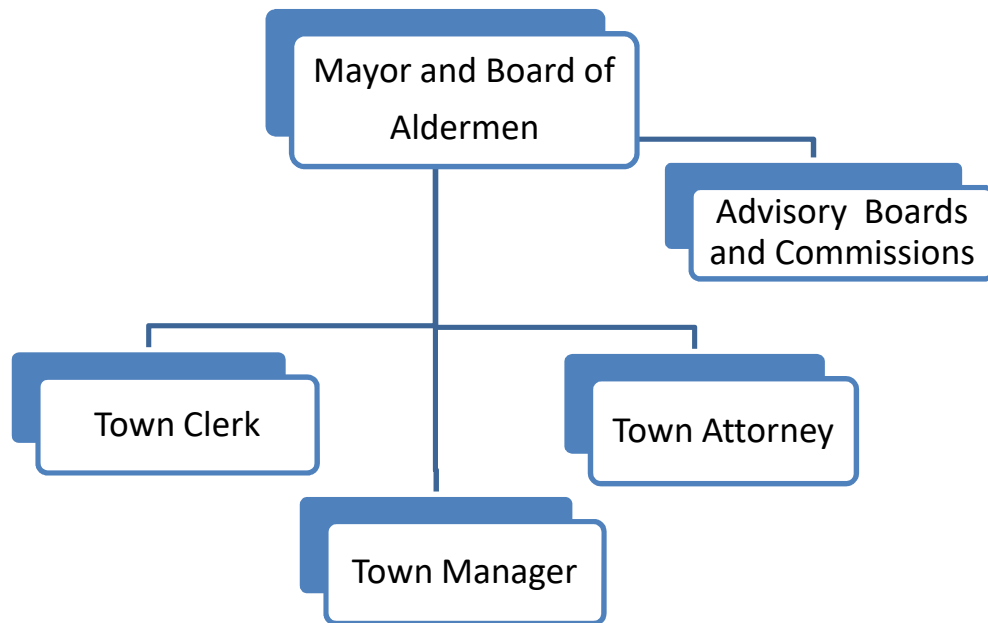


MAYOR AND BOARD OF ALDERMEN



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

- Maintained Standard and Poor AAA (“triple A”) Bond Rating
- Tree City USA for 33rd year
- 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
- Maintained A- Citizen Survey
- Established stormwater rate structure
- Broke ground on Dr. MLK, Jr. Park Construction

UPCOMING FISCAL YEAR OBJECTIVES

- Continue to review downtown parking situation.
- Work to improve housing affordability and protection of existing neighborhoods.
- Work to improve stormwater/flooding problems
- Support the continued design and building of the 203 South Greensboro Street Project
- Begin work on Comprehensive Plan

BUDGET SUMMARY FOR MAYOR AND BOARD OF ALDERMEN

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	103,027	116,341	113,436	-2.5%
Operating	227,486	240,600	257,825	7.2%
TOTAL	\$330,513	\$356,941	\$371,261	4.0%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

The primary increase is related to the costs of the local elections.

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 FOR ADVISORY BOARDS AND COMMISSIONS

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Operating	11,582	17,350	29,950	72.6%
TOTAL	\$11,582	\$17,350	\$29,950	72.6%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

There was a decrease in Appreciation Events budget and an increase in the Art Committee budget.

