

Town of Chapel Hill



Third Quarterly Report 2002-2003

Kevin C. Foy, Mayor
Pat Evans, Mayor pro tem
Flicka Bateman
Ed Harrison
Mark Kleinschmidt
Bill Strom
Dorothy Verkerk
Jim Ward
Edith Wiggins

Submitted to the Town Council
May 12, 2003

	<u>Page</u>
Summary	1

Department Detail and Graphs

General Revenue	10
Engineering	12
Finance	15
Fire	17
Housing and Community Development.....	21
Human Resources	23
Information Technology	27
Inspections	28
Library	30
Manager/Clerk	33
Parks and Recreation	34
Planning	39
Police	51
Public Works.....	56
Transportation.....	66

Capital Projects

Environmental Improvements

Downtown Improvements (Streetscape).....	72
--	----

General Municipal Improvements

Extraordinary Maintenance.....	72
Hargraves Center - Capital Repairs	73
IFC Shelter - Capital Repairs.....	73
Municipal Operations - Site Acquisition – Phase I	74
Museum Roof - Capital Repairs	74
Public Works Improvements/Site Development.....	75
Public Housing Renovations.....	75

Leisure Activity Improvements

Booker Creek Linear Park	76
Greenways.....	76

Lower Booker Creek Greenway Trail, Phase II77
Homestead Park77
Homestead Park Aquatics/Community Center77
Pritchard Park78
Southern Community Park.....78
Morgan Creek Trail79
Small Park Improvement Project.....79

Public Safety Improvements

Fire Training Facility Renovations79
Construction of New Fire Station #5 (Southern Fire Station)80

Transportation Improvements

Sidewalks and Bikeways80
Curb Repairs: ADA Compliance81
Public Transit Vehicle Replacement/Expansion.....81
Park and Ride Lots.....82
Traffic Calming.....82



SUMMARY



**PART I: SUMMARY OF THE THIRD QUARTER REPORT
FOR 2002-2003
(period ending March 31, 2003)**

Land Use Management Ordinance

On January 27, the Town Council enacted the new Land Use Management Ordinance for the Town. Work on the Ordinance began in January 2001, in pursuit of goals established in Chapel Hill's Comprehensive Plan. Four drafts were prepared and considered at public hearings, forums, workshops, community meetings, and informational meetings. The new ordinance was drafted in recognition of the fact that more than 90% of the land within Chapel Hill's Urban Services Boundary has been developed, and that regulatory attention needs to be focused on redevelopment and small-scale projects, in addition to the few undeveloped tracts left in town.

The new ordinance includes provisions to:

- Increase the width of protected corridors associated with new developments near streams.
- Install stormwater management facilities as part of most new development, including single-family and two-family dwellings.
- Increase protection for areas with steep slopes, stating that for areas with 25% slopes or steeper, 75% of that area shall be preserved.
- Revise the small house requirements stipulating that 25% of lots in a new subdivision be restricted to 1,350 square feet.
- Limit parking in front yards Town-wide, to 40% of the front yard.
- Specify that, if there are more than 4 unrelated persons per dwelling unit, the use is treated as a rooming house.

A complete copy of the new Land Use Management Ordinance is available on the Town's web site, www.townofchapelhill.org.

Town Operations Center

The Council has begun a process for development of a conceptual design and cost estimate for construction of the new Town Operations Center on Millhouse Road. On January 13, the Council established the process and established a Design Advisory Committee for the project.

The Chapel Hill Public Works and Transportation Departments are now located on land owned by the University on the Horace Williams tract. The 30-year lease term ends on December 31, 2006. The Council has requested that the University extend the lease, but the University has declined to do so.

The Council has purchased land for a new site for Public Works, Transportation, and possibly other operations on Millhouse Road, north of Eubanks Road. On December 13, the Council authorized the execution of a contract with a team of consultants led by the local firm of Corley, Redfoot and Zack to prepare a site analysis, needs assessment, conceptual site plan, and

preliminary cost projection for the new operations center. The current design contract will provide a conceptual plan and a cost estimate by August 2003.

On March 3, the Council approved a design scheme labeled as the “Southern Option,” concentrating all enclosed structures within the Town’s MU-R-1 zoning district and locating all building functions, with the exception of Transit Administration and Operations, centrally on this section of the site. Consultants took the Council’s guidance and began to develop a conceptual site plan from the chosen design scheme. They delivered a draft concept plan to the staff on March 19 and spent the rest of the month reviewing and critiquing it with Town staff.

This is a multi-year process toward developing an operational center for the Town’s two largest departments, both of which must vacate their present quarters in just less than four years. We believe that a careful design process, with strong community participation, will enhance the quality of the final product, and result in a facility whose design reflects the community’s values of sustainable development, environmental sensitivity, and fiscal prudence. More developments on this project will be explored in the 2002-03 Annual Report.

Downtown Parking Lots 2 and 5

On February 24, the Council adopted a resolution approving the principles and priorities for use of Parking Lots 2 and 5 in downtown Chapel Hill. In the spring of 2002, more than 100 people participated in design workshops that provided opportunities for public input on the future use of the lots. In June, the Council held a work session on options for the potential future development of the parking lots, and established a Committee to explore options and parameters for consideration. Basic principles for development of the lots included:

- Keeping the properties in the Town’s ownership, with some consideration allowed to sell some or part of either property.
- Considering both properties simultaneously.
- Planning of the lots to include the neighborhoods, Downtown Commission, Chamber of Commerce, University, and other citizen and business interests.
- Not considering a bus transfer station on Lot 5 (although the Council is willing to consider the use of public rights-of-way in the vicinity to do a transfer center).

The Council authorized the Manager to develop a Request for Proposals for consultant services to retain the services of an economic development consultant as the next step in considering future uses of the properties.

Solicitation Ordinance

On March 3, the Council amended the Town’s Code of Ordinances by prohibiting begging, panhandling, and solicitation along highways, roadways, shoulders, and medians. The Council took the action after hearing public comment about issues regarding panhandling. The goal of the prohibition is to improve safety of the solicitors, motorists, and bystanders without placing undue restrictions on the locations at which solicitation could take place.

