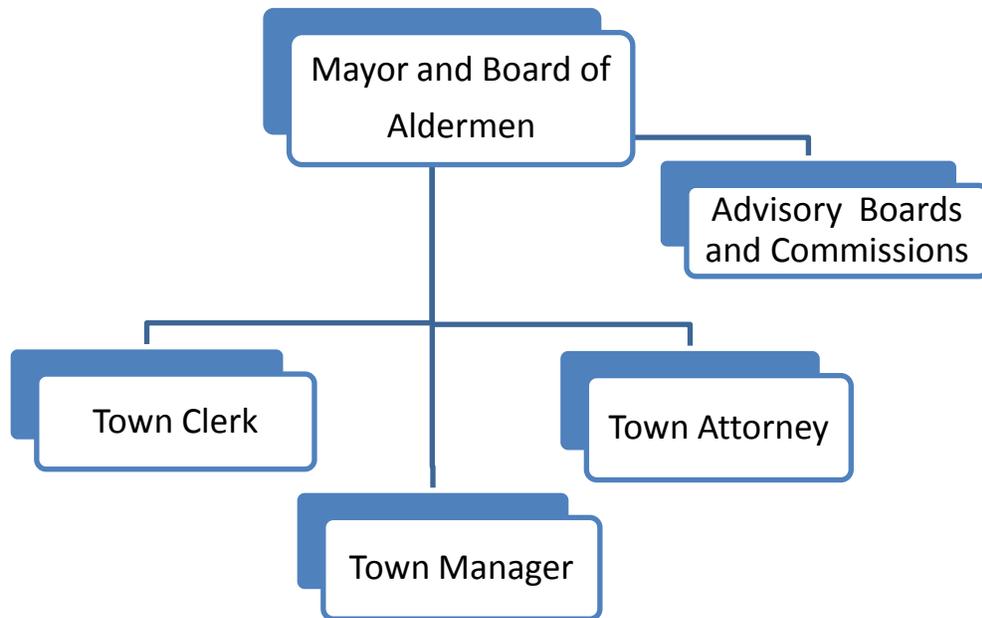


MAYOR AND BOARD OF ALDERMEN



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.

PREVIOUS YEAR ACCOMPLISHMENTS

- Received Standard and Poor upgrade to AAA (“triple A”)
- Tree City USA for 31st year
- Held annual Arbor Day Observance
- Continued work on Historic Rogers Road Infrastructure
- Maintained Silver Level Designation from the League of American Bicyclists
- Maintained certification as Orange County Certified Living Wage Employer
- Conducted First Comprehensive Citizen Survey, Received A-

UPCOMING FISCAL YEAR OBJECTIVES

- Continue to 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.
- Work to improve stormwater/flooding problems
- Continue to partner with Orange County for library building.

BUDGET SUMMARY

	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	FY 2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	108,691	101,027	116,304	15%
OPERATING	223,717	177,100	252,100	42%
TOTAL	\$332,408	\$278,127	\$368,404	32%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

Changes in personnel are due to an increase in insurance costs. Changes in operating cost are associated with the cost of elections and increase in legal services.

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

	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
OPERATING	9,766	17,850	17,350	-3%
TOTAL	\$9,766	\$17,850	\$17,350	-3%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The Advisory Board and Commissions budget decreased slightly with the reduction in training costs.

GOVERNANCE SUPPORT

PURPOSE

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

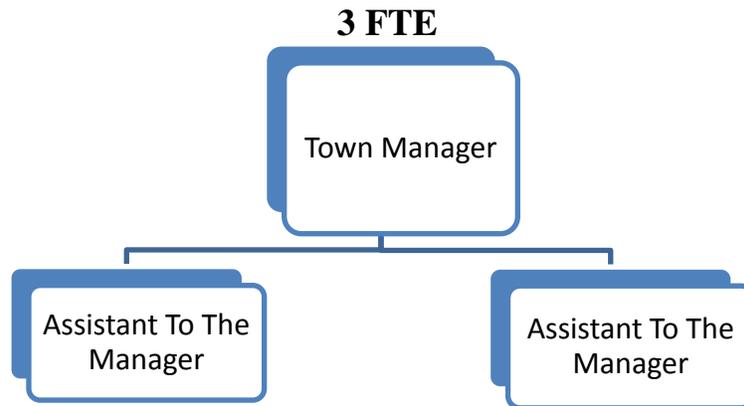
BUDGET SUMMARY

	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
OPERATING	493,677	650,815	744,124	14%
TOTAL	\$493,677	\$650,815	\$744,124	14%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increase in operating is due to increases in the Human Services Grant Program.

