**TOWN OF APEX**
**TOWN COUNCIL RETREAT DAY 2**
**THURSDAY, FEBRUARY 12, 2026**
**8:00 A.M.**

The Apex Town Council met for their Annual Retreat on Thursday, February 12, 2026 at 8:00 a.m. at the Apex Town Hall located at 73 Hunter Street in Apex North Carolina.

This meeting was open to the public. Members of the public were able to attend this meeting in-person or watch online via the livestream on the Town's YouTube Channel. A link to view the recorded portions of the meeting are included below:
AM Session: https://www.youtube.com/watch?v=MqA_stjhhdI&t=14622s

**[ATTENDANCE]**
Elected Body
Mayor Jacques K. Gilbert (presiding)
Mayor Pro-Tempore Terry Mahaffey
Councilmember Arno Zegerman
Councilmember Edward Gray (Absent)
Councilmember Shane Reese
Councilmember Sue Mu
Absent: Councilmember Edward Gray

Town Staff
Town Manager Randy Vosburg
Deputy Town Manager Shawn Purvis
Assistant Town Manager Demetria John
Assistant Town Manager Marty Stone
Town Attorney Laurie Hohe
Town Clerk Allen Coleman
All other staff members will be identified appropriately below.

**[COMMENCEMENT]**

**Mayor Gilbert** called the meeting to order 8:06 a.m. and welcomed everyone back and was still tied up in Court today for a verdict. He said that there was great discussion in yesterday's meeting and turned the meeting over to Town Manager Randy Vosburg to begin the agenda.

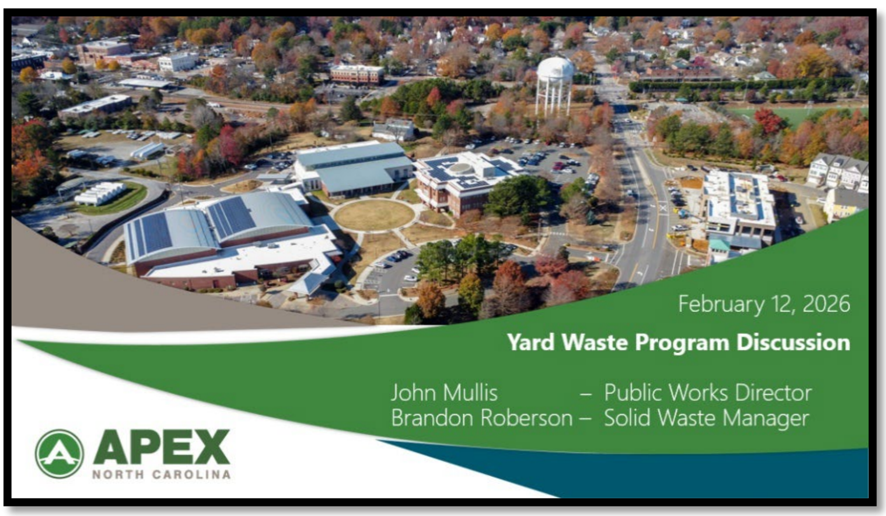
**[AGENDA REVIEW]**

**Town Manager Randy Vosburg** thanked everyone for showing up for day 2. He said there is a busy agenda with a lot of diverse topics and he turned the meeting over to Director of Public Works, John Mullis for the Yard Waste Program Discussion.

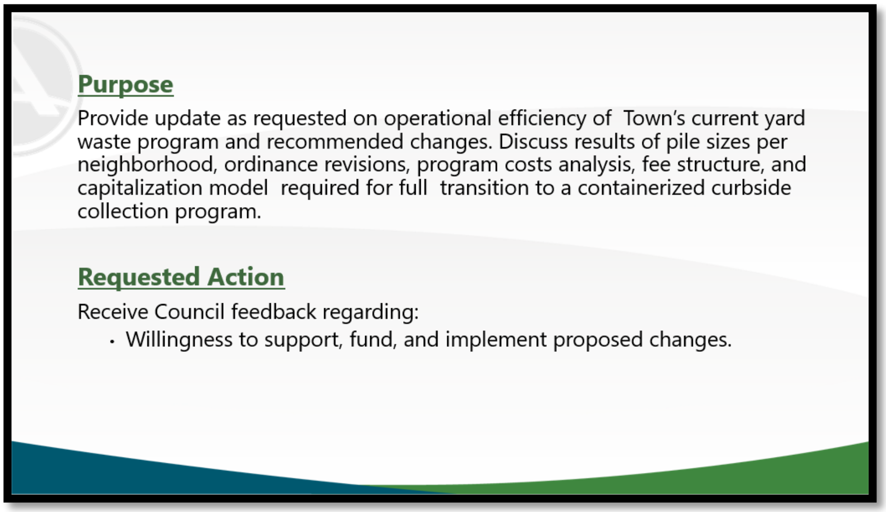
**[YARD WASTE PROGRAM DISCUSSION]**

**Director of Public Works, John Mullis,** thanked the Mayor and Council Members for the opportunity to give the presentation and introduced Solid Waste Manager, Brandon Roberson, who will be giving part of the presentation. He said that the material being presented was direct guidance from Council from previous Work Sessions and will be providing updates on efficiency of the Town's current yard waste program and changes recommended to discuss results of pile sizes per the neighborhood, ordinance revisions, program cost analysis, fee structure, and the capitalization model for full transition to a curbside collection program. He said this was a two-year effort involving 25 staff to put this program together and thanked all that helped.

**[SLIDE NO. 1]**

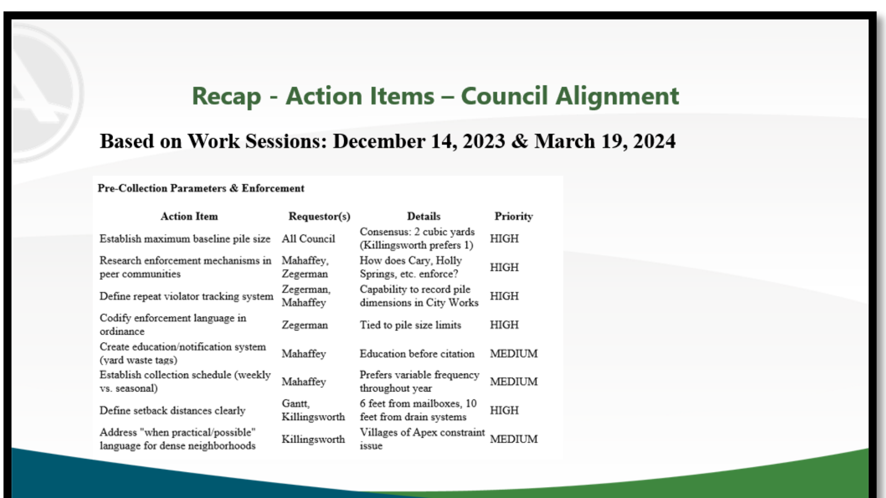


**[SLIDE NO. 2]**



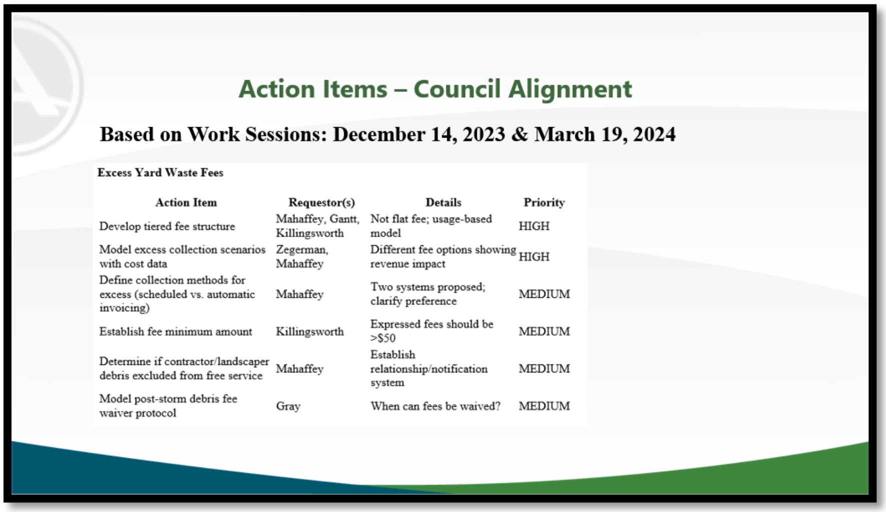

**[SLIDE NO. 3]**


**[SLIDE NO. 4]**




| Action Item | Requestor(s) | Details | Priority |
|---|---|---|---|
| Establish maximum baseline pile size | All Council | Consensus: 2 cubic yards (Killingsworth prefers 1) | HIGH |
| Research enforcement mechanisms in peer communities | Mahaffey, Zegerman | How does Cary, Holly Springs, etc. enforce? | HIGH |
| Define repeat violator tracking system | Zegerman, Mahaffey | Capability to record pile dimensions in City Works | HIGH |
| Codify enforcement language in ordinance | Zegerman | Tied to pile size limits | HIGH |
| Create education/notification system (yard waste tags) | Mahaffey | Education before citation | MEDIUM |
| Establish collection schedule (weekly vs. seasonal) | Mahaffey | Prefers variable frequency throughout year | MEDIUM |
| Define setback distances clearly | Gantt, Killingsworth | 6 feet from mailboxes, 10 feet from drain systems | HIGH |
| Address "when practical/possible" language for dense neighborhoods | Killingsworth | Villages of Apex constraint issue | MEDIUM |

**[SLIDE NO. 5]**



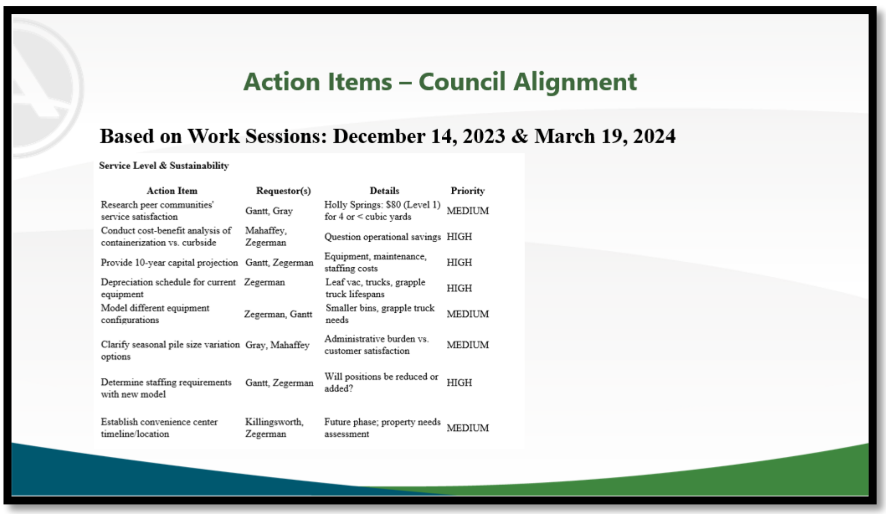
Action Items – Council Alignment

Based on Work Sessions: December 14, 2023 & March 19, 2024

Excess Yard Waste Fees

| Action Item | Requestor(s) | Details | Priority |
|---|---|---|---|
| Develop tiered fee structure | Mahaffey, Gantt, Killingsworth | Not flat fee; usage-based model | HIGH |
| Model excess collection scenarios with cost data | Zegerman, Mahaffey | Different fee options showing revenue impact | HIGH |
| Define collection methods for excess (scheduled vs. automatic invoicing) | Mahaffey | Two systems proposed; clarify preference | MEDIUM |
| Establish fee minimum amount | Killingsworth | Expressed fees should be >$50 | MEDIUM |
| Determine if contractor/landscaper debris excluded from free service | Mahaffey | Establish relationship/notification system | MEDIUM |
| Model post-storm debris fee waiver protocol | Gray | When can fees be waived? | MEDIUM |

**[SLIDE NO. 6]**



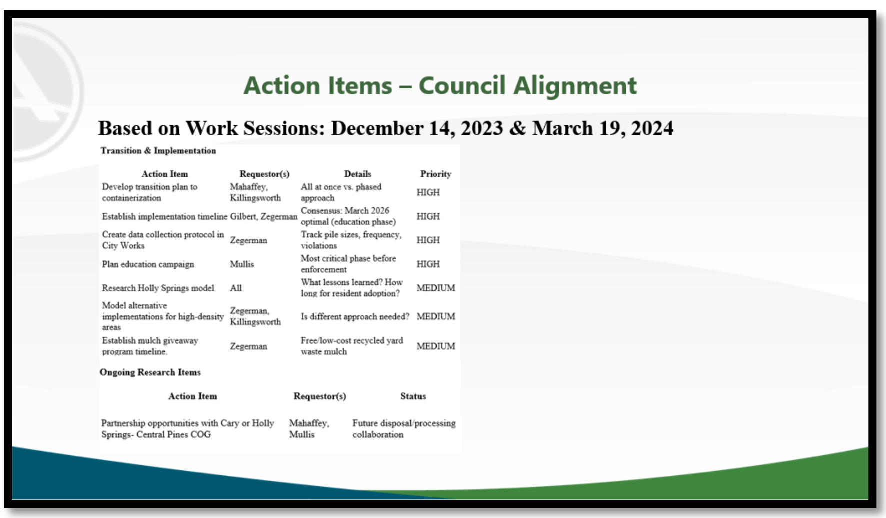
Action Items – Council Alignment

Based on Work Sessions: December 14, 2023 & March 19, 2024

Service Level & Sustainability

| Action Item | Requestor(s) | Details | Priority |
|---|---|---|---|
| Research peer communities' service satisfaction | Gantt, Gray | Holly Springs: $80 (Level 1) for 4 or < cubic yards | MEDIUM |
| Conduct cost-benefit analysis of containerization vs. curbside | Mahaffey, Zegerman | Question operational savings | HIGH |
| Provide 10-year capital projection | Gantt, Zegerman | Equipment, maintenance, staffing costs | HIGH |
| Depreciation schedule for current equipment | Zegerman | Leaf vac, trucks, grapple truck lifespans | HIGH |
| Model different equipment configurations | Zegerman, Gantt | Smaller bins, grapple truck needs | MEDIUM |
| Clarify seasonal pile size variation options | Gray, Mahaffey | Administrative burden vs. customer satisfaction | MEDIUM |
| Determine staffing requirements with new model | Gantt, Zegerman | Will positions be reduced or added? | HIGH |
| Establish convenience center timeline/location | Killingsworth, Zegerman | Future phase; property needs assessment | MEDIUM |

**[SLIDE NO. 7]**



Action Items – Council Alignment

Based on Work Sessions: December 14, 2023 & March 19, 2024

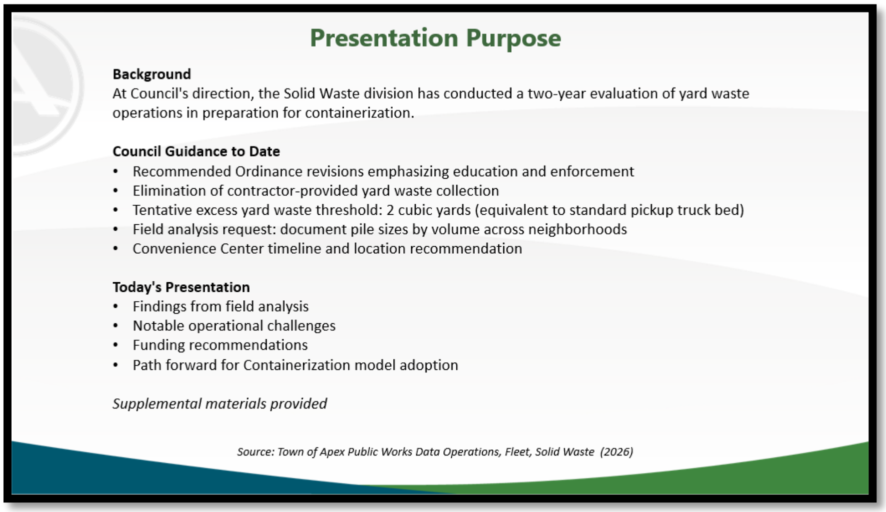
Transition & Implementation

| Action Item | Requestor(s) | Details | Priority |
|---|---|---|---|
| Develop transition plan to containerization | Mahaffey, Killingsworth | All at once vs. phased approach | HIGH |
| Establish implementation timeline | Gilbert, Zegerman | Consensus: March 2026 optimal (education phase) | HIGH |
| Create data collection protocol in City Works | Zegerman | Track pile sizes, frequency, violations | HIGH |
| Plan education campaign | Mullis | Most critical phase before enforcement | HIGH |
| Research Holly Springs model | All | What lessons learned? How long for resident adoption? | MEDIUM |
| Model alternative implementations for high-density areas | Zegerman, Killingsworth | Is different approach needed? | MEDIUM |
| Establish mulch giveaway program timeline. | Zegerman | Free/low-cost recycled yard waste mulch | MEDIUM |

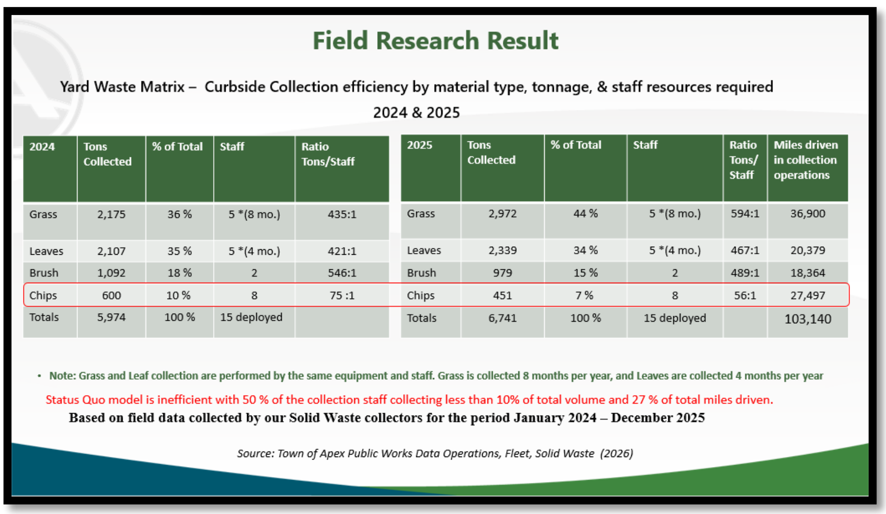
Ongoing Research Items

| Action Item | Requestor(s) | Status |
|---|---|---|
| Partnership opportunities with Cary or Holly Springs- Central Pines COG | Mahaffey, Mullis | Future disposal/processing collaboration |

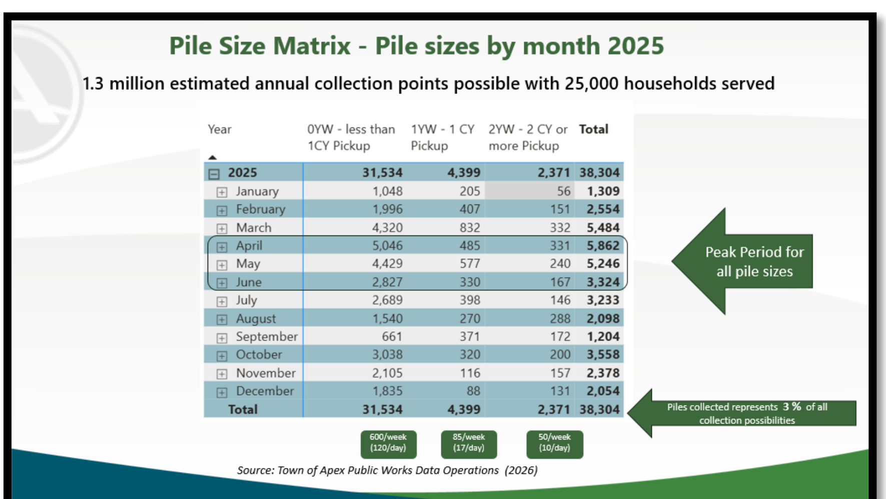
**[SLIDE NO. 8]**



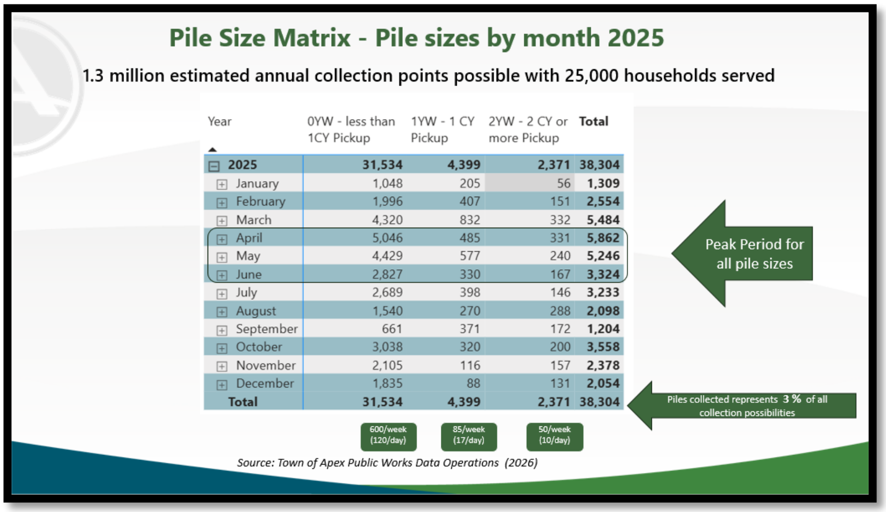

**[SLIDE NO. 9]**




**[SLIDE NO. 10]**

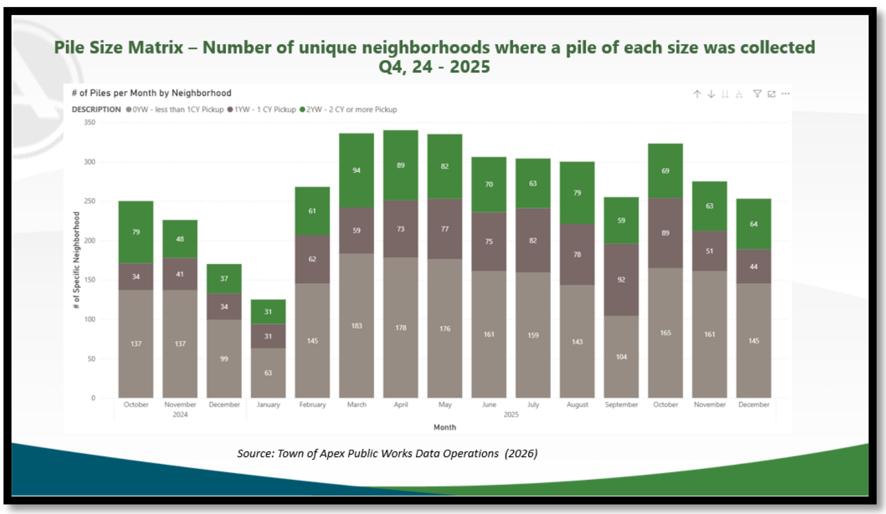


**[SLIDE NO. 11]**

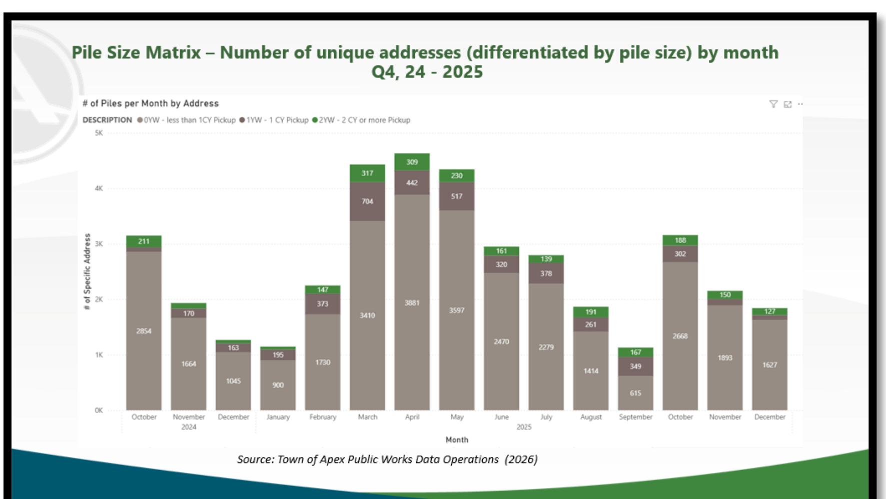



| Year | 0YW - less than 1CY Pickup | 1YW - 1 CY Pickup | 2YW - 2 CY or more Pickup | Total |
|---|---|---|---|---|
| 2025 | 31,534 | 4,399 | 2,371 | 38,304 |
| January | 1,048 | 205 | 56 | 1,309 |
| February | 1,996 | 407 | 151 | 2,554 |
| March | 4,320 | 832 | 332 | 5,484 |
| April | 5,046 | 485 | 331 | 5,862 |
| May | 4,429 | 577 | 240 | 5,246 |
| June | 2,827 | 330 | 167 | 3,324 |
| July | 2,689 | 398 | 146 | 3,233 |
| August | 1,540 | 270 | 288 | 2,098 |
| September | 661 | 371 | 172 | 1,204 |
| October | 3,038 | 320 | 200 | 3,558 |
| November | 2,105 | 116 | 157 | 2,378 |
| December | 1,835 | 88 | 131 | 2,054 |
| Total | 31,534 | 4,399 | 2,371 | 38,304 |

