

MAYOR AND BOARD OF ALDERMEN

PURPOSE:

As elected officials within the framework of the council/manager form of town government, members of the Board of Aldermen make decisions and set policies to ensure the safety, health, attractiveness and social well-being of the community.

GOALS

- Diversify revenue stream to maintain ethnic and economic diversity.
- Protect historic neighborhoods and maintain Carrboro's unique identity.
- Improve walkability and public transportation.
- Encourage development that is compact, dense, and appeals to diverse lifestyles and incomes.
- Enhance and sustain quality of life / place issues for everyone.

SERVICES PROVIDED & ACTIVITIES

- Establishes annual goals for the organization.
- Reviews, reinforces, or alters public policies and long-range planning governing municipal operations and functions.
- Establishes priorities and funding limits through adoption of an annual budget.
- Grants or denies requests for conditional use permits.
- Responds to and communicates with citizens regarding their concerns, perspectives, and initiatives.
- Supervises work and responsibilities of Town Manager, Town Attorney, and Town Clerk.
- Makes appointments to and serves on committees and task forces.
- Participates in county and regional-wide planning and establishment of public policy.

UPCOMING FISCAL YEAR OBJECTIVES

- Review downtown parking situation.
- Encourage commercial development, especially local, "green collar", and arts-related businesses, through zoning changes, the Revolving Loan Fund, the Local Living Economy Task Force, and other initiatives identified at the annual retreat.
- Work to improve housing affordability.

PREVIOUS YEAR ACCOMPLISHMENTS

- Arranged interim uses for property at site of future Martin Luther King (MLK) Jr. Park.
- Refined plans for increasing commercial development in Carrboro.
- Started design and construction process for Fire Station #2.
- Adopted Comprehensive Bicycle Plan.

BUDGET SUMMARY

MAYOR AND BOARD OF ALDERMEN - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	105,300	110,828	116,787	119,086	2%
OPERATIONS	138,297	141,254	165,350	162,650	-2%
CAPITAL OUTLAY	5,115	0	0	0	0%
TOTAL	248,711	252,082	282,137	281,736	0%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS				
PART-TIME POSITIONS	1	1	1	1
TOTAL	1	1	1	1

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increase in personnel costs reflects a difference in supplemental benefits. Changes in operating costs are a reflection of the deletion of one time election costs

(\$12,700) and an increase in professional services for Town Attorney (\$10,000).

ADVISORY BOARDS AND COMMISSIONS

PURPOSE:

The Advisory Boards and Commissions advise the Board of Aldermen on issues and policy decisions as provided for in the Carrboro Town Code.

SERVICES PROVIDED & ACTIVITIES

- Review and make comments to the Board of Aldermen on proposed policies, plans and ordinances.
- Make recommendations to the Board of Aldermen as to the need for policies and ordinances.

BUDGET SUMMARY

ADVISORY BOARDS/COMMISSIONS - DEPARTMENTAL TOTAL					
	2007-08 ACTUAL	2008-09 ACTUAL	2009-10 ADOPTED BUDGET	2010-11 ADOPTED BUDGET	% CHANGE 2010/11 FROM 2009/10
SUMMARY					
PERSONNEL	0	0	0	0	0%
OPERATIONS	6,451	7,791	12,750	12,750	0%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	6,451	7,791	12,750	12,750	0%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The Advisory Board budget will remain constant for FY 2010-11.

GOVERNANCE SUPPORT

PURPOSE:

This budget category supports local and regional agencies providing community services or information vital to the execution of Board of Aldermen priorities.

BUDGET SUMMARY

GOVERNANCE SUPPORT - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	0	0	0	0	0%
OPERATIONS	201,891	258,632	261,091	266,003	2%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	201,891	258,632	261,091	266,003	2%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The major increase in the budget is reflected in the Human Services Grant Fund (\$3,794).

TOWN MANAGER

PURPOSE

The Town Manager serves as primary advisor to, and implements the policies of, the Mayor and Board of Aldermen. The Town Manager communicates these policies to residents and staff, and effectively organizes and manages town staff and resources to respond to the community and residents' needs.

GOALS

- To lead an organization that functions well internally and implements Board policies in a timely, effective, efficient, and friendly manner.
- To give well-informed, helpful advice to the Board on policy options and other matters.
- To facilitate effective Board action through the presentation of clear, concise agendas.
- To adhere to the professional code of ethics and always work towards the long-term best interests of the Town.
- To ensure staff satisfaction and retention.