GOVERNANCE SUPPORT

PURPOSE

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

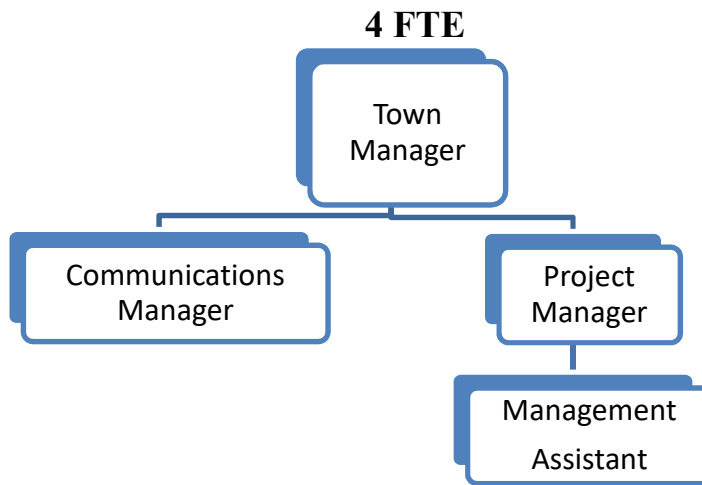
BUDGET SUMMARY FOR GOVERNANCE SUPPORT

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Operating	642,555	643,067	657,052	2.2%
TOTAL	\$642,555	\$643,067	\$657,052	2.2%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

There was no significant change in this budget.

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.
- To communicate Town policy, decisions, and activities clearly and efficiently, as well as promoting and marketing all town related functions to the general public.

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

- Implementation of Communications Plan and increased community outreach
- Significant progress on the 203 South Greensboro Project
- Continued town facilities planning
- Development of a robust Capital Improvements Plan
- Moved the Town’s equity initiative forward - joined Government Alliance on Race and Equity

UPCOMING FISCAL YEAR OBJECTIVES

- Build on communications strategy and capacity
- Continued emphasis on equity initiative
- Organizational and employee development
- Continued town financial sustainability
- Implementation of Capital Improvements Plan

BUDGET SUMMARY FOR TOWN MANAGER

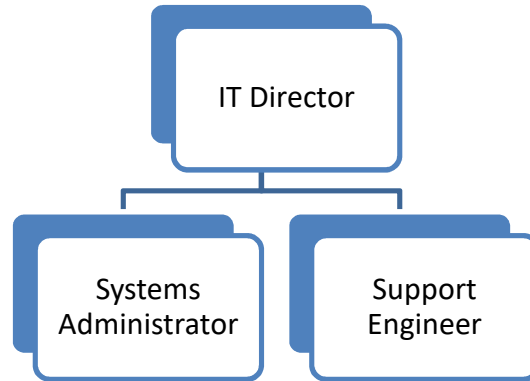
	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	371,161	441,272	458,099	3.8%
Operating	20,853	63,041	99,815	58.3%
Capital Outlay		7,345	5,000	-31.9%
TOTAL	\$392,014	\$511,658	\$562,914	10.0%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

The Town Manager's budget increased due to personnel costs and an increase in the advertising and printing budgets related to town communications.

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.
- To apply various technologies that enable staff, citizens and others to decrease their carbon footprint while working for the Town or interacting with the Town.

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.
- Maintain reliable historical data backups for discrete data loss incidents and catastrophic events.
- Provide technology purchasing expertise to all departments.
- Provide, maintain and upgrade a reliable, scalable and secure computing infrastructure.
- Maintain, upgrade and expand the Town's phone system.
- Maintain, upgrade and expand the Town's public free Wi-Fi to tocwireless.net.
- Maintain, upgrade and expand Town wide data and telecommunications physical plant of copper, fiber optics and wireless.

PREVIOUS YEAR ACCOMPLISHMENTS

- Completed 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.
- Completed work with Chapel Hill Carrboro City Schools to interconnect school campuses located in Carrboro with fiber optic cabling. CHCCS leveraged existing Town of Carrboro owned fiber-optic infrastructure to greatly reduce the construction costs of the interconnectivity. This provides the school system with almost unlimited data and telecommunications bandwidth between many of their schools allowing CHCCS to keep pace with modern technology based learning initiatives. The following seven schools are now using these fiber optic interconnections: Carrboro High, Frank Porter Graham Elementary, Lincoln Center, Carrboro Elementary, McDougle Middle School and Elementary and Chapel Hill High.
- Implemented new Police Officer body worn camera system for Patrol and Community Service Officers
- Worked with AT&T to bring U-verse with AT&T GigaPower to the Carrboro Community. AT&T high-speed fiber based internet service throughout Carrboro was established when the Carrboro Board of Aldermen entered into an agreement with AT&T through their membership with the North Carolina Next Generation Network (NCNGN) to overbuild Carrboro with a fiber optic network that had one gigabyte symmetrical throughput capabilities.
- Implemented a Public Works cost accounting and work ticketing software solution.
- Connected UNC at Chapel Hill off campus programs, UNC TEACCH Autism Program and the Frank Porter Graham Child Development Institute (FPG), to campus resources through high speed fiber optic infrastructure owned by the Town of Carrboro. This removed significant ongoing monthly expenditures that now can be redirected to activities directly related to their core missions.
- Completed replacement of Board of Aldermen meeting broadcasting and streaming equipment.