On March 24, after receiving further public comment, the Council took additional steps to place limits on panhandling at night. The Code amendments state that no person may beg or panhandle by vocal or direct written appeal during nighttime, as defined from dusk until dawn.

Adequate Public Facilities Ordinance for Schools

The Adequate Public Facilities Ordinance for Schools is a development regulation tool that proposes to synchronize new residential development with the availability of school facilities.

On February 10, the Council approved an amendment to the Memorandum of Understanding regarding the Ordinance, after a public hearing on January 22. The Council included the condition that parallel language be added, indicating that all parties (Chapel Hill, Carrboro, and the Chapel Hill-Carrboro City Schools) intend to remain committed to the agreement as long as Orange County continues to execute the Capital Improvements Program as agreed in the Memorandum of Understanding.

The second part of the proposal is a model ordinance that could be adapted to fit into the zoning regulations of Chapel Hill, Carrboro, and Orange County. On February 10, the Council also enacted a text amendment to include this new provision in the Town's Land Use Management Ordinance.

Budgeting and Financial Management

Town Budget Developments

The Council, Manager, and staff continued work on developing a budget for 2003-04, including forums for public input. On January 29 and March 26, the Council held Public Forums on the Annual Budget, Capital Program, and related items. Through the Town's annual budget process, the Council makes decisions on the level and types of services provided to citizens with local, State, and federal funds.

The annual budget includes primarily operating costs for police and fire protection, street maintenance, refuse collection, various other public works services, parks and recreation, public transit, the public library, planning, building inspections, engineering, legal, and administrative services.

Chapel Hill's capital programs include a list of capital projects with cost estimates, a potential schedule and priorities for 15 years, and existing or potential future funding methods for each project. On January 27, the Council enacted an ordinance to amend the 2002-03 capital budget to include an additional \$300,000 to the Capital Improvements Fund. Town Council priorities focused on public safety and the need to maintain public investment in buildings and infrastructure. These priorities included:

- \$30,000 (5-year installment financing) for a Town Hall Emergency Generator.
- \$22,000 (5-year installment financing) for a Police Department Emergency Generator.
- \$25,000 for Americans with Disabilities Act ramps.

- \$75,000 for Extraordinary Maintenance for Public Buildings.
- \$7,000 for the Percent for Art Program, to be used at the Hargraves Center.
- \$20,000 to replace bleachers at Culbreth, Ephesus, and Hargraves fields.
- \$45,000 for repair of Fire Department Burn Training Building.

In the fourth quarter of 2002-03, the Manager will submit his recommended budget and Capital Improvements Program to the Council. The 2003-04 Budget adoption will be discussed in the Annual Report.

Development, Development Review, and Planning

Annexations

On March 17, the Council held a public hearing to receive comment on annexation of the Parkside II area, including abutting railroad right-of-way. There was no public comment received at the hearing. Annexation is scheduled to take effect June 30 at 11:59 p.m.

Draft 2004-2010 Metropolitan Transportation Improvement Program

On January 27, the Council approved a resolution identifying the Town's transportation priorities and recommended funding options for the 2004-2010 Metropolitan Transportation Improvement Program. The resolution included the following provisions:

- Revise the scope for the Weaver Dairy Road project to include the enhanced three-lane cross-section requested by the Council.
- Request that the amount of per capita funding for Orange County transportation projects be increased to a level equaling the per capita average for Division 7.
- Request that the North Carolina Department of Transportation begin right-of-way purchase within the 2003 fiscal year for both the South Columbia Street and Erwin/US 15-501 Superstreet projects.

Permits and Inspections

Overall, the total number of inspections increased 9% from last year, and total construction values are up 19% over last year.

Police and Fire Protection

Major Crimes

Major crimes reported to the Police Department decreased 5% compared to last year. The number of reported homicides increased from 0 to 1 compared to last year. There was a 19% decrease in reported residential break-ins, from 284 to 229. The number of motor vehicle break-ins increased by 3%, from 610 to 626.

Drug Enforcement

Drug charges decreased by 3% compared to last year, from 273 to 265. The number of arrests for underage possession of alcohol increased by 2% (from 62 to 63) in the same period, while the number of arrests for using false identification remained the same (at 8).

Traffic Law Enforcement

The number of issued traffic citations decreased by 9% (2,847 to 2,587) from last year, while the number of DWI arrests increased by 1% (207 to 209) in the same period.

Fire Emergency Response Times

The average fire response time was 2.5 minutes in the third quarter, compared to 3 minutes last year. Fire crews responded to 451 emergency fire calls and 233 first responder calls; 94% of the emergency fire calls were answered in less than 5 minutes from time of dispatch.

Fire Losses

Year-to-date property damage totaled \$823,999, an increase from \$724,120 in the prior year.

Public Works

Storm Recovery and Debris Removal

Much of the Public Works Department's focus during the third quarter related to clean-up and staff work related to the December 2002 ice storm and subsequent snow and ice storms in January and February. This work included collecting storm debris, clearing roads, and preparing for application to the Federal Emergency Management Agency (FEMA) for intergovernmental assistance.

The December, January, and February storms generated significant yard waste debris. A typical annual quantity of such debris is 2,200 tons. The Solid Waste Services Division collected 438% more yard waste than last year (8,739 tons compared to 1,624 tons) and 43% more overall refuse compared to the same period last year. The increase results largely from the quantity of brush generated by the ice storm, for which collection work continued throughout the third quarter.

Streetscape

On February 10, the Council adopted a resolution that authorized the Manager to:

- Develop detailed working drawings for Streetscape improvements to the south side of the 100 block of East Franklin Street from University United Methodist Church (150) to McCorkle Place;

- Discuss construction plans with affected property owners and merchants;
- Allocate \$150,000 of Streetscape bond funds for the proposed construction, including \$1,500 for the percent for art program;
- Reallocate \$36,000 of previously allocated Streetscape bond funds to extend street and pedestrian lighting improvements to the recommended project area; and
- Schedule construction to begin in May of 2003.