SERVICES PROVIDED & ACTIVITIES

- Provides general guidance and support to town departments in achieving town-wide goals and objectives
- Seeks capital improvement strategies to meet the needs of the town and organization.
- Studies, develops, and implements policy and program recommendations at the direction of the Board of Aldermen
- Provides support for the Board of Aldermen.

- Represents the town's interests on local, regional, and state-wide bodies dealing with issues important to Carrboro.
- Conducts and facilitates public communication with the Mayor and Board of Aldermen, residents, employees, and other users of town services.

UPCOMING FISCAL YEAR OBJECTIVES

- Look for ways to continue providing quality services in ways that minimize the impact on the property tax rate.
- Focus on Board's economic development initiatives.
- Continue Better Together process with emphasis on sustainability.

PREVIOUS YEAR ACCOMPLISHMENTS

- Solid progress in all areas listed in "Goals" section.
- Completed construction of new Fire Station. (Anticipated before start of FY 2010)

BUDGET SUMMARY

TOWN MANAGER - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	240,797	234,252	248,043	252,538	2%
OPERATIONS	16,117	14,332	24,480	24,450	0%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	256,914	248,584	272,523	276,988	0

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS	2	2	2	2
PART-TIME POSITIONS				
TOTAL	2	2	2	2

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The primary increase in the Town Manager's budget is due to health insurance and retirement increases.

ECONOMIC AND COMMUNITY DEVELOPMENT

PURPOSE:

The Economic and Community Development Department promotes and enhances the economic well being of Carrboro and promotes and facilitates the development of safe, decent, and affordable housing for Carrboro residents.

GOALS

- Create opportunities to diversify the tax base, to create more high paying jobs in town, and to promote the town's image as a place for businesses.
- Provide opportunities for the homeless to have adequate shelter and support services as outlined in the Ten Year Plan to End Homelessness.
- Provide for emergency housing rehabilitation through the Carrboro Affordable Housing Fund.
- Provide adequate parking in the downtown to support existing and potential businesses.
- Maintain current working relationships with the community, business leaders, banks, property owners, and staff.
- Prepare citizens and newcomers for new business ownership.
- Increase the number of affordable housing units in the Town.
- Increase the number of women and minority-owned businesses.
- Improve and increase services to populations in need.
- Promote and support locally owned businesses through as many venues as possible.
- Enhance characteristics of downtown as cultural, recreational, and economic destination and engine.

SERVICES PROVIDED & ACTIVITIES

- Work with all potential and current developers to facilitate the project review process and project implementation.
- Administer Human Services grant program.

- Coordinate housing as a Consortium member to help local non-profits secure funding to provide affordable housing throughout Orange County and oversee project development.
- Produce annual Community Resource and Visitor's Guide.
- Serve as the liaison to the Chamber as a Board member.

UPCOMING FISCAL YEAR OBJECTIVES

- Carry out proposed projects approved by the Board of Aldermen from the Local Living Economy Task Force.
- Improve services for home-based businesses.
- Improve opportunities for green businesses to have access to the Revolving Loan Fund.
- Work with planning staff and UNC students to complete a downtown parking plan.
- Explore Green Collar business development including services, infrastructure, and job development.
- Look for opportunities to encourage and facilitate multi-modal access to downtown.
- Continue to help the Arts Center raise funds for a new facility.
- Continue work with the Walk Carrboro Project team.

PREVIOUS YEAR ACCOMPLISHMENTS

- Evaluated and leased a parking lot in the central business district.
- Developed training for 60 people interested in starting small businesses in Carrboro.
- Provided a financial workshop for local businesses to address the current economic crisis.
- Facilitated approval and initial funding to support the Ten Year Plan to End Homelessness initiative.
- Funded 10 units of housing for the homeless through CASA.

BUDGET SUMMARY**ECONOMIC AND COMMUNITY DEVELOPMENT - DEPARTMENTAL TOTAL**

	2007-08 ACTUAL	2008-09 ACTUAL	2009-10 ADOPTED BUDGET	2010-11 ADOPTED BUDGET	% CHANGE 2010/11 FROM 2009/10
SUMMARY					
PERSONNEL	115,243	119,286	116,463	118,614	2%
OPERATIONS	53,947	6,997	32,245	34,341	7%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	169,190	126,283	148,708	152,955	3%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS	1	1	1	1
PART-TIME POSITIONS	1	1	1	1
TOTAL	2	2	2	2

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The primary increase in the Economic and Community Development budget is due to increases in health insurance and retirement costs.