UPCOMING FISCAL YEAR OBJECTIVES

- Install conduit along Rogers Road for future fiber optic cabling and connectivity to promote local broadband competition and promote serving the unserved and underserved.
- Replace the Town’s current phone system that serves all Town departments across all Town owned buildings.
- 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.

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.
6. Create telecommuting and in the field data access and input opportunities where possible to reduce the carbon footprint of Town staff.

PERFORMANCE MEASURES

	FY2016-17 ACTUAL	FY2017-18 ACTUAL	FY2018-19 ESTIMATED	FY2019-20 PROJECTED
# of Workstations Supported	184	192	192	186
# of Emergency Services Mobile Terminals Supported	50	52	52	45
Average Hours per Month of Unplanned Application Downtime During Business Hours	<1	<1	<1	<1
# Unsuccessful Backups per Month	0	0	0	0

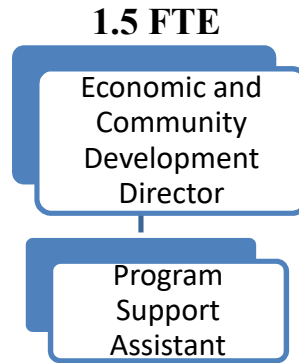
BUDGET SUMMARY FOR INFORMATION TECHNOLOGY

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	293,698	279,250	320,602	14.8%
Operating	1,150,615	1,137,137	1,300,175	14.3%
Capital Outlay	5,821	172,000	118,000	-31.4%
TOTAL	\$1,450,134	\$1,588,387	\$1,738,777	9.5%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

Personnel costs increased due to changes in salaries and insurance elections. Telephone expenses will have a one-time increase related to the replacement of the Town's entire phone system. Contractual services continue to increase due primarily to software support agreements.

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

- Be a resource for developers and new or expanding businesses to facilitate location of vacant space, the project review process and project implementation.
- Administer the Revolving Loan Funds including the application processing and billing.
- Provide staffing and administrative support 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 staffing and administrative support to the Arts Committee.

- Be the liaison to the Carrboro Business Alliance.
- Serve on the Chapel Hill Orange County Visitor Bureau Board as Town staff liaison.
- Implement the action items of the Economic Sustainability Plan.
- 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

- Began implementation of the Economic Sustainability Plan by hosting an info After-Edu Hours events.
- Developed a short-term parking strategy for the 203 construction period.
- Worked with the CBA to increase staff capacity and establish the CBA as an independent organization.
- Worked with the CBA to 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.
- Worked with Arts Committee to expand public art opportunities by growing the Art Walk by adding the Century Center as a second exhibit hall.
- Worked with the Arts Committee in executing 3 scholarships for student artist.
- Worked with the Arts Committee in selection of a new Poet Laureate.
- Facilitated the Wayfinding Program up to design selection.
- Worked with Chapel Hill Orange County staff to launch new application for grant framework for Human Services funding.

UPCOMING FISCAL YEAR OBJECTIVES

- Continue implementation of the Economic Sustainability Plan.
- Work toward a long term parking solution for the 203 Project.
- Work with the TDA to develop a website and other creative digital content.
- Study pilot program of new Human Services funding application and grant framework process.
- 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.
- 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

	FY2016-17 ACTUAL	FY2017-18 ACTUAL	FY 2018-19 ESTIMATED	FY 2019-20 PROJECTED
Increase the Commercial Space Square Footage	1,930,820	2,020,820	2,050,548	2,050,548
Funds Allocated to Non-profits	\$250,000	\$300,000	\$300,000	\$300,000
Number of Non-profits applying	53	55	55	56
Growth in the Commercial Tax Base of the Center Business District	\$148,387,889	\$149,574,992	\$161,373,500	\$168,340,700

BUDGET SUMMARY FOR ECONOMIC AND COMMUNITY DEVELOPMENT

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	135,909	133,709	142,059	6.2%
Operating	96,199	114,910	109,312	-4.9%
TOTAL	\$232,108	\$248,619	\$251,371	1.1%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

Increase in Personnel costs due to salary and insurance adjustments.

