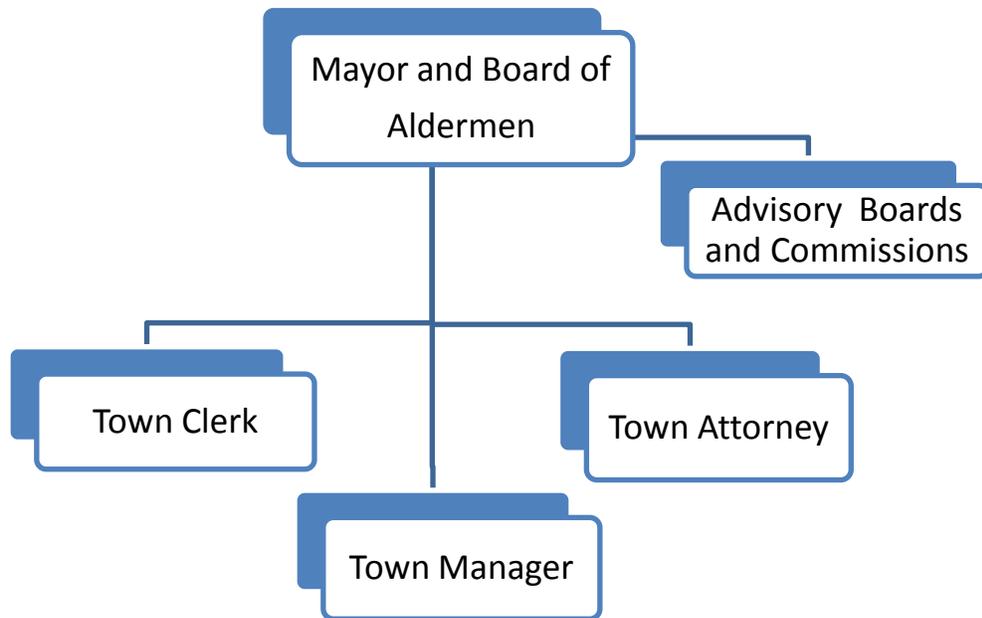


# MAYOR AND BOARD OF ALDERMEN

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## 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.

## PREVIOUS YEAR ACCOMPLISHMENTS

- Purchased Public Parking Lot on South Greensboro Street
- Entered into an Economic Development Agreement between Fleet Feet, Kalisher, and Main Street Properties.

- Held annual Arbor Day Observance.
- Tree City USA for 27<sup>th</sup> year.
- Approved Main Street Road Diet.
- Solar energy system installed at Town Commons.
- Town ATM installed at Town Commons to benefit the Farmers Market and Town of Carrboro.
- Opening of 300 E. Main Street Project and Parking Garage.

**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.

**BUDGET SUMMARY**

**MAYOR AND BOARD OF ALDERMEN - DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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**SUMMARY**

PERSONNEL	113,606	88,149	88,462	0%
OPERATIONS	160,547	168,100	176,600	5%
CAPITAL OUTLAY	-	-	-	0%
<b>TOTAL</b>	<b>274,153</b>	<b>256,249</b>	<b>265,062</b>	<b>3%</b>

**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

Changes in operating cost are associated with the increase contract services for attorney fees and Board retreat.

# **ADVISORY BOARDS AND COMMISSIONS**

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**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**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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<b>SUMMARY</b>
----------------

PERSONNEL	-	-	-	0%
OPERATIONS	6,178	16,650	17,200	3%
CAPITAL OUTLAY	-	-	-	0%
<b>TOTAL</b>	<b>6,178</b>	<b>16,650</b>	<b>17,200</b>	<b>3%</b>

**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The increase in operations is mainly due to an increase activity by the Boards (Community forums, arts committee, etc.).