Kiosk Installation

On February 24, the Council adopted a resolution that authorized the Manager to allocate \$12,000 in available Streetscape bond funds to install six kiosks, including locations at the corner of Rosemary and Church streets, McCorkle Place, West Franklin Street, Parking Lot #3, and the Visitors Center.

Transportation and Parking

Memorandum of Understanding

On February 10, the Council authorized the Manager to execute a Memorandum of Understanding for Public Transportation Services after it is signed by the Local Transit Partners, the Town of Carrboro and the University. The Council also appointed two members to the Public Transit Committee.

The Memorandum of Understanding outlines the service responsibilities and the cost-sharing relationship among the Towns and the University. The Town of Chapel Hill operates, manages, and has fiduciary responsibility for the provision of public transit services.

Regional Transit Consolidation Study

On March 3, the Council endorsed the Town's participation in the Regional Transit Consolidation Study. In October, Mayor Foy reported to the Council on efforts to evaluate opportunities for improved coordination and possible consolidation of regional transit services in Research Triangle Park. The Council indicated that the Town was not committed to consolidation with any other transit provider and that any decision to consolidate services would occur only after thorough study and opportunity for public comment. We expect a report this May, with more explanation of this subject in the 2002-03 Annual Report.

Transit Ridership

As of this quarter, fixed-route trips totaled 4,423,746 compared to the prior year's 2,548,315, a 74% increase. The increase is largely due to the Fare Free Transit System established in January 2002, which allows riders to use the bus system for free.

Parking Revenue

Revenues from the 317-space James Wallace Parking Plaza on East Rosemary Street decreased approximately 18% from last year, from \$2.15 to \$1.76 per space per day. We believe that this decrease can be attributed to the greater use of the fare free Transit System, an increase in monthly parking rates, and the conditions of the economy. Overall system revenue from the Town's parking lots and on-street metered parking spaces increased by 4%, from \$1,339,144 last year to \$1,396,968 this year.

Public Housing

Performance Agreement with Residents' Council

Renovation work has been completed in six of the 15 apartments at the Pritchard Park neighborhood. The renovation work will be performed in three phases. The second phase of the work is near completion. The work is expected to be completed in June 2003.

Housing staff has completed refurbishing work in 33 apartments. There were 42 vacant apartments refurbished by contractors.

Refurbishing and Renovations

There were 692 routine work order requests completed during this quarter.

Community Oriented Policing and Drug Elimination Activities

Community Police Officers worked with Parks and Recreation staff to hold a tutoring and basketball program for public housing youth at the Hargraves Center. Officers also assisted with the Boys Leadership Group and worked individually with youth as problems arose. Officers worked cooperatively with Housing, Transportation, Parks and Recreation staff and Residents' Council representatives to develop plans for transportation for youth activities.

Drug prevention activities include computer labs and GED classes offered in collaboration with the Orange County Literacy Council, the continuation of youth programs such as the Boys Group (Dispute Settlement Center), and the basketball-tutoring program.

Parks and Recreation

Hargraves Center Renovations

Despite some weather-related delays, work continued on renovation of the Hargraves Center and A.D. Clark Pool and Bath House, with project completion scheduled for spring and an opening celebration scheduled for May 10.

Parks and Recreation Bonds

On February 10, the Council authorized the sale of \$4.25 million of General Obligation bonds to continue implementation of bond projects approved by the referendum of November 1996. In 1996, voters approved a referendum for the sale of bonds totaling \$13.5 million to be used for various public improvement projects. The \$2.25 million in bonds to be sold include:

- \$1.23 million reserved for construction of an aquatic center at Homestead Park.
- \$1.185 million for open space purchases.
- \$500,000 to continue implementation of the approved Streetscape plan.
- \$760,000 for curb and gutter improvements and reimbursements for bridges and drainage projects already completed.

Parks, Recreation, and Greenways

On March 24, the Council authorized the Manager to execute a performance agreement with the Friends of Chapel Hill Parks, Recreation, and Greenways and allocated \$10,000 for this purpose. The Friends organization was established in the late 1990s to aid the operation of the Town's Parks and Recreation Department. Since that time, the organization has functioned as a conduit for small donations earmarked for various Department programs and facilities. The group has asked that the Council provide \$10,000 in funds to hire a part-time administrator and purchase basic supplies and services. The purpose of the funding would be to allow the group to develop a fund-raising program.

Street Fair Review Committee

On January 27, the Council received an interim progress report of the Street Fair Review Committee. The report provided information on the Committee's work to date on its review of the Town's street fair events. On August 26, 2002, the Council received and referred a petition from a citizen asking that the Council evaluate the costs and benefits of the current Apple Chill Street Fair and consider other options. Recommendations from the Committee are expected in May, with a full report to the Council and more details in the Annual Report.

Library

Library Building Program

On January 27, the Council received reports on the Library Building Program and Library Information Technology Plan from consultants. The reports were components of the overall Library Master Plan.

The Library Building Program identifies space and equipment needs through 2025, based on services identified in the Library's Five-Year Services Plan. That plan recommended that Chapel Hill provide 70,000-76,000 square feet of public library facility space by 2020. The purpose of the building program is to present proposals to establish and define specific areas

required in the library, as well as capacities for readers, collections, and staff. The building program consultant recommends a facility of 75,531 square feet to serve Chapel Hill through 2025.

The Library Information Technology Plan presents recommendations regarding electronic resources, services, and development of the library's technology infrastructure. On June 24, 2002, the Council accepted a \$20,000 Library Service and Technology Act grant to develop a long-term technology plan that would identify:

- A centralized Internet station management system.
- Best methods to host electronic databases and to make them available.
- Steps to integrate the Library's automation system with the Library's local area network.
- Plans to ensure network security.

The Council also authorized the Manager to hire a consultant to develop the long-term technology plan.

Council actions on these matters, such as their inclusion in the 2003-04 budget, will be further explored in the 2002-03 Annual Report.

Additional Items

Employee Turnover

The employee turnover rate was 5.7%, which is 3.3% lower than the same quarter last year.

Capital Projects

Additional information is available in the May 12 Council packet detailing the status of the Town's capital projects.