PERFORMANCE MEASURES	FY2007-08 ACTUAL	FY2008-09 ACTUAL	FY2009-10 ESTIMATED	FY2010-11 PROJECTED
Economic Development				
# Referrals for Counseling to the Small Business and Technology Development Center From Carrboro and score	42	38	29	45
# Referrals sent to Good Works	6	7	3	5
# Revolving Loan Inquiries	45	51	50	50
Affordable Housing Initiatives				
# One-to-One Business Counseling	210	260	250	260
# Neighborhood Association Meetings	3	4	40	60
Business Visits	N/A	N/A	364	400
Loans Approved	\$195,000	\$315,540	0	\$40,000
Housing Grant Reviews	12	12	13	12
# of New Affordable Housing Units Countywide (Includes Carrboro)	N/A	10	8	7
# of Affordable Rehab to Pre-existing Units HOME Countywide (includes Carrboro Units)	N/A	44	30	30
# Affordable Units for Disabled	N/A	N/A	10	10

TOWN CLERK

PURPOSE:

The Town Clerk prepares Board of Aldermen meeting agendas and minutes and makes them available to citizens and town staff; maintains official town documents; prepares and makes available updates to the Town Code and provides support for the Mayor and Board of Aldermen.

GOALS

- Serve the Board and the public by facilitating the production of meeting agendas and minutes in a clear, timely fashion.
- Maintain and organize official town documents, including the Town Code, for the use of the Board, staff, and the public.

SERVICES PROVIDED & ACTIVITIES

- Prepares minutes and agendas of Board of Aldermen meetings and makes these documents available electronically through the Town's website.
- Maintains updated Town Code and posts on the town website.
- Prepares and distributes the monthly Calendar of Meetings.
- Prepares the Calendar of Agenda Items for review by the Town Manager.
- Maintains a roster of advisory boards and commissions and facilitates the application and appointment process.
- Researches town records upon request.

UPCOMING FISCAL YEAR OBJECTIVES

- To continue scanning back-up files for pre-1998 Board of Aldermen's meetings and make them searchable on the town's website.

PREVIOUS YEAR ACCOMPLISHMENTS

- Began scanning pre-1999 backup files of Board of Aldermen's meetings and made them available on the Town's website.
- Provided updates to Town Code to IT for posting on the Town's website within two weeks of adoption.

BUDGET SUMMARY

TOWN CLERK - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	96,892	101,702	97,579	99,570	2%
OPERATIONS	8,807	9,246	15,400	15,300	-1%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	105,699	110,947	112,979	114,870	2%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS	1	1	1	1
PART-TIME POSITIONS				
TOTAL	1	1	1	1

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increase in the Town Clerk's budget is due to increases in health insurance and retirement costs.

MANAGEMENT SERVICES

PURPOSE:

The Management Services Department is dedicated to improving town-wide delivery of services through financial and budget administration, research, and project development that meet the highest standard of professional performance and citizen satisfaction.

SERVICES PROVIDED & ACTIVITIES

- Formulates and administers the annual audit, and operating and capital budgets.
- Satisfies all principal duties regarding financial reporting and transactions as required by state and federal law.
- Performs billing and collections for privilege license applications; dumpster billing; and other various town revenues.
- Manages cash and investments to ensure sufficient cash is always available to pay current obligations and that idle cash is invested in accordance with state law.
- Issues purchase orders for goods and services, solicits bids, and manages procurement card program according to town policies and state law.
- Manages insurance program attending to claims including general liability, police and public officials, and auto and property liability.

GOALS

- Monitor financial condition to ensure budgetary goals are met and a healthy financial condition is maintained.
- Identify programmatic and technological activities that can be effectively streamlined in a manner that is cost-effective and is convenient and satisfactory.

UPCOMING FISCAL YEAR OBJECTIVES

- Review and update existing cash management policy to increase idle cash available for investment.
- Implement new banking services.

- Work with Human Resource Department to enhance human resources and payroll operations and procedures.
- Complete accrual process modification.
- Continue to review opportunities for local purchasing.

