

Town of Chapel Hill



First Quarterly Report 2004-2005

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SUMMARY



**PART I: SUMMARY OF THE FIRST QUARTER REPORT
FOR 2004-05
(period ending September 30, 2004)**

The Town of Chapel Hill brings responsive and well-managed local government service to about 50,000 residents. The vision for our community is shaped by policies set by the Mayor and Town Council, and delivered by more than 600 employees who work to ensure that citizens live in a safe and sustainable community that is served by an open, effective and accountable government.

The Town provides services in areas that include fire and police protection, finance, planning, public works, inspections, engineering, transportation, library, parks and recreation, and housing. The following report summarizes the Town's activities and initiatives for the first quarter of the 2004-05 fiscal year.

Fiscal Conditions

The Town is committed to enhancing its ability to provide services and manage its development through financial stability and fiscal planning.

Town recognized for financial excellence

The Town of Chapel Hill has received the highest form of recognition in governmental financial reporting from the Government Finance Officers Association. The Town was presented the Certificate of Achievement for Excellence in Financial Reporting for its Annual Financial Report. It has received the award for the past 19 years.

The certificate represents a significant accomplishment by a government and its management, according to the Government Finance Officers Association, which gives the awards. Recognition is determined by an impartial panel that review reports for "demonstrating a constructive 'spirit of full disclosure' to clearly communicate its financial story."

Council authorizes bond sale

With formal authorization given in June 2004, by the Council, the Town proceeded with the \$4 million General Obligation bond sale. The issuance of the bonds will fund several purposes, as approved by voters in November 2003, as part of an overall \$29.36 million plan for community improvements, including providing parks and recreation facilities, open spaces and areas, public libraries, public buildings, and sidewalks and streets. The Town's plan is to sell the bonds in four increments, starting with \$4 million in 2004, followed by \$7.75 million in 2006, \$8.805 million in 2008, and \$8.805 million in 2009.

The Town received six bids for its long-term borrowing through bonds. Legg Mason Wood Walker was the low bidder with an average rate of 4.0092 percent for bonds maturing over the next 20 years. Repayment of the debt will take place in semi-annual payments totaling about \$350,000 annually beginning in April 2005.

The Town's bond ratings were confirmed at AAA from Moody's Investor Service, the highest rating attainable from Moody's, and AA+ from Standard and Poor's, the next to highest rating attainable. The highest rating, an AAA rating, is given when a local government has a healthy tax base, conservative management, and is considered by financial analysts to be a good risk for investors.

University Relations

The Town endeavors to provide an environment where the Town of Chapel Hill, UNC, and the UNC Health Care System can collaborate to maximize mutual benefits.

Good Neighbor Program

The Town of Chapel Hill and the University of North Carolina at Chapel Hill worked together to strengthen relationships between long-term residents of Chapel Hill and student renters. Chapel Hill police officers distributed welcome packets to new residents of the Northside and Cameron-McCauley neighborhoods. In each packet is a welcoming letter signed by Mayor Kevin Foy, Chancellor James Moeser, Chapel Hill Chief of Police Gregg Jarvies, and UNC Student Body President Matt Calabria. The letter encourages new residents to get to know their neighbors and to get involved in neighborhood activities. The packet contains information about Town services, parking regulations, the noise ordinance, recycling, and sanitation services. There are also coupons from local merchants.

Regional Cooperation

The Town engages in effective regional cooperation that promotes sustainable growth patterns, recognizing that economic development, land use, transportation, environmental, natural area linkages, and other planning issues transcend the boundaries of Chapel Hill.

New Legislation

Under a new statute effective October 1, 2004, municipal zoning authority extends to development of land proposed by the State and local government units. The change has procedural implications for projects being undertaken by the Town and UNC-Chapel Hill.

The NC General Assembly also has given the Council permission to buy open space outside the Town limits of Chapel Hill. The Council agreed earlier this year to ask for the authority, and State legislators granted it in a bill approved during the Legislature's most recent session.

In other legislation of interest, newly enacted law now includes a provision that requires UNC-Chapel Hill to operate Horace Williams Airport and continue air transportation support for the Area Health Education Center and the public from that location until a replacement facility becomes operational.

Economy and Employment

The Town works to increase employment opportunities for residents and satisfy local demand for commercial and retail services.

Potential Downtown Economic Development Initiative

The Council received public comment in September 2004, on a report offering a cost estimate and financial analysis on a potential building program for developing retail, housing, parking and public space at parking Lots 2 and 5 and the Wallace Deck. The report is intended to help the Council decide whether to continue with the next phase of the process – request for proposals from developers and developer selection.

A September 2004, presentation from the Town's consultant, John Stainback, estimated the total cost for the project to be about \$66.3 million, of which the Town would have to cover about \$7.9 million with land lease revenue and other income from the new developments. The public investment would go toward construction of a parking garage at the RBC Centura property, construction of underground parking spaces at the municipal lot at Church and Rosemary streets and construction of a transit transfer station under new development at the corner of Rosemary and Columbia streets.

The Town Council scheduled additional public meetings on the project to be held November 4-5, soliciting feedback from residents of downtown neighborhoods, the Downtown Economic Development Corporation, the Chapel Hill Downtown Commission, UNC-Chapel Hill and others.

Downtown Economic Development Corporation

The Downtown Economic Development Corporation officially came into existence in July 2004, with an annual budget of \$210,000 provided by the Town and UNC. It is funded with \$70,000 from the Town, \$70,000 from the University and \$70,000 from the Town's special tax on downtown property. Nick Didow, a professor in UNC's business school, was selected as interim executive director in August 2004. The group's mission is "to bring the resources of the Town, University and downtown community together to maintain, enhance and promote downtown as the social, cultural and spiritual center of Chapel Hill through economic development."

Sidewalk Dining Rules

The Town Code was amended in September 2004, to permit serving beer and wine to patrons having meals at tables in the public right-of-way adjacent to restaurants in the downtown area of Chapel Hill. By ordinance, the Town now permits similar activities in other commercial areas in Town. A restaurant owner petitioned the Council for this change to sidewalk dining rules on June 30, 2004.

Housing

The Town aims to increase the availability of well-designed, affordable, safe and sanitary housing for all citizens of Chapel Hill.

Public Housing

Renovation work is in progress in eight of the 26 apartments at the Airport Gardens neighborhood. The renovation work will be performed in two phases. The first phase includes renovation in 18 of 26 apartments and is expected to be completed in the spring of 2005. Phase 2 will include the remaining eight apartments and site work.

Inspections

The number of inspections has decreased by 38 percent due to the large number of condominium and Townhouse units being completed. Total construction values are up 49 percent from last year due largely to the increase in residential alterations.

Land Use and Development

The Town promotes orderly development and redevelopment to achieve appropriate and compatible use of land.

UNC-Chapel Hill Development Plan

The Council approved in June 2004, a UNC-Chapel Hill request to modify its Development Plan to add about 169,000 square feet of floor area to the campus. The plan now relocates a previously approved chiller plant and 600 parking spaces to the future Bell Tower parking deck. The changes to the 2003 Development Plan also include a new physician's building and building additions to Morehead Planetarium, Fetzer Gym and the James Love House at 410 E. Franklin St. Also, the modified plan includes a relocation of the proposed Science Complex chiller plant to the future Bell Tower parking deck. The plan relocates the 600 parking spaces from the proposed Science Complex parking deck to the proposed 1,000 space Bell Tower parking deck, increasing that deck to a proposed 1,600 spaces.

Village Plaza Theaters

The Council approved a special use permit modification in June 2004, for Village Plaza Theaters to remove a requirement that a driveway be widened. The modification passed with a stipulation addressing concerns for traffic flow and safety. The Council required theater owner Eastern Federal to hire an off-duty traffic officer to direct traffic from 6 to 9 p.m. Fridays for six months after the expanded cinema opens. Eastern Federal will also be required to fund a traffic study to evaluate the continued need for a traffic officer. The special use permit allowing the theater construction passed in January 2003. The modification approved on Wednesday removed the required widening of a driveway on the southern side of the Red, Hot & Blue restaurant. Eastern Federal was engaged in discussions for several months over whether to widen the driveway with Ginn & Co., which owns a portion of the driveway.

Mayor's Obey's Creek Committee

The Mayor's Obey's Creek Committee reviewed a proposed housing development on about 150 acres on the east side of Highway 15-501 across from Southern Village. Developers requested that the Town increase its permitted density and permitted uses for the site. The committee suggested to the Council in September 2004, that development plans be drawn for this property in accordance with existing land use policies and regulations. The Council encouraged development of affordable housing on this site, and urged the applicant to pursue opportunities for partnership with a local housing not-for-profit organization.

Environment

The Town strives to identify, protect and preserve open spaces and critical natural areas and enhance the community's air quality and water resources.

Stormwater Management Program

Chapel Hill property owners received fee notices in August 2004, for a new Stormwater Management Program established by the Town to protect streams and reduce flooding. The fees, which range from \$39 to \$117 annually for most properties, were included in Orange County property tax bills. The utility's budget will be about \$1.8 million in the first year.

Responding to new federal and State mandates -- as well as new local regulations -- program activities include maintaining streets and drainage systems, reducing soil erosion and sedimentation, planning and implementing watershed management, administering local and State regulations, mitigating flood damage, and responding to drainage assistance requests from citizens.

Transportation

The Town values the development of a balanced, multi-modal transportation system that will enhance mobility for all citizens, reduce automobile dependence, and preserve/enhance the character of Chapel Hill.

Street and Road Improvements

About two dozen streets throughout Chapel Hill were repaved and improved through July and August of 2004. Construction crews under contract with the NC Department of Transportation completed a resurfacing of Franklin Street between Henderson Street and Merritt Mill Road. The Town worked with the NC DOT to ensure that the street remained open at all times for two-way traffic, and the majority of work was undertaken between 8 p.m. and 6 a.m.

The Town's annual street maintenance project, completed by Public Works crews, included resurfacing and milling. Streets that received improvements are Bradley Road, Brighton Court, Butternut Drive, Cameron Court, North Columbia Street, Creel Street, Dartmouth Court, Elliot Road, Hanover Place, Isley Street, Lake Ellen Drive, Lake Shore Lane, Lancaster Drive, Legion Road, Lindsay Street, Nottingham Drive, Rosewood Court, Scarlett Drive, Valley Park Drive, Weiner Street and Williams Circle.

Chapel Hill Transit

Following the summer season of reduced passenger counts, Chapel Hill Transit resumed its full service schedule on August 23, 2004. Chapel Hill Transit buses served 1.4 million passengers in the first quarter, a 13.2 percent increase from the same period last year.

The fall 2004 schedule also brought the following route changes:

- S Route: This route no longer serves the Hedrick Building, but now serves Bowles Drive. Passengers who need to access the Hedrick Building still can use the HU Express Route.
- JFX Route: This route begins one hour earlier, with trips at 5:30 a.m. and 6 a.m.
- V Route: This route will include UNC Hospitals in both directions, including Mason Farm Road to Manning Drive.
- FG Route: This Saturday route no longer serves Franklin and Graham streets, but runs a shorter loop from the Varsity Theater to Columbia Street and Cameron Avenue.

In addition to these routes, Transit added a “Safe Ride G” Route on Thursday, Friday and Saturday nights from 10:15 p.m. to 2:30 a.m. The Safe Ride G Route runs from Glen Lennox to Finley Forest, then to the Franklin Street vicinity. All three Safe Ride routes (G, J and T) resumed service on August 26.

Chapel Hill lauded for improving air quality and reducing traffic congestion

The Town of Chapel Hill earned the Best Workplaces for Commuters designation – a mark of environmental and commuter friendliness – from the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Transportation (DOT) in September 2004. Best Workplaces for Commuters is a voluntary partnership program designed to cut traffic congestion and traffic-related air pollution. The program recognizes employers that offer employees commuting options that discourage driving alone to work. Chapel Hill’s major benefit offered to employees - and indeed, to all residents -- is its fare-free transit system.

Traffic Calming Policy and Procedures

The Council established in June 2004, a formal policy and procedures to evaluate, prioritize and fund traffic calming requests. The Town receives numerous requests each year for traffic control measures, including requested installation of stop signs, striping, medians and speed humps. New procedures for evaluating requests, including a ranking system and the use of citizen petitions, are expected to improve the Town’s responsiveness to citizens.

Durham-Chapel-Hill-Carrboro 2030 Long Range Transportation Plan

The 2030 plan includes roadway, transit, bicycle and pedestrian projects to be completed over the next 25 years and will include a financial plan designed to fund these improvements. It is required to be developed and adopted by the Durham-Chapel Hill-Carrboro Urban Area to meet federal transportation and air quality regulations. The Council made several recommendations to the Durham-Chapel Hill-Carrboro Transportation Advisory Committee including comments that

the plan should provide the following: implement transit improvements, reduce the number of travel lanes for the Waver Dairy Road Extension (N.C. 86 to Homestead Road) from four to two lanes, make Franklin Street the fixed guideway corridor, and remove Weaver Dairy Extension from Homestead Road to the Horace Williams property. Further, the Council recommended possible changes to the lead planning agency to improve overall efficiency and accountability for the development of the Regional Transportation Model and Long Range Plan.

Community Facilities and Services

The Town provides community facilities and services that meet the physical, social, and cultural needs of Chapel Hill's population.

Personal crime down 21 percent; overall crime increases

A statistical crime summary of the first quarter of 2004 shows a 21 percent decrease in reported personal crime (homicide, rape, robbery and aggravated assault). However, property crimes increased by 11 percent. Burglaries went from 102 last year to 119 this year. Overall reported major crimes increased by 8 percent. Traffic collisions decreased by 12 percent as compared to the first quarter of 2003-04 (559 to 493). Injuries decreased by 26 percent, from 107 to 79. There was one traffic fatality this quarter.

Police create Office of Senior Services

The Chapel Hill Police Department announced a new service in August 2004, for Chapel Hill senior citizens. The Office of Senior Services has been established to address safety, crime, and other community issues to enhance the lives of older members of our community. The Chapel Hill Police Department sees the need for the program because of the growing number of senior citizens in our community. It is projected that by 2005, the number of senior citizens in the Chapel Hill area will be approximately 20,000.

Police launch campaign to assist motorists against break-ins

The Chapel Hill Police Department, Carrboro Police Department, UNC Department of Public Safety, Crime Stoppers and Chapel Hill Transit joined forces in August 2004, to initiate an awareness campaign to combat automobile break-ins. The program is called HABIT, which stands for Halt Auto Break-Ins Today.

Increasing awareness of school bus safety laws

The Chapel Hill Police Department's Traffic Education and Enforcement Unit partnered with the Chapel Hill-Carrboro City Schools Transportation Division in September 2004, to increase awareness of school bus safety laws. As part of this initiative, officers assist in school bus driver training sessions and distribute safety information to the registered owners of vehicles seen passing stopped school buses. These motorists, who are seen by the bus drivers, will receive a letter from the school's transportation department alerting them to the violation as well as a pamphlet that explains the laws that apply to school buses. The letters are designed to emphasize the importance of knowing the law and driving carefully around buses and bus stops.

Fire Department

About 78 percent of emergency fire calls received a response within 5 minutes of a dispatch from Orange County 911 Center. The objective is 90 percent. The 22 percent that received a response greater than five minutes reflects the possible impact from multiple calls occurring in the same fire district, requiring a response from fire personnel from a back-up station. Total fire damage for this quarter was \$54,525.

Parks & Recreation

Parks and Recreation held a summer concert series and organized the Town's annual Fourth of July event, which drew an estimated 8,000 people to Kenan Memorial Stadium for free fireworks and entertainment by Johnny White and the Elite Band.

Reported program levels decreased 13 percent from last year's first quarter. There were fluctuations in most program areas including some increase and decreases. The department collected \$96,013 in fees for programs, admissions, rental of facilities and concessions, which represents an increase over last year at this time. The amount of fees waived totaled \$43,108 to allow low-income citizens to participate in activities. Most fee reductions are granted for camps, after school programs and small classes and programs at the Hargraves Center.

Chapel Hill Library

Patrons made more than 97,000 visits to the Chapel Hill Library in the first quarter of FY 2004-05. This is about 9 percent higher than last year for the first quarter. The total number of registered borrows in the first quarter is 28,454. Patrons made more than 97,000 visits to the library in this quarter. This is about 9 percent higher than last year.

GO Chapel Hill! launched

Community leaders officially launched in September 2004, a program to promote active living and increase physical activity in the community -- GO Chapel Hill! -- outside the Chapel Hill Community Center. Chapel Hill has been chosen as one of 25 cities across the United States to receive a \$200,000 grant to develop and implement strategies to promote the program. Funded by the Robert Wood Johnson Foundation, the program will bring health promotion educators, transportation staff, Town officials, and planners together to create a community where physical activity is encouraged and convenient for all residents through education and design.

In Chapel Hill, the program promotes active living in neighborhoods, schools, and businesses. Specific tactics to promote active living includes:

- Neighborhood assessments of barriers to mobility within their communities
- Development of Safe Routes to School programs
- Pedestrian/bicycle/transit safety assessments of major transportation corridors
- Strengthening transit/active living linkages through bus promotions

- Utilizing an existing Town-wide employer transportation management program to promote multi-modal commuting options through private employers

IFC Shelter

Renovations to the Old Town Hall, 100 W. Rosemary Street, were completed under budget and ahead of schedule in August 2004. Renovations cost about \$450,000. The building is currently leased to the Inter-Faith Council for \$1 per year to provide temporary housing for homeless men. About two dozen local churches took turns over the summer renovation to provide shelter for the homeless. The Inter-Faith Council intends to move from this location to a larger facility and is exploring various options and seeking public input.

Public Art Projects

David Wilson, a nationally recognized muralist from North Carolina, produced five outdoor murals using digital imaging and high pressure laminate to create composite graphic panels, each approximately 7 feet by 14 feet at the Hargraves Center and A.D. Clark Pool. The murals were unveiled in August 2004. Wilson's work displays a particular sensibility to the traditional values of family, religion, and relationships in the African and African American communities. He has exhibited internationally in Germany, Spain, and France. Wilson served as the lead artist on the Senior Center Mural Projects in both Durham and Nashville, North Carolina, as the Artist in Residence at the Durham County Youth Home Project and as a contributing artist on the Hayti Community Mural in Durham.

The Town's Percent for Art Ordinance will set aside an estimated \$420,000 for public art at the Town Operations Center. The Public Arts Commission selected Larry Kirkland as the project artist. Kirkland is noted for his mastery and skill in using engraved stone, cast bronze, glass, water and light. A graduate of Oregon State University and the University of Kansas, Kirkland is a past recipient of a Fellowship from the National Endowment for the Arts. He has created numerous public artworks over the past 30 years and is currently designing a garden for the Cranbrook Academy of Art in Michigan.

The Council also approved the Public Arts Commission recommendation for Laura Haddad and Tom Drugan as the artist team for the new Southern Community Park. Haddad and Drugan, who have been working in Seattle since 1994, focus on creating public places with strong conceptual content.

Governance

The Town makes every effort to maximize citizen participation so that Town government is representative of and responsive to the population; and to serve and govern the population in an honest, efficient, and equitable manner.

Special Committee to Consider Renaming Airport Road

The Town Council received considerable public comment on the proposal to rename Airport Road. Public forums on the renaming issue were held in 2004 on April 19, May 24, and June 14.

The Council voted to establish a special committee to consider the creation of memorials to the life and legacy of Dr. Martin Luther King Jr., including the renaming of Airport Road. From a pool of about 60 applicants, 20 people were selected to serve on the Special Committee to Consider Renaming Airport Road. The Council directed that all other persons who applied for appointment be provided all the materials received by the committee, both electronically and in print form.

The Town solicited proposals from experienced facilitators who can help the committee in its organization and the conduct of its work. The Council Committee reviewed proposals from facilitators and selected Open Source Leadership Strategies, Inc.'s proposal for a \$15,000 contract. The committee meetings are scheduled to take place November 4-5, and November 20, with a report to the Council in December.

Employees Serving Citizens

The employee turnover for the first quarter was 1.52 percent, a decrease from 4.33 percent during the same period last year.



**DEPARTMENT
DETAIL/GRAPHS**



First Quarter, 2004-2005

General Revenue

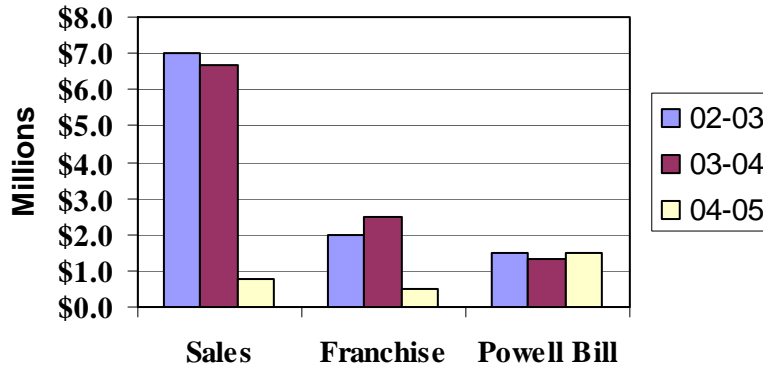
GENERAL FUND REVENUES/EXPENDITUES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
TOTAL REVENUES	40,532,512	41,155,495	41,483,757	5,723,692	5,254,552	(8.2%)
TOTAL EXPENDITURES	38,047,162	40,872,965	41,483,757	10,934,042	8,582,846	(27.4%)
EXPENDITURES AS a % OF BUDGET					20.7%	

GENERAL FUND MAJOR REVENUES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
REVENUES						
PROPERTY TAXES	21,070,055	21,649,413	22,613,525	2,381,057	2,669,066	12.1%
STATE SHARED REVENUES						
Sales Taxes	6,974,456	6,654,959	7,384,700	560,648	834,156	32.8%
Utility Franchise Tax	2,023,320	2,465,974	2,110,700	443,781	479,892	8.1%
Powell Bill	1,490,126	1,315,545	1,315,000	1,315,545	1,473,800	12.0%
State Fire Protection	849,764	849,764	850,000	212,441	212,441	0%
Beer and Wine Tax	221,998	217,615	205,000	--	--	--
TOTAL STATE SHARED REVENUES	11,259,974	11,259,974		2,638,655	2,638,655	18.5%

TAX BASE	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
REAL PROPERTY	3,688,289,625	3,791,942,402	3,890,000,000	3,814,908,525	4,139,420,930	8.5%
PERSONAL PROPERTY	415,023,471	455,906,761	490,000,000	223,366,942	272,204,070	21.8%
PUBLIC UTILITIES	63,868,306	57,587,809	60,000,000	60,209,819	57,587,809	(4.4%)
TOTAL	4,167,181,402	4,305,436,972	4,440,000,000	4,098,485,286	4,469,212,809	9.0%

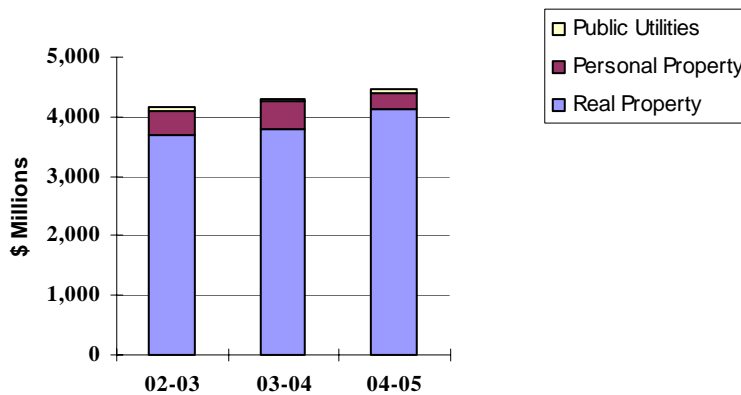
NOTE: Reflects motor vehicle listings for four months. Certified but not yet billed.

