

**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.

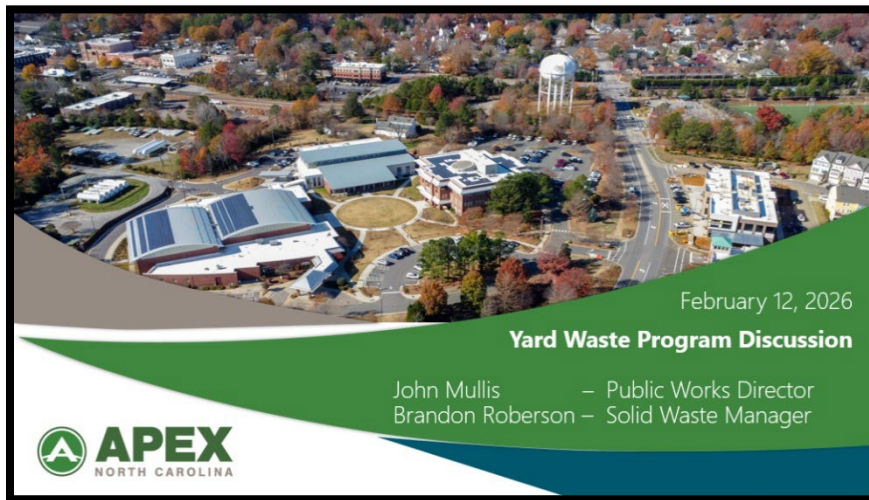
[AGENDA REVIEW]

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

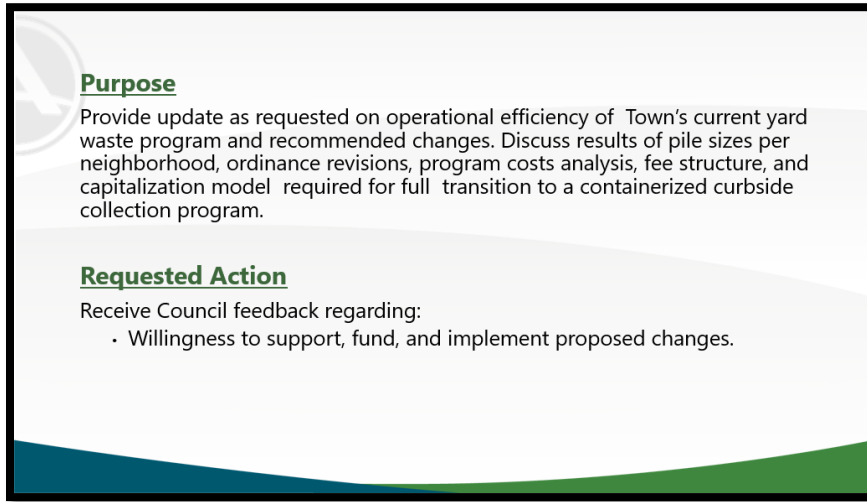
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5 **[YARD WASTE PROGRAM DISCUSSION]**

6
7 **Director of Public Works, John Mullis**, thanked the Mayor and Council Members for
8 the opportunity to give the presentation and introduced Solid Waste Manager, Brandon
9 Roberson, who will be giving part of the presentation. He said that the material being
10 presented was direct guidance from Council from previous Work Sessions and will be
11 providing updates on efficiency of the Town's current yard waste program and changes
12 recommended to discuss results of pile sizes per the neighborhood, ordinance revisions,
13 program cost analysis, fee structure, and the capitalization model for full transition to a
14 curbside collection program. He said this was a two-year effort involving 25 staff to put this
15 program together and thanked all that helped.

16 **[SLIDE NO. 1]**



1 **[SLIDE NO. 2]**



Purpose

Provide update as requested on operational efficiency of Town's current yard waste program and recommended changes. Discuss results of pile sizes per neighborhood, ordinance revisions, program costs analysis, fee structure, and capitalization model required for full transition to a containerized curbside collection program.

Requested Action

Receive Council feedback regarding:

- Willingness to support, fund, and implement proposed changes.

2
3 **[SLIDE NO. 3]**

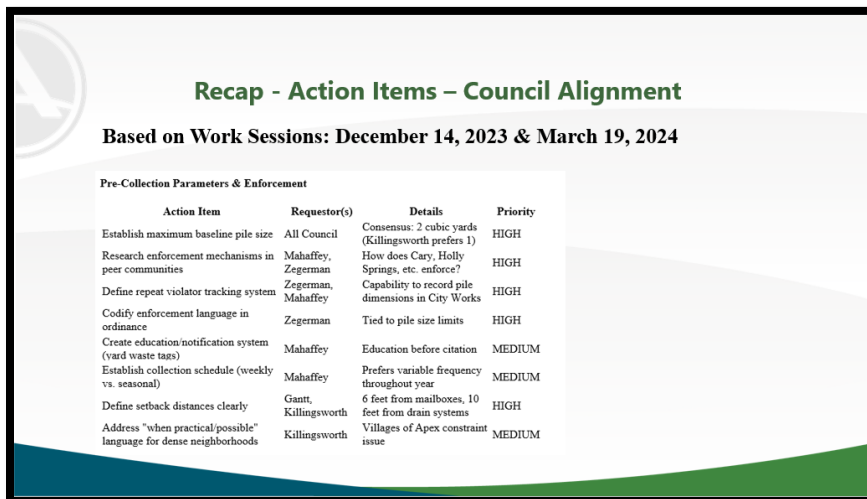


Retreat Agenda- Yard Waste Program

Recap Action Items – Council Alignment – *included for reference*

Introductions – Solid Waste Team
Presentation Purpose
Field Research Results
Peer Community Information
Disposal Operations and Forecast
Current Collection Information
Program Challenges
Programming Recommendations
Containerization
Financial
Ordinances
Community Engagement & Outreach

4
5 **[SLIDE NO. 4]**



Recap - Action Items – Council Alignment

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

Pre-Collection Parameters & Enforcement

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

1 **[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

2
3 **[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

4
5 **[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	

1 [SLIDE NO. 8]

Presentation Purpose

Background
At Council's direction, the Solid Waste division has conducted a two-year evaluation of yard waste operations in preparation for containerization.

Council Guidance to Date

- Recommended Ordinance revisions emphasizing education and enforcement
- Elimination of contractor-provided yard waste collection
- Tentative excess yard waste threshold: 2 cubic yards (equivalent to standard pickup truck bed)
- Field analysis request: document pile sizes by volume across neighborhoods
- Convenience Center timeline and location recommendation

Today's Presentation

- Findings from field analysis
- Notable operational challenges
- Funding recommendations
- Path forward for Containerization model adoption

Supplemental materials provided

Source: Town of Apex Public Works Data Operations, Fleet, Solid Waste (2026)

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3 [SLIDE NO. 9]

Field Research Result

Yard Waste Matrix – Curbside Collection efficiency by material type, tonnage, & staff resources required
2024 & 2025

2024	Tons Collected	% of Total	Staff	Ratio Tons/Staff	2025	Tons Collected	% of Total	Staff	Ratio Tons/Staff	Miles driven in collection operations
Grass	2,175	36 %	5 *(8 mo.)	435:1	Grass	2,972	44 %	5 *(8 mo.)	594:1	36,900
Leaves	2,107	35 %	5 *(4 mo.)	421:1	Leaves	2,339	34 %	5 *(4 mo.)	467:1	20,379
Brush	1,092	18 %	2	546:1	Brush	979	15 %	2	489:1	18,364
Chips	600	10 %	8	75 :1	Chips	451	7 %	8	56:1	27,497
Totals	5,974	100 %	15 deployed		Totals	6,741	100 %	15 deployed		103,140

* Note: Grass and Leaf collection are performed by the same equipment and staff. Grass is collected 8 months per year, and Leaves are collected 4 months per year

Status Quo model is inefficient with 50 % of the collection staff collecting less than 10% of total volume and 27 % of total miles driven.

Based on field data collected by our Solid Waste collectors for the period January 2024 – December 2025

Source: Town of Apex Public Works Data Operations, Fleet, Solid Waste (2026)

4
5 [SLIDE NO. 10]

Pile Size Matrix - Pile sizes by month 2025

1.3 million estimated annual collection points possible with 25,000 households served

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

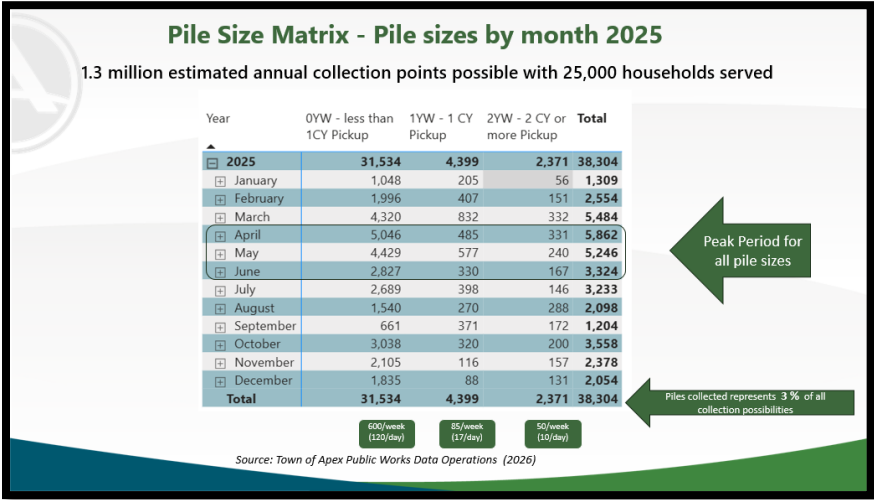
600/week (120/day) 85/week (17/day) 50/week (10/day)

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

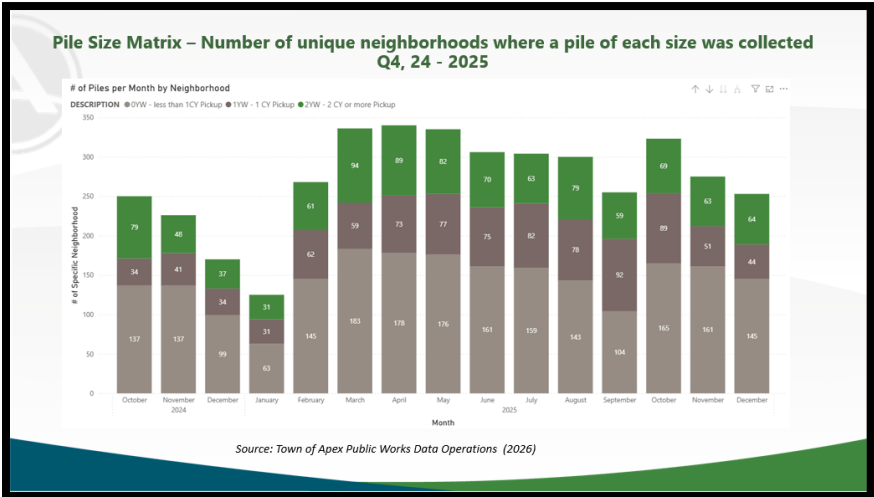
Peak Period for all pile sizes

Piles collected represents 3 % of all collection possibilities

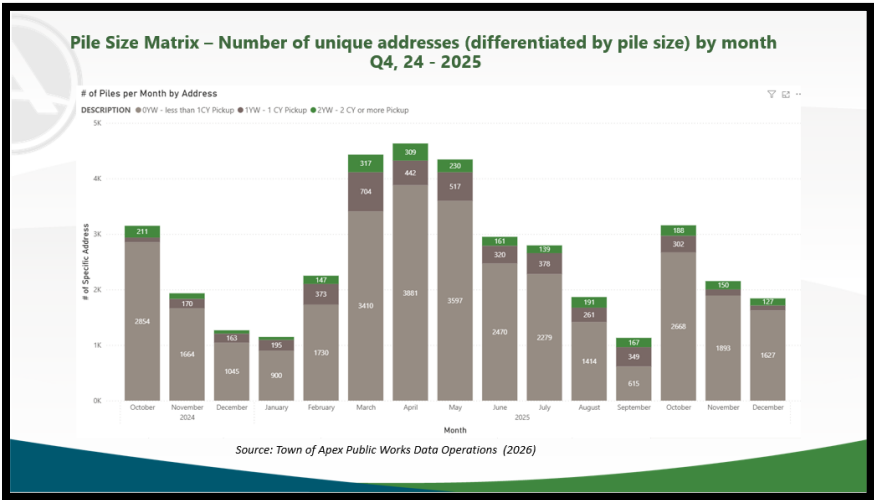
1 [SLIDE NO. 11]



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3 [SLIDE NO. 12]

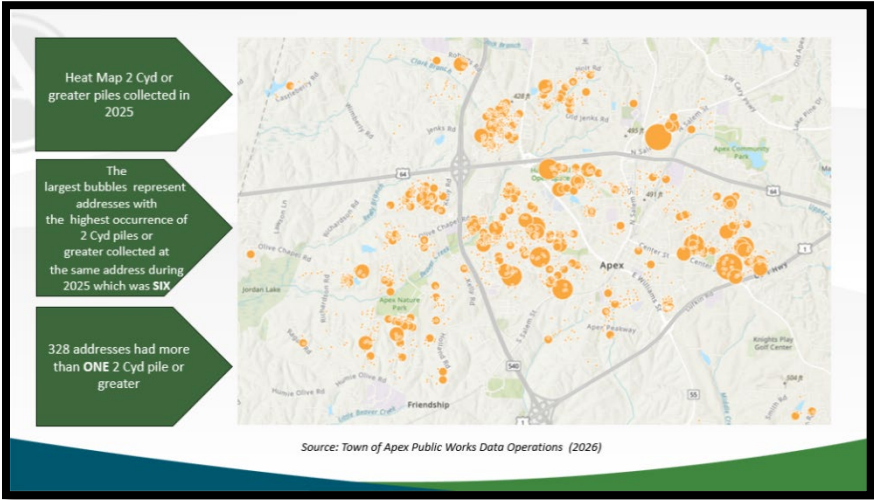


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5 [SLIDE NO. 13]





1 [SLIDE NO. 17]



2
3 [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 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 Excess Pile < 4CY = \$80 \$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 Large Item/Pile = \$35 \$1/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 monthly Bulky fee (\$5.04) and a City of Raleigh billing fee (\$0.84)

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

4
5 [SLIDE NO. 19]

Peer Communities – Loose Leaf Zone Collection

LOOSE LEAF COLLECTION

Leaf Season Zone Collection
Oct. 27, 2025 February 2026

During the loose leaf season, leaves that fall to the ground can be placed at the edge of your front yard for collection. Leaves that fall to the ground can be placed at the edge of your front yard for collection. Leaves that fall to the ground can be placed at the edge of your front yard for collection.

Click for a larger view

Weekly collection of yard waste from curbside continues during this time.

Zone Schedule

Zone	Schedule
A	During the week of Oct. 27-Nov. 3, 2025, 5:00 a.m. - 5:00 p.m.
B	During the week of Nov. 3-Nov. 9, 2025, 5:00 a.m. - 5:00 p.m.
C	During the week of Nov. 10-Nov. 16, 2025, 5:00 a.m. - 5:00 p.m.
D	During the week of Nov. 17-Nov. 23, 2025, 5:00 a.m. - 5:00 p.m.

Holly Springs

Raleigh

Cary

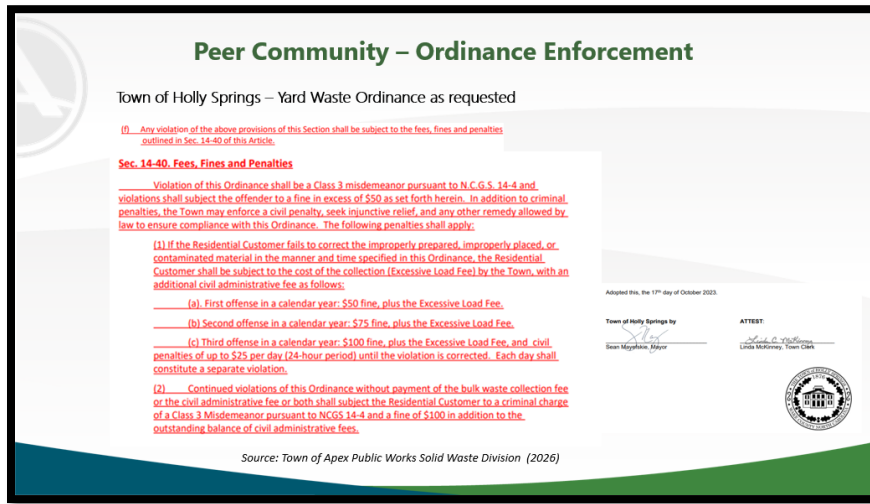
Sweeps during loose leaf season – 4*
Number of assets deployed dedicated to collection- 6
(4 one arm vac trucks, 2 dump trucks w/ tow behind units)
Full-time staff- 14
*Target goal--> 2 town-wide sweeps before Christmas, 2 sweep after

Raleigh eliminates loose leaf vacuum collection Fall 2026

Sweeps during loose leaf season – 3*
Number of assets deployed dedicated to collection- 19
(5 one arm vac trucks, 12 leaf trucks, 2 dump trucks)
Number of leaf machines- 14
(12 tow behind leaf machines, 2 self-contained machines)
Full-time staff- 27 (pulled from all divisions within Public Works)
Temp-workers- 15
*Target goal--> 2 town-wide sweeps before Christmas, 1 sweep after

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

[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]

Disposal Operations and Forecast

Current Operations: The town currently operates under a Hub and Spoke model where approximately 78% of our Yard Waste is taken to a transfer facility prior to final disposal and 22% is direct hauled to the processor.

