

**CITY COUNCIL STRATEGIC PLANNING MEETING
300 WEST CROWELL STREET
MONROE, NORTH CAROLINA 28112
MAY 12, 2026 – 4:30 P.M.
AGENDA
www.monroenc.org**

1. America250 Committee Update
2. Proclamation Observing Mental Health Awareness Month as May 2026
3. Call for Public Hearing to be Held May 26, 2026 to Consider Code of Ordinances Amendments to Chapter 56 titled Water Shortage Response
4. Downtown Master Plan Update
5. Finance and Information Technology Building Status Report
6. Legislative Update
7. Mass Notification Communication System



STAFF REPORT

TO: City Council
VIA: Mark Watson, City Manager
DATE: May 12, 2026
FROM: Lisa Stiwinter, Planning and Development Director
PREPARED BY: Keri Mendler, Planner
SUBJECT: America250 Committee Updates

SUMMARY STATEMENT

On July 4, 2026, we will celebrate 250 years since the signing of the Declaration of Independence. In the Fall of 2025, City Council requested a committee be formed to plan various events to celebrate this momentous occasion throughout the city. Staff will provide an update on committee meetings to date.

REVIEW

The America 250 committee has met three times since our last update to City Council. Planned events include a Fourth of July celebration expansion, community mural painting project, service-oriented week called Serve Monroe, fitness challenges at the Monroe Aquatics and Fitness Center, educational poster passport program, and the on-going movie series. Staff will provide a more comprehensive update at the meeting on May 12, 2026.

RECOMMENDATION

For informational purposes only, no action needed.

Prepared by: KM 4/29/26



STAFF REPORT

TO: City Council
VIA: Mark Watson, City Manager
DATE: May 12, 2026
FROM: Surluta Anthony, Mayor Pro Tem
Julie Thompson, Council Member
PREPARED BY: Bridgette H. Robinson, City Clerk
SUBJECT: Proclamation Observing Mental Health Awareness Month as May 2026

SUMMARY STATEMENT

Presentation and Proclamation observing Mental Health Awareness Month as May 2026.

REVIEW

H&S Therapeutic Services has requested an opportunity to engage with the City of Monroe during Mental Health Awareness Month to bring greater awareness to mental health and request the issuance of a Proclamation observing Mental Health Awareness Month as May 2026.

RECOMMENDATION

Following a presentation by H&S Therapeutic Services, City Council is requested to adopt a Proclamation observing Mental Health Awareness Month as May 2026.

Attachment: Proclamation P-2026-15

**PROCLAMATION OBSERVING
MENTAL HEALTH AWARENESS MONTH
MAY 2026
P-2026-15**

WHEREAS, mental health is a fundamental component of overall health and well-being, shaping how individuals think, feel, and contribute to the life of our community; and

WHEREAS, mental health challenges affect individuals and families across all ages, backgrounds, and walks of life, including many within the City of Monroe; and

WHEREAS, stigma, misunderstanding, and barriers to care too often prevent individuals from seeking the support and treatment they need; and

WHEREAS, promoting awareness and encouraging open, respectful dialogue about mental health strengthens our community and fosters compassion, resilience, and understanding; and

WHEREAS, access to quality mental health services and community-based resources is essential to ensuring that all residents can lead healthy and productive lives; and

WHEREAS, Mental Health Awareness Month provides an important opportunity to increase public understanding, reduce stigma, and encourage individuals to prioritize their mental health and well-being.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Monroe does hereby proclaim and observe May 2026 as Mental Health Awareness Month in the City of Monroe and encourage all residents to support one another, seek assistance when needed, and join in efforts to promote mental wellness and reduce stigma throughout our community.

IN WITNESS WHEREOF, duly adopted by the Monroe City Council during the May 12, 2026 City Council Strategic Planning Meeting and signed by the Mayor on behalf of the Monroe City Council.