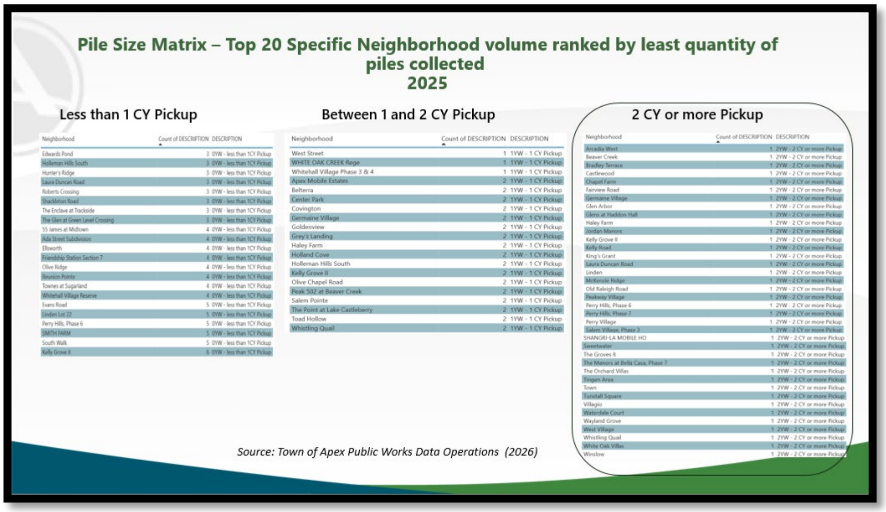
**[SLIDE NO. 12]**



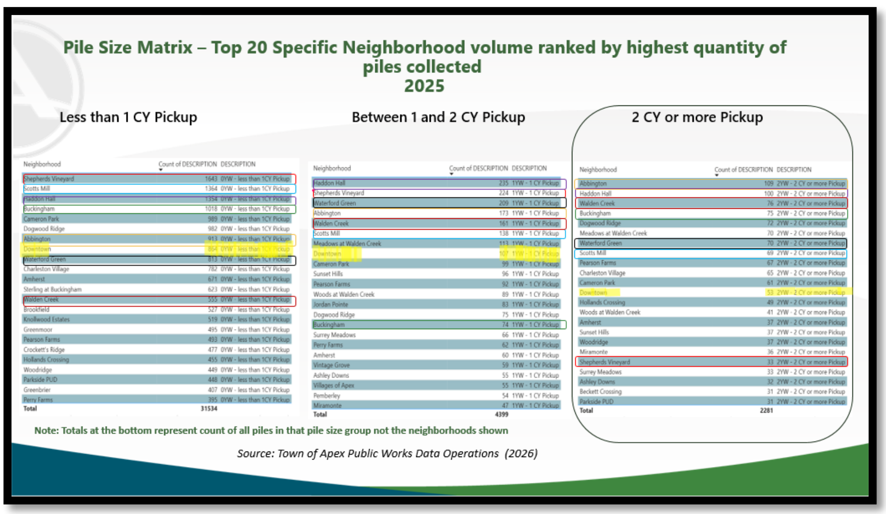

**[SLIDE NO. 13]**



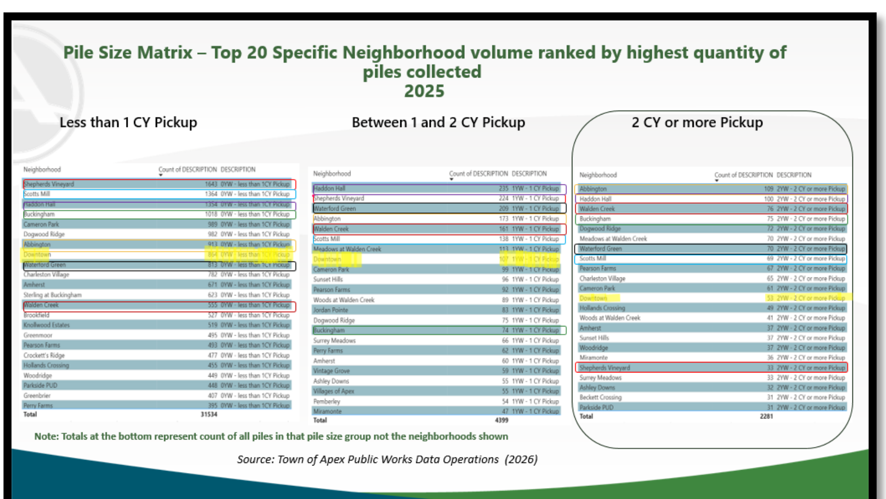
**[SLIDE NO. 14]**



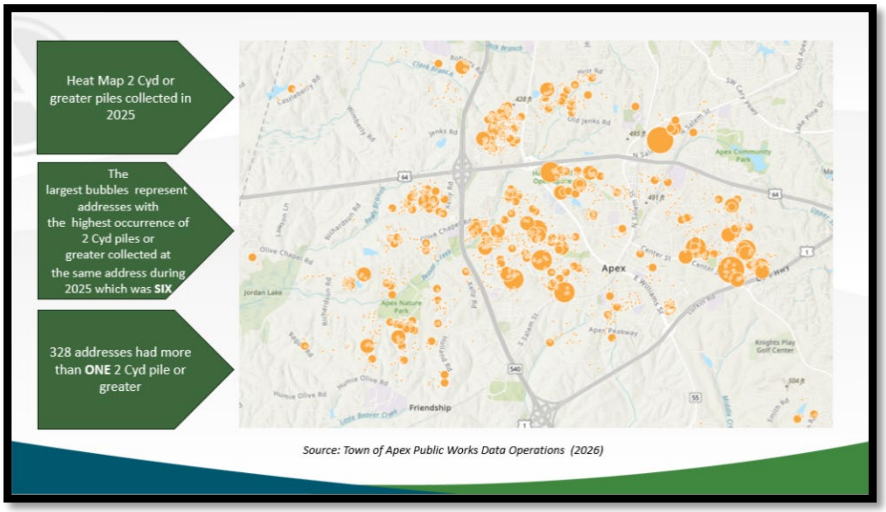

**[SLIDE NO. 15]**



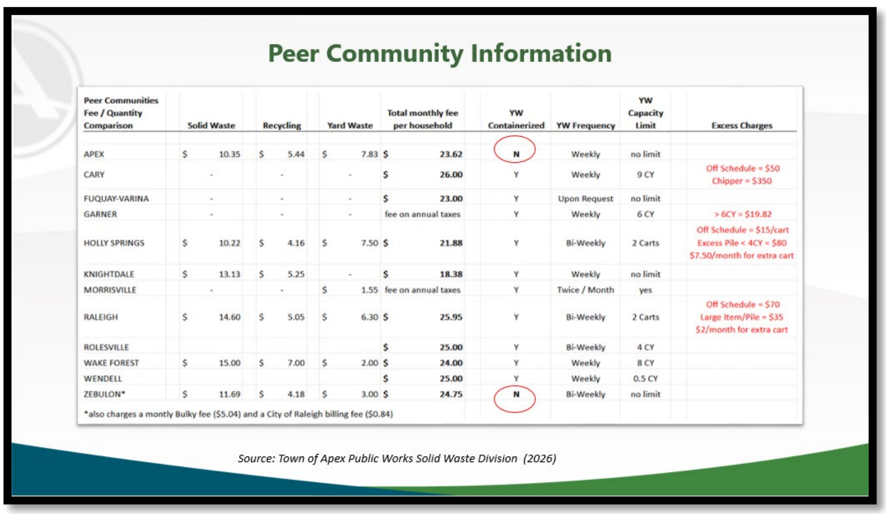

**[SLIDE NO. 16]**



**[SLIDE NO. 17]**




**[SLIDE NO. 18]**



Peer Community Information

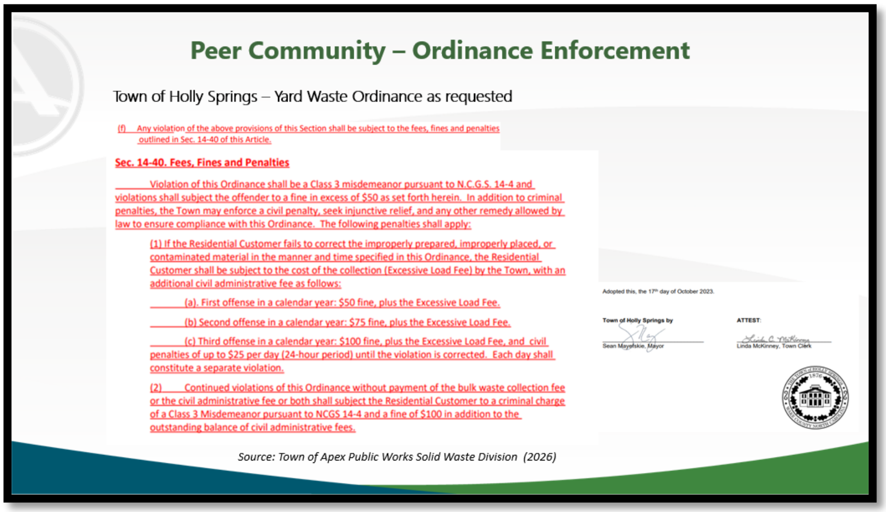
| Peer Communities Fee / Quantity Comparison | Solid Waste | Recycling | Yard Waste | Total monthly fee per household | YW Containerized | YW Frequency | YW Capacity Limit | Excess Charges |
|---|---|---|---|---|---|---|---|---|
| APEX | $ 10.35 | $ 5.44 | $ 7.83 | $ 23.62 | N | Weekly | no limit | |
| CARY | - | - | - | $ 26.00 | Y | Weekly | 9 CY | Off Schedule = $50<br>Chipper = $350 |
| FUQUAY-VARINA | - | - | - | $ 23.00 | Y | Upon Request | no limit | |
| GARNER | - | - | - | fee on annual taxes | Y | Weekly | 6 CY | > 6CY = $19.82 |
| HOLLY SPRINGS | $ 10.22 | $ 4.16 | $ 7.50 | $ 21.88 | Y | Bi-Weekly | 2 Carts | Off Schedule = $15/cart<br>Excess Pile < 4CY = $80<br>$7.50/month for extra cart |
| KNIGHTDALE | $ 13.13 | $ 5.25 | - | $ 18.38 | Y | Weekly | no limit | |
| MORRISVILLE | - | - | $ 1.55 | fee on annual taxes | Y | Twice / Month | yes | |
| RALEIGH | $ 14.60 | $ 5.05 | $ 6.30 | $ 25.95 | Y | Bi-Weekly | 2 Carts | Off Schedule = $70<br>Large Item/Pile = $35<br>$2/month for extra cart |
| ROLESVILLE | | | | $ 25.00 | Y | Bi-Weekly | 4 CY | |
| WAKE FOREST | $ 15.00 | $ 7.00 | $ 2.00 | $ 24.00 | Y | Weekly | 8 CY | |
| WENDELL | | | | $ 25.00 | Y | Weekly | 0.5 CY | |
| ZEBULON* | $ 11.69 | $ 4.18 | $ 3.00 | $ 24.75 | N | Bi-Weekly | no limit | |

*also charges a montly Bulky fee ($5.04) and a City of Raleigh billing fee ($0.84)

Source: Town of Apex Public Works Solid Waste Division (2026)

**[SLIDE NO. 19]**

**[SLIDE NO. 20]**




**Councilmember Mu** referenced slide #18 and asked if there was a base charge for each household.

**Director Mullis** said the charge is $7.83 for all yard waste services.

**Councilmember Mu** asked if this included town homes because the HOA takes care of yard waste.

**Director Mullis** said that was correct and yard waste services are only available to residents who receive trash and recycling services, so residents in HOAs can still receive yard waste services for property not maintained by the HOA, such as common areas.

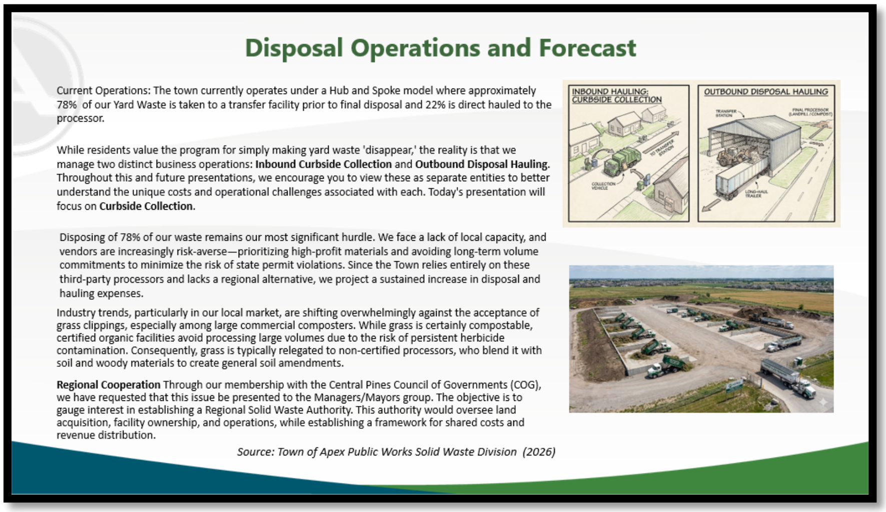
**Councilmember Mu** said she was asked by a resident that lives in a town home about being charged for yard waste services, even though they did not utilize it.

**Director Mullis** said this was a common question and Mr. Roberson was going to discuss what the yard waste fee covers. He said it isn't just a cart, but there are more services other than just the weekly yard waste collection. He compared the fee being the same for everyone for how taxes contribute to most public roads, and how it would be much more difficult to administer and fund the system if it was an opt-in basis. He turned this part of the presentation over to Mr. Roberson.

**Mr. Roberson** noted that when he used to live in a town home in Apex, he had additional trimming and waste from plants that he would utilize yard waste services for.

**Director Mullis** noted that said town homes have trees nearby, which may also create yard waste from trimming or debris.

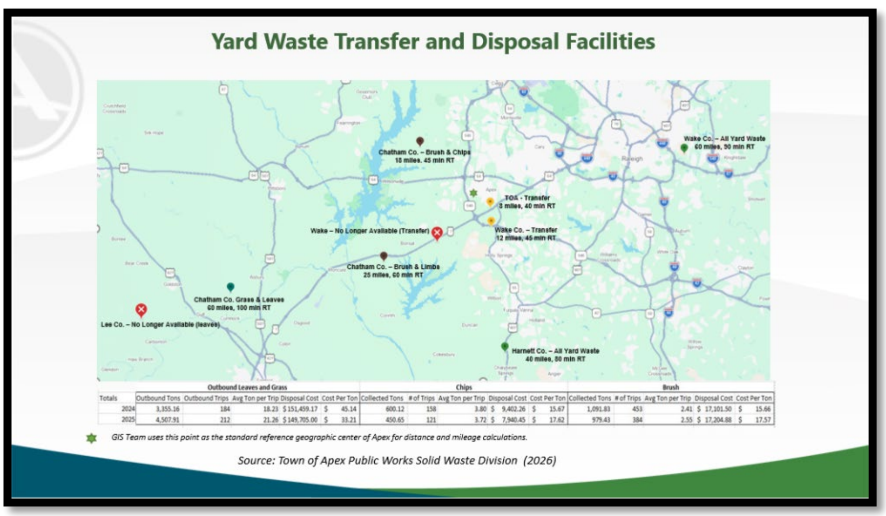
**[SLIDE NO. 21]**




**Councilmember Zegerman** asked why Wake County was not included in the conversations to look at how they are managing waste collection sites.

**Director Mullis** said Wake County will be in the regional conversations but in previous conversations their intent was to stay with trash and recycling and leave organics up to the individual municipalities.

**[SLIDE NO. 22]**



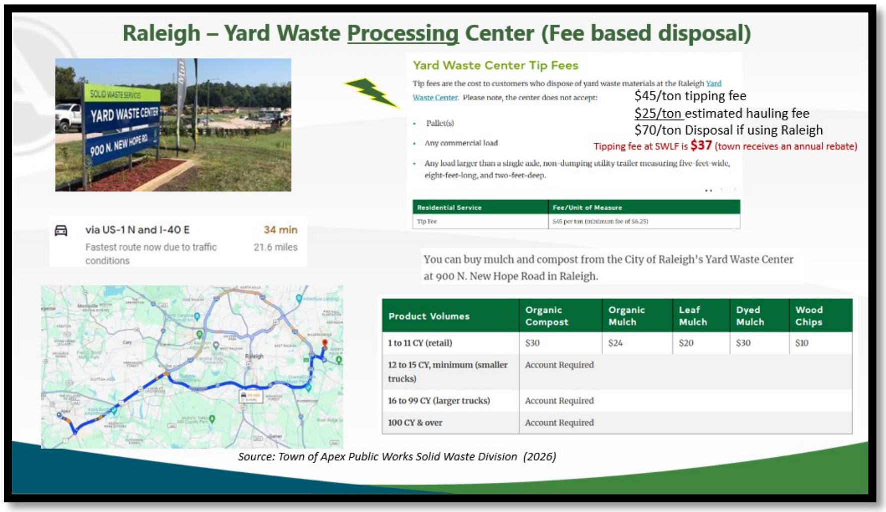

| Totals | Outbound Leaves and Grass: Outbound Tons | Outbound Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Chips: Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Brush: Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2024 | 3,355.16 | 184 | 18.23 | $ 151,459.17 | $ 45.14 | 600.12 | 158 | 3.80 | $ 9,402.26 | $ 15.67 | 1,091.83 | 453 | 2.41 | $ 17,101.50 | $ 15.66 |
| 2025 | 4,507.91 | 212 | 21.26 | $ 149,705.00 | $ 33.21 | 450.65 | 121 | 3.72 | $ 7,940.45 | $ 17.62 | 979.43 | 384 | 2.55 | $ 17,204.88 | $ 17.57 |



**Mayor Pro-Tempore Mahaffey** asked what site is near the landfill.

**Director Mullis** said that is greenway waste and there is no processing yard waste on that site. He said this one is a transfer site to take it elsewhere.

**[SLIDE NO. 23]**

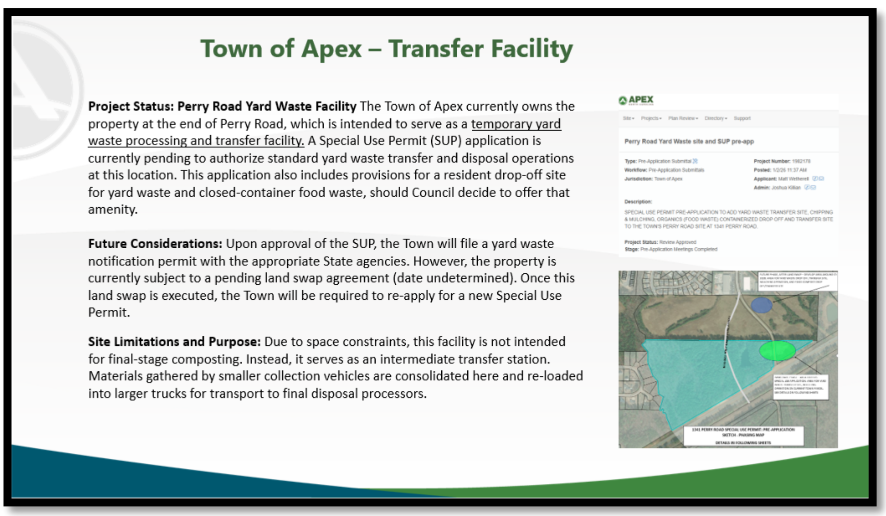



**Mayor Pro-Tempore Mahaffey** asked what the charge at the Harnett County site that was previously was.

**Mr. Roberson** said it ranged between $500 to $675 per tractor trailer load, which is due to a lack of the scaling they have available.

**Director Mullis** said it is charged by the trailer load not by the weight, but the Town does an audit trail and weighs outbound before going to the Harnett County site, and on average it's close to Raleigh at about $45 per ton.

**[SLIDE NO. 24]**




**Councilmember Zegerman** said the Perry Road Yard Waste Facility is being used for general collection and being picked up later, and he was envisioning this as more of a resident-use site. He said there is the arrangement with Wake County as well, so he isn't sure what the Town is getting out of this.

**Director Mullis** said the current facility being used limits the loads Apex is able to bring and is not a guaranteed site. He said if it was a guaranteed site that this arrangement may be more cost effective. He noted that if you removed these collection trucks then there would be a need to purchase four or five more trucks because of the time that would be lost using the small 20 cubic yard trucks going to Raleigh. He said there needs to be a transfer site for Apex given the volume the Town has, and that is why the Town is preparing to have its own facility, since there is currently no guaranteed option moving forward.

**Councilmember Zegerman** asked why a contract couldn't be obtained to make this service stable.

**Director Mullis** said that a contract is not something the current site has been entertaining.

**Councilmember Zegerman** said it seems currently there is an informal agreement for the Town to deliver yard waste to the site, where it is loaded into semi-trailers for transport, but that can't be relied upon long-term.

**Director Mullis** said there is an agreement for 50 loads a month, which is only 2 day's worth of supply during leaf season. He said when the Perry Road site came into play, the Town asked if the land could be used for transfer, and in exchange for using their land and dumping everything there, the Town would haul it out. He said it's a fluid arrangement, and they do not do processing on site. He said the Town cannot make them do anything if they do not wish to.

**Councilmember Zegerman** asked why did the Town go through the land swap with Veridia and pursue rezoning of the property if it was such a restricted arrangement and was never going to be a long-term option.

**Assistant Town Manager Marty Stone** asked if it was the land swap on Perry Road.

**Councilmember Zegerman** said no, he was referring to the Veridea site.

**Assistant Town Manager Marty Stone** said that the private deal that is being worked on there is no guarantee that it will finalize. He said the business in question has been looking at a number of ways to expand but at this time the Town doesn't know if they will and Apex doesn't have any control over an expansion. He said there were discussions about the Town using the site in the future, but it was not guaranteed. He said that the volume of waste now is much different than in 1991 and is much larger than the business ever expected, and they are essentially out of room, so if they don't get the expansion the timeframe for keeping this facility in operation is possibly 10 years or less. He said there are studies being done to see if Apex would take over their lease which is why they are probably accommodating Apex now than taking more truckloads than is contracted.

**Mayor Pro-Tempore Mahaffey** asked if at one point this was being used to just dump waste there and not hauling it away.

**Assistant Town Manager Marty Stone** said at one point they did dump there and haul it away.

**Mayor Pro-Tempore Mahaffey** asked when it started being used as just a transfer station.

**Director Mullis** said that would have been last year.

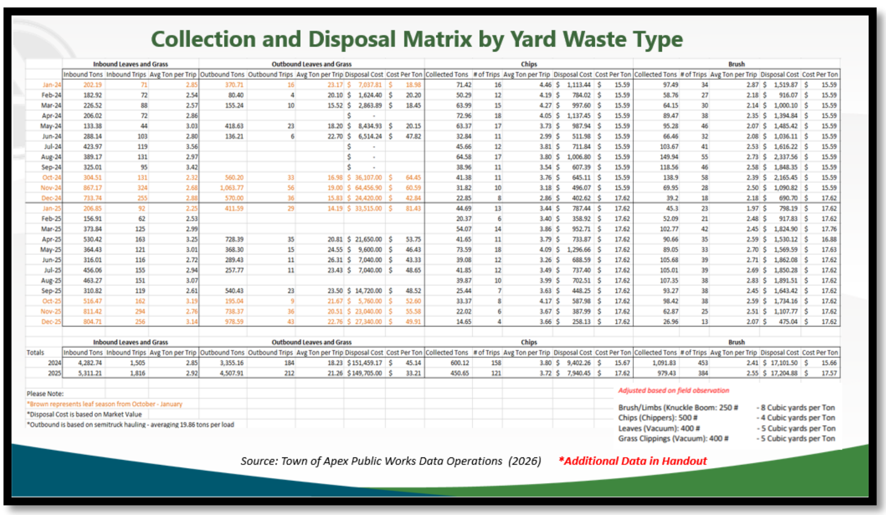
**Mayor Pro-Tempore Mahaffey** said it the Town used to dump there before it got full.

**Director Mullis** said that there was an interlocal agreement with Holly Springs that was negotiated and then Greenway came to the Town and restricted what could be accepted, which is when the interlocal agreement with Holly Springs came into play.

**Assistant Town Manager Stone** said they were running out of space and wanted to stop taking everything, and Apex told them this wasn't possible per the ordinance, so the Town went back to 1991 levels for what stays there, and everything else gets hauled off. He said the Holly Springs option closed.

**Director Mullis** said prior to him being with Apex this has been difficult and the Town keeps searching for solutions, but if there is a program there has to be a place to take the waste. He said Cary is having the same issue. He said staff is trying to make sure the Town's interests are protected and let Council know what is being planned. He said this is the intermediate site and Council had given support for the land to use to transfer. He said they will always be looking for more inexpensive ways to handle yard waste.

**[SLIDE NO. 25]**



## Collection and Disposal Matrix by Yard Waste Type

| | Inbound Leaves and Grass | | | Outbound Leaves and Grass | | | | | Chips | | | | | Brush | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Inbound Tons | Inbound Trips | Avg Ton per Trip | Outbound Tons | Outbound Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton |
| Jan-24 | 202.19 | 71 | 2.85 | 370.71 | 16 | 23.17 | $ 7,037.81 | $ 18.98 | 71.42 | 16 | 4.46 | $ 1,113.44 | $ 15.59 | 97.49 | 34 | 2.87 | $ 1,519.87 | $ 15.59 |
| Feb-24 | 182.92 | 72 | 2.54 | 80.40 | 4 | 20.10 | $ 1,624.40 | $ 20.20 | 50.29 | 12 | 4.19 | $ 784.02 | $ 15.59 | 58.76 | 27 | 2.18 | $ 916.07 | $ 15.59 |
| Mar-24 | 226.52 | 88 | 2.57 | 155.24 | 10 | 15.52 | $ 2,863.89 | $ 18.45 | 63.99 | 15 | 4.27 | $ 997.60 | $ 15.59 | 64.15 | 30 | 2.14 | $ 1,000.10 | $ 15.59 |
| Apr-24 | 206.02 | 72 | 2.86 | | | | $ - | | 72.96 | 18 | 4.05 | $ 1,137.45 | $ 15.59 | 89.47 | 38 | 2.35 | $ 1,394.84 | $ 15.59 |
| May-24 | 133.38 | 44 | 3.03 | 418.63 | 23 | 18.20 | $ 8,434.93 | $ 20.15 | 63.37 | 17 | 3.73 | $ 987.94 | $ 15.59 | 95.28 | 46 | 2.07 | $ 1,485.42 | $ 15.59 |
| Jun-24 | 288.14 | 103 | 2.80 | 136.21 | 6 | 22.70 | $ 6,514.24 | $ 47.82 | 32.84 | 11 | 2.99 | $ 511.98 | $ 15.59 | 66.46 | 32 | 2.08 | $ 1,036.11 | $ 15.59 |
| Jul-24 | 423.97 | 119 | 3.56 | | | | $ - | | 45.66 | 12 | 3.81 | $ 711.84 | $ 15.59 | 103.67 | 41 | 2.53 | $ 1,616.22 | $ 15.59 |
| Aug-24 | 389.17 | 131 | 2.97 | | | | $ - | | 64.58 | 17 | 3.80 | $ 1,006.80 | $ 15.59 | 149.94 | 55 | 2.73 | $ 2,337.56 | $ 15.59 |
| Sep-24 | 325.01 | 95 | 3.42 | | | | $ - | | 38.96 | 11 | 3.54 | $ 607.39 | $ 15.59 | 118.56 | 46 | 2.58 | $ 1,848.35 | $ 15.59 |
| Oct-24 | 304.51 | 131 | 2.32 | 560.20 | 33 | 16.98 | $ 36,107.00 | $ 64.45 | 41.38 | 11 | 3.76 | $ 645.11 | $ 15.59 | 138.9 | 58 | 2.39 | $ 2,165.45 | $ 15.59 |
| Nov-24 | 867.17 | 324 | 2.68 | 1,063.77 | 56 | 19.00 | $ 64,456.90 | $ 60.59 | 31.82 | 10 | 3.18 | $ 496.07 | $ 15.59 | 69.95 | 28 | 2.50 | $ 1,090.82 | $ 15.59 |
| Dec-24 | 733.74 | 255 | 2.88 | 570.00 | 36 | 15.83 | $ 24,420.00 | $ 42.84 | 22.85 | 8 | 2.86 | $ 402.62 | $ 17.62 | 39.2 | 18 | 2.18 | $ 690.70 | $ 17.62 |
| Jan-25 | 206.85 | 92 | 2.25 | 411.59 | 29 | 14.19 | $ 33,515.00 | $ 81.43 | 44.69 | 13 | 3.44 | $ 787.44 | $ 17.62 | 45.3 | 23 | 1.97 | $ 798.19 | $ 17.62 |
| Feb-25 | 156.91 | 62 | 2.53 | | | | | | 20.37 | 6 | 3.40 | $ 358.92 | $ 17.62 | 52.09 | 21 | 2.48 | $ 917.83 | $ 17.62 |
| Mar-25 | 373.84 | 125 | 2.99 | | | | | | 54.07 | 14 | 3.86 | $ 952.71 | $ 17.62 | 102.77 | 42 | 2.45 | $ 1,824.90 | $ 17.76 |
| Apr-25 | 530.42 | 163 | 3.25 | 728.39 | 35 | 20.81 | $ 21,650.00 | $ 53.75 | 41.65 | 11 | 3.79 | $ 733.87 | $ 17.62 | 90.66 | 35 | 2.59 | $ 1,530.12 | $ 16.88 |
| May-25 | 364.43 | 121 | 3.01 | 368.30 | 15 | 24.55 | $ 9,600.00 | $ 46.43 | 73.59 | 18 | 4.09 | $ 1,296.66 | $ 17.62 | 89.05 | 33 | 2.70 | $ 1,569.59 | $ 17.63 |
| Jun-25 | 316.01 | 116 | 2.72 | 289.43 | 11 | 26.31 | $ 7,040.00 | $ 43.33 | 39.08 | 12 | 3.26 | $ 688.59 | $ 17.62 | 105.68 | 39 | 2.71 | $ 1,862.08 | $ 17.62 |
| Jul-25 | 456.06 | 155 | 2.94 | 257.77 | 11 | 23.43 | $ 7,040.00 | $ 48.65 | 41.85 | 12 | 3.49 | $ 737.40 | $ 17.62 | 105.01 | 39 | 2.69 | $ 1,850.28 | $ 17.62 |
| Aug-25 | 463.27 | 151 | 3.07 | | | | | | 39.87 | 10 | 3.99 | $ 702.51 | $ 17.62 | 107.35 | 38 | 2.83 | $ 1,891.51 | $ 17.62 |
| Sep-25 | 310.82 | 119 | 2.61 | 540.43 | 23 | 23.50 | $ 14,720.00 | $ 48.52 | 25.44 | 7 | 3.63 | $ 448.25 | $ 17.62 | 93.27 | 38 | 2.45 | $ 1,643.42 | $ 17.62 |
| Oct-25 | 516.47 | 162 | 3.19 | 195.04 | 9 | 21.67 | $ 5,760.00 | $ 52.60 | 33.37 | 8 | 4.17 | $ 587.98 | $ 17.62 | 98.42 | 38 | 2.59 | $ 1,734.16 | $ 17.62 |
| Nov-25 | 811.42 | 294 | 2.76 | 738.37 | 36 | 20.51 | $ 23,040.00 | $ 55.58 | 22.02 | 6 | 3.67 | $ 387.99 | $ 17.62 | 62.87 | 25 | 2.51 | $ 1,107.77 | $ 17.62 |
| Dec-25 | 804.71 | 256 | 3.14 | 978.59 | 43 | 22.76 | $ 27,340.00 | $ 49.91 | 14.65 | 4 | 3.66 | $ 258.13 | $ 17.62 | 26.96 | 13 | 2.07 | $ 475.04 | $ 17.62 |

| | Inbound Leaves and Grass | | | Outbound Leaves and Grass | | | | | Chips | | | | | Brush | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Totals | Inbound Tons | Inbound Trips | Avg Ton per Trip | Outbound Tons | Outbound Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton | Collected Tons | # of Trips | Avg Ton per Trip | Disposal Cost | Cost Per Ton |
| 2024 | 4,282.74 | 1,505 | 2.85 | 3,355.16 | 184 | 18.23 | $ 151,459.17 | $ 45.14 | 600.12 | 158 | 3.80 | $ 9,402.26 | $ 15.67 | 1,091.83 | 453 | 2.41 | $ 17,101.50 | $ 15.66 |
| 2025 | 5,311.21 | 1,816 | 2.92 | 4,507.91 | 212 | 21.26 | $ 149,705.00 | $ 33.21 | 450.65 | 121 | 3.72 | $ 7,940.45 | $ 17.62 | 979.43 | 384 | 2.55 | $ 17,204.88 | $ 17.57 |