While residents value the program for simply making yard waste 'disappear,' the reality is that we manage two distinct business operations: **Inbound Curbside Collection** and **Outbound Disposal Hauling**. Throughout this and future presentations, we encourage you to view these as separate entities to better understand the unique costs and operational challenges associated with each. Today's presentation will focus on **Curbside Collection**.

Disposing of 78% of our waste remains our most significant hurdle. We face a lack of local capacity, and vendors are increasingly risk-averse—prioritizing high-profit materials and avoiding long-term volume commitments to minimize the risk of state permit violations. Since the Town relies entirely on these third-party processors and lacks a regional alternative, we project a sustained increase in disposal and hauling expenses.

Industry trends, particularly in our local market, are shifting overwhelmingly against the acceptance of grass clippings, especially among large commercial composters. While grass is certainly compostable, certified organic facilities avoid processing large volumes due to the risk of persistent herbicide contamination. Consequently, grass is typically relegated to non-certified processors, who blend it with soil and woody materials to create general soil amendments.

Regional Cooperation Through our membership with the Central Pines Council of Governments (COG), we have requested that this issue be presented to the Managers/Mayors group. The objective is to gauge interest in establishing a Regional Solid Waste Authority. This authority would oversee land acquisition, facility ownership, and operations, while establishing a framework for shared costs and revenue distribution.

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



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]

Yard Waste Transfer and Disposal Facilities



Totals	Outbound Leaves and Grass				Chips				Brush						
	Outbound Tons	Outbound Trips	Avg Ton per Trip	Disposal Cost	Collected Tons	# of Trips	Avg Ton per Trip	Disposal Cost	Collected Tons	# of Trips	Avg Ton per Trip	Disposal Cost			
2024	3,355.38	184	18.23	\$ 1,515,459.17	45.14	400.12	158	3.80	\$ 5,402.26	15.67	1,091.83	453	2.41	\$ 11,351.50	\$ 15.86
2025	4,507.91	212	21.26	\$ 1,645,705.00	33.31	450.65	121	3.72	\$ 7,940.45	17.62	979.41	384	2.55	\$ 17,204.88	\$ 17.57

GIS Team uses this point as the standard reference geographic center of Apex for distance and mileage calculations.

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

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]

Raleigh – Yard Waste Processing Center (Fee based disposal)



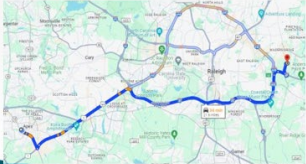
Yard Waste Center Tip Fees
Tip fees are the cost to customers who dispose of yard waste materials at the Raleigh Yard Waste Center. Please note, the center does not accept:

- Pallet(s)
- Any commercial load
- Any load larger than a single axle, non-dumping utility trailer measuring five-feet-wide, eight-feet-long, and two-feet-deep.

Residential Services
Tip Fee: \$45/ton tipping fee
\$25/ton estimated hauling fee
\$70/ton Disposal if using Raleigh
Tipping fee at SWLF is \$37 (town receives an annual rebate)

Fee/Unit of Measure
\$95 per ton (maximum fee of \$6,200)

via US-1 N and I-40 E
Fastest route now due to traffic conditions
34 min
21.6 miles



You can buy mulch and compost from the City of Raleigh's Yard Waste Center at 900 N. New Hope Road in Raleigh.

Product Volumes	Organic Compost	Organic Mulch	Leaf Mulch	Dyed Mulch	Wood Chips
1 to 11 CY (retail)	\$30	\$24	\$20	\$30	\$10
12 to 15 CY, minimum (smaller trucks)	Account Required				
16 to 99 CY (larger trucks)	Account Required				
100 CY & over	Account Required				

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

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]

Town of Apex – Transfer Facility

Project Status: Perry Road Yard Waste Facility The Town of Apex currently owns the property at the end of Perry Road, which is intended to serve as a temporary yard waste processing and transfer facility. A Special Use Permit (SUP) application is currently pending to authorize standard yard waste transfer and disposal operations at this location. This application also includes provisions for a resident drop-off site for yard waste and closed-container food waste, should Council decide to offer that amenity.

Future Considerations: Upon approval of the SUP, the Town will file a yard waste notification permit with the appropriate State agencies. However, the property is currently subject to a pending land swap agreement (date undetermined). Once this land swap is executed, the Town will be required to re-apply for a new Special Use Permit.

Site Limitations and Purpose: Due to space constraints, this facility is not intended for final-stage composting. Instead, it serves as an intermediate transfer station. Materials gathered by smaller collection vehicles are consolidated here and re-loaded into larger trucks for transport to final disposal processors.



Perry Road Yard Waste site and SUP pre-app

Type: Pre-Application Submittal (2)
Responsible: Pre-Application Submittal
Jurisdiction: Town of Apex
Project Number: 1902175
Project: 10/23/17 12:45 AM
Applicant: Jeff Hestwood (210)
Apex: John Hildebrand (210)

Description:
SPECIAL USE PERMIT AND APPLICATION TO ADD YARD WASTE TRANSFER SITE, COMPOSTING & MULCHING. EXISTING SITE WOULD BE CONSOLIDATED AND RE-LOADED INTO LARGER TRUCKS FOR TRANSPORT TO FINAL DISPOSAL PROCESSORS.

Project Status: Review Approved
Range: Pre-Application Submittal (Completed)



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

1 would be a need to purchase four or five more trucks because of the time that would be lost
2 using the small 20 cubic yard trucks going to Raleigh. He said there needs to be a transfer site
3 for Apex given the volume the Town has, and that is why the Town is preparing to have its
4 own facility, since there is currently no guaranteed option moving forward.

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

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

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

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

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

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

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

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

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

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

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

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

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

DRAFT | FEBRUARY 12, 2026 TOWN COUNCIL RETREAT DAY 2 MEETING MINUTES

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	Disposal Cost	Outbound Tons	Outbound Trips	Avg Ton per Trip	Disposal Cost	Collected Tons	# of Trips	Avg Ton per Trip	Disposal Cost	# of Trips	Avg Ton per Trip	Disposal Cost	Per Ton			
Jan-24	202.22	71	2.63	170.71	10	20.17	\$ 7,037.81	71.42	16	4.46	\$ 1,113.44	15.59	97.49	34	\$ 2.47	\$ 1,535.87	15.59	
Feb-24	182.92	72	2.54	86.40	4	20.10	\$ 1,024.40	39.29	12	4.19	\$ 784.02	15.59	50.23	18	\$ 2.47	\$ 1,535.87	15.59	
Mar-24	226.52	88	2.57	155.24	10	15.52	\$ 2,883.89	63.95	13	4.27	\$ 957.60	15.59	64.13	30	\$ 2.44	\$ 1,000.10	15.59	
Apr-24	206.62	72	2.86					72.96	18	4.05	\$ 1,174.05	15.59	69.47	38	\$ 2.55	\$ 1,394.84	15.59	
May-24	113.38	44	1.00	418.63	23	18.20	\$ 4,834.53	65.26	17	3.83	\$ 873.94	15.59	95.26	37	\$ 2.55	\$ 1,394.84	15.59	
Jun-24	288.14	103	2.80	136.21	6	22.70	\$ 6,214.24	32.84	11	2.99	\$ 511.98	15.59	66.46	32	\$ 2.68	\$ 1,051.11	15.59	
Jul-24	423.97	139	3.06					45.66	12	3.81	\$ 711.84	15.59	103.67	41	\$ 2.73	\$ 1,043.22	15.59	
Aug-24	388.17	131	2.97					64.58	17	3.80	\$ 1,006.56	15.59	149.94	54	\$ 2.73	\$ 1,043.22	15.59	
Sep-24	325.01	95	3.42					38.96	11	3.54	\$ 607.39	15.59	113.56	46	\$ 2.58	\$ 1,348.83	15.59	
Oct-24	304.51	111	2.72	500.20	31	16.16	\$ 16,107.00	41.38	11	3.76	\$ 645.11	15.59	138.9	56	\$ 2.59	\$ 1,240.43	15.59	
Nov-24	811.17	134	1.60	1,063.77	96	10.00	\$ 64,456.90	31.82	10	3.18	\$ 494.27	15.59	69.95	28	\$ 2.69	\$ 1,090.22	15.59	
Dec-24	713.78	155	1.88	570.00	36	15.83	\$ 24,430.00	22.85	8	2.86	\$ 402.62	15.59	39.2	18	\$ 2.18	\$ 690.70	17.62	
Jan-25	264.81	92	2.87	411.59	29	14.19	\$ 15,515.00	46.89	13	3.64	\$ 757.44	17.62	43.3	23	\$ 1.97	\$ 798.19	17.62	
Feb-25	156.81	62	2.53					26.37	6	4.40	\$ 1,043.11	17.62	39.29	21	\$ 2.00	\$ 745.99	17.62	
Mar-25	379.88	125	2.99					54.07	14	3.86	\$ 932.71	17.62	102.77	42	\$ 2.45	\$ 1,049.04	17.76	
Apr-25	338.42	103	3.25	728.19	35	20.81	\$ 21,650.00	41.85	11	3.79	\$ 733.87	17.62	96.96	35	\$ 2.59	\$ 1,330.12	16.88	
May-25	364.43	121	3.01	368.30	15	24.55	\$ 9,600.00	73.59	18	4.09	\$ 1,296.66	17.62	89.9	39	\$ 2.26	\$ 1,049.09	17.81	
Jun-25	336.01	116	2.72	289.43	11	26.31	\$ 7,040.00	43.33	39.08	12	3.26	\$ 688.59	17.62	156.68	39	\$ 2.71	\$ 1,402.08	17.62
Jul-25	456.06	155	2.94	257.77	11	23.43	\$ 7,040.00	48.65	41.85	12	3.49	\$ 757.44	17.62	150.01	39	\$ 2.69	\$ 1,402.08	17.62
Aug-25	463.27	151	3.07					39.87	10	3.99	\$ 703.51	17.62	187.42	48	\$ 2.85	\$ 1,454.55	17.62	
Sep-25	338.82	129	2.61	540.43	23	23.50	\$ 14,700.00	48.52	25.44	7	3.63	\$ 488.25	17.62	93.27	38	\$ 2.45	\$ 1,044.42	17.62
Oct-25	314.47	101	3.10	152.04	9	23.67	\$ 5,700.00	53.66	33.87	8	4.17	\$ 877.95	17.62	88.42	38	\$ 2.45	\$ 1,044.42	17.62
Nov-25	831.42	294	2.76	738.37	36	20.51	\$ 23,040.00	55.56	22.02	6	3.67	\$ 387.99	17.62	62.87	25	\$ 2.51	\$ 1,337.77	17.62
Dec-25	854.71	259	3.14	978.59	41	23.76	\$ 27,340.00	49.91	14.65	4	3.66	\$ 258.13	17.62	26.96	13	\$ 2.07	\$ 479.04	17.62
Inbound Leaves and Grass				Outbound Leaves and Grass				Chips				Brush						
Totals	4,362.74	1,309	3.40	3,355.18	384	18.39	\$15,609.17	45.14	666.12	138	3.40	\$ 9,402.39	15.57	1,091.81	241	\$ 2.41	\$ 1,211.50	15.57
2024	5,911.23	1,858	2.92	4,507.91	212	21.26	\$18,705.00	33.31	450.65	131	3.72	\$ 7,940.45	15.52	979.63	219	\$ 2.31	\$ 1,214.88	17.57

Please Note:

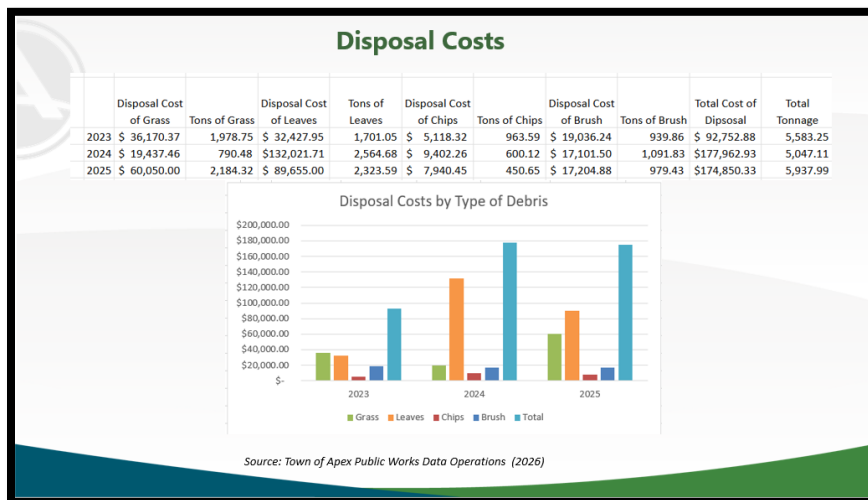
- *Brown represents leaf season from October - January
- *Disposal Cost is based on Market Value
- *Outbound is based on semitruck hauling - averaging 15.86 tons per load

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]



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]

Services provided by our Yard Waste Team

What's included in the monthly base rate yard waste fee?

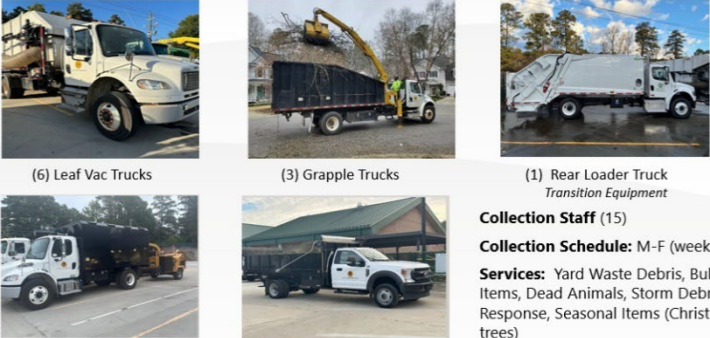
In addition to curbside yard waste collection, the yard waste base rate fee also:

- **Operates** the Yard Waste Material Recovery & Transfer Facility, covering all associated **processing, hauling, and landfill tipping fees.**
- **Delivers** seasonal loose-leaf collection via curbside vacuum truck services and Christmas tree collection.
- **Ensures** operational readiness of equipment and staffing to mobilize for **severe weather** emergencies and unexpected natural disasters.
- **Provides** logistical support for **special events**, including pre-event setup and post-event cleanup.
- **Preserves** town aesthetics and public standards through ongoing maintenance and support services.