Attest:

Robert A. Burns, Mayor

Bridgette H. Robinson, City Clerk



STAFF REPORT

TO: City Council

VIA: Mark Watson, City Manager

DATE: May 12, 2026

FROM: Jay Voyles, Deputy General Manager of Energy Services and Water Resources

PREPARED BY: Jay Voyles, Deputy General Manager of Energy Services and Water Resources

SUBJECT: Revisions to Water Shortage Response Plan

SUMMARY STATEMENT

The Department of Water Resources is proposing minor revisions to the City's Water Shortage Response Plan. The proposed amendments would remove the automatic 5% water rate increase currently associated with Stage 2 Water Shortage and update position titles within the plan to reflect the City's current combined utility structure.

REVIEW

Due to ongoing drought conditions affecting the City of Monroe and much of the Carolinas, the City is approaching Stage 2 Water Shortage with imposed mandatory water restrictions. Monroe has been operating under Stage 1 Water Shortage with voluntary restrictions for conservation since January 26, 2026.

Under the current Water Shortage Response Plan, entering Stage 2 would automatically result in a 5% water rate increase for all customers. Staff believes that customers, businesses, and the general public should receive an additional level of warning through mandatory conservation measures before a rate increase is imposed.

Stage 2 Mandatory Water Restrictions would still require customers to reduce water use and comply with mandatory conservation measures. However, removing the automatic 5% rate increase from Stage 2 would allow the City to emphasize compliance, public awareness, and conservation before imposing additional financial impacts on customers.

Staff is also proposing administrative updates to the plan to reflect the City’s current organizational structure. Specifically, references to the “Director of Water Resources” would be revised to “General Manager of Energy Services and Water Resources,” consistent with the City’s combined utility structure.

The Public Enterprise Committee heard this request at the May 6, 2026 Meeting and recommended approval.

RECOMMENDATION

The Public Enterprise Committee and Staff recommend that the City Council call for a public to be held on May 26, 2026 to consider the proposed amendments.

Attachment: WSRP_ProposedAmendments

- [56.01](#) Declaration
- [56.02](#) Definitions
- [56.03](#) Description of water supply shortages
- [56.04](#) Stages of water supply shortages
- [56.05](#) Public notification of water supply shortages
- [56.06](#) Compliance required in the event of water supply shortage
- [56.07](#) Restrictions and prohibitions during water supply shortage
- [56.08](#) Water supply shortage rates and surcharges
- [56.09](#) Compliance
- [56.10](#) Enforcement and civil penalty
- [56.11](#) Criminal fines
- [56.12](#) Discontinuance of service
- [56.13](#) Continuing and separate violations
- [56.14](#) Severance provision
- [56.15](#) Application of chapter
- [56.16](#) Termination of declared emergency
- [56.17](#) Repeal of prior ordinances
- [**56.18**](#) *Review and revisions to Ordinance*
- [**56.19**](#) *Irrigation meter requirement*

§ 56.01 DECLARATION.

Whenever the water supply of the city is declining due to conditions which may adversely affect the continued availability of water for human consumption, sanitation, health and fire protection, it may become necessary to declare a water shortage and implement conservation requirements under the standards set in this chapter.

(Ord. O-2002-51, passed 8-20-02)

§ 56.02 DEFINITIONS.

For the purpose of this ordinance, the following terms, words, and phrases and their derivations shall have the meaning given herein. The word "shall" is always mandatory and not merely directory.

AUTOMATIC IRRIGATION SYSTEM – Any system that performs landscape irrigation or watering via a timer, controller or other device, which operates independent of on site supervision or control.

CITY. The City of Monroe.

CUSTOMER. A person in whose name a water connection is made and to whom a bill is issued, whether such connection is inside or outside the corporate limits of the City.

HAND WATERING – Watering from hand held can or container, not connected to or filled from a hose or outside spigot.

HOSE WATERING – Watering from a garden or other type of watering hose connected to an outside spigot or faucet.

NON-POTABLE WATER - Water from any source other than the potable drinking water supply system. Does not include “grey water” as defined by the Health Department.

PERSON. Any person, firm, partnership, association, corporation, company, limited liability company, professional association, or organization of any kind. The term ***PERSON*** shall also include customers

SPRINKLER WATERING - Watering from a hose connected sprinkler or from sprinklers connected to an irrigation system with fixed heads that may or may not include an automatic timer control.