# GOVERNANCE SUPPORT

---

**PURPOSE**

This budget 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**

2012-13 ACTUAL	2013-14 ADOPTED BUDGET	2014-15 ADOPTED BUDGET	CHANGE
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<b>SUMMARY</b>
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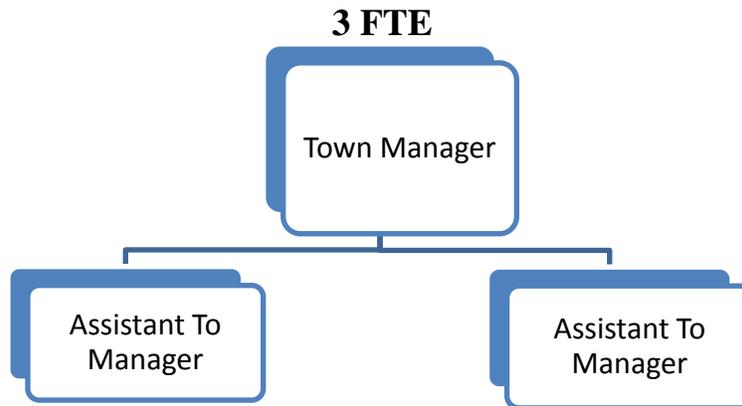
PERSONNEL	-	-	-	0%
OPERATIONS	279,275	444,468	495,867	12%
CAPITAL OUTLAY	-	-	-	0%
 <b>TOTAL</b>	 <b>279,275</b>	 <b>444,468</b>	 <b>495,867</b>	 <b>12%</b>

**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The main increase in operations is in the Human Services Grant Program. The Partnership to End Homelessness previously budgeted in Non-departmental is now budgeted under Governance Support.

# TOWN MANAGER

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## 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.

## PREVIOUS YEAR ACCOMPLISHMENTS

- Received Tree City USA designation for 28<sup>th</sup> Year
- Received GFOA Distinguished Budget Presentation
- Received GFOA Award for Excellence in Financial Reporting

**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 to implement Strategic Energy & Climate Protection Plan.
- Increase community development activities, such as affordable housing, neighborhood and constituent services.

**BUDGET SUMMARY**

**TOWN MANAGER - DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
---------------------------	---------------------------------------	---------------------------------------	---------------

<b>SUMMARY</b>
----------------

PERSONNEL	249,532	260,570	325,715	25%
OPERATIONS	17,100	10,600	14,585	38%
CAPITAL OUTLAY	-	1,000	-	0%
<b>TOTAL</b>	<b>266,632</b>	<b>272,170</b>	<b>340,300</b>	<b>25%</b>

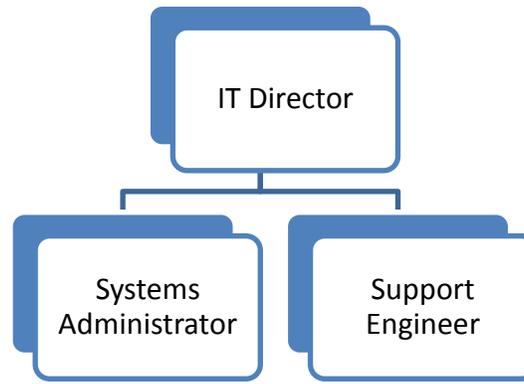
**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The Town Manager’s budget increased due to personnel changes of hiring an assistant and an intern. Operations increased with the additional costs for the Management Team retreat, which was previously budgeted under Non-departmental.

# INFORMATION TECHNOLOGY

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3 FTE



## PURPOSE

To deliver technology-based solutions that are cost-effective and increase the effectiveness and efficiency of many 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.
- To increase business continuity and limit service interruption through the application of technology and infrastructure redundancy.

## SERVICES PROVIDED & ACTIVITIES

- Create a Town wide Information Technology Budget and facilitate long term planning through the Capital Improvements Program.
- 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.

## PREVIOUS YEAR ACCOMPLISHMENTS

- Began integration of Police and Fire records management system with Orange County emergency services computer aided dispatch system.
- Virtualized all servers greatly reducing operating costs, increasing business continuity and significantly reducing electrical consumption for greener operations.
- Various departmental application upgrades and related hardware upgrades.