[SLIDE NO. 28]

Current Collection Information



(6) Leaf Vac Trucks

(3) Grapple Trucks

(1) Rear Loader Truck
Transition Equipment

(4) Chipper Truck Combos

(1) Small Dump Trucks
Supports Bus Stop Waste Can Collection

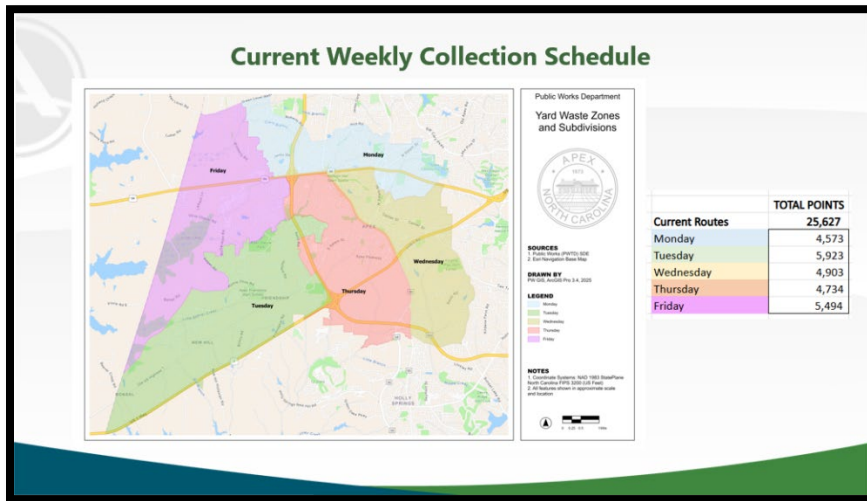
Collection Staff (15)

Collection Schedule: M-F (weekly)

Services: Yard Waste Debris, Bulky Items, Dead Animals, Storm Debris Response, Seasonal Items (Christmas trees)

Assets Deployed: (15)

1 [SLIDE NO. 29]



2
3 [SLIDE NO. 30]



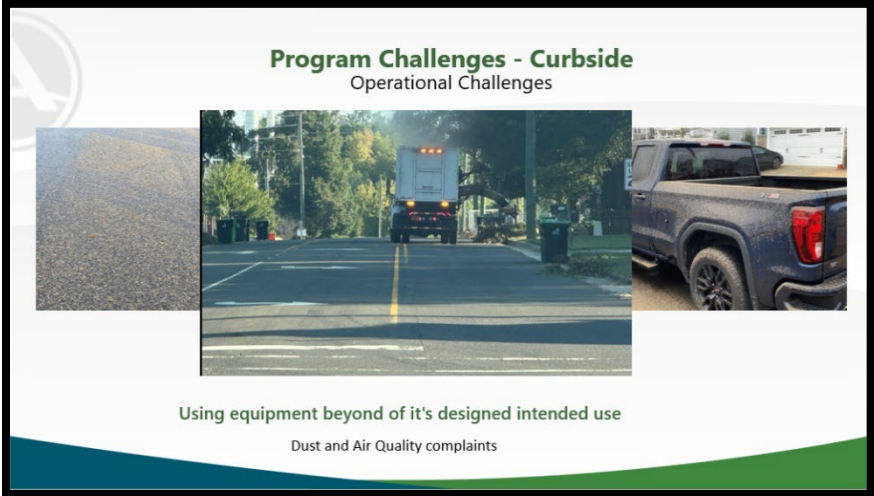
4
5 [SLIDE NO. 31]



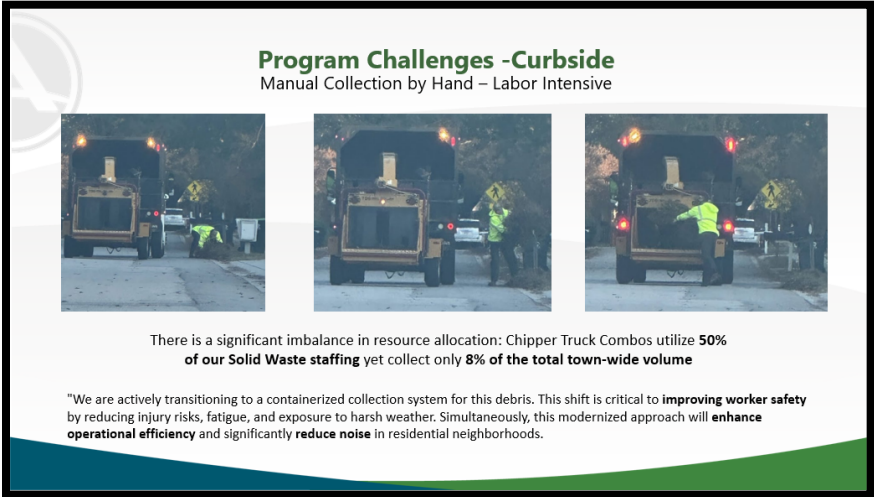
6

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]



1 [SLIDE NO. 34]

Program Challenges – Council Reflection

It is our duty to navigate these complexities by mitigating risks and presenting clear recommendations, ultimately looking to Council to determine the strategic path forward.

The Town is facing a **critical inflection point** that combines an immediate crisis (grass disposal) with a long-standing operational inefficiencies, and a collection schedule that outpaces actual demand. Additionally, typical yard waste volume does not justify weekly collection of yard waste. This reality creates both urgency and opportunity to fundamentally restructure the program for long-term sustainability.

Council is now required to reassess the viability of providing this non-mandated service. We have identified three primary courses of action:

- **Cease Operations:** Full elimination of the municipal yard waste service.
- **Sustain the Status Quo:** Accept the current operational risks and inefficiencies to maintain the existing schedule.
- **Optimize & Adapt:** Restructure the program to balance service delivery with operational sustainability.

Based on prior Council guidance, staff will proceed with our recommendation to **Optimize and Adapt**.

2
3 [SLIDE NO. 35]

Removing Grass From Curbside Collection

Benefits of grasscycling

At first, you might think that grasscycling makes your lawn look untidy. Or that grasscycling causes lawn disease or thatch.

Truth is that grass clippings fall between the blades of grass and are barely noticeable. And thatch and lawn disease are mainly caused by over-watering and over-fertilizing.

Grasscycling is better for your lawn and saves you money, time, and effort. Bagging isn't required, and you won't need to water your lawn as often.

How to grasscycle

If your mower has an attachable bag, remove the bag, and then follow these tips:

1. Raise your mower. This will cut just the top section of the grass, keeping the clippings short. Short clippings decay and disappear faster.
2. Mow when the grass is dry. Avoid wet clumps of grass clippings on the lawn.
3. Mow often. Since you're cutting only the top section of grass, you might need to mow more frequently. Mowing more often is also healthier for your lawn; it helps the grass grow thicker and prevents dandelions from spreading.

Summary of Rationale Used by These Municipalities

1. **Weight & Cost:** Grass is heavy (high water content), causing it to disproportionately spike tipping fees compared to other yard waste.
2. **Environmental Logic:** Transporting water-heavy grass to a landfill or compost site generates unnecessary emissions when it degrades naturally on a lawn in 48 hours.
3. **Process Contamination:** Grass clippings often go anaerobic (rot) quickly in bags/piles, creating odors and issues for standard leaf/brush composting operations.
4. If you are presenting this to Council, these are the three most common justifications cited by these towns:

- **Lackawanna, New York**
 - **Policy:** The City explicitly transitioned to a "Leave it on the Lawn" program.
 - **Language:** The code states: "The City will no longer pick up grass clippings. Grass clippings and yard waste shall be left on the lawn."
 - **Enforcement:** Residents are prohibited from placing grass in collecting bags or bins for city pickup.
- **Conshohocken, Pennsylvania**
 - **Policy:** The Borough stopped accepting grass clippings in both trash and yard waste streams to reduce tipping fees and environmental impact.
 - **Language:** "Public Works will not collect grass clippings left curbside. Doing so may also result in a violation or fine."
 - **Reasoning:** They explicitly cite that grass clippings can account for over 50% of residential waste weight in summer, driving up disposal costs.
- **Durham County, North Carolina (Unincorporated Areas)**
 - **Policy:** The County's roadside recycling and solid waste service explicitly excludes grass from collection.
 - **Language:** Under their waste guidelines for Grass Clippings, it states: "There is no curbside collection for this item." Residents are directed to leave them on the lawn or use convenience sites.
- **Groton, Connecticut (and statewide)**
 - **Policy:** Connecticut state law bans the disposal of grass clippings in landfills or incinerators.
 - **Language:** "Bagging grass clippings is illegal in Connecticut... There are two options: leave the clippings on the lawn or start a compost pile."
 - **Impact:** Because the disposal facilities won't take it, the municipality refuses to collect it.
- **Massachusetts (Statewide Dept. of Environmental Protection)**
 - **Policy:** The MassDEP has waste bans that prohibit the disposal of leaves, yard waste, and grass clippings in the solid waste stream.
 - **Impact:** While some towns still offer separate yard waste pickup, many have reduced frequency or eliminated grass pickup to force compliance with the "Recycle Smart" initiatives.
- **New Jersey (Various Municipalities)**
 - **Program:** The state promotes a "Cut It and Leave It" policy.
 - **Wyckoff, NJ:** Promotes "Cut It and Leave It" and strictly regulates that grass cannot be mixed with other waste.
 - **South Orange, NJ:** Has previously restricted grass collection to encourage on-site mulching, citing that grass clippings are 53% water and unnecessary to truck away.

4
5 [SLIDE NO. 36]

Operational Changes: Savings and Revenue

Savings

Fiscal Year	Savings
FY27	-\$90,145
FY28	-\$103,546
FY29	-\$116,947

Discontinue Grass Collection

Data Operations estimates that eliminating grass collections would reduce annual inbound collection trips by **1,400–1,700** and disposal outbound hauling trips by **170–200**

Fleet Services estimates an annual operational savings of \$55,400 by switching collection to Bi-weekly.

Revenue Options

Add: On-demand pick up fees

+\$25,000 per year

\$50 per pick up

Add: Excess pile collection fees

+\$59,400 per year

\$50 for +2 cubic yards

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

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

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

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

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

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

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

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

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

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

36 **Councilmember Reese** said that in well established neighborhoods in Apex like
37 Shepherd's Vineyard with large established trees, if a summer rain come through it could take
38 3 days for it to dry. He said he is concerns it would create mud piles.

39 **Assistant Town Manager Stone** said if it is a large yard and the clippings can be piled
40 up somewhere inconspicuous, at the end of the summer it would be gone, so it goes away
41 fairly quick and they could compost this way. He said that if the Town does containerization
42 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]

Containerization – Project Mission Objectives

- **Volumetric Optimization:** *Prioritize meeting the total volume needs for majority of residents by focusing on normalized volume rather than collection frequency. (primary mission objective)*
- **Data-Driven Efficiency:** Utilize neighborhood volumetric data and telemetry systems to design sustainable, cost-effective routes that minimize operational expenses for residents.
- **Alignment with Sustainability Action Plan (SAP):** We are committed to following the Town of Apex SAP by integrating environmental stewardship into our municipal Solid Waste operations. Our approach focuses on implementing strategies that target energy efficiency, clean mobility, waste reduction, and the minimization of our carbon footprint.
- **Operational Flexibility:** Implement a collection model with built-in scalability to offer enhanced, on-demand, and off-route day service options.
- **Advanced Safety Standards:** Transition from high-impact manual labor to single-operator automated collection to significantly improve worker safety and reduce physical strain on crews
- **Environmental Resilience:** Design a robust system that mitigates service fluctuations caused by extreme weather, including temperature extremes and heavy precipitation.
- **Neighborhood Aesthetics:** Enhance community appearance by standardizing waste containment, eliminating the visual clutter of loose debris on the street.
- **Stormwater Infrastructure Protection:** Utilize yard waste containers to safeguard the stormwater conveyance system, effectively eliminating point-source pollution and reducing the frequency of localized flooding.
- **Continuous Improvement:** Leverage automation and field analysis to establish a long-term sustainable model that maximizes resident benefits at the lowest possible base cost.

1 [SLIDE NO. 38]

Local Trends: Automation and Containerization

June 2021: Raleigh City Council approved Yard Waste Cart project and service improvements.

July 5, 2022: City of Raleigh suspends collection of customer owned containers and provided Town issued 95-gallon yard waste carts to approximately 110,000 residents.

June 2025: Raleigh City Council approved ending loose leaf vacuum service and will rely on yard waste carts mirroring Greensboro

Cart Details

The City of Raleigh added adding 95-gallon yard waste carts to our residential curbside pickup service during the summer of 2022.

The bright green 95-gallon carts with wheels mean:

- greater convenience and safety for you and our crews;
- much more room - carts offer three times the capacity as a standard container;
- more reliable bi-weekly pickup schedule;
- reduced carbon emissions with fewer truck runs;
- protecting the environment - reduces material sent to the landfill, and,
- more products from the City's Yard Waste Center (your yard waste is processed into mulch and compost).

The new roll cart is just like your City-issued olive-green garbage cart and blue recycling cart, only it's bright green.

March 8, 2022: Holly Springs Town Council authorized Yard Waste model changes to include transition to 95-gallon yard waste carts and explore opening a yard waste citizens convenience center.

June 7, 2022: Holly Springs Town Council authorized sole source purchase of (3) New Way Roto pac 14 ASL refuse collection bodies and approved purchase of (3) CCC LET2-26 low entry truck chassis.

March 2022: Supply Chain issues delayed the Yard Waste cart launch by 9 months.

September 13, 2023: Holly Springs opens up Yard Waste Convenience Center. Hours are Wen through Sunday, 7am-3 pm

KEEPING IT GREEN in Holly Springs

We're Keeping It Green in Holly Springs with a new way of collecting your waste. Early next year, your house will receive a new yard waste cart. Beginning in July, fill the cart with lawn clippings, leaves, and other types of yard waste, and place the cart behind the curb on the same day as your recycling collection.

Carts help keep debris off of storm drains that empty into local creeks, streams, and waterways. Benefits of yard waste carts also include:

- ✓ More efficient collection
- ✓ Less pollution in the spring
- ✓ Cheaper waterways - healthier habitats for wildlife
- ✓ Freerway flow

Want to order additional carts or decline a cart? Visit hollysprings.gov/yardwastecart to complete the form by Dec. 15. Call 919.955.2000 ext. 2000 for more info.

March 2024: Town of Holly Springs to suspend weekly loose yard waste collection and will provide a Town issued 95-gallon yard waste cart. The Town will continue its Fee based excess collection as an enhanced service; however, residents will now have a free option to dispose of any amount of yard waste at the Holly Springs Yard Waste Convenience Center off of Rex Rd.




2
3 [SLIDE NO. 39]

What we hope to gain from Containerization ?

Safeguard critical stormwater infrastructure and mitigate localized flooding risks by implementing yard waste containerization. This initiative eliminates yard waste debris as a point-source pollutant and prevents system blockages, directly supporting the Stormwater Division's environmental compliance and resilience goals.

The Town of Apex Stormwater division supports this initiative.



95-gallon Yard Waste Cart – 1/2 Cubic yard




4
5 [SLIDE NO. 40]

Solid Waste Division - Future

Collection Schedule: Monday - Thursday (Bi-Weekly)



(5) Automated Side Loader Trucks



(2) Rear Loader Trucks



(5) Leaf Vac Trucks
Seasonal (Est. 4 months)



(1) Small Dump Truck
Supports Bus Stop Waste Can Collection



(2) Chipper Truck Combos
Used On-Demand



(2) Grapple Trucks
Used On-Demand

1 **[SLIDE NO. 41]**

Transition Trucks

- **Automated Side Loader (ASL)**
 - Requires (1) operator
 - Least labor-intensive truck
 - Suitable for open road collection
- **Rear Loader**
 - Requires (1) operator and (2) collectors
 - Slightly more labor intensive
 - Primary purpose is for servicing dead-end roads and alleyways

Collection Staff: (15)*

Assets Deployed: (15)

*Note- Under this transition, staffing requirements remain the same.



2
3 **[SLIDE NO. 42]**

Transition Trucks

- **Automated Side Loader (ASL)**
 - Requires (1) operator
 - Least labor-intensive truck
 - Suitable for open road collection
- **Rear Loader**
 - Requires (1) operator and (2) collectors
 - Slightly more labor intensive
 - Primary purpose is for servicing dead-end roads and alleyways

Collection Staff: (15)*

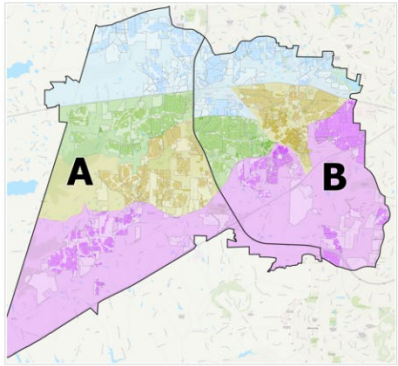
Assets Deployed: (15)

*Note- Under this transition, staffing requirements remain the same.



4
5 **[SLIDE NO. 43]**

Bi-weekly Curbside Collection Schedule



Public Works Department
A B Day Yard Waste Collection Zones

LEGEND

- Residential
- Commercial
- Industrial
- Public
- Water
- Sewer
- Other

NOTES

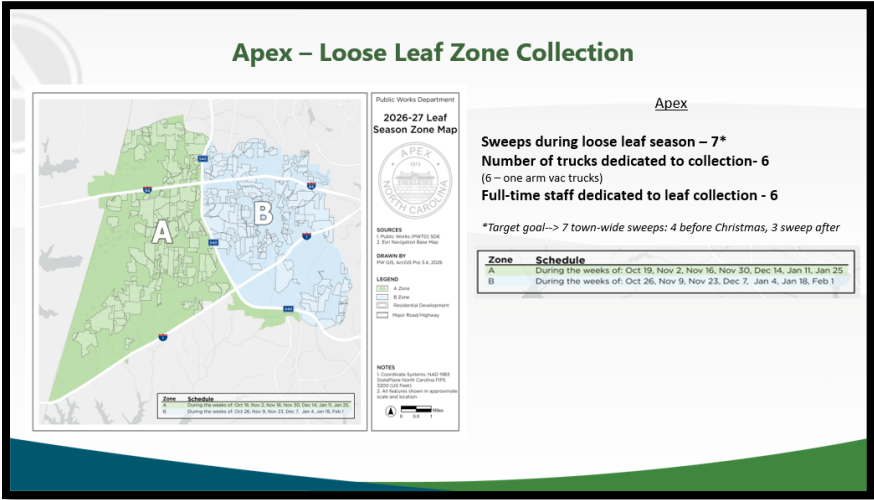
- The City of Apex is a member of the Triad Council of Governments (TCOG) and is a member of the Triad Council of Governments (TCOG) and is a member of the Triad Council of Governments (TCOG).
- The City of Apex is a member of the Triad Council of Governments (TCOG) and is a member of the Triad Council of Governments (TCOG).
- The City of Apex is a member of the Triad Council of Governments (TCOG) and is a member of the Triad Council of Governments (TCOG).