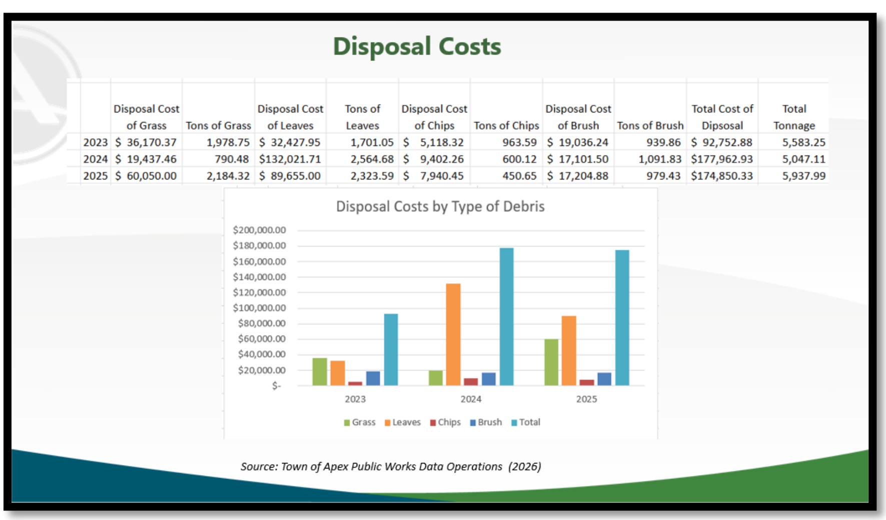
Please Note:
*Brown represents leaf season from October - January
*Disposal Cost is based on Market Value
*Outbound is based on semitruck hauling - averaging 19.86 tons per load

*Adjusted based on field observation*

Brush/Limbs (Knuckle Boom: 250 # - 8 Cubic yards per Ton
Chips (Chippers): 500 # - 4 Cubic yards per Ton
Leaves (Vacuum): 400 # - 5 Cubic yards per Ton
Grass Clippings (Vacuum): 400 # - 5 Cubic yards per Ton

*Source: Town of Apex Public Works Data Operations (2026)* ****Additional Data in Handout***

**[SLIDE NO. 26]**



## Disposal Costs

| | Disposal Cost of Grass | Tons of Grass | Disposal Cost of Leaves | Tons of Leaves | Disposal Cost of Chips | Tons of Chips | Disposal Cost of Brush | Tons of Brush | Total Cost of Dipsosal | Total Tonnage |
|---|---|---|---|---|---|---|---|---|---|---|
| 2023 | $ 36,170.37 | 1,978.75 | $ 32,427.95 | 1,701.05 | $ 5,118.32 | 963.59 | $ 19,036.24 | 939.86 | $ 92,752.88 | 5,583.25 |
| 2024 | $ 19,437.46 | 790.48 | $132,021.71 | 2,564.68 | $ 9,402.26 | 600.12 | $ 17,101.50 | 1,091.83 | $177,962.93 | 5,047.11 |
| 2025 | $ 60,050.00 | 2,184.32 | $ 89,655.00 | 2,323.59 | $ 7,940.45 | 450.65 | $ 17,204.88 | 979.43 | $174,850.33 | 5,937.99 |



*Source: Town of Apex Public Works Data Operations (2026)*

**Mayor Pro-Tempore Mahaffey** said having to pay anything for this disposal only began in 2023.

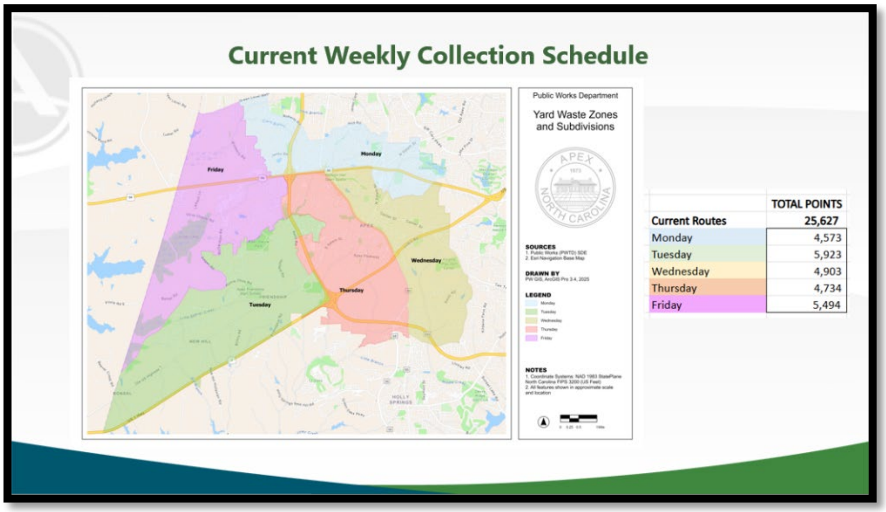
**Director Mullis** said that was correct.

**Assistant Town Manager Stone** said that was a very important point.

**[SLIDE NO. 27]**


**[SLIDE NO. 28]**

**[SLIDE NO. 29]**




**[SLIDE NO. 30]**

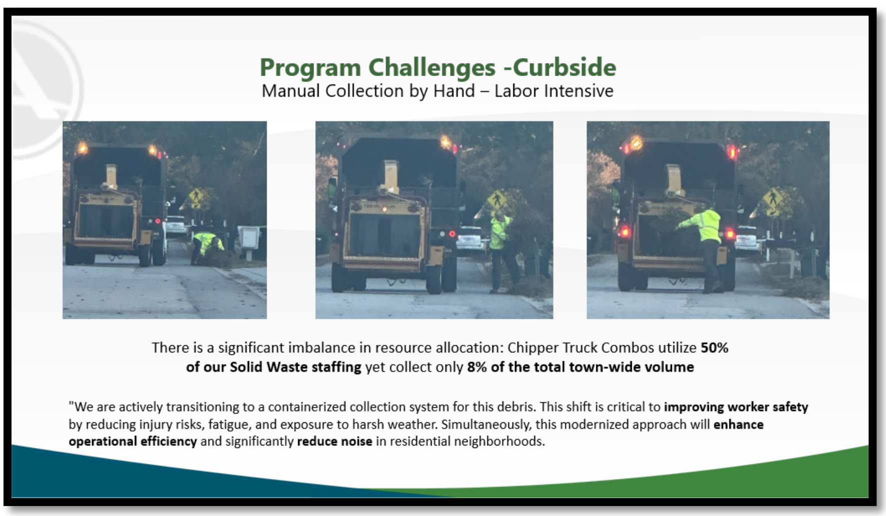

**[SLIDE NO. 31]**

**Councilmember Reese** asked what the percentage of pickups are small piles.

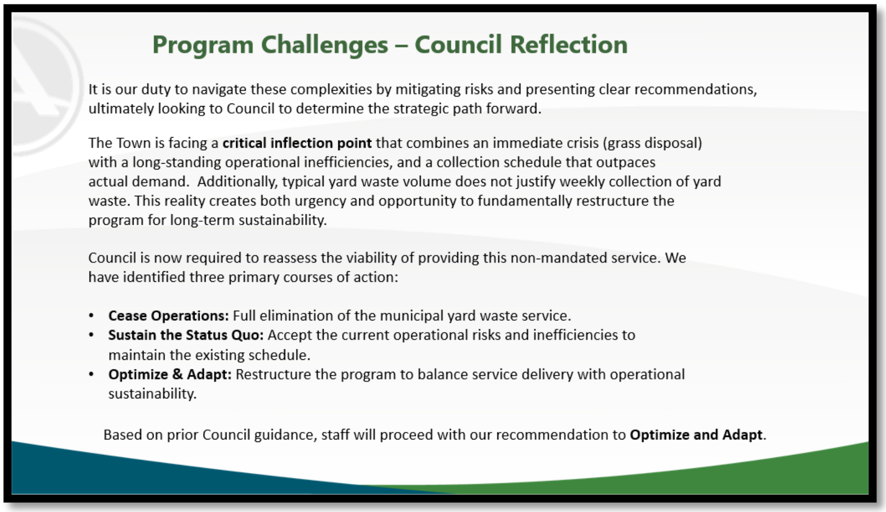
**Director Mullis** said about 80% - 90% are small piles.

**[SLIDE NO. 32]**

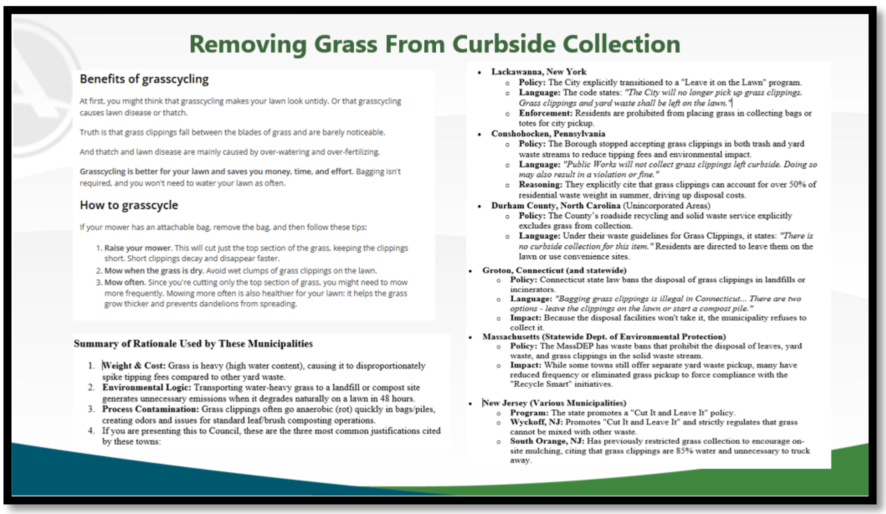

**[SLIDE NO. 33]**



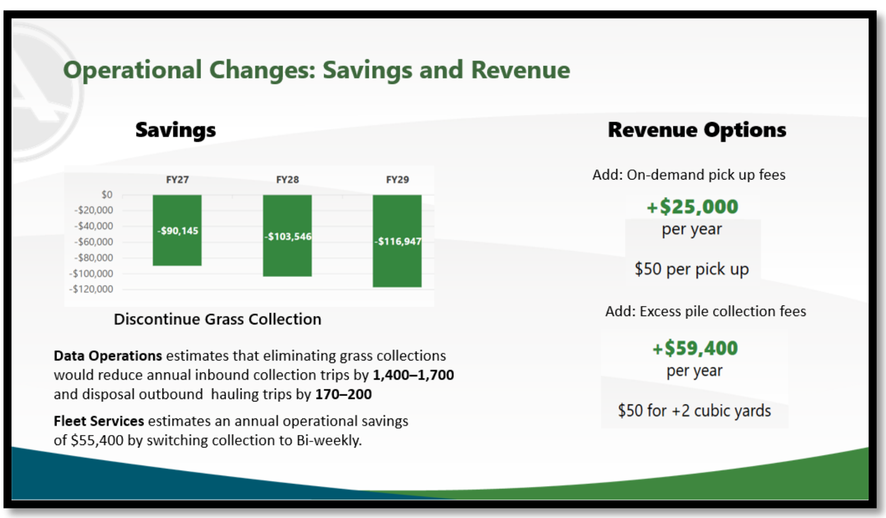
**[SLIDE NO. 34]**




**[SLIDE NO. 35]**




**[SLIDE NO. 36]**



**Councilmember Zegerman** asked if other municipalities saw an increase in yard waste being dumped in other places when they switched over to this program.

**Director Mullis** said grass is illegal in landfills in North Carolina and the Town's provider has hopper cameras which are able to detect that, and in those cases the resident's trash likely wouldn't be collected.

**Councilmember Reese** said this is a significant rapid change for residents, and he could see unintended consequences from this. He asked if there was a consideration for the containerization for the grass and it still be something that was optimized.

**Director Mullis** said that would not be a financial model that would be doable, especially with the challenges with the disposal. He said this is tough but it will take education and encouragement that the town is having difficulties in disposing of the grass.

**Councilmember Reese** said the concern is the yard waste program could be difficult for residents in older neighborhoods with large, shaded lawns or homeowners with HOA hidden container storage requirements. He asked if there were any other municipalities or counties that had used other options to address yard waste.

**Director Mullis** said that there could be more research on this but in his experience, it is a tough change at first and then people get used to it. He said Holly Springs still collects grass, but in their cart containerization model. He said as for the carts in HOA communities requiring screens, in his experience in working with HOAs in Holly Springs they provided a grace period for residents to create extensions to their screens if needed for the additional cart. He said in the new ordinance it is being asked to eliminate contractor grasses, and if those residents want to opt out of the cart they can do so, but would still pay the base fee.

**Town Manager Randy Vosburg** said to think about this in terms of Apex's Strategic Plan and its environmental leadership and high performing government goals, the alternative is a sixth goal which may not be best practice, but is what most residents want. He said staff is operating under the strategic plan, but understands there are other considerations. He said out of the five goals with the strategic plan, this yard waste program fits two of the goals and the alternative does not fit in any of those goals.

**Councilmember Reese** said that enforcement still may be a challenge with folks finding ways to work around the yard waste program.

**Director Mullis** said some communities have offered mulching blades, but they may be $70.00 a set.

**Mr. Roberson** said education is big component of all of this. said returning grass clippings back into the lawn has multiple benefits, one is returning nutrients back to the soil and adding organic matter to support healthy root growth.

**Councilmember Reese** said that in well established neighborhoods in Apex like Shepherd's Vineyard with large established trees, if a summer rain come through it could take 3 days for it to dry. He said he is concerns it would create mud piles.

**Assistant Town Manager Stone** said if it is a large yard and the clippings can be piled up somewhere inconspicuous, at the end of the summer it would be gone, so it goes away fairly quick and they could compost this way. He said that if the Town does containerization then grass and sticks would be comingled.

**Councilmember Reese** asked if there would be two containers.

**Assistant Town Manager Stone** said no, it would be one container, and if they included grass they would have to have a system to separate the grass before sending it off. He said cutting back on grass collection would prevent the Town from having to add in that additional cost.

**Mayor Pro-Tempore Mahaffey** said that it is understood that containerization and eliminating grass clipping collection is environmentally good but the concern is that the next Council may not understand this.

**Director Mullis** said there are estimated savings.

**Councilmember Mu** said this could be done gradually, especially the grass with educating residents on composting the grass and if residents do not want to do this, then they would have to put the grass into the brown bags and put the brown bags on the curb side which takes more effort and time. She said this is how Morrisville is doing it.

**Director Mullis** said Morrisville is doing a manual collection and they take theirs to Raleigh. He said the type of collection that can be used is dependent on where it is being taken.

**[SLIDE NO. 37]**

**[SLIDE NO. 38]**

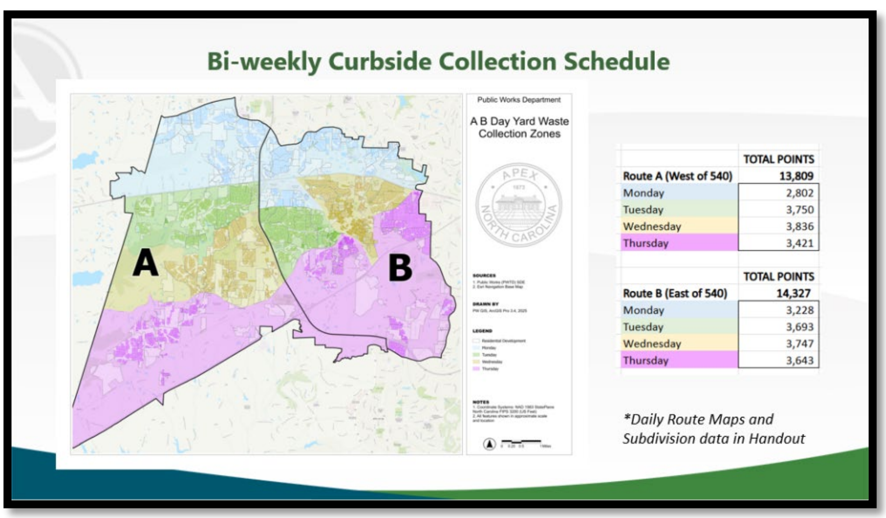

**[SLIDE NO. 39]**


**[SLIDE NO. 40]**

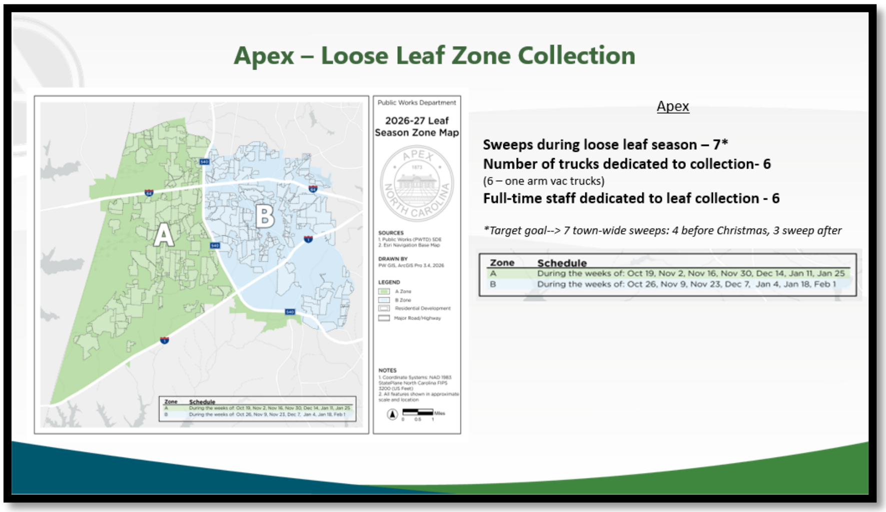
**[SLIDE NO. 41]**


**[SLIDE NO. 42]**

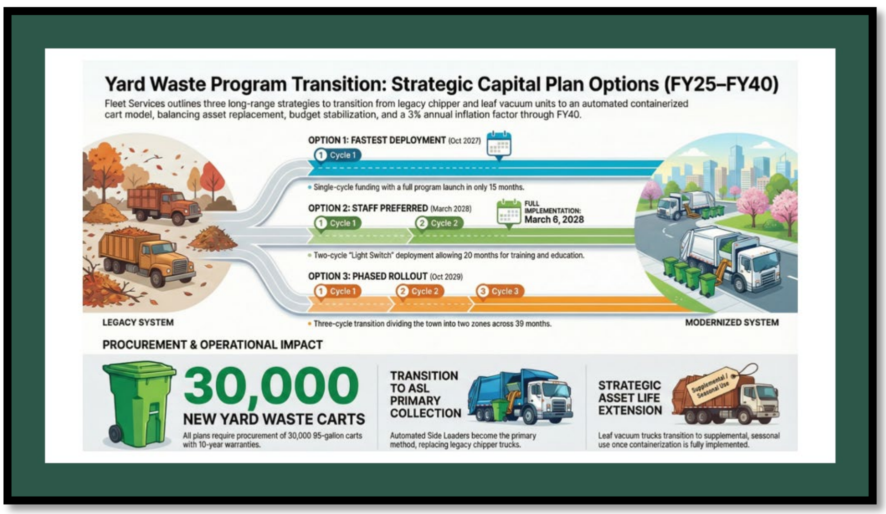

**[SLIDE NO. 43]**



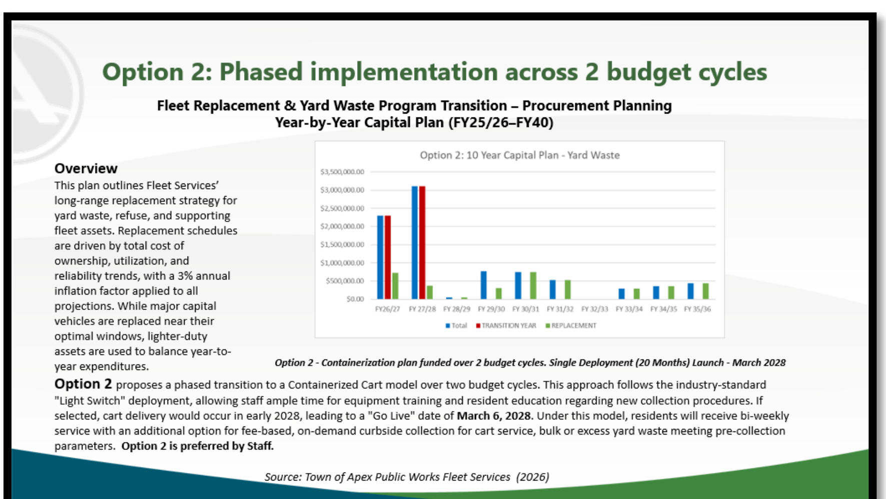
**[SLIDE NO. 44]**



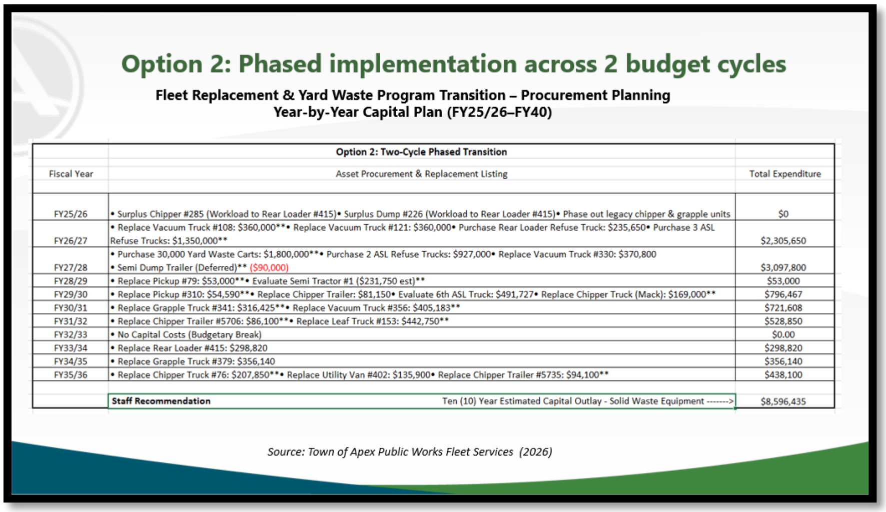

**[SLIDE NO. 45]**




**[SLIDE NO. 46]**



**[SLIDE NO. 47]**



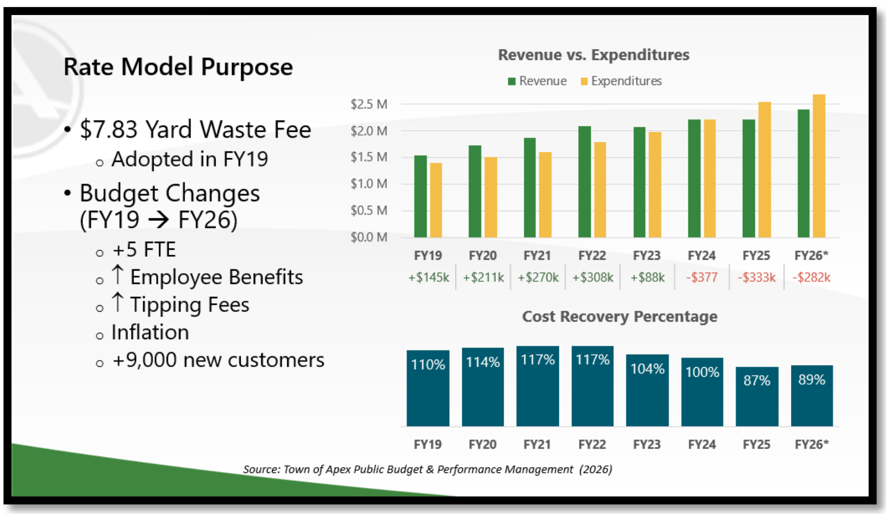

| Option 2: Two-Cycle Phased Transition | | |
|---|---|---|
| Fiscal Year | Asset Procurement & Replacement Listing | Total Expenditure |
| FY25/26 | • Surplus Chipper #285 (Workload to Rear Loader #415)• Surplus Dump #226 (Workload to Rear Loader #415)• Phase out legacy chipper & grapple units | $0 |
| FY26/27 | • Replace Vacuum Truck #108: $360,000**• Replace Vacuum Truck #121: $360,000• Purchase Rear Loader Refuse Truck: $235,650• Purchase 3 ASL Refuse Trucks: $1,350,000** | $2,305,650 |
| FY27/28 | • Purchase 30,000 Yard Waste Carts: $1,800,000**• Purchase 2 ASL Refuse Trucks: $927,000• Replace Vacuum Truck #330: $370,800 • Semi Dump Trailer (Deferred)** ($90,000) | $3,097,800 |
| FY28/29 | • Replace Pickup #79: $53,000**• Evaluate Semi Tractor #1 ($231,750 est)** | $53,000 |
| FY29/30 | • Replace Pickup #310: $54,590**• Replace Chipper Trailer: $81,150• Evaluate 6th ASL Truck: $491,727• Replace Chipper Truck (Mack): $169,000** | $796,467 |
| FY30/31 | • Replace Grapple Truck #341: $316,425**• Replace Vacuum Truck #356: $405,183** | $721,608 |
| FY31/32 | • Replace Chipper Trailer #5706: $86,100**• Replace Leaf Truck #153: $442,750** | $528,850 |
| FY32/33 | • No Capital Costs (Budgetary Break) | $0.00 |
| FY33/34 | • Replace Rear Loader #415: $298,820 | $298,820 |
| FY34/35 | • Replace Grapple Truck #379: $356,140 | $356,140 |
| FY35/36 | • Replace Chipper Truck #76: $207,850**• Replace Utility Van #402: $135,900• Replace Chipper Trailer #5735: $94,100** | $438,100 |
| | **Staff Recommendation** Ten (10) Year Estimated Capital Outlay - Solid Waste Equipment -------> | $8,596,435 |

**Budget Performance Analyst, Mariah Maheswaran** gave this portion of the presentation.

**[SLIDE NO. 48]**

**[SLIDE NO. 49]**


**[SLIDE NO. 50]**




**Mayor Pro-Tempore Mahaffey** asked if the cost was only for yard waste.

**Ms. Maheswaran** confirmed that the cost was only for yard waste.

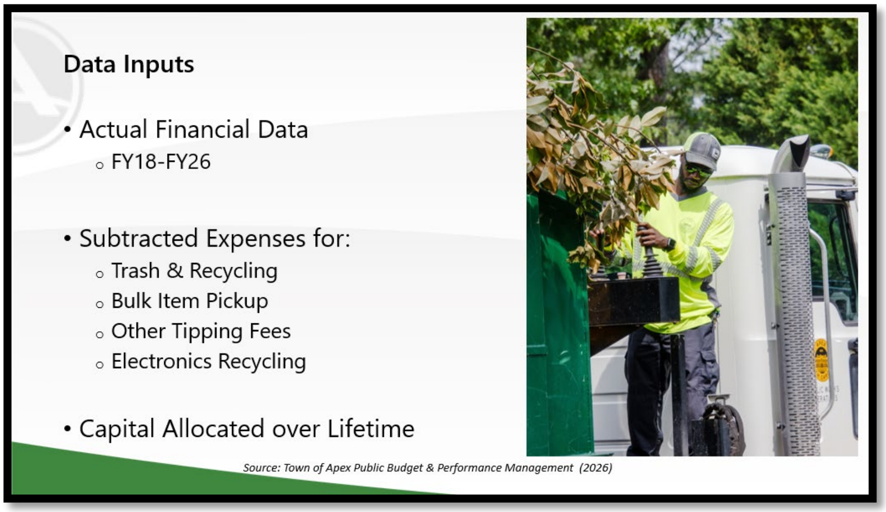
**Mayor Pro-Tempore Mahaffey** asked how the gaps in expenditures and revenue were being funded.