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WATER. Raw or treated water from the City public water supply system.

(Ord. O-2002-51, passed 8-20-02)

§ 56.03 DESCRIPTION OF WATER SUPPLY SHORTAGE.

(A) A water supply shortage shall be declared to exist when the reserve water supply available to the City reaches the point where continued declines in supply may jeopardize the ability to provide citizens and businesses with water needed to protect health and safety without curtailing water demand.

(B) In determining the extent of the water shortage, the following criteria shall be considered: storage levels in City lakes, inflow from stream sources, daily water use patterns and quantities, outlook for precipitation, and availability of water from other sources.

(C) A water shortage shall also be declared to exist when production, transmission, and storage facilities are incapable of meeting all daily water demands needed to protect public safety and health.

(Ord. O-2002-51, passed 8-20-02)

§ 56.04 STAGES OF WATER SUPPLY SHORTAGE.

The severity of the water shortage shall be determined primarily by the criteria set out in § 56.03, as it relates to the number of days of water supply remaining in the City's system. It shall be the responsibility of the City's General Manager of Energy Services & Water Resources ~~Water Resources Director~~ to monitor all components of the water supply system and determine when a shortage exists. The following stages are defined:

<u><i>Water Shortage Stage</i></u>	<u><i>Response Level</i></u>	<u><i>Days of Supply Remaining</i></u>
<i>Stage 1</i>	<i>Voluntary</i>	<i>180</i>
<i>Stage 2</i>	<i>Mandatory</i>	<i>160</i>
<i>Stage 2A</i>	<i>Mandatory</i>	<i>130</i>
<i>Stage 3</i>	<i>Mandatory</i>	<i>100</i>
<i>Stage 4</i>	<i>Emergency</i>	<i>75</i>
<i>Stage 5</i>	<i>Rationing</i>	<i>50</i>

§ 56.05 PUBLIC NOTIFICATION OF WATER SUPPLY STORAGE.

(A) In the event that a water shortage of any degree as defined herein occurs, the General Manager of Energy Services & Water Resources ~~Water Resources Director~~ shall notify the City Manager of said shortage. The City Manager is authorized and empowered, after communication to the Mayor and City Council, to give notice to the general public of the existence and severity of the water shortage. In order to protect the health, safety, and livelihood of the people supplied water by the City, the City Manager may place in effect the restrictive provisions hereinafter authorized. Notice shall be

given by public press announcement and other means as deemed necessary and the terms of the notice shall become effective immediately.

(B) The ~~General Manager of Energy Services & Water Resources~~ ~~Water Resources Director~~ shall perform periodic review of the water supply status and notify the City Manager when the number of day's water supply exceeds the upper threshold of the effective stage by more than fifteen days. In such event, the City Manager shall modify the shortage stage, or cancel the water shortage if appropriate.

(Ord. O-2002-51, passed 8-20-02)

§ 56.06 COMPLIANCE REQUIRED IN THE EVENT OF WATER SUPPLY SHORTAGE.

In the event that the City Manager issues a water shortage notice as described in this chapter, it shall be unlawful for any person to use or permit the use of water from the City's water system for any of the purposes hereinafter set forth until such time as this chapter is amended or repealed, or until the City Manager has declared such provisions no longer in effect.

(Ord. O-2002-51, passed 8-20-02)

§ 56.07 RESTRICTIONS AND PROHIBITIONS DURING WATER SUPPLY SHORTAGE.

Upon declaration and notice by the City Manager of a water supply shortage, the following shall be in full force and effect:

(A) *Stage 1 Water Shortage.* The following voluntary water restrictions shall be requested:

(1) Voluntary, commercial, manufacturing, institutional and residential conservation measures will be strongly encouraged and recommended including the following:

- (a) Inspect and repair all faulty and defective parts of faucets and toilets.
- (b) Use shower for bathing rather than bathtub and limit shower to no more than five minutes. Turn off water while soaping up.
- (c) Do not leave faucets running while shaving, rinsing dishes, or brushing teeth.
- (d) Limit use of clothes washers and dishwashers and when used, operate fully loaded.