TOWN CLERK

1.50 FTE

Town Clerk
(1 FTE)

Deputy Town
Clerk/Assistant to
the Mayor
(.50 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
- Citizen Surveys and Citizen Academy

PREVIOUS YEAR ACCOMPLISHMENTS

- Continued North Carolina Certified Municipal Clerk Designation
- Continued required education 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.
- Led Town's first Citizen's Academy
- Conducted 2nd Citizen Satisfaction Survey

UPCOMING FISCAL YEAR OBJECTIVES

- To increase the number of electronically indexed contracts.
- To 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 80% to 100%.
- To continue using Granicus agenda, meeting, and minute management software for efficient meetings.

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

	FY2016-17 ACTUAL	FY2017-18 ACTUAL	FY2018-19 ESTIMATED	FY2019-20 PROJECTED
# of Town Contracts on file with the Town Clerk	2125	2130	2140	2160
# of Board of Aldermen Minutes Prepared by Town Clerk	35	37	37	37
# Employee Hours Spent Electronically Indexing Contracts	120	12	12	40
# of Town Contracts Electronically Indexed	1890	1920	2100	2100
Employee Hours Per Set of Aldermen Minutes Prepared	2.0	2.0	2.0	2.0

BUDGET SUMMARY FOR TOWN CLERK

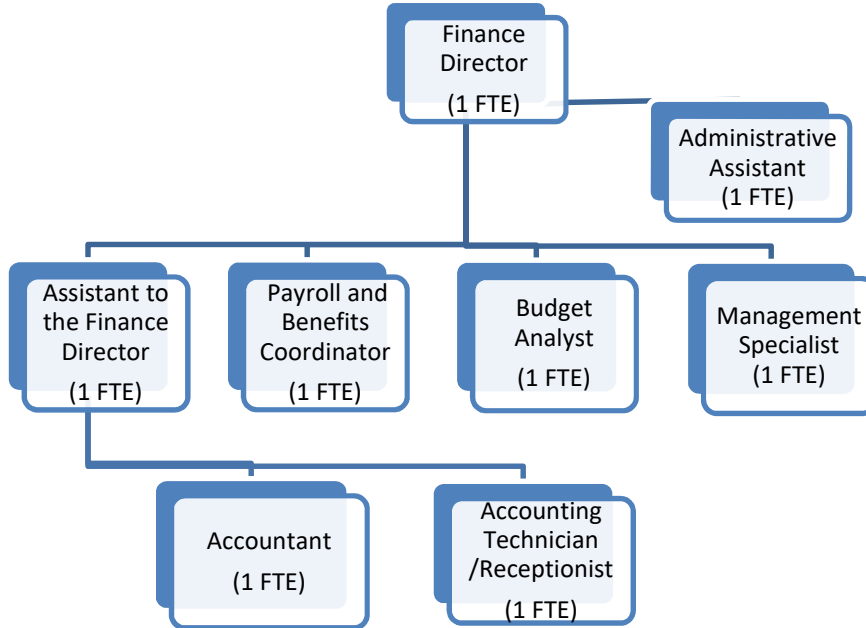
	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	134,760	124,531	129,905	4.3%
Operating	14,801	38,450	21,070	-45.2%
TOTAL	\$149,561	\$162,981	\$150,975	-7.4%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

Increase in Personnel costs due to salary and insurance adjustments. Contractual costs decreased from FY19, which included the cost of the Town's survey.

FINANCE

8.0 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, 2018 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.
- Successful sale of surplus property.
- Expanded online availability of employee compensation data.