**Ms. Maheswaran** said from general fund revenue. She said looking at this over time from FY24 through this Fiscal Year there has been a surplus but currently it is heading into a deficit.

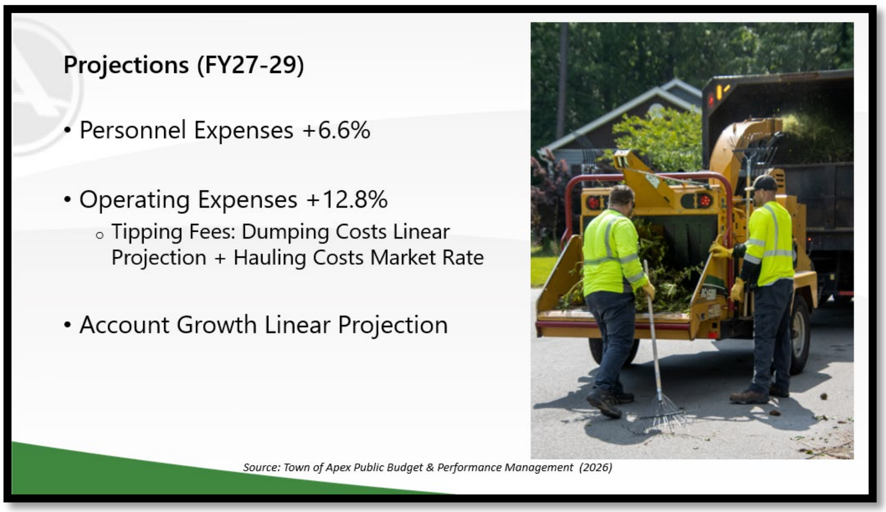
**Councilmember Zegerman** said the cost increase in FY24 was the disposal cost.

**Ms. Maheswaran** said yes and that there has been a large increase in those costs since then as well.

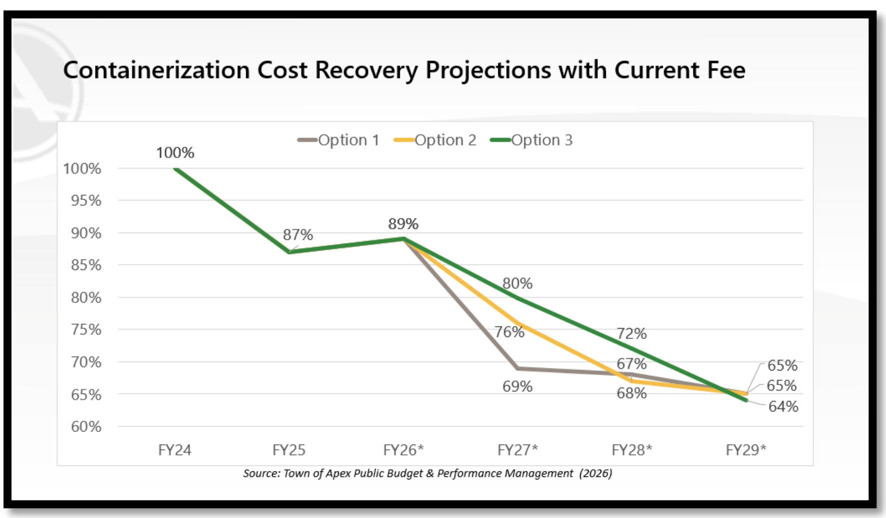
**[SLIDE NO. 51]**




**[SLIDE NO. 52]**




**[SLIDE NO. 53]**



**Councilmember Zegerman** asked what would costs be if no option was chosen.

**Ms. Maheswaran** said she could get that data once she confirmed with Public Works staff what personnel look like.

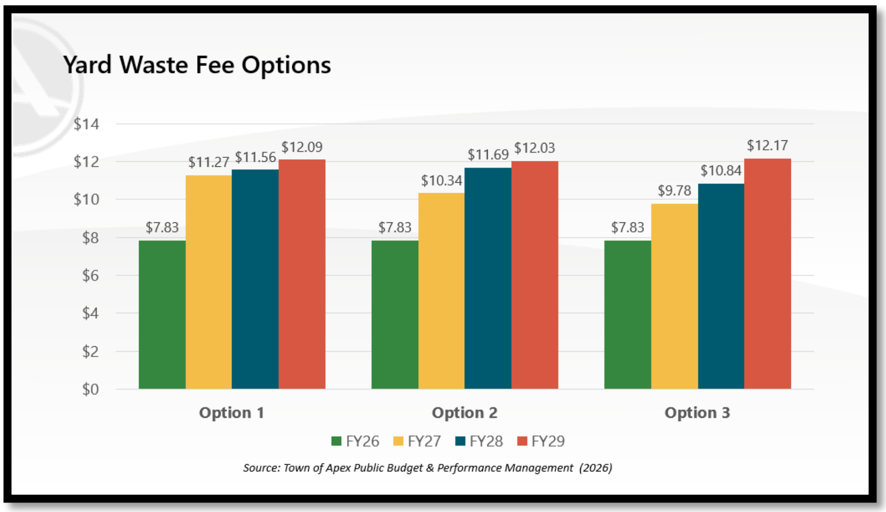
**Councilmember Zegerman** said it would help to get a complete picture and a baseline which is important.

**Town Manager Vosburg** said the two previous slides show the trends.

**Mayor Pro-Tempore Mahaffey** said they could surplus the current trucks and people can start working solid waste or whatever may be the cheapest option.

**Councilmember Mu** said reducing frequency of pickup and asking residents to put everything in the bags is another cost option.

**[SLIDE NO. 54]**




**Mayor Pro-Tempore Mahaffey** said this increase isn't a surprise, given that the fees are low compared to the service provided, and noted that he wanted to raise the rate last year in anticipation of the chart from last year for cost recovery. He said that the increase can look more problematic when looking at the other changes, includes going to the new yard waste program, going to bi-weekly pickup, moving to containers, and eliminating grass.

**Ms. Maheswaran** said this slide doesn't include the grass collection, that is on another slide.

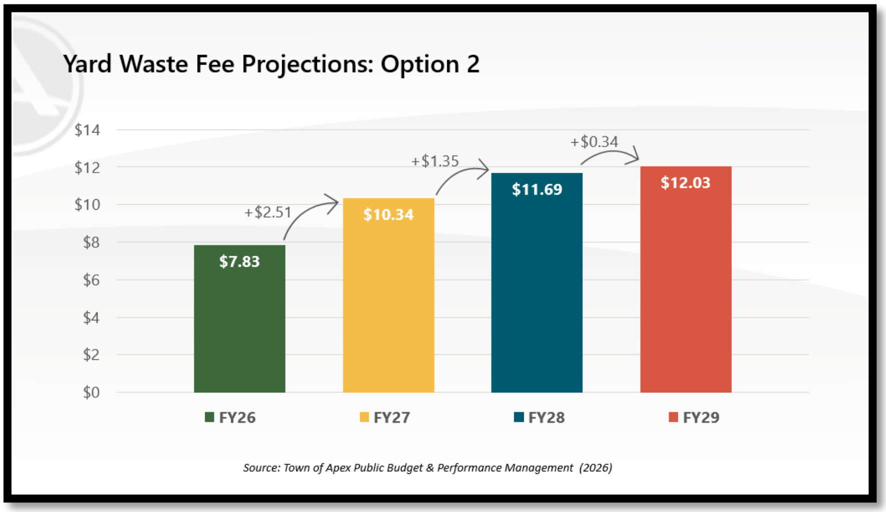
**Mayor Pro-Tempore Mahaffey** asked if this included bi-weekly pick up.

**Ms. Maheswaran** said that from the perspective of capital it doesn't impact whether it is weekly or bi-weekly. She said it may be more efficient for bi-weekly but it doesn't strongly impact personnel needs.

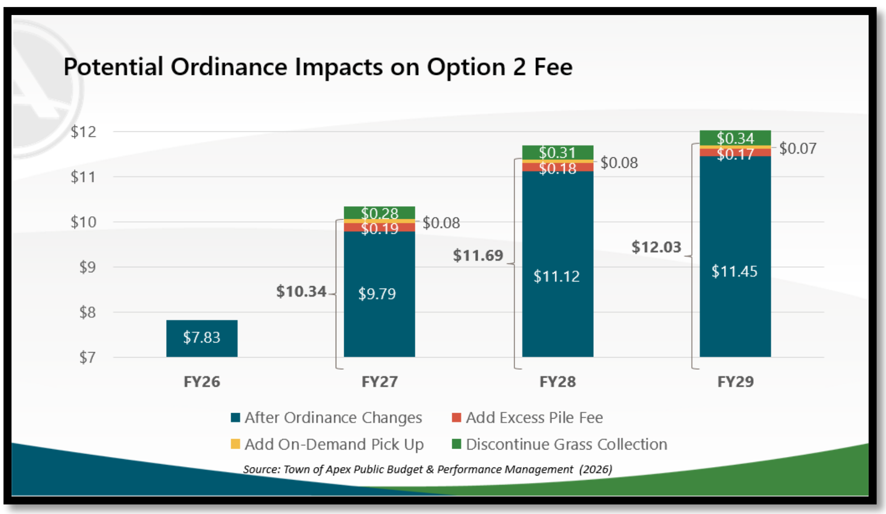
**Mayor Pro-Tempore Mahaffey** asked if running trucks more often would impact cost.

**Director Mullis** said that there is efficiency gains from going bi-weekly, and it would be more cost effective.

**[SLIDE NO. 55]**




**[SLIDE NO. 56]**




**Councilmember Zegerman** asked how an excess pile fee be charged.

**Director Mullis** said there is a tagging system which is currently used for non-compliant piles and this is usually used in extreme cases. He said the plan would not be to be punitive in very small overages.

**Councilmember Zegerman** asked how the fees would be enforced, especially in cases where it was a contractor doing it.

**Director Mullis** said there is the ordinance and it is currently an everyday practice for enforcement. He said they knock on the door and let them know that a collection can't be done because it violates a free collection. He said that if it was contractor work then they ask the resident to ask the contractor to come back and collect the yard waste and about half of the time the contractor will come back and collect it. He said that educating residents during this transition letting them know that Apex will not accept contractor waste, then it will become the homeowner's responsibility.

**Assistant Town Attorney Chris Welch** said it wouldn't be a surprise bill, because the tag would let them know the pile is too large to collect, and they would be able to schedule a larger pickup through the Town for a fee.

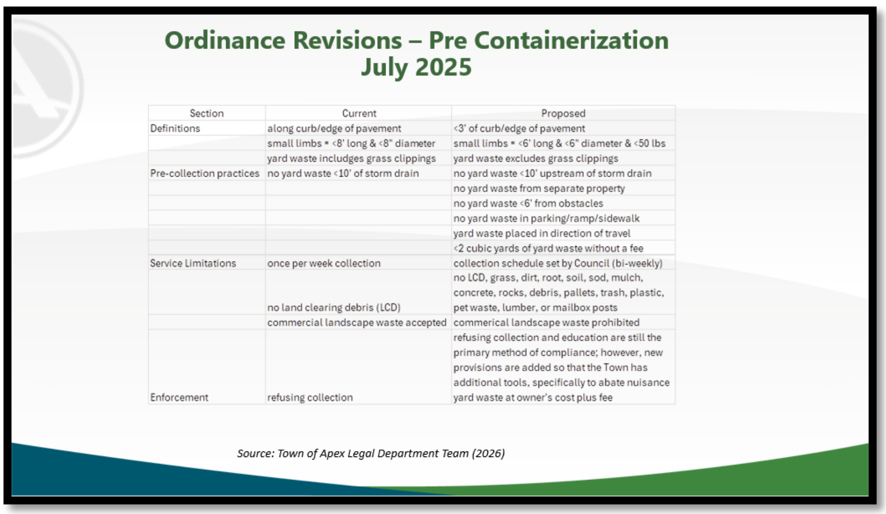
**Councilmember Zegerman** asked if the Town tags it and leaves it or takes it.

**Director Mullis** said they leave it, then the resident can call for the excess pickup at an additional cost if they chose to do so. He said the tagging is something they are already doing for piles out of compliance.

**Councilmember Reese** asked if there was data driven findings on how to enforce this to cover some of the costs, and if that had been explored.

**Director Mullis** said yes, everything being presented is ready to be implemented. He continued with the presentation.

**[SLIDE NO. 57]**


Ordinance Revisions – Pre Containerization July 2025

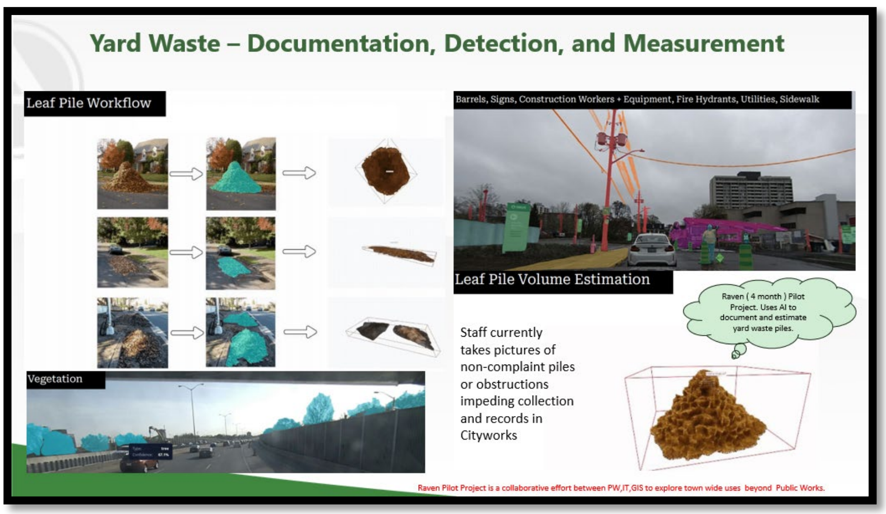
| Section | Current | Proposed |
|---|---|---|
| Definitions | along curb/edge of pavement | <3' of curb/edge of pavement |
| | small limbs = <8' long & <8" diameter | small limbs = <6' long & <6" diameter & <50 lbs |
| | yard waste includges grass clippings | yard waste excludes grass clippings |
| Pre-collection practices | no yard waste <10' of storm drain | no yard waste <10' upstream of storm drain |
| | | no yard waste from separate property |
| | | no yard waste <6' from obstacles |
| | | no yard waste in parking/ramp/sidewalk |
| | | yard waste placed in direction of travel |
| | | <2 cubic yards of yard waste without a fee |
| Service Limitations | once per week collection | collection schedule set by Council (bi-weekly) |
| | no land clearing debris (LCD) | no LCD, grass, dirt, root, soil, sod, mulch, concrete, rocks, debris, pallets, trash, plastic, pet waste, lumber, or mailbox posts |
| | commercial landscape waste accepted | commerical landscape waste prohibited |
| Enforcement | refusing collection | refusing collection and education are still the primary method of compliance; however, new provisions are added so that the Town has additional tools, specifically to abate nuisance yard waste at owner's cost plus fee |

*Source: Town of Apex Legal Department Team (2026)*

**[SLIDE NO. 58]**

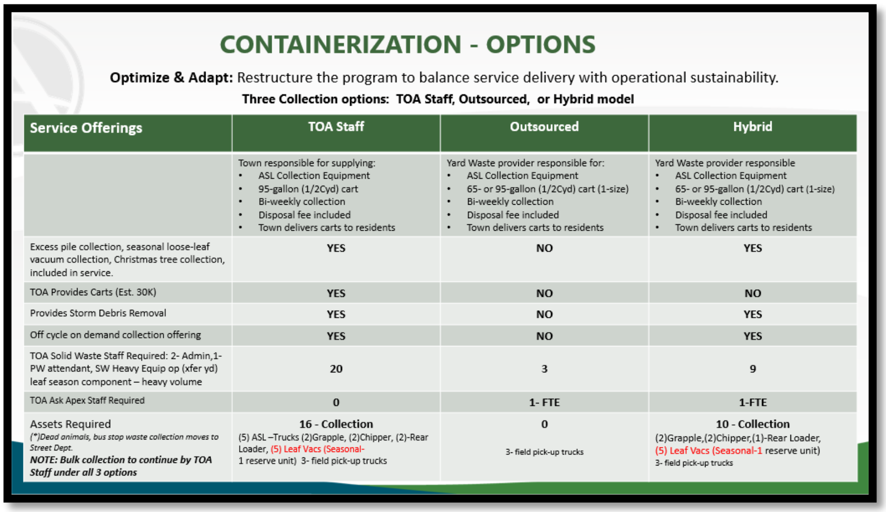
**[SLIDE NO. 59]**


**[SLIDE NO. 60]**




**[SLIDE NO. 61]**

**[SLIDE NO. 62]**



CONTAINERIZATION - OPTIONS

**Optimize & Adapt:** Restructure the program to balance service delivery with operational sustainability.

**Three Collection options: TOA Staff, Outsourced, or Hybrid model**

| Service Offerings | TOA Staff | Outsourced | Hybrid |
|---|---|---|---|
| | Town responsible for supplying:<br>• ASL Collection Equipment<br>• 95-gallon (1/2Cyd) cart<br>• Bi-weekly collection<br>• Disposal fee included<br>• Town delivers carts to residents | Yard Waste provider responsible for:<br>• ASL Collection Equipment<br>• 65- or 95-gallon (1/2Cyd) cart (1-size)<br>• Bi-weekly collection<br>• Disposal fee included<br>• Town delivers carts to residents | Yard Waste provider responsible<br>• ASL Collection Equipment<br>• 65- or 95-gallon (1/2Cyd) cart (1-size)<br>• Bi-weekly collection<br>• Disposal fee included<br>• Town delivers carts to residents |
| Excess pile collection, seasonal loose-leaf vacuum collection, Christmas tree collection, included in service. | YES | NO | YES |
| TOA Provides Carts (Est. 30K) | YES | NO | NO |
| Provides Storm Debris Removal | YES | NO | YES |
| Off cycle on demand collection offering | YES | NO | YES |
| TOA Solid Waste Staff Required: 2- Admin,1-PW attendant, SW Heavy Equip op (xfer yd) leaf season component – heavy volume | 20 | 3 | 9 |
| TOA Ask Apex Staff Required | 0 | 1- FTE | 1-FTE |
| Assets Required<br>*(*)Dead animals, bus stop waste collection moves to Street Dept.*<br>***NOTE: Bulk collection to continue by TOA Staff under all 3 options*** | **16 - Collection**<br>(5) ASL –Trucks (2)Grapple, (2)Chipper, (2)-Rear Loader, (5) Leaf Vacs (Seasonal-1 reserve unit) 3- field pick-up trucks | **0**<br>3- field pick-up trucks | **10 - Collection**<br>(2)Grapple,(2)Chipper,(1)-Rear Loader, (5) Leaf Vacs (Seasonal-1 reserve unit)<br>3- field pick-up trucks |

**Town Manager Vosburg** said that direction would be staff's desire from Council and it can be revisited during this retreat. He asked for recommendations from a budgetary standpoint and staff looks toward 100% coverage so staff can analyze what that would be and the other factor would be if there are desired changes in service that is provided. He said if the service does not change then it is recommended a fee increase for at least 100% coverage of costs, and can then move forward depending on service.

**[BREAK – 15 MNUTES]**

**Mayor Gilbert** announced a 10-minute break at **9:49 a.m.**

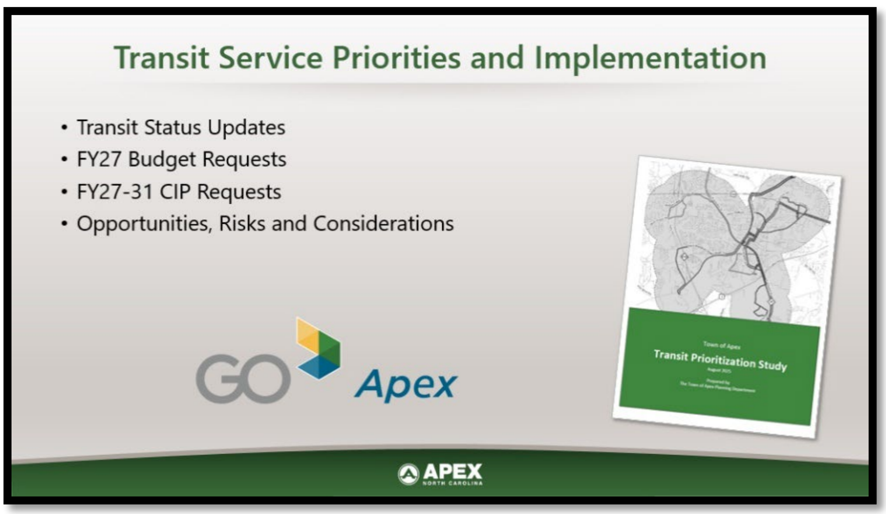
**Mayor Gilbert** reconvened the meeting at **10:00 a.m.**

**[TRANSIT SERVICES PRIORITIES AND IMPLEMENTATION DISCUSSION]**

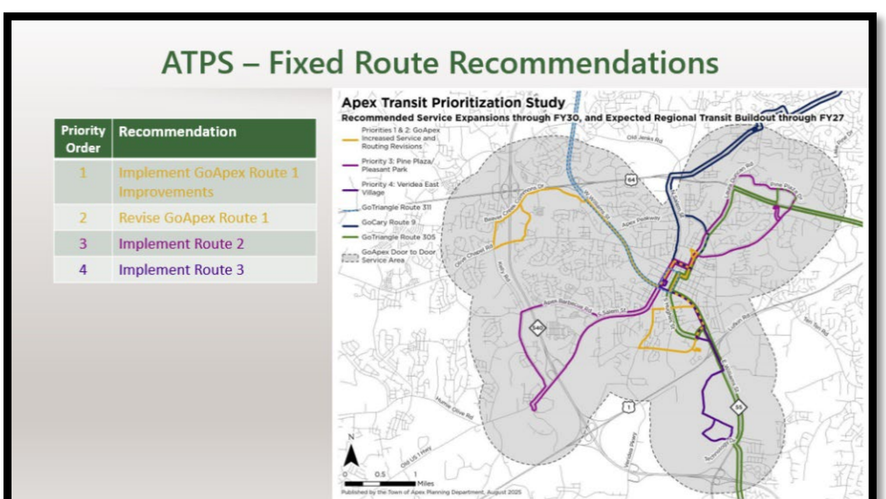
**Senior Planner – Long Range Transit, Katie Schwing** and **Long-Range Planning Manager, Shannon Cox,** gave the following presentation:

**[SLIDE NO. 1]**


**[SLIDE NO. 2]**




**[SLIDE NO. 3]**



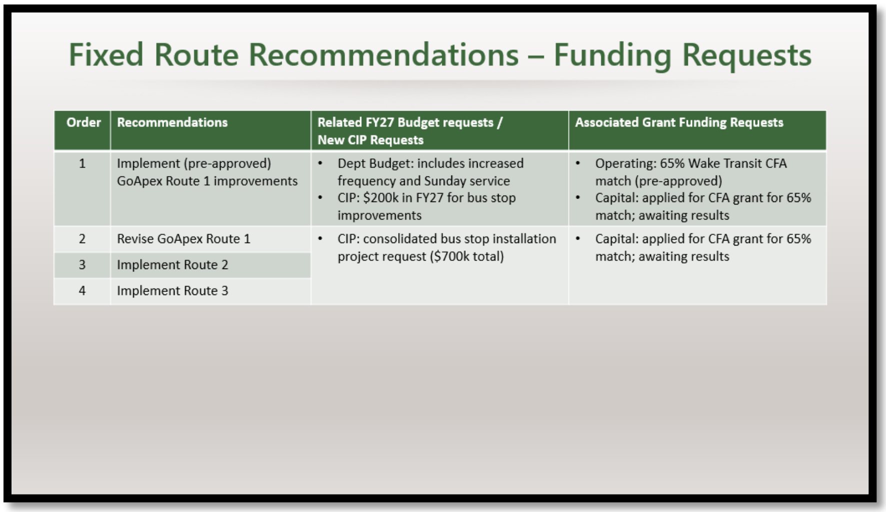
**Mayor Pro-Tempore Mahaffey** asked if Sunday service started in April, and asked what it included

**Ms. Schwing** said yes, and it doesn't include all of Cary but includes a certain number of miles.

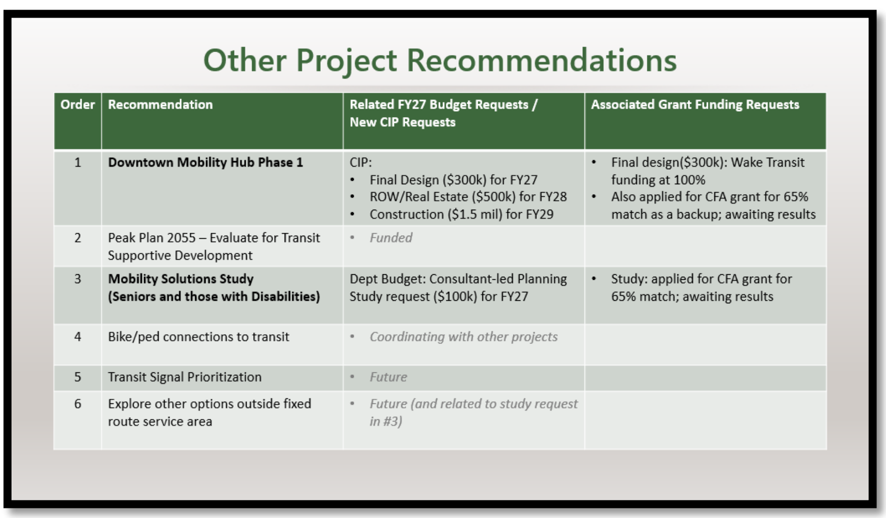
**Mayor Pro-Tempore Mahaffey** asked if it included Wake Med.

