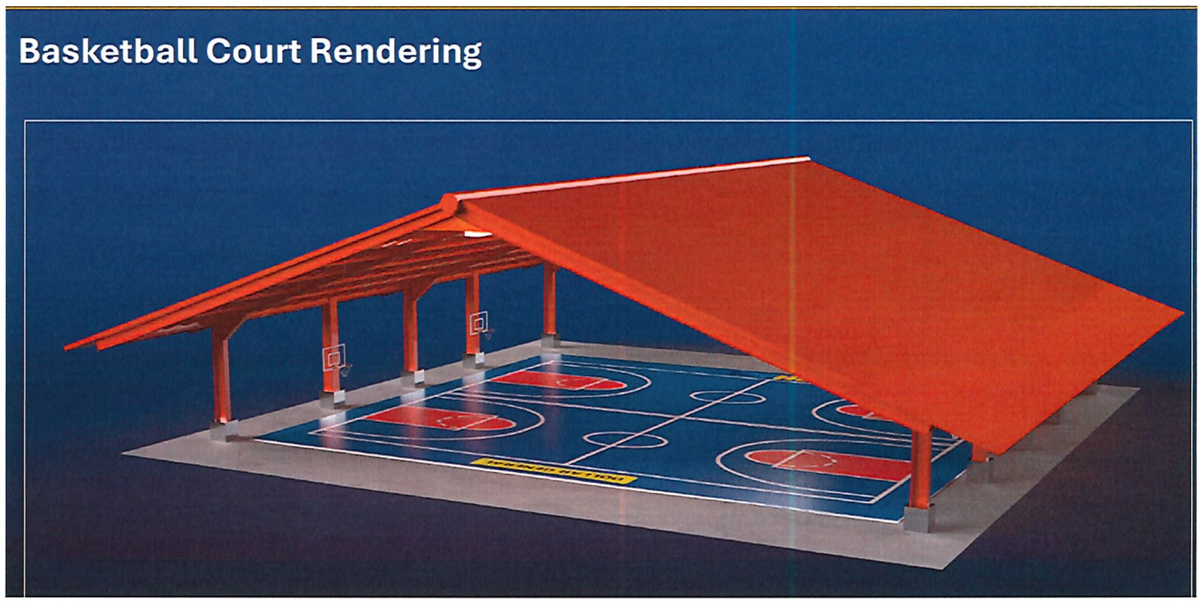
5. NEW BUSINESS

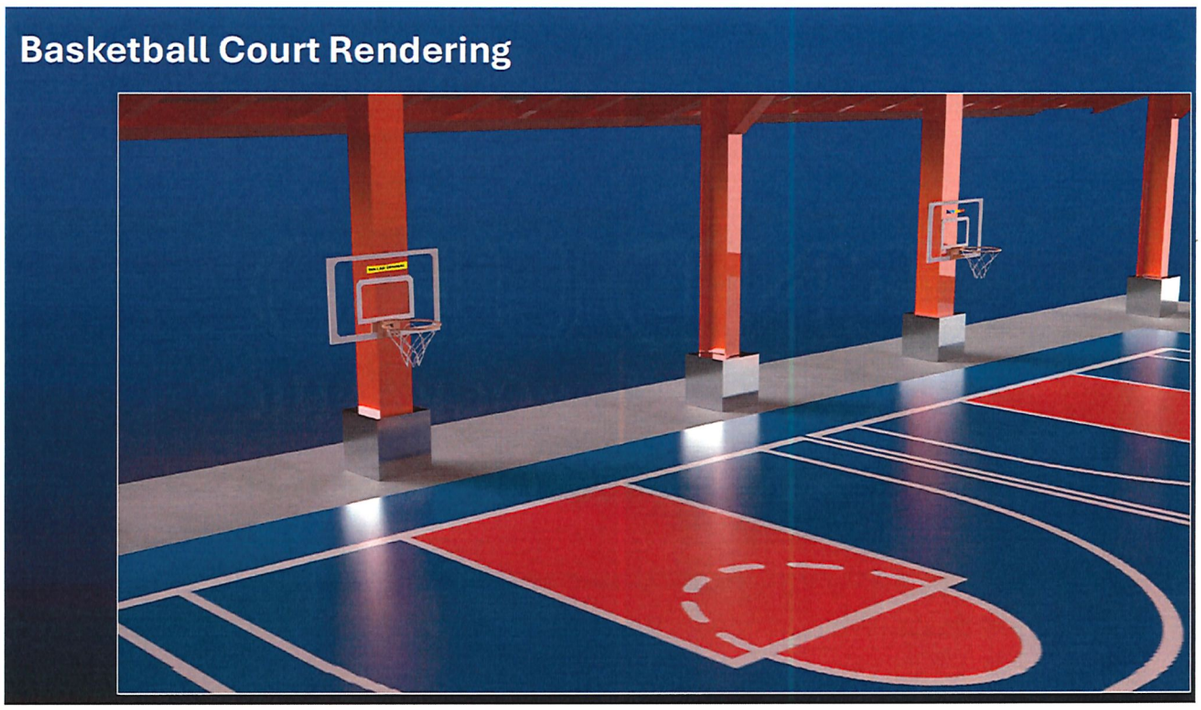
A. Approval of Resolution to Accept Combaq Courts Grant – *Brent Detwiler, Assistant City Manager*

Brent Detwiler explained that the City of Hendersonville and the Henderson County Boys and Girls Club have received a grant to renovate the basketball courts at Sullivan Park. One of the grant stipulations is that grant sponsors allow their logos to be placed on the basketball goals. These logos are depicted in the attached renderings. In accordance with the City's Sponsorship Policy, the City Manager may ask the City Council to approve the use logos at City facilities. Therefore, we are submitting a request that City Council approve the use logos on the basketball goals.











Council Member Jennifer Hensley moved that the City Council accept the Combaq Courts Grant and approve the placement of sponsorship names as shown in the provided renderings. A unanimous vote of the Council followed. Motion carried.

B. Approval of Special Event Permit for Hendersonville Splash Day – *Brian Pahle, Deputy City Manager and Allison Justus, Communications Director*

Deputy City Manager Brian Pahle explained that per Council Member Hensley's suggestion, City staff has planned a Hendersonville Splash Day for Saturday, August 2, 2025. Splash Day will include water fun with the Fire Department 10:00 AM – 1:00 PM, free mini-golf (All Day), snow cones, hot dogs, snacks, and drinks (lunch time hours). We request City Council approve closing a portion of Locust Street from 9:00 AM – 2:00 PM.



Council Member Jennifer Hensley moved that the City Council approve the Hendersonville Splash Day Special Event Permit. . A unanimous vote of the Council followed. Motion carried.

6. ADJOURN

There being no further business, Council Member Jennifer Hensley moved to adjourn the meeting. The meeting was adjourned at 5:32 p.m. upon unanimous assent of the Council.

Barbara Volk

Barbara Volk, Mayor

ATTEST:

Jill Murray

Jill Murray, City Clerk