- (e) Limit lawn watering to that necessary for plant survival. Recommend that all watering occur between sunset and sunrise.
- (f) Water shrubbery the minimum required, reusing household water when possible.
- (g) Limit vehicle washing.
- (h) Do not wash down outside areas such as sidewalks, patios, driveways, etc.
- (i) Install water flow restrictions in showerheads and other water saving devices.
- (j) Use disposable and biodegradable dishes where possible.
- (k) Install water saving devices in toilets such as early closing flapper valves.
- (l) Limit hours of water-cooled air conditioners.
- (m) Do not fill swimming, wading pools, or decorative ponds.
- (n) Do not allow children to play with water hose connected to the City water system.

(2) Water supply line pressure should be reduced where feasible to reduce water consumption if it will not adversely affect the operation of fixtures, equipment, public safety, or health devices.

(3) Conservation in public buildings, institutions, and similar facilities is encouraged by reducing pressure at plumbing fixtures and by installation of restricting devices.

(4) Water conservation should be followed during all phases of construction related activities. Where appropriate, water needed should be obtained from supplemental sources.

(B) *Stage 2 Water Shortage.* If the voluntary restrictions from Stage 1 are not sufficient, and the City water supply continues to decline, the mandatory water restrictions contained in Table 2 shall be imposed:

(C) *Stage 2A Water Shortage.* If the City water supply continues to decline after implementation of Stage 2 mandatory restrictions, the mandatory water restrictions shown in Table 2A, in addition to those from Stage 2, shall be imposed. In any situation where the terms and conditions of Stage 2A conflict with the terms and conditions of any other water shortage stage, the more restrictive shall apply.

(D) *Stage 3 Water Shortage.* If the City water supply continues to decline after implementation of Stage 2A mandatory restrictions, the mandatory water restrictions shown in Table 3, in addition to those from Stage 2A, shall be imposed. In any situation where the terms and conditions of Stage 3 conflict with the terms and conditions of any

other water shortage stage, the more restrictive shall apply. Usage exceeding that defined in § 56.08 shall be subject to surcharge.

It shall be unlawful to:

1. Violate any water restriction shown in Table 3.

2. Exceed the following water usage mandate: All residential customers shall comply with the allowable use quantities in § 56.08. All non-residential customers shall reduce their water usage by 10% of their average usage during a corresponding or comparable billing period, in which no Stage of this ordinance was in effect. If no meter readings are recorded or otherwise available for a customer's billing period, an average of similar users will be established for the customer by the General Manager of Energy Services & Water Resources~~Water Resources Director~~. Non-residential customers include governmental, commercial, industrial, multi-family, institutional, public, social, and all other such users. It is the primary responsibility of each non-residential customer to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days, if necessary.

Each customer shall provide access to City personnel for the purposes of meter reading and monitoring compliance with this ordinance. If the mandated reduction in water usage cannot be obtained without threatening health or safety, or if there has been a significant change in the customer's circumstances, the customer may apply to the City Manager, or his or her designee, for a variance to the mandate.

(E) *Stage 4 Water Shortage*. If the City water supply continues to decline after implementation of Stage 3 restrictions, the *emergency* water restrictions shown in Table 4, in addition to those from Stage 3, shall be imposed. In any situation where the terms and conditions of Stage 4 conflict with the terms and conditions of any other water shortage stage, the more restrictive shall apply. Usage exceeding that defined in § 56.08 shall be subject to surcharge.

It shall be unlawful to:

1. Violate any water restriction shown in Table 4.

2. Exceed the following water usage mandate: All residential customers shall comply with the allowable use quantities in § 56.08. All non-residential customers shall reduce their water usage by 25% of their average usage during a corresponding or comparable billing period, in which no Stage of this ordinance was in effect. If no meter readings are recorded or otherwise available for a customer's billing period, an average of similar users will be established for the customer by the Water Resources Director. Non-residential customers include governmental, commercial, industrial, multi-family, institutional, public, social, and all other such users. It is the primary responsibility of each non-residential customer to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days, if necessary.