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.

PREVIOUS YEAR ACCOMPLISHMENTS

- Received Tree City USA designation for 31st 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.

BUDGET SUMMARY

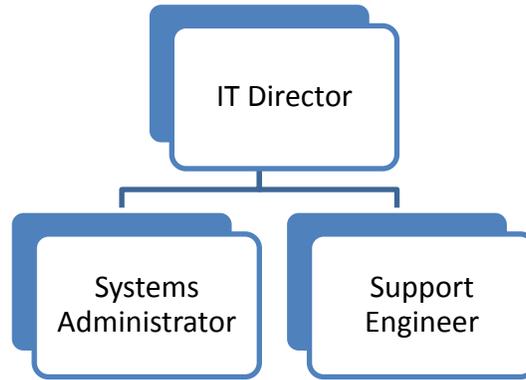
	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	328,244	336,198	344,410	2%
OPERATING	47,161	86,645	48,989	-43%
TOTAL	\$375,405	\$422,843	\$393,399	-7%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The Town Manager’s budget decreased due to the one-time costs of consultant services for a citizen survey and climate action plan the previous year.

INFORMATION TECHNOLOGY

3 FTE



PURPOSE

To deliver technology-based solutions that are cost-effective and increase the effectiveness and efficiency of many Town services. To work with various external and community organizations, as directed by the Town Manager, to discover mutually beneficial relationships, sharing technology infrastructure, resources and strengths.

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.
- To work with county, municipal, educational and other agencies to share, cooperatively build and leverage existing infrastructure.

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

- Completed implementation of new records management system for Recreation and Parks Department. This included program registration and facilities booking as well as online registration and credit card processing.
- Continued implementation of a software package to automate and manage land use planning and project review, regulatory management, inspections, code enforcement, citizen requests, asset management and work order management for the Planning Department.
- Developed new joint efforts by the Town of Carrboro and UNC at Chapel Hill to interconnect fiber optic infrastructure for the purpose of fiber optic cable plant path diversity and redundancy.
- Completed joint project with OWASA that connected OWASA to the MCNC point of presence on UNC-Chapel Hill campus through Town owned fiber optics. This provides OWASA with lower cost high bandwidth and highly reliable internet connectivity.
- As part of the NCNGN initiative, completed installation of 1 Gbps AT&T Gigapower connections at five NCNGN selected Carrboro non-profits. These connections are at no cost for seven years with no obligations.
- Continued working with Google Fiber and AT&T through NCNGN to bring more competition to the high speed broadband market in the triangle.

UPCOMING FISCAL YEAR OBJECTIVES

- Complete implementation of land use planning and project review software, regulatory management, inspections, code enforcement, citizen requests, asset management and work order management for the Planning Department.
- Continue to work with Chapel Hill Carrboro City Schools to interconnect school campuses located in Carrboro with fiber optic cabling. CHCCS will build out to and leverage existing Town of Carrboro owned fiber-optic infrastructure to greatly reduce the construction costs of the interconnectivity.
- Continue to work with Orange County, OWASA, UNC-Chapel Hill, Town of Chapel Hill and Chapel Hill-Carrboro City Schools to interconnect and expand fiber optic networks and share knowledge.
- Continue to work with various 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.
- Continue to work with Google to bring Google Fiber to the Carrboro Community.
- Continue to work with AT&T to bring U-verse with AT&T GigaPower to the Carrboro Community.

BOARD PRIORITIES

IT supports all departments in their effort to meet board priorities & objectives. IT, as directed by the Town Manager, partners with local community organizations and other regional governmental bodies to leverage and share the Town’s existing technology and technological knowledge to assist the underserved or unserved in the community.