PREVIOUS YEAR ACCOMPLISHMENTS

- Completed successful audit for year ending June 30, 2009 with no audit findings.
- Obtained both the GFOA budget and CAFR awards.
- Performed sixth round of financing for sidewalk and greenways bond anticipation notes.
- Prepared and bid for banking services.
- Reviewed opportunities for local purchasing.
- Developed and implemented red flag policy.
- Developed and implemented grants management policy.
- Initiated two auctions for the sale of surplus property.
- Began modifying vacation and sick leave accruals to match employee's scheduled work day.

BUDGET SUMMARY

MANAGEMENT SERVICES - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	446,073	433,169	455,149	467,863	3%
OPERATIONS	451,272	473,687	504,807	544,879	8%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	897,345	906,855	959,956	1,012,742	5%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11*
FULL-TIME POSITIONS	8	8	8	6
PART-TIME POSITIONS	1	1	1	1
TOTAL	9	9	9	7

*Information Technology Division reorganized into a separate division reporting to Town Manager

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increases in the Management Services Department include salary changes associated with turnover, increases in health insurance and retirement contribution costs	and increased costs for contract services (\$39,772) for property tax collections and banking services.
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PERFORMANCE MEASURES	FY2007-08 ACTUAL	FY2008-09 ACTUAL	FY2009-10 ESTIMATED	FY2010-11 PROJECTED
Obtain Government Finance Officers' Budget and Comprehensive Annual Financial Report Awards	2	2	2	2
% Actual Revenues to General Fund Revenue Projections	4.3%	2.4%	3.0%	3.0%

HUMAN RESOURCES

PURPOSE

Partner with departments to recruit, develop, and retain diverse customer-focused employees who desire to deliver exemplary services.

GOALS

- Provide rewarding equal employment opportunities conducive to attracting applicants and retaining employees who have the education and experience commensurate with the position requirements.
- Focus on efforts to maintain positive employee relations through training, communication, and better together initiatives.
- Seek ways to improve and/or maintain a competitive and affordable fringe benefits package.
- Maintain a pay and position classification plan that is competitive with the external market while providing internal equity.

SERVICES PROVIDED & ACTIVITIES

- Advertises vacant positions, receives and screens employment applications, and assists departments with the hiring process.
- Conducts new employee orientations, including benefits enrollment sessions and surveys.
- Administers benefits program, including counseling all employees on benefits plan(s) and options.
- Sponsors quarterly munch-n-learn wellness activities.
- Counsels supervisors and employees on performance issues.
- Conducts salary surveys.
- Provides staff development training to employees.
- Assists departments with personnel and employee relations issues.
- Administers and monitors the performance evaluation process.
- Keeps supervisors and department heads abreast of legislative changes and guidelines that affect personnel administration.

- Maintains confidential personnel files in accordance with the General Statutes and completes reports according to state and federal regulations.

UPCOMING FISCAL YEAR OBJECTIVES

- Partner with Management Services to enhance human resources and payroll operations and procedures.
- Continue to provide wellness education opportunities to staff and explore the use of incentives to boost participation in wellness events.
- Work with the Information Technology Division to provide onsite computer training opportunities.
- Continue to review and update human resources policies for compliance with federal and state laws.

PREVIOUS YEAR ACCOMPLISHMENTS

- Provided customer service training to all permanent employees and other municipalities.
- Sponsored two flu shot clinics and wellness seminars.
- Coordinated transition to a new health plan carrier.
- Continued work to finalize the pay and classification study results for presentation to the staff and Board of Aldermen.
- Coordinated the Combined Giving Campaign efforts.
- Coordinated employee recognition activities and hosted employee potluck luncheons.
- Assisted with the Better Together Retreat, served on project leadership team, and strategy groups.
- Served on the board of the Municipal and County Alumni Association.
- Attended human resources training conferences and seminars.
- Assisted in the resolution of several employee relations matters.

BUDGET SUMMARY

HUMAN RESOURCES- DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	264,128	273,821	296,367	311,207	5%
OPERATIONS	55,625	72,621	63,170	63,170	0%
CAPITAL OUTLAY	0	0	0	0	0%
TOTAL	319,753	346,442	359,537	374,377	4%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS	2	2	2	2
PART-TIME POSITIONS				
TOTAL	2	2	2	2

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increase in the Human Resources budget is due to increased costs for health insurance and retirement contributions.

PERFORMANCE MEASURES	FY2007-08	FY2008-09	FY2009-10	FY2010-11
	ACTUAL	ACTUAL	ESTIMATED	PROJECTED
Employee Turnover Rate	10.6%	7.8%	6%	6.5%
Probationary Completion Rate	98.7%	91.7%	100%	100%
Average # of applications received per recruitment cycle	40	58	70	64
Average # of days from position post to date of hire	83	92	78	50
# Training & other informational sessions	14	19	28	21
% of Commercial Drivers Passing Random Alcohol and Drug Testing	93%	100%	100%	100%

INFORMATION TECHNOLOGY

PURPOSE:

Information Technology provides the highest quality technology-based services in the most cost-effective manner to increase the efficiency and effectiveness of Town services. This is accomplished in a spirit of customer service, partnership, and consultation with our stakeholders, which fosters a customer-focused environment that integrates people, processes, and technology.

GOALS

- To provide the technology to enhance the delivery of Town services and to increase the access to and the quality of vital government data.
- To partner with our customers to understand their business processes and needs and then identify activities that can be effectively streamlined through the application of technology in a manner that is cost-effective, convenient and satisfactory.
- To align technology to business processes throughout Town government.

SERVICES PROVIDED & ACTIVITIES

- Provide technology support services for computer, voice and web presence to all departments.
- Provide technology project support and management for departments.
- Manage ongoing departmental application upgrade, patching and security. Manage ongoing operating system upgrades, patching and security.

- Maintain a replacement cycle for desktops and emergency services mobile computers through ongoing replacement cycles of aging inventory.
- Facilitate the collection, storage, security and integrity of electronic data while ensuring appropriate access.
- Provide, maintain and upgrade a reliable, scalable and secure infrastructure.
- Maintain reliable historical data backups for discrete data loss incidents and catastrophic events.
- Maintain, expand and upgrade Town wide phone system.
- Provide technology purchasing expertise to all departments.

UPCOMING FISCAL YEAR OBJECTIVES

- Continue to work with the NCDOT on the IT fiber optic overlay with the upgrade of the traffic light system.
- Implementation of new traffic counters.

PREVIOUS YEAR ACCOMPLISHMENTS

- Assist the Fire Department in deploying technology for the new fire station.
- Deployment/Upgrade of latest domain controller infrastructure.
- Implementation of Recreation and Parks hosted payment server.
- Implementation of Police Department's SPEX latent fingerprint multi-jurisdictional comparison system.
- Various departmental application upgrades and related hardware upgrades.

BUDGET SUMMARY

INFORMATION TECHNOLOGY - DEPARTMENTAL TOTAL					
	2007-08	2008-09	2009-10	2010-11	% CHANGE
	ACTUAL	ACTUAL	ADOPTED	ADOPTED	2010/11 FROM
			BUDGET	BUDGET	2009/10
SUMMARY					
PERSONNEL	159,296	160,174	166,720	170,233	2%
OPERATIONS	442,622	609,325	620,973	662,950	7%
CAPITAL OUTLAY	107,455	49,459	49,000	22,750	-54%
TOTAL	709,373	818,957	836,693	855,933	2%

AUTHORIZED PERMANENT FULL-TIME EQUIVALENTS	FY2007-08	FY2008-09	FY2009-10	FY2010-11
FULL-TIME POSITIONS	2	2	2	2
PART-TIME POSITIONS				
TOTAL	2	2	2	2

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The changes in personnel cost is due to the increase in health insurance and retirement contribution costs. The operations budget increased due to the additional telephone costs for the new fire station (\$11,000) plus an increase of \$6,020 for other telephone costs to be more in line with actual expenditures, a \$5,000 increase in M&R

Equipment, and contractual services increase of \$28,380 for the new fire station and other software licenses. These increases were offset with a decrease in peripherals and computers of \$8,500. Capital outlay costs decreased since fewer servers will be replaced.

PERFORMANCE MEASURES	FY2007-08	FY2008-09	FY2009-10	FY2010-11
	ACTUAL	ACTUAL	ESTIMATED	PROJECTED
# of Workstations Supported	N/A	155	165	165
# of Emergency Services Mobile Terminals Supported	N/A	37	40	50
Average hours per month of unplanned application downtime during business hours	<1	<1	<1	<1
# unsuccessful backups per month	0	3	2	2