Each customer shall provide access to City personnel for the purposes of meter reading and monitoring compliance with this ordinance. If the mandated reduction in water usage cannot be obtained without threatening health or safety, or if there has been a

significant change in the customer's circumstances, the customer may apply to the City Manager, or his or her designee, for a variance to the mandate.

(F) *Stage 5 Water Shortage.* If the City water supply continues to decline after implementation of Stage 4 restrictions, the **rationing** water restrictions shown in Table 5, in addition to those from Stage 4, shall be imposed. In any situation where the terms and conditions of Stage 5 conflict with the terms and conditions of any other water shortage stage, the more restrictive shall apply. Usage exceeding that defined in § 56.08 shall be subject to surcharge.

It shall be unlawful to:

1. Violate any water restriction shown in Table 5.
2. Serve food or beverages in restaurants, cafeterias, and other commercial food establishments to customers using anything other than disposable plates, saucers, cups, utensils, napkins, and tablecloths.
3. Exceed the following water usage mandate: All residential customers shall comply with the allowable use quantities in § 56.08. All non-residential customers shall reduce their water usage by 50% of their average usage during a corresponding or comparable billing period, in which no Stage of this ordinance was in effect. If no meter readings are recorded or otherwise available for a customer's billing period, an average of similar users will be established for the customer by the General Manager of Energy Services & Water Resources~~Water Resources Director~~. Non-residential customers include governmental, commercial, industrial, multi-family, institutional, public, social, and all other such users. It is the primary responsibility of each non-residential customer to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days, if necessary.
4. Make any new service connections to the City water system except for public and other schools satisfying the compulsory education requirements of the laws of the State of North Carolina, public facilities for sheriff, police, fire protection, hospitals and emergency medical services, and facilities of public service companies regulated as public utilities under the laws of the State of North Carolina.

(G) *The General Manager of Energy Services & Water Resources~~Water Resources Director~~ shall utilize water production and customer billing data to evaluate the effectiveness of water use restriction and actual water savings.*

(H) *Requests from water customers for a variance from the stated water restrictions shall be sent in writing to the General Manager of Energy Services & Water Resources~~Water Resources Director~~. The request shall outline the basis and justification for the variance request including, but not limited to, the number of persons in the home, medical conditions, severe economic hardship, etc. Each request shall also outline the conservation measures that have been adopted by the customer and an acknowledgement of receipt of all public information items regarding water conservation provided by the City. The General Manager~~Director~~ shall review each*

request and send a recommendation to the City Manager. The City Manager's decision related to each request shall be final.

§ 56.08 WATER SUPPLY SHORTAGE RATES AND SURCHARGES.

(A) During a declared water supply shortage it shall be necessary to impose temporary water rate increases to ensure adequate operating revenue and to encourage conservation. The following table shows the magnitude of rate increase to be imposed, above the prevailing fee schedule, for the volumetric usage charge per 1,000 gallons. This shall apply to all customer classes. Monthly customer charges shall not be increased by these percentages. Increases shall be prorated over the billing period based on the effective date of the water shortage declaration.

Water Shortage Stage	% Increase
Stage 1	None
Stage 2 and 2A	None 5%
<u>Stage 2A</u>	5%
Stage 3	15%
Stage 4	30%
Stage 5	50%

(B) During a declared water supply shortage it shall also be necessary to impose additional fees for excessive water use. For residential accounts the allowable use shall be based on a fixed monthly allowable volume as shown below. For residential accounts having both a domestic and irrigation metered service, allowable use shall be based on the consumption for both meters. Fines for unauthorized taking of water as defined in Chapter 53 of this Code, shall be doubled during any declared water shortage. For non-residential accounts, allowable use shall be based on a required percentage reduction from their average usage during the most recent 12 months in which no water shortage declaration was in effect. For example, a 10% reduction will result in an allowable use of 90% of previously demonstrated usage from the previous 12-month period. If no meter readings are available for a customer's billing period, an average of similar users will be established for the customer by the General Manager of Energy Services & Water Resources~~Water Resources Director~~. Such customers shall include governmental, commercial, industrial, institutional, public, multi-family, and all other such users. The following table shows the allowable usage quantities and the excessive usage charge.