## UPCOMING FISCAL YEAR OBJECTIVES

- Continue to work with national Gig.U and regional NCNGN initiatives. NCNGN is a regional effort by four leading Universities and six municipalities seeking to accelerate the deployment of ultra high-speed networks to their surrounding communities.
- Complete integration of Police and Fire records management system with Orange County emergency services computer aided dispatch system.
- Complete advanced/multi-factor authentication implementation for Police Department for compliance with CJIS standards.
- Investigate (potentially implement) PD patrol car in car video system.

## BOARD PRIORITIES

IT supports all departments in their effort to meet board priorities & objectives.

## OBJECTIVES

1. Identify activities that can be effectively streamlined through the application of technology in a manner that is cost-effective, convenient and satisfactory.
2. Increase access to and the quality of vital government data.
3. Provide the technology to enhance the delivery of town services.
4. Improve business continuity.
5. Maintain reliable historical data backups for discrete data loss incidents and catastrophic events.

## PERFORMANCE MEASURES

	<b>FY2011-12 ACTUAL</b>	<b>FY2012-13 ACTUAL</b>	<b>FY2013-14 ESTIMATED</b>	<b>FY2014-15 PROJECTED</b>
# of Workstations Supported	170	173	175	175
# of Emergency Services Mobile Terminals Supported	43	43	48	48
Average Hours per Month of Unplanned Application Downtime During Business Hours	<1	<1	<1	<1
# Unsuccessful Backups per Month	4	2	0	0

**BUDGET SUMMARY  
INFORMATION TECHNOLOGY - DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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<b>SUMMARY</b>
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PERSONNEL	248,637	255,851	259,494	1%
OPERATIONS	693,623	810,467	847,798	5%
CAPITAL OUTLAY	48,315	102,750	193,935	89%
<b>TOTAL</b>	<b>990,575</b>	<b>1,169,068</b>	<b>1,301,227</b>	<b>11%</b>

**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

Operations increased due to rising license fees and contract services. Capital Outlay includes the purchase of police car video cameras.

# ECONOMIC AND COMMUNITY DEVELOPMENT

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## PURPOSE

To promote and enhance the economic well-being of Carrboro; administer the Human Services Grants program and promote and facilitate the development of safe, decent, and affordable housing for Carrboro residents.

## GOALS

- Diversify and expand the commercial tax base, to create more high paying jobs in town, and to promote the town's image as a place for businesses.
- Create synergy in the downtown through support for the arts and cultural events, promoting and supporting healthy lifestyles and creating a positive business environment for merchants and customers.
- Promote and support locally owned expanding and new start-up business with an emphasis on green and sustainable ventures.
- Seek to provide adequate parking in the downtown to support existing and potential businesses.
- Support the outside agency organizations that provide unmet human services for low-moderate income persons.
- Create and Arts and Entertainment District to support and sustain the community's creative economy and expand access to the arts.
- Promote travel and tourism in Carrboro.

## SERVICES PROVIDED & ACTIVITIES

- Work with all developers and new or expanding businesses to facilitate the project review process and project implementation.
- Town liaison with neighborhood associations, non-profits, local and regional partners, and business leaders.
- Provide staffing to the Economic Sustainability Commission.
- Provide staffing to the Human Services Advisory Board and administer grant program.
- Provide staffing and administrative support to the Carrboro Tourism Development Authority.
- Coordinate housing as an Orange County HOME Consortium member.
- Produce annual Community Resource and Visitor's Guide.
- Market Carrboro Revolving Loan Funds and the Energy Efficiency Revolving Loan Fund.

## **PREVIOUS YEAR ACCOMPLISHMENTS**

- Created a new revolving loan fund and established guidelines.
- Adopted a new brand for Carrboro and begin marketing to launch.
- Continued to work with developers and the planning staff on recommendations from the Developer's Roundtable discussion.
- Held a parking summit with downtown businesses.
- Ran a successful business promotion campaign "For the Love of Carrboro."
- Worked with the Farmer's Market on providing an ATM on the Town Commons.
- Negotiated an Economic Development Agreement with Fleet Feet, Main Street Partners and Kalisher.
- Started a Carrboro Entrepreneurial Networking group.