**DEPARTMENT
DETAIL/GRAPHS**



General Revenue

Third Quarter, 2002-2003

GENERAL FUND REVENUES/EXPENDITUES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
TOTAL REVENUES	34,412,753	35,798,541	38,578,308	28,311,652	31,400,329	10.9 %
TOTAL EXPENDITURES	34,689,501	35,214,168	38,578,308	24,759,670	25,509,353	3.0%
EXPENDITURES AS A % OF BUDGET					66%	

GENERAL FUND MAJOR REVENUES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
REVENUES						
PROPERTY TAXES	16,118,720	18,468,543	20,557,000	17,932,118	20,690,436	15.4%
STATE SHARED REVENUES						
1% Local Sales Tax Option	2,421,025	2,734,638	2,520,000	1,876,371	1,870,620	(0.3%)
1/2% Local Option (Article 40)	1,736,733	1,853,056	1,824,000	1,363,432	1,433,296	6.9%
1/2% Local Option (Article 42)	1,723,938	1,836,472	1,824,000	1,352,295	1,418,801	6.6%
1/2% Local Option (Article 44)	--	--	400,000	--	50,592	N/A
Total Sales Taxes	5,881,696	6,424,166	6,168,000	4,592,098	4,773,309	(0.8%)
Utility Franchise Tax	1,858,515	1,067,205*	--**	951,863	1,477,351	4.0%
Powell Bill	1,380,205	1,552,563	1,493,000	1,552,568	1,490,126	(4.0%)
Intangibles Tax	511,219	503,563	--**	503,609	***	-
State Fire Protection	849,764	849,764	850,000	637,323	637,323	-
Beer and Wine Tax	193,547	--*	--**	--	--	-
Other State Shared Revenues	163,232	85,895*	--**	85,895	***	-
TOTAL STATE SHARED REVENUES	10,838,178	10,483,162	8,511,000	8,323,356	8,378,109	(0.6%)***

* A portion of two quarters of the Utility Franchise Tax revenue, one-half of the Inventory Tax reimbursement revenue and the entire annual distribution of the Beer and Wine Tax revenue were withheld by the Governor in 2001-02.

**Due to the uncertainty of this revenue caused by the State budget crisis, no revenue from this source was included in the adopted budget for 2002-03. Budget amounts now reflect amendments to date in the current year.

***Decline in State-shared revenues is due primarily to the elimination of the intangible tax reimbursement revenue in 2002-03.

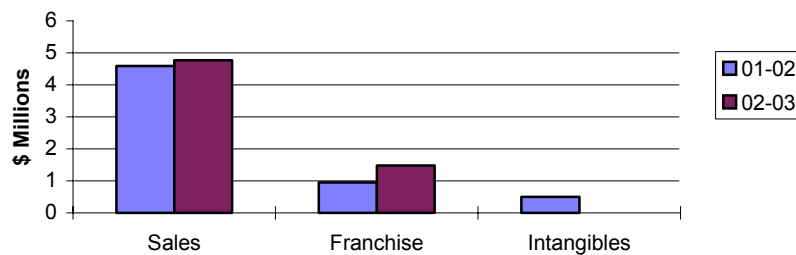
General Revenue

Third Quarter, 2002-2003

TAX BASE	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
REAL PROPERTY	2,589,768,417	3,556,294,528	3,655,000,000	3,561,318,430	3,698,052,126	3.8%
PERSONAL PROPERTY	388,087,936	403,959,196	400,000,000	386,649,383*	397,730,527*	2.9%
PUBLIC UTILITIES	61,660,255	60,873,428	60,000,000	60,912,619	63,868,306	4.8%
TOTAL	3,039,516,608	4,021,127,152	4,115,000,000	4,008,730,432	4,159,650,959	3.8%

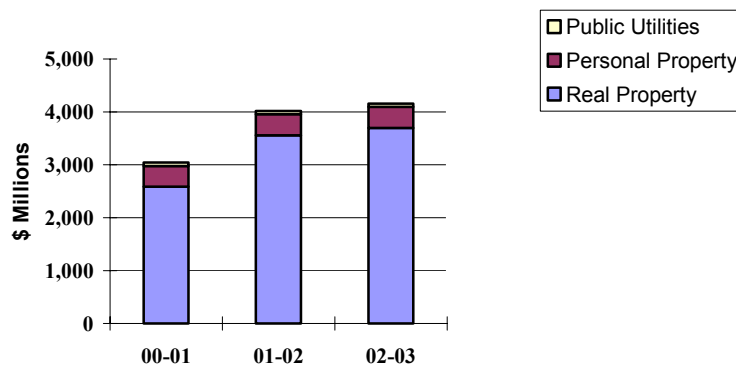
NOTE: *Reflects motor vehicle listings for eleven months.

Major State-Shared Revenues



Cumulative sales tax revenues were about 2.8% higher than last year through the third quarter. Franchise taxes are about 4.0% higher for the first two quarters, with receipt of \$487,070 in the third quarter. Last year, most of the third quarter revenue was withheld by the Governor. Therefore, there is no good % comparison of receipts for this year vs. last year. The intangibles tax reimbursement revenue was eliminated by the N. C. General Assembly in September, 2002.

Property Tax Base



The tax base valuation based on billing through March 31, 2003, was \$4,159,650,959 or about 3.8% more than last year through the third quarter. This total includes eleven months of motor vehicle tax billings and public utility valuations.