Major State-Shared Revenues



Sales tax revenues were about 33% more than last year for the first quarter. We anticipate that the increase may be due, in part, to construction on the University of North Carolina campus in Chapel Hill. The University of North Carolina receives a rebate of sales taxes on construction work. We anticipate a greatly reduced sales tax number in the quarter that the University of North Carolina at Chapel Hill receives the rebate. Both franchise taxes and fuel tax (Powell Bill) amounts increased from last year.

Property Tax Base



The tax base valuation based on billing through September 30, 2003, was \$4,411,625,000 or about 9% more than last year for the first quarter. This total includes four months of motor vehicle tax billings and public utility valuations certified but not yet billed.

First Quarter, 2004-2005

Engineering

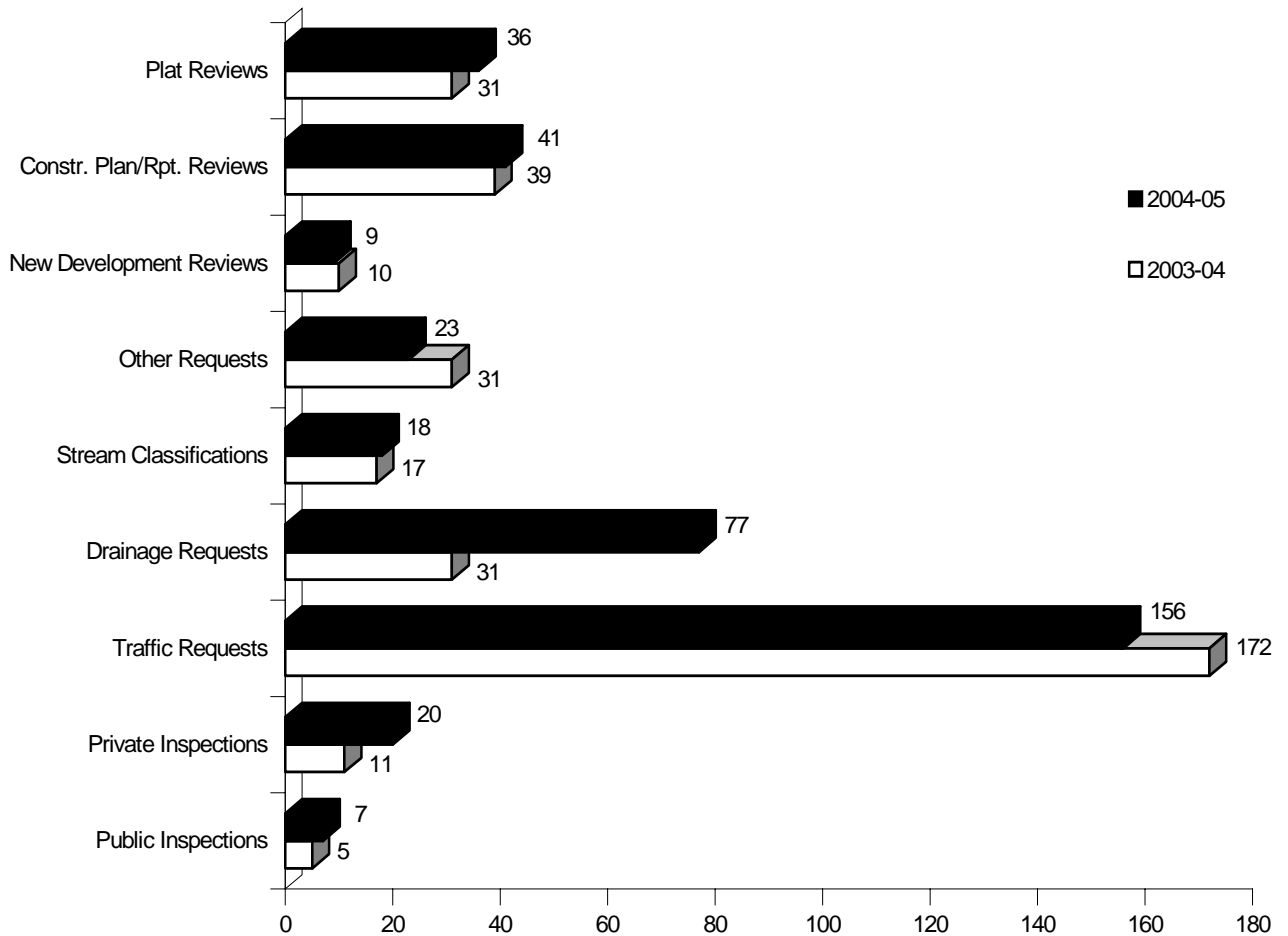
REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Revenues	143,359	144,886	137,300	30,634	17,631	-42%
Expenditures	951,902	1,254,949	955,912	194,103	178,027	-8%
Expenditures as % of Budget					19%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Drainage Requests	80	91	150	31	77	+248%
Traffic Requests	534	599	500	172	156	-9%
Other Requests	94	96	90	31	23	-26%
Plat Reviews	137	155	120	31	36	+16%
New Development Reviews	24	42	35	10	9	-10%
Constr. Plan/Rpt. Reviews	171	256	150	39	41	+5
Steam Classifications	83	88	80	17	18	+6%
Private Projects Being Inspected	47	55	60	11	20	+82%
Public Projects Being Inspected	19	22	20	5	7	+40%
Cemetery Spaces Sold	134	137	120	41	31	-24%
Cemetery Spaces Staked	83	103	120	22	29	+32%
Cemetery Monuments Staked	72	71	60	17	15	-12%

SAFETY PERFORMANCE	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	8.0		N/A	-0-	-0-	-0-
Safety Inspections: # of hazards identified/ % of items mitigated	1/100%	0/0%	N/A	0/0%	0/0%	-0-

OBJECTIVES	PROGRESS/STATUS
To provide timely, consistent, thorough reviews and construction supervision of both public and private development projects.	Our review process assures consistency and a timely level of service in meeting review deadlines. We meet with engineers about review comments, and continue to improve interdepartmental communications and procedures. We maintain a high level of field supervision and direction during construction.
To administer a comprehensive Stormwater Management Program which addresses community stormwater quantity and quality issues.	We continue existing stormwater related services and preparation for compliance with federal and State mandates. We investigate expanded program areas relating to water quality and control of stormwater runoff to the extent practicable. A local stormwater utility has been established and is being implemented.
To manage, operate, and maintain a computerized traffic signal system in Chapel Hill and Carrboro.	We manage the system for maximum efficiency and effectiveness. We supplement and improve the system as necessary. We are continuing negotiations with the State regarding signal system upgrade. We are revising signal timings on major transportation corridors. Traffic Calming Policy and Procedures have been adopted by the Council and are being implemented.
To expand and improve in-house land surveying and engineering design services necessary for developing Town improvement projects.	We maximize use of Town engineering and surveying resources for design and development of Town projects.
To develop, coordinate, and manage a comprehensive Geographic Information System.	We continue to develop G.I.S. applications to improve Town information services and coordination with other local and State agencies. We continue coordination with State regarding new floodplain mapping. Aerial photography mapping services to update contour lines will begin in Second Quarter.
Provide and upgrade safety equipment for all Department operations as needed.	We continuously monitor needs and provide safety equipment as needed.
Upgrade equipment and implement Department ergonomic adjustments as needed.	We continuously monitor needs and provide ergonomic equipment as needed.
Identify and mitigate potential and/or actual Department safety risks.	Ongoing review of work areas. Deficiencies corrected as identified.
Progress on Priority Projects named for the year.	Safety program improvements are ongoing.
Explanation for uncorrected inspection items.	No items identified this quarter.

Engineering Reviews, Assistance, Inspections, and Surveys



Plans and reports involving all types of improvements, traffic engineering, and stormwater management relating to new development are reviewed. Formal requests for assistance which require a written or verbal response are indicated. Traffic-related requests remain at a high level, as traffic issues continue to be important to the community. Drainage-related requests for assistance have increased significantly as a result of implementation of the Land Use Management Ordinance and the local stormwater utility. The Engineering Department inspects streets and related improvements for proper construction. Most of this work involves infrastructure supporting private development.

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Expenditures *	884,199	908,483	996,501	185,975	189,622	2%
Expenditures as % of Budget					19%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
ACCOUNTING & BUDGETING						
# Payroll checks and direct deposit vouchers written	28,369	29,086	---	7,049	7,170	2%
# Vendor checks written	11,657	10,331	---	2,439	2,335	(4)%
PURCHASING						
# Purchase Orders Issued	2,092	2,082	---	1,042	997	(4)%
# Contracts Processed	287	362	---	117	84	(28)%
\$ Formal Bids	---	1.2m	---	.33m	1.119m	240%
\$ Informal Bids	2.22m	1.73m	---	.34m	.26m	(24)%
\$ Architectural and Engineering Bids	.11m	3.35m	---	.02m	---	N/A
\$ Construction Bids	.29m	1.66m	---	---	.94m	N/A
\$ Contracts received by Minority/Women-Owned Enterprises	---	---	---	---	---	N/A
% Contracts received by Minority/Women-Owned Enterprises	---	---	10%	---	---	N/A
RISK MANAGEMENT						
# Insurance Claims Processed	95	185	---	46	52	13%
\$ Claims Collected	38,023	56,180	---	1,691	9,418	457%
SAFETY PERFORMANCE						
Safety Training: # of staff hours of training (# of employees x training time)	---	---	---	---	---	N/A
Safety Inspections: # of hazards identified/ % of items mitigated	---	---	---	---	---	N/A

OBJECTIVE	PROGRESS/STATUS
BUDGET AND ACCOUNTING	
Maintain accounting records in a manner that supports the operation of the Town and enables the Town to obtain an unqualified audit opinion on its annual financial statements. Renew the Certificate of Achievement for Excellence in Financial Reporting from the National Government Finance Officers Association.	Task basically completed by September 30 per contract. Unqualified audit opinion obtained. Comprehensive Annual Financial Report (CAFR) scheduled for presentation to Council in November 2004. Certificate of Excellence received for the FY 2003 report for the 19 th consecutive year.
Monitor the Town's investment program to assure maximum return on invested funds (considering safety and liquidity) and to assure that at least 98% of all funds are invested daily.	Funds monitored and properly invested. Interest rates on investments ranged from 1% to 1.25% during the quarter.
Provide financial, budgetary and accounting assistance in the coordination and implementation of bond projects and other debt financing requirements including preparation for the bond referendum in November 2003.	The first issue of the voter-approved bonds in the amount of \$4 million are scheduled to be sold in October 2004.
Include information in annual budgets necessary to continue to receive the Distinguished Budget Presentation Award from Governmental Finance Officers Association.	Final Adopted Budget document for 2004-05 completed and application for Distinguished Budget Award submitted in September.
PURCHASING AND RISK MANAGEMENT	
Maintain at least a 10% participation level for minority and women-owned businesses in formally bid Town construction projects.	There was no minority of women-owned business participation in formally bid Town construction projects this quarter.

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Expenditures	4,990,815	5,348,840	5,575,478	266,269	477,077	+44.1
Revenue from Inspections	3,845	5,495	3,000	370	1,600	+76.9
Expenditures as % of Budget					8%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
ADMINISTRATION						
# of injuries to citizens due to fire	0	1	0	0	2	+2
# of on-the-job injuries to employees	9	7	0	5	1	-4
# of deaths due to fire	0	1	0	1	0	-1
LIFE SAFETY						
# of primary inspections of commercial buildings	1,145	998	300	193	265	+72
# of secondary inspections of commercial buildings	366	254	420	64	81	+17
# of hazards/deficiencies cited in occupancies	2,215	3,103	1,100	767	321	-446
# of site/construction plans reviewed for Fire Code compliance	211	189	75	44	32	-12
# of fire occurrence investigations for cause and circumstances	19	17	50	2	4	+2
EMERGENCY OPERATIONS						
# of primary inspections of commercial buildings	163	329	600	6	3	-3
# of *secondary inspections of commercial buildings	79	46	600	2	0	-2
# of Public Education Contacts	352	484	300	108	30	-78
# of fire responses (emergency)	2,088	1,787	1,600	511	459	-52
# of **1st Responder emergency medical responses	984	1,066	1,200	297	247	-50
# of fire responses (non-emergency)	254	368	200	99	63	-36

* The Fire Department initiated a policy change during last FY to manage inspection work load. Under the new policy only one follow-up inspection is made to correct non-life safety code violations. This policy has reduced the need for repeated non-productive re-inspections.

**1st Responder is the program where Town fire personnel are dispatched along with a County ambulance to provide first aid to victims.

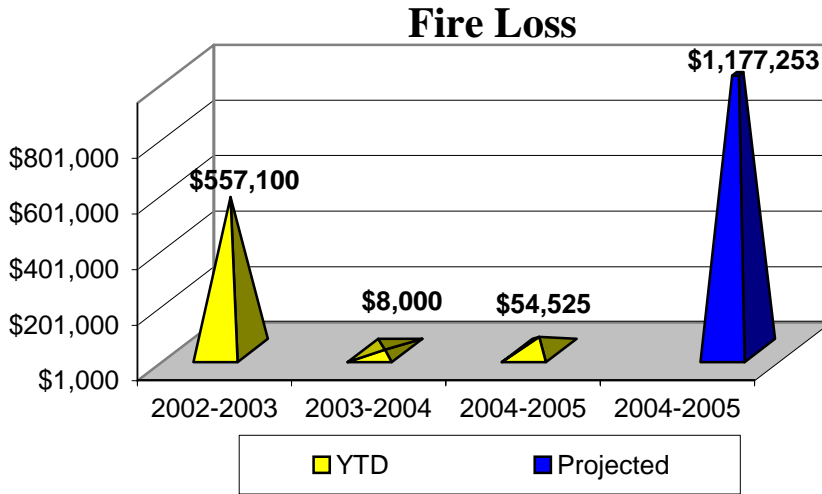
NOTE: Home inspection program has been altered. Home inspections are conducted when requested and not solicited door to door as before.

Fire**First Quarter, 2004-2005**

ADDITIONAL DETAIL cont.	Actual 2002-2003	Actual 2003-2004	Budget 2004-2005	YTD 2003-2004	YTD 2004-2005	Change from Prior Year
Average Fire Response Time**	3.3	3.3	5.0	3.3	3.6	+0.3
Average 1st Responder Response Time	3.2	3.3	5.0	3.2	3.6	+0.4
Average Time Spent on the scene of a 1st Responder Call (minutes)	11.3	10.8	20.0	20.0	22.1	+2.1
Type of Fire Loss:						
Commercial	1	4	11	0	0	0
Institutional	1	1	6	0	1	+1
Multi-family residential	2	2	16	1	5	+4
Single-family residential	5	5	18	2	0	-2
Vehicle	n/a	n/a	n/a	n/a	7	n/a
Total fire loss	1,058,199	2,244,200	1,177,253	8,000	54,525	+41,525

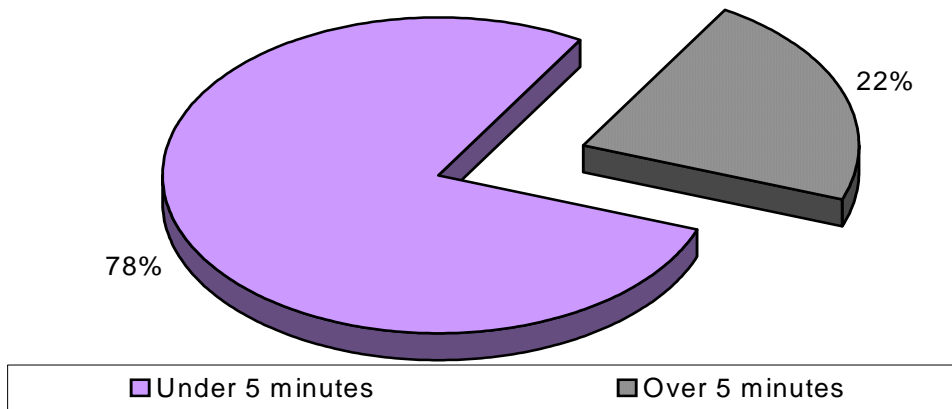
OBJECTIVES	PROGRESS/STATUS
To reduce property loss from fire to 25% lower than the average loss for the previous five years.	Fire damage for the first quarter was \$54,525. At this rate of loss, the anticipated year end loss would be 218,100 which would reflect lower than the 25% goal.
To maintain an average emergency response time of less than five minutes with no more than 10% of responses exceeding five minutes.	Average fire response time was 3.6 and average 1st responder response time was 3.6. Seventy-eight percent of the emergency fire calls were answered in less than 5 minutes from time of dispatch.
To improve fire safety in commercial buildings by the primary inspection of 900 occupancies during FY 96-97 and follow-up inspections estimated at 1,020.	The Life Safety and Emergency Operations Divisions this quarter conducted a total of 268 primary inspections and 81 secondary inspections.

**Response time is the difference between the time the Fire Department acknowledges the dispatch from the communications center and the time fire personnel arrive on scene. The response time can also be viewed as the travel time for the call.



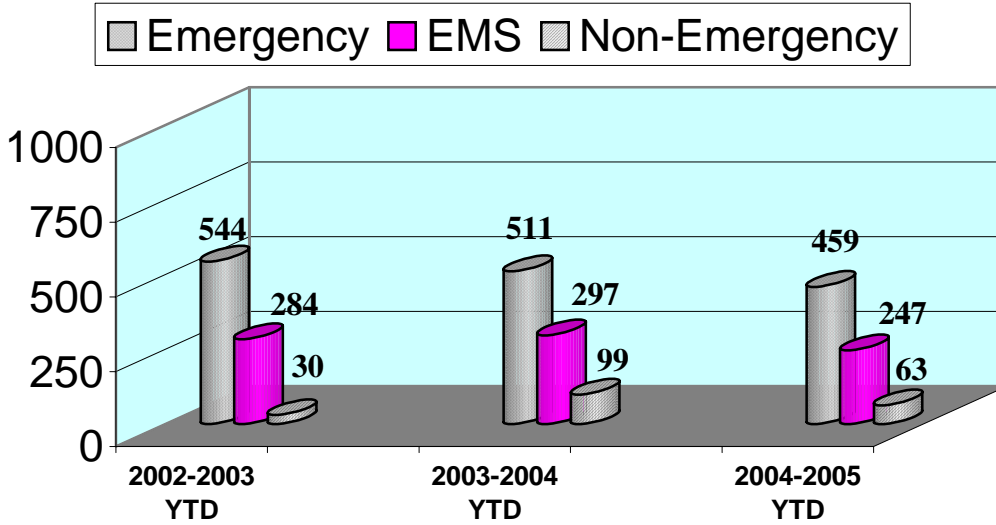
Property damage due to fires in the 1st quarter totaled \$54,525. The estimated fire loss of \$1,177,253 reflects the average fire loss over the last five years. This trend is targeted by Fire Department staff for reduction through fire prevention, code enforcement and suppression activities.

Fire and Emergency Response Time



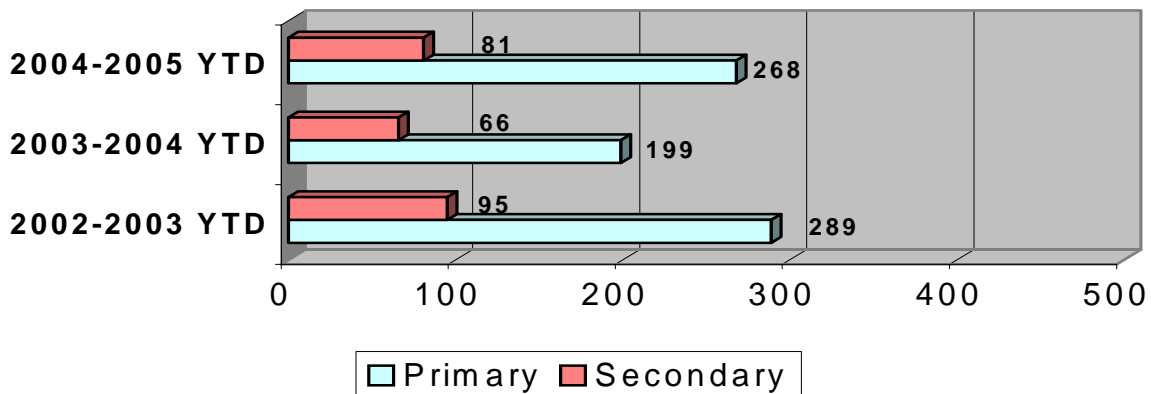
Approximately 78% of emergency fire calls received a response within 5 minutes of a dispatch from Orange County 911 Center. The objective is 90%. The 22% that received a response greater than 5 minutes reflects the possible impact from multiple calls occurring in the same fire district, requiring a response from fire personnel from a back-up station.