Water Shortage Stage	Allowable Use Quantity		Excessive Use Fee (Per 1,000 Gallons)
	Residential	Commercial	
Stage 1	N/A	N/A	None
Stage 2 and 2A	N/A	N/A	None
Stage 3	6,000 Gal	90%	5 X Existing Rate
Stage 4	5,000 Gal	75%	5 X Existing Rate
Stage 5	4,000 Gal	50%	10X Existing Rate

(C) It is the primary responsibility of each non-residential customer to meet its mandated water use reduction by utilizing whatever means necessary, including limitation of operating hours, days, etc. Each customer shall provide access to City personnel for the purpose of meter reading and monitoring compliance with this ordinance. If the mandated reduction in water use cannot be obtained without threatening health or safety, or if there has been a significant change in the customer's circumstances, the customer may apply to the City Manager or his or her designee, for a variance to this mandate.

(Ord. O-2002-51, passed 8-20-02)

§ 56.09 COMPLIANCE.

Compliance with the provisions of this chapter shall be enforced by personnel of the Water Resources Department, the City of Monroe Police Department, and other such personnel as designated by the City Manager. Failure to comply with any of the regulations of this chapter shall be unlawful and a violation of the ordinance and all remedies authorized by G.S. § 160A-175 for noncompliance with the ordinance, including the issuance of a civil penalty or criminal citation, and actions for injunctive relief to enjoin or restrain violations. It shall be unlawful to fail to act in accordance therewith or to waste water or to use water in any manner or attempt to evade or avoid such water restrictions.

§ 56.10 ENFORCEMENT AND CIVIL PENALTY.

(A) Residential users. Any residential user who shall violate any provision of this chapter shall be subject to civil penalties recoverable in the nature of a civil debt.

(1) Civil penalties for a violation of Stage 2, 2A, and 3 mandatory restrictions shall be as follows:

- (a) A warning for the first offense;
- (b) A civil penalty in the amount of \$100 for the second offense; and
- (c) A civil penalty in the amount of \$200 for the third and successive offenses.

(2) In Stages 4 or 5, there shall be no warnings given for violations by residential users of the mandatory restrictions of these Stages and the penalties shall be \$100 for the first offense, \$200 for the second offense and successive offenses.

(B) Non-residential users. Any non-residential customer, who violates any provision of this chapter, shall be subject to a civil penalty recoverable in the nature of a

civil debt except as provided in section (D) below. Civil penalties for a violation of any mandatory restriction of any Stage of this ordinance shall be as follows:

- (1) A warning for the first offense;
- (2) A civil penalty of \$200 for the second violation;
- (3) A civil penalty of \$500 for the third violation; and
- (4) A civil penalty of \$1,000 for the fourth and successive offenses.

(C) Accumulation of violations. Violations shall be accumulated by all customers so long as this ordinance, in any of its Stages, is continuously in effect and until no Stage of this ordinance has been in effect for a period of one calendar year. Violations of any of the mandatory restrictions of any Stage shall accumulate with violations of other Stages. Should a customer move, or cease and renew service, during the period described herein, the customer's violations shall continue to accumulate as if such move or cessation had not occurred.

(D) Civil penalties for excessive water use. Excessive use water rates imposed upon users by Stages 3, 4 and 5 constitute the sole monetary penalty for such excessive use. Other violations by such users shall be subject to the civil penalties and other enforcement measures set out herein. Other enforcement procedures shall apply to such users for excessive use and other violations.

(Ord. O-2002-51, passed 8-20-02)

§ 56.11 CRIMINAL FINES.

Upon a fourth or subsequent violation of this ordinance a criminal warrant may be issued to the offending person. Any violations of the provisions of this chapter shall constitute a Class 3 misdemeanor punishable upon conviction by a term of imprisonment and by a fine as provided by G.S. § 14-4.

(Ord. O-2002-51, passed 8-20-02)

§ 56.12 DISCONTINUANCE OF SERVICE.

The City Manager shall have the authority to discontinue, or restrict, water service to any person or structure in the event of a violation of the provisions of this chapter during a Stage 2, 2A, 3, 4, or 5 water shortage period. Prior to such termination, written notice of intent to terminate or restrict shall be given.