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Revenues	163,400	163,400	112,300	118,190	135,295	+14%
Expenditures	881,063	975,149	1,064,961	602,524	647,411	+7%
Expenditures as % of Budget					61%	

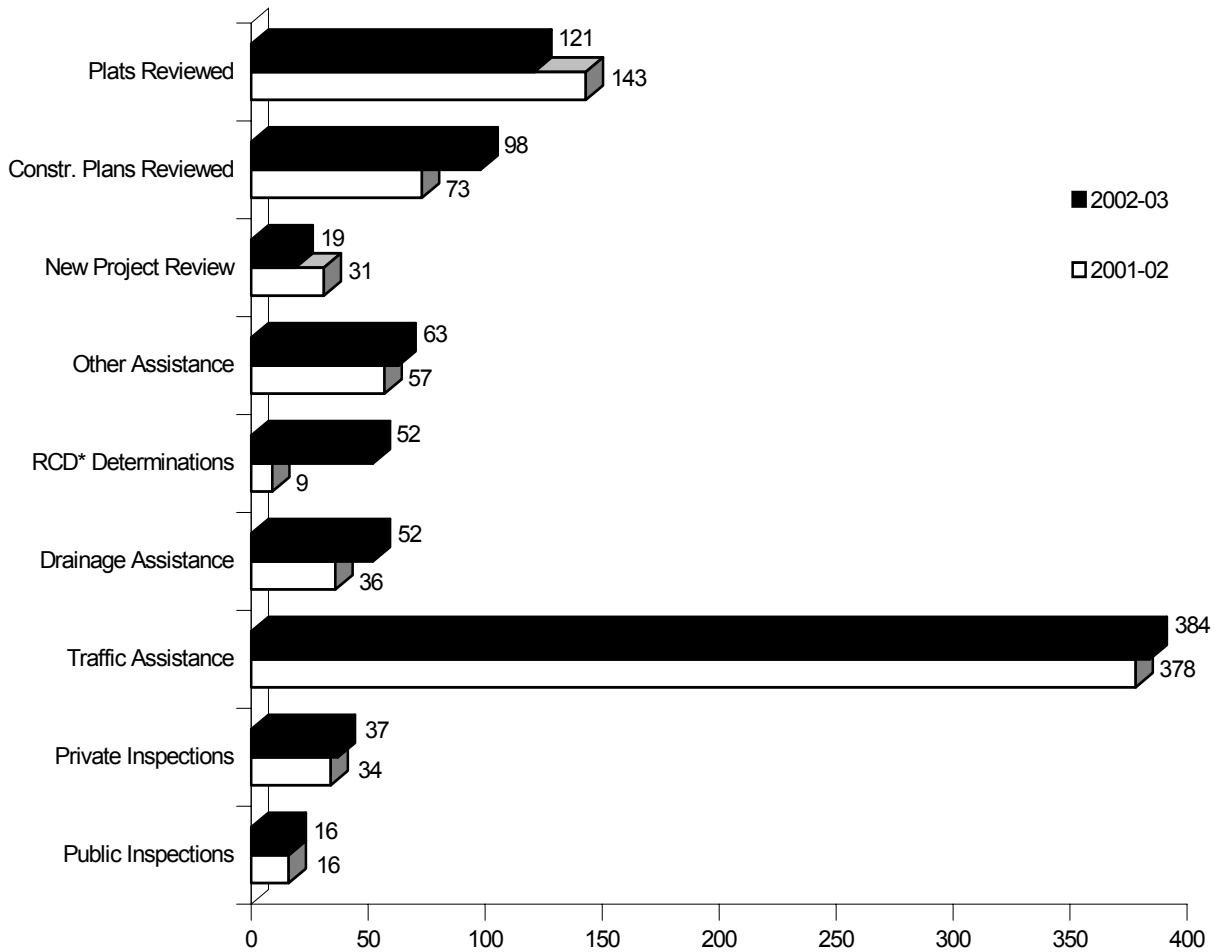
ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Drainage Requests	76	59	50	36	52	+44%
Traffic Requests*	539	547	450	378	384	+2%
Other Requests	81	97	50	57	63	+10%
Plat Reviews	262	173	150	143	121	-15%
New Development Reviews	69	43	50	31	19	-39%
Constr. Plan/Rpt. Reviews	207	126	150	73	98	+34%
RCD Determinations	12	20	15	9	52	+578%
Private Projects Being Inspected	56	52	50	34	37	+9%
Public Projects Being Inspected	20	26	20	16	16	-0-
Cemetery Spaces Sold	88	107	120	83	65	-22%
Cemetery Spaces Staked	109	96	120	71	57	-20%
Cemetery Monuments Staked	86	82	120	71	51	-28%

*New Traffic Engineer started in late August 2000, skewing this statistic.

SAFETY PERFORMANCE	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	36.4	4.15	N/A	4.15	8.0	+93
Safety Inspections: # of hazards identified/ % of items mitigated	0/100%	1/100%	N/A	1/100%	1/00% (Carpet Seams)	-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. We continue work with our consultant on the Stormwater Utility. We submitted the Town's NPDES permit application to State in Third Quarter.
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. We contracted for automated red-light enforcement to begin in Fourth Quarter.
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 contracted for new aerial photography in Third Quarter. We continue coordination with the State for updated floodplain mapping.
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 on-going.
Explanation for uncorrected inspection items.	No items noted at this time.

Engineering Reviews, Assistance, Inspections, and Surveys



*Resource Conservation District

Engineering plans and reports for all types of improvements, traffic engineering, and stormwater management relating to new development are reviewed. The number of new projects submitted for our review was fewer than last year, perhaps relating to the general economic slow-down. 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. The Engineering Department inspects streets and related improvements for proper construction. Most of this work involves infrastructure supporting private development.

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Expenditures *	1,171,843	1,171,843	1,286,534	821,922	612,099	(26%)
Expenditures as % of Budget					69%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
ACCOUNTING & BUDGETING						
# Payroll checks and direct deposit vouchers written	23,293	29,935	---	20,521	14,189	2%
# Vendor checks written	8,996	11,484	---	9,294	6,538	(3%)
PURCHASING						
# Purchase Orders Issued	2,070	2,070	---	1,337	1,595	19%
# Contracts Processed	244	244	---	209	225	(8%)
\$ Formal Bids	6.60M	6.60M	---	.84M	---	N/A
\$ Informal Bids	2.47M	2.47M	---	1.11M	1.49M	34%
\$ Architectural and Engineering Bids	.09M	.09M	---	.07M	.02M	(71%)
\$ Construction Bids	2.94M	2.94M	---	.48M	.16M	(66%)
\$ Contracts received by Minority/Women Owned Enterprises	.09M	.09M	---	.00M	---	N/A
% Contracts received by Minority/Women Owned Enterprises	9.9%	9.9%	10%	0%	---	N/A
RISK MANAGEMENT						
# Insurance Claims Processed	61	61	---	69	45	(34%)
\$ Subrogation Collected	30,752	30,752	---	11,207	38,023	239%
SAFETY PERFORMANCE						
Safety Training: # of staff hours of training (# of employees x training time)	---	---	---	0	---	N/A
Safety Inspections: # of hazards identified/ % of items mitigated	---	---	---	---	---	N/A