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

	FY2014-15 ACTUAL	FY2015-16 ACTUAL	FY2016-17 ESTIMATED	FY2017-18 PROJECTED
# of Workstations Supported	175	180	184	184
# of Emergency Services Mobile Terminals Supported	48	50	50	50
Average Hours per Month of Unplanned Application Downtime During Business Hours	<1	<1	<1	<1
# Unsuccessful Backups per Month	2	0	0	0

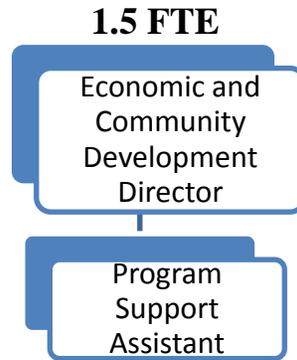
BUDGET SUMMARY

	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	271,873	275,494	269,791	-2%
OPERATING	981,462	983,808	1,034,598	5%
CAPITAL OUTLAY	41,318	92,000	116,000	26%
TOTAL	\$1,294,653	\$1,351,302	\$1,420,389	5%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

Operations increased due to the increase of annual software and hardware support contracts. Capital outlay increased with the replacement of Board Room recording equipment.

ECONOMIC AND COMMUNITY DEVELOPMENT



PURPOSE

To support the creative economy, arts and culture; foster a business friendly and supportive environment that encourages local for-profit, social enterprises and non-profit businesses to expand in and new businesses to locate in Carrboro; increase awareness of Carrboro as a arts and entertainment destination; support the travel and tourism industry; and encourage light manufacturing enterprises.

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 non-profit organizations that provide unmet human services for low-moderate income persons through the Human Services Grant program.
- Promote travel and tourism in Carrboro and raise awareness of Carrboro as a destination.
- Help establish the Carrboro Business Alliance as a self-supporting organization.
- Expand opportunities for Light Manufacturing in the manufacturing zoning districts.

SERVICES PROVIDED & ACTIVITIES

- Work with all developers and new or expanding businesses to facilitate the project review process and project implementation.
- Administer the Revolving Business Loan Funds including the application processing and billing.
- Provide staffing to the Economic Sustainability Commission.
- Provide staffing and administrative support to the Human Services Advisory Board.
- Provide staffing and administrative support to the Carrboro Tourism Development Authority.

- Provide support to the Carrboro Business Alliance.
- Serve on the Chapel Hill Orange County Visitor Bureau Board as Town staff liaison.
- Promote the Economic Development goals and strategies of the Town.
- Promote Carrboro through implementation of Town adopted branding.
- Provide business counseling and support to new and expanding businesses.
- Manage leases for town leased parking lots.

PREVIOUS YEAR ACCOMPLISHMENTS

- Facilitated a parking option deal with Main Street Partners that helped in moving forward approval of the new Hilton Garden Inn.
- Introduced a concept plan for an affordable light manufacturing business park on Old 86.
- Worked with the Human Services Advisory Task Force to revise the Outside Agency Funding Application.
- Represented the Town and volunteered to serve meals with the Food for Summer Program.
- Represented the Town on the Master Plan on Aging initiative.
- Assisted with DFI study projects for final reporting to the Board of Aldermen.
- Worked with the CBA to increase capacity, and coordinate business events, including Christmas business promotion and CBA networking opportunities.
- Ran February For the Love of Carrboro campaign pairing businesses with non-profits to encourage partnerships within the community and grow brand awareness.
- Grew social media communications outreach For the Love of Carrboro Facebook page has 2614 followers (25% growth) and 877 Twitter followers (22% growth).
- Worked with Bee Muralist Matt Willey to complete mural on Fire Station 1.

UPCOMING FISCAL YEAR OBJECTIVES

- Submit the Economic Sustainability Plan to the Board of Aldermen for consideration and approval.
- Begin implementing recommendations and strategies of the Economic Sustainability Plan.
- Create an RFP for development of the Old 86 property to be developed as a light manufacturing/makers space.
- Work with the TDA in administration of the local occupancy tax and develop tools for measuring success.
- Continue to automate the Outside Agency Funding Application process and establish funding priorities.
- Work with planning staff on implementation of the downtown parking plan when completed.
- Continue to support the Carrboro Business Alliance and work toward a self-sustaining organization.
- Work with Orange County Economic Development on bringing economic development incentives to Carrboro.
- Create a database of existing office/retail/commercial space and begin tracking vacancy rates.
- Continue outreach to entrepreneurs, encourage makers, and support freelance workers.

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. Support entrepreneurs, makers and freelancers development, including services, infrastructure, and job development.
3. Support locally owned and operated businesses for a strong local economy.
4. Support the outside agency organizations that provide unmet human services for low-moderate income persons.