Calls for Service



Fire personnel responded to 459 emergency fire-related calls and 63 non-emergency fire-related calls this quarter. In addition, fire apparatus responded to 247 1st responder calls. The total number of calls where fire personnel have rendered assistance to date is 769.

Commercial Inspections



Inspection of commercial buildings consisted of 268 primary and 81 secondary visits by Life Safety and Emergency Operations Divisions during the 1st quarter.

First Quarter, 2004-2005

Housing

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues: Operations	1,553,621	1,420,470	1,659,462	337,893	388,252	+15%
Expenditures: Operations	1,384,144	1,479,527	1,659,462	322,869	296,736	-8%
Expenditures as % of Budget					18%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
EXPENDITURES (Percent of each budget expended to date)						
Capital Fund Program for public housing renovations.	632,308	200,684	1,584,282	63,878	77,324	+21%
Drug Elimination Grant	11,318	3,100	0	1,060	0	-100%
HOUSING SERVICES						
# of Vacant Apartments Prepared for Occupancy.	53	57	50	13	16	+23%
# of Units Refurbished	38	40	38	10	10	0%
# of Work Orders Completed this quarter: 695	3,260	3,210	3300	695	752	+8%
Preventive Maintenance Inspections	1,344	1,344	1344	0	336	+100%
Safety and Emergency Repairs	2,353	2,403	2000	413	165	-2%
# of Families on Public Housing Waiting List	237	259	250	157	174	+12%
Percent of Rent Collected On Time	95%	96%	95%	87%	89%	+2%
Units Occupied	317	310	NA	321	303	-6%
Units Under Renovation	15	0	30	0	17	+100%
Units Vacant	66	71	50	15	9	-40%

Note: The number of vacant apartments includes 2 apartments that are being used as Community space.

Housing**First Quarter, 2004-2005**

SAFETY PERFORMANCE	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Safety Training: • # of staff hours of training • # of employees X training time • # of safety committee meetings	3 (15)	3 (15)	N/A	3 (15)	0	0
Safety Inspections: • # of inspections • # of hazards identified/ • % of items mitigated	0	0	N/A	0	0	0
Time lost due to work-related injury or illness	0	0	N/A	0	0	0

OBJECTIVES	PROGRESS/STATUS
To Recertify Eligibility for Public Housing Tenancy every Twelve Months.	There were 22 interim adjustments and 77 recertifications of eligibility this quarter. A total of 99 adjustments were completed this quarter.
To complete refurbishing work in 38 public housing apartments.	Refurbishing work was completed in 10 public housing apartments.
To begin renovation work at the Airport Gardens public housing neighborhood.	The first phase of the renovation work began in August 2004 and is expected to be completed in the spring of 2005.
To provide resources and training opportunities through the ACHIEVE! Family Self-Sufficiency Program to help public housing residents move towards economic independence.	There are regular meetings with Program participants to review progress in meeting goals. The Program has 5 participants, of which 1 is employed. One participant has successfully completed her last semester of cosmetology training and is seeking employment.
To provide financial and homeownership training opportunities for participants in the Transitional Housing Program.	The one Program participant is expected to complete the purchase of her new home next quarter.
To purchase the second home for the Transitional Housing Program.	Staff and a realtor are in the process of looking for a second home. The budget for the purchase is \$135,117.

First Quarter, 2004-2005**Human Resources**

Beginning the first quarter of Fiscal Year 2004-05, the Human Resources Department has revised some of the measures and content of the Department's quarterly and annual reports. These revisions are designed to present a more accurate and complete picture of the major tasks and projects completed during the year.

For this fiscal year, the prior measures and content which are continuing will include reference comparisons to prior years. The new measures and content (marked in italics) will be provided for the current year and will be used as a reference point for comparative data in the next fiscal year. We believe these changes will provide useful and relevant information on the tasks and projects completed by the Department.

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Expenditures	513,857	503,637	624,853	88,703	104,551	15.2%
Expenditures as % of Budget					16.7%	

EMPLOYEE TRANSACTIONS AND RECRUITMENT	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
# of Personnel Transaction Forms Processed	2,898	1,708		528	263	-265
# of Recruitments for Regular Positions	96	86		22	26	4
# of Job Applications Received (regular and temporary)	4,093	1,960		399	549	150
# of New Hires (regular positions)	56	80		32	9	-23
# of Regular positions filled through transfers	<i>n/a</i>	<i>n/a</i>		<i>n/a</i>	1	<i>n/a</i>
# of Regular positions filled through promotions	<i>n/a</i>	<i>n/a</i>		<i>n/a</i>	7	<i>n/a</i>
# of Hires from temporary to regular positions	<i>n/a</i>	<i>n/a</i>		<i>n/a</i>	12	<i>n/a</i>
# of Career Progression Advancements	44	58		8	5	-3

TURNOVER (Total number of separations from regular positions)	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Turnover %	5.60%	6.00%		4.33%	1.52%	-2.81%
# of Voluntary Resignations	30	26		5	5	0
# of Service Retirements	9	9		1	2	1

Human Resources**First Quarter, 2004-2005**

# of Disability Separations (including Disability Retirements)	2	5		0	2	2
# of Involuntary Terminations	4	2		1	1	0
Total # of Separations from Employment	45	42		7	10	3
# of Unemployment Claims and Appeals	n/a	n/a		n/a	8	n/a

SAFETY AND WORKERS' COMPENSATION	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
# of Lost Days-Workers' Compensation	555.05	441.58		121.15	149.09	27.94
# of New Workers' Comp Claims with 3+ Days of Lost Time	1	11		4		-4
# of Open Claims at Quarter's End	n/a	n/a		n/a		n/a

TRAINING AND EDUCATION	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
# of Employees Trained by Human Resources staff	53	139		20		-20
# of Training Hours Conducted by Human Resources Staff	212	323.5		33		-33
# of Employees Trained by Others and Coordinated by HR Staff	0	110		0		0
# of Training Hours by Others and Coordinated by HR Staff	0	55		0		0
# of Employees Completing New Employee Orientation	n/a	n/a		n/a	0	n/a
# of Approved Applications for Tuition Assistance Paid	n/a	n/a		n/a	1	n/a
# of Employees Receiving Safety Training	n/a	n/a		n/a		n/a
# of Employees Receiving Benefits Education or Assistance	n/a	n/a		n/a		n/a

EMPLOYEE RECOGNITION PROGRAMS	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
# of Employees Receiving Longevity Awards	n/a	n/a		n/a	0	n/a
# of Employees Receiving Service Awards	n/a	n/a		n/a	0	n/a

Human Resources**First Quarter, 2004-2005**

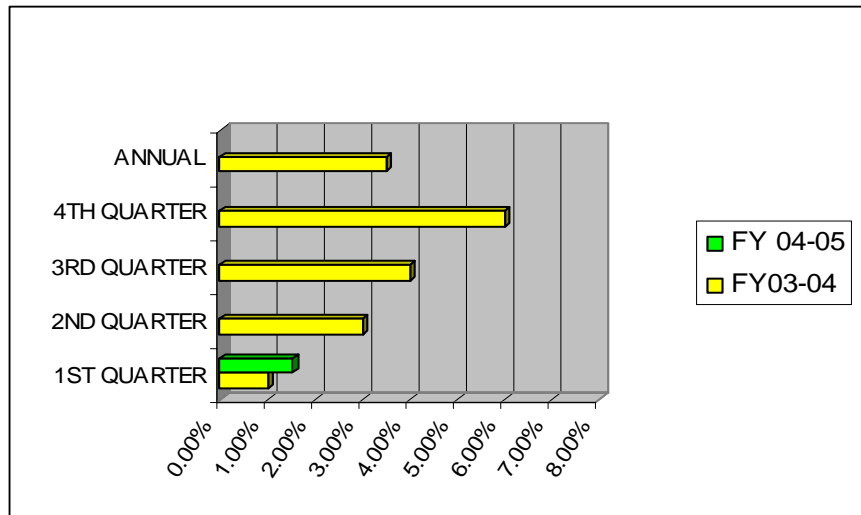
SPECIAL OBJECTIVES	PROGRESS/STATUS
Evaluate the current Human Resources departmental functions in each program area, set goals for each and work toward partnerships with departments. Work with departments to define department and Human Resources roles, specify processes, feedback loops and documentation requirements.	Program reviews are completed, and the majority of HR departmental procedures and daily activities have been revised and implemented. Training programs for supervisors and managers are now being planned to improve skill levels and understanding of how to use the revised programs effectively.
Search for and develop means of automating processes to increase effectiveness of communications and maximum information dissemination to departments and employees.	Many of the forms and processes used by employees and departments are now available online through the Human Resources Shared Directory on the Town intranet. This has expanded employees' and departmental representatives' ability to work independently, take action more quickly to make changes and to obtain information needed more easily.

ON-GOING OBJECTIVES	PROGRESS/STATUS
Conduct and coordinate training for employees as requested by employees and departments. Training topics may include Safety, Benefits programs, Town policies and procedures or other relevant topics.	During this quarter, information was provided to employees on Health issues, 401(k) account information, group health insurance, and use of prescription drug benefits.
Continue to work with departmental Payroll and Benefits Committee (made up of employees from each department who are responsible for payroll and other personnel functions) to improve the quality and accuracy of payroll, personnel records and timesheets, in communicating benefits information, and in documenting policies and procedures.	Regular meetings with this group continue; topics discussed include, FLSA regulations and processes, Family Medical Leave, means of improving employees' understanding of their benefits programs. Quality improvements in administration of payroll, employee records and timesheets continue as awareness and knowledge levels of policies and procedures increase.
Revised organizational structure for the Human Resources Department will be completed and implemented with the goal of improving regulatory and programmatic achievement of goals.	The final position in the revised structure for the Human Resources Department staff, Training Coordinator, is being filled. The next steps will be to survey, define and establish programs which address departmental and Town-wide needs for training in a variety of areas including Supervision and Management, application of Human Resources policies and procedures, interpersonal skills and other topics as identified. Feedback from employees, supervisors and department heads has been positive.

ON-GOING OBJECTIVES	PROGRESS/STATUS
<p>The Human Resources Department continues to serve as liaison/staff support for the Town-wide Employee Forum Committee (initially recommended by consultant Henry McKoy in 2002). The group meets monthly with goals to:</p> <ul style="list-style-type: none"> *Identify ways to recognize individual worth and uniqueness of each employee *Identify ways for the Town to value diversity *Identify ways for employees to provide input to the Town administration and provide a venue for that communication *Encourage as sense of community among Town employees *Assist in the communication of issues and activities affecting employees 	<p>The Employee Forum continues to meet monthly, and is considering and discussing the issues identified by the group or requested by other employees. Elections for the group are now occurring, with the new body to begin terms in January 2005. Regular meetings with the Manager include discussion and consideration of issues identified by the group as important to Town employees. The group has a website on the Tonw's main page where employees may view information about the mission, members, minutes and recent activities of the group.</p>

Turnover Comparison Chart
FY 2003-2004 vs. FY 2004-2005

Annual turnover is 1.52%, .52% is higher than last year.



REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Expenditures	639,444	745,925	859,309	117,179	99,112	-18%
Expenditures as % of Budget					11.5%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
% World Wide Web site uptime	100%	98%	NA	100%	100%	
% Council information (schedule, agenda, minutes) published on web site within one day of availability	98%	96%	NA	100%	100%	
% Requests for help desk support for which initial troubleshooting is completed within one day.	89%	90%	NA	60%	75%	+15%
# Hours of training provided to Town staff members	16	24	NA	6	6	
SAFETY PERFORMANCE						
Safety Training: # of staff hours of training (# of employees x training time)	--	--	--	--	--	NA
Safety Inspections: # of hazards identified/ % of items mitigated	--	--	--	--	--	NA

OBJECTIVES	PROGRESS/STATUS
To maintain the World Wide Web site information available to the public on a continuous basis.	Continuous availability is maintained through the use of two web sites - a commercial web site and a Town Hall web site.
To publish Council meeting schedules, agenda, and minutes on the World Wide Web within one day of release to the public.	Council agenda and minutes are published on receipt and normally within one day of release to the public.
To provide timely response for help desk calls by providing initial troubleshooting within one day of the request.	Initial response normally met within eight hours. Wide area network outage troubleshooting reduced response times.
Provide computer software application training for staff members each quarter.	No requests for training during quarter.

First Quarter, 2004-2005

Inspections

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues-Permits & Fees	791,583	690,486	554,500	219,341	215,667	-02%
Revenues-Rental Licensing	77,710	80,434	75,000	120	310	+158%
Expenditures	649,101	734,926	779,868	158,124	159,124	.006%
Expenditures as % of Budget					20%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 03-04	YTD 03-04	YTD 04-05	Change from Prior Year
# Sign Inspections	*392	*863	0	76	*351	+361%
# Zoning Inspections	82	94	100	4	19	+375%
# Day Care Center Inspections	5	8	25	0	3	+300%
# Private Property Complaints	24	62	100	30	14	-53%
# Business Occupancy Inspections	67	77	50	15	17	+13%
VALUE OF CONSTRUCTION						
Type of Construction						
New Residential	78,935,474	67,744,463	30,000,000	19,195,380	28,870,537	+50%
New Non-Residential	20,314,719	10,736,000	10,000,000	9,164,000	7,000,000	-23%
Residential Alterations	21,813,667	18,056,377	5,000,000	4,606,681	14,451,321	+318%
Non-Residential Alterations	20,993,668	10,544,241	7,500,000	3,583,491	3,880,052	+08%
TOTAL PERMITTED VALUES	142,057,528	107,081,081	52,500,000	36,549,552	54,201,910	+49%
INSPECTION TYPE						
Building	5,338	6,217	3,660	2,225	1,246	-44%
Electrical	3,031	3,979	1,830	1,280	701	-45%
Mechanical	2,676	4,159	1,830	1,009	775	-23%
Plumbing	2,369	3,347	1,830	967	676	-30%
Total Number of Inspections	13,414	17,702	9,150	5,481	3,398	-38%

*These were signs in the public right-of-way and were removed.

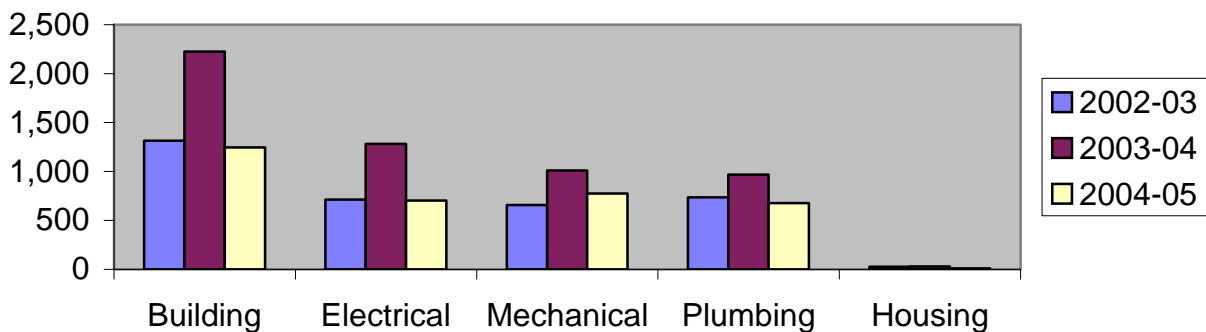
Inspections

First Quarter, 2004-2005

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 03-04	YTD 03-04	YTD 04-05	Change from Prior Year
SAFETY PERFORMANCE						
Safety Training: # of staff hours of training (# of employees X training time)	42	42	42	18.25	18.25	-
Safety Inspections: # of hazards identified/ % of items mitigated	1	1	N/A	1	-	-

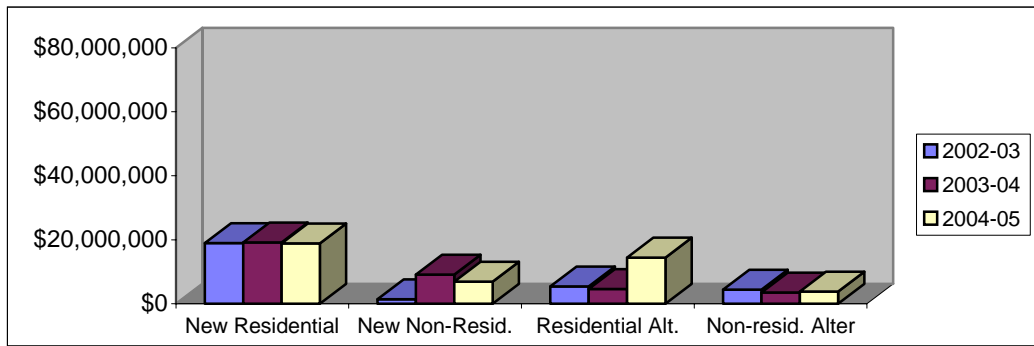
OBJECTIVE	PROGRESS/STATUS
To review plans, inspect construction projects and assure correction of all Code violations found on an estimated 685 units of construction.	We reviewed plans, inspected construction projects and assured correction of Code violations on units of construction.
To investigate all requests for enforcing the Minimum Housing Code and to have corrected 80% of all deficiencies within 60 days.	We investigated 11 requests for enforcing the Minimum Housing Code and 4 was corrected within 60 days, using Minimum Housing Code procedures, for a 36% compliance rate.
*To investigate dilapidated vehicles on private property and have them removed.	We investigated 5 dilapidated vehicles and had 0 removed.
Vehicle fire extinguisher and First Aid kit inspection monthly.	Inspected monthly.

Number of Inspections



The number of inspections has decreased by 38% due to the large number of condominium and townhouse units being completed.

Construction Values



Total construction values are up 49% from last year due largely to the increase in residential alterations.

First Quarter ,2004-2005

Library

REVENUES/ EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues	470,324	480,180	468,000	113,399	113,197	-0.1%
Expenditures	1,873,330	1,867,406	2,014,554	426,025	418,429	-1.8%
Expenditures as % of Budget					20.7%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03- 04	Budget 04- 05	YTD 03-04	YTD 04-05	Change from Prior Year
Adult and young adult	432,377	437,935	446,000	119,895	112,364	-6.7%
Children	353,107	363,842	372,000	102,336	101,152	-1.2%
TOTAL CIRCULATION	785,484	801,777	818,000	222,231	213,516	-4.0%
Circulation per hour: In library 68 hours	222.1	226.75	231.3	251.30	241.5	-3.9%
Interlibrary loan requests	475*	731	202	177	198	+11.9%
Reserves of materials	8,286**	8,554	2,400	2,334	2,324	----
Patron registration	25,506	27,659	29,000	26,032	28,454	+9.3%
Reference activity	107,404	96,809	98,750	NA***	NA***	----
Public Internet sessions	37,480	41,138	80,000	NA****	20,803	----
Children's computer sessions	7,478	7,010	7,500	NA****	2,466	----
Volunteer hours	2,460	2,262	2,500	775	650	-19.2%
PROGRAMS						
Meeting Room Attendance	8,154	13,342	14,000	2,990	2,624	-13.9%
Children's Program: Attendance	8,716	9,701	10,500	2,952	3,803	+28.8%
Collection size (Catalogued & uncatalogued)	148,706	150,408	160,000	149,816	153,878	+2.7%

* Reflects patron response to temporary increase in interlibrary loan fee (from \$1.00 to \$10.00).

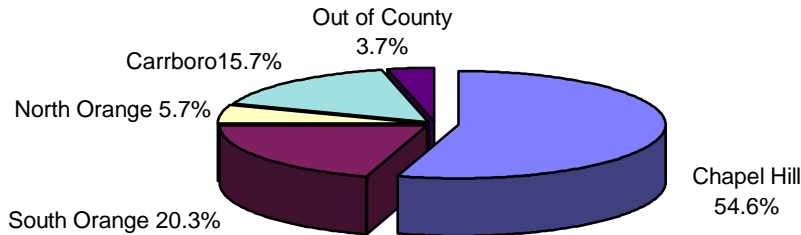
** Reflects patron response to increase in reserves fee (from \$.50 to \$1.00).