--	--	--	--	--	--	--

Finance	Third Quarter, 2002-2003
----------------	---------------------------------

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.	Comprehensive financial report presented to the Council in November 2002. Certificate of Excellence received for the FY 2002 report for the 18 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 continued to decline, averaging 1.3%.
Provide financial, budgetary and accounting assistance in the coordination and implementation of bond projects and debt service schedules for bonds approved in November, 1996, including planning for the bond sale in fiscal year 2002-2003.	Sold the final installment of the bonds approved in November 1996 on March 25, 2003. The low bid from RBC Centura Bank was for an interest rate of 3.659%.
Include information in annual budgets necessary to continue to receive the Distinguished Budget Presentation Award from Governmental Finance Officers Association.	Received the Distinguished Budget Presentation Award for the Town's 2002-03 budget document.
PURCHASING AND RISK MANAGEMENT	
Maintain at least a 10% participation level for minority and women-owned businesses in Town construction projects.	No construction projects were begun this quarter.

* NOTE: The base budget for the Finance Department dropped from fiscal year 2001-02 to 2002-03 because the Information Technology Division of the Finance Department became a separate department for budgetary purposes beginning July 1, 2002.

Fire**Third Quarter, 2002-2003**

REVENUES/EXPENDITURES	Actual 2000-2001	Actual 2001-2002	Budget 2002-2003	YTD 2001-2002	YTD 2002-2003	Change from Prior Year
Expenditures	3,888,784	4,715,628	4,812,458	3,323,592	3,318,455	-1.5%
Revenue from Inspections	3,000	3,500	3,000	3,860	3,485	-9.7%
Expenditures as % of Budget					69%	

ADDITIONAL DETAIL	Actual 2000-2001	Actual 2001-2002	Budget 2002-2003	YTD 2001-2002	YTD 2002-2003	Change from Prior Year
ADMINISTRATION						
# of injuries to citizens due to fire	0	0	0	2	0	-2
# of on-the-job injuries to employees	0	0	0	9	6	-3
# of deaths due to fire	0	0	0	0	0	0
LIFE SAFETY						
# of primary inspections of commercial buildings	972	927	300	752	736	-16
# of secondary inspections of commercial buildings	564	469	420	341	249	-92
# of hazards/deficiencies cited in occupancies	1,388	1,708	1,100	1,449	1,425	-24
# of site/construction plans reviewed for Fire Code compliance	157	200	75	147	159	+12
# of fire occurrence investigations for cause and circumstances	27	23	50	19	14	-5
EMERGENCY OPERATIONS						
# of primary inspections of commercial buildings	266	362	600	251	120	-131
# of secondary inspections of commercial buildings	225	346	600	201	70	-131
# of Public Education Contacts (originally "homes actually inspected")	228	306	300	252	224	-28
# of fire responses (emergency)	2,187	2,423	1,600	1,848	1,638	-210
# of *1st Responder emergency medical responses	1,214	1,350	1,200	1,034	722	-312
# of fire responses (non-emergency)	49	152	200	132	162	+30

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

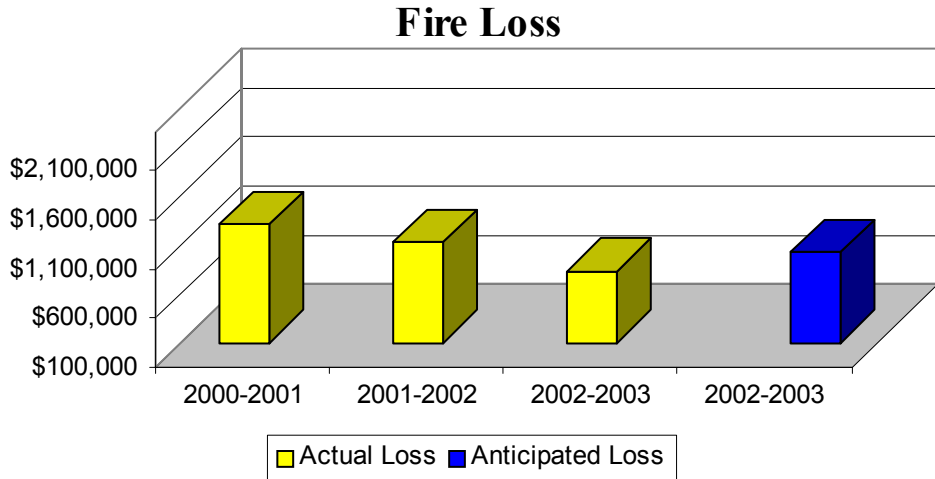
NOTE: Home inspection program has been altered. Home inspections are conducted when requested and not

solicited door-to-door as before.