## **UPCOMING FISCAL YEAR OBJECTIVES**

- Update the recommendations of the Local Living Economy Task Force.
- Continue to market the Revolving Loan, the Energy Efficiency Revolving Loan Fund and the newly created Carrboro Business Loan Fund.
- Work with the Arts Center on developing a plan for a Cultural Arts and Entertainment District.
- Work with the newly established TDA in administration of the local occupancy tax.
- Work with planning staff on developing a downtown parking management plan.
- Explore second wave business development including services, infrastructure, and job development.

## **BOARD PRIORITIES**

Diversify revenue stream to maintain ethnic and economic diversity.

Enhance and sustain quality of life/place issues for everyone.

## **OBJECTIVES**

1. Diversify and expand the commercial tax base to create more high paying jobs in town and to promote the town's image as a place for businesses.
2. Promote and support locally owned expanding and new start-up business with an emphasis on green and sustainable ventures.
3. Explore second wave business development, including services, infrastructure, and job development.
4. Increase the number of affordable energy efficient housing units.
5. Support the outside agency organizations that provide unmet human services for low-moderate income persons.

**PERFORMANCE MEASURES**

	<b>FY2011-12 ACTUAL</b>	<b>FY2012-13 ACTUAL</b>	<b>FY2013-14 ESTIMATED</b>	<b>FY2014-15 PROJECTED</b>
Increase the Commercial Space Square Footage	1,656,632	1,681,632	1,961,786	1,991,786
Business Privilege License Issued	948	1200	1203	1223
Business Contacts/Counseling	6	10	12	15
Annual Savings on the EERLF	\$440	\$4,324	19,332	\$25,000
Funds Allocated to Non-Profits	\$145,883	\$153,177	\$175,000	\$175,000
Number of Non-Profits Applying	48	45	48	52
Number of Affordable Housing Units Approved	0	20	19	50
Number of Affordable Housing Units Built	3	8	8	9

**BUDGET SUMMARY**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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**SUMMARY**

PERSONNEL	118,993	118,141	120,748	2%
OPERATIONS	32,150	141,793	93,850	-34%
CAPITAL OUTLAY	-	-	-	0%

<b>TOTAL</b>	<b>151,143</b>	<b>259,934</b>	<b>214,598</b>	<b>-17%</b>
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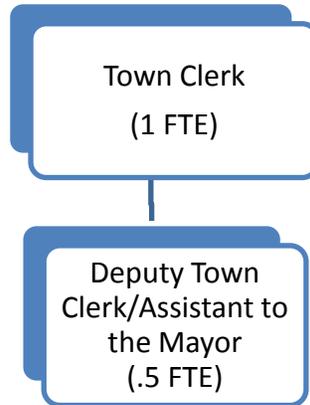
**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The change in the Economic and Community Development Operations budget is the inclusion of the Entrepreneurial Program and the reduction of advertising and 300 E. Main parking lot which will be expensed through the Carrboro Tourism and Development budget.

# TOWN CLERK

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**1.5 FTE**



## PURPOSE

Prepares Board of Aldermen meeting agendas and minutes and make them available to citizens and town staff; maintain official town documents; prepare and make available updates to the Town Code and provide 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.
- Provide complete, accurate, and error free minutes to the Board of Aldermen so they can be approved without amendments.
- Maintain and organize official town documents, including the Town Code and all Town Contracts, for the use of the Board, staff, and the public.
- Provide multiple public access points for all minutes and agendas.
- Increase the use of available technology in storage and retrieval of all town documents.

## SERVICES PROVIDED & ACTIVITIES

- Prepares minutes and agendas of Board of Aldermen meetings and makes these documents available electronically through the Town's website and stores the documents permanently.
- Posts video and audio of all Board of Aldermen meetings to the website.
- Maintains updated Town Code and posts on the town website.
- Maintains an accurate record of all ordinances approved by the Board of Aldermen.
- 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.
- Plans the annual advisory board recognition dinner.
- Researches town records upon request.
- Indexes and stores all Town Contracts and/or agreements.