*** Figure based on 3 surveys throughout the year and reported in 4th quarter.

**** Previous year reports only included annual statistics. New procedure will report quarterly statistics.

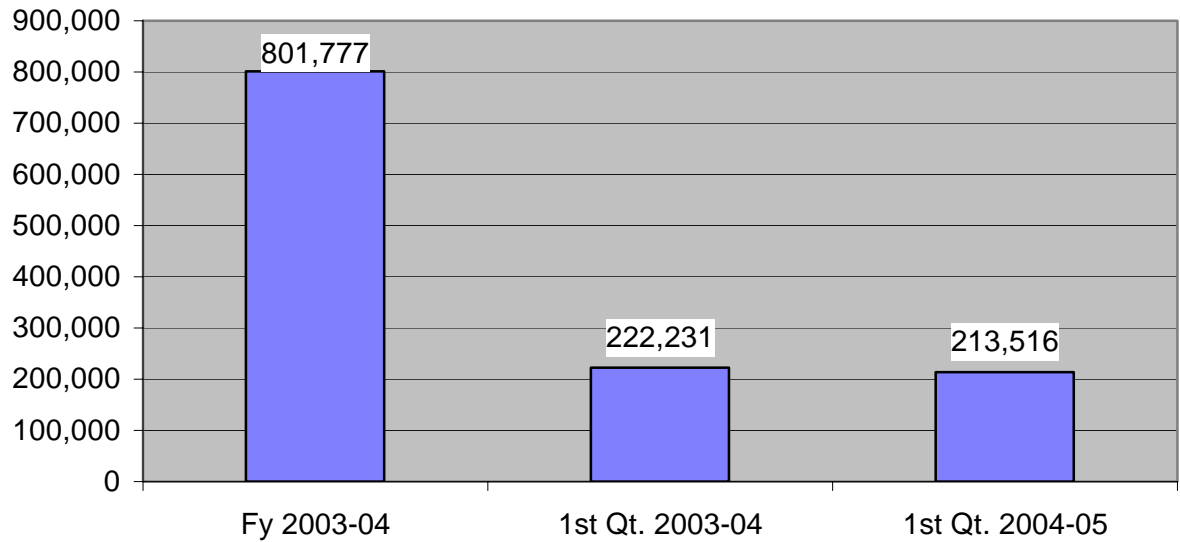
OBJECTIVES	PROGRESS/STATUS
Meet the informational, educational, and recreational reading needs of the community during the 68 hours the Library is open each week by: circulating books and other library materials (818,000; +2%); staffing the Reference Desk with two employees an average of 61 hours per week; supporting 22 public Internet terminals for reference; answering reference and readers advisory questions (98,750); staffing the Information Desk with volunteers an average of 40 hours per week.	213,516 books and materials circulated (-4%). Reference use surveys are done 3 times throughout the year and reported in the 4 th quarter.
Provide a well-balanced, up-to-date collection of library materials (160,000) which meets the reading and informational needs and interests of community by adding new, gift and replacement books to the collection.	3,649 materials were cataloged and added to the collection. 4,510 materials were withdrawn from the collection. 271 donations were added to the collection. Total current collection: 153,878 (+2.7%).
Stimulate interest in using the main Library by providing a variety of children's programs: weekly pre-school story times, Times for Toddlers/Babies, after-school programs for elementary-aged children; monthly pajama story times, Teen Breakfast Clubs, Dial-A-Story services, and seasonal programs such as the Summer Reading Program.	1,472 children participated in 59 story times (-2.4%). 773 children kept Summer Reading Program records. 13 Dial-a-Story tapes were heard by 835 children. 178 individuals toured the Children's Room or attended outreach programs. 169 children participated in 12 special activities.
Provide Outreach services to children 0-10 years of age by: providing materials for area daycare centers; adding 75 juvenile Spanish materials to the collection; and providing programs for children in local public housing areas upon request; and providing 12 programs during the year that target the culturally diverse community.	25 Spanish titles were ordered. 169 children attended 5 multi-cultural programs.
Encourage support of the Library by volunteers and community groups including: supervising 40 volunteers (2,500 hours per year); providing staff support for Friends of the Library activities (4 annual book sales, 6 children's programs, 6 Meet-the-Author Teas); providing staff support for the Chapel Hill Public Library Foundation activities.	Volunteers worked 650 hours. Friends of the Library provided 1 book sale, 2 Meet-the-Author teas and 2 adult programs. 671 children attended 6 Friends'-sponsored programs.

Geographic Analysis of Registered Library Users FY 2004-05



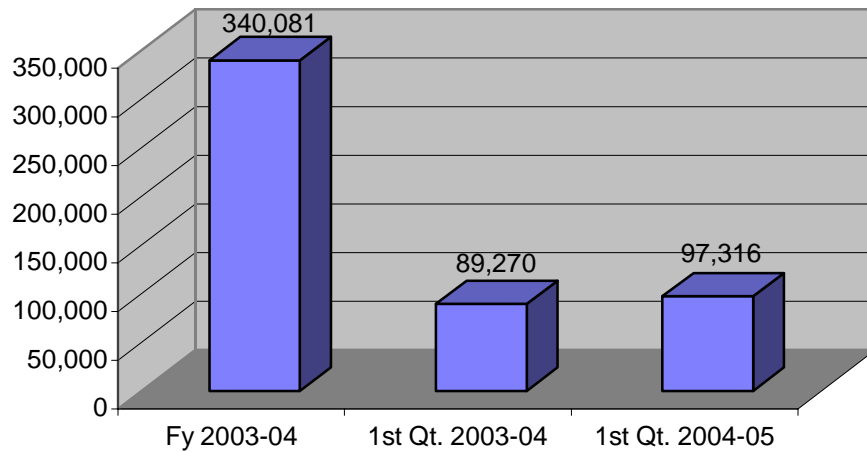
The total number of registered borrowers in the first quarter of FY 2004-05 is 28,454. An analysis of patron records shows that approximately 46% of the library's patrons live outside of Chapel Hill.

Library Circulation 2004-05



Library circulation in the first quarter of FY 2003-04 was 213,516. This is 3.9% lower than last year.

Library User Count 2004-05



Patrons made over 97,000 visits to the library in the first quarter of FY 2004-05. This is approximately 9% higher than last year.

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Expenditures	950,139	1,000,811	1,074,326	239,154	275,866	+1.8%
Expenditures as % of Budget					25.7%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
% of Council packets delivered to Mayor and Council on schedule	100%	100%	100%	100	100%	--
# of agenda packets produced (regular meeting, public hearing, public forum, work session)	50	48	--	5	5	0
SAFETY PERFORMANCE						
Safety Training: # of staff hours of training (# of employees x training time)	--	--	--	5.0	--	-5.0
Safety Inspections: # of hazards identified/ % of items mitigated	3/100%	3/100%	--	1/100%	--	-1

OBJECTIVES	PROGRESS/STATUS
To continue maintenance of a computerized index and retrieval system for Council minutes, contracts, and mailing lists of interested parties.	Indexing of Council minutes continues. Mailing lists, including electronic lists, are updated as new information is received.
To recommend a budget and capital improvements program in accord with the schedule adopted by the Council.	On September 7, the Council adopted a schedule and process for considering the budget, five-year capital program and Community Development grant application in 2005. The process includes public forums on January 26, and March 23. A public hearing has been scheduled for May 11, 2005, on the recommended budget and capital program.
To provide comprehensive and clear staff reports on all items placed on the Council's agenda by the Manager, so that there are no more than two items on which the Council delays a decision due to incomplete staff work.	There were no items in the 1 st quarter on which the Council deferred a decision due to incomplete staff work.
Progress on priority safety projects named for this fiscal year.	N/A
Explanation of safety inspection items.	N/A

First Quarter, 2004-2005

Parking Services

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues	1,868,041	1,886,899	1,887,840	487,272	N/A	N/A
Expenditures *	2,233,758	1,949,808	1,887,840	166,764	195,120	2%
Expenditures as % of Budget					19%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues/Space/Day						
Wallace Deck						
Lot 2	5.13	5.23	5.34	4.71	N/A	---
Lot 3	11.91	11.92	12.15	11.63	N/A	---
Lot 4	1.84	1.91	1.96	1.18	N/A	---
Lot 5	2.54	3.16	3.43	3.86	N/A	---
Lot 6	3.37	2.86	3.03	2.31	N/A	---
Meters	3.18	3.31	3.20	3.12	N/A	---
	4.30	4.32	4.57	2.64	N/A	---
Turnover						
Wallace Deck	1.61	1.6	---	1.58	N/A	--
Lot 2	4.68	4.49	---	4.47	N/A	--
Citation Collection Rates						
# of Citations Issued\	19,737	19,595	---	5,012	N/A	---
# of Citations Collected	15,572	15,437	---	4,195	N/A	---
Dollar Value of Collected Citations	\$400,907	\$394,566	---	\$109,896	N/A	---
% of Citations Paid vs. Issued	79%	79%	---	78%	N/A	---

NOTE: Due to a change in the accounting for parking revenues, the currently available totals are understated by the amount of credit card charges. Rather than provide incorrect totals, we have not included revenues for the current quarter.

First Quarter, 2004-2005

Parks and Recreation

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues	359,323	386,612	323,950	88,246	96,013	8%
Expenditures	2,007,096	2,213,473	2,324,695	691,801	630,808	-8%
Expenditures as % of Budget					27%	

ADMINISTRATION	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
% of budget spent/encumbered	94%	99%	99%	31%	27%	-12%
% of projected revenues recovered	111%	109%	100%	25%	29%	16%
Cost of providing fee waivers	78,078	104,204	108,000	42,804	43,108	1%
# of Internal Maintenance & Repair Projects Completed	393	392	400	95	126	33%
# of facility/equipment rentals ¹	228	779	800	146	188	29%

RECORDED USE OF MAJOR FACILITIES BY NUMBER OF HOURS AVAILABLE FOR UNSTRUCTURED ACTIVITIES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Community Center Pool - open/lap swim	2,863	3,064	3,000	675	641	-5%
Community Center gym free play	2,707	2,812	2,800	497	534	7%
AD Clark Pool - open/lap swim ²	171	413	500	200	308	54%
Hargraves Center free play ³	108	1,824	1,200	450	165	-63%
Northside Gym free play	2,360	2,279	2,500	561	727	30%
Lincoln Center Gym free play	1,039	1,274	1,250	512	514	0%
Rashkis Gym free play ⁴	n/a	550	750	n/a	276	n/a
TOTAL HOURS	9,248	12,216	12,000	2,895	3,165	9%

1 We are using more accurate method of counting rentals.

2 Hours were expanded and the pool was kept open later in September than last year.

3 Hargraves Center hours changed from 2:00 – 9:00 pm to 6:00 – 8:00 pm in the afternoon.

4 New gymnasium. Programming began in second quarter 2003-2004.

Parks and Recreation**First Quarter, 2004-2005**

SPECIAL EVENTS - Estimated Attendance	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Fall street fair - Festifall	21,000	18,500	19,000	n/a	n/a	n/a
Spring street fair-Apple Chill	34,000	35,000+	35,000	n/a	n/a	n/a
4th July (est.) ¹	500	22,000	22,000	22,000	8,000	-64%

NUMBER OF CITIZENS PARTICIPATING IN REGISTERED PROGRAMS	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Teen Programs	5,263	7,455	7,500	2,178	2,148	-1%
Community Center Programs	3,322	2,700	3,000	509	500	-2%
Mainstreaming Programs	586	795	800	93	118	27%
Therapeutic Programs ²	213	676	700	95	165	74%
Summer Day Camps	341	364	400	364	330	-9%
Hargraves Center Programs	18,575	16,755	17,000	5,061	4,618	-9%
Dance and Exercise Programs	2,973	2,448	2,500	586	687	17%
Fine Arts Programs (Pottery & Theatre) ³	373	217	250	24	15	-38%
Community Events ⁴	1,865	2,135	2,000	1,485	300	-80%
SUBTOTAL	33,510	33,545	34,150	10,395	8,881	-14%

1 Minimum advertising and promotions; close proximity fireworks a drawback to public interest levels as well.

2 Therapeutic program was a relatively new program last year.

3 Levels of advertising and promotions were lower leading to lower attendance.

4 Two of the four summer concert events were rescheduled due to inclement weather, which led to low attendance.

First Quarter, 2004-2005

Parks and Recreation

ATHLETICS - CLASSES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Adults (18 and older)						
Swimming ¹	106	391	400	15	112	64%
Tennis	98	102	100	13	26	100%
Youth (up to 17)						
Basketball	76	66	75	n/a	n/a	n/a
Swimming ¹	719	599	600	128	199	55%
Tennis	139	102	100	38	44	16%
National Junior Tennis League ²	n/a	70	70	70	45	-35%
Sports Camps ³	64	72	75	0	54	n/a
Punt/Pass/Kick ⁴	50	17	20	17	24	41%
Lacrosse	n/a	16	20	n/a	n/a	n/a
SUBTOTAL	1,252	1,435	1,460	281	504	63%
ATHLETICS - LEAGUES						
Adults (18 and older)						
Basketball	390	645	650	165	135	-18%
Softball ⁵	600	540	550	100	0	n/a
Tennis	n/a	12	15	7	11	57%
Youth (up to 17)						
Basketball ⁶	868	856	850	216	120	-44%
Softball-Baseball	465	415	425	n/a	0	0%
Junior Tennis				n/a	45	n/a
SUBTOTAL	2,323	2,468	2,490	488	311	-36%
TOTAL PARTICIPATION	37,085	37,448	38,100	11,164	9,696	-13%

- 1 Numbers increased for several reasons including new classes, higher registration in established classes, more use of private instruction, and the addition of drop-in participants in classes.
- 2 NJTL program at Hargraves Park cancelled due to court reconstruction.
- 3 Sports camps were cancelled in FY 2003-04 due to low registration.
- 4 Registration improved from last year's numbers.
- 5 Fall softball was reported in a different quarter last year.
- 6 Fewer teams registered.

Parks and Recreation

First Quarter, 2004-2005

SAFETY PERFORMANCE	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Safety Training (Number of hours) (# of employees X # of hours trained)	48.25	43.25	50	27.75	10	-64%
Safety Inspections: Total number of inspections	57	55	50	17	25	47%
Safety Mitigation: (# of hazards identified and # of items mitigated) “fd”=found “res”=resolved	23 fd 21 res	26 fd 19 rd	0 fd 0 res	5 fd 5 res	9 fd 3 res	80% -40%
Safety Mitigation: % mitigated	91%	73%	100%	100%	33%	-67 %
Hours lost through injury ¹	0	111.25	0	66.25	8	-88%

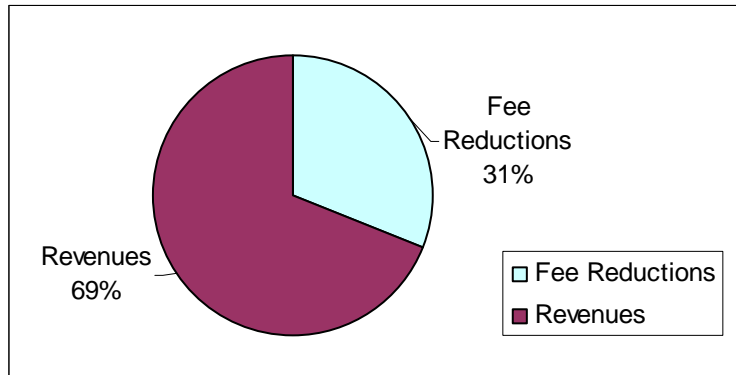
^{1.} One employee lost one day of work and worked restrictive duty for seven days.

SAFETY OBJECTIVES	PROGRESS/STATUS
Establish a comprehensive safety program for Department a. Identify regulatory requirements for the department; establish methods to fulfill compliance. b. Identify certification requirements for staff; establish methods to fulfill certifications. Identify staff training needs; establish a method and timeline to provide training. Perform job hazards assessment on all ‘regular’ positions.	In progress.
The Office Manager will participate in the Town’s Safety and Health Committee.	In progress.
Repair fencing at softball fields (backstops).	In progress.
First Aid certification for Athletic temporary staff.	In progress.
Community Center- Implement an improved system of securing the gym lift to avoid possible damage.	Check out procedure in place for key use – waiting for a cost estimate for having a special cover made for lift.
Main Office- first aid, CPT, and Blood borne Pathogen certification for regular staff as needed.	In progress.
Repair walkway coming from the ball field parking lot to the Northside Gym.	In progress.
Enclose the opening under the basketball goal in the Northside Gym and replace the padding.	In progress.

2004-05 Program Revenues
Parks and Recreation Department

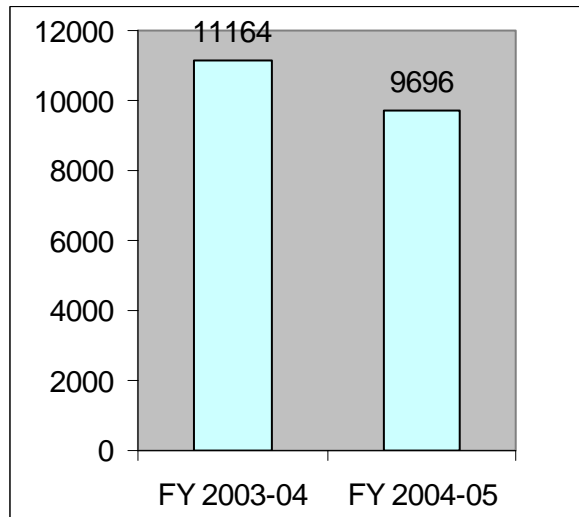
Total Fees Waived: \$43,108

Total Fees Collected: \$96,013



Fees are collected for programs, admissions, rental of facilities, and concessions. The Town reduced some program fees to allow low-income citizens to participate in these activities. Most fee reductions are granted for camps, afterschool programs and small classes and programs at the Hargraves Center.

Registered Program Participation



Reported program levels decreased 13% from last year's first quarter. There were fluctuations in most program areas including some increases and decreases. Major decreases were at the Hargraves Center and with the Community Events program. We expect to see increases in program registration in the second quarter.

PLANNING BUDGET: REVENUES/EXPENDITURES	Actual 2002-03	Actual 2003-04	Budget 2004-05	YTD 2003-04	YTD 2004-05	Change from Prior Year
Revenues	188,691	367,386	153,500	62,548	42,735	-31%
Expenditures	956,137	1,092,880	1,166,497	200,956*	229,251	+14%
Expenditures as % of Budget					19%	

*Reimbursement of 1/2 Transportation Planner's personnel costs from Transportation grant funds pending.

COMMUNITY DEVELOPMENT BUDGET EXPENDITURES	Actual 2002-03	Actual 2003-04	Budget 2004-05	YTD 2003-04	YTD 2004-05	Change From Prior Year
Expenditures	484,450	346,488		65,342	126,420	+93%

*Community Development expenditures reflect expenditures from multiple years of Community Development grants.

ADDITIONAL DETAIL	Actual 2002-03	Actual 2003-04		YTD 2003-04	YTD 2004-05	Change From Prior Year
NEW DEVELOPMENT REQUESTS						
Master Land Use Plans	0	0		0	1	na
Development Plans	1	0		0	0	no change
Site Development Permits for above	6	3		1	0	-100%
Subdivisions ~ Minor & Major Plats	21	10		3	3	no change
New Lots in above:	152	95		26	47	+80%
Special Use Permits, Site Plan Reviews and Administrative ZCP	28	37		5	17	+240%
Proposed square footage for above:						
Office Square Feet				53,745	222,600	
Institutional Square Feet	47,945	103,745		0	16,190	
Commercial Square Feet	31,560	29,400		78,772	0	
<u>Totals:</u>	<u>10,730</u>	<u>80,162</u>		<u>132,517</u>	<u>238,790</u>	+80%
Multi-Family Dwelling Units	282	151		0	0	no change
Concept Plans	14	13		5	6	+20%
Zoning Map Amendments	2	1		0	0	no change
Zoning Compliance Permits (SF/2F)	143	414		104	103	no change
Zoning Compliance Permits (Resource Conservation District Encroachments and Final Plans)	28	47		28	6	-78%
Land Use Management Ordinance Text Amendments	2	5		3	0	-100%
Sign Plan Reviews	72	48		20	10	-50%
Variances and Appeals	3	4		0	1	na
Certificates of Appropriateness	64	33		8	9	+12%
Annexations: Petitions	0	1		1	0	-100%
Town-initiated	1	0		0	0	na

OBJECTIVE	PROGRESS/STATUS
Current Development Projects	
Provide assistance to citizens and developers on all land development inquiries.	Ongoing assistance provided for telephone and walk-in inquiries. Regular Public Information meetings provided for development applications. Progress made adjusting the Single-Family/Two-Family Zoning Compliance Permit application forms to aid understanding by homeowners.
Process Concept Plan Review requests for Community Design Commission and Town Council review.	Six Concept Plan review requests processed this quarter.
Evaluate development proposals to determine whether they meet all development regulations and coordinate review by multiple departments and outside agencies. Applications include Development Plans, Site Development Permits, Master Land Use Plans, Special Use Permits, Minor and Major subdivision applications, Site Plan Review applications, Zoning Compliance Permits, single-family/two-family Zoning Compliance Permits, Resource Conservation District encroachments, Home Occupation Permits, Christmas Tree Lot Permits, Unified Sign Plans, and single sign permits. Process Certificates of Appropriateness applications for changes in the local historic districts. Assist advisory boards and Town Council with development review.	One hundred sixty-five (165) applications for development permits received from July, 2004 through September, 2004.
Process Building Elevation and Lighting Plan review for the Community Design Commission, including the new duplex elevation review.	Ongoing.
Provide staff support to the Board of Adjustment with variance and appeal applications.	One Board of Adjustment decision was appealed to Superior Court this quarter. Progress is being made with preparation of the transcript for the case and preparation of the record for the court.
Monthly staff meetings with UNC staff.	Monthly meetings to monitor status of pending and future University development applications.
Participation in capital project review.	Regular participation in preparation of Town project submittals continues for Homestead Aquatics Center, Greenway projects, and the Town Operations Center as well as several generator placements.
Staff support to the Mayor's Committee investigating the proposed Obey's Creek Project.	Staff support to committee meetings completed this quarter.
Staff support to Planning Board committee to investigate the 2,000 vs. 5,000 square foot of land disturbance threshold established for tree protection and stormwater controls for single-family/two-family homes.	Committee meetings with final report completed this quarter.
Provide regular review and update of the Land Use Management Ordinance with preparation of text amendments as necessary.	Work on two text amendment initiatives underway this quarter: Eight Office/Institutional-4 adjustment and limited house size/affordable housing provision rounding of numbers.