	TOTAL POINTS
Route A (West of 540)	13,809
Monday	2,802
Tuesday	3,750
Wednesday	3,836
Thursday	3,421

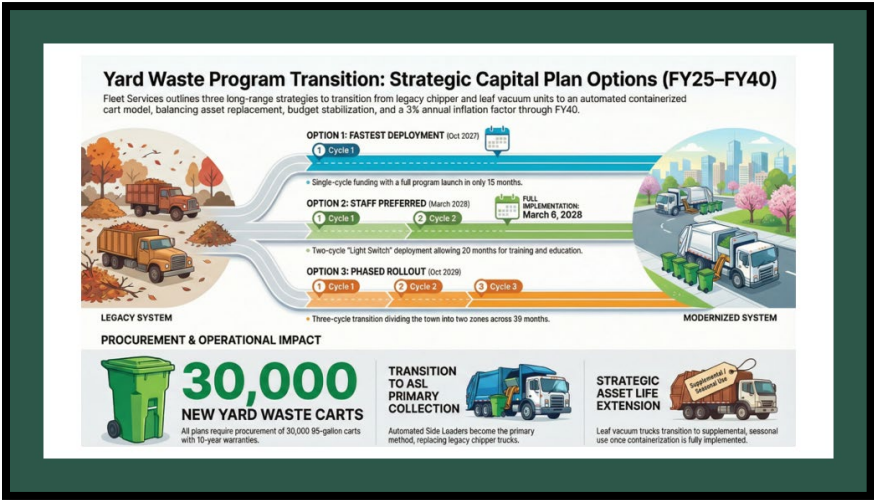
	TOTAL POINTS
Route B (East of 540)	14,327
Monday	3,228
Tuesday	3,693
Wednesday	3,747
Thursday	3,643

**Daily Route Maps and Subdivision data in Handout*

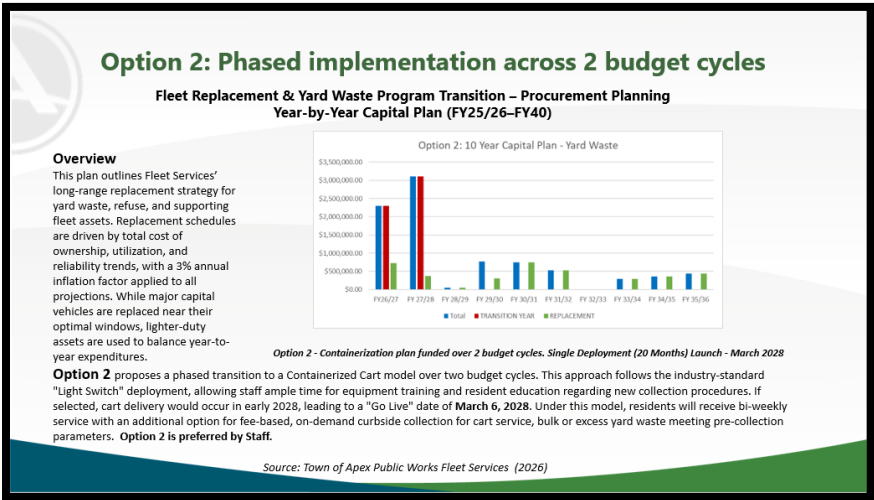
1 [SLIDE NO. 44]



2
3 [SLIDE NO. 45]



4
5 [SLIDE NO. 46]



6

1 [SLIDE NO. 47]

Option 2: Phased implementation across 2 budget cycles		
Fleet Replacement & Yard Waste Program Transition – Procurement Planning		
Year-by-Year Capital Plan (FY25/26–FY40)		
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	\$3,097,800
FY28/29	• Semi Dump Trailer (Deferred)** (\$90,000)	\$53,000
FY29/30	• Replace Pickup #79: \$53,000** • Evaluate Semi Tractor #1 (\$231,750 est)**	\$796,467
FY30/31	• Replace Grapple Truck #310: \$54,590** • Replace Chipper Trailer: \$81,150 • Evaluate 6th ASL Truck: \$491,727 • Replace Chipper Truck (Mack): \$169,000**	\$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

Source: Town of Apex Public Works Fleet Services (2026)

2
3 **Budget Performance Analyst, Mariah Maheswaran** gave this portion of the
4 presentation.
5 [SLIDE NO. 48]

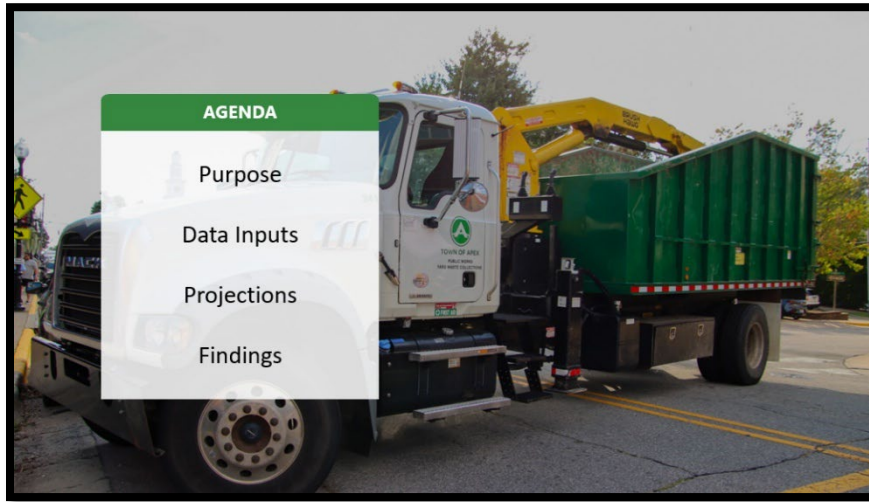


February 12, 2026

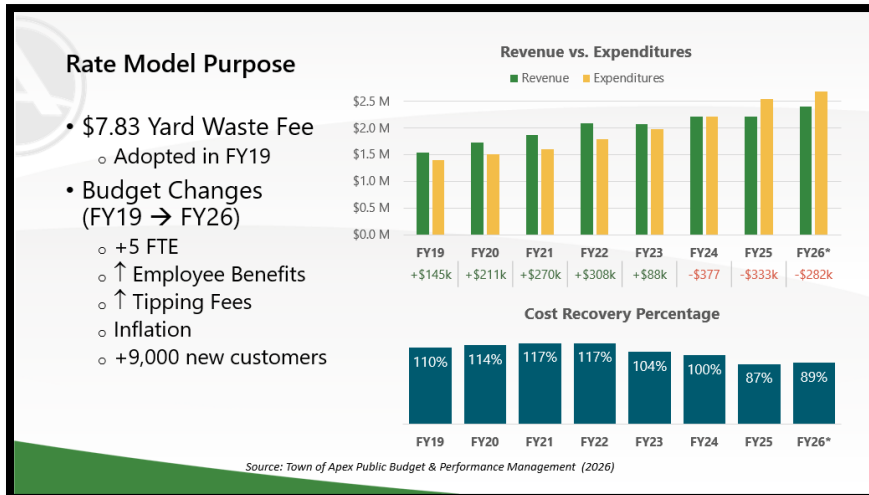
Yard Waste Fee Model
Mariah Maheswaran



1 **[SLIDE NO. 49]**



2
3 **[SLIDE NO. 50]**



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

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

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

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

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

12 **Ms. Maheswaran** said yes and that there has been a large increase in those costs
13 since then as well.
14

1 **[SLIDE NO. 51]**

Data Inputs

- Actual Financial Data
 - FY18-FY26
- Subtracted Expenses for:
 - Trash & Recycling
 - Bulk Item Pickup
 - Other Tipping Fees
 - Electronics Recycling
- Capital Allocated over Lifetime

Source: Town of Apex Public Budget & Performance Management (2026)



2
3 **[SLIDE NO. 52]**

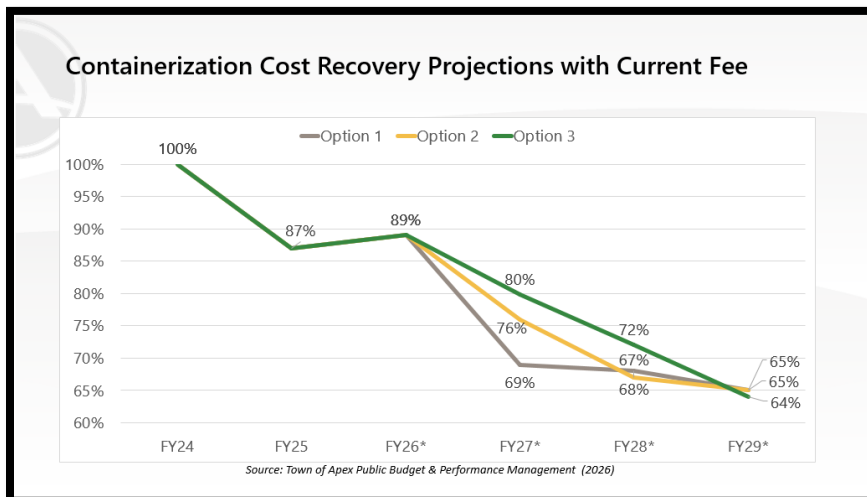
Projections (FY27-29)

- Personnel Expenses +6.6%
- Operating Expenses +12.8%
 - Tipping Fees: Dumping Costs Linear Projection + Hauling Costs Market Rate
- Account Growth Linear Projection

Source: Town of Apex Public Budget & Performance Management (2026)



4
5 **[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.

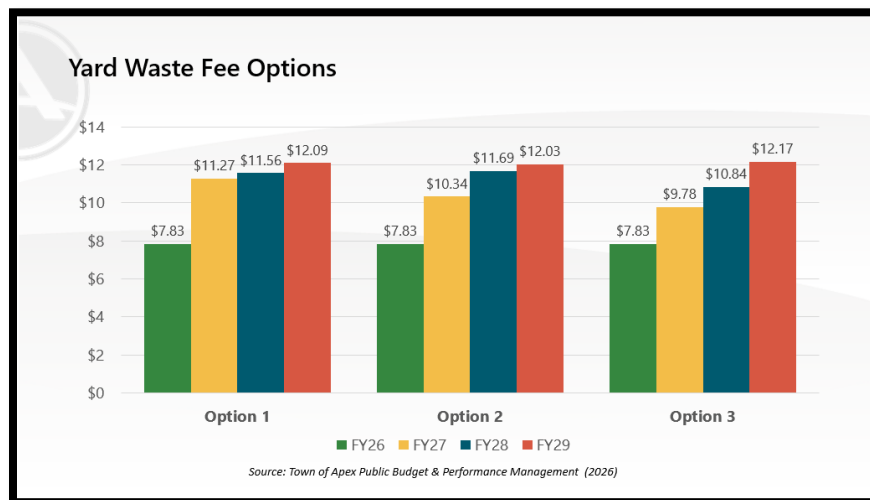
Councilmember Zegerman said it would help to get a complete picture and a baseline which is important.

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.

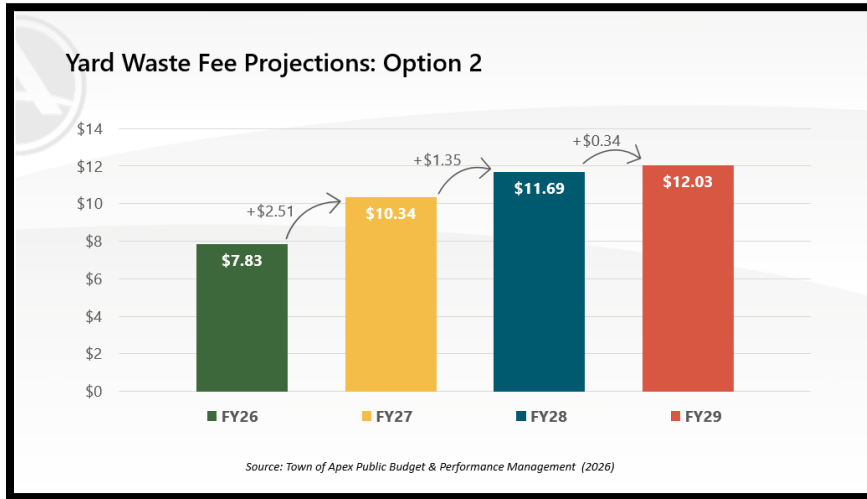
Mayor Pro-Tempore Mahaffey asked if this included bi-weekly pick up.

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.

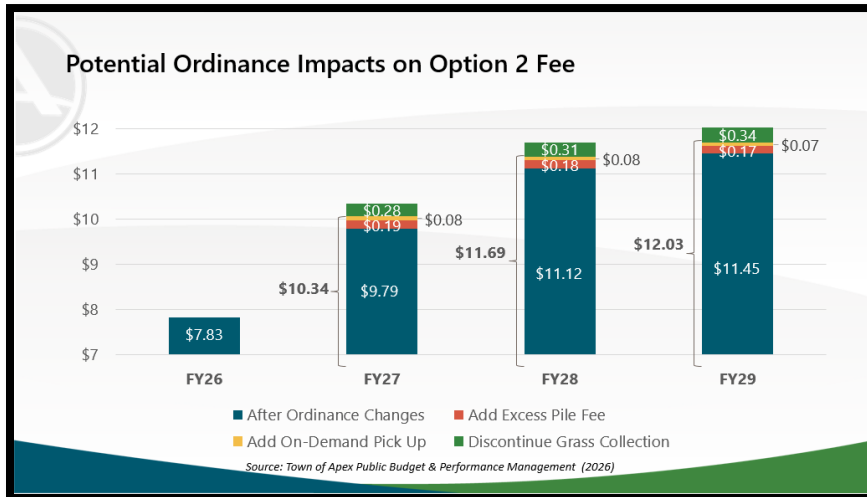
Mayor Pro-Tempore Mahaffey asked if running trucks more often would impact cost.

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

1 **[SLIDE NO. 55]**



2
3 **[SLIDE NO. 56]**



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

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

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

10 **Director Mullis** said there is the ordinance and it is currently an everyday practice for
11 enforcement. He said they knock on the door and let them know that a collection can't be
12 done because it violates a free collection. He said that if it was contractor work then they ask
13 the resident to ask the contractor to come back and collect the yard waste and about half of
14 the time the contractor will come back and collect it. He said that educating residents during
15 this transition letting them know that Apex will not accept contractor waste, then it will
16 become the homeowner's responsibility.
17

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 small limbs < 8' long & < 8" diameter yard waste includes grass clippings	< 3' of curb/edge of pavement small limbs < 6' long & < 6" diameter & < 50 lbs 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
Service Limitations	once per week collection no land clearing debris (LCD) commercial landscape waste accepted	< 2 cubic yards of yard waste without a fee collection schedule set by Council (bi-weekly) no LCD, grass, dirt, root, soil, sod, mulch, concrete, rocks, debris, pallets, trash, plastic, pet waste, lumber, or mailbox posts commercial landscape waste prohibited 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
Enforcement	refusing collection	

Source: Town of Apex Legal Department Team (2026)

[SLIDE NO. 58]

Draft Yard Waste Tag



PUBLIC WORKS
Yard Waste Notice

Date: _____ Time: _____

Service Address: _____

Subdivision: _____

Driver: _____

NOTICE: We notified your pile was non-compliant for the following reason(s) and we were unable to collect.

☐ Material in yard bags ☐ Mixed items (non-compliant)

☐ Blocked by vehicle ☐ Building Materials

☐ Excess yard waste (exceeds 2 CY)

See instructions below on where and how to schedule collection.

☐ Contains Prohibited Items (circle all that apply):
Grass, Rocks, Dirt, Soil, Mulch, Concrete, Blocks, Pallets, Trash, Plastic, Fire Bricks, Landscaping Materials

Please receive and reschedule collection by calling, 919-469-3313 or use the QR code below.

NOTICE: We notified your pile was non-compliant for the following reasons, however we were able to collect it.

FEE BASED COLLECTIONS:
Excess yard waste (defined as greater than 2 CY) is fee based and the charge will be applied to the next utility bill.

Estimated volume:

☐ Level 1: 1.00 (Exact pile will fill here)

☐ Level 2: 2.00 (Following 2 CY before next fee)

☐ Level 3: 4.00 (Following 4 CY before next fee)

☐ Level 4: 6.00 (Following 6 CY before next fee)

Maximum amount collected per visit is 10 cubic yards.

To schedule collection, please scan the QR code or contact Ash Apex at 919-469-3313.

See Ordinances on the back for further information.

Changes to TOW Yard Waste Ordinances
(Effective July 1, 2026)

Sec. 12-134 - Definitions

- * less than 3' of curb/edge pavement
- * small limbs < 6' long and < 6" in diameter and less than 50 lbs
- * yard waste excludes grass clippings

Sec. 12-135 - Pre-collection practices

- * No yard waste less than 10' upstream of storm drain.
- * No yard waste from separate property.
- * No yard waste less than 6' from obstacles.
- * No yard waste in parking/ramp/sidewalk.
- * No yard waste placed in direction of travel.
- * Less than 2 CY of waste without a fee.

Sec. 12-137 - Limitations on service.

- * Collection is scheduled on a bi-weekly basis.
- * No land clearing debris (LCD), grass, dirt, soil, sod, mulch, concrete, rocks, debris, pallets, trash, plastic, pet waste, lumber, or mailbox posts.
- * Commercial landscape waste prohibited.

