

TOWN'S ACCOMPLISHMENTS 2009

- 10 year SSVFD contract.
- 3 yr chipping contract.
- Hickory Trail Full-Depth Rebuild.
- Cul-de-sac on E Holly.
- Kingfisher and Soundview Asphalt rejuvenation test program.
- Canals - To-date report by Tom Bennett
- Juniper multi-use path completion.
- Successful 30th anniversary
- Cemetery road rebuilt.
- Engineering plans for several CIP projects.

TOWN'S ACCOMPLISHMENTS 2009

- Alvin full-time
- Town Planner on board.
- Hired part-time PW worker – repaired irrigation system + landscaping at Town Hall.
- PW bathroom and fence installed.

ORGANIZING THE WORK AT TOWN HALL

- Routine work is organized through a team approach based on prioritization except in emergent situations.
- Customers and employees receive a “yes” when at all possible.
- Situational leadership -
- TQM - rely on two or more employees working together as a Process Action Team to develop the best response to the matter.
- Facilitate and encourage our employees

ORGANIZING THE WORK AT TOWN HALL

- Each employee functions professionally, direct supervision is rarely required.
- We receive very few complaints and customer service here is truly outstanding.
- Initiated a flex-time program which has been well received by employees, improved employee morale, and keeps the office open a little longer.

CROSS TRAINING

Cross training is done to accommodate the multi-tasking required of most employees.

- Bonnie has cross trained Sheila with certain Finance Officer skills.
- Sheila has also received cross-training in Permitting.
- Wes is currently being cross trained for Level I in the building inspection trades after which he will be cross trained as a Level I Fire Inspector.
- Merrie will be cross-trained in the Permit + Inspection Department after completing her training at UNC School of Government.

CONTRACTING OUT

We presently contract out some Public Works services after conducting a CBA. Two recent examples are right in this building; (a) the painting of this large room was contracted (b) as was the new microphone / public address system.

PW has brought more work back in-house and in each case it is because it is/was faster, better, less expensive, and in the best interest of the Town.

COMPUTERS

- This is an important issue and I take it very seriously.
- We are contacting IT professionals.
- If necessary will contact consultants seeking informal proposals.
- Ultimately, I/we will develop a presentation to council for your deliberation and action as the expense(s) are likely to exceed my approval limit.
- Most of our desktop computers are over 5 years old, we have been upgrading as needed.
- Compueasy in Grandy sold us the computers and services them.
- The server in Admin had new hard drives installed this summer.

SIGNS

- I would like to have the Mayor join me in approaching the SSCA to secure authorization to place “welcome to SS” signs at the most appropriate location(s).
- Perhaps we could have a TOSS citizen contest for the design.

LIGHTING THE TOWN HALL

PARKING LOTS

- Alvin, Wes, and Tim have met with Jay Russell and they have developed an initial plan.
- On Thurs 1/14 I held a meeting with Bryant Brooks of Dominion Power to solicit their assistance with the lighting plan and he is agreeable and will see how much Dominion will be able to provide / participate.

CHIPPING PROGRAM

- Mark Fletcher of Atlantic Tree stated that he is still of the opinion that chipping during the summer months is dangerous.
- Tree trimming in-town and a full cut back along the ROW is currently underway.
- Tree canopy trimming along NC 12 was referred to NCDOT - I've "reminded" them of my request and await an answer.

TOWN WEB SITE

- Web Site was revamped in-house in 2005. Merrie is responsible for changes and updates to the website. Sheila is the backup for this duty.
- Changes and updates can be completed in a very short turnaround time.
- Suggestions and updates are always welcome and encouraged.
- We must remember that the website must be simple and user-friendly.

Use of Channel 20:

Merrie is responsible for all changes and updates to the Channel 20 show. It is a very general show we believe very little people view this for town business.

CITIZEN INPUT – COMPUTER BASED

- There are many different formats available. Council directed staff in January 2009 to research survey/polling options.
- A broadcast was sent out to ask if property owners would be interested in giving their opinions. Out of 1221 of our broadcast subscribers, 161 responded. 157 are interested in surveys/polling, 3 said no, and one maybe.
- In your handout is example of products.

TRASH/RECYCLING REPLACEMENT

- The Town got out of the can business because most of the cans had out lived their life and it was costing the town too much money to replace or repair cans.
- All property owners have to pay for a new recycling can and/or trash can.
- Replacement/repair contacts are: Tidewater Fibre for recycling and Dare County for trash.

LESSONS LEARNED

- Holding Retreat and Budget Workshops early is valuable.
- Having assigned Council Members work with Dept. Heads during budget development assists in communication and understanding.
- Discourage recycling contractor to change scheduled pickups. If necessary to reschedule have them help with advertising new date etc.
- Staff Meetings – Day after TC meetings to ensure staff understood and implements Council discussion.

TOWN MANAGER PLANS/IDEAS FOR 2010

- Complete new HVAC system at Town Hall
- Obtain Council's direction on implementing the CIP.
- Obtain Council's direction of Phase II of the Canal Project.
- Other plans and ideas following Council's direction and input from Department Head presentations and proposed budgets.

QUESTIONS ?