Coordination and consultation with the Parking Study Consultant.	Detailed parking data provided to the consultant. Review of initial drafts of data analysis provided by staff.
Provide regular assistance to the Inspections Department with zoning enforcement.	Coordination with Inspections Department and Town Attorney. Follow-up with violators to prepare necessary violation remedies.
Long Range Planning Projects	
Implement Joint Planning Agreement with Orange County.	Joint Planning Public Hearing held March 29, 2004, on proposal to change the Southern Transition Area to Rural Buffer and to rezone the area to Rural Buffer. Proposal on hold until Orange County holds a neighborhood information meeting in White Rock Church area.
Continue Cooperative planning initiatives with Chatham County, Durham City/County, and University of North Carolina.	Durham/Chapel Hill Work Group meeting quarterly. Emphasis on Durham-Chapel Hill-Carrboro Thoroughfare Plan, New Hope Corridor Study, 15-501 Corridor Study, and development proposals. Joint meetings held with Chatham County. Work completed to formalize a planning agreement among Durham City, Durham County, and the Town of Chapel Hill.
Implement key portions of Chapel Hill's Comprehensive Plan: - Action Plan - Downtown Small Area Plan (adopted 3/27/00) - Growth Management Report	Working to implement Action Plan items. Fourth Annual report on Action Plan submitted November 11, 2003. Prepared analysis of status of Action Plan for Council's retreat on January 15, 2004. Council adopted 2004 Goals on March 22, 2004. Working with Council Committee on Parking Lots 2 and 5 (see below).
Continue efforts to annex developed land in Town's Urban Services Area.	One annexation petition received and submitted to Council on October 11, 2004. Petition area is located outside of Town's Urban Services Area. Annual annexation report to Council scheduled for November 22, 2004.
Capital Improvements Program (CIP). 2003 Bond Program Implementation.	Worked with Finance Department to publish the Adopted Budget for 2005-2006, including the Capital Improvements Program for 2004-2019. Prepared schedule and plan for implementation of 2003 Bonds for Council review at March 30, 2004 work session. Council adopted schedule for issuing bonds on April 14, 2004. Working to implement sidewalks and energy efficiency aspects of the program.
Town Comprehensive Plan Data Book.	Work completed on publication of the Sixth Edition 2004 Data Book. Published July 2004.
Geographic Information System development.	Staff participating with Engineering Department in developing applications for the system.

OBJECTIVE	PROGRESS/STATUS
Million Solar Roofs.	Annual report and Council reauthorization on September 30, 2002 request submitted on October 8, 2003. Grant application submitted November 2001; awarded \$4,000 in November 2002. Additional grant funding request submitted October 2003; funding in the amount of \$10,800 awarded. Providing staffing to Committee for bi-monthly meetings. Working to implement grant-funded projects. Annual solar homes tour held October 2, 2004.
Intergovernmental Council for Local Environmental Initiatives (ICLEI).	Proposal to prepare inter-jurisdictional emissions plan under discussion, with funding from the Durham-Chapel Hill Metropolitan Planning Organization and local match funds. Request for Qualifications issued by Orange County, and proposals received are under review.
Council Committee on Parking Lots 2 and 5.	<p>On October 27, 2003, the Council authorized a contract for economic development consulting services with John Stainback. On November 20, 2003, the Council Committee sponsored a public meeting on the project. A market demand study and conceptual plans were completed in spring, 2004. On June 14, 2004, the Council authorized proceeding with a financial analysis.</p> <p>The Committee reviewed drafts of the financial analysis in August – October, 2004, meeting five times in that period.</p>
Greene Tract Work Group.	Provided staff support to inter-jurisdictional work group looking at future use of 109 remaining acres of Greene Tract. Council adopted resolution on November 11, 2002. Next steps are pending.
Water and Sewer Assistance Fund.	<p>Report to Council on March 8, 2002 concerning petition from Emily/Partin neighborhood. Attended OWASA meeting with neighbors on June 18, 2002. On September 23, 2002, the Council expanded the availability of the Water/Sewer Reserve fund. Prepared budget working paper on April 30, 2003. OWASA discussions with neighborhood are continuing.</p> <p>On September 13, 2004 received a petition from a homeowner on Weaver Dairy Road requesting assistance.</p>
Council Committee on Energy, Environment and Sustainability.	<p>Committee developed charge and reported to the Council on February 24, 2003. Energy work session held on March 19, 2003. Committee proposed green infrastructure bond on April 28, 2003, and made a recommendation on potential projects and amounts to Council on May 28, 2003.</p> <p>Committee obtained Council authorization for a sustainable community development grant proposal on May 12, 2003. Grant submitted to State of North Carolina; the Town was notified of project award in March 4 in amount of \$91,200. Project grant budget established March 22, 2004.</p> <p>Council Committee now planning implementation of energy bonds approved by voters in November 2003, and implementation of grant funding. Work underway on revising the Town's energy ordinance. Meetings held on May 5, June 21, September 17, and September 30, 2004.</p>

OBJECTIVE	PROGRESS/STATUS
Horace Williams Advisory Committee.	<p>Council Committee developed proposal for citizen's committee for Council consideration on October 7, 2002. Staff assistance provided to citizens' committee. Council appointed 22 Committee members, and the Committee began meeting on March 4, 2003. First report to Council submitted June 9, 2003. Committee presented its Goals and Principles on August 25, 2003 to the Council and presented its completed report on October 8, 2003. The Council held work sessions on November 10 and November 24, 2003, and asked the Committee to make additional review comments.</p> <p>The Committee met on December 18, 2003, and December 15, 2004, to complete a revised report. Final report presented to Council on January 28, 2004. Council held a public forum on March 1, 2004. Council accepted report on March 22, 2004, and authorized its transmittal to the University of North Carolina.</p> <p>On May 5, 2004, the University made a presentation on its planning for Carolina North to the Council in a work session. On May 24, 2004, Council asked the Horace Williams Citizens Committee to compare the presentation to the Town's report on March 22, 2004. Report submitted to the Council on October 11, 2004.</p>
Northside Neighborhood Conservation District Advisory Committee.	<p>On February 24, 2003, the Council authorized proceeding with developing a Northside Neighborhood Conservation District proposal.</p> <p>Guidelines for the Northside Neighborhood Conservation District were approved by the Council on February 23, 2004. Design guidelines approved by the Council on June 30, 2004. Staff has contracted with a landscape architect to develop a manual of the design guidelines for public distribution by December 2004. Document will be presented to the Council for information prior to distribution.</p>
Transportation Modeling.	Worked with Durham-Chapel Hill-Carrboro MPO to update transportation model for use in development of 2030 Long Range Transportation Plan.
Development Review.	Prepared analysis of development proposals, including comprehensive plan, roadway, transit, bicycle/pedestrian impacts. Provided staff support to Transportation Board.
2003 Mobility Report Card.	Provided consultant with data and reviewed draft Report.
Long Range Transit Plan.	Met with consultant to develop scope of work and budget.
Transit Ridership Survey.	Continued to review 2003 transit ridership data.
Short-Range Transit Plan.	Updated base data and worked with University and Carrboro to refine possible service changes for 2005-2009 service period. Reviewed data from ridership surveys.

OBJECTIVE	PROGRESS/STATUS
Pedestrian/Bicycle Planning.	<p>Continued work on implementing Capital Improvements Program and annual sidewalk/bicycle construction plan.</p> <p>On October 11, 2004, the Council scheduled a public forum for November 8, 2004, on the 2004-2005 sidewalk/bicycle construction plan and authorized use of residual Capital Improvements funds for construction of missing sections of sidewalk on Legion Road.</p>
Bicycle and Pedestrian Action Plan.	<p>Council approved a process and schedule for undertaking a Bicycle and Pedestrian Action Plan on September 8, 2003. Draft plan submitted to the Council on June 30, 2004, and referred to advisory boards for comment. Public forum held September 20, 2004. Manager's report and recommendations for plan implementation with a view to adoption as a component of the Comprehensive Plan scheduled for October 27, 2004.</p>
Old Durham-Chapel Hill Road Feasibility Study.	<p>Prepared scope of work for the project and memorandum of agreement between Durham and Chapel Hill.</p>
Transportation Improvement Program (TIP).	<p>Revised Metropolitan Planning Organization regional transportation priority list. Attended meetings with NCDOT to review projects. Prepared updates to transit project list.</p>
US 15-501 Corridor Study.	<p>Provided Triangle J with data and GIS coverage to develop US 15-501 Corridor Study. Reviewed draft Report.</p>
NC54/I-40 Transit Corridor Study.	<p>Monitored discussion between MPO and NCDOT over next phase of I-40 HOV process.</p>
Air Quality Response Program.	<p>Continued to monitor implementation of federal clean air standards. Coordinated with Metropolitan Planning Organization and Triangle J Council of Governments on development of air quality analysis and timeline. Worked with Carrboro and Orange County on Greenhouse Gas Audit.</p>
Triangle Transit Authority Fixed Guideway Study.	<p>Monitored implementation of Phase I rail system.</p>
Regional Transportation Planning.	<p>Worked with Durham-Chapel Hill-Carrboro Transportation Advisory Committee and Technical Coordinating Committee on various regional projects.</p>
Active Living By Design Grant.	<p>Implemented grant program and administered ALBD grant. Organized Active Living By Design Kick Off event on September 14, 2004. Prepared materials for Active Living Advisory Committee and various subcommittees. Participated in organizing National Walk to School activities. Reviewed draft NC 86 Pedestrian and Bicycle Safety Study and Northside Reports. The Council received the NC 86 Study and referred it to advisory boards on September 27, 2004. A public forum is scheduled for November 22, 2004.</p>
Regional 2030 Transportation Plan.	<p>Finalized transit networks and capital/operating projections. Revised financial projections and assisted in development of final 2030 Plan analysis. The Council recommended approval of the Plan with comments to the Metropolitan Planning Organization on September 27, 2004.</p>

OBJECTIVE	PROGRESS/STATUS
I-40 Congestion Management Study.	Monitored I-40 HOV project.
Transportation Management Plan (TMP).	Monitored collection of new Transportation Management Plan data and continued collection of 2003 survey.
Regional Transit Consolidation Study.	Monitored implementation of Consolidation Study in Raleigh and Durham.
COMMUNITY DEVELOPMENT PROGRAM	
<p>2004-2005 Activities: On February 2 and March 24, 2004, the Council held public hearings on how to spend \$711,000 of 2004-2005 Community Development funds. The Council authorized the following Community Development Plan on April 26, 2004.</p>	
<p>Public Housing Renovation - \$206,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$150,000 was budgeted to help fund renovation of the Airport Gardens public housing community. Funds would be used along with Capital Grant Funds to renovate the apartments. In June 2004, the Council awarded a contract for 18 of 26 apartments. Renovation is underway. \$50,000 was also budgeted for the public housing refurbishing program. Program is underway. \$6,424 spent to date. \$6,000 budgeted to repair and replace playground equipment at various public housing sites. The Housing Department is in the process of identifying sites to use these funds.</p>
<p>Neighborhood Revitalization - \$121,700 Eligible activities include second mortgage assistance, property acquisition or renovation, public improvements, or community service activities. Activities must serve households earning less than 80% of the area median income, and must serve households living in the Northside, Pine Knolls, or public housing communities.</p>	<p>We expect to use a majority of these funds on public improvement activities in the Northside neighborhood. Upcoming projects include constructing a sidewalk along West Rosemary Street between North Roberson and North Graham Street and other sidewalks in the Northside neighborhood, and fencing improvements at Hargraves Center.</p>
<p>Comprehensive Rehabilitation - \$100,000 Provide deferred rehabilitation loans to lower income households in the Northside neighborhood.</p>	<p>The Council approved program guidelines on April 14, 2004. We will soon sign a Performance Agreement with Orange County to administer the rehabilitation portion of this program for Town staff is responsible for identifying eligible households the program. We are currently reviewing applications for assistance.</p>
<p>Homeownership Assistance - \$100,000</p>	<p>Orange Community Housing and Land Trust will use these funds to reduce the sales price of ten (10) three bedroom townhome units from \$115,000 to \$105,000. We will soon enter into a Performance Agreement with the Land Trust for use of these funds. The Land Trust is currently identifying buyers for these townhomes.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Community Service Programs - \$81,700 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>Orange County Family Resource Center:</u> \$15,000 was budgeted to operate an after school enrichment program at the South Estes Drive Family Resource Center located in the South Estes Drive Public Housing community. Program is underway.</p> <p><u>Chapel Hill Police Department:</u> \$40,000 was budgeted to the Chapel Hill Police Department for several programs: to continue the Youth Work program (\$31,900); a public housing resident's initiatives program (\$2,600); the Career Explorers work program (\$5,500). All programs are underway. \$22,070 spent to date.</p> <p><u>NC Cooperative Extension:</u> \$13,700 will be used to operate a 10-week program for thirty overweight youths and their families to promote a healthier lifestyle. The program will serve lower income Chapel Hill youths. The program is underway.</p> <p><u>YMCA:</u> \$13,000 was budgeted to the YMCA to continue to provide free after school programs for children living in the Pine Knolls neighborhood and South Estes Drive public housing communities. Program underway. Twelve children enrolled.</p>
<p>Administration - \$106,600</p>	<p>Funds are used for the Community Development Coordinator's salary, a portion of the Long Range Planning Coordinator's salary, a contract Program Monitor position and program administration. \$17,454 spent to date.</p>
<p>2003-2004 Activities: On January 29 and March 26, 2003, the Council held public hearings on the 2003-2004 Community Development program. On April 28, 2003, the Council adopted the following activities for the 2003-04 Community Development program:</p>	
<p>Public Housing Renovation - \$221,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$165,500 is being used to renovate the Airport Gardens public housing community. In June 2004, the Council awarded a contract for 18 of 26 apartments. Renovation is underway. \$50,000 was also budgeted for the public housing refurbishing program. All funds spent. \$6,000 budgeted to repair and replace playground equipment at various public housing sites. The Housing Department is in the process of identifying sites to use these funds.</p>
<p>Comprehensive Rehabilitation - \$150,000 Provide deferred rehabilitation loans to lower income households in the Northside neighborhood.</p>	<p>The Council approved program guidelines on April 14, 2004. We will contract with Orange County Housing and Community Development to oversee the rehabilitation work, and the Town will be responsible for administering the program. We will soon sign a Performance Agreement with Orange County to administer this program. We are in the process of reviewing applicants for the program.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Neighborhood Revitalization - \$115,750 Eligible activities include second mortgage assistance, property acquisition or renovation, public improvements, or community service activities. Activities must serve households earning less than 70% of the area median income, and must serve households living in the Northside, Pine Knolls, or public housing communities.</p>	<p><u>Police Work Program</u>: \$20,000 was reserved for the Police Department Summer Work Program. The Summer Work Program is complete. 21 youths participated in the program that placed youths in various Town departments and with several non-profit organizations. Left over funds and additional funds were used to continue the program through the school year. All funds spent.</p> <p><u>Other Projects</u>: Remaining funds will be used for eligible neighborhood revitalization projects and will focus on public improvement activities in the Northside neighborhood. Upcoming projects include replacing the fence around the pool at the Hargraves Center and assistance to homeowners in Northside to correct sewer problems.</p>
<p>Affordable Rentals, Inc. - \$80,000</p>	<p>In January 2004, funds were used to purchase an apartment in the Tyler Creek apartment complex on Airport Road in Chapel Hill. The unit will be used as permanently affordable rental housing for a household earning between 30% and 50% of the area median income. \$73,225 spent. Project complete. Remaining funds will be reprogrammed during a Community Development program amendment this fall.</p>
<p>Community Service Programs - \$41,500 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>Orange County Family Resource Center</u>: \$15,000 was budgeted to operate an after school enrichment program at the South Estes Drive Family Resource Center located in the South Estes Drive Public Housing community. Program is complete. 13 children participated in the program. All funds spent.</p>
<p>Community Service Programs - \$41,500 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>Orange County Literacy Council</u>: \$13,500 was budgeted to the Literacy Council to continue to operate computer-based literacy programs and GED training in public housing communities and to lower income residents. \$2,855 has been spent to date. The program continues to be on hold as we work with the Literacy Council staff to determine how best to proceed with this program.</p> <p><u>YMCA</u> - \$13,000 was budgeted to the YMCA to continue to provide free after school programs for children living in the Pine Knolls neighborhood and South Estes Drive public housing communities. Program is complete. 11 children enrolled.</p>
<p>Administration - \$120,000</p>	<p>Funds are used for the Community Development Coordinator's salary, a portion of the Long Range Planning Coordinator's salary, a contract Program Monitor position and program administration. \$100,915 has been spent to date.</p>
<p>2002-2003 Activities: On January 29 and March 26, 2002, the Council held public hearings on the 2002-2003 Community Development program. The Council adopted a recommended 2002-2003 Community Development program on April 22, 2003, that included the following activities: Renovation of Airport Gardens Public Housing (\$170,000), Neighborhood Revitalization (\$168,500), Habitat for Humanity (\$17,000), Community Service Programs (\$30,500), and Administration (\$75,000). Majority of funds spent. Renovation of Airport Gardens is underway (\$115,000). \$40,440 spent to date. In June 2004, the Council authorized use of funds budgeted to Habitat for improvements to the site. Infrastructure development is underway and is expected to be complete in November. Construction of houses is scheduled to begin in November and completed in September 2006. All other activities are complete.</p>	

2001 – 2002 Activities: Public hearings held on January 23 and March 28, 2001, to receive comments on the use of \$441,000 of federal funds and \$35,000 of program income. On April 23, 2001 the Council approved submittal of an Annual Update to the Consolidated Plan to the U.S. Department of HUD and the following activities: Public Housing Renovation (\$170,000), Meadowmont Affordable Townhomes (\$80,000), Neighborhood Revitalization (\$80,000), Habitat for Humanity (\$50,000), Community Service Programs (\$20,000), Program Administration (\$76,000). All funds spent except for Pritchard Park Public Housing Renovation (\$18,529), Neighborhood Revitalization (\$5,337) and Habitat (\$19,682). On June 14, 2004, Council authorized Habitat to use its remaining \$19,682 for infrastructure development to the Rusch Road site. Funds will be spent in October 2004.

HOME PROGRAM ACTIVITIES

Coordinate Grant activities with the Orange County HOME Consortium (Chapel Hill, Carrboro, Hillsborough, and Orange County).

On October 23, 2000, the Council authorized participation in the Orange County HOME Program Review Committee and appointed Mayor pro tem Edith Wiggins to serve as the Town’s representative to this Committee. The purpose of the Committee is to allow elected officials to be more involved in the process of evaluating proposals and developing the annual HOME Program plan each year. The Committee will also provide the Council with regularly updated information on the status of HOME funded programs.

For activities funded through the HOME Program, all funds must be committed to a specific activity within two years of the award (i.e. a signed Development Agreement with Orange County), and spent within four years from the date of the award.

2004-2005 Activities: On February 2 and March 24, 2004, the Council held public hearings on the use of \$905,336 of HOME Program funds (grant \$739,050; match \$166,286). The Council adopted a 2004-2005 HOME Program Plan on April 26, 2004. The following plan was also approved by all four participating jurisdictions: Rental Assistance (\$236,431); Property Acquisition (Town of Chapel Hill – Transitional Housing) \$125,000; Property Acquisition (Habitat for Humanity – Winmore) \$125,000; Second Mortgage Assistance (EmPOWERment) \$100,000; Second Mortgage Assistance (Habitat for Humanity) \$80,000; Down Payment Assistance (Orange Comm. Hsg. and Land Trust – Pacifica and Winmore) \$140,000; Infrastructure Development (Habitat for Humanity) \$25,000; Administration (Orange County Housing and Community Development.) \$73,905.

2003-2004 Activities: On January 29 and March 26, 2003, the Council held public hearings on the use of \$905,999 of HOME Program funds (grant \$739,591; match \$166,408). The following plan was approved by the Council on April 28, 2003. The following activities were approved by the four participating jurisdictions:

Comprehensive Rehabilitation - \$277,040

Funds will be used to rehabilitate low-income owner-occupied housing in Orange County. \$37,040 spent to date.

Second Mortgage Assistance - \$225,000

Habitat for Humanity: \$150,000 was budgeted to Habitat for Humanity to provide second mortgages for 10 homebuyers earning less than 50% of the area median income. Homes will be located in the Richmond Hills Subdivision in Efland. \$95,000 spent to date.

Community Revitalization: \$75,000 was allocated for second mortgage assistance. Qualified non-profit organizations could use funds for property acquisition and renovation of property for first time homebuyers earning less than 80% of the area median income.