## PREVIOUS YEAR ACCOMPLISHMENTS

- Scanned 15 years of Board of Aldermen's meeting minutes and made them available on the Town's website.

- Posted 100% of the updates to the Town Code on the Town's website within one week of adoption.
- Attended 42 Board of Aldermen meetings.
- Prepared agendas and minutes for 42 Board of Aldermen meetings.

**UPCOMING FISCAL YEAR OBJECTIVES**

- To increase the number of electronically indexed contracts.
- To continue scanning back-up files for pre-1994 Board of Aldermen's meetings and make them searchable on the town's website.
- To increase the number of scanned contracts from 25% to 50%.
- To continue using Granicus agenda, meeting, and minute management software.

**BOARD PRIORITIES**

Enhance and sustain quality of life/place issues for everyone.

**OBJECTIVES**

1. Index and store all Town contracts and/or agreements.
2. Prepare minutes and make available on the website.
3. Increase the number of scanned contracts.
4. Increase the number of electronically indexed contracts.
5. Implement Granicus agenda, meeting, and minute management software.

**PERFORMANCE MEASURES**

	<b>FY2011-12 ACTUAL</b>	<b>FY2012-13 ACTUAL</b>	<b>FY2013-14 ESTIMATED</b>	<b>FY2014-15 PROJECTED</b>
# of Town Contracts on file with the Town Clerk	1,730	1,800	1,870	1,925
# of Board of Aldermen Minutes Prepared by Town Clerk	35	30	35	35
# Employee Hours Spent Electronically Indexing Contracts	120	120	120	120
# of Town Contracts Electronically Indexed	1,750	1,770	1,800	1,870
Employee Hours Per Set of Aldermen Minutes Prepared	2.5	2.5	2.5	2.0

**BUDGET SUMMARY  
TOWN CLERK - DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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<b>SUMMARY</b>
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PERSONNEL	74,273	104,121	106,353	2%
OPERATIONS	10,634	20,400	20,400	0%
CAPITAL OUTLAY	-	-	-	0%

<b>TOTAL</b>	<b>84,906</b>	<b>124,521</b>	<b>126,753</b>	<b>2%</b>
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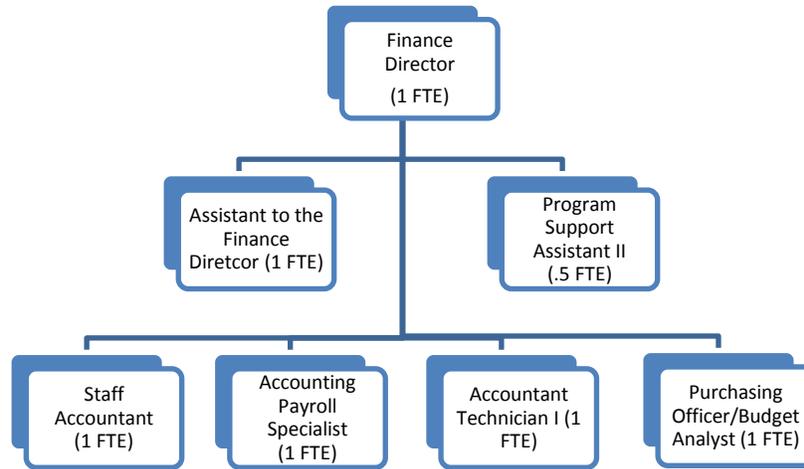
**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

No significant changes are proposed for the Town Clerk's budget.

# FINANCE

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**6.5 FTE**



## PURPOSE

To provide financial management support for the delivery of town-wide services through the administration of financial, budget, payroll, accounts payables, billing and collections, and project development through best business practices.

## SERVICES PROVIDED & ACTIVITIES

- Coordinate the annual independent audit and CAFR.
- Coordinate development of operating and capital budgets.
- Provide financial reporting as required by state and federal law.
- Process payroll and accounts payables.
- Perform billing and collections for privilege license applications; dumpster billing; and other various Town delivered services.
- Manage cash and investments to ensure sufficient cash is 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.
- Manage risk and insurance program, including claims management, general liability, police, and public officials, and auto/property liability.