PERFORMANCE MEASURES

	FY2014-15 ACTUAL	FY2015-16 ACTUAL	FY 2016-17 ESTIMATED	FY 2017-18 PROJECTED
Increase the Commercial Space Square Footage	1,961,786	1,991,786	1,930,820	2,020,820
Annual Savings on the EERLF	\$25,000	\$25,000	\$25,000	\$25,000
Funds Allocated to Non-profits	\$200,000	\$230,000	\$250,000	\$300,000
Number of Non-profits applying	52	53	53	55
Growth in the Commercial Tax Base of the Center Business District	\$144,046,246	\$147,132,039	\$148,387,889	\$149,574,992

BUDGET SUMMARY

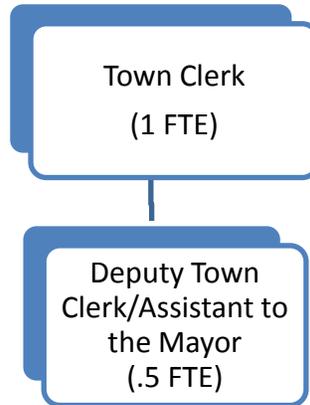
	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	128,844	128,790	131,121	2%
OPERATING	162,446	122,190	122,349	0%
TOTAL	\$291,290	\$250,980	\$253,470	1%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The change in the Economic and Community Development Personnel budget is due to increased insurance costs.

TOWN CLERK

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.
- Intergovernmental Affairs Liaison with State and Federal Delegates

PREVIOUS YEAR ACCOMPLISHMENTS

- Continued North Carolina Certified Municipal Clerk Designation
- Increased training for International Institute of Municipal Clerks Master Municipal Clerks Designation
- Filed 100% of executed Town Contracts
- Posted 100% of the updates to the Town Code on the Town's website within one week of adoption.
- Prepared agendas and minutes for Board of Aldermen meetings.

UPCOMING FISCAL YEAR OBJECTIVES

- To increase the number of electronically indexed contracts.
- Continue to seek Master Municipal Clerk Designation from the International Institute of Municipal Clerks.
- To continue scanning back-up files for pre-1982 Board of Aldermen's meetings and make them searchable on the town's website.
- To increase the number of scanned contracts from 65% to 70%.
- 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. Continue Granicus agenda, meeting, and minute management software.

PERFORMANCE MEASURES

	FY2014-15 ACTUAL	FY2015-16 ACTUAL	FY2016-17 ACTUAL	FY2017-18 PROJECTED
# of Town Contracts on file with the Town Clerk	1,925	2,025	2,125	2,250
# of Board of Aldermen Minutes Prepared by Town Clerk	42	42	42	42
# Employee Hours Spent Electronically Indexing Contracts	120	120	120	120
# of Town Contracts Electronically Indexed	1,855	1,890	1,920	1,990
Employee Hours Per Set of Aldermen Minutes Prepared	2.0	2.0	2.0	2.0