OBJECTIVE	PROGRESS/STATUS
Property Acquisition - \$220,000	<p><u>Affordable Rentals, Inc.</u>: \$188,000 was budgeted to Affordable Rentals to purchase a seven unit apartment building on Fidelity Street in Carrboro. The building was purchased in November 2003, and all funds have been spent.</p> <p><u>Town of Chapel Hill</u>: \$32,000 was budgeted to the Town to purchase an additional house Transitional Housing Program. The Town has not yet identified a house to purchase with these funds.</p>
Downpayment Assistance - \$100,000	<p>Orange Community Housing and Land Trust will use \$100,000 budgeted to provide down payment assistance for 10 first time homebuyers in the Greenway Condominiums project in Meadowmont for first time homebuyers earning less than 80% of the area median income. All funds have been spent. The Land Trust purchased a 16-unit building on 12/15/03. The Land Trust has sold 7 of the 16 condos and has contracts on 3 additional units. One bedroom units sell for \$80,000 - \$90,000.</p>
Operational Support - \$10,000	<p>\$10,000 provided to Orange Community Housing and Land Trust for administrative costs related to developing the Greenway Condominium project.</p>
Administration - \$73,959	<p>Funds appropriated to the Orange County Housing and Community Development office for administration of the program.</p>
<p>2002-2003 Activities: On January 29 and March 26, 2002, the Council held two public hearings on the use of \$663,217 of HOME funds for 2002-2003.</p>	
<p>The Council and other members of the HOME Consortium approved the following activities for the 2002-2003 HOME Program:</p>	
Property Acquisition - \$248,117	<p><u>OPC Mental Health</u> - \$75,000 budgeted to acquire and renovate properties for clients with severe disabilities earning less than 30% of area median income. Funds used to purchase a house on Roosevelt Drive in Chapel Hill. All funds spent.</p> <p><u>Residential Services</u> - \$75,000 budgeted to Residential Services Inc. to purchase a house in Orange County for individuals with autism. Property not yet identified.</p> <p><u>Affordable Rentals Inc.</u> - \$70,000 budgeted to purchase a duplex on McMasters St. Property will be used as permanently affordable rental housing for residents with incomes between 30% and 50% of the area median income. Affordable Rentals has entered into a Development Agreement with the County for these funds. Property purchased in March 2003. All funds spent.</p> <p><u>Town of Chapel Hill</u> - \$28,117 budgeted to purchase a house for the Town's Transitional Housing Program. The Town is in the process of identifying a house for this program.</p>

OBJECTIVE	PROGRESS/STATUS
Downpayment Assistance - \$77,000	Funds will be used by Orange Community Housing and Land Trust to provide downpayment assistance for 15 first time homebuyers in the Vineyard Square (formerly The Homestead) and 7 homes in the Larkspur subdivisions in Chapel Hill. Funds will be available to first time homebuyers earning less than 80% of the area median income. \$38,500 has been spent for four second mortgages in Vineyard Square.
New Construction - \$50,000	Funds will be provided to Habitat for Humanity to partially fund the construction of infrastructure for a development on Rusch Road. Habitat intends to construct 12 single-family homes and 3 duplex rental units on the site.
Homebuyer Assistance - \$140,000	<p><u>EmPOWERment</u> - \$100,000 was budgeted to EmPOWERment to provide second mortgage assistance to households throughout Orange County earning less than 80% of the area median income. The County has entered into a Development Agreement for this project. All funds spent.</p> <p><u>Habitat for Humanity</u> - \$40,000 awarded to Habitat to provide deferred second mortgages for 3 homebuyers earning 50% of the area median income. Funds will be used to build a house on Creel Street in Carrboro. \$30,000 spent to date.</p>
Community Revitalization - \$100,000	Funds will be provided to qualified non-profit organizations for property acquisition and renovation for first time homebuyers earning less than 80% of the area median income. Properties will be located throughout Orange County.
Administration - \$48,100	Funds were allocated to the Orange County Housing and Community Development Department for administration of the program.
<p>2001-2002 Activities: On January 23 and March 28, 2001, the Council held two public hearings on the use of \$743,475 of HOME Program funds for 2001 – 2002. Council approved a Plan on 4/23/01. The County Commissioners, and the Boards of Carrboro and Hillsborough also approved the Plan before it was submitted to the U.S. Department of Housing and Urban Development on May 15, 2001.</p> <p>The Council and the governing bodies of Carrboro, Hillsborough and Orange County approved the following activities for the 2001-2002 HOME Program: Property Acquisition - Town of Carrboro (\$120,000); Property Acquisition – Town of Chapel Hill (\$100,000). All funds spent.; Property Acquisition - OPC Mental Health (\$58,625). All funds spent; Property Acquisition – EmPOWERment (\$50,000). Land Acquisition – Residential Services (\$100,000). All funds spent; Land Acquisition – Orange Community Housing and Land Trust (\$30,000) \$18,140 spent to date; New Construction – Orange Community Housing and Land Trust (\$80,000) All funds spent; New Construction – Habitat for Humanity (\$20,000); Homebuyer Assistance – EmPOWERment (\$69,750). The County has entered into Development Agreements with the agencies with outstanding funds.</p>	
Other Housing Projects	
Orange Community Housing and Land Trust	Continued work with the Orange Community Housing Corp. to produce affordable housing opportunities in Chapel Hill. The Land Trust continues to work with the developers of several projects to administer Council imposed affordable housing requirements in developments such as Larkspur, Vineyard Square and Greenways Condominiums. The Land Trust used the Revolving Acquisition Fund to purchase a house in May 2004. The house is under contract and will be purchased by a qualified buyer in October. The Land Trust is also working with EmPOWERment to sell a home in the Northside neighborhood. This house will be purchased in early November.

First Quarter, 2004-2005

Police

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Revenues	497,236	527,023	356,200	698	28,221	+3,943%*
Expenditures	8,288,882	9,570,286	10,080,655	1,783,534	2,003,100	+12%
Expenditures as % of Budget					20%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
PATROL SERVICES						
# calls for service	24,778	29,385	30,000	6,578	7,876	+19%
CRIME						
Reported Major Crimes						
Personal crimes						
Homicide	1	1	0	0	0	Same
Rape	4	14	10	4	1	-75%
Robbery	81	93	90	20	14	-30%
Aggravated assault	134	128	130	25	38	+52%
Property crimes						
Burglary/break-in	432	548	475	170	140	-18%
(residential)	(311)	(395)	(350)	(119)	(97)	(-18%)
(non-residential)	(112)	(153)	(125)	(51)	(43)	(-16%)
Larceny	1,892	1,566	1,650	395	471	+19%
(vehicle break-in)	(819)	(554)	(650)	(103)	(153)	(+48%)
Motor vehicle theft	107	75	85	31	32	+3%
Total Major Crimes	2,630	2,425	2,440	645	696	+8%
%of major crimes cleared by arrest or exceptional means						
Personal crimes	46%	52%	56%**	53%	42%	-11 pct pts
Property crimes	26%	17%	23%**	23%	13%	-10 pct pts
JUVENILE						
# of offenses involving youth under 18 years of age, as victim	384	388	400	89	100	+12%
# of offenses involving youth under 16 years of age, as suspect	249	294	275	76	74	-2%
NARCOTICS AND ALCOHOL ARRESTS						
# of drug charges	364	390	420	45	69	+53%
Total # of alcohol charges						
# of underage possession of alcohol						
# of use of false identification	71	103	120	22	34	+54%
# of other (non-traffic) alcohol charges	11	18	20	2	4	+200%
# of citations for violation of Town ordinance regarding public consumption or possession of alcohol	9	24	25	2	7	+250%***
	59	116	80	31	37	+19%

* Grant funds were received earlier this year.

** The State-wide clearance rate in 2003 for personal crimes was 55% and 23% for property crimes.

***The increase in alcohol related arrests is due in part to two undercover operations that targeted establishments that sell alcohol.

Police	First Quarter, 2004-2005
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	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
OTHER ARRESTS						
Panhandling	7	27	20	12	4	-67%
TRAFFIC						
# traffic citations issued	3,448	3,902	3,750	1,072	1,168	+9%
# DWI arrests	315	370	400	87	82	-6%
Total # traffic collisions	2,134	2,171	2,200	559	493	-12%
# involving bicyclist	17	9	15	2	1	-50%
# involving pedestrian	18	18	18	4	5	+25%
# on private property with no injury	497	542	550	145	129	-11%
Persons Injured or Killed						
# of injuries	532	454	500	107	79	-26%
# of fatalities	1	1	0	0	1	+100%
OTHER POLICE CALLS						
# of noise/loud party calls	1,208	1,203	1,000	308	295	-4%
SPECIAL EVENTS						
# of special events requiring police planning	76	106	120	21	38	+80%
CRISIS INTERVENTION						
# of cases	1,769	1,775	1,800	478	388	-19%
Nature of Crises						
domestic violence	21%	23%	30%	16%	23%	+7 pct pts
sexual assault	3%	5%	4%	6%	6%	same
victims of other crimes	29%	29%	32%	38%	40%	+2 pct pts
trauma	6%	7%	7%	5%	5%	same

Per Capita Crime Comparison for the Northside Neighborhood and the Town

	Town				
	Actual Number		Per 1,000		Change
	FY 03-04	FY 04-05	FY 03-04	FY 04-05	
Homicide	0	0	0	0	same
Rape	4	1	.08	.02	-75%
Robbery	20	14	.41	.29	-30%
Aggravated Assault	25	38	.51	.78	+52%
Total Personal Crimes	49	53	1.01	1.09	+8%
Burglary	170	140	3.49	2.87	-18%
Larceny	395	471	8.10	9.66	+19%
Motor Vehicle Theft	31	32	.64	.66	+3%
Total Property Crimes	596	643	12.23	13.19	+8%
Total	645	696	13.23	14.28	+8%
Drug Charges	45	69	.92	1.42	+53%

	Northside				
	Actual Number		Per 1,000		Change
	FY 03-04	FY 04-05	FY 03-04	FY 04-05	
Homicide	0	0	0	0	same
Rape	0	0	0	0	same
Robbery	3	0	2.41	0	-100%
Aggravated Assault	3	6	2.41	4.82	+100%
Total Personal Crimes	6	6	2.41	4.82	same
Burglary	18	17	14.47	13.67	-6%
Larceny	12	14	9.65	11.25	+17%
Motor Vehicle Theft	0	1	0	.80	Not calculable
Total Property Crimes	3	32	24.12	25.72	+7%
Total	36	38	28.92	30.55	+6%
Drug Charges	29	12	23.31	9.65	-59%*

Crime Rates

Town-wide crime increased by 8%. Property crime and violent crime each rose 8%. While rape and robbery both decreased, aggravated assault (an assault that involves a weapon or results in serious injury) increased by 52%, from 25 to 38.

Burglaries decreased by 30 (18%). The increase in property crime is due mainly to larcenies from vehicles (48% increase). Vehicles parked in apartment parking lots and park-and-ride lots are being broken into. After market stereo systems are often the target.

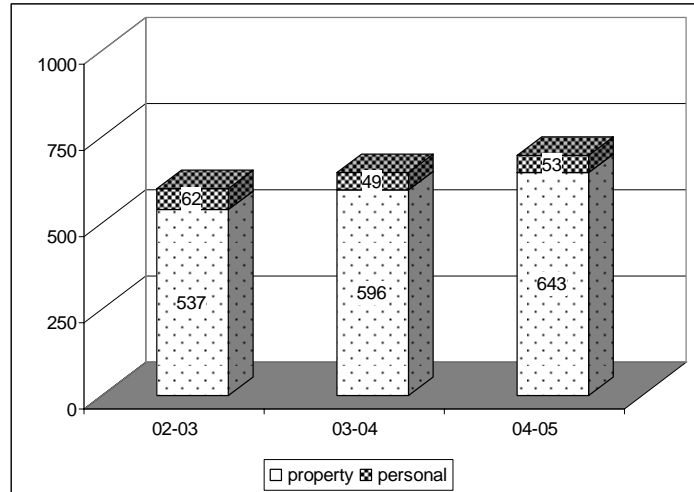
While per capita crime rates in Northside are higher than for the whole Town, violent crime did not increase (remaining at six incidents) and property crime rose at a slightly lower rate than the entire Town (7% as compared to 8%). Total Northside crime increased by 6% (36 to 38 incidents) while the Town rose by 8% (from 596 to 643 incidents).

Drug Charges

The number of drug arrests decreased by more than half in Northside. Drug sales decreased in the Northside neighborhood following arrests at a known drug house made at the end of last fiscal year and in the first quarter of Fiscal Year 2004-05. Since February 2004, nine people have been arrested at one residence on Nunn Lane. Town-wide drug arrests increased by 53% (45 to 69).

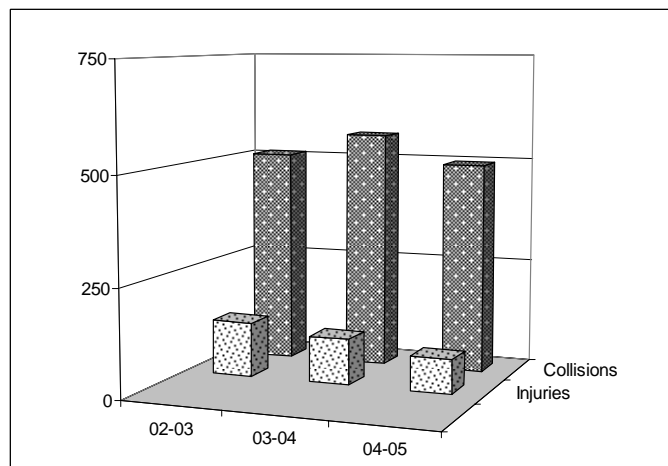
OBJECTIVE	PROGRESS/STATUS
<p>Continue traffic education and enforcement efforts by focusing on both high traffic and residential areas. Directed patrols will be based on collision locations, citizen input, and officer observation.</p>	<p>During the first quarter, the number of citations increased by 9% and collisions decreased by 12%. Injuries from collisions were down 26% from last year, however there was one fatality. The Traffic Education and Enforcement Unit focused patrols in residential areas including Southern Village, Weaver Dairy Extension, Kings Mill neighborhood, the Lakeshore area, and the Raleigh Road area.</p> <p>The Traffic Unit, in conjunction with the City Schools Transportation Division, conducted a school bus safety program which reminded drivers of the laws concerning school buses.</p>
<p>Increase outreach efforts to underserved populations including senior citizens, the Latino community, and adolescents.</p>	<ul style="list-style-type: none"> • The Summer Youth Employment Program provided jobs for 31 Chapel Hill teens at 10 Town departments and 10 non-profit agencies. The program also offered CPR training to participants; 18 received certification. • The Office of Senior Services was established this quarter. Staff presented a safety program at the Senior Center and participated in an RSVP open house. • A Latino Outreach Crisis Counselor was hired this quarter. The position, which is funded in part by the Governor's Crime Commission, provides services to Spanish speaking victims of domestic violence and sexual assault.
<p>Continue to enhance technology advancements for officer safety, more efficient use of resources, and improved services to citizens.</p>	<p>The Department has received three technology grants:</p> <ul style="list-style-type: none"> • \$850,000 for radio communications equipment • \$100,000 for in-car digital recording systems • \$48,000 for crime analysis and mapping programs
<p>Work to decrease alcohol offenses and injuries by</p> <ol style="list-style-type: none"> 1) increasing enforcement efforts 2) working with the University, secondary schools, and community groups. 	<ul style="list-style-type: none"> • The Department conducted two undercover operations using an under-aged buyer at off-premise locations. • Officers worked with restaurants concerning the newly adopted ordinance allowing sale of alcohol at outside seating. • The Chief and Crisis Unit staff have participated in community meetings addressing underage consumption of alcohol. • Officers conducted training for fraternities and sororities (300+ attendees) concerning alcohol laws and related issues.
<p>Review case clearance procedures in order to assure cases are tracked correctly. That data will be used to evaluate effectiveness of investigation methods.</p>	<p>This will begin in the second quarter.</p>
<p>Focus efforts in high crime neighborhoods by continuing visible patrols, covert operations, and contact with residents and community groups.</p>	<p>Arrests at a known drug house decreased the level of drug dealing in the Northside neighborhood. In August the Good Neighbor Program was initiated in the Northside and Cameron-McCauley neighborhoods. Officers distributed information, particularly to new residents concerning noise, parking, littering and Town services, emphasizing the importance of getting along with neighbors. Officers made contact with both long-term residents and new tenants in the neighborhoods.</p>
<p>Provide services in the Central Business District that will enhance the safety of the area and make it more appealing to merchants and visitors.</p>	<p>Panhandling arrests have decreased by 67% (12 to 4) this quarter. Officers have made arrests for improper use of benches. Officers and Wackenhut employees have provided 298 hours of bicycle patrols in the CBD this quarter.</p>

Major Crimes Reported



In the first quarter there was a 21% decrease in reported personal crime (homicide, rape, robbery, and aggravated assault). However, property crimes increased by 11%. Burglaries went from 102 last year to 119 this year. Overall reported major crimes increased by 8%.

Traffic Collisions



Traffic collisions decreased by 12% as compared to the first quarter of 2003-04 (559 to 493). Injuries decreased by 26%, from 107 to 79. There was one fatality this quarter.

First Quarter, 2004-2005

Public Works

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
Revenues (1)	445,278	1,101,554	763,900	239,371	264,048	+10%
Expenditures (2)	9,085,991	10,317,663	10,797,000	2,107,990	2,440,122	+16%
Expenditures as % of Budget					23%	

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
SUPPORT SERVICES						
# of lost-time injuries/# of days lost	1/19	2/125	<20 inj	none	2/72	--
# of preventable accidents	6	10	<20		1	same
Turnover: # of individuals/%	4/3.4	4/3.1	n/a	none	1/<1	--
# of plans reviewed for compliance with tree ordinance and Town design standards	156	169	150	47	48	+2%
FIELD OPERATIONS – TRAFFIC						
# of street signing/marketing activities (3)	671	677	450	213	71	-67%
FIELD OPERATIONS – CONSTRUCTION						
# projects completed	31	48	30	7	12	+71%
Sq yds of streets reconstructed (4)	225	5,500	5,500	none	none	same
FIELD OPERATIONS – STREETS						
Miles of streets resurfaced (5)	4.71	5.5	5.5	5.5	5.99	+9%
Truckloads of leaves collected	600	560	550	none	none	same
Frequency of street cleaning:						
Major streets	Weekly	Weekly	Weekly	Weekly	Weekly	same
Residential streets	7.5 cycles	6 cycles	4 cycles	2 cycles	2 cycles	same
Town Center (6)	1.5/Week	1.75/Week	2/Week	1.46/Week	2/Week	-37%

ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change From Prior Year
INTERNAL SERVICES						
Fuel use, in gallons (General Fund only)	242,347	259,703	200,000	67,739	66,672	-2%
# of building emergency requests/% of responses less than 30 minutes	46/91%	21/95%	90%	7/86%	7/100%	same/ +16%
SOLID WASTE SERVICES						
Tons of refuse collected:						
Residential	7,899	8,183	7,700	2,149	2,082	-3%
Commercial	12,658	12,124	13,200	2,993	2,991	same
Yard waste (7)	3,435	3,529	2,800	1,096	840	-30%
TOTAL TONS COLLECTED	23,992	23,836	23,700	6,238	5,913	-5%
Average pounds of residential refuse per collector per week	23,370	26,278	23,100	27,551	26,692	-3%
Average length of brush collection cycle	1 Wk	1 Wk	1 Wk	1 Wk	1Wk	same

Notes

1. Revenues for 2003-2004 included \$546,900 related to FEMA reimbursements for costs associated with the severe winter storm of December, 2002, and Hurricane Isabel in September, 2003. Receipts in first quarter of fiscal 2004-2005 are up primarily as a result of the timing of payments for commercial refuse collection services, which are accounted for on a cash basis.
2. 2004-05 Budget includes \$35,434 re-appropriated to cover carry-overs from 2003-04. Relatively high first quarter expenditures in fiscal 2004-2005 result in part from increased fuel costs.
3. During first quarter of fiscal 2004-2005, significant number of projects required barricading and detouring.
4. Reconstruction work is anticipated later in the fiscal year. New funding in fiscal 2004-2005 includes \$36,000, along with a \$3,000 encumbrance carry-over from last fiscal year, for a current year total of \$39,000.
5. During first quarter, 23 streets totaling 5.99 miles in length were resurfaced by contract; an additional 9 streets were milled by contract crews using more than 26,850 square yards of asphalt.
6. Relative increase in cleaning Town Center streets in the current year resulted from the diversion of resources in the first quarter of last fiscal year for work related to Hurricane Isabel.
7. Decrease primarily resulted from high quantity of brush generated by Hurricane Isabel on September 18, 2003.

DIVISION: SUPPORT SERVICES

OBJECTIVE	PROGRESS/STATUS
Management reports/studies.	Major work during the first quarter involved completion of annual performance evaluations for existing Departmental personnel. Management staff continued to work with consultants on development of new Town Operations Center, focusing on need to reduce overall costs to be more consistent with available funding.
Minimum injuries/accidents.	There were 8 personal injuries, 2 of which resulted in loss of 72 work days; 1 vehicular accident was the fault of Town employee.
Review design plans to assure compliance with Town's Landscape and Tree Protection Ordinance.	Design review accomplished within time period allotted. Work to date included review of 48 sets of plans.
Inspect development sites to assure compliance with permits as approved, consistent with Town's Landscape and Tree Protection Ordinance.	Frequency of site inspections generally adequate.

DIVISION: FIELD OPERATIONS - ADMINISTRATION

OBJECTIVE	PROGRESS/STATUS
Complete reports, studies and program analyses related to divisional operations as required.	The Field Operations Superintendent spent considerable time completing annual performance evaluations. In absence of supervisor for traffic programs, he continues to provide on-going supervision and management of divisional programs in this service area.
Evaluate/implement various professional recommendations and CIP projects.	Preparation of next CIP update anticipated later in fiscal year.

DIVISION: FIELD OPERATIONS - TRAFFIC

OBJECTIVE	PROGRESS/STATUS
Improve traffic flow and safety through signing improvements.	Program staff performed maintenance on and/or installed 71 traffic signs Town-wide.

OBJECTIVE	PROGRESS/STATUS
Maintain closed loop signal system.	Traffic detection loops were replaced at various locations and staff responded to 127 reported malfunctions (flash, detection, timing, bulb problems, etc.). Major tasks completed included preventive maintenance in various traffic zones, replacement of pedestrian heads Town-wide as needed and repair of damaged signals at various intersections.
Provide street lighting consistent with existing Town policy along all classes of streets.	We authorized Duke Power Company to install new street lights at Vineyard Square, Weaver Dairy Road Extension and Greene Street; we also requested 41 repair service work orders by Duke Power Company.

DIVISION: FIELD OPERATIONS - RIGHTS-OF-WAY/DRAINAGE

OBJECTIVE	PROGRESS/STATUS
Maintain Town's drainage system through ongoing services.	<p>Work completed included cleaning/installing and/or repairing ditches, pipes and catch basins at 10 locations; resetting and/or replacing 14 catch basin tops; cleaning and/or re-grading 356' of ditches at 3 locations; flushing 315' of storm sewer pipe at 5 locations; checking catch basins and removing debris as needed Town-wide; and removing blockages along Bolin Creek.</p> <p>In the mosquito control program, we monitored and treated known mosquito breeding sites on public properties during the first quarter. Additional mosquito control work is anticipated during the fourth quarter.</p>
Clean streets in downtown areas twice weekly and major streets weekly; check and clean residential streets as needed once every six weeks.	Downtown areas were swept 26 times, for an average of two times per week. Major streets were cleaned on average once per week and 2 cycles were completed along residential streets.
Improve appearance and enhance lines of sight along rights-of-way through maintenance of existing trees and vegetation.	A total of 18 trees ranging in size from 2" to 30" was removed Town-wide, seven of which were dead. Removal resulted from sidewalk projects, renovation projects, residents' requests and emergency calls. This is exclusive of removal of several large trees along Bolin and Booker Creeks that were impeding water flow. Tree planting work completed in the first quarter included installation of 120 tree gators Town-wide. Tree watering was completed at installations along Airport Road, Franklin Street, Fordham Boulevard, Highway 54 and Cameron Avenue.