For a complete listing of the Town of Apex's yard waste ordinances, please visit the Town website, www.apexnc.org and search "Ordinances" or use the QR code below.

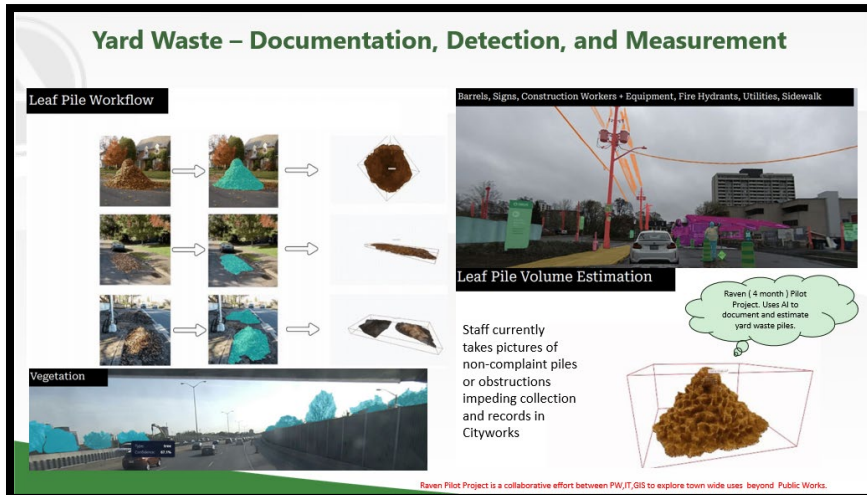


Source: Town of Apex Public Works Solid Waste Division (2026)

1 [SLIDE NO. 59]



2
3 [SLIDE NO. 60]



4
5 [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: - ASL Collection Equipment 95-gallon (1/2Cyd) cart - Bi-weekly collection - Disposal fee included - Town delivers carts to residents	Yard Waste provider responsible for: - ASL Collection Equipment 65- or 95-gallon (1/2Cyd) cart (1-size) - Bi-weekly collection - Disposal fee included - Town delivers carts to residents	Yard Waste provider responsible: - ASL Collection Equipment 65- or 95-gallon (1/2Cyd) cart (1-size) - Bi-weekly collection - Disposal fee included - 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 (w/er yd) leaf season component – heavy volume	20	3	9
TOA Ask Apex Staff Required	0	1- FTE	1-FTE
Assets Required (*Dead animals, bus stop waste collection moves to Street Dept. NOTE: Bulk collection to continue by TOA Staff under all 3 options	16 - Collection (5) ASL –Trucks (2)Grapple, (2)Chipper, (2)-Rear Loader, (5) Leaf Vacs (Seasonal-1 reserve unit) 3- field pick-up trucks	0 3- field pick-up trucks	10 - Collection (2)Grapple,(2)Chipper,(1)-Rear Loader, (5) Leaf Vacs (Seasonal-1 reserve unit) 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:

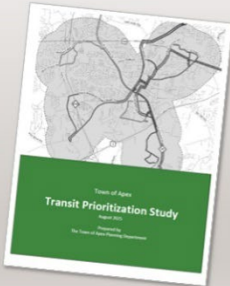
1 **[SLIDE NO. 1]**



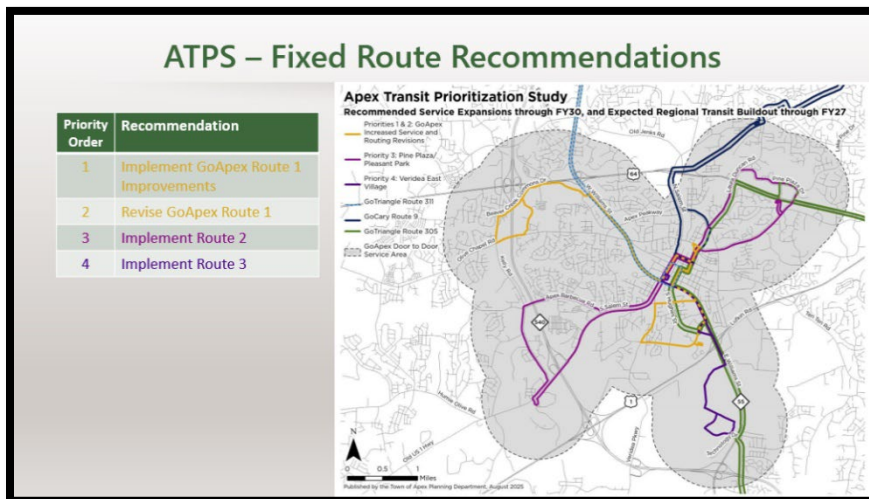
2
3 **[SLIDE NO. 2]**

Transit Service Priorities and Implementation

- Transit Status Updates
- FY27 Budget Requests
- FY27-31 CIP Requests
- Opportunities, Risks and Considerations



4
5 **[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.

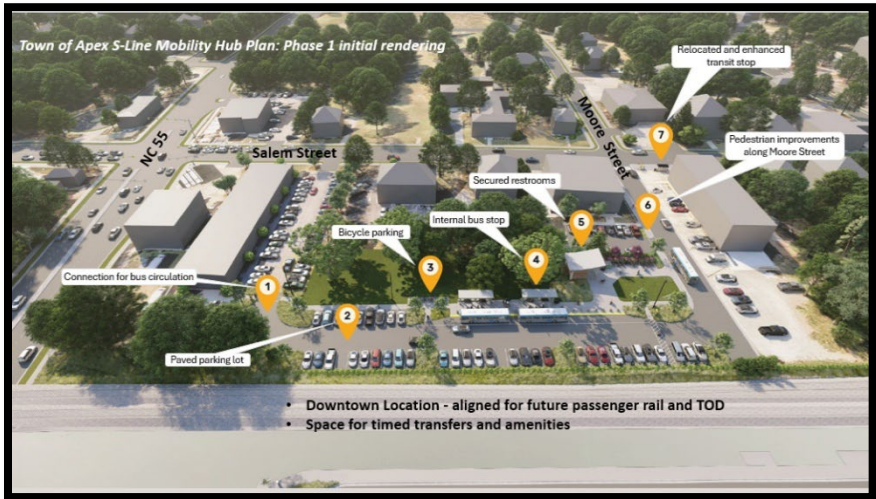
[SLIDE NO. 4]

Fixed Route Recommendations – Funding Requests			
Order	Recommendations	Related FY27 Budget requests / New CIP Requests	Associated Grant Funding Requests
1	Implement (pre-approved) GoApex Route 1 improvements	- Dept Budget: includes increased frequency and Sunday service - CIP: \$200k in FY27 for bus stop improvements - CIP: consolidated bus stop installation project request (\$700k total)	- Operating: 65% Wake Transit CFA match (pre-approved) - Capital: applied for CFA grant for 65% match; awaiting results
2	Revise GoApex Route 1		
3	Implement Route 2		
4	Implement Route 3		

[SLIDE NO. 5]

Other Project Recommendations			
Order	Recommendation	Related FY27 Budget Requests / New CIP Requests	Associated Grant Funding Requests
1	Downtown Mobility Hub Phase 1	- CIP: - Final Design (\$300k) for FY27 - ROW/Real Estate (\$500k) for FY28 - Construction (\$1.5 mil) for FY29	- Final design(\$300k); Wake Transit funding at 100% - Also applied for CFA grant for 65% match as a backup; awaiting results
2	Peak Plan 2055 – Evaluate for Transit Supportive Development		
3	Mobility Solutions Study (Seniors and those with Disabilities)	Dept Budget: Consultant-led Planning Study request (\$100k) for FY27	Study: applied for CFA grant for 65% match; awaiting results
4	Bike/ped connections to transit	Coordinating with other projects	
5	Transit Signal Prioritization	Future	
6	Explore other options outside fixed route service area	Future (and related to study request in #3)	

[SLIDE NO. 6]



[SLIDE NO. 7]

Budget Considerations

Use of grant funding wherever possible:

- Main source: Wake Transit CFA Program (65% match)
- Have also benefitted from LAPP, SRTS, CDBG in the past
- Additional future cost offset: FTA federal formula funding (\$5307)
 - ~10-15% of operating; part of regional sharing agreement

Local funding has been covered with:

- \$5 local option vehicle registration fee reserved for transit (about \$250k-\$300k/yr)
- General fund for the remainder

	FY21 Actual	FY22 Actual	FY23 Actual	FY24 Actual	FY25 Actual	FY26 Budgeted
Motor vehicle fee (\$5)	\$242,299	\$256,439	\$270,786	\$279,853	\$293,850	\$296,000

APEX
NORTH CAROLINA

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.

1 **[SLIDE NO. 8]**

FY27 Budget Request Summary

Preliminary FY27 Dept Budget Request	Amount
Transit (Planning Dept Line Item)	\$1,572,160
Mobility Solutions Study (Planning Dept Line Item)	\$100,000

- These are totals without any grant contributions



2
3 **[SLIDE NO. 9]**

Possible Cumulative Fixed Route Operating Expenses, FY27-FY31

Operating Year	Est. Annual Operating Budget	Assumed CFA Funding Match %	Possible CFA Funding: Program Match	Possible CFA Funding: Local Match	Service Included
FY27	\$1,600,000	65%	\$1,040,000	\$560,000	Route 1 with Sunday service and expanded frequency all year
FY28	\$1,700,000	65%	\$1,100,000	\$600,000	Above plus no new service
FY29	\$3,200,000	65%	\$2,080,000	\$1,120,000	Above plus "Route 2": Pine Plaza/Pleasant Park *Requires New CFA Application*
FY30	\$4,000,000	65%	\$2,600,000	\$1,400,000	Above plus "Route 3": Veridea East Village Loop *Requires New CFA Application*
FY31	\$4,200,000	65%	\$2,730,000	\$1,470,000	Above plus no new service
Totals FY27-31	\$14,900,000		\$9,680,000	\$5,220,000	

- Adapted and adjusted from Table 7, p. 32 of ATPS
- Includes estimated ADA paratransit service costs
- This is a rough estimate only – costs are subject to change



4
5 **Councilmember Zegerman** asked why Route 2 wasn't planned to start in 2028
6 because it seems like an extended timeline.

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

1 **[SLIDE NO. 10]**

FY27-FY31 CIP Request Summary							
	FY27	FY28	FY29	FY30	FY31	Future	CIP Total
Annual GoApex Transit Improvements	\$200,000	-	\$200,000	\$200,000	\$200,000	\$200,000	1,000,000
S-line Mobility Hub Phase 1	\$300,000	\$500,000	\$1,500,000	-	-	-	2,300,000
GoApex New Bus Stop Installations for Routes 1, 2, 3	\$700,000	-	-	-	-	-	700,000
Totals	\$1,200,000	\$500,000	\$1,700,000	\$200,000	\$200,000	\$200,000	4,000,000

- These are totals without any grant contributions



2
3 **[SLIDE NO. 11]**

Opportunities	
- Growing regional transit network and facilities - Cary Multimodal Center - Triangle Mobility Hub - Raleigh BRT Projects (including Western BRT: Downtown Cary → Downtown Raleigh) - By August 2026 there are anticipated to be <i>three</i> all-day regional routes in Apex - GoCary Route 9: 30-min service to downtown Cary - GoTriangle Route 305: Hourly service to Downtown Raleigh and Holly Springs - GoTriangle Route 311: Hourly service to RTP - Lower local match % for the Wake Transit CFA program 35%, instead of 50% - Transit supports, and is supported by, initiatives to further our Strategic Goals <i>A Welcoming Community, Responsible Development, Economic Vitality, Environmental Leadership...</i>	

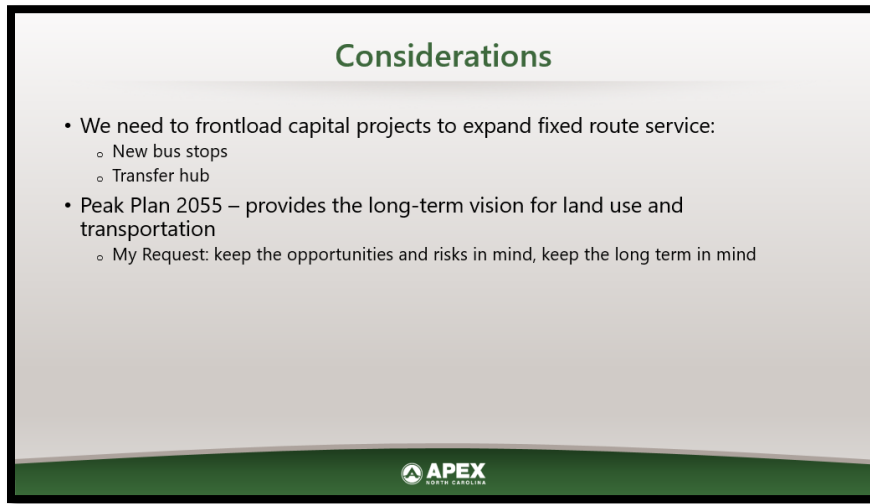


4
5 **[SLIDE NO. 12]**

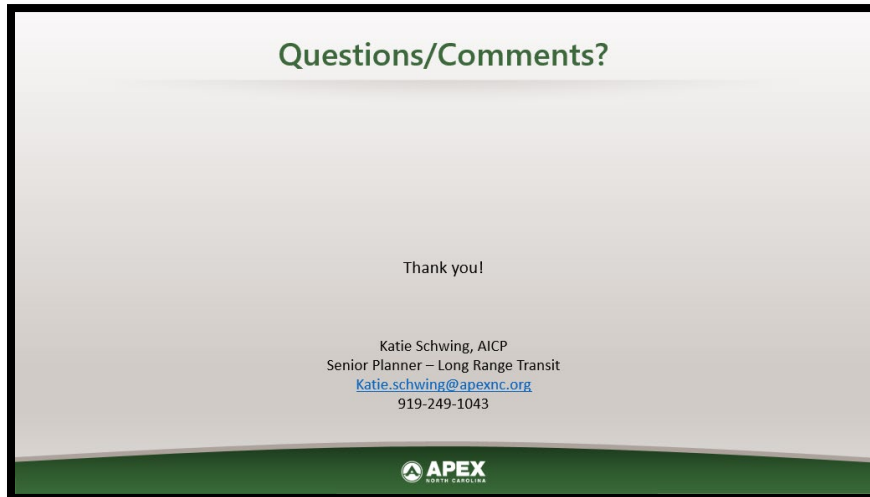
Risks	
- The Wake Transit CFA program is competitive and funding is limited - No guarantee that all project requests will be approved - Long-term success depends on transit-supportive development - having enough people, jobs, and services near transit, and easy ways to walk to/from transit and destinations	



1 **[SLIDE NO. 13]**



2
3 **[SLIDE NO. 14]**



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

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

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

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

15 **Councilmember Mu** asked if there was a charge for door-to-door services.
16

1 **Ms. Schwing** said the door-to-door is currently free because fixed route service is free
2 and by federal requirements, charges can't be more than double the cost of fixed route
3 services, and because fixed route services are free, so is the door-to-door services.
4

5 **[PHASE 3 DOWNTOWN MASTER PLAN AND COMMERCE STREET DISCUSSION]**
6

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

11 **[SLIDE NO. 1]**



12 **[SLIDE NO. 2]**
13



1 [SLIDE NO. 3]

Apex
Downtown
Master Plan
& Parking
Study (2019)

*Top Ten
Projects*

*"Downtown
Design
Projects
(2020)"
Highlighted*

2
3 [SLIDE NO. 4]

Downtown Design Projects

- Multiple capital improvement projects were grouped into a single design contract awarded to Stantec Consulting in 2020
 - #4: Add Parking - Saunders Street Parking Lot **(Complete)**
 - #1: Transform the Salem Streetscape **(Under Construction)**
 - #2: Energize the Alleys **(65% Design Complete)**
 - Commerce St **(Acquisition in progress)**
 - Seaboard St & The Peak Gathering Space **(Appraisals in progress)**

4
5 [SLIDE NO. 5]

Downtown Design Projects Implementation History

December 2019
Downtown Master
Plan & Parking
Study Adopted

→

August 2021
Town Council
Approval of
Downtown Design
Project Concepts

→

December 2022
Downtown Design
Projects Final
Design Public Open
House

→

Jan-Nov 2025
Saunders St
Parking Lot
Constructed

→

December 2025
Salem Streetscape
Construction
Awarded

Next Steps:

- Construction on Salem Streetscape – January 2026 to October 2026
- Acquisition for Commerce Street in progress – Begin Construction 2027*
- Acquisition for Seaboard Street in progress – Begin Construction 2028*

*Subject to property acquisition and budget approval

[SLIDE NO. 6]

Commerce Street Improvements Scope

- Acquire public right of way (never dedicated previously) and resurface existing alleyway
 - *2023 PCI score of 47, last resurfacing was in 2003*
- Acquire temporary construction easements and replace public water line and private water services (waterline installed in 1975)
 - *Water line replacement recommended only if alley is resurfaced, but not critical based on waterline condition/age*
- Acquire permanent easements for conversion to public parking and hardscape at the north end of the alley
 - *Concerns raised by 3 parcel owners regarding loss of private parking and potential future building expansion*
- Acquire permanent utility easements and install conduit for future relocation of electric and communication services to buildings subject to private agreements
 - *Some work has already been done to remove old & unused overhead lines – potential high cost/low public benefit*

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.

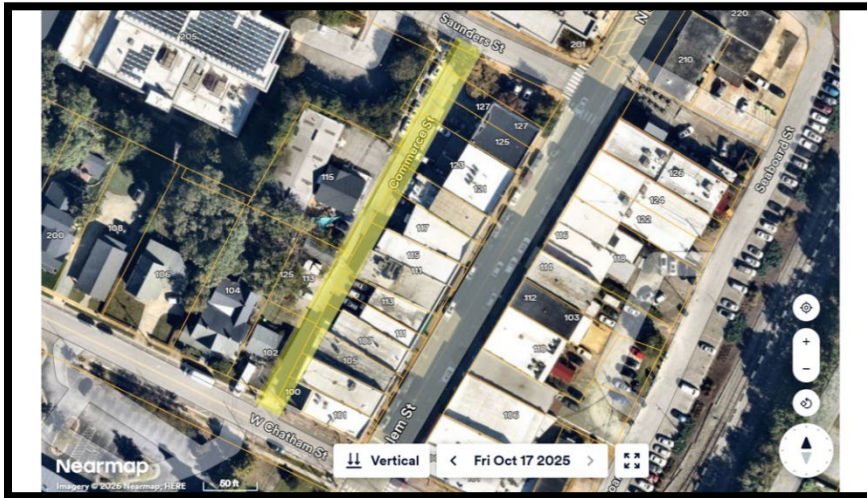
Town Attorney Hohe asked if this was a newer development.

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]



1 [SLIDE NO. 9]



2
3 [SLIDE NO. 10]



4
5 [SLIDE NO. 11]



1 [SLIDE NO. 12]



2
3 [SLIDE NO. 13]



4
5 [SLIDE NO. 14]



6

[SLIDE NO. 15]



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.

1 [SLIDE NO. 16]



2
3 [SLIDE NO. 17]



4
5 [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]

Options for Commerce Street Project

- **Option 1** - Proceed with acquisition and finalize construction contract (as designed)
 - Significant impact on project budget
 - May result in more condemnations
 - Needs budget adjustments - Salem Streetscape bid award reduced downtown project fund balance
 - *Future building expansion might affect new hardscape*
- **Option 2 (Staff recommendation)** - Reduce project scope and acquisition needs
 - Replace waterline and resurface existing alley/parallel parking only (retain existing services to buildings)
 - Add parking spots at Town parcel only
 - Remove parking acquisition on private lots and remove rear building hardscape
 - Remove utility easement acquisition and conduit for future private electric/communication service relocation
 - *Decreases project budget while still addressing critical public infrastructure needs*
- **Option 3** - Cancel or delay the project
 - Remove or defer all items, including right of way and TCE acquisition
 - Defer water line replacement and street resurfacing to a later date (*street/utility conditions will continue to worsen over time*)

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.

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

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

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

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

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

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

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

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

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

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

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

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

41 **Town Clerk Coleman** replied that it depended on his court schedule, and he was
42 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]

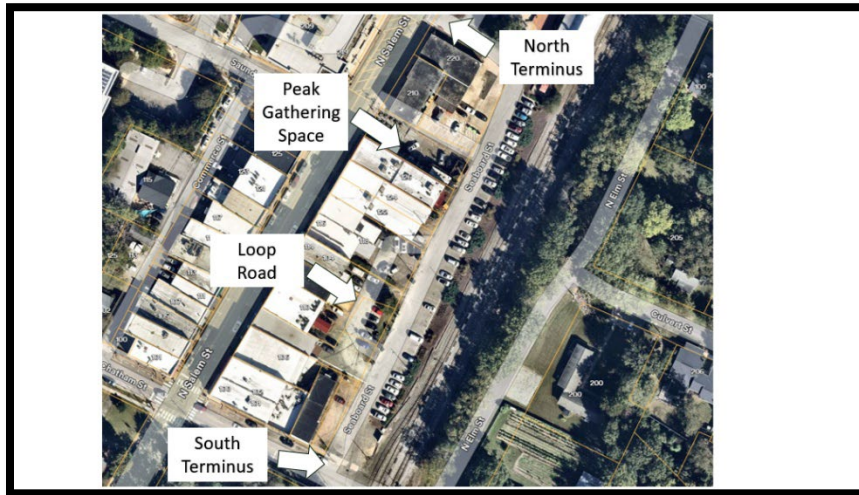
Seaboard Street Improvements & The Peak Gathering Space Scope

- Resurface existing alleyway (Seaboard Street falls inside CSX railroad right of way, private acquisition not required)
 - *2023 PCI score of 72, last resurfaced in 2008*
- Seaboard Water/Sewer Relocation:
 - *Extension of gravity sewer main through Seaboard Loop, the removal and relocation of 12 sewer services connections along Seaboard Street (original sewer is only 4" installed in 2006)*
 - *Extension of the watermain through Seaboard Loop, the removal and relocation of 10 water service connections along Seaboard Street and permit submittals*
 - *Added as a change order to the design in January 2024*
- Acquire property and construct public parking, trash compactors (2), hardscape and landscaped areas
 - *Concerns raised by some owners regarding loss of private parking and potential future building expansion; appraisals in progress*
- Acquire utility easements and install conduit for future relocation of electric and communication services to buildings subject to private agreements
 - *Potential high cost/low public benefit*

[SLIDE NO. 24]



1 **[SLIDE NO. 25]**



2
3 **[SLIDE NO. 26]**



4
5 **[SLIDE NO. 27]**



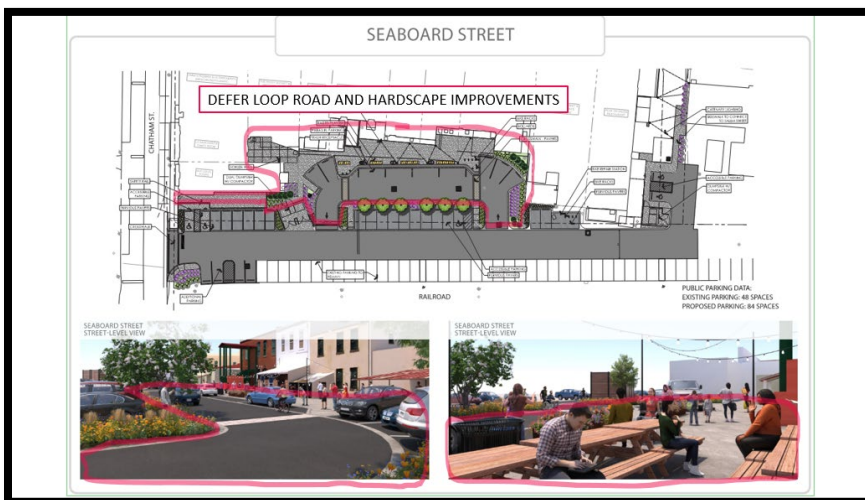
1 **[SLIDE NO. 28]**



2
3 **[SLIDE NO. 29]**



4
5 **[SLIDE NO. 30]**



[SLIDE NO. 31]



[SLIDE NO. 32]

Options for Seaboard Steet Project

- **Option 1** - Finalize acquisition and prepare construction contract (as designed)
 - May result in more condemnations and high acquisition costs on private property
 - Needs budget adjustments - Salem Streetscape bid exceeded estimates, reducing downtown project funds, *could require deferral of another Town project*
 - *Future building expansion risks impact to new hardscape, especially on loop road*
- **Option 2** - Reduce project scope and acquisition requirements (**Staff recommendation**)
 - Focus on The Peak Gathering Space and parking improvements along alleyway
 - Resurface street and utility improvements along CSX r/w as needed
 - Remove private loop road, paving, and hardscape improvements (*reduces acquisition needs at this time*)
 - Remove private water/sewer services between CSX r/w and buildings
 - Remove private electric/communication relocations and acquisition
 - *Decreases project budget with focus on Peakway Gathering Space and critical Town infrastructure*
 - *Loop Road, hardscape, furniture, and water/sewer service replacements could be done as a later phase or in conjunction with building expansion/redevelopment*
- **Option 3** - Cancel or delay the project
 - Remove/defer to later date (*street condition and public utility infrastructure will continue to worsen over time*)

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.

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

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

5
6 A **motion** was made by **Mayor Pro-Tempore Mahaffey**, and seconded by
7 **Councilmember Zegerman**, to direct staff to proceed with Option 2 for Seaboard Street.

8
9 **VOTE: UNANIMOUS (4-0), with Councilmember Gray absent**

10
11 **Town Manager Vosburg** thanked them for the direction and said they could revisit
12 Commerce tomorrow.

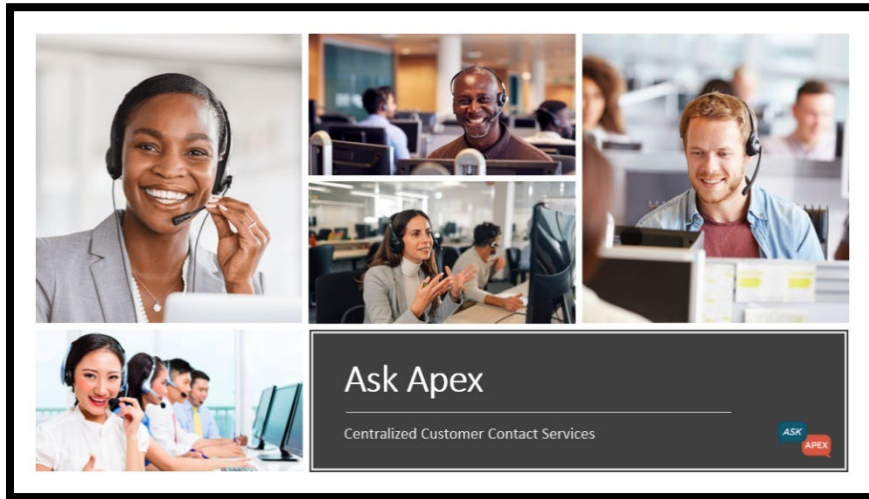
13
14 **[SLIDE NO. 33]**



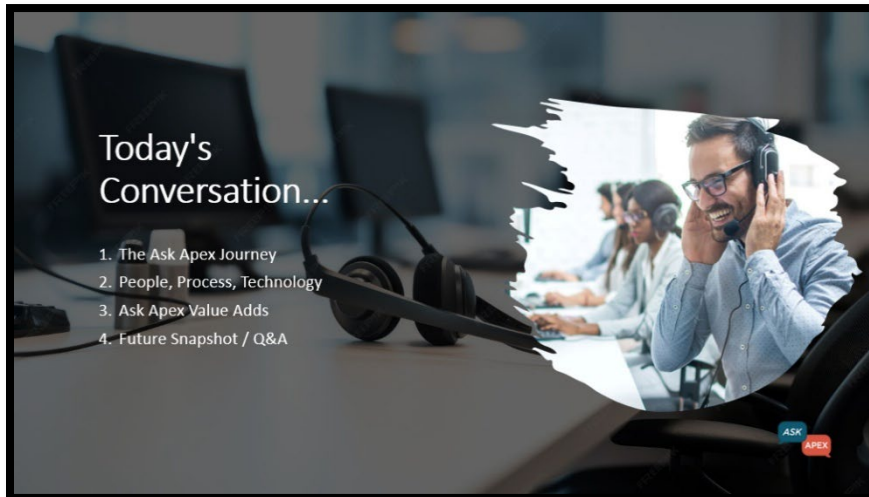
15
16
17
18 **[ASK APEX CALL CENTER UPDATE]**

19
20 **Ask Apex Manager, Darla Bryant**, gave a brief introduction and gave the following
21 presentation:
22

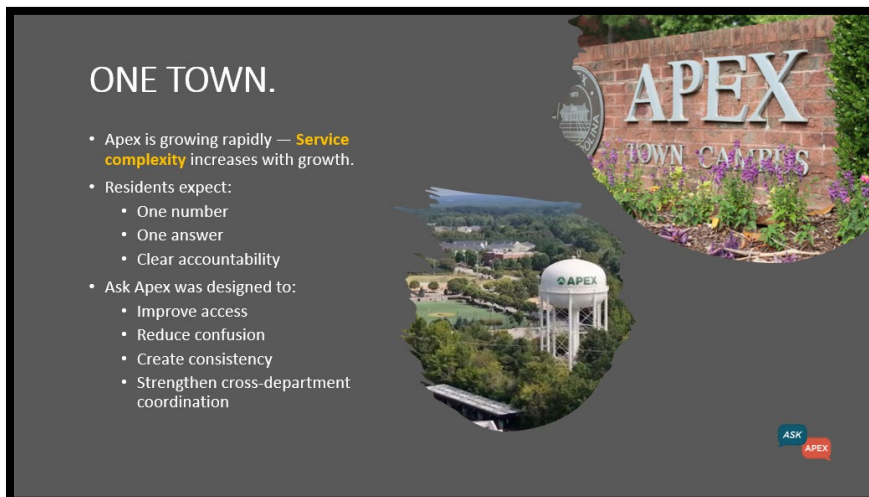
1 [SLIDE NO. 1]



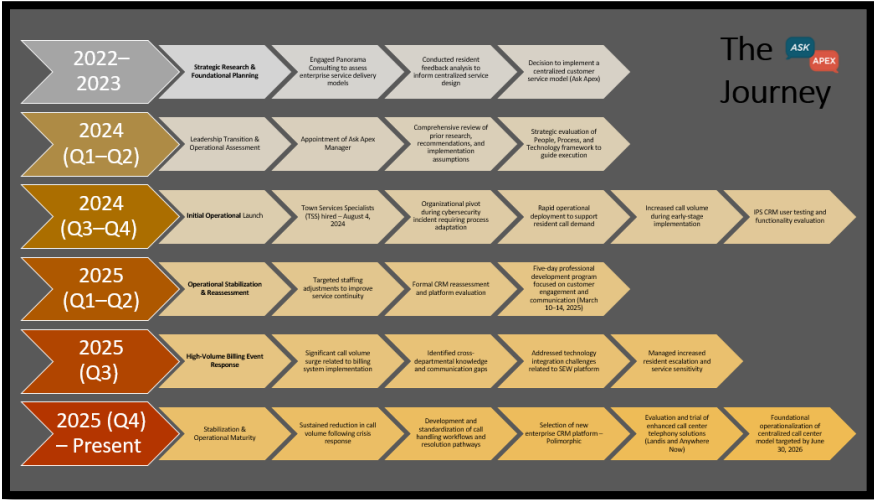
2
3 [SLIDE NO. 2]



4
5 [SLIDE NO. 3]



1 [SLIDE NO. 4]



2
3 [SLIDE NO. 5]

ONE CALL. ASK APEX!

- A. People**
 - Team built and expanding
 - Quality assurance framework determined
 - Workforce planning and scheduling discipline implemented
 - Supervisor role on deck
- B. Process**
 - Standardized intake and escalation pathways created
 - Cross-department routing refined (more improvements with new CRM)
 - KPI tracking and reporting to be determined
 - Quality monitoring (recorded calls, calibration, side-by-side review)
- C. Technology**
 - CRM implementation underway - Polimorphic
 - Next-generation call center software under evaluation
 - IVR improvements and real-time message updates implemented
 - Knowledge base alignment acquired with new CRM

People, Process, Technology

4
5 [SLIDE NO. 6]

ONE TEAM.

- Reducing dispersed intake across departments
- Creating consistency for residents with routing and follow-up
- Providing visibility into trends
- Eliminating manual tracking in many areas
- Creating greater ability to be accountable to our residents
- This is not a critique of our past — it's context for our future.**

ASK APEX
Audited Value

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.

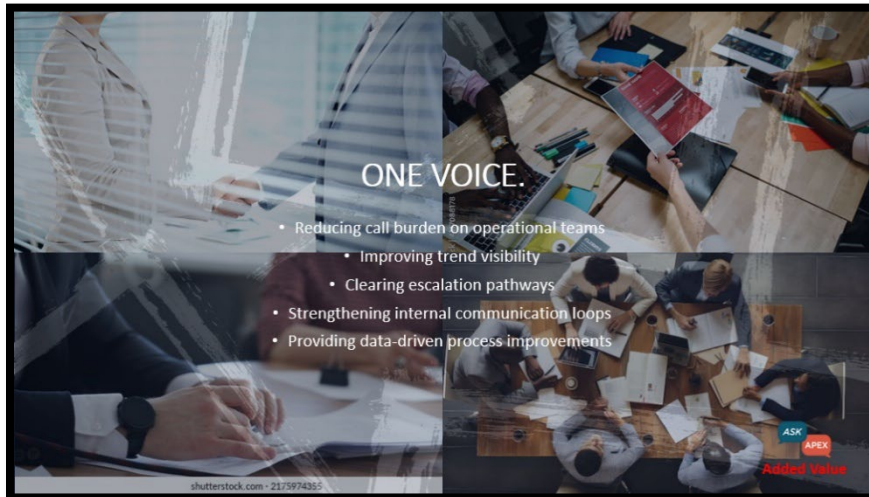
Councilmember Zegerman asked if there would be an opportunity to expand this system internally for others to be able to follow up.

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]



1 [SLIDE NO. 8]

ONE STOP SHOP.

- Identifying call volume trends
- Reducing average speed to answer to speak to an actual human
- Identifying and increasing resolution rates
- Creating process improvements for common inquiry types

ASK APEX
Added Value

2
3 [SLIDE NO. 9]

ONE PEOPLE.

- Faster routing
- Fewer transfers
- More consistent answers
- Improved communication during outages/weather events
- Real-time IVR (Interactive Voice Response system) updates
- Increased
 - Transparency
 - Accessibility
 - Responsiveness
- Reinforced public value

ASK APEX
Added Value

4
5 [SLIDE NO. 10]

ONE STEP... AT A TIME.

- Full CRM optimization
- New call center platform implementation
- Supervisor onboarding
- Expanded quality & training model
- Change management alignment with IT
- Long-term positioning as centralized service hub
- We are not done — We are maturing.

ASK APEX
Future Snapshot

[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.**

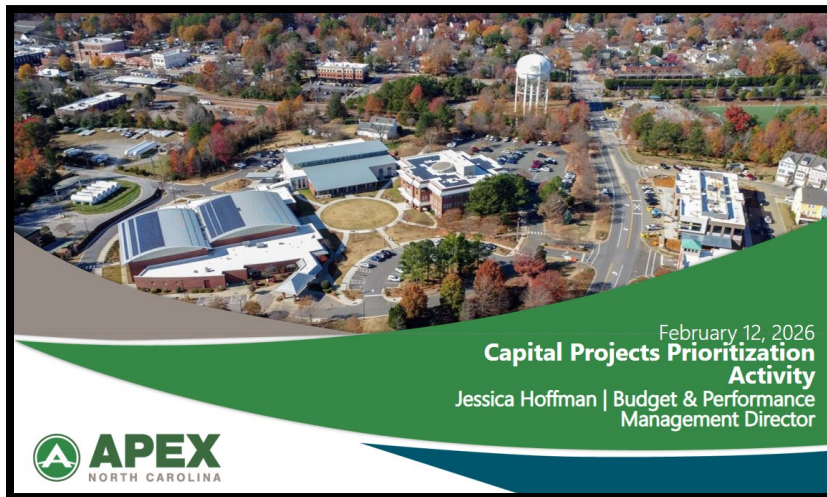
[LUNCH - 30 MINUTES]

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

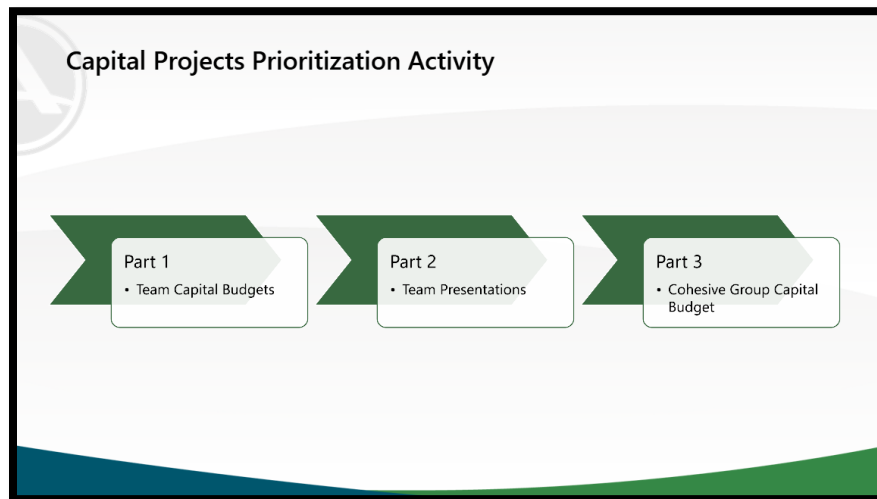
[CAPITAL PROJECTS PRIORITIZATION ACTIVITY]

Budget Director Jessica Hoffman gave the following presentation:

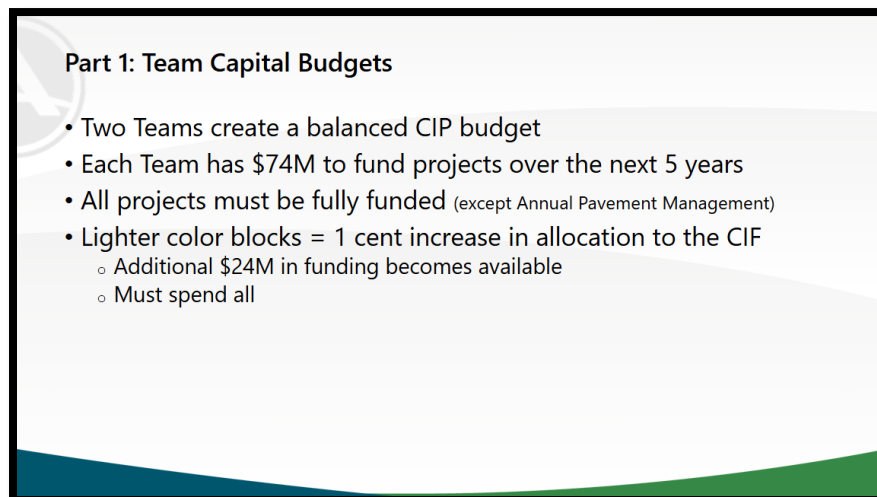
[SLIDE 1]



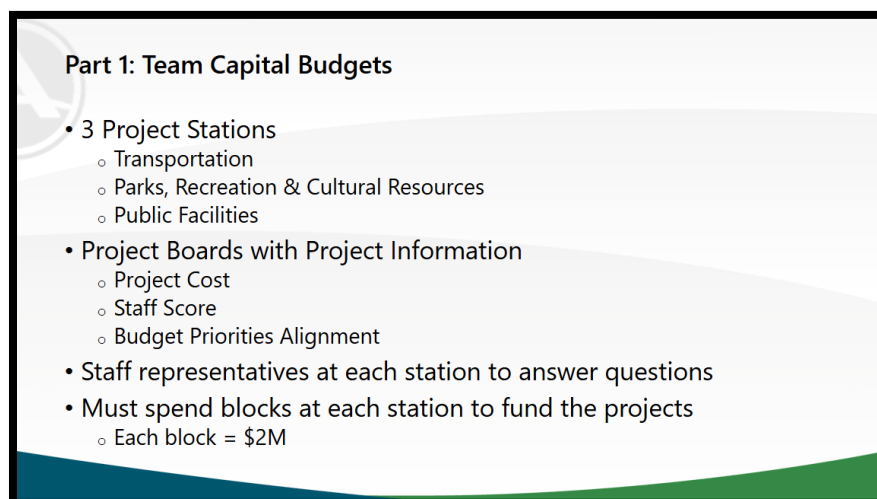
1 **[SLIDE 2]**



2
3 **[SLIDE 3]**



4
5 **[SLIDE 4]**



[SLIDE 5]

Part 1: Team Capital Budgets

- Reference handout contains:
 - List of all projects
 - Information from project boards
 - Council Average Ranking Score
 - Room for notes
- Budget team member with each group for live balances
- 1 hour to complete Part 1
- Team Assignments

[SLIDE 6]

Capital Project Prioritization Results & Discussion

1: Above Average Score, Above Average Agreement	2: Above Average Score, Below Average Agreement
Annual Pavement Management Center Street Railroad Crossing Improvements GoApex New Bus Stop Installations Olive Chapel Road at Apex Barbecue Road Improvements Hunter Street Park Renovation KidsTowne Playground Renovation Fire Station 3 Renovation/Addition	Apex Peakway at Tingen Road Intersection Improvements Apex Peakway North Widening Chatham Street Railroad Crossing Improvements Downtown Projects: Commerce Street & Seaboard Street Improvements Jessie Drive Phase 2 Richardson Road at Core Banks Street Traffic Signal South Salem Street Bicycle Connection Beaver Creek Greenway Renovation Environmental Education Center Wimberly Road Park Depot Parking Lot Repurposing Fire Department Administration Building Public Safety Station 7 (Olive Farm Area)
3: Below Average Score, Below Average Agreement	4: Below Average Score, Above Average Agreement
Center Street & Chatham Street Sidewalk Phase 2 Davis Drive at Salem Church Road Realignment GPS Emergency Vehicle Preemption Tingen Road Pedestrian Tunnel Traffic Signal Systems Apex-Holly Springs-Fuquay-Varina Partnership Beaver Creek Greenway Extension Reedy Branch Greenway Street Hockey & Inclusive Playground Town Campus Stage Electric Vehicle Supply Equipment (EVSE) Infrastructure Development Hughes Street Mixed-Use Development Townwide Solar Initiative	Apex Peakway Southwest Widening S-Line Mobility Hub Wayfinding Signage Fabrication & Installation Wimberly Road Sidewalk Big Branch Greenway Community Park Trail Widening (Swift Creek Greenway) Jaycee Park Expansion Middle Creek Greenway Nature Park Operations & Maintenance Building Seymour Athletic Fields/Nature Park Parking Lot Expansion & Turf Renovation

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.

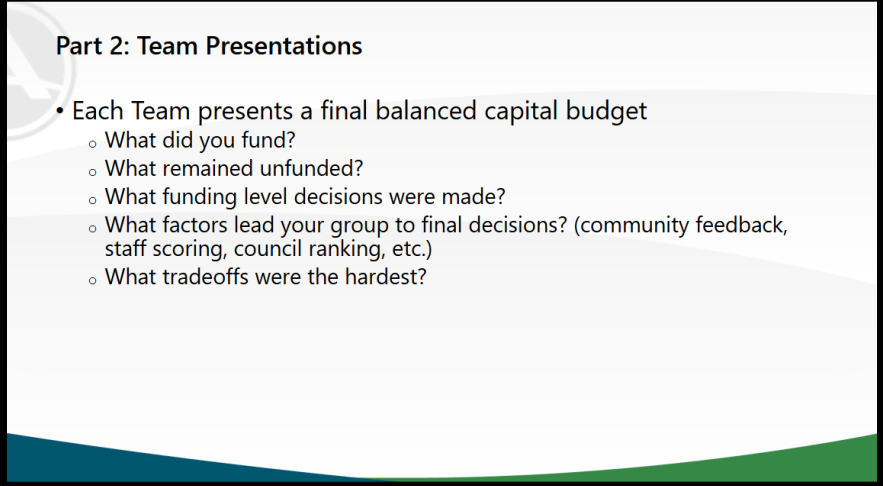
Town Manager Vosburg said nothing from this discussion will be binding, and after the activity the teams will come back together to discuss as a whole.

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

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

4
5 **Mayor Gilbert** reconvened the meeting at **2:03 p.m.**

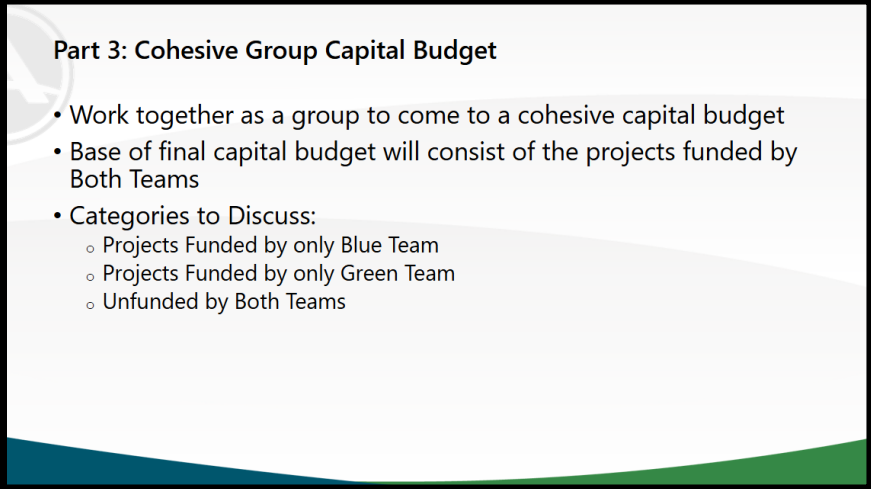
6
7 **Director Hoffman** discussed the second part of the activity:
8 **[SLIDE 7]**



Part 2: Team Presentations

- Each Team presents a final balanced capital budget
 - What did you fund?
 - What remained unfunded?
 - What funding level decisions were made?
 - What factors lead your group to final decisions? (community feedback, staff scoring, council ranking, etc.)
 - What tradeoffs were the hardest?

9
10 **[SLIDE 8]**



Part 3: Cohesive Group Capital Budget

- Work together as a group to come to a cohesive capital budget
- Base of final capital budget will consist of the projects funded by Both Teams
- Categories to Discuss:
 - Projects Funded by only Blue Team
 - Projects Funded by only Green Team
 - Unfunded by Both Teams

11
12
13 **Mayor Pro-Tempore Mahaffey** said one of the principles his group discussed was
14 finishing what has been started, so projects that have already been started were given
15 priority. He said he was looking to do projects that were highly visible as well, such as traffic
16 lights.

17 **Councilmember Reese** said Wimberly Road park was a high priority, but it was hard
18 to rank it highly here because of its high cost. He said that money could be spread around

1 more efficiently. He said it's important to keep current things working well and finishing
2 current projects before starting new ones.

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

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

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

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

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

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

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

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

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

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

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

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

41 **Mayor Pro-Tempore Mahaffey** said Jessie Drive is finishing what they started, and
42 Peakway North was one that was barely missed out on funding in the current year, and it was

1 in the 5-year horizon. He said ideally they would time these based on when matching and
2 additional funds were available to reduce cost for the Town.

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

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

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

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

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

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

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

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

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

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

29
30 Council continued discussions regarding which projects to include in the baseline
31 proposal.

32
33 **Director Hoffman** listed the following as projects included to be funded based on
34 Council's recommendation from this activity: Annual Pavement Management, Apex Peakway
35 at Tingen Road, GoApex New Bus Stop, Olive Chapel at Apex BBQ Road Improvements,
36 Richardson Road at Core Banks Traffic Signal, S-Line Mobility Hub, South Salem Street Bicycle
37 Connection, EV Infrastructure, Fire Department Administration Building, Fire Station No. 3
38 Renovation & Addition, Hughes Street Mixed Use Development, Environmental Education
39 Center, Hunter Street Park Renovation, KidsTowne Playground Renovation, Town Campus
40 Stage, Chatham Street Railroad Crossing Improvements, Center Street Railroad Crossing
41 Improvements, GPS Emergency Vehicle Preemption, Street Hockey & Inclusive Playground,
42 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.

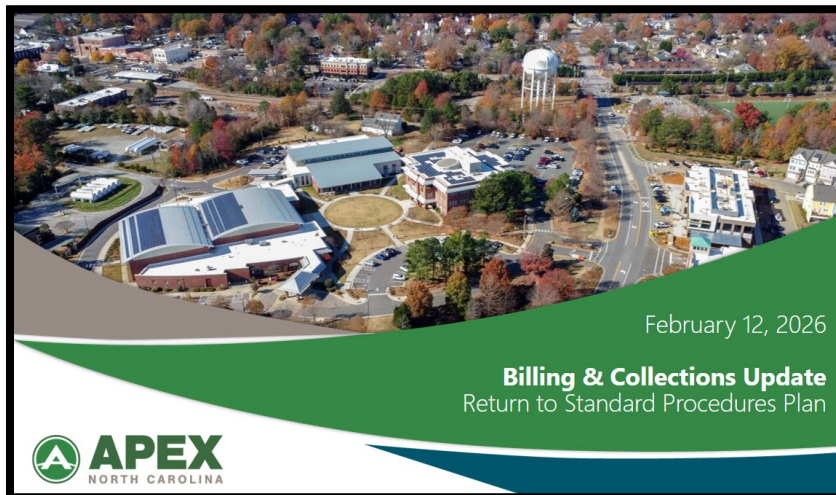
Councilmember Mu said this was much easier to understand and interact with than the survey.

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]

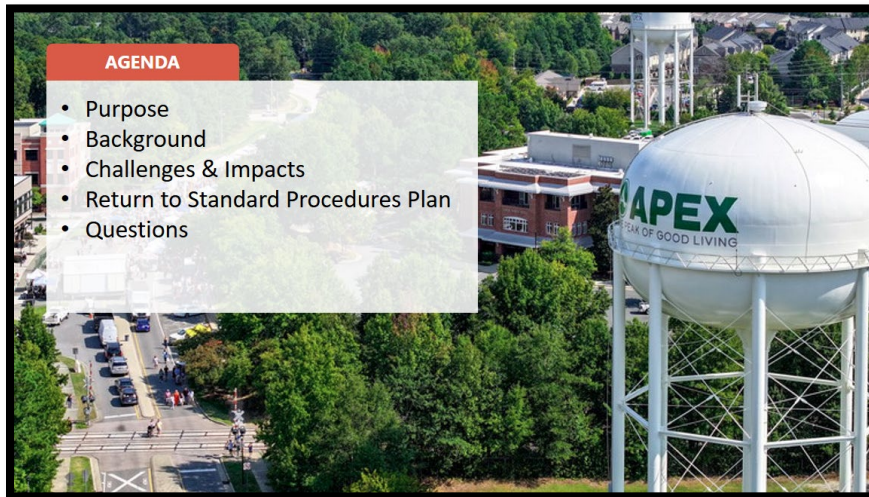
Deputy Town Manager Purvis and **Finance Director Jon Griffin** gave the following presentation:

[SLIDE 1]



1

2 [SLIDE 2]



3

4 [SLIDE 3]

Purpose

- ✓ Discuss current utility billing operations and consider plan to return to standard operations.

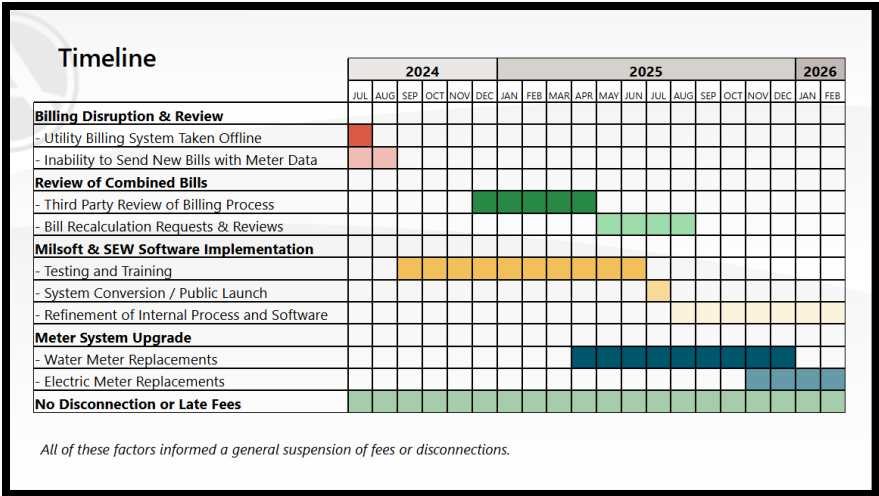
Guiding Principles

 **Financial Stewardship:** The Town has customers with significant past-due utility amounts, which is of financial concern for upcoming budget and rate setting discussions.

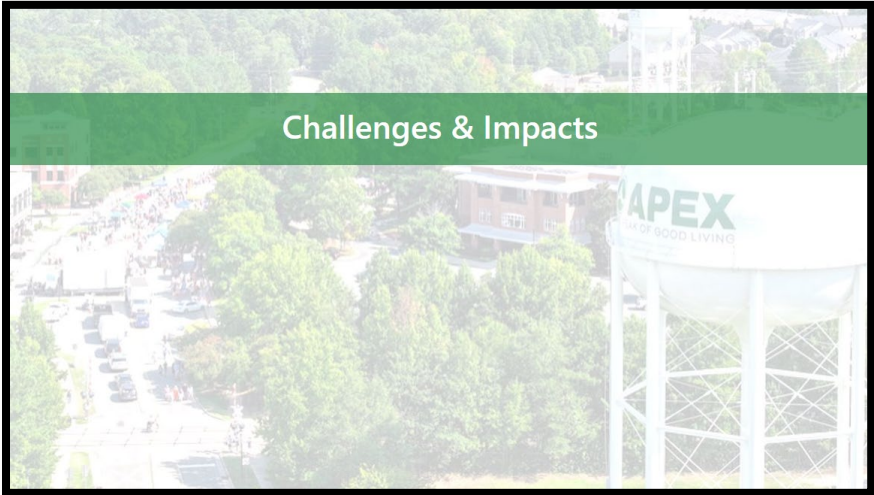
 **Customer Support:** The Town is committed to treating customers fairly and consistently.

5

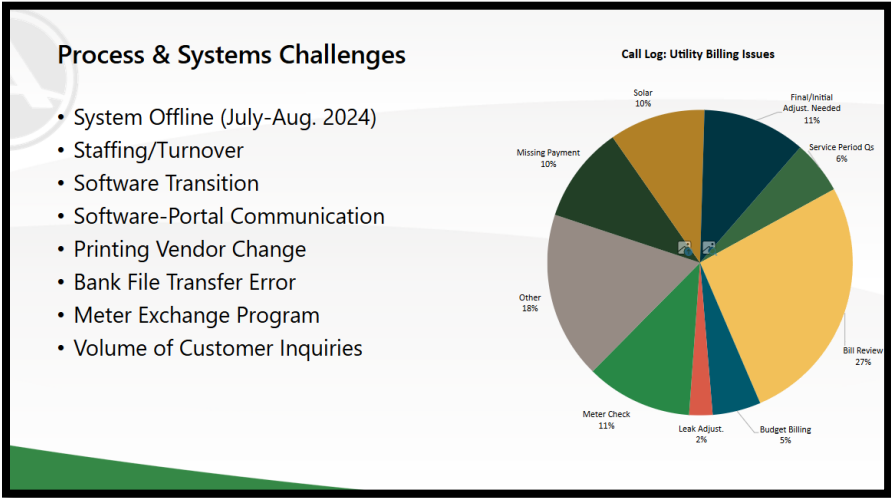
6 [SLIDE 4]



[SLIDE 5]



[SLIDE 6]



[SLIDE 7]

Efforts & Responses to Challenges

- In Place
 - Brought Ask Apex online early
 - Added 4 temp. positions
 - Added 1 perm. position
 - Additional staff training
 - Daily team reviews of field work orders
 - Weekly interdepartmental team meetings
- In Progress
 - Solar credits on bills and in portal
 - Bill redesign
 - Daily usage data in the portal
 - TOU updates for existing customers
 - Notifications updates from portal
 - Customer letter changes

[SLIDE 8]

Billing Challenges

	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)	

- Bill corrections required – approx. 930 accounts have received a correction from July '25 to Jan '26
- Percentages of bills being corrected monthly is now at or below 5% over the past 5 months

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.

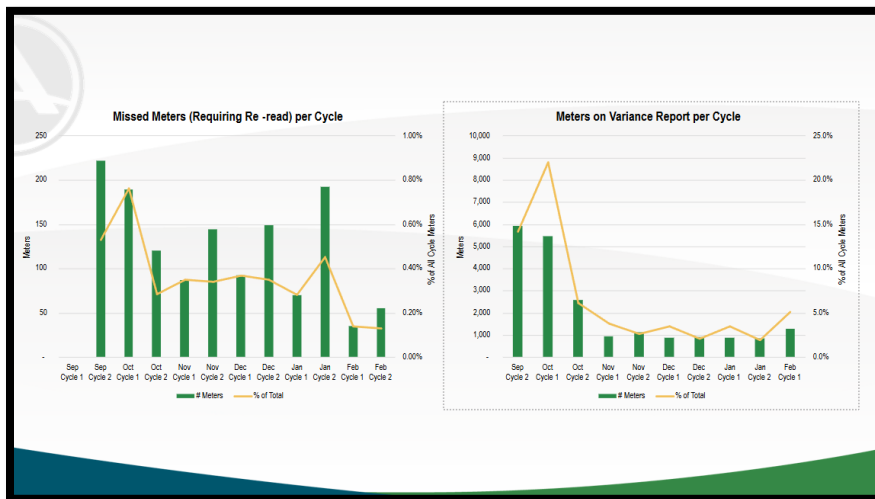
Deputy Town Manager Purvis said they can pull some more historical data.

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.

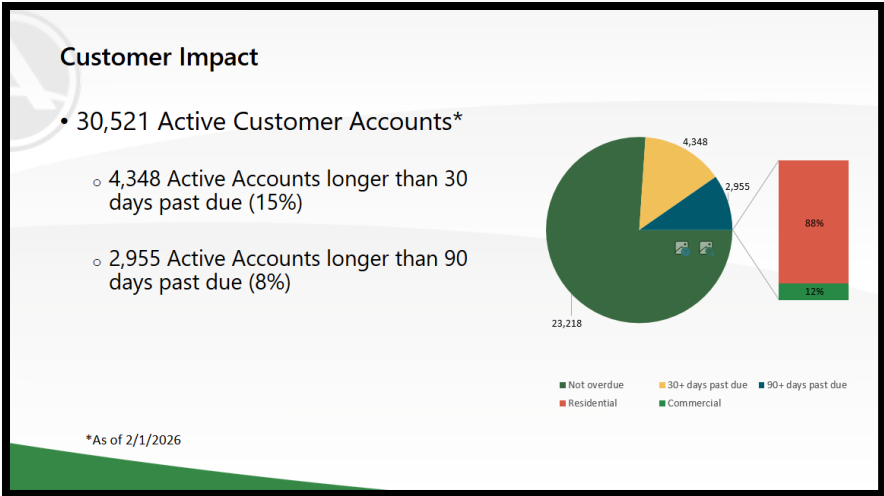
Billing & Collection Manager Robert Taylor said it reports based on the baseline that has been established for accounts within the system. He said it flags accounts with a certain percentage higher usage than what the baseline set for it is.

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]

Customer Impact

	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]

Town Financial Impact: Current

- \$5,981,992 in balances due over 30 days.
- \$4,131,043 in balances due over 90 days
- Comparative amounts for prior fiscal year ends for long-term balances (90+ days)

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.

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

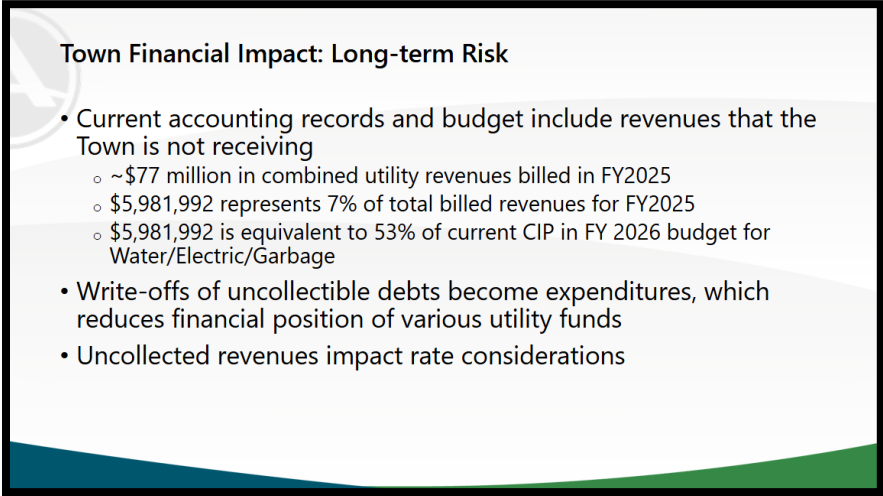
4 **Councilmember Reese** asked if they see an issue with the balance due over 30 days
5 as well, or if over 90 days is the big issue.

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

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

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

13
14
15 **[SLIDE 14]**



Town Financial Impact: Long-term Risk

- Current accounting records and budget include revenues that the Town is not receiving
 - ~\$77 million in combined utility revenues billed in FY2025
 - \$5,981,992 represents 7% of total billed revenues for FY2025
 - \$5,981,992 is equivalent to 53% of current CIP in FY 2026 budget for Water/Electric/Garbage
- Write-offs of uncollectible debts become expenditures, which reduces financial position of various utility funds
- Uncollected revenues impact rate considerations

16
17 **Councilmember Zegerman** asked if the write-offs would happen at the end of each
18 fiscal year, or at what rate would that occur.

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

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

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

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

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

27 **[SLIDE 15]**



[SLIDE 16]

Standard Operation Policies

- Late Fees
 - Historically 1% on outstanding balance per month, minimum \$5
 - *ALTERNATIVE: Lower (.5%) for 12 months?*
 - Can Be Waived
 - 2 Late fees waived per year per customer
- Disconnection for non-payment
 - Minimum due for disconnection is \$500 (between usage and fees)
 - Written notice 30 days prior and 10 days prior to service termination via mail, email, or door tag
- Payment plans can be established for up to 12 months, no fee/interest (cannot be on budget billing while on payment plan)
- Provide referrals to assistance programs with partner organizations

[SLIDE 17]

Customer Example

This customer has a total overdue balance of \$2,400 and a current month bill amount of \$175

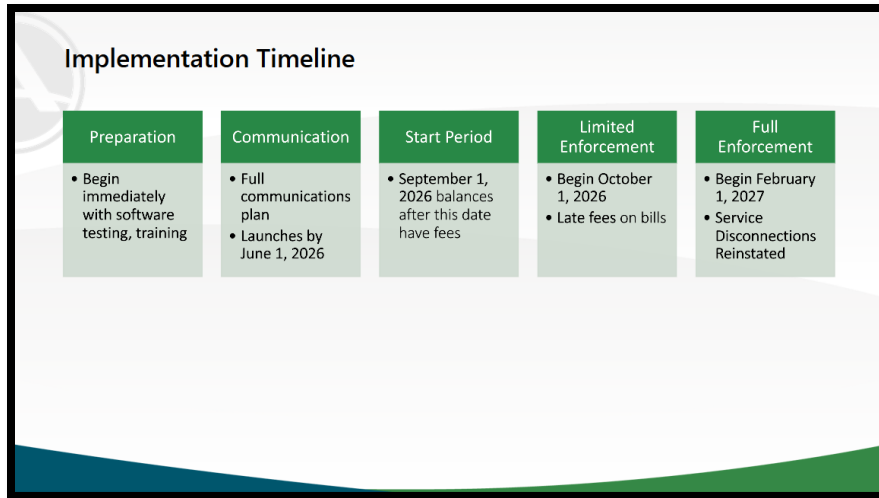
With Payment Plan

\$175 (current month)	+	\$200 (payment plan for \$2,400)	=	\$375 (no late fees if both are paid on time)
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Without Payment Plan

\$2400 (total overdue)	+	\$175 (current month)	+	\$25.75 (1% late fee)	=	\$2,600.75
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[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

1 mitigate the impact of harsh weather than in February. He asked if there was a way to focus
2 efforts on the individuals when higher amounts owed, and could that be practical & legal.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

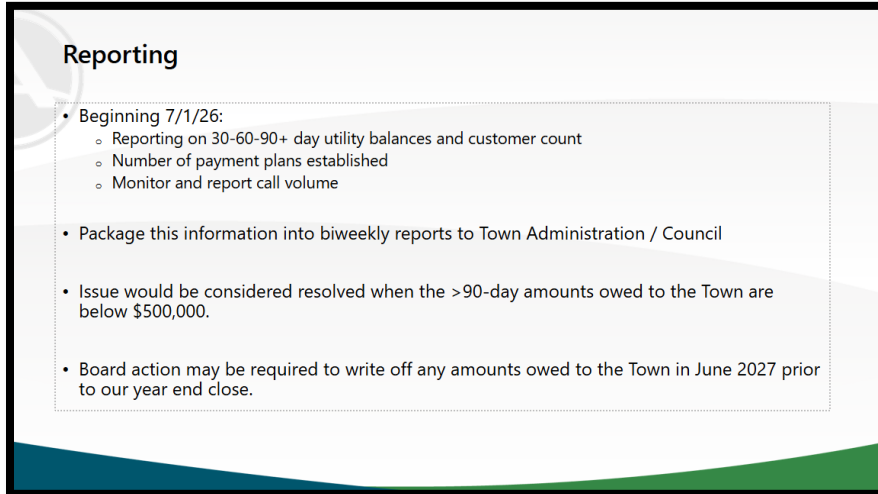
33 **Town Manager Vosburg** said 92% of accounts are in compliance, and they want to be
34 sure they don't make unintended consequences with their messaging and strategy with the
35 non-compliant ones. He said each phase will bring more accounts into compliance, which will
36 get the Town closer to the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

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

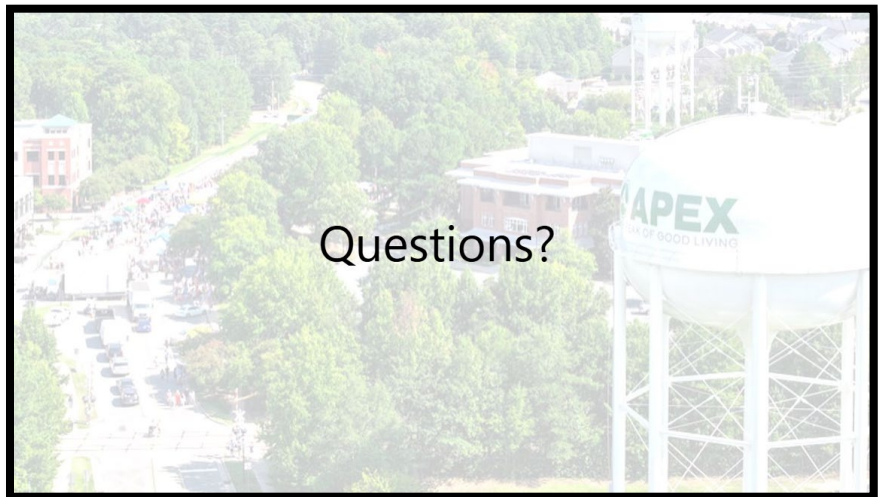
40 **Deputy Town Manager Purvis** confirmed that Council was more supportive of an
41 accelerated timeline.

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 _____.