

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY, JANUARY 8, 2025  
8:30 AM

Present: Christopher G. Davis, Chairman  
Richard W. King, Vice Chairman  
Donald L. Porter, Treasurer

Others Present: Timothy L. Bryant, CEO/General Manager  
Kirk deViere, Cumberland County Commission Chairman/Liaison  
Adam Lindsay, Assistant City Manager  
Derrick Thompson, City Council Liaison  
Sally Shutt, Assistant County Manager  
Media (VIA WEBEX)

Absent: Ronna Rowe Garrett, Secretary  
Chancer McLaughlin, Hope Mills Town Manager

I. REGULAR BUSINESS

Chairman Christopher Davis called the meeting of January 8, 2025, to order at 8:30 a.m.

PLEDGE OF ALLEGIANCE

Chairman Davis led the Commission in the Pledge of Allegiance

APPROVAL OF AGENDA

Commissioner Donald Porter motioned to approve the agenda. Motion was seconded by Commissioner Richard King and unanimously approved.

II. CONSENT ITEMS

Commissioner Richard King motioned to approve the consent items. Motion was seconded by Commissioner Donald Porter and unanimously approved.

III. CONSENT ITEMS

- A. Approve Minutes of meeting of December 11, 2024
- B. Adopt PWC Resolution # - PWC2025.01 - Resolution to Declare Personal Property as Surplus and Authorize Sale of Property by Sealed Bid

END OF CONSENT

IV. INSURANCE OVERVIEW

Presented by: Georgette Miller, General Counsel & Chief Legal Officer

Isaac Copeland, Director of Risk Management  
Mark Cannady, Risk and Compliance Analyst

Mr. Timothy Bryant presented Ms. Georgette Miller. Ms. Miller stated staff will present to the Commission our annual insurance data. She expounded on the relationships built with the brokers and the reputation PWC has regarding our operations. She introduced Mark Cannady, Risk and Compliance Analyst.

Mr. Cannady stated he will discuss the following:

- ▶ Insurance Program Purpose
- ▶ Premium Trends
- ▶ Coverage Overview:
  - Property Liability
  - Auto Liability
  - Excess Liability
- ▶ Questions/Feedback

#### Insurance Program Purpose

The purpose of Fayetteville PWC's Insurance Program is to provide comprehensive risk management solutions to safeguard PWC's assets, operations, employees, and customers.

#### Premium Trends

Line of Coverage	3-Year %	Trends
Property Liability	9.98%	↑
Excess Liability	8.74%	↑
Auto Liability	5.20%	↑
Excess Workers Compensation	6.98%	↔
Cyber/Multimedia	16.81%	↔
Directors and Officers	0.84%	↔
Inland Marine	5.06%	↔
Employed Lawyers Liability	0.00%	↔
Crime	0.00%	↔
CFO Bond	0.00%	↔

#### Property Liability

##### Coverage

- All Hazards Risk Policy
- Coverage for:
  - High-value items
  - Building contents
  - Cleanup
- Terrorism Coverage

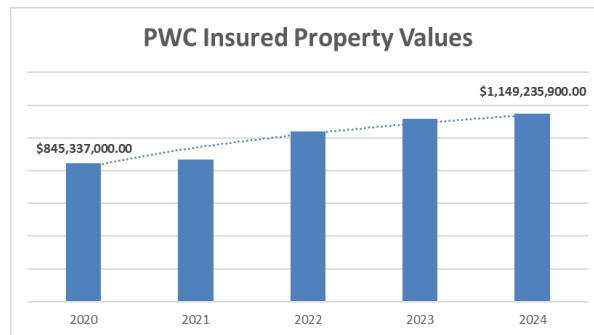
This coverage is added due to recent local and national terrorist events targeting utilities. This coverage activates regardless of the type or who was responsible for the event.
- \$1.149B in Property Values

### Premium Increase Variables

- Property Values
- Natural Disasters
- Aging Infrastructure
- Market Availability

### Premium Opportunities

- Annual Risk Assessments
  - Risk Mitigation Projects
- Comprehensive Emergency Management Plan
- Investment in Infrastructure



### **Auto Liability**

#### Premium Increase Variables

- Nuclear Verdicts
- Higher parts and repair costs
- Rise in medical costs

#### Premium Opportunities

- Onboard cameras
- Driver qualifications program
- Continued marketing of policy

### **Excess Liability**

Mr. Cannady informed the Commission we have not had any claims against Excess Liability.

#### Coverage

- Provides additional protection when traditional liability limits are exhausted

#### Premium Increase Variables

- Nuclear Verdicts
- Social inflation
- Medical costs

#### Premium Opportunities

- Continued strong operational standards
- Risk mitigation planning

Following the presentation, the staff responded to questions and comments from the Commission. is

## V. COMMUNITY RELATIONS UPDATE

Presented by: Nicole Stiff, Community Relations Manager  
Lamont Hinson, Community Relations Specialist

Ms. Nicole Stiff, PWC's Community Relations Manager introduced Mr. Lamont Hinson, PWC Community Relations Specialist.