ADDITIONAL DETAIL cont.	Actual 2000-2001	Actual 2001-2002	Budget 2002-2003	YTD 2001-2002	YTD 2002-2003	Change from Prior Year
Average Fire Response Time**	3.0	3.0	5.0	3.0	2.5	-0.5
Average 1st Responder Response Time	2.7	2.7	5.0	2.7	3.1	+0.4
Average Time Spent on the scene of a 1st Responder Call (minutes)	16.6	17.8	20.0	17.8	24.0	+6.2
Type of Fire Loss:						
Commercial	3	3	11	3	0	-3
Institutional	7	8	6	4	1	-3
Multi-family residential	11	4	16	4	1	-3
Single-family residential	7	12	18	6	1	-5
Total fire loss	1,298,680	1,118,170	1,015,519	724,120	823,999	+99,879

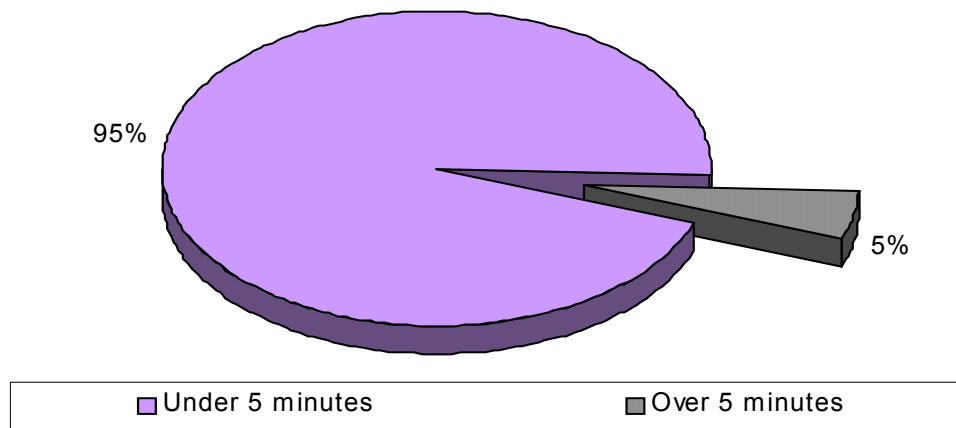
OBJECTIVES	PROGRESS/STATUS
To reduce property loss from fire to 25% lower than the average loss for the previous five years.	Fire damage for the first, second and third quarters was \$823,999.
To maintain an average emergency response time of less than five minutes with no more than 10% of responses exceeding five minutes.	The Fire Department responded to 451 emergency fire calls this quarter. Non-emergency responses totaled 80. Fire crews responded to 233 first responder calls. Ninety-four 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 170 primary inspections and 105 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.



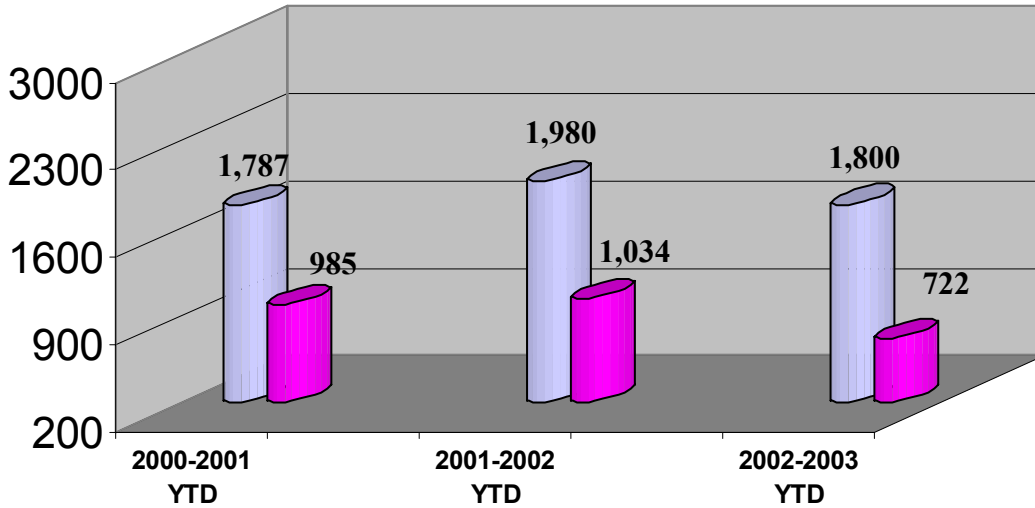
Property damage due to fires in the 1st, 2nd, and 3rd quarter totaled \$823,999. The estimated fire loss of \$1,015,519 reflects the average fire loss over the last five years. This trend is targeted by Fire Department staff for reduction through fire prevention, code enforcement and suppression activities.

Fire and Emergency Response Time



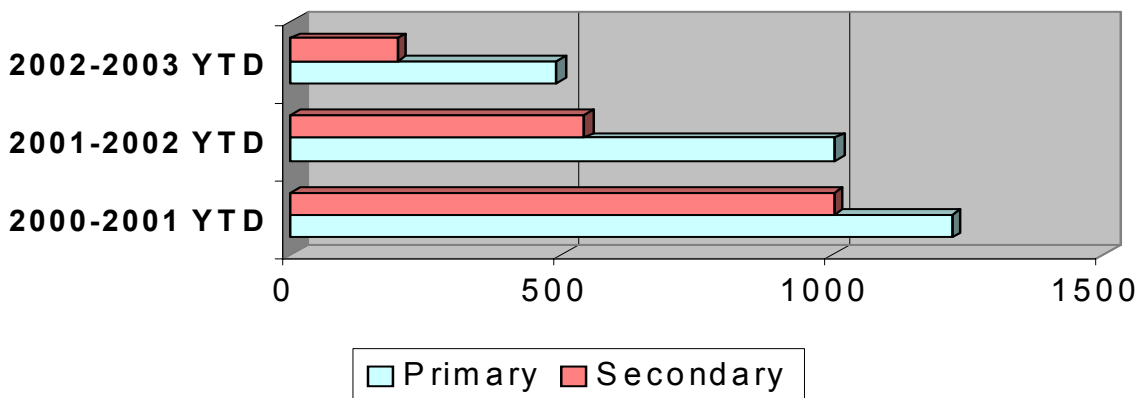
Approximately 94% of emergency fire calls received a response within 5 minutes of a dispatch from Orange County 911 Center. The objective is 90%. The 6% that received a response greater than 5 minutes reflects the possible impact from multiple calls occurring in the same fire district, requiring a response from fire personnel from a back-up station.

Calls for Service



Fire personnel responded to 1,638 emergency fire-related calls and 162 non-emergency fire-related calls this quarter. In addition, fire apparatus responded to 722 1st responder calls. The total number of calls where fire personnel have rendered assistance during this quarter is 2,522.

Commercial Inspections



Inspection of commercial buildings consisted of 170 primary and 105 secondary visits by Life Safety and Emergency Operations Divisions during the 3rd quarter.