## GOALS

- To strengthen financial accountability throughout the organization.
- To process and record all transactions accurately and timely.
- To make financial information available to decision makers on a regular and timely basis.
- To evaluate and implement strategies to utilize technology for increased operating efficiency, effectiveness, and cost savings.

## PREVIOUS YEAR ACCOMPLISHMENTS

- Completed successful audit for year ending June 30, 2013 with no audit findings.
- Upgrade MUNIS financial accounting system from version 8.3 to 10.3
- Revised procurement card policy and procedure
- Implemented Town hotel and motel occupancy tax

- Received Distinguished Budget Presentation Award from the Government Finance Officers Association.
- Received Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.
- Coordinated successful public auction for the sale of surplus property.

**UPCOMING FISCAL YEAR ACTIVITIES**

- Increase knowledge and awareness among departments on the use of MUNIS financial system.
- Implement on-line processing of accounts payables
- Identify and develop on-line time and attendance system for payroll processing
- Secure favorable financing for vehicles and equipment replacement.
- Continue to identify strategies for streamlining administrative processes.
- Review and update policies and procedures.
- Coordinate annual audit and file all required financial reports with state and/or federal agencies.
- Continue to review opportunities for local purchasing.

**BOARD PRIORITIES**

Management Services supports all departments in their effort to meet board priorities & objectives.

**OBJECTIVES**

1. Process and record all transactions accurately and in a timely manner.
2. Coordinate development of operating and capital budgets.
3. Coordinate annual independent audit and CAFR.

**PERFORMANCE MEASURES**

	<b>FY2011-12 ACTUAL</b>	<b>FY2012-13 ACTUAL</b>	<b>FY2013-14 ESTIMATED</b>	<b>FY2014-15 PROJECTED</b>
Process Payroll for Town Employees According to Schedule	26	26	26	26
Number of Invoices Processed	4,992	5,277	5,283	5,283
Number of Purchase Orders Issued	370	389	400	400
Close Each Accounting Period According to Schedule	12	12	12	12
Develop an Annual Budget that Qualifies for GFOA Distinguished Budget Presentation Award	1	1	1	1
Issue a CAFR that Qualifies for the GFOA Certificate of Achievement	1	1	1	1

**BUDGET SUMMARY**  
**FINANCE - DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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<b>SUMMARY</b>
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PERSONNEL	360,305	501,406	539,651	8%
OPERATIONS	566,280	561,029	557,809	-1%
CAPITAL OUTLAY	-	-	-	0%

<b>TOTAL</b>	<b>926,585</b>	<b>1,062,435</b>	<b>1,097,460</b>	<b>3%</b>
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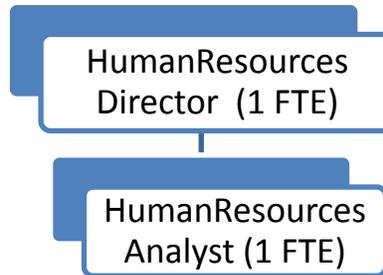
**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The change in personnel is due to full staffing of the department and inclusion of overtime pay.  
The decrease in Operations is in insurance costs.

# HUMAN RESOURCES

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**2 FTE**



## **PURPOSE**

Partner with the management team to recruit, hire, develop, and retain a highly qualified diverse staff dedicated to delivering exemplary customer service and to creating an atmosphere of positive employee relations that focuses on the health and well-being of all employees.

## **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 effective leadership.
- Research, review, and recommend competitive and affordable fringe benefits through careful, continuing assessment of all costs, services, and commissions.
- Research and review pay and position classification policies and programs that support the Board's goals for competitive, living wages that also provide employees with an affordable housing wage.
- Begin a 5-Year Wellness Education program.