**Ms. Schwing** said it does include Wake Med.

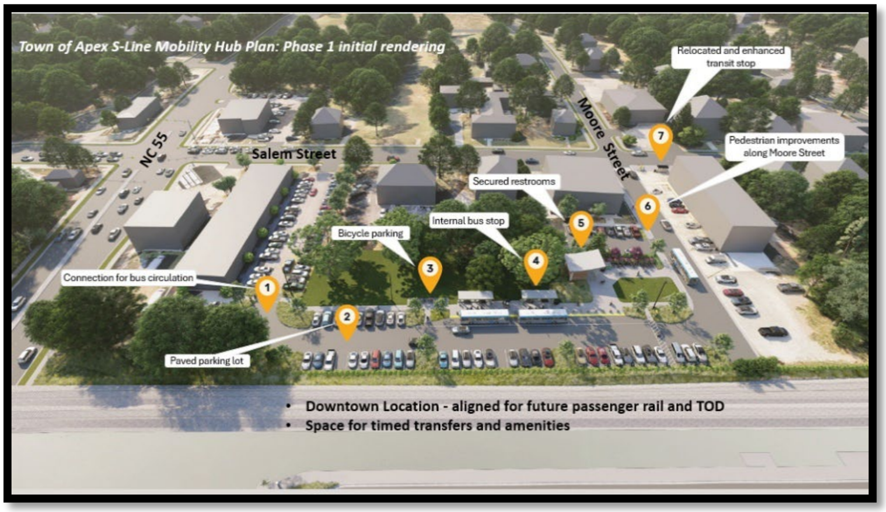
**[SLIDE NO. 4]**



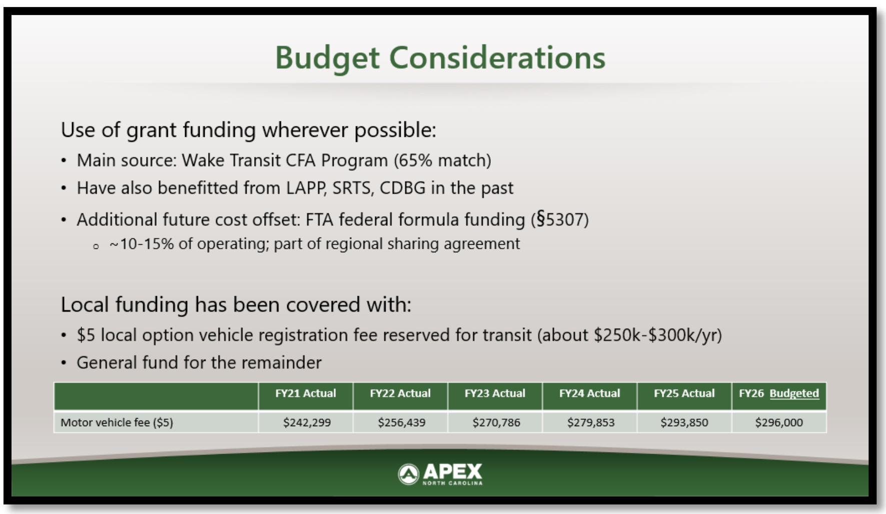

**[SLIDE NO. 5]**



**[SLIDE NO. 6]**




**[SLIDE NO. 7]**




**Mayor Pro-Tempore Mahaffey** asked if the Wake CFA program be able to be utilized with the cost of the mobility hub.

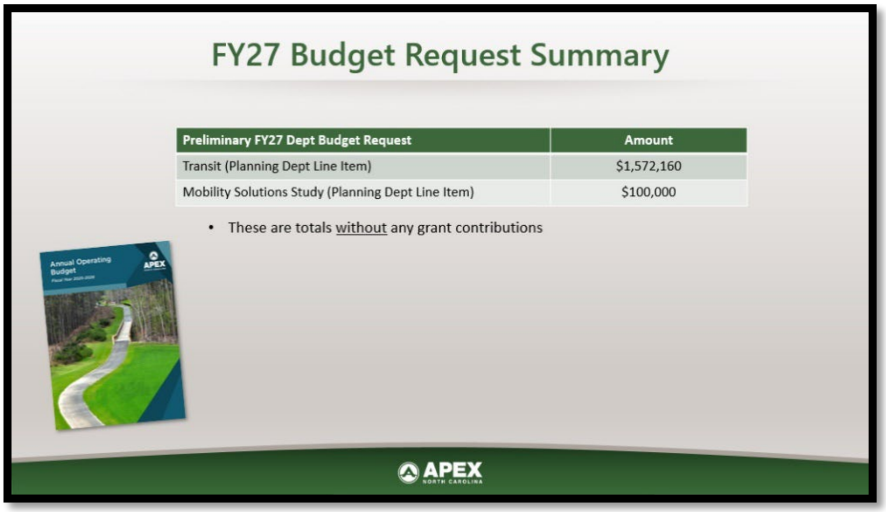
**Ms. Schwing** said it would be an eligible project, and there is also another regional or countywide planning effort that is being advocated for that includes provisions for community transportation systems and the goal is not to have to put in locally matched funds for the hub.

**Councilmember Zegerman** said the $250,000 to $300,000 currently registered as revenue with the $5.00 local option seemed low.

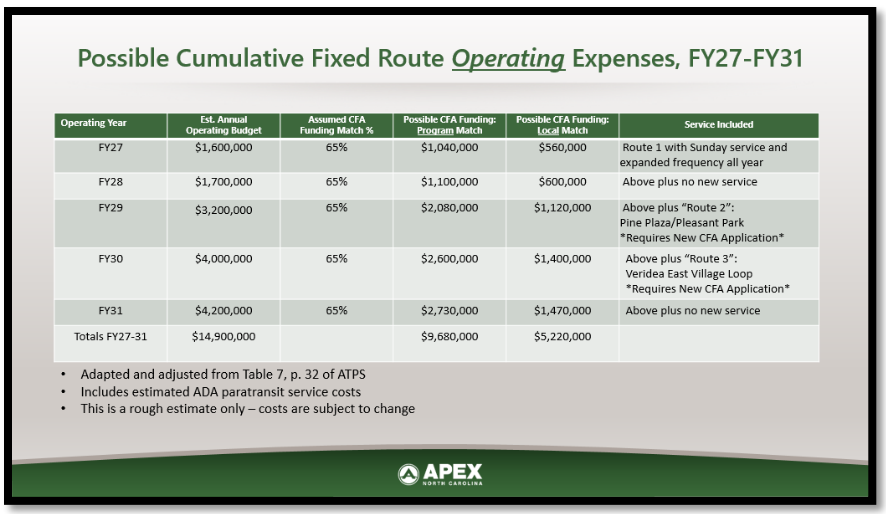
**Ms. Schwing** said there was a total $30 fee and the $5 fee is only the transit restricted and there is another $5 or $10 fee that is not transit.

**Councilmember Zegerman** said he understood now.

**[SLIDE NO. 8]**



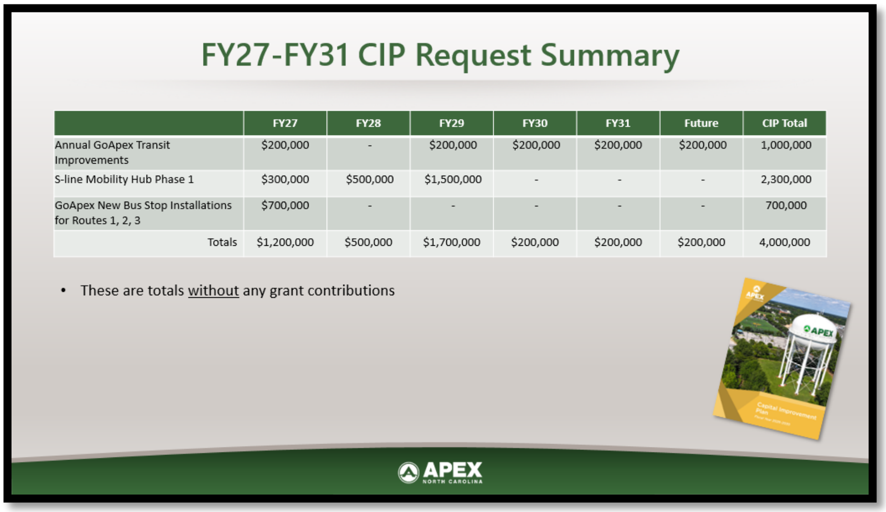

**[SLIDE NO. 9]**




**Councilmember Zegerman** asked why Route 2 wasn't planned to start in 2028 because it seems like an extended timeline.

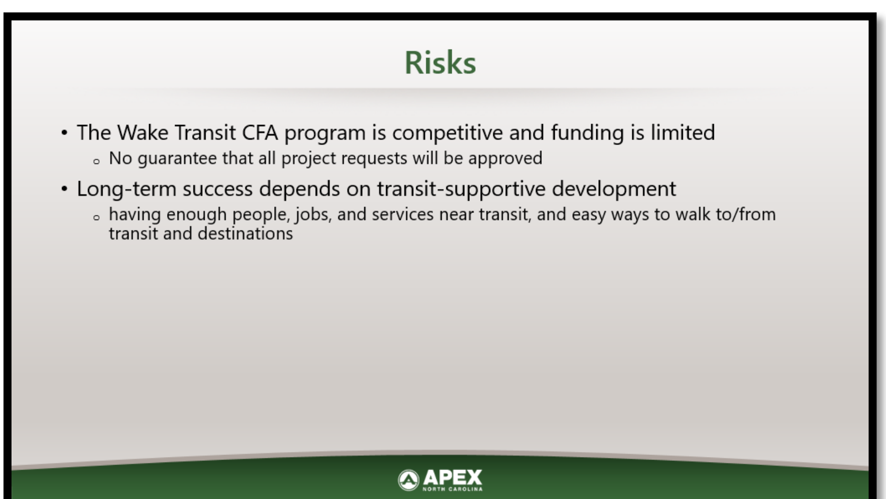
**Ms. Schwing** said if this can be accelerated that would be the goal, but what will but the limiting factor is finalizing the bus stop location and that takes time.

**[SLIDE NO. 10]**

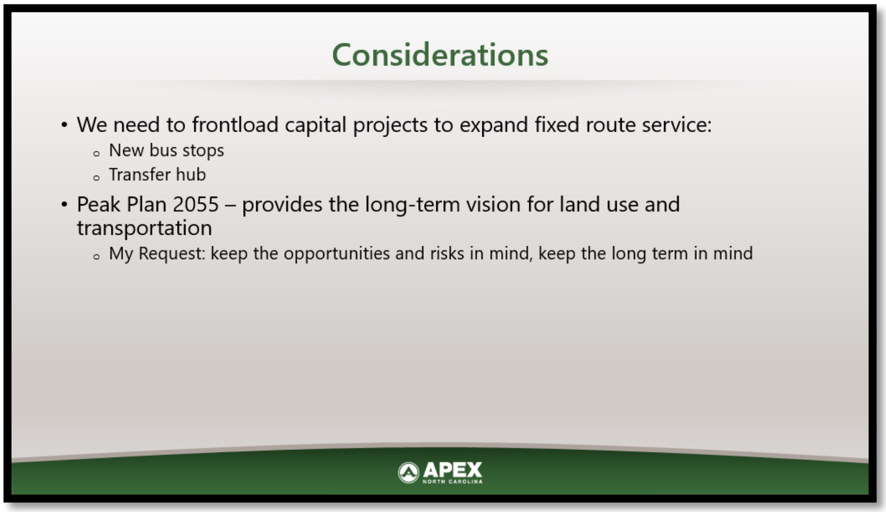



**[SLIDE NO. 11]**

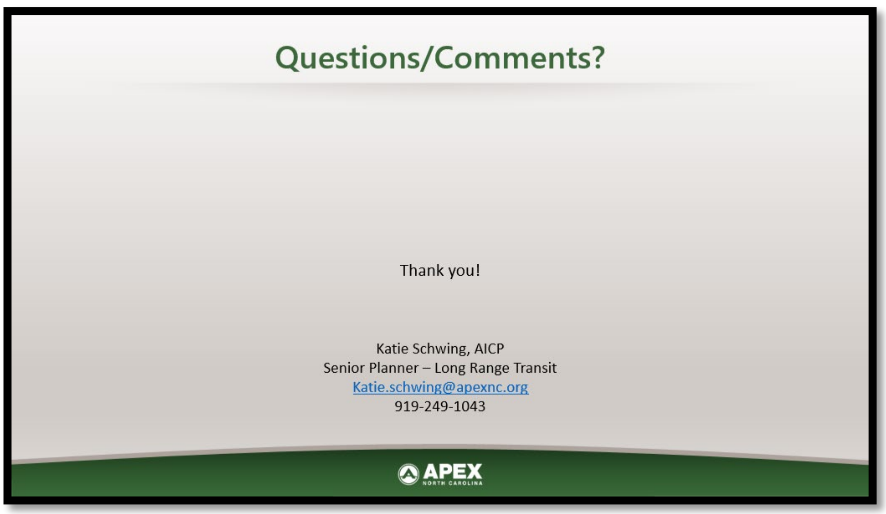

**[SLIDE NO. 12]**



**[SLIDE NO. 13]**




**[SLIDE NO. 14]**




**Councilmember Mu** asked what the criteria were for where to install a bus stop.

**Ms. Schwing** said there were a few criteria, one being general stop spacing, and another is logistics for where to put a stop to meet accessibility and ADA requirements.

**Councilmember Mu** said there are more in the downtown area and asked for the 50 plus communities because many of them are retired and have more opportunities to use the bus for other areas.

**Ms. Schwing** said for fixed route transit service there are some limitations around the routing and making all of the stops fit within the one-hour loop. She said that there are areas that will not be captured within the fixed route transit and this is why funding for the Mobility Solution Study is being requested to see other potential options beyond fixed route transit services that would primarily serve seniors or others that may not have options.

**Councilmember Mu** asked if there was a charge for door-to-door services.

**Ms. Schwing** said the door-to-door is currently free because fixed route service is free and by federal requirements, charges can't be more than double the cost of fixed route services, and because fixed route services are free, so is the door-to-door services.

**[PHASE 3 DOWNTOWN MASTER PLAN AND COMMERCE STREET DISCUSSION]**

**Director of Transportation and Infrastructure Development, Chris Johnson,** said this was to ask for Council direction and recommendations for the Commerce and Seaboard Streetscape projects so these projects can move forward. He invited **Traffic Engineering Manager, Russell Dalton,** to begin the following presentation:

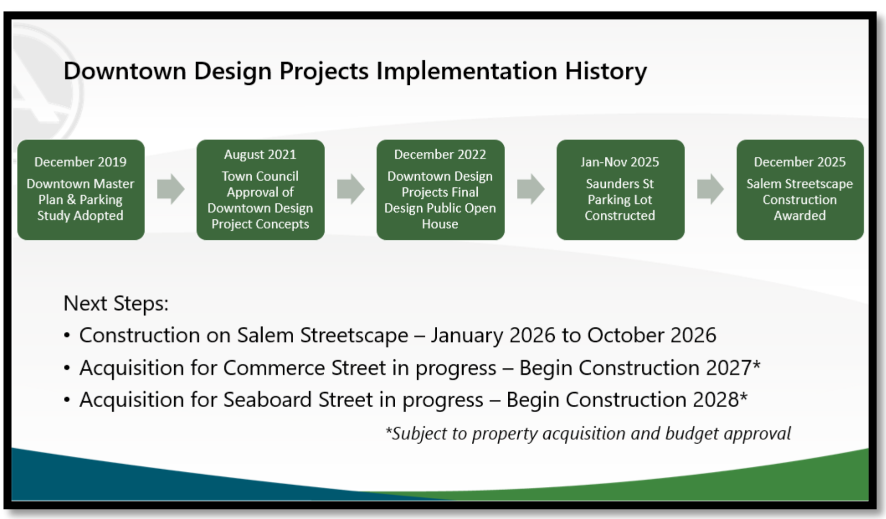
**[SLIDE NO. 1]**


**[SLIDE NO. 2]**

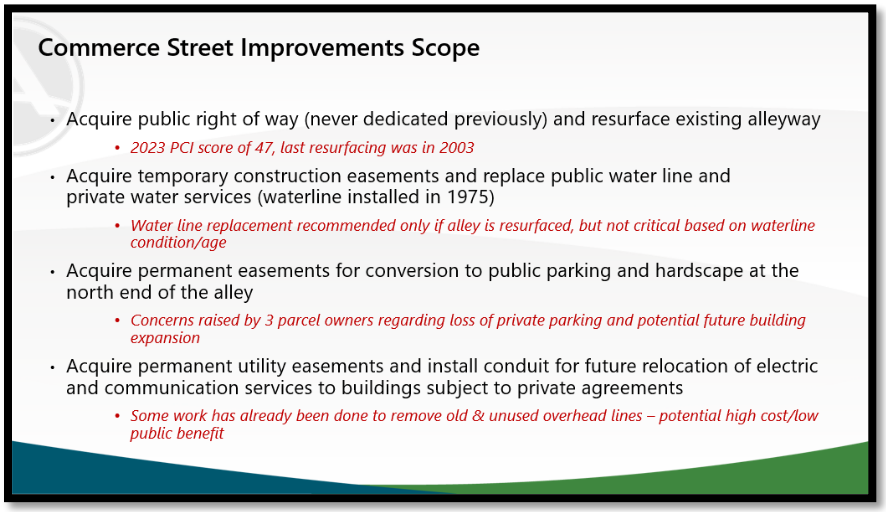
**[SLIDE NO. 3]**


**[SLIDE NO. 4]**


**[SLIDE NO. 5]**



**[SLIDE NO. 6]**




**Mayor Pro Tempore Mahaffey** asked who was responsible for maintaining the portion of road in the alley.

**Director Johnson** said it has been maintained by the Town for a long time.

**Town Attorney Hohe** said that certain situations like this alley historically have never formally been dedicated and this alley has been maintained by Apex for many decades.

**Mayor Pro-Tempore Mahaffey** asked if there would be further discussion about acquiring this right-of-way.

**Mr. Dalton** said yes, there would be further discussion.

**Councilmember Reese** said that this alley was paved by the Town, so it was a public contribution to a private alleyway 23 years ago.

**Town Attorney Hohe** said it has been treated as public.

**Councilmember Reese** asked specifically what the town has done in terms of maintaining it other than trash pickup.

**Mr. Dalton** said there is a public water line that runs down the middle of Commerce Street and there is a similar situation on Seaboard Street so public utilities have been maintained but the street has never been formally dedicated, but it's been maintained over time by the town.

**Mayor Pro-Tempore Mahaffey** asked how this worked if there was a public utility under a private street that is maintained by Apex.

**Water Resources Director Jonathan Jacobs** said if the Town had to do work on a public utility under private pavement, the pavement technically wouldn't have to be replaced.

**Town Attorney Hohe** said with a prescriptive easement is that it only gives the right to continue the use that has been developed over those years and not the right to expand the use, and so what has been done over the years has to be looked at. She said there is a water line through the center of the road and pavement to a certain extent and then the question becomes if the Town wants to expand. She said moving forward if Apex needs to acquire this, it can't be expanded until it is.

**Councilmember Reese** said there were town homes on a privately owned road at the corner of Peakway and Tingen Road and asked if this was a similar situation.

**Mr. Dalton** said that Apex does not maintain this.

**Councilmember Reese** asked about the water and sewer maintenance rights.

**Town Attorney Hohe** asked if this was a newer development.

**Councilmember Reese** said it was built in 2004.

**Town Attorney Hohe** said Apex has been maintaining Commerce Street since well before 2003.

**Planning Director, Diane Khin** said that the first UDO was adopted on August 1, 2000 and easements since the 80's.

**[SLIDE NO. 7]**


**[SLIDE NO. 8]**

**[SLIDE NO. 9]**

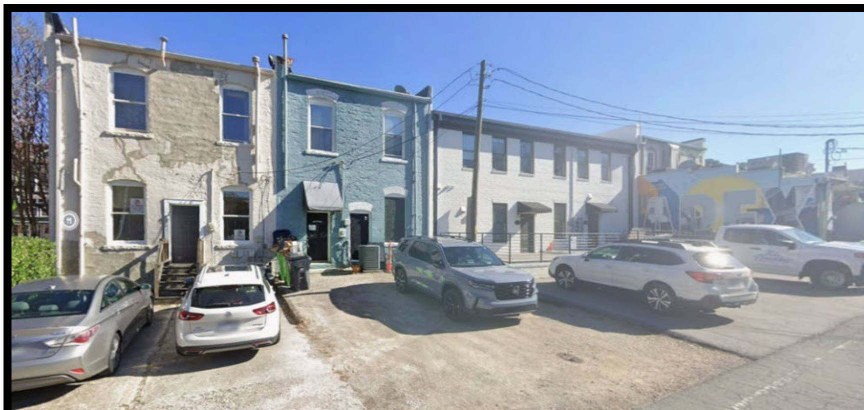

**[SLIDE NO. 10]**


**[SLIDE NO. 11]**

**[SLIDE NO. 12]**

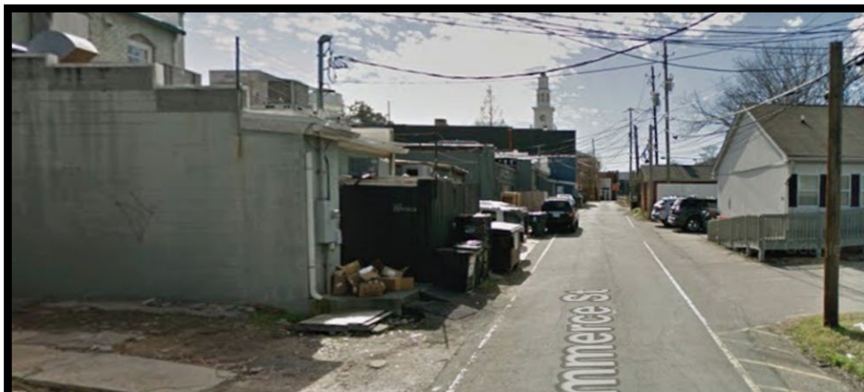
Rear view of 123, 125 & 127 N Salem St
2017

**[SLIDE NO. 13]**



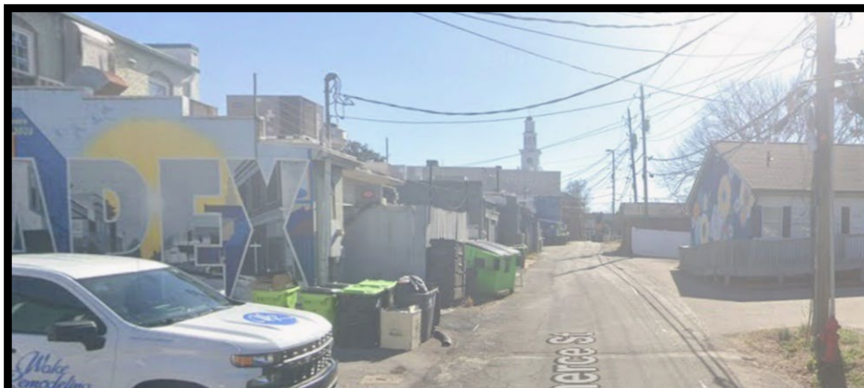
Rear view of 123, 125 & 127 N Salem St
2025

**[SLIDE NO. 14]**



Looking south along Commerce St #2
2017

**[SLIDE NO. 15]**



Looking south along Commerce St #2
2025

**Councilmember Zegerman** asked for information about how the trash collection for the restaurant waste collection would be handled.

**Mr. Dalton** said there was no plan with the Commerce Street project to do any kind of trash consolidation, after talking with residents there just was not the ability to do this.

**Councilmember Zegerman** asked about underground storage with the bulk of the container underground and asked if that had been considered.

**Mr. Dalton** said that would require a property acquisition but that was his extent of knowledge about this. He asked Director Mullis if he knew more about this scenario.

**Director Mullis** said that there were discussions with GFL and they didn't have experience with that in the area and there is still space that would be needed and it having to be close to the users, and that makes it a challenging scenario.

**Councilmember Zegerman** said that if trash collection continues to operate there, in terms of usable space, then it doesn't help with downtown Apex being a destination area.

**Mr. Dalton** said for the scope of this plan was to add the public parking and the hardscape on the north end of the project and for the rest it was about the right of way, water line, pavement, and getting conduits to buildings, so it wouldn't be intended as a common walking alley.

**Director Johnson** said they are looking at something like that for Seaboard, but Commerce is one-way and a lot tighter.

**Mayor Pro-Tempore Mahaffey** said the question is how much compensation the Town would receive for accepting public dedication to the street.

**Assistant Town Manager Stone** said the Town would actually have to pay for the right of way, and that goes into their overall recommendation.

**[SLIDE NO. 16]**


**[SLIDE NO. 17]**


**[SLIDE NO. 18]**

**[SLIDE NO. 19]**


**[SLIDE NO. 20]**


**Councilmember Reese** said that there is a concern already not having much room for expansion of the existing retail space downtown, and this would limit it further.

**Mayor Pro-Tempore Mahaffey** said there was concern with expanding a historic building but wasn't concerned about a property owner choosing not to sell or asking a high price for their property or easement.

**Councilmember Reese** said there are houses in this area that maintain their historic character and then 3500 square foot homes behind it, and this could fall under the same scenario.

**Director Johnson** said this is the most expensive part of that project and part of the budget was moved to Salem Street. He said this is an area where a lot of money can be saved.

**[SLIDE NO. 21]**


**[SLIDE NO. 22]**


**Councilmember Zegerman** said the Town has maintained the road as a courtesy, but it isn't the Town's responsibility.

**Councilmember Mu** asked to see on the map option two being proposed.

**Mr. Dalton** said all the parking would be eliminated and they would be able to resurface the alley and place the waterline in the area shown on slide 20.

**Mayor Pro Tempore Mahaffey** said he wanted to know how much they would be willing to pay the Town to accept the right of way dedication.

**Town Manager Vosburg** said that pivot would change things drastically, and would need to be done sooner rather than later.

**Councilmember Reese** asked what the cost of option two would be compared to the current option.

**Director Johnson** said they didn't have that information.

**Councilmember Reese** asked if there was a ballpark estimate.

**Director Johnson** said he could get it but didn't have it available at this time, and said alleyway resurfacing could be an issue if the Town decided to stop maintenance.

**Town Attorney Hohe** said that is a discussion for a different time about rights and responsibilities with respect to that paved surface. She said that the Town regulates the traffic on Commerce Street entry and exits and this street is one-way. She said the question is if they wanted it to be private, because then the Town would have no regulatory authority at all. She said this matters in respect to negotiations with the property owner. She said that the Town already had some of the rights with respects to the property, and the Town wouldn't want to pay for the rights they already have.

**Mayor Pro-Tempore Mahaffey** said the Town is willing to spend millions of dollars to improve this road, and he thinks the Town shouldn't have to pay to be able to do that for the private road. He said that the property owners should pay the Town or improve the street to public standards before the Town accepts it.

**Town Attorney Hohe** said there's two separate things, because the Town doesn't have any right to parts of the property.

**Mayor Pro-Tempore Mahaffey** said he agreed, and said the parking spaces were different than the actual street. He said it would make sense to pay for the parking spaces, but not for the road that the Town paved and maintains.