Housing

Third Quarter, 2002-2003

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	YTD 2001-02	YTD 2002-03	Change from Prior Year
Revenues: Operations	1,271,410	1,300,852	1,614,072	961,879	1,185,800	+23%
Expenditures: Operations	1,225,993	1,335,934	1,614,072	865,486	914,304	+5%
Expenditures as % of Budget					57%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Estimated 2002-03	YTD 2001-02	YTD 2002-03	Change from Prior Year
EXPENDITURES (Percent of each budget expended to date)						
Capital Fund Program for public housing renovations.	71,357	464,802	883,952	330,316	377,494	+14%
Drug Elimination Grant	98,510	84,526	14,277	62,290	8,339	-87%
HOUSING SERVICES						
# of Vacant Apartments Prepared for Occupancy.	57	22	60	22	42	+91%
# of Units Refurbished	38	27	38	27	33	22%
# of Work Orders Completed this quarter: 692	5309	2786	5000	2786	2444	-12%
Preventive Maintenance Inspections	1,344	140	1,344	140	446	+219%
Safety and Emergency Repairs	1,722	577	1,444	577	1059	-84%
# of Families on Public Housing Waiting List	139	202	300	202	187	-8%
Percent of Rent Collected On Time	96%	94%	98%	94%	86%	-8%
Units Occupied	324	325	N/A	325	317	-3%
Units Under Renovation	9	7	15	0	10	100%
Units Vacant	7	4	50	4	7	+75%

	2001-2002	2002-2003
Occupied	325	319
Under Renovation	7	9
Vacant	4	8

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

Housing**Third Quarter, 2002-2003**

SAFETY PERFORMANCE	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	2 (15)	3 (15)	N/A	1 (2)	-67%
Safety Inspections: # of hazards identified/ % of items mitigated	0	0	N/A	0	0
Time lost due to work-related injury or illness	0	0	N/A	0	0

OBJECTIVES	PROGRESS/STATUS
Safety	OSHA monitor continues to log work time and inspect. Safety committee reformed and goals for the fire extinguishers next year are in progress.
Department Safety Committee Activity	n/a n/a
Explanation for uncorrected inspection items	n/a
To Administer the Drug Elimination Program	The Housing Investigator continues to monitor and track all crimes in public housing or involving public housing residents. In addition, he meets with the Housing Officer II He works jointly with Housing Staff to meet with residents to address community problems and he also attends new tenant orientation. The Housing Investigator provides assistance with evictions and court cases. Community Police officers along with Parks and Recreation staff offered a tutoring and basketball program for youth this quarter. Orange County Literacy Council continued to offer computer training and GED preparation.
To Recertify Eligibility for Public Housing Tenancy every Twelve Months.	There were a total of 14 interim adjustments and 67 recertifications of eligibility this quarter.
To complete refurbishing work in 38 public housing apartments.	Refurbishing work was completed in 17 public housing apartments.
To administer the <i>ACHIEVE!</i> Family Self-Sufficiency Program	There continue to be regular meetings with Program participants to review progress in meeting goals. The Program currently has 6 registered participants. None of the participants are working, therefore, there has not been any escrow account deposits. There continues to be 3 public housing residents who are involved in self-sufficiency activities but have not yet applied for participation in the Program.
To administer the Transitional Housing Program	There are 3 families on the Program waiting list. The current participant in the Program is enrolled in a financial management program. Staff continues efforts to secure funds to purchase more houses for the program.

Human Resources

Third Quarter, 2002-2003

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Expenditure	\$575,482	528,273	\$514,463	\$528,273	\$357,027	-10%
Expenditures as % of Budget					67%	

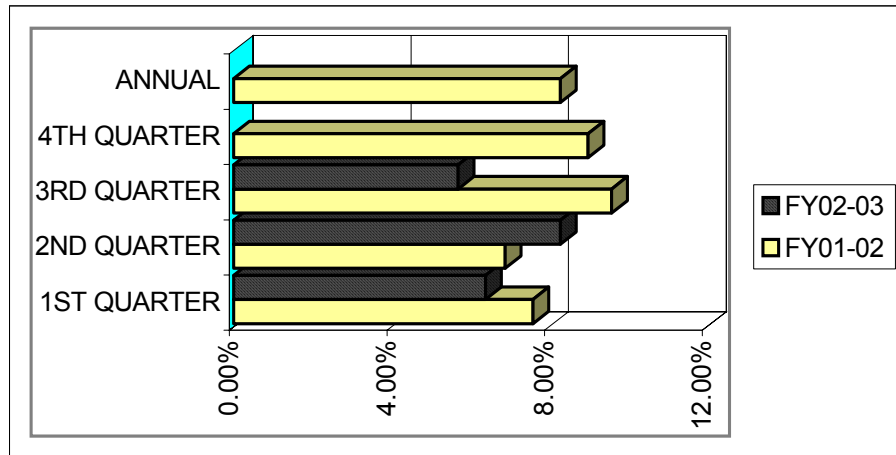
	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
PERSONNEL TRANSACTIONS						
# of Personnel Transaction Forms Processed	1319	1001	1100	1001	1136	+135
# Contracts processed	289	292	475	292	180	-112
# Job applications (permanent and contract)	3279	3684	2300	3684	2892	-792
# Recruitments / # Positions (permanent and contract)	105/399	84/221	120/400	64/189	74/210	+10/+21
# New Hires (permanent)	77	93	80	93	37	-56
# Grievances	10	12	N/A	12	7	-5
# Disability claims initiated	10	6	N/A	6	3	-3
# Promotions & Career Advancements	48	113	N/A	113	57	-56
TURNOVER (Permanent Positions)						
Turnover %, Annualized	10.54%	8.3%	11%	9.01%	5.7%	-3.31%
# Voluntary Resignations: Law Enforcement	5	5	N/A	5	7	+2
# Voluntary Resignations: Non-Law Enforcement	45	28	N/A	28	20	-8
# Service Retirements	4	9	N/A	9	5	-4
# Disability Separations (Including disability retirements)	