UPCOMING FISCAL YEAR ACTIVITIES

- Continue to increase knowledge among departments on the use of MUNIS financial system.
- Implement 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.
- Financing of 203 South Greensboro Street

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

	FY2016-17 ACTUAL	FY2017-18 ACTUAL	FY2018-19 ESTIMATED	FY2019-20 PROJECTED
Process Bi-Weekly Payroll for Town Employees	26	26	26	26
Number of Invoices Processed Annually	5901	5675	5800	5800
Number of Purchase Orders Issued Annually	329	242	300	300
Number of Contracts Issued Annually	74	120	158	196
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	(7.60%)	(9.86%)	(5.00%)	(5.00%)
Actual Revenues at year-end are within +/-5% of Original Budget	0.17%	4.71%	5.00%	5.00%

BUDGET SUMMARY FOR FINANCE

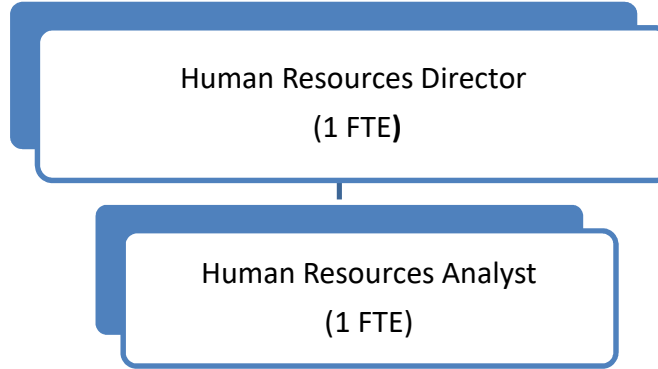
	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	480,236	577,539	721,284	24.9%
Operating	513,416	570,102	527,570	-7.5%
TOTAL	\$993,652	\$1,147,641	\$1,248,854	8.8%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

Increase in Personnel costs due to additional staff and insurance adjustments.
Operating expenses of contractual services and general insurance decreased.

HUMAN RESOURCES

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

- 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
- Responsible for Worker's Compensation administration
- Advertises vacant positions, receives 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 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
- 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

- Employee Spring Picnic and Wellness (Physical Activities) Event
- Implemented Medicare Advantage plan for retirees to improve coverage and lower cost for the town
- Flu Shot Clinic for Employees (>60 participants)
- Conducted new employee orientation sessions and benefits enrollment seminars
- Employee Holiday Party
- Recognized and Rewarded Employee Service Milestones
- Conducted Coaching and Counseling Sessions for Department Directors
- Attend monthly Area HR Meetings; host once a year
- Provided direct communication to each employee on benefits deductions
- Provided each employee with a total compensation statement

UPCOMING FISCAL YEAR OBJECTIVES

- 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
- 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
- Work to digitize Personnel Transaction Notices, Open Enrollment and other records to improve efficiency, accuracy and ability to make data driven decisions.

BOARD PRIORITIES

Enhance quality of life/place issues for everyone.

PERFORMANCE MEASURES

	FY2016-17 ACTUAL	FY2017-18 ACTUAL	FY2018-19 PROJECTED	FY 2019-20 PROJECTED
Positions Filled	32	55	44	TBD
Employee Appreciation Events and Rewards	4	4	4	4
Trainings, Orientations and other Information Sessions	34	28	26	30
Wellness Events	12	3	1	3
Individual Wellness Sessions, Referrals, Interventions	12	155	5	10
New Policies/Procedures/ Programs Revised or Developed	4	2	4	2
HR Staff - Trainings	4	6	2	5

BUDGET SUMMARY FOR HUMAN RESOURCES

	2017-18 Actual	2018-19 Adopted Budget	FY 2019-20 Adopted Budget	Pct Change
Personnel	452,072	484,382	519,032	7.2%
Operating	80,956	76,600	106,720	39.3%
TOTAL	\$533,028	\$560,982	\$625,752	11.5%

CHANGES IN BUDGET FROM PRIOR YEAR ADOPTED BUDGET:

Increase in Personnel costs due to salary and insurance adjustments. Operating expense increases include Organizational Development, online benefit portal support fees, and Government Alliance on Race and Equity program funding.