(Ord. O-2002-51, passed 8-20-02)

§ 56.13 CONTINUING AND SEPARATE VIOLATIONS.

Each day's continuing violation of this chapter shall be a separate and distinct criminal or civil offense. Each violation of the ordinance shall be a separate offense even if occurring on the same day.

(Ord. O-2002-51, passed 8-20-02)

§ 56.14 SEVERANCE PROVISION.

If any section, subdivision, clause, or provision of this chapter shall be judged invalid, such adjudication shall apply only to such section, subdivision, clause, or provision so adjudged, and the remainder of this chapter shall be declared valid and effective.

(Ord. O-2002-51, passed 8-20-02)

§ 56.15 APPLICATION OF CHAPTER.

The provisions of this ordinance shall apply to all such persons using public water both in and outside the City, regardless of whether any such person using water shall have a contract for water service with the City.

(Ord. O-2002-51, passed 8-20-02)

§ 56.16 TERMINATION OF DECLARED EMERGENCY.

Termination of any phase of the emergency provisions of this chapter shall be determined by the City Manager when he or she finds that the water supply of the City water system is no longer so low as to constitute a water emergency. Upon termination of any emergency declared under this ordinance, all fines or penalties incurred by any person or customer shall remain in effect until paid. Upon such termination, discontinued users may have their service restored upon payment of the regular cut-on fees except for those users cut off without notice.

(Ord. O-2002-51, passed 8-20-02)

§ 56.17 REPEAL OF PRIOR ORDINANCES.

All ordinances and clauses of ordinances in conflict herewith are stayed while any Stage of this ordinance is in effect. Such conflicting ordinances and clauses shall become effective upon termination of such Stages.

(Ord. O-2002-51, passed 8-20-02)

§ 56.18 REVIEW AND REVISIONS TO ORDINANCE.

The provisions of this ordinance shall be reviewed regularly and revised based on new circumstance and any time that emergency response restrictions are implemented. At a minimum, the Ordinance shall be updated every five years. All revisions shall be approved by City Council via published agenda, providing opportunity for public review and comment. The Ordinance will be posted for 15 days at City hall prior to City Council considering changes.

§ 56.19 IRRIGATION METER REQUIREMENT.

Pursuant to G.S. 143-355.4 all new in-ground irrigation systems shall be supplied from a separate irrigation meter. The metered irrigation service may be connected by direct tap to the water main or by a split line off of the non-irrigation water service as determined by the General Manager of Energy Services & Water Resources ~~Water Resource Director~~. All installations shall be in accordance with all applicable regulations, polices, permits, and procedures.

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STAFF REPORT

TO: City Council
VIA: Mark Watson, City Manager
DATE: May 12, 2026
FROM: Ashley Nowell, Downtown Director
PREPARED BY: Ashley Nowell, Downtown Director
SUBJECT: Downtown Master Plan Update

SUMMARY STATEMENT

Staff will provide City Council with an update on the status of Monroe’s Downtown Master Plan.

REVIEW

The Downtown Master Plan is moving along, with a public input workshop in February, a completed market analysis, several steering committee meetings, and 2 public surveys.

Staff will recap the meetings, surveys, and workshops that have occurred in the last quarter, and preview upcoming ways to be involved.

RECOMMENDATION

This item is for discussion.



STAFF REPORT

TO: City Council
VIA: Mark Watson, City Manager
DATE: May 12, 2026
FROM: Lisa Hollowell, Assistant City Manager
PREPARED BY: Lisa Hollowell, Assistant City Manager
SUBJECT: Finance/Information Technology Building Status Report

SUMMARY STATEMENT

Staff will provide City Council a review of the new Finance and Information Technology (FIT) Building, departmental relocations, and functions. The review will also highlight benefits of the new building, including improved collaboration among workgroups and more efficient use of City facilities.

REVIEW

The City of Monroe’s new Finance and Information Technology (FIT) Building is nearing completion, with the Certificate of Occupancy (CO) anticipated in May 2026 and staff relocations expected to begin in June 2026. The approximately 36,000-square-foot facility includes nearly 20,000 square feet of office space and will house approximately 35 City employees, along with warehouse and storage space to support utility and procurement operations.