DIVISION: FIELD OPERATIONS - CONSTRUCTION

OBJECTIVE	PROGRESS/STATUS
Reconstruct selected streets Town-wide based on prioritized need using annual ITRE survey data.	Street reconstruction work is anticipated later in the fiscal year.
Construct various projects for other Public Works divisions and Town departments.	Miscellaneous projects during the first quarter were completed at Hargraves, Memorial Cemetery, kiosks throughout downtown, the new Town Operations Center site and the Community Center.
Construct miscellaneous projects, including Streetscape, sidewalks and drainage improvements.	Major project work during the first quarter related to Streetscape included locating existing electrical conduit at 408 West Franklin Street and installing two electrical boxes at located turnouts. Miscellaneous sidewalk repairs were made along 560 linear feet at four sites, including Caldwell Street, Roberson Street, South Elliott Road and Hamilton Road.

DIVISION: FIELD OPERATIONS - STREETS

OBJECTIVE	PROGRESS/STATUS
Improve about 7 miles of street pavement using contract resurfacing (5.6 miles) and slurry seal (1.3 miles).	In the first quarter, 23 streets were resurfaced by contract Town-wide, totaling 5.99 miles in length; 9 streets were milled by contract, using a total of about 26,850 sq. yds. of asphalt.
Maintain the Town's street system through ongoing patching.	Extensive patching was completed in the first quarter; work included patching on the streets that were resurfaced. Crews placed more than 95 tons of I-2 and 662 tons of H-binder on 27 streets Town-wide; repaired potholes on 27 streets; used cold patch on 4 streets; and treated an additional 6 streets with asphalt.
Collect leaves and pine straw October through March.	The seasonal program is anticipated to start on schedule in mid-October, 2004.
Clear streets in times of inclement weather, including snow and ice, consistent with current priorities and Town policy.	Inclement weather conditions typically occur during the third quarter. We had prepared for possible responses to various hurricanes during the first quarter that did not hit our area.

DIVISION: INTERNAL SERVICES

OBJECTIVE	PROGRESS/STATUS
Expand use of automated fleet management system.	<p>Ongoing; data are maintained to generate information related to road calls and fleet preventive maintenance, as well as repair service. During the first quarter, 52 emergency road service calls were made at an average cost of \$113.28 per call. The average preventive maintenance cost per vehicle serviced was \$114.76. These unit costs, both for road service calls and preventive maintenance, include labor, materials and equipment.</p> <p>Fuel use was down 1,067 gallons, or about 2%, compared to last year. The cost per gallon averaged \$1.46 during the first quarter, which compares to an average unit cost of \$1.04 last year (note: budget assumes \$1.60 for bio-diesel and \$1.40 for gasoline).</p>
Perform preventive maintenance per mileage benchmark system—about 400 services per year on 195 items.	A total of 177 automotive PM's completed, for average of about 13.6 per week.
Adhere to both interior and exterior building maintenance schedules.	Maintenance schedules generally were met at all public facilities for which the division is responsible. Totals of 405 building maintenance and 124 non-maintenance work orders were completed.

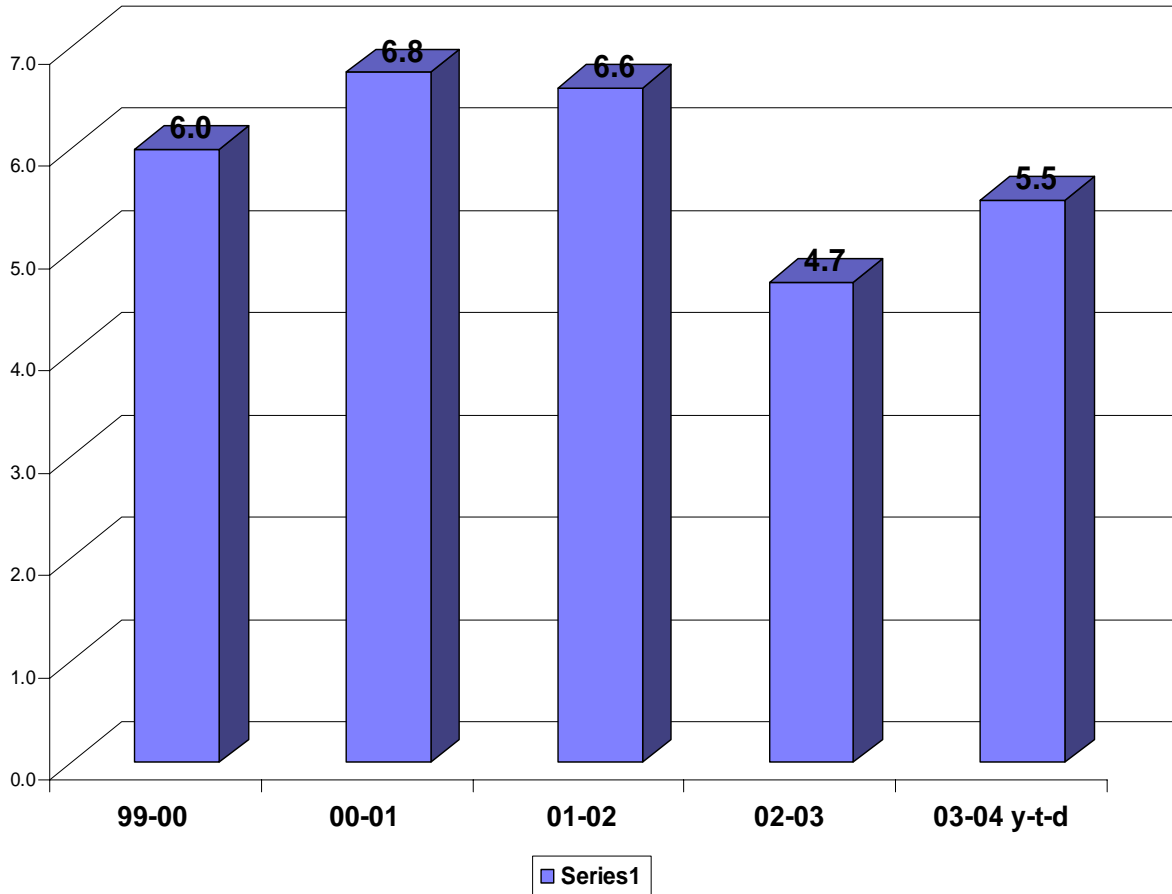
DIVISION: SOLID WASTE SERVICES

OBJECTIVE	PROGRESS/STATUS
Collect estimated 26,000 tons of residential (including yard waste) and commercial refuse as scheduled, with minimum complaints.	Total volume was down 325 tons (5%) compared to that for last year. This decrease resulted primarily from the greater quantity of brush debris generated by Hurricane Isabel in mid-September, 2003. The data exclude 175 tons of commercial refuse collected from compactors. Collection schedules for all residential and commercial routes generally were met.
Provide efficient level of collection of brush/bulky items.	<p>The average collection cycle for brush was 1 week during the first quarter.</p> <p>Bulky items (white goods) collected to date totaled 15 tons compared to 30 tons in the same period last year.</p>
Minimize injuries/accidents.	There was one lost-time injury, resulting in the loss of 68 work days. There were no accidents that were the fault of Town Solid Waste personnel.
Maintain high service level, both in terms of service and operations.	Residential refuse collection services were conducted in an efficient, safe and productive manner. Commercial collection remains highly efficient and safe. Enforcement of the cardboard ban continues. We continue to work with front-loading commercial customers to replace unsafe dumpsters and we continue to encourage replacement of side-loading dumpsters with front-loading containers.

DIVISION: LANDSCAPE

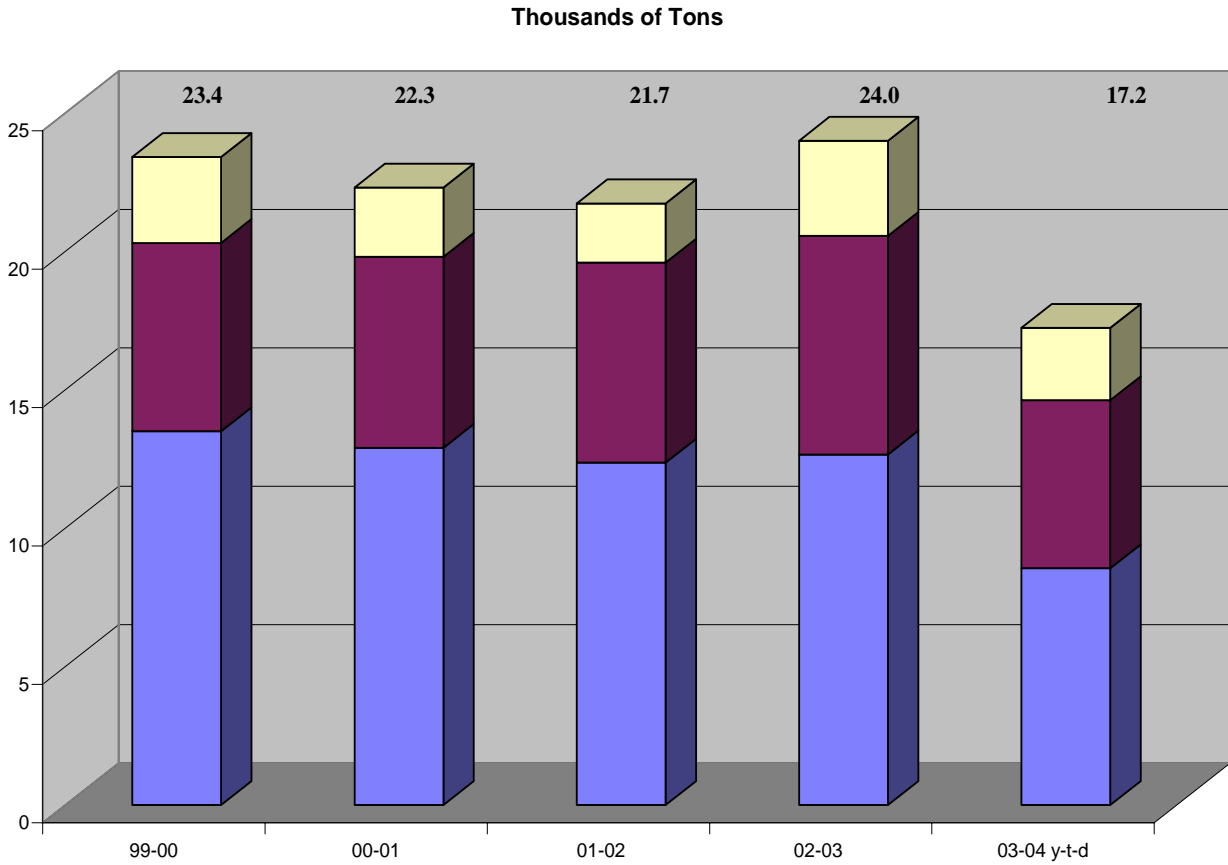
OBJECTIVE	PROGRESS/STATUS
Evaluate and implement projects included in the Capital Improvements Program and proposed by consultants.	During the first quarter, Department staff met with staff from Parks and Recreation Department to discuss work orders and Festifall. Staff also met with Corley, Zack and Redfoot relative to the new Town Operations Center. Small Park Improvement work is anticipated later in the year.
Improve appearance and safety along rights-of-way through mowing road shoulders.	Seasonal mowing cycles were completed as scheduled throughout the first quarter.
Adhere to grounds maintenance schedules at parks, cemeteries, parking lots, public housing and other public locations.	Grounds maintenance schedules generally were met or exceeded at all public facilities and areas for which division is responsible. The planting program included 5 trees, 79 shrubs and 1,210 perennials Town-wide. During the first quarter, a total of 26 work orders was completed, primarily for Housing and Parks and Recreation.

MILES OF STREETS RESURFACED



Contract resurfacing was completed on 5.99 miles of streets during the first quarter. The budget objective is 5.5 miles. An additional 1.5 miles of streets is anticipated to receive slurry seal by contract.

SOLID WASTE COLLECTION



The Solid Waste Services Division collected 5% less refuse compared to the same period last fiscal year. The decrease primarily resulted from the quantity of brush generated by Hurricane Isabel that hit in mid-September, 2003. The goal for all solid waste collections this year is 26,000 tons.

First Quarter, 2005-2005

Transportation

REVENUES/EXPENDITURES	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
Revenues	10,927,883	11,433,963	11,420,609	233,938	1,325,551	466.60%
Expenditures	9,058,475	10,638,014	11,420,609	1,744,375	2,226,517	27.6%
Expenditures as % of Budget					19.5%	

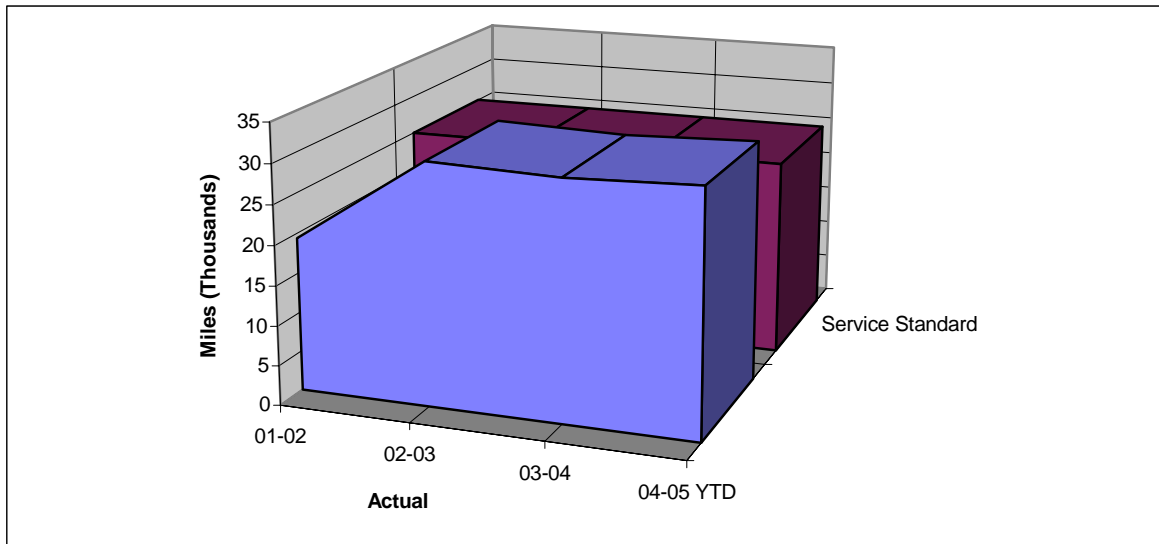
ADDITIONAL DETAIL	Actual 02-03	Actual 03-04	Budget 04-05	YTD 03-04	YTD 04-05	Change from Prior Year
TRANSPORTATION						
Fixed route trips	4,589,559	5,090,860	5,356,684	1,183,458	1,339,171	13.2%
Demand response trips	66,267	64,267	68,108	17,027	15,757	-7.5%
Tar Heel Express trips/Charter	142,840	157,089	164,392	34,376	41,098	19.6%
Service miles (actual)	2,178,222	2,180,107	1,954,404	494,919	488,601	-1.3%
Passenger trips/service mile	2.64	2.86	2.86	2.50	2.86	14.5%
Operating Costs	9,058,475	10,638,014	11,420,609	1,744,375	2,226,517	19.5%
Operating Revenue	347,793	432,292	394,700	69,371	51,672	-25.5%
Patron revenue/trip	0.07	0.08	0.07	0.06	0.04	-33.0%
System cost/trip	1.89	2.00	2.04	1.41	1.66	17.7%
Ratio of Revenue from Patrons to cost	0.04	0.04	0.03	0.04	0.02	-50.0%
Miles/road call	30,497	29,877	25,000	35,351	30,538	-13.6%
Road calls (mechanical)	46	66	60	14	19	35.7%
Preventable accidents	16	18	25	8	9	12.5%
Miles/Preventable accidents	136,139	121,117	35,000	61,865	54,289	-12.2%

Transportation**First Quarter, 2005-2005**

SAFETY PERFORMANCE	Actual 02-03	Actual 03-04	Budget 04-05	Same Period 03-04	YTD 04-05	Change from Prior Year
Safety Training: #of staff hours of training (#of employees X training time)	4,260	3,751	NA	661	470.5	-28.8%
Safety Inspections: #of hazards identified/ % of items mitigated	0	0	NA	0	0	N/A
Time lost due to work-related injury or illness	131	1,068	NA	528	62.5	-88.1%

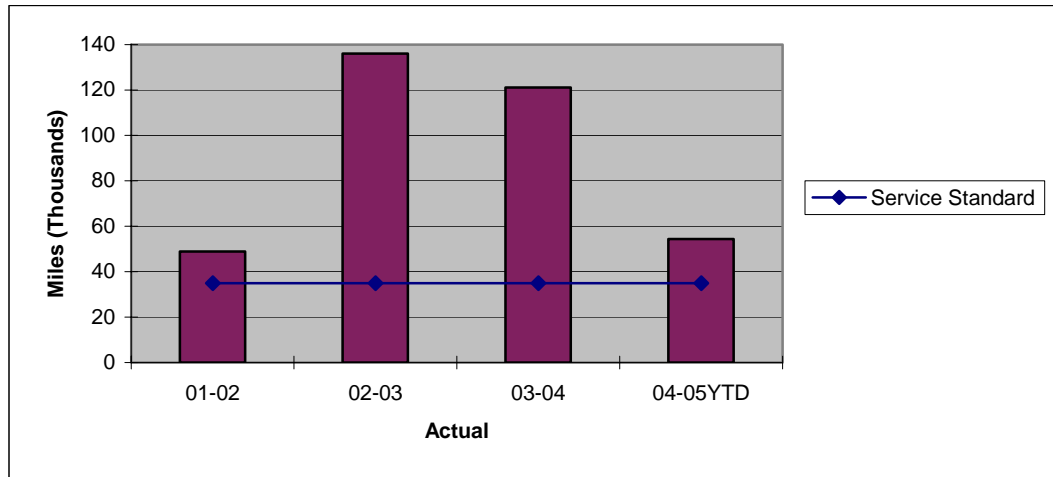
OBJECTIVES	PROGRESS/STATUS
To operate fixed route transit service in Chapel Hill, Carrboro, and on the UNC campus. Routes will serve 90% of the residences and will meet the published schedule 98% of the time.	Operated approximately 35,337 hours of service during the period. Fixed Route Ridership was up from the first quarter of FY 2004.
To operate demand responsive services in areas not served by fixed routes and for certified senior and handicapped patrons. Will meet service standards set by the Transportation Board.	Operated approximately 7,277 hours of service during the period. Average trip time of 18 minutes was above our standard of 15 minutes per trip
To operate all transit services with no more than one preventable vehicular accident per 35,000 miles.	Miles between preventable accidents averaged 54,289 for the period.
To operate a reliable transit operation with no more than one (mechanical) road call per 25,000 miles.	Miles between road calls for mechanical reasons averaged 30,538.

**TRANSIT RELIABILITY
AVERAGE MILES BETWEEN ROAD CALLS DUE TO
MECHANICAL PROBLEMS**



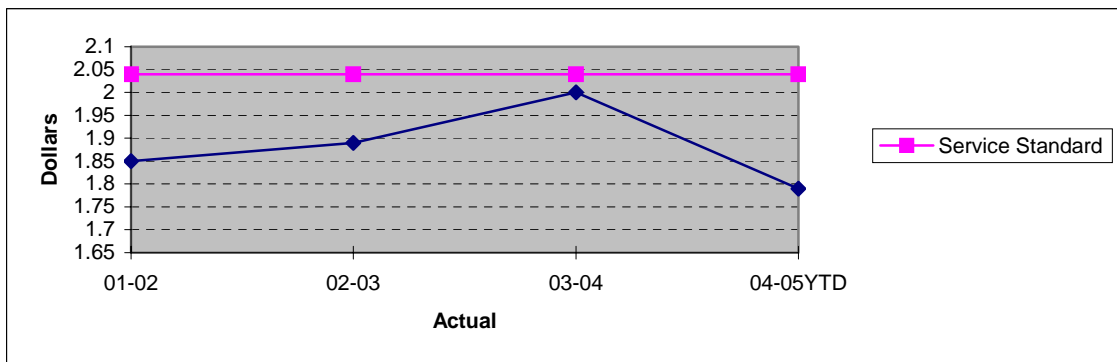
The miles between road calls has declined slightly from last year as the newest buses are getting some miles on them and are experiencing some mechanical failures.

**TRANSIT SAFETY
MILES BETWEEN PREVENTABLE ACCIDENTS**



Transit vehicle safety is measured by tracking the average miles between preventable accidents. The addition of a Safety and Training Coordinator has helped in addressing safety concerns.

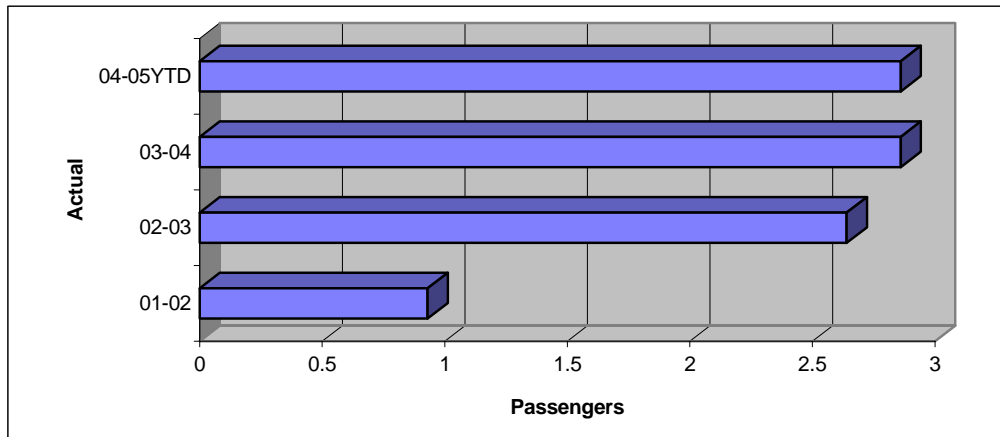
**PUBLIC TRANSPORTATION
SYSTEM COST PER PASSENGER TRIP**



Transit service efficiency is monitored by calculating the system-wide cost per passenger trip.