Mr. Hinson stated he will provide an update on the Community Relations Department; how it is structured; their goals and initiatives; their programs and points of engagement.

Who is Community Relations?

Mr. Hinson stated in May of 2024, our new Chief Officer, Tyler Patton, was hired. He was charged with the mission of splitting the Communications & Community Relations Division into two distinct departments.

*Communications Department:* Focused on internal and external communications, including media relations, branding, and strategic messaging.

*Community Relations Department:* Focused on community outreach, partnerships, and public engagement.

As part of this restructuring, Mr. Patton **hired two new managers** to lead each department, ensuring clear focus and leadership in both areas.



Nicole Stiff is the Manager of the Community Relations Department. Reporting to Ms. Stiff are two Community Relations Specialists: Lamont Hinson & Lexi Hasapis.

This change reflects the Chief Officer's vision to enhance both internal operations and

strengthen community engagement.

**Community engagement:** Representing the organization at community events and initiatives.

**Feedback and input:** Sharing valuable insights on how we can improve communications and outreach.

The success of our communications and community relations strategies depends on **collaboration** at all levels, ensuring consistent, transparent, and impactful messaging. Encouraging a **culture of engagement** and open communication ensures that everyone is aligned and working together toward our shared goals.

Community Relations Goals

**What we do:**

Implement strategies to connect with and involve members of our community in meaningful ways while supporting and promoting PWC goals.

**How we do it:**

Support PWC mission & strategic goals

Build strong relationships

Increase community involvement

Gather feedback  
Promote transparency and accountability

Support PWC strategic goals

- ❖ Build strong relationships with community members
- ❖ Increase community involvement and participation in initiatives
- ❖ Gather feedback and insights to inform decision-making
- ❖ Promote transparency and accountability

Community Relations Initiatives

- ❖ Community Engagement & Support
- ❖ Government Affairs
- ❖ Strategic Partnerships

**Community Relations** at PWC focuses on building strong, positive connections with the community and various stakeholders. Our three key areas of focus:

1. **Community Engagement & Support:** Actively participating in local events, initiatives, and forums to foster a strong relationship with residents and businesses. *Example: Senior & Career Fairs*
2. **Government Affairs:** Engaging with local government officials and policymakers to advocate for policies and practices that benefit the community and the PWC. *Example: Hosting an EPA Event / attendance at Gray's Creek Press Conference*
3. **Strategic Partnerships:** Collaborating with other organizations, businesses, and community groups to support mutual goals and enhance the PWC's impact in the region.

These efforts ensure PWC stays connected with the community, supporting its needs and fostering positive, lasting relationships. *Example: FTCC Color Run & Sustainable Sustainhills EV Car Show*

Community Engagement & Support

Public events | Sustainability efforts | Customer response | Host PWC Events | Promote conservation, efficiency, & safety | Deliver informative programs and resources for schools, organizations, & the greater Fayetteville community

Government Affairs

Collaborate with local & state elected officials | Ensure PWC's interests are represented in the government decision-making processes

Strategic Partnerships

Identify and mature mutually beneficial partnerships addressing community needs through joint initiatives | Leverage relationships to enhance outcomes, efficiency, and customer satisfaction

Community Engagement

**PWC Gives Back!**

- ▶ Over 3,600 hours volunteered in the Greater Fayetteville community
- ▶ PWC employees donated over \$120,000 to local causes
- ▶ 100+ Community Organizations supported by PWC and our employees
- ▶ 20 Facility Tours, Speaker Requests, Career Fairs coordinated in FY24
- ▶ PWC Hosted Events: PWC Days & PWC Expo

## GENERAL MANAGER REPORT

### VI. COMMISSIONER/LIAISON COMMENTS

### VII. REPORTS AND INFORMATION

- A. LGRS Letter – December 2024
- B. Career Opportunities
- C. Approved N.C. Department of Transportation Encroachment Agreement(s):
  - Encr. #19869 – install 4-in., sanitary sewer lateral @ NC53 (Cedar Creek Road)
- D. Actions by City Council during the meeting of December 9, 2024, related to PWC:
  - Approved Phase 5 Annexation Area 32 East Section I Resolution Declaring Cost, Ordering Preparation of Preliminary Assessment Roll, and Setting Time and Place for Public Hearing on Preliminary Assessment Roll

### VIII. ADJOURN

### IX. ADJOURNMENT

There being no further discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Rowe Garrett, and unanimously approved, the meeting adjourned at 9:27 a.m.