The FIT Building will serve as the location for the City’s Information Technology and Finance operations. Departments and functions relocating to the facility include Information Technology staff, the City’s primary data center, Finance Administration, Accounting, Budgeting, and Utility Billing. The building has been designed to support the City’s long-term operational needs of technology infrastructure and staff workspace and improved collaboration areas.

The project represents a continued investment in the City’s internal operations for maximum service delivery to residents. Co-locating workgroups that are currently separated but routinely collaborate will improve communication, efficiency and day-to-day coordination between

departments. The facility will also provide the Information Technology Department with the specialized space necessary to manage and protect the City's systems, data, fiber network, and core operational infrastructure.

In addition to supporting Finance and IT operations, the transition will create opportunities to better utilize existing space within City Hall and other facilities. The reorganization of departments will allow workgroups to be reunited, improve operational flow, and create more efficient use of City-owned facilities across the organization.

This project reflects the City's continued commitment to smart investment of infrastructure, technology, and efficient government operations.

RECOMMENDATION

This is for information only.



STAFF REPORT

TO: City Council

VIA: Mark Watson, City Manager

DATE: May 12, 2026

FROM: Lisa Hollowell, Assistant City Manager

PREPARED BY: Lisa Hollowell, Assistant City Manager

SUBJECT: Legislative Update

SUMMARY STATEMENT

The North Carolina General Assembly convened its 2026 short session on April 21, 2026, and has since begun introducing and advancing legislation that impacts municipalities, including the City of Monroe. This report shares an update of legislation impacting municipalities.

REVIEW

HB 1032 Repeal Two Percent Local Grocery Tax, **repeals the 2% sales tax on groceries**. If enacted, this change would become effective on October 1, 2026 and applies to sales made on or after that date. The North Carolina General Assembly's Fiscal Research Division estimates Statewide local revenue reduction of \$412.5 million in FY 2026-27 and \$601M Statewide annual reduction in FY 2030-31. This will impact all counties, municipalities and any local entity sharing in the distribution of sales tax. The amount of the impact specific to the City of Monroe is being evaluated by Staff and will be provided when completed.

SB 889 Property Tax Reappraisal Moratorium, proposes a **one-year moratorium on the implementation of 2026 property tax reappraisals** in North Carolina counties scheduled for implementation of new schedules in 2026 and these counties would be required to **continue using prior property values for the FY 2026–27 budget year**, with updated 2026 values delayed until 2027. Union County had a revaluation in 2025 and this bill does not impact the City of Monroe.

RECOMMENDATION

Staff is providing this legislative update to Council for informational purposes only.



STAFF REPORT

TO: City Council

VIA: Mark Watson, City Manager

DATE: May 12, 2026

FROM: Lisa Hollowell, Assistant City Manager

PREPARED BY: Jason Puckett, Communications Supervisor

SUBJECT: Mass Notifications Communications System Update

SUMMARY STATEMENT

The City of Monroe is launching Monroe Alerts, a mass notification system that will give the City the ability to reach residents, visitors, employees, and utility customers instantly via text, email, phone, and a mobile application. This presentation is for information only, and Staff will provide City Council with an overview of the system, how it is structured, who it serves, and how it will be launched to the public.

REVIEW

The City of Monroe has procured a mass notification platform called CivicReady, provided by CivicPlus, the same vendor that operates other platforms for the City, which will allow ease of coordination. The system will be branded publicly as Monroe Alerts.

Monroe Alerts allows the City to send time-sensitive information to residents, employees, and other defined audiences through multiple channels simultaneously, including text messages, emails, and phone calls. The platform supports geofencing, meaning messages can be targeted to specific geographic areas within the City.

While this will primarily be a tool for emergency or time-critical updates, it also has many uses in non-emergency situations for communications about activities, programs, and other offerings by the City.

The system is expected live on May 11th and the City is encouraging signup awareness through social media, the City's website, and multiple physical avenues.

RECOMMENDATION

Staff recommends that the City Council receive this report about implementation of the City's mass communications and notification system for informational and educational purposes only.