PUBLIC TRANSPORTATION

PASSENGERS PER SERVICE MILE



Transit service productivity is monitored by calculating the passenger trips per service mile.



CAPITAL PROJECTS



**TOWN OF CHAPEL HILL
Status of Capital Projects
September 30, 2004**

This report provides information on the status of capital projects on which Town staff are now working or that are recently completed. Projects are classified as “Completed,” “Under Construction” and “In Planning.”

Completed

Hargraves Center/A.D. Clark Bath House Renovations

Project: Perform extraordinary maintenance identified in 2000 Facilities Assessment Study, including, at the Center, replacement of interior surfaces, of electrical, heating and air conditioning systems, and plumbing fixtures; adding Americans with Disabilities Act (ADA) accessible entrance and restroom facilities, and repairing the roof; and at the bath house, raising the roof, adding day lighting, adding ADA accessible entrances and restroom facilities and replacement of all surfaces and mechanical equipment; and replacement of mechanical equipment and re-pouring the floor of the pump house.

Budget: \$1,200,000 to be financed over 10 years included in Capital Improvements Program (CIP) from 2001- 2010.

Status: Work began in April 2002. Change orders adding significant work, such as removal of asbestos, replacement of siding, roofing membrane, water-damaged sheathing and window flashing on the Center, more extensive reconstruction of the bath house, and more repairs on the pool, extended the completion date to March 31. The punch list walk through on March 31 identified several relatively minor issues which delayed full occupancy. However, the building was stocked with furniture in April and the grand opening was held on May 10. The pool opened as usual on Memorial Day Weekend.

The project has been completed including punch list items that were awaiting the closing of the pool.

Final costs are \$1,200,000.

Homestead Gym Siding

Project: Re-siding of wood-frame building on Homestead Road, acquired as part of the development of Vineyard Square. Some drainage work is included to improve positive drainage.

Budget: \$33,000 from the rent paid by the firm that uses the building for gymnastics classes. The contract for siding replacement is \$28,200.

Status: The siding work is completed. In the fall of 2004 planting season, Town forces will re-grade and landscape the area around the building to improve drainage and appearance.

Homestead Gym Site Building Removal

Project: Remove old dilapidated wood buildings on the 14 acre Town-owned property.

Budget: \$6,000 from the rent paid by the firm that uses the building for gymnastics classes.

Status: This project was completed in 4th quarter of last fiscal year.

IFC Shelter

Project: This project includes extraordinary and deferred maintenance as defined in 2000 Facilities Assessment Study, with emphasis on exterior repairs necessary to protect the structure.

Budget: \$450,000 to be financed over 10 years included in CIP from 2003/4– 2013/14.

Status: The 2003/4 – 2013/14 CIP included financing for \$450,000. We awarded a construction contract to D.W. Ward and we issued our “Notice to Proceed” on April 22, 2004. Change orders have increased the contractual amount to D.W. Ward to \$387,687. The project was completed on schedule in 1st quarter including the punch list.

Police Headquarters Renovations

Project: Repair of the leaks and the damage caused by them, replacement of roof and roof mounted air conditioning units and any other work needed to preserve the public’s asset.

Budget: \$700,000 of 1996 Public Safety Bonds

Status: Initial contract of \$500,000 provided for repair and renovation, completing the waterproofing of all foundation and basement walls, replacement of the roof and of the air conditioning units on the roof and repair of floor and wall surfaces on the first floor. This work was completed in May 2002 except for the final check of HVAC system which was concluded during the hot weather in the summer of 2004.

The remaining \$200,000 provided for additional work on a safer configuration of the magistrate’s office, building security, renovation of the public lobby, and reorganizing space previously used for processing and storing paper records. Informal bids were opened in November, and a contract was executed with Jacobsen Construction for all of the above mentioned work. Construction on this follow-up project was scheduled to begin on January 5, 2004; however, construction was halted soon after it began to allow the designer sufficient time to develop plans and specifications

for changes requested by the Police Department. Construction resumed in mid-April. This project including punch list and carpet was completed in the first quarter.

Sidewalks

Legion Road: In-house project on south side between Clover and Ephesus Church Roads; and between Scarlette Drive and Martin Luther King, Jr. Street. Both sections were completed by Public Works crews at a cost of \$68,000, the original budget.

Pritchard Park Renovations

Project: Comprehensive renovations of 15-unit public housing neighborhood on Pritchard Drive Extension.

Budget: \$960,700, including HUD's Capital Grant and Community Development Block Grant funds.

Status: Site work, including demolition, concrete, and rehabilitation work in the first phase of 6 units began in June 2003. Progress was delayed due to long fabrication time for windows and delivery of other components. The first phase of six dwelling units was completed and occupied in January, the second phase of four units in mid-April. However, a unit in the third phase suffered fire damage at the end of March, and negotiations with the insurance company and contractors delayed completion of the project. Occupancy of all units except the one damaged by fire was completed by September 5, 2004 and the last unit was occupied on October 16. Duke Power and the contractor completed installation of yard lighting and associated site work in July 2004. The renovation work at Pritchard Park is complete.

The total cost for the project was \$803,040.

Under Construction

Airport Gardens Renovations

Project: Comprehensive renovations of 26-unit public housing neighborhood on Airport Road, including drainage and site work, replacement of windows, doors, cabinets, appliances, etc.

Budget: Approximately \$1,000,000 is now available for Phase I. Phase I funding will depend on the cost of emergency repairs needed at Trinity Court neighborhood. Federal funds available in October 2004 are anticipated to be sufficient to complete the last 8 apartments and the site work.

Status: Architect was selected and began schematic design work in January 2003, with attention paid to site work and drainage issues as well as renovation of interior of apartments. Design drawings and bid package were ready by mid-May and were held in abeyance until September 2,

when news of the amount of the next Capital Fund Grant was received from HUD. Construction bids were opened in December 2003. In April 2004, the Council rejected all bids for this project and directed the renovation work to be re-bid. In June 2004, the construction bids were re-opened and the Council awarded a contract to renovate 18 of the 26 apartments. The contractor began renovation work on 10 of the 18 apartments in August 2004. Renovation work is expected to be completed in May 2005.

Dry Creek Trail

Project: Land acquisition north and south of I-40 and construction of a trail from East Chapel Hill High School to Providence Road. Another branch of the trail is proposed to connect Chapel Hill and Durham trail systems on land north of I-40.

Budget: \$415,430, including a \$200,000 grant from the Clean Water Management Trust Fund, National Trails Grants totaling \$100,430, payment in lieu of open space funds of \$10,800 and 1996 Open Space bonds.

Status: Sterling Ridge Apartments completed a trail segment from Providence Road to Erwin Ridge subdivision. Eagle Scouts have cleared a trail corridor from East Chapel Hill School to Perry Creek Road. Stairs and boardwalk have been constructed between San Juan Road and Perry Creek Road using a National Trails Program grant and Eagle Scout volunteers. Bids for a parking area off Erwin Road exceeded available funds. Work continues on two separate portions of this project:

- A contractor has been selected to solve a serious erosion problem on the East Chapel Hill High School end of the trail. Construction is anticipated for the spring of 2005. Signs will be installed upon completion of the erosion work.
- A design firm was selected for the pedestrian/bicycle bridge that will connect the Springcrest neighborhood to the Town's 34-acre open space tract at the southwest corner of the intersection of I-40 and Erwin Road. A public forum to discuss the idea was held on September 8, 7:30 p.m. Design work is underway. Construction is anticipated for the spring of 2005.

All necessary properties south of I-40 have been acquired. A 31-acre parcel south of I-40 on Erwin Road was acquired in 2003, across from the 35-acre parcel acquired in 2000.

Negotiations with owners of two parcels north of I-40 have so far been unsuccessful. However, acquisition of a third parcel north of I-40 was completed in 2003, using Clean Water Management Funds and 1996 Bond funds.

Town Operations Center

Project: Acquisition of land for and design and development of operations facilities for the Public Works Department, Transportation Department, the Police Vehicle Impoundment Lot and Public Housing Maintenance.

Budget: The Council approved a budget of \$42,926,527. The total budget for architect and engineering fees is \$3,823,792.

Status: Eighty-eight acres north of Eubanks Road, west of I-40 and east of Millhouse Road, were acquired and financed from 2001 through 2003 for a total capital cost of \$1,436,000. An additional 4.1 acres west of Millhouse Road were acquired in June to allow for necessary realignment of the road. The cost of that purchase was \$68,747.

The designers worked on the schematic design throughout the second quarter, completing their work on schedule by March 31. The detailed design phase was completed in the first quarter of this year and preparation of construction drawings and bid documents is now underway. The designers and Town staff worked on revising the design in response to higher than anticipated cost estimates. The project team reported to the Council in October on the revisions.

The Town applied for a Special Use Permit on November 17, 2003 and the Council approved it on April 14, 2004.

The first construction contract was awarded on September 27 and the initial work on clearing, grubbing, grading, soil erosion control and stormwater management is now underway.

In Planning

Aquatics Center

Project: Construction of an aquatic facility on a site in Homestead Park. The Council-approved conceptual plan includes a competition pool, warm water pool, locker rooms, office, and classroom and reception area.

Budget: Total of \$5,555,000, including \$1,200,000 from 1996 Town Park bonds and \$855,000 from 1997 and \$3,500,000 from 2001 Orange County Park and Recreation bonds.

Status: On March 5, 2001, the Council adopted the conceptual Plan and requested that the Board of County Commissioners release the remaining \$855,000 in 1997 bonds. A committee of elected officials from both jurisdictions developed a process for joint development of the Aquatics Center and governing bodies agreed to it March 3 and 5, 2003. The Council resolved on June 23, 2003, to request the Board of County Commissioners to approve the concept plan and follow the same

process as the one in use for the joint development of the Southern Community Park. The Commissioners approved the concept plan on October 1, 2003.

GGA Architects, the firm that had developed the concept plan, is now under contract for design services. A public forum was held in January to solicit ideas from swimmers. The Committee also directed the Public Arts Commissions of both the Town and the County to develop a way to incorporate public art into the planning process for the center. That process is underway.

The architect anticipates submitting a Special Use Permit application in October 2004. The Council has granted expedited processing for the project.

Booker Creek Linear Park

Project: Construction of a park and trail along Booker Creek from East Franklin Street to Fordham Boulevard, between Eastgate and Village Plaza commercial areas.

Budget: \$447,100, including \$349,700 from North Carolina Department of Transportation, \$10,000 from the developer of the Plaza Theaters, and a local match of \$87,400.

Status: Rose Engineering completed the study needed for the No Rise Certificate from FEMA, and found that the original concept plan was not feasible. The Council approved relocation of the pedestrian bridge in June 2002 and plans have been revised. Two of the three necessary easements have been acquired. After considerable study and discussion of alternatives, it was decided to delete the bridge and route pedestrians across the stream along the shoulder of Elliot Road. Approval of this change by DOT was received in September 2003, and first round Zoning Compliance Permit drawings have been prepared. A necessary easement from the Federated Theaters developers has not yet been received. The project can be bid once the easement has been acquired.

Burning Tree Drive Drainage Project

Project: Alleviation of flooding of a private residence on Burning Tree Drive during heavy rain.

Budget: \$67,625 of Street Bond funds.

Status: In-house design of the replacement of undersized storm drainage pipes under Burning Tree Drive and broadening of channel downstream was completed and reviewed by OWASA for necessary replacement of segments of a water and sewer line. Easement from one neighbor was available, but extensive negotiations with another neighbor did not result in the necessary easement. Therefore, the staff studied the feasibility and cost of providing an earthen (dry flood proofing) landscaped berm to protect the house from flooding during certain rain events. Property owner agreement, surveying, preliminary plans, cost estimates and a feasibility study have been completed; final plans, permitting and bid documents will be completed by the end of the fourth

quarter. Construction by a private contractor, pending receipt of an acceptable bid, is anticipated during the fall of 2004.

Generator for Town Hall

Project: Installation of a generator capable of providing the power necessary to operate Town Hall during emergencies.

Budget: \$130,000, to be financed over 10 years, from CIP funds.

Status: First engineering report presenting three options for location was prepared in April, and one option was selected for full development. Changes in personnel of the contract engineering firm caused delay. The consulting engineer initially projected a cost of about \$150,000; however, upon completion of the detailed design work they have presented a new, much higher cost estimate. We opened bids for this project on April 14, 2004. The apparent low bid was for \$354,000. We rejected this bid as unaffordable within our budget and are attempting to redesign the project with a reduced scope of work.

Generator for Police Headquarters

Project: Installation of a generator capable of providing the power necessary to operate the Police Headquarters.

Budget: \$110,000, to be financed over 10 years from CIP funds.

Status: This project is being designed and bid in conjunction with the Town Hall generator project. We opened bids for this project on April 14, 2004. The apparent low bid was for \$232,000. We rejected this bid as unaffordable within our budget and are attempting to redesign the project with a reduced scope of work.

Legion Road Sidewalk

On October 11, 2004, the Council approved use of residual CIP funds (for new sidewalk and bicycle facilities projects), to be used to construct missing sections of sidewalk on Legion Road as funding permits. Work is planned to begin during the second quarter.

Morgan Creek Greenway

Project: Construction of paved trail along Morgan Creek from Merritt Pasture on US 15-501 to Smith Level Road.

Budget: \$89,375, 80% federal funding through NCDOT, 20% CIP for concept planning only.

Status: The Conceptual Plan Committee convened in November 2002, held a public forum June 10, 2003, and then suspended work while waiting for revised flood mapping. We have recently learned that the State will not re-map this section of the stream. We are preparing to begin work on developing a new flood model so that the design process can continue.

Old Post Office Capital Repairs Project

Project: Renovation of exterior portions of the Old Post Office Building. The original scope of work was for both exterior and possibly interior portions of the building.

Budget: \$1,500,000, to be financed over an as-yet-undetermined period of time. This budget assumes the entire scope of work. The revised scope will result in a reduced budget, which is unknown until the design is completed.

Status: The project is being delayed so as to allow earlier renovation of the Community Center. We will replace the roof and make some immediate repairs to the Post Office to protect the building's integrity until the major renovation can occur.

Pritchard Park

Project: Construction of a primarily passive park on the 34 acres of Town-owned land surrounding the library, including trails, small playground and a sculpture garden.

Budget: \$164,000, including a \$100,000 gift from the Pritchard family.

Status: A committee consisting of representatives of the Library Board, Public Arts Commission, and Parks and Recreation Commission worked with Town and Hotel Siena staff, and all agreed on a recommendation to the Council, based on conceptual plan adopted by the Council in November 2000. The Council approved a proposed financial agreement with the Siena on November 25, 2002. A memorandum of understanding between the Town and the Siena was held in abeyance until the Land Use Management Ordinance was enacted so the impact of regulations related to the Resource Conservation District would become clear. A memorandum of understanding was then developed, but the owner of the Siena decided in June 2003, that he wanted to proceed with a different project. He agreed to have a proposal ready for the Council after the summer, and later decided that the proposal would be in the form of a Special Use Permit application.

The applicant recently requested that the Town enter into another round of discussions. The Council authorized the formation of a second Pritchard Park Arts Garden Committee. The Committee has drafted a recommendation that it presented to the Council in September 2004. The Council referred the report to various boards and commission and is scheduled to review the report in November.

In the meantime, trails that circumnavigate the site have been built by Eagle Scout candidates, and the Audubon Road stub-out roadbed has been removed, seeded, and landscaped.

Sidewalks

South Columbia Street: Revised design for street improvements by NCDOT includes a sidewalk on the west side of the street from Mason Farm Road to Purefoy Road. NCDOT will construct a new sidewalk subject to a municipal agreement for local match funding. The preliminary cost estimate is \$87,000. The Town would need to execute a municipal agreement and set aside \$35,000 for the 40% local match, possibly from 2004 bonds. The projected date of construction is 2007.

Airport Road: Sidewalk on the east side of the road, from Timber Hollow Court to Homestead Road. A Municipal Agreement with NCDOT was executed in April 2004, which will allow us to receive \$200,000 in Direct Allocation funds. Local matching funds of \$50,000 are budgeted. The project will likely be built by contract and must be completed within 2 years of execution of the agreement. On September 27, 2004, the Town Council received and referred to Advisory Boards and Commissions, NCDOT and the UNC Transportation Department the Airport Road Corridor Study prepared for the Town by the Highway Safety Research Center. The Town Council also set a public forum to consider the Study on November 22, 2004.

West Rosemary Street: Funding of \$25,000 was originally allocated for a segment on the north side of the street, from IFC Community House to Church Street. That project, however, has been delayed by difficulties in acquiring several easements and an attempted redesign. Community Development Block Grant funding will be used to fill in a sidewalk on the south side of Rosemary Street, between Roberson and Graham Streets. The project is being designed and we expect to begin construction using Town crews in the second quarter of FY 2004-05.

Weaver Dairy Road: Sidewalk from Cedar Fork Trail to Kingston Drive, along the south side of Weaver Dairy Road. Budget includes \$180,000 of 1996 Street Bond funds. Funds are being held at least until NCDOT's road improvement project is designed and cost estimates are made. The projected date of construction is 2007.

Southern Community Park

Project: Community Park to include three soccer fields, basketball court, inline hockey court, spray park, picnic facilities, woodland trails, paved paths, play areas, dog park, parking and site for a community center.

Budget: Land was purchased with \$1,090,000 from 1986 Town of Chapel Hill Parks bonds and \$658,000 from 1989 Town of Chapel Hill Parks bonds. The Park development budget is funded from \$895,000 of 1997 Orange County Bond funds and \$2 million of 2001 Orange County Bond funds.

Status: Fifty acres were acquired in 1988 for \$1,050,000 and 30 acres acquired in 1990 for \$679,000. Conceptual plan was approved by the Town Council and forwarded to the County Commissioners on January 26, 2002. On March 5, 2003, the Board of County Commissioners approved the conceptual plan and a process for the planning and construction of projects that include County bond funds. The Project Planning Committee selected OBS Landscape Architects on August 25. On October 1, 2003, the Board of County Commissioners agreed to spend 1% of County bond funds on public art and asked the Public Arts Commissions of the Town and the County to develop a process for doing so.

On December 8, the Project Planning Committee agreed to move the dog park from the southernmost tip of the park to a spot just south of Dogwood Acres Drive and to realign the soccer fields to a north-south direction to improve playability in the afternoon sun.

The contract with OBS Landscape Architects has been executed. A Special Use Permit application was submitted in July 2004. The Council has granted expedited processing for the project.

Chapel Hill Community Center

Project: Perform extraordinary maintenance identified in 2000 Facilities Assessment Study, including replacing the gym floor, the building's roof and pool deck, reconfiguring the pump room and renovating the mechanical and electrical systems.

Budget: \$1,440,000 for construction and \$150,000 for Design work, to be financed over a 10 year period with CIP funds starting in 2005.

Status: The town issued Requests for Qualifications (RFQ's) in the 2nd quarter. We received an inadequate response to our solicitation and will issue a second in the 2nd quarter.

Streetscape

Project: Improve sidewalks, street trees, street furniture and street lighting along town center streets, including Franklin and Rosemary Streets, from east of Henderson Street to Merritt Mill Road, and the connecting North Columbia Street. Our intention is to implement in increments the plan adopted by the Council in 1993, some of it being done by developers of adjacent land and some by Town forces.

Budget: Of the \$1,000,000 in 1996 Street Bond proceeds allocated, approximately \$828,000 has been expended or encumbered, and \$125,000 of the remaining approximately \$172,000 allocated for pending signal system improvements. The balance remaining is approximately \$47,000.

Status: Reconstructed sidewalk segments have been completed on the north side of West Franklin Street from Carolina Cleaners to Ham's, from the multi-tenant retail building housing Vespa's to Church Street, and from Bruegger's Bagels to Columbia Street; on the south side of West Franklin

Street from Merritt Mill Road to Roberson Street, adjacent to 411 West Franklin Street, and adjacent to the University Baptist Church; on both sides of North Columbia Street from Franklin Street to Rosemary Street; on the north side of East Franklin Street from Columbia Street to the Presbyterian Church; and on the south side of East Franklin Street from Columbia Street to McCorkle Place.

Custom street and pedestrian lighting improvements have been installed on the north side of West Franklin Street from Carolina Cleaners to Ham's and on both sides of East Franklin Street from Columbia Street to Henderson Street, and both sides of North Columbia Street from Franklin Street to Rosemary Street.

On October 27, 2003, the Council authorized the Town Manager to allocate \$125,000 to supplement the North Carolina Department of Transportation's proposed downtown signal system improvement project thereby permitting the installation of single-arm mast arm signal poles at three downtown intersections. These improvements, at the West Franklin Street/Church Street, East Franklin Street/Henderson Street and North Columbia Street/Rosemary Street intersections were originally scheduled to be completed by the first quarter of FY 2004-05. The Franklin Street/Church Street and North Columbia/Rosemary Street intersections are now scheduled to be completed in the third quarter. The remaining intersection has been delayed due to rising cost estimates and we now anticipate that NCDOT will bid the project in the second quarter of this fiscal year.

On April 14, 2004, the Council authorized the Town Manager to allocate \$95,000 for custom street and pedestrian lighting improvements on the north side of West Franklin Street from the multi-tenant retail building housing Vespa's to Church Street and on the south side of West Franklin Street adjacent to University Baptist Church. A specialty lighting request has been submitted to Duke Power Company and we believe these improvements will be completed in the second quarter of this year.