BUDGET SUMMARY

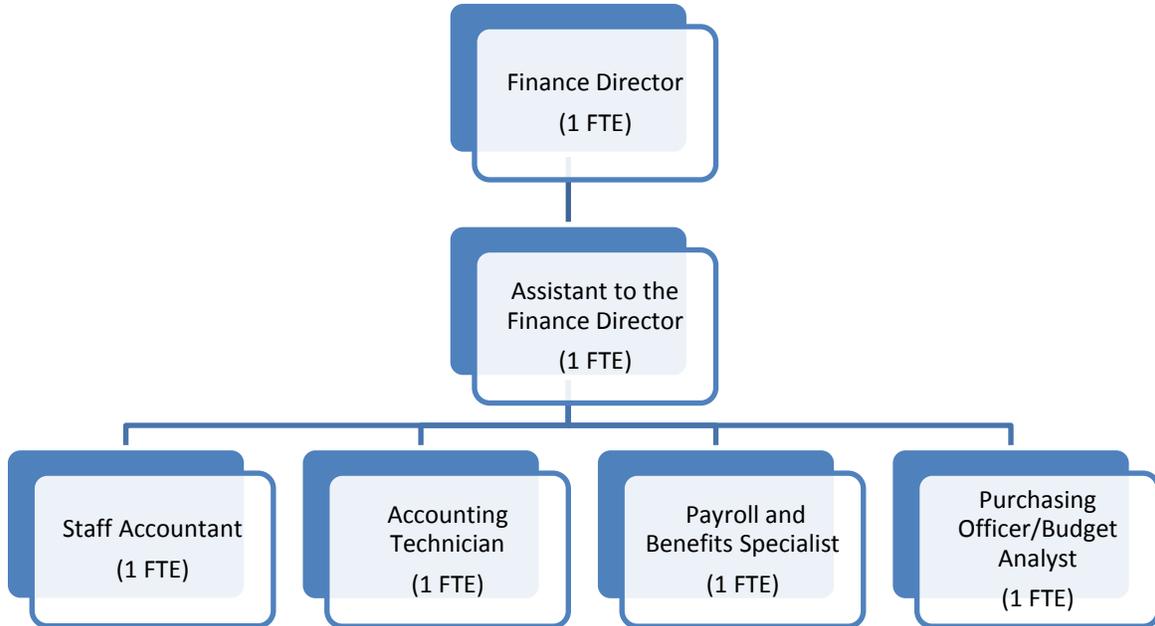
	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	114,076	114,072	116,071	2%
OPERATING	15,933	19,400	18,900	-3%
TOTAL	\$130,008	\$133,472	\$134,971	1%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

Personnel change is due to increase cost of insurance. Operating costs decrease with the decrease in Citizens Academy costs.

FINANCE

6.0 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.
- General Billing for various Town delivered services (i.e. - Dumpster, Retiree Health Insurance, etc.).
- 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.
- Issue purchase orders for goods and services, solicit bids, manage procurement card program, and manage service contracts.
- 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, 2016 with no audit findings.
- 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.
- Upgraded to MUNIS Version 11.1.
- WORKS program for P-Card accounting implemented.
- Initiated use of the Contract Module in MUNIS.
- Coordinated successful public auction for sale of surplus property.
- Implemented Amazon Business account.

UPCOMING FISCAL YEAR ACTIVITIES

- Continue to increase knowledge among departments on the use of MUNIS financial system.
- 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 prepare CAFR.
- File all required financial reports with state and/or federal agencies.
- Increase use of EFTs with vendors.
- Initiate fuel card program.

BOARD PRIORITIES

The Finance Department 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. Utilize technology to ensure best business practices are effective and efficient.
3. Insure Town's internal control system safeguards the Town's assets.
4. Ensure all grant and project ordinances are approved by the Board of Aldermen.
5. Ensure all transactions are completed and posted by the 5th working day of each month.
6. Monitor the Town's revenues and expenditures for compliance with the annual budget ordinance.
7. Complete development of annual operating and multi-year budgets by June 30.
8. Complete annual independent audit and prepare Comprehensive Annual Financial Report.

PERFORMANCE MEASURES

	FY2014-15 ACTUAL	FY2015-16 ACTUAL	FY2016-17 ESTIMATED	FY2017-18 PROJECTED
Process Bi-Weekly Payroll for Town Employees	26	26	26	26
Number of Invoices Processed Annually	6933	5684	5800	5800
Number of Purchase Orders Issued Annually	525	425	415	420
Number of Contracts Issued Annually	NA	NA	60	70
Close Each Accounting Period by the 5 th of each Month	12	12	12	12
Produce and Distribute Monthly Financial Statement by the 10 th of each Month	100%	100%	100%	100%
Receive less than 2 audit findings & response comments by Independent Auditors Each Year	0	0	0	0
Expenditures at year-end are within +/-5% of the Original Budget	(5.0%)	(5.14)	(6.3)	(5.0)
Actual Revenues at year-end are within +/-5% of Original Budget	5.0%	5.14	6.3	5.0

BUDGET SUMMARY

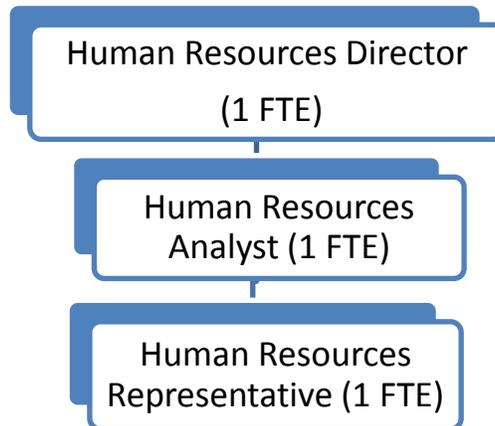
	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	541,266	500,124	514,243	3%
OPERATING	484,905	562,672	562,672	0%
TOTAL	\$1,026,171	\$1,062,796	\$1,076,915	1%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The change in Personnel is due to insurance cost increase.