## **SERVICES PROVIDED & ACTIVITIES**

- Advertises vacant positions, receives and screens employment applications, assists departments with interview process, background checks, and verifies employment eligibility (E-Verify)
- Conducts new employee orientations, including benefits enrollment sessions and surveys
- Administers town provided and voluntary benefits, including counseling all employees on benefits plan(s) and options
- Coordinates Healthy Outcomes wellness activities
- Coordinates administration of DOT substance abuse testing
- Coordinates administration of workers compensation benefits
- Coordinates administration of family medical leave (FMLA) benefits
- Coordinates employee assistance program (EAP) services
- Coordinates COBRA administration services
- Counsels supervisors and employees on performance issues
- Conducts and responds to salary surveys
- Provides staff development training to employees
- Assists departments with personnel and employee relations issues
- Administers and monitors the performance evaluation process
- Monitors third party vendor/consultant services to insure compliance with contractual performance standards, terms and conditions

- 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

### **PREVIOUS YEAR ACCOMPLISHMENTS**

- Coordinated the BCBS Healthy Outcomes wellness program
- Sponsored 2013 flu shot clinic
- Coordinated the 2013 Town of Carrboro Combined Giving Campaign
- Sponsored employee retirement recognition and appreciation activities
- Conducted new employee orientation sessions and benefits enrollment seminars
- Assisted in the resolution of employee relations matters
- Filed 2013 EEO-4 report
- Provided Town Manager a vehicle, worker's compensation and other lines of insured coverage loss analysis for the fiscal year July 1, 2008 through June 30, 2013 time period
- Used \$60,368 of Early Retirement Reinsurance Program (ERRP) funds
- Assisted with nationwide search for Human Resources Director, Carol Dorsey was selected and reported to work on February 24, 2014

### **UPCOMING FISCAL YEAR OBJECTIVES**

- Conduct review of Personnel Ordinance and recommend policy changes
- Develop Career Advancement Program proposal for appropriate position classifications
- Partner with the Town's benefits broker and insurance providers to seek ways to reduce town-provided and voluntary benefits costs while maintaining a comprehensive and competitive benefits package.
- Collaborate with Management Services to enhance human resources and payroll operations and procedures using the MUNIS Financial System
- Change Flexible Spending Account plan to the new IRS carry-over rule effective July 1, 2014
- Provide wellness education opportunities to staff and explore the use of incentives to boost participation in wellness events
- Continue compliance with current and future Affordable Care Act regulations

### **BOARD PRIORITIES**

Enhance quality of life/place issues for everyone.

### **OBJECTIVES**

1. Provide wellness education opportunities.

**PERFORMANCE MEASURES**

	<b>FY2011-12 ACTUAL</b>	<b>FY2012-13 ACTUAL</b>	<b>FY2013-14 ESTIMATED</b>	<b>FY2014-15 PROJECTED</b>
# Applications Received and Processed	520	408	600	450
# Trainings, Orientation & Other Information Sessions	23	25	28	24
# Positions Advertised	18	11	20	10
# Employee Recognition Events	2	2	3	5
Employee Turnover Rate	7.5%	8%	7.5%	5%
Probationary Completion Rate	87%	90%	100%	100%
Average # Days from Position Post to Date of Hire	78	70	60	45
% Commercial Drivers Passing Random Alcohol & Drug Testing	100%	100%	94%	100%

**BUDGET SUMMARY**

**HUMAN RESOURCES- DEPARTMENTAL TOTAL**

<b>2012-13 ACTUAL</b>	<b>2013-14 ADOPTED BUDGET</b>	<b>2014-15 ADOPTED BUDGET</b>	<b>CHANGE</b>
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<b>SUMMARY</b>
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PERSONNEL	348,160	474,642	452,948	-5%
OPERATIONS	65,899	65,402	76,807	17%
CAPITAL OUTLAY	-	-	-	0%

<b>TOTAL</b>	<b>414,059</b>	<b>540,044</b>	<b>529,755</b>	<b>-2%</b>
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**CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET**

The decrease in personnel is due to personnel turnover. Operations increased due to the addition of a new Employee Wellness initiative.