**Councilmember Reese** spoke as a renter downtown and noted that this specific situation did not affect him but said there was not an estimate available for project cost. He asked what the specific fiscal concern was about the payment, because they would need an estimate. He said placing those costs on downtown businesses would directly impact economic development and the downtown character. He said the property owners often aren't in Apex or even in the state or country, and the owner with little interest in the community itself will likely pass those costs on to the business.

**Mayor Pro-Tempore Mahaffey** said the property owner having the Town pay to pave the road is not how things have been done before and would set a bad precedent. He said the property owners should not be asking for the town to pay them to do this project when this will be a benefit to them, which is why other property owners are asking for the Town to take these private roads from them so they can be repaved.

**Councilmember Zegerman** said in this case the Town would have to spend a large sum of money and get very little public benefit other than the road being repaved.

**Councilmember Reese** said that Apex Police Department has to use this alley way leaving Saunders Street parking to get to Chatham Street. He said the more this framework is followed the more likely there will be resistance, and there may not be time for that when Apex may not be as competitive with other downtowns in other nearby municipalities.

**Councilmember Zegerman** said if the only public benefit was the occasional police cut-through, then this was not worth it.

**Councilmember Reese** said this was not worth it.

**Mayor Gilbert** asked when Councilmember Gray was anticipated to arrive

**Town Clerk Coleman** replied that it depended on his court schedule, and he was planning on attending tomorrow's Retreat.

**Director Johnson** noted that most of the cost will be in the area with the acquisition for the utilities and private parking spaces. He said the bulk of the work along Commerce Street will be utilities, replacing the water lines.

**Councilmember Zegerman** said that water line doesn't need to be replaced and it would only be done if they tore up the street.

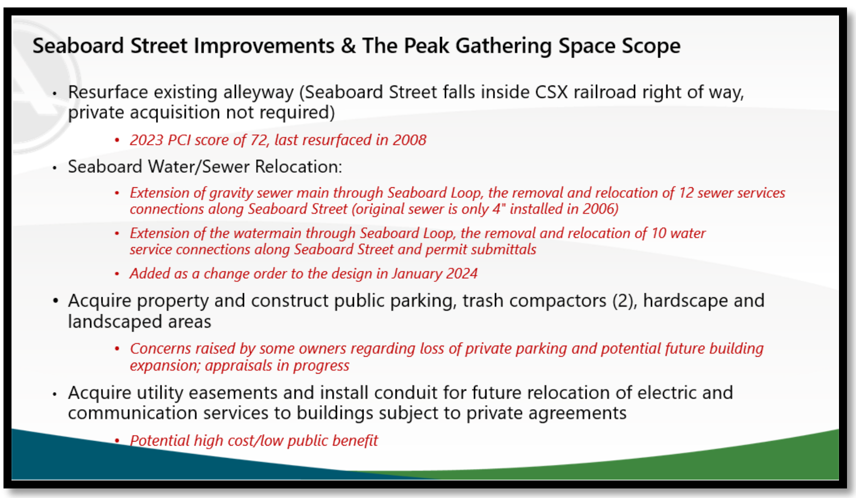
**Director Johnson** said it doesn't need to be, and that's why they offered the option to delay the project. He said most of the cost for the Commerce Street project would be the acquisitions for those private spaces. He encouraged them to move forward to the Seaboard Street Improvements.

**Town Manager Vosburg** said they could come back to this decision point.

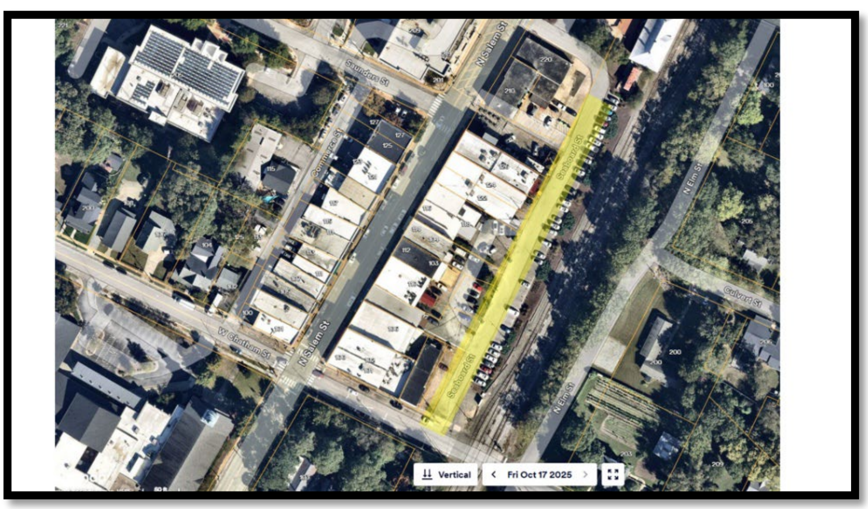
**Councilmember Reese** asked if they could get a ballpark estimate on the costs before then.

**Town Manager Vosburg** said they would.

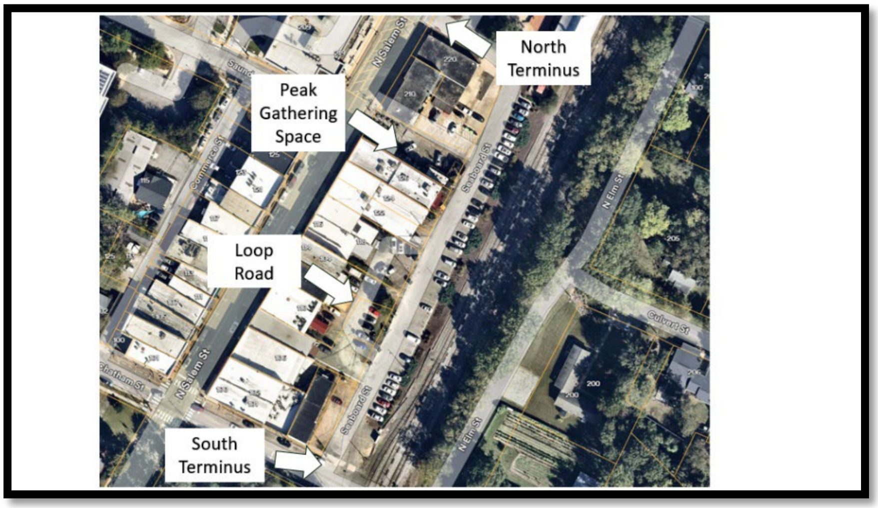
**[SLIDE NO. 23]**




**[SLIDE NO. 24]**



**[SLIDE NO. 25]**



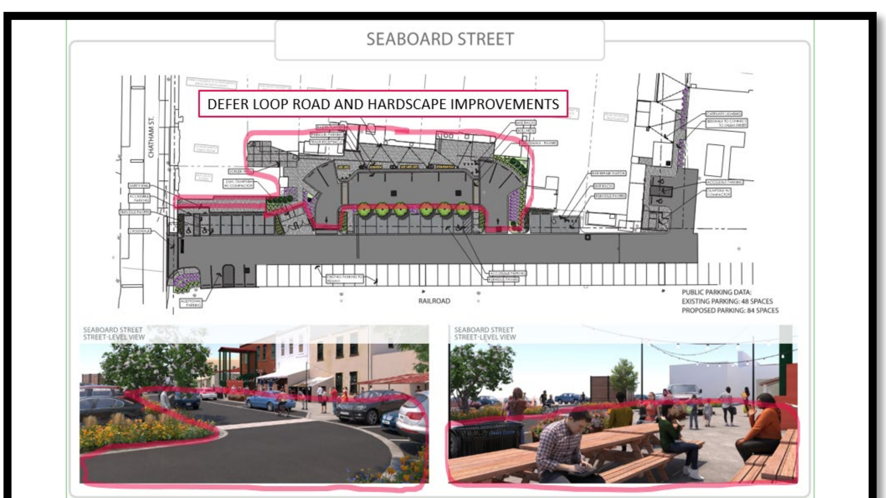

**[SLIDE NO. 26]**


**[SLIDE NO. 27]**

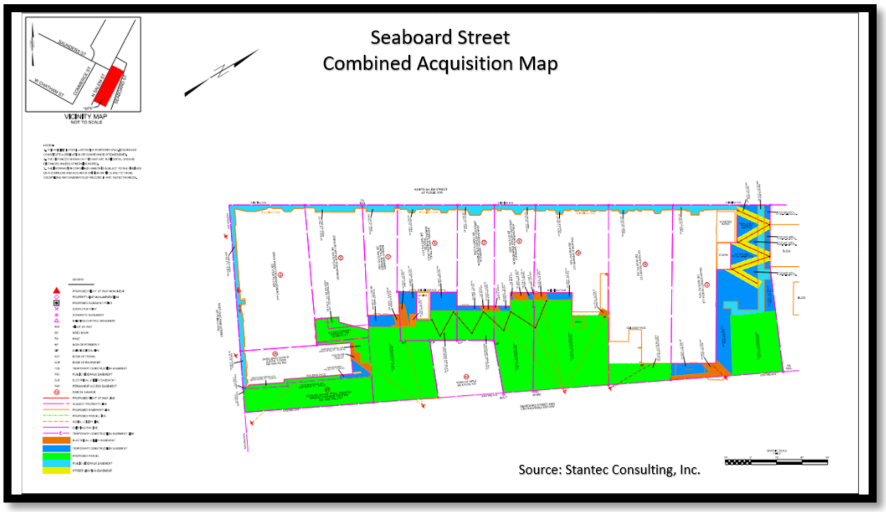
**[SLIDE NO. 28]**


**[SLIDE NO. 29]**

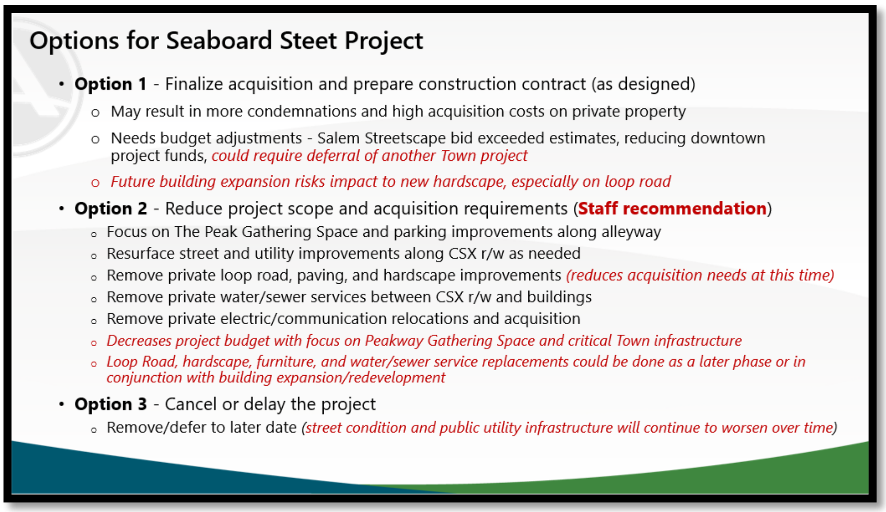

**[SLIDE NO. 30]**



**[SLIDE NO. 31]**




**[SLIDE NO. 32]**




**Councilmember Zegerman** said that option 2 in this area because of the parking lot. He said on the other side if the property owners are wanting to Town to pay a ton of money they shouldn't do that.

**Mayor Pro-Tempore Mahaffey** said there are advantages for remaining private ownership from the business perspective.

**Councilmember Zegerman** said no matter what he would want to make the site appear cleaner.

**Director Johnson** said they would plan for one dumpster on each end.

**Councilmember Zegerman** said that would still require property acquisition, so he would want to plan for a scenario where the Town couldn't make that work.

**Councilmember Reese** said they would need to be thoughtful about where they are putting things in case businesses change drastically.

**Councilmember Zegerman** said they need to do what they can to clean this area up.

**Councilmember Reese** said he had also had requests to look at accessible spaces on the south end, since there aren't any currently.

**Mr. Dalton** said there are some in the plans, but ADA requirements are fairly strict about where they can go with sloping/grading.

A **motion** was made by **Mayor Pro-Tempore Mahaffey,** and seconded by **Councilmember Zegerman,** to direct staff to proceed with Option 2 for Seaboard Street.

**VOTE: UNANIMOUS (4-0), with Councilmember Gray absent**

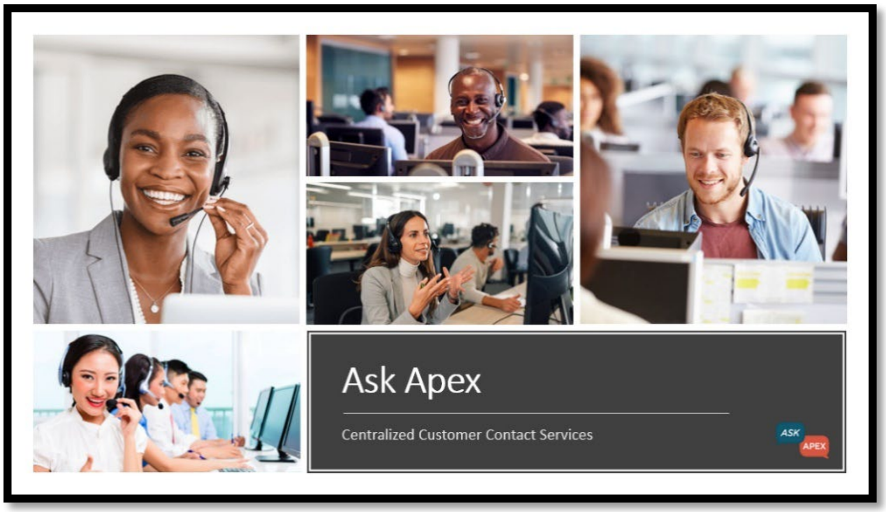
**Town Manager Vosburg** thanked them for the direction and said they could revisit Commerce tomorrow.

**[SLIDE NO. 33]**

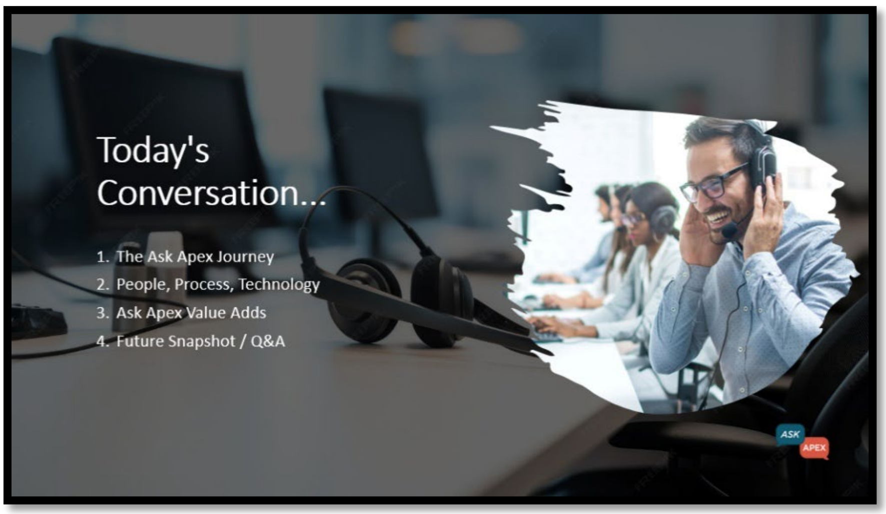

**[ASK APEX CALL CENTER UPDATE]**

**Ask Apex Manager, Darla Bryant,** gave a brief introduction and gave the following presentation:

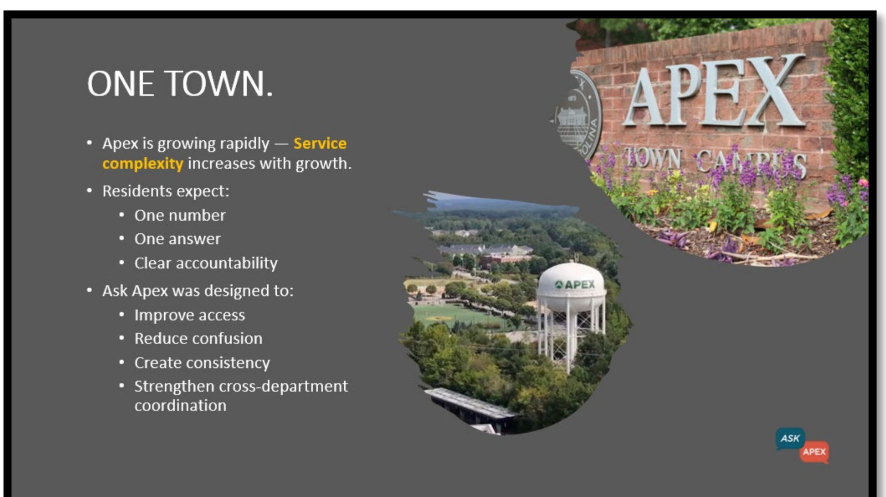
**[SLIDE NO. 1]**



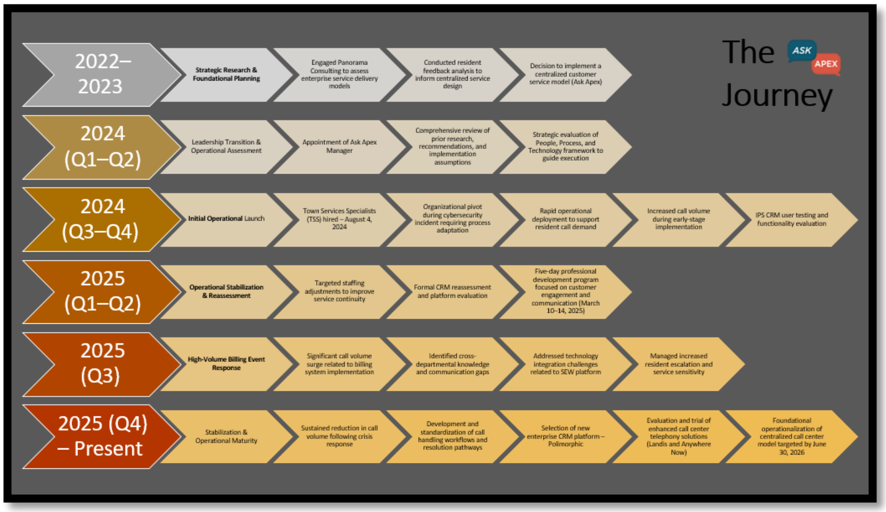

**[SLIDE NO. 2]**




**[SLIDE NO. 3]**

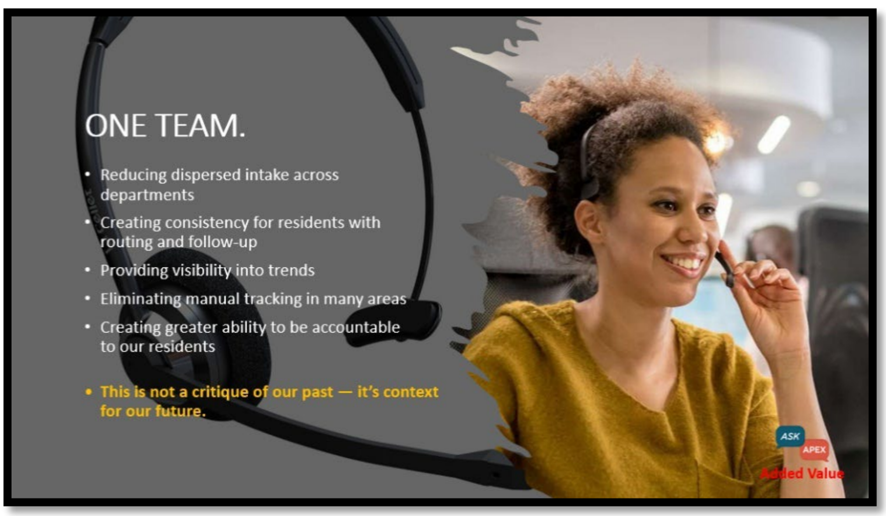


**[SLIDE NO. 4]**




**[SLIDE NO. 5]**


**[SLIDE NO. 6]**



**Councilmember Zegerman** asked if the CRM tool would include a ticketing system for follow-up.

**Ms. Bryant** said that she had just seen the system today for the first time and it does create a case that is trackable.

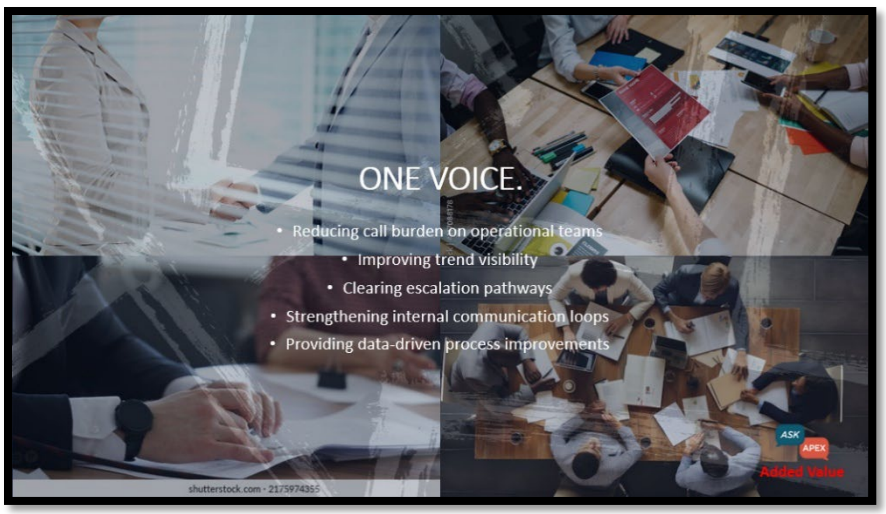
**Councilmember Zegerman** asked if there would be an opportunity to expand this system internally for others to be able to follow up.

**Ms. Bryant** said this is an enterprise-wide system and not a call center. She said that the goal is for all departments to participate in this system and all of the systems that the CRM can integrate with or interface with. She said she is working with IT to help make sure all staff has access to the CRM.

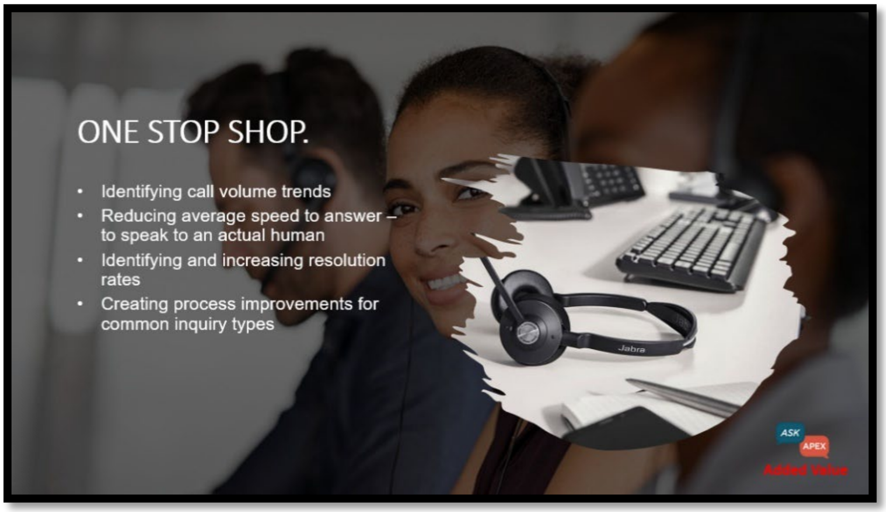
**Councilmember Zegerman** asked if the knowledge base could be externalized so that residents can find that information or answers to questions without having to make a call.

**Ms. Bryant** said Ask Apex has some questions listed there and there will be other things that customers will be able to ask throughout the website and IT is working on innovations like chatbot, voice bots, and other AI-driven solutions, but there will still be a phone option.

**[SLIDE NO. 7]**



**[SLIDE NO. 8]**




**[SLIDE NO. 9]**


**[SLIDE NO. 10]**

**[SLIDE NO. 11]**


**Councilmember Zegerman** thanked staff for all of the work that has gone into this and this is an indicator of customer service.

**Mayor Pro-Tempore Mahaffey** asked if there were plans for using some of the AI portions of this software and how that would impact customer service.

**Ms. Bryant** said she was still learning about the AI piece.

**Director of Information Technology, Erica Sacco** said that AI was already being used and there are volunteers on the website to utilize the chatbot and that is polymorphic. She said that they were taking this very slow but are working on this.

**Councilmember Reese** thanked staff. He said that department's work is hard because they almost always hear only the bad feedback.

**Councilmember Zegerman** said this is important because by the time somebody calls the town, typically something has gone wrong and having an ability to deal with this issues is good.

**Ms. Bryant** said that with new technology they will have the ability to get customer satisfaction intel from residents and help identify trends.

**Councilmember Zegerman** said this will be a key contributor to resident outreach in helping with their utility bill or whatever may be the issue.

**Councilmember Mu** asked how the bot is at handling the utility questions.

**Ms. Bryant** said that currently it is not implemented but the goal is going to be to have it talk as much like talking to a human person as it can, but it is AI so it has to learn.

**Director Sacco** said it has been very effective in testing in handling certain types of questions.

**Councilmember Reese** asked how staff could be supported to make sure they aren't getting burned out due to the nature of calls that they are receiving.

**Ms. Bryant** said that leadership is key to managing call center staff to help them avoid burn out. She said there are residents that do call to say encouraging things like "thank you for the work you do" as well as upset callers, so call center agents are trained to be professional and develop their professional customer service acumen and staff are being provided training and resources to help them handle situations. She said the call center is a very collaborative work environment.

**Town Manager Vosburg** added it is more common in this region to provide something like this, but it is not common nationwide. He said Council can show this as high level of service that is being provided for residents.

**Mayor Pro-Tempore Mahaffey** said he used to work in a call center, and thanked the staff for their work.

**Director Newman** welcomed Council to come meet the call center staff, and they would love to meet Council as well.

**Ms. Bryant** invited Council and staff to come in and listen to actual calls as they happen. She said they can use that for quality assurance and assistance.

**Councilmember Mu** asked how they would do this.

**Ms. Bryant** said to just let her know when they would like to come.

**Mayor Gilbert** announced the meeting in recess for a lunch break at **12:06 p.m.**

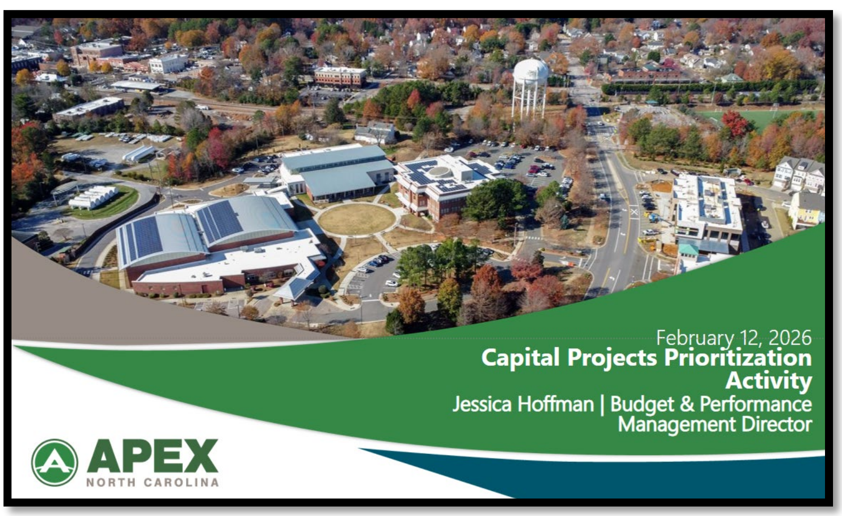
**[LUNCH – 30 MINUTES]**

**Mayor Gilbert** reconvened the meeting at **12:41 p.m.**

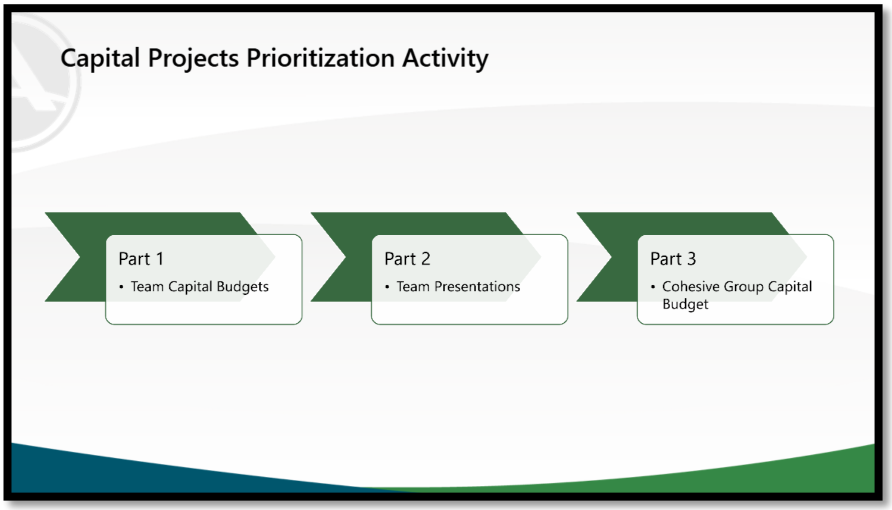
**[CAPITAL PROJECTS PRIORITIZATION ACTIVITY]**

**Budget Director Jessica Hoffman** gave the following presentation:

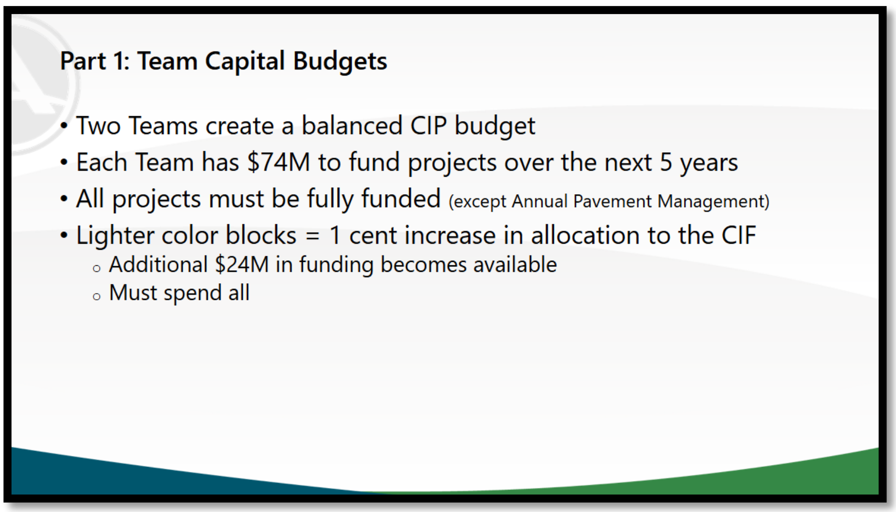
**[SLIDE 1]**



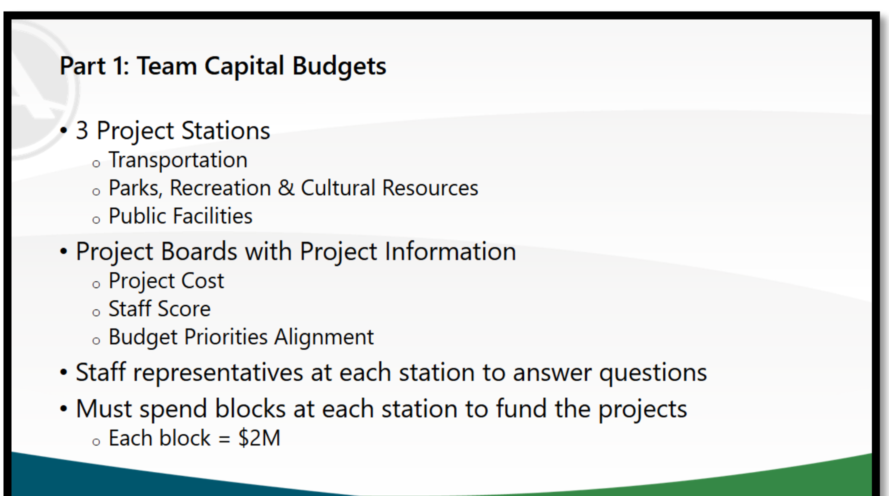
**[SLIDE 2]**



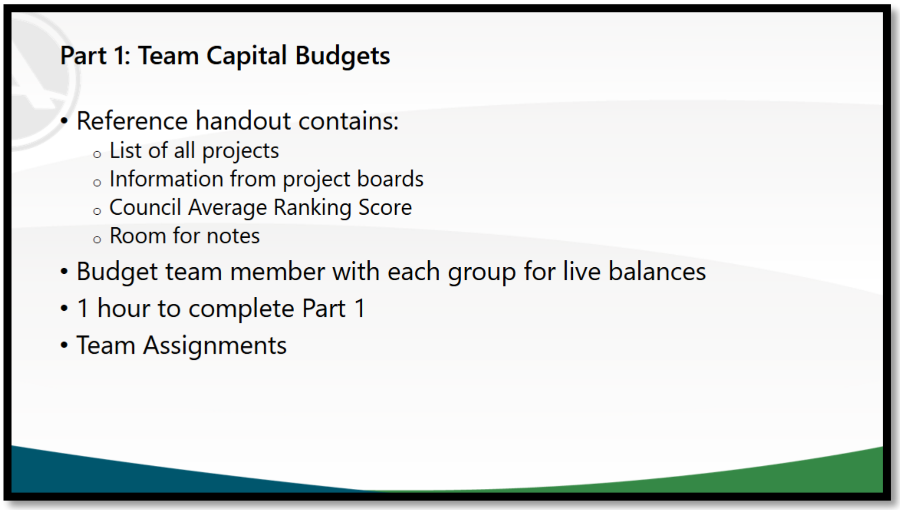

**[SLIDE 3]**



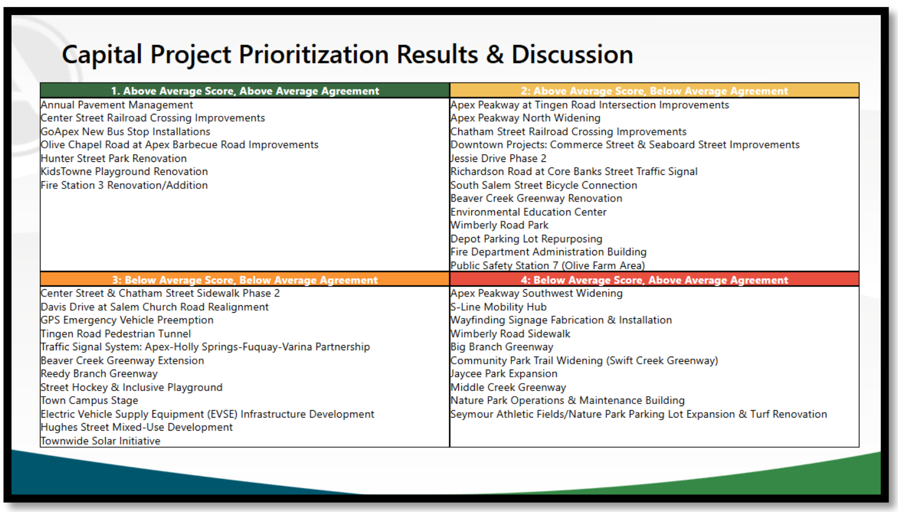

**[SLIDE 4]**



**[SLIDE 5]**




**[SLIDE 6]**




**Director Hoffman** split the Mayor and Council into teams to work on a CIP Prioritization activity.

**Councilmember Reese** asked how they handle not having Councilmember Gray present for this activity.

**Town Manager Vosburg** said to base it on their own opinions in the discussion, and they will have to include Councilmember's Gray's later.

**Councilmember Zegerman** said a similar thing happened last year, and they can add in the input later.

**Town Manager Vosburg** said nothing from this discussion will be binding, and after the activity the teams will come back together to discuss as a whole.

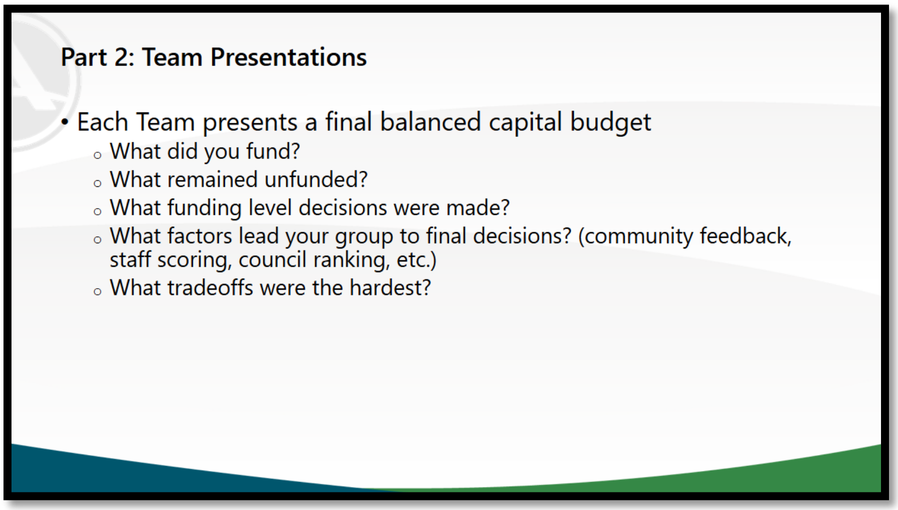
After the team discussions and activity concluded, **Town Manager Vosburg** said the budget team would compile the results to present as a whole.

**Mayor Gilbert** announced a 15-minute break at **1:46 p.m.**

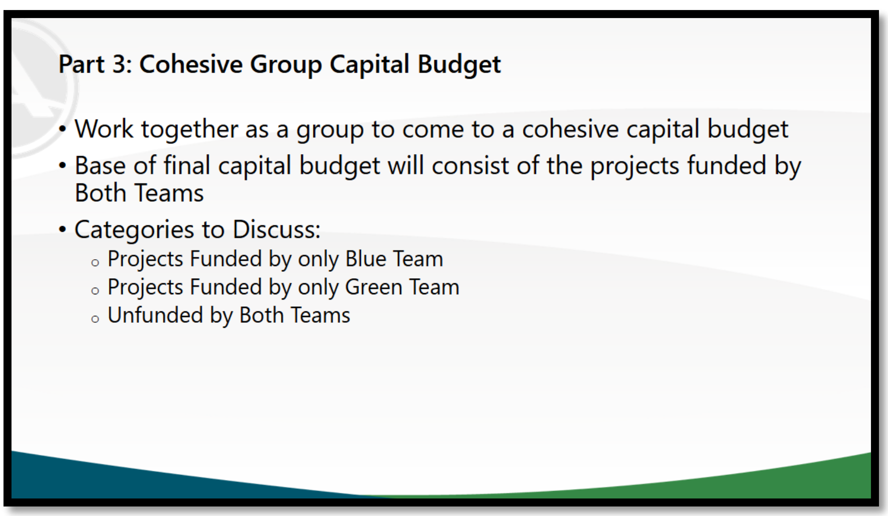
**Mayor Gilbert** reconvened the meeting at **2:03 p.m.**

**Director Hoffman** discussed the second part of the activity:

**[SLIDE 7]**




**[SLIDE 8]**




**Mayor Pro-Tempore Mahaffey** said one of the principles his group discussed was finishing what has been started, so projects that have already been started were given priority. He said he was looking to do projects that were highly visible as well, such as traffic lights.

**Councilmember Reese** said Wimberly Road park was a high priority, but it was hard to rank it highly here because of its high cost. He said that money could be spread around more efficiently. He said it's important to keep current things working well and finishing current projects before starting new ones.

**Mayor Pro-Tempore Mahaffey** said public safety and facility space were highly represented in their ranking as well. He said Wimberly Road Park was a good example that may be looked at as having its own bond for funding in the future.

**Councilmember Zegerman** said they had a similar approach, and wanted to do a large number of smaller projects and focus on things the community wanted, such as traffic related projects. He agreed about optimizing projects the Town is already working on before going to new, bigger projects. For facilities, he said space considerations for were prioritized, as well as sequencing in cases where some projects need to be finished before others can be started. He said he would really love to build new things, but it doesn't make sense at this time. He said they reallocated a penny to the CIF to help add a couple projects, including the Environmental Education Center and the Reedy Branch Greenway.

**Councilmember Mu** said traffic projects, projects that had already been started, and public safety projects were heavily prioritized. She said they brought back the others after the CIF increase in their scenario. She said she was debating the Wimberly Road Park, and the possibility of a 20-year bond for future residents to help contribute. She said the Town has allocated $1 million for designs in future years, and it was a part of the Town with a high population, but with low public amenities. She said it was an important project, but they may have to ask residents if they wanted to approve a bond.

**Director Hoffman** presented the project alignment based on both team's individual feedback. She said this represented the baseline of where to go from the final budget. She invited the Mayor and Council to debate where projects were to help determine prioritization. She noted that both groups wanted to do a penny increase to the CIF, which would provide an addition $16 Million in funding.

**Councilmember Reese** asked why the downtown streets were included by the other team.

**Councilmember Zegerman** said it was part of finishing what was started. He said funds had already gone into Salem Street, and after the discussion this morning it made sense to finish work on Commerce Street and Seaboard Street to some degree as well.

**Councilmember Reese** said they could split things.

**Director Hoffman** said they could potentially split some parts of it.

**Mayor Gilbert** asked about the Davis Drive and Salem Church Road Realignment.

**Councilmember Zegerman** said they added that one in after their penny increase, and it was an area of Town where there will continue to be traffic challenges, and they will need to handle it at some point.

**Mayor Gilbert** said that was high for him as well, and they have received a lot of concern about that area.

**Councilmember Zegerman** asked why they wanted to fund both Peakway North and Jessier Drive Phase 2.

**Mayor Pro-Tempore Mahaffey** said Jessie Drive is finishing what they started, and Peakway North was one that was barely missed out on funding in the current year, and it was in the 5-year horizon. He said ideally they would time these based on when matching and additional funds were available to reduce cost for the Town.

**Councilmember Mu** asked how the other group of council members prioritized the Peakway North and Jessie Drive Phase 2 projects in comparison to other transportation projects.

**Mayor Pro-Tempore Mahaffey** said Beaver Creek Greenway Renovation went to the theme of working on existing projects and facilities for the Town. He said they get a lot of complaints about the flooding that occurs on portions of that greenway. He added that some of the larger expansion-related projects were excluded because of the possibility to moving them out into bond funding. He said they did leave off the Beaver Creek expansion.

**Councilmember Zegerman** said he would rather do renovations of the existing facilities as well. He also discussed some greenway expansion potentially getting state funding in the future, seeing it is on their expansion map.

**Mayor Pro-Tempore Mahaffey** said these plans can change if funding opportunities present themselves and encouraged staff to be applying for those grants and funds where available.

**Director Hoffman** said for decisions points, they needed to decide what they wanted to agree on funding.

**Town Manager Vosburg** said they also needed to determine if they agreed on moving forward with the additional penny to the CIF, which would expand what they could include.

**Councilmember Zegerman** asked about Public Safety Station 7.

**Mayor Pro-Tempore Mahaffey** said he felt that was outside the 5-year time horizon.

**Councilmember Zegerman** said there is a lot of development queued up in that area even if more doesn't come in, so he recommended considering it to ensure response times and emergency service maintains high levels.

**Director Hoffman** said there recommendations will guide the draft budget, and they will present that to Council in the coming months.

Council continued discussions regarding which projects to include in the baseline proposal.

**Director Hoffman** listed the following as projects included to be funded based on Council's recommendation from this activity: Annual Pavement Management, Apex Peakway at Tingen Road, GoApex New Bus Stop, Olive Chapel at Apex BBQ Road Improvements, Richardson Road at Core Banks Traffic Signal, S-Line Mobility Hub, South Salem Street Bicycle Connection, EV Infrastructure, Fire Department Administration Building, Fire Station No. 3 Renovation & Addition, Hughes Street Mixed Use Development, Environmental Education Center, Hunter Street Park Renovation, KidsTowne Playground Renovation, Town Campus Stage, Chatham Street Railroad Crossing Improvements, Center Street Railroad Crossing Improvements, GPS Emergency Vehicle Preemption, Street Hockey & Inclusive Playground, Depot Parking Lot Repurposing, Beaver Creek Greenway Renovation, Part of Downtown

Projects for Commerce and Seaboard, Public Safety Station No. 7, Townwide Solar Initiative, Apex Peakway North Widening, Apex Peakway Southwest Widening, Wayfinding Signage Program, and Chatham Street Sidewalk Phase 2.

**Town Manager Vosburg** said this will be used as a guide for staff as they begin the formation of the budget for Council's consideration.

**Councilmember Zegerman** said this process felt more tangible than in year's past, and appreciated that.

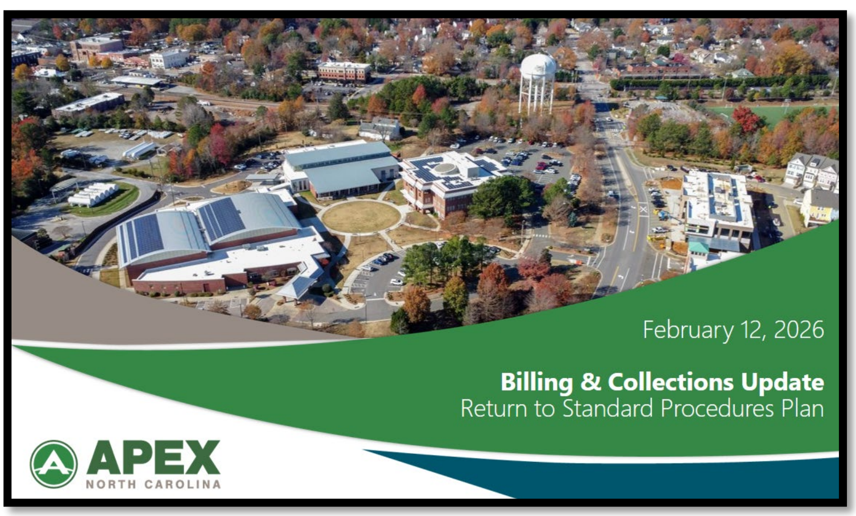
**Councilmember Mu** said this was much easier to understand and interact with than the survey.

**Town Manager Vosburg** noted that before moving on to the next topic, the Council Policies & Procedures discussion would be moving to Friday's session to ensure Councilmember Gray and Councilmember Mu could participate.

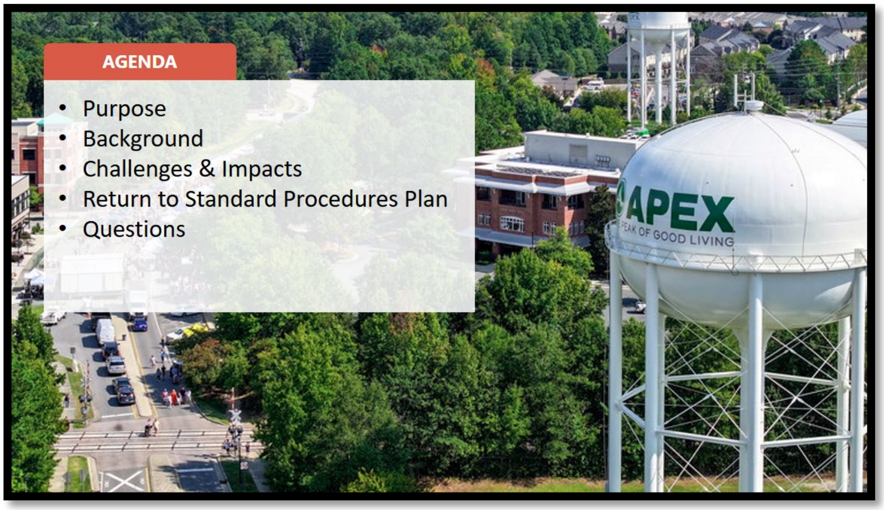
**[BILLING PROCEDURES UPDATE]**

**Deputy Town Manager Purvis** and **Finance Director Jon Griffin** gave the following presentation:

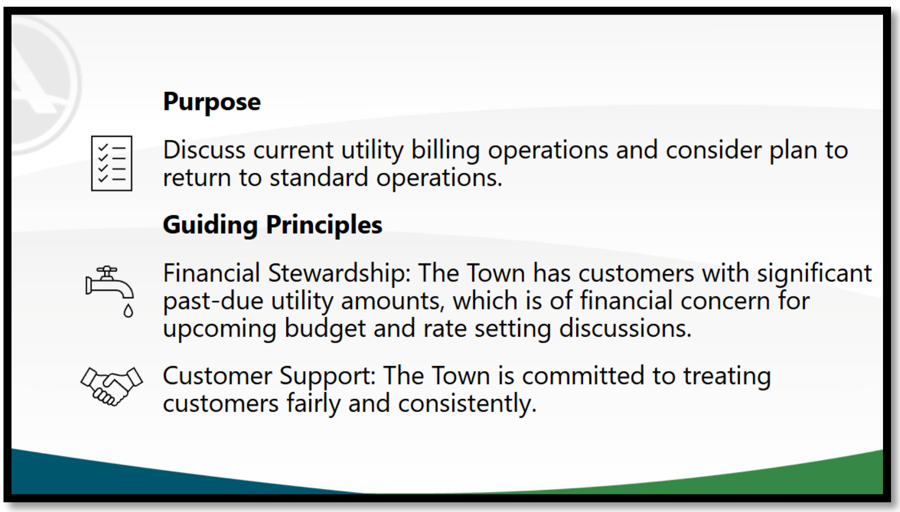
**[SLIDE 1]**



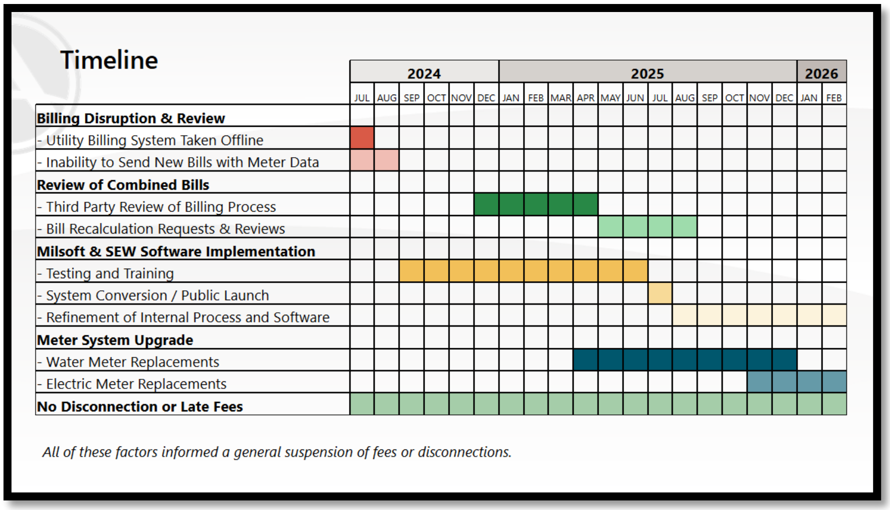
**[SLIDE 2]**




**[SLIDE 3]**

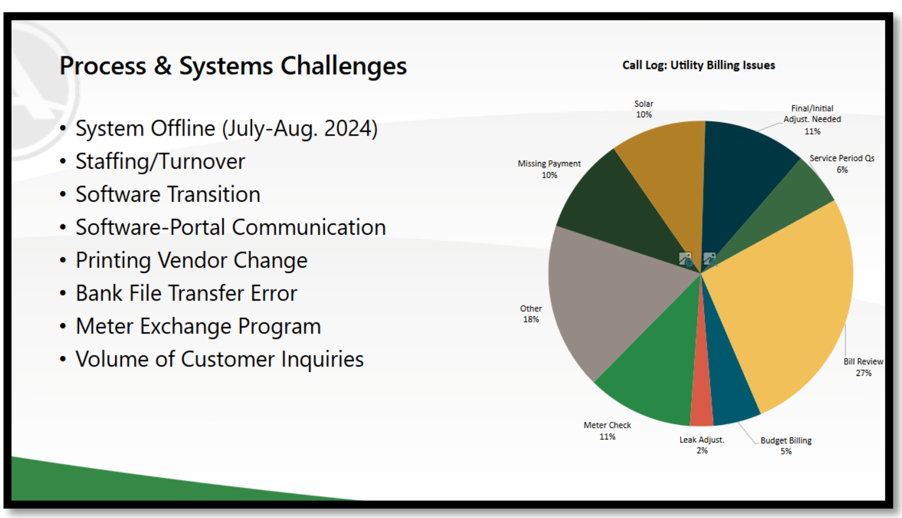



**[SLIDE 4]**

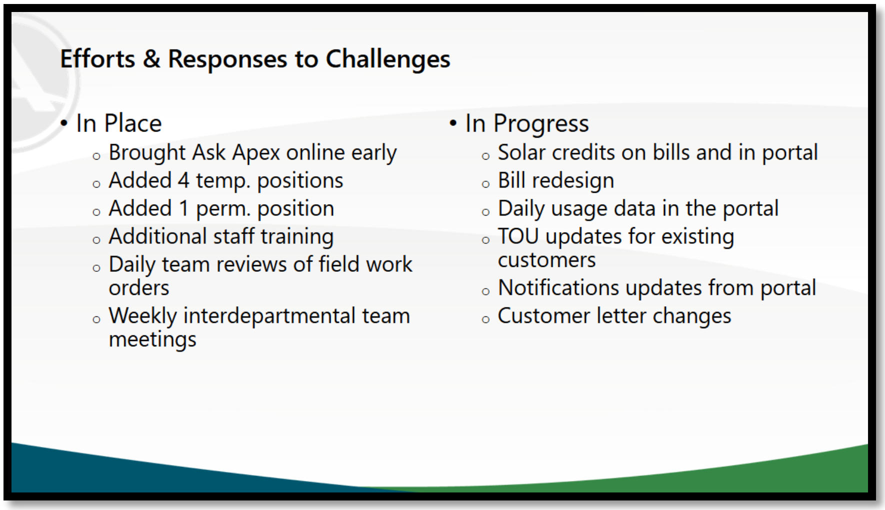



**[SLIDE 5]**

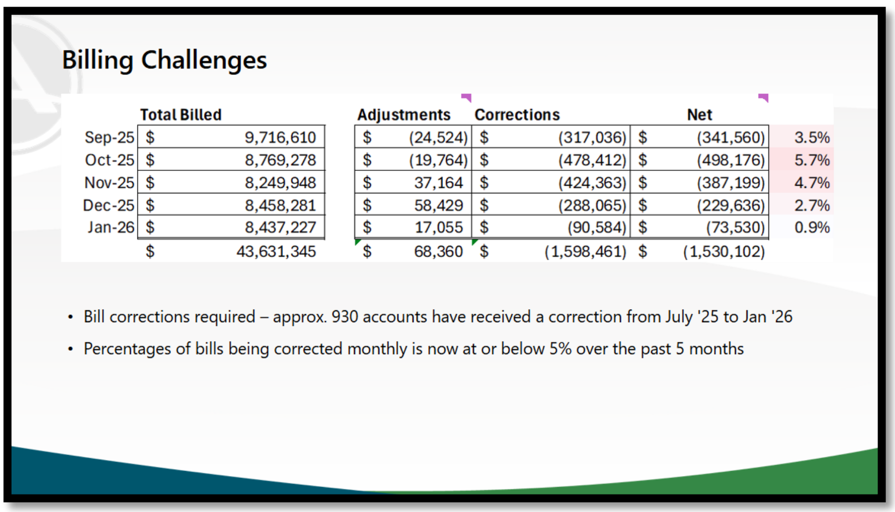

**[SLIDE 6]**




**[SLIDE 7]**




**[SLIDE 8]**




| | Total Billed | Adjustments | Corrections | Net | |
|---|---|---|---|---|---|
| Sep-25 | $ 9,716,610 | $ (24,524) | $ (317,036) | $ (341,560) | 3.5% |
| Oct-25 | $ 8,769,278 | $ (19,764) | $ (478,412) | $ (498,176) | 5.7% |
| Nov-25 | $ 8,249,948 | $ 37,164 | $ (424,363) | $ (387,199) | 4.7% |
| Dec-25 | $ 8,458,281 | $ 58,429 | $ (288,065) | $ (229,636) | 2.7% |
| Jan-26 | $ 8,437,227 | $ 17,055 | $ (90,584) | $ (73,530) | 0.9% |
| | $ 43,631,345 | $ 68,360 | $ (1,598,461) | $ (1,530,102) | |

**Councilmember Zegerman** asked how this compared to before these issues started. He wondered how much of an adjustment level is considered "normal".

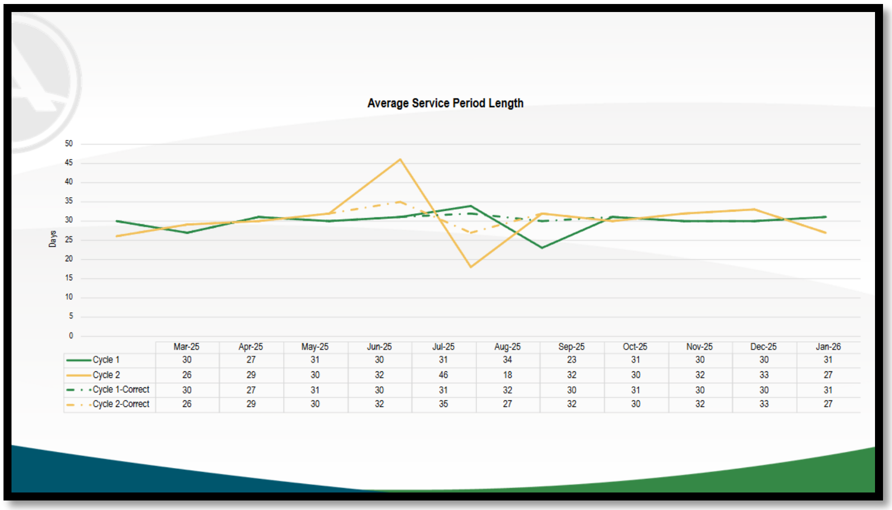
**Director Griffin** said there a lot of issues that happen after having the system go offline, and he said at this point the amount is close to normal. He said he would consider around 3% or less to be a normal amount of corrections.

**Councilmember Zegerman** wondered how much still going is still clean-up from the issues versus what would normally be there.

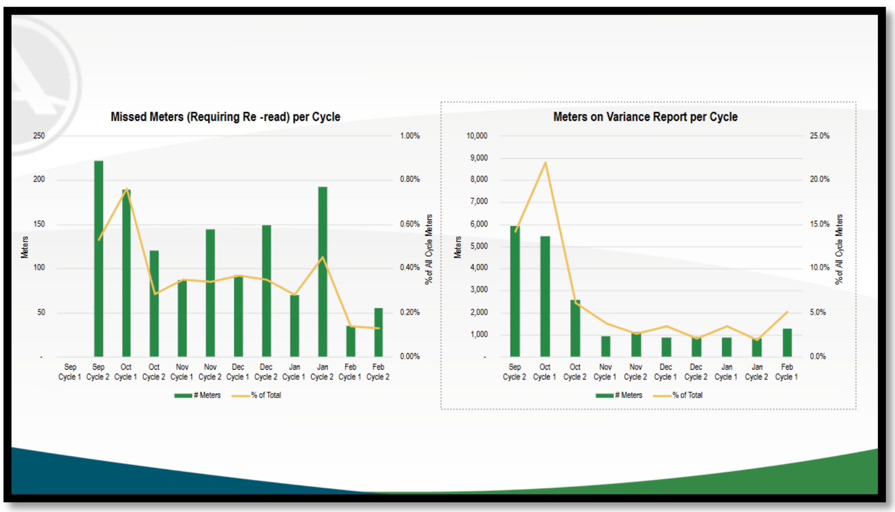
**Deputy Town Manager Purvis** said they can pull some more historical data.

**Councilmember Zegerman** said he'd like to see how they were trending before July '24 as well.

**[SLIDE 9]**




**[SLIDE 10]**




**Councilmember Zegerman** said testing was based on looking at previous trends, then identifying if current usage seems out of the ordinary

**Deputy Town Manager Purvis** said they compare things to trends as well as previous years around the same timeframe.

**Mayor Pro-Tempore Mahaffey** asked how the variance report was produced.

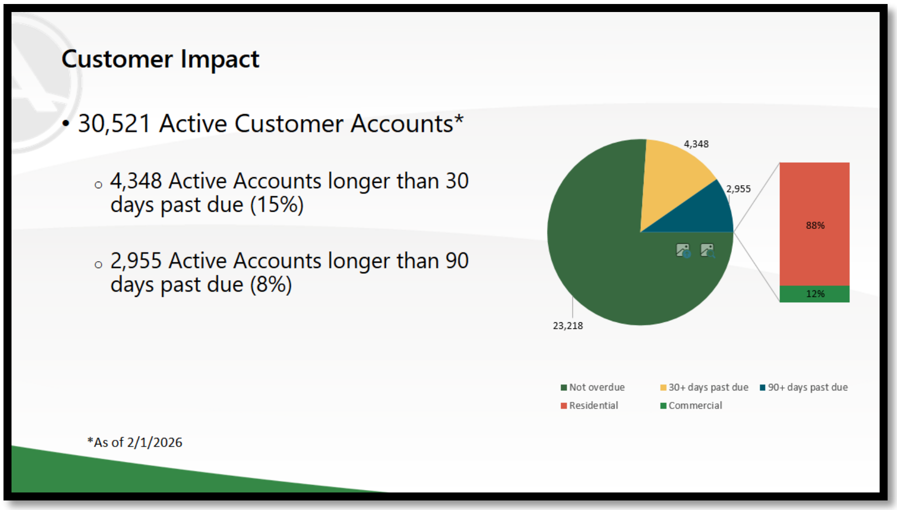
**Billing & Collection Manager Robert Taylor** said it reports based on the baseline that has been established for accounts within the system. He said it flags accounts with a certain percentage higher usage than what the baseline set for it is.

**Mayor Pro-Tempore Mahaffey** asked if this was run through Millsoft.

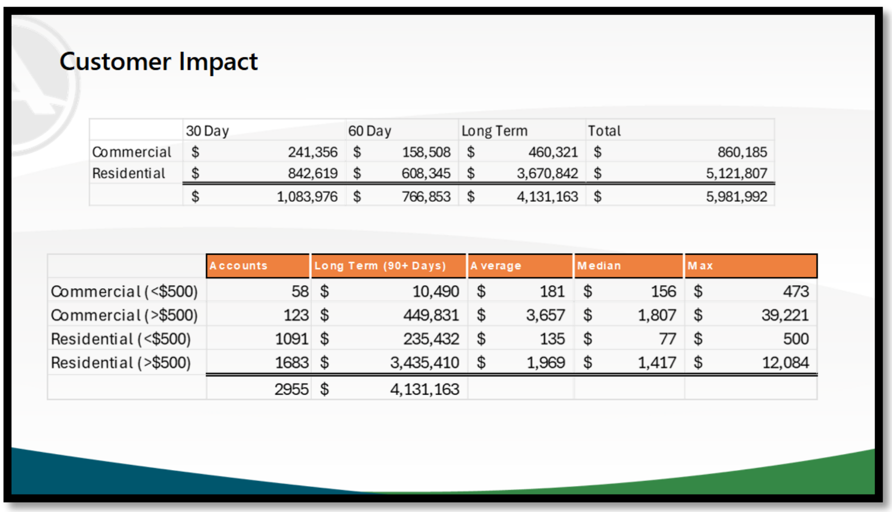
**Mr. Taylor** said it was.

**Deputy Town Manager Purvis** said those parameters can be changed as well, so the percentage that flags on the report can be whatever they want it to be.

**[SLIDE 11]**



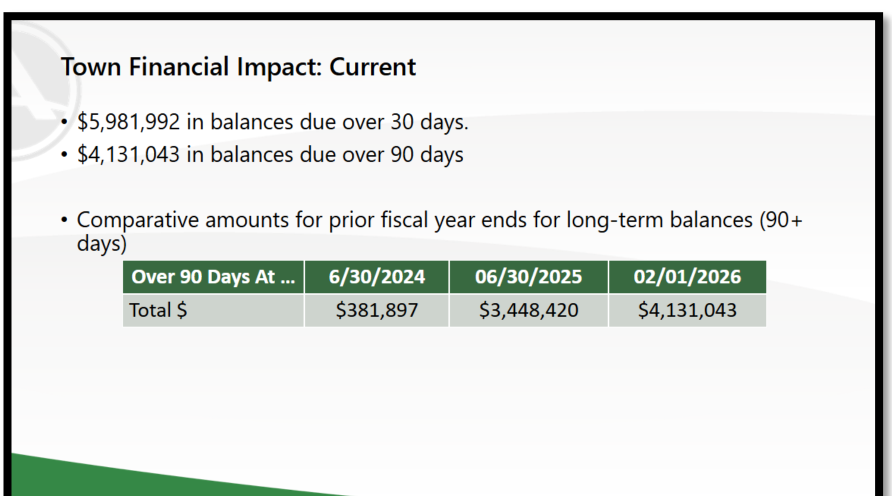

**[SLIDE 12]**




| | 30 Day | 60 Day | Long Term | Total |
|---|---|---|---|---|
| Commercial | $ 241,356 | $ 158,508 | $ 460,321 | $ 860,185 |
| Residential | $ 842,619 | $ 608,345 | $ 3,670,842 | $ 5,121,807 |
| | $ 1,083,976 | $ 766,853 | $ 4,131,163 | $ 5,981,992 |

| | Accounts | Long Term (90+ Days) | Average | Median | Max |
|---|---|---|---|---|---|
| Commercial (<$500) | 58 | $ 10,490 | $ 181 | $ 156 | $ 473 |
| Commercial (>$500) | 123 | $ 449,831 | $ 3,657 | $ 1,807 | $ 39,221 |
| Residential (<$500) | 1091 | $ 235,432 | $ 135 | $ 77 | $ 500 |
| Residential (>$500) | 1683 | $ 3,435,410 | $ 1,969 | $ 1,417 | $ 12,084 |
| | 2955 | $ 4,131,163 | | | |

**[SLIDE 13]**




| Over 90 Days At ... | 6/30/2024 | 06/30/2025 | 02/01/2026 |
|---|---|---|---|
| Total $ | $381,897 | $3,448,420 | $4,131,043 |

**Councilmember Zegerman** asked what was normal in this regard as well.

**Director Griffin** said prior to the Cyber incident, the town wide long-term balance was less than $400k. He said $3 million was added over that next year, and is now over $4.1 million

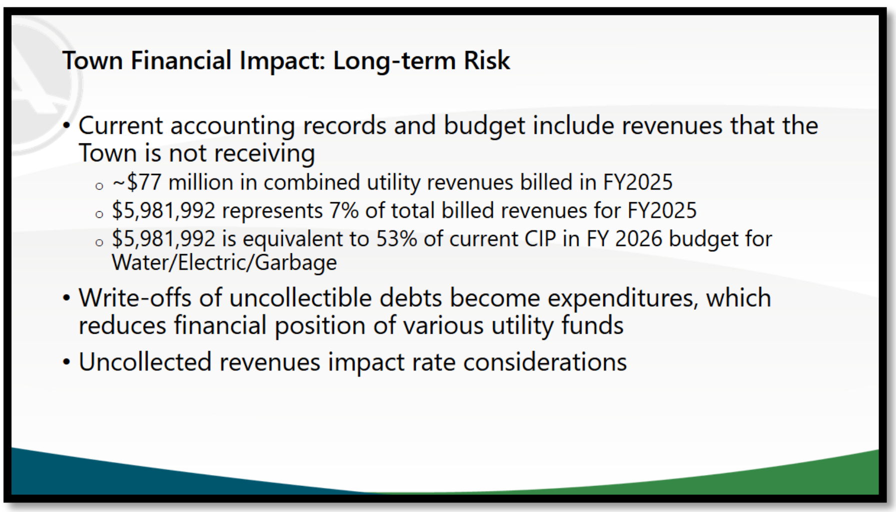
**Councilmember Reese** asked if they see an issue with the balance due over 30 days as well, or if over 90 days is the big issue.

**Director Griffin** said most bills are paid within a 30-day range, and said in most cases if individuals get balance over 60-days, it has not come down.

**Councilmember Reese** asked if staff has seen a lot of over 30-day group pay a portion of their bill and not the whole thing, or if that is more common in the below 30-day.

**Director Griffin** said for the 90-day individuals, they are mostly paying nothing. He said below that there are some payments coming in. He said there is a payment plan option, but that currently represents less than $50,000 of outstanding balance.

**[SLIDE 14]**




**Councilmember Zegerman** asked if the write-offs would happen at the end of each fiscal year, or at what rate would that occur.

**Director Griffin** said it would be at the end of the fiscal year.

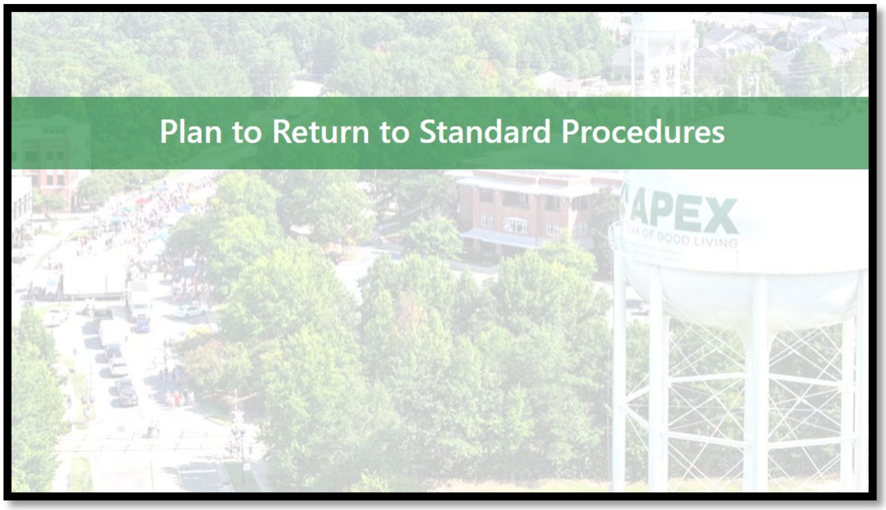
**Mayor Pro-Tempore Mahaffey** asked if the potential write-off could affect the Town's credit rating.

**Director Griffin** said it potentially could, especially considering the debt in the electric fund.

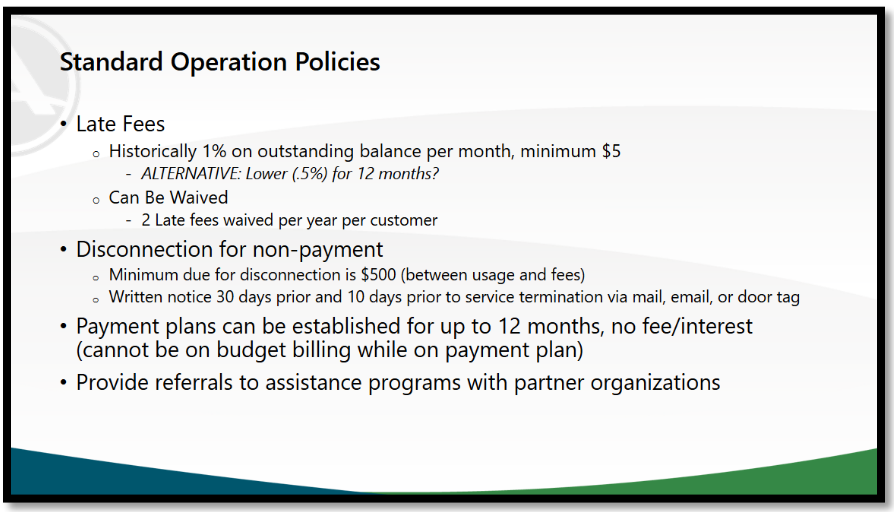
**Mayor Pro-Tempore Mahaffey** asked if this was separate from the GO bonds.

**Director Griffin** said it's the same rating, but things revenue bonds for water would look directly at those funds.

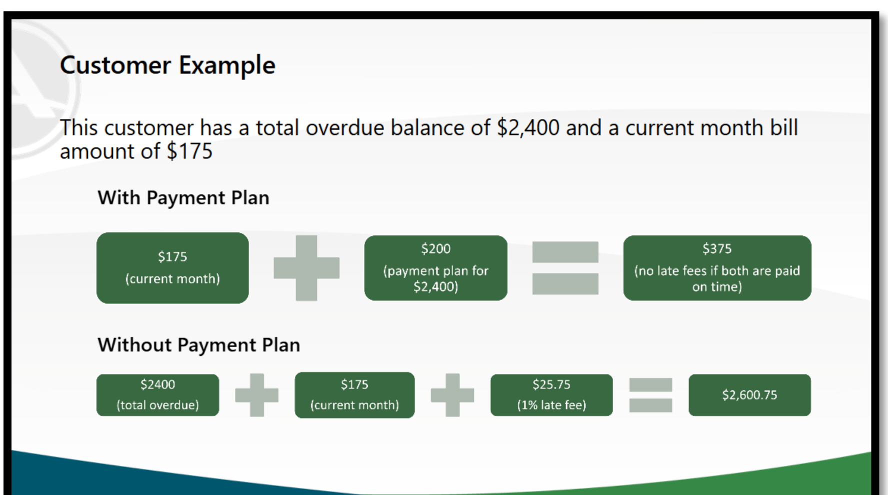
**[SLIDE 15]**



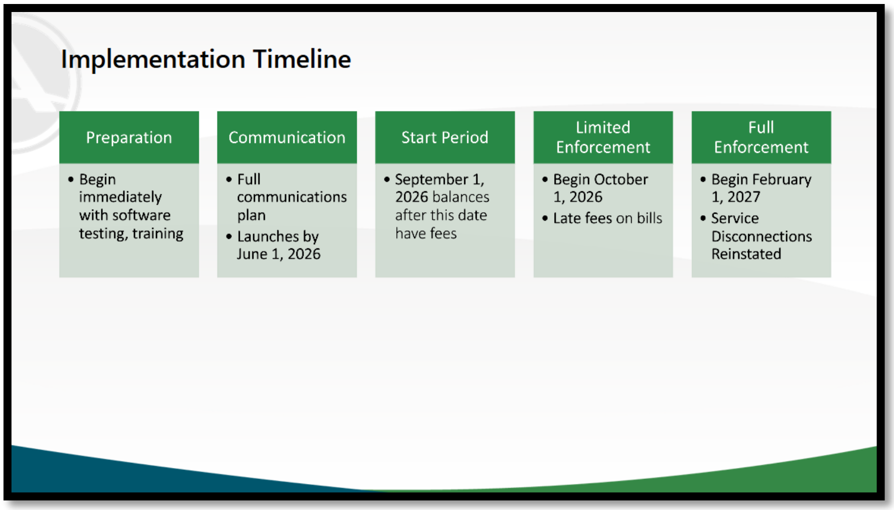

**[SLIDE 16]**




**[SLIDE 17]**




**[SLIDE 18]**




**Councilmember Zegerman** said as long as they aren't going to disconnect any customers on a payment plan, they should bring the full enforcement period forward more.

**Deputy Town Manager Purvis** said currently these functions don't exist at the moment, so they want to make sure everything works well when it's rolled out. He said July is always very busy with the start of the Fiscal Year, but they could move it up some if Council wanted. He said customers may want to join a payment plan once they realized they're being charged late fees as well, and the Town has historically never done cut-offs during the holiday season.

**Councilmember Zegerman** said if an account owes several thousand, the late fee likely isn't going to motivate them to do so. He said delaying it may just make the problems worse.

**Deputy Town Manager Purvis** said they've discussed those questions, and they've tried to develop this plan with giving customers as much time as possible. He said they're also wanting direction from Council, so this can be amended based on what they direct. He said February was a longer range than they wanted, but was where it landed with the mitigating circumstances they were trying to consider.

**Town Manager Vosburg** said they could also move up the start for late fee accrual.

**Councilmember Zegerman** said he wants to try and drive as many people as possible into payment plans, since that is more financially secure for the Town than the money sitting unaccounted for longer. He said his preference would be to be more aggressive with the disconnection date, since that would be the main driver of change.

**Mayor Pro-Tempore Mahaffey** said he would like the start of balances accruing late fees to begin July 1st with the fiscal year, and move up the rest of the timeline as well.

**Councilmember Reese** said he was considering both sides of this. He said there are some "super-violators" who owe a lot and haven't communicated with the Town or tried to pay parts of their bill, and on the other end people who have tried to keep up and fallen behind. He said weather may be more mild in October/November to do disconnections to mitigate the impact of harsh weather than in February. He asked if there was a way to focus efforts on the individuals when higher amounts owed, and could that be practical & legal.

**Director Griffin** said currently there isn't much incentive for individuals to be on payment plans, so it's hard to determine how to handle a specific side of the equation differently.

**Councilmember Reese** asked if collection was a viable option at some point.

**Director Griffin** said there is a program with the state where the Town could submit debts, and if a customer owed to any other state agency they would be obligated to settle up with the Town first. He said collections likely wouldn't be very effective, because disconnections would be much more impactful.

**Councilmember Reese** asked if there was any mechanism that could be used to help recover costs from larger accounts or people that have already moved.

**Councilmember Zegerman** said there are people who may economic hardship, but there are programs that can help them, such as NeighborUp. He said there is a legal requirement to recoup this money. He said he doesn't think they should focus on a specific group or user base.

**Mayor Pro-Tempore Mahaffey** said his assumption is that all customers would have to be treated the same with this.

**Councilmember Reese** wondered if it was based off the amount owed.

**Mayor Pro-Tempore Mahaffey** said maybe for communications, but it was likely the enforcement had to be uniform across the board.

**Deputy Town Manager Purvis** said collections is a mechanism that's better for the accounts of people who have moved. He said there are timelines legally the Town has to keep to with its outstanding balances.

**Councilmember Reese** emphasized enforcement with compassion on the timing.

**Deputy Town Manager Purvis** said there would be, and the Town wanted to make sure they were taking care of its residents. He said the outstanding balance went up a lot during Covid, but it came back down within a year or two. He said disconnections and late fees were suspended for a year, and then came back down quickly after they were reinstated. He said a large portion will likely be responsive to these changes starting, and it may not necessarily be that they aren't able to.

**Mayor Pro-Tempore Mahaffey** said he thought they had set up a fund to help people with bills during Covid.

**Deputy Town Manager Purvis** said they did, and there is still some money in it.

**Mayor Pro-Tempore Mahaffey** asked about the possibility of automatically enrolling customers in payment plans for amounts charged as of the date the enforcement begins.

**Deputy Town Manager Purvis** said his initial thought was that some people may come in and pay their full balance when this begins. He also said he wasn't sure how adding customers who may have hardships automatically would impact them and advised caution for that. He also said the payment plan would be for the full value owed, and could drastically increase amount for a single month if they are on auto-draft, which accounts with a large amount may not be prepared for.

**Assistant Town Manager Stone** asked about the breakdown of how much debt was in each fund.

**Deputy Town Manager Purvis** said Director Griffin could speak more to that, but the least was in trash.

**Director Griffin** said he would advise keeping the payment plans options at this point, and may be a more defensible position for the Town. He said it's hard to sort out how much is owed to each fund, but it is prioritized so that the payments would go to electric first.

**Councilmember Zegerman** recommended moving disconnections to September 1st, and the timeline proposed was a lot longer than he anticipated. He said beginning the process on July 1st made sense, and he also wanted to give staff enough time to prepare for this. He said now that operations are in order on the Town's side, this process needs to move as quickly as possible.

**Deputy Town Manager Purvis** said a lot of the next step's for staff are working with IT on preparing the system for this transition.

**Councilmember Reese** said it makes sense to have less time between these steps so the amount owed doesn't continue growing.

**Councilmember Zegerman** said the longer it takes the more balances become uncollectable if people move or businesses close.

**Councilmember Reese** said the larger amounts also make it more intimidating to handle as well. He wondered if there was a way for the Town to pre-inform residents this is beginning before the "official" communication, since previously the messaging had been the Town was still ensuring its systems were running smoothly.

**Deputy Town Manager Purvis** said over the last several months, they have been trying to get that message out through multiple avenues.

**Councilmember Reese** said another messaging thing could be once payment plans start to let the public know how many customers have been joining that, and proposing it as money that can help the Town provide its services and amenities being discussed earlier.

**Deputy Town Manager Purvis** said no matter when this announcement goes out, there will be an influx of people signing up for the payment plans, but also people with issues contacting the Town. He said from a customer service perspective, they will continue to sit down with those individuals and work through their concerns with them. He said it takes a lot of time and effort for staff, but it is important to do.

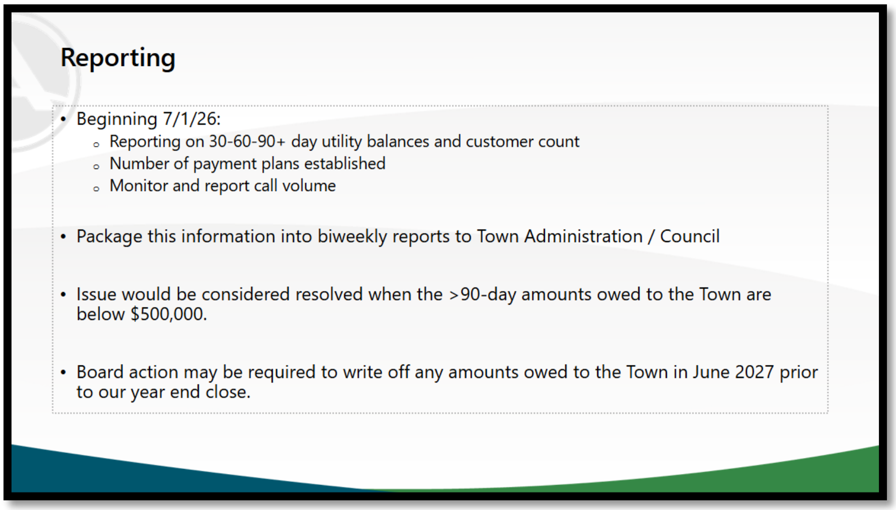
**Town Manager Vosburg** said 92% of accounts are in compliance, and they want to be sure they don't make unintended consequences with their messaging and strategy with the non-compliant ones. He said each phase will bring more accounts into compliance, which will get the Town closer to the standard unpaid balance.

**Councilmember Reese** said there may be loud voices on social media who are complaining about how they have treated by the Town, and he wants to make sure the Town is able to show the majority of cases are not like that. He thanked staff.

**Deputy Town Manager Purvis** confirmed that Council was more supportive of an accelerated timeline.

**Councilmember Zegerman** said if additional temp staffing is needed to help tackle this, they can look at that to help deal with this workload. He said he liked the idea of getting bi-weekly reports on this process.

**[SLIDE 19]**




**[SLIDE 20]**


**Town Manager Vosburg** went over Friday's schedule and agendas.

A **motion** was made by **Mayor Pro-Tempore Mahaffey** and second by **Councilmember Arno Zegerman** to adjourn the meeting.

**Mayor Gilbert** adjourned the meeting at **3:27 p.m.**

Jacques K. Gilbert
Mayor

Allen Coleman, CMC
Town Clerk to the Apex Town Council
Submitted for approval by Town Clerk Allen Coleman and approved on __________________.