HUMAN RESOURCES

3 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

- Work with Manager and Management Team to maintain a fair, respectful, and effective work environment through Organizational Development work and initiatives, training, and communication.
- Research, review, and recommend competitive and cost-effective benefits.
- Continue providing Diversity Training to Management Team and all Town employees.
- 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.
- Continue Wellness Education for employees in keeping with the Board's goal of enhancing quality of life for everyone.
- Provide a fair and equitable process for attracting applicants and retaining employees who have the education and experience commensurate with position requirements.
- Participate in the Club Nova Education Program for people in our community who strive to overcome the challenges of mental illness.

SERVICES PROVIDED & ACTIVITIES

- Provides Organizational Development assistance to Town Manager and Management Team
- Provides comprehensive Safety Program through Town-wide Safety Committee, training sessions, audits, accident investigations, etc.
- Responsible for Worker's Compensation administration and OSHA compliance and reporting

- 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 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 management and 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

- Health Insurance Loss Ratio lowest in 5 years
- Racial Equity Training for all Department Directors
- Instituted New Life Insurance Program for employees at significantly lower rates and higher benefits, improved customer service
- Individual Health Assessments and Physical Strength testing for employees with full Blood Work Panel - with comparison tracking of results year by year
- Employee Spring Picnic and Wellness (Physical Activities) Event
- New February 'Employee Appreciation & Wellness' Outdoor Luncheon
- Provided EEOC Training Workshops for all Employees
- Hosted a Retirement, 401k, and Medicare Education Workshop and invited all employees from Carrboro, Chapel Hill, Hillsborough, OWASA, and Orange County
- Flu Shot Clinic for Employees (>60 participants)
- Implemented On-Line Benefit portal for 24 hour access to all benefits information
- Conducted new employee orientation sessions and benefits enrollment seminars
- Employee Holiday Party that also included Wellness Component (physical activity)
- Recognized and Rewarded Employee Service Milestones
- Conducted Coaching and Counseling Sessions for Department Directors
- Attend monthly Area HR Meetings; host once a year

UPCOMING FISCAL YEAR OBJECTIVES

- Create ‘Safety Culture’ – every employee responsible for safety, every day
- Continue providing education for all employees in Diversity/Racial Sensitivity/Multiculturalism
- 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
- Continue with the 5-year Wellness Education Program
- Provide Training and Development for Department Directors and Supervisors that will enhance their leadership, operations management, and employee development skills.
- Provide Computer Skills, Character Building, and Leadership Training for Employees so job performance and job satisfaction will improve

BOARD PRIORITIES

Enhance quality of life/place issues for everyone.

OBJECTIVES

1. Provide wellness education opportunities.

PERFORMANCE MEASURES

	FY2014-15 ACTUAL	FY2015-16 ACTUAL	FY2016-17 ESTIMATED	FY2017-2018 PROJECTED
Positions Filled	8 F/T	32 FT&PT	TBD	TBD
Employee Appreciation Events and Rewards	4	4	4	6
Trainings, Orientations Information Sessions, Individual Coaching Sessions	28	34	35	50
Wellness Events	3	12	5	5
Individual Wellness Sessions, Referrals, Interventions	24	12	24	24
Safety Trainings, Events, and Internal Safety Audits	5	16	16	16
New Policies/Procedures/ Programs Revised or Developed *	*	4	4	2
HR Staff - Trainings *	*	4	4	4

* These new Performance Measures created FY 2015-16.

BUDGET SUMMARY

	2015-16 ACTUAL	2016-17 ADOPTED BUDGET	2017-18 ADOPTED BUDGET	PCT CHANGE
PERSONNEL	382,131	525,937	538,617	2%
OPERATING	74,348	98,350	85,850	-13%
TOTAL	\$456,479	\$624,287	\$624,467	0%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET

The increase in personnel is due to the increase in insurance costs. Operations decreased with the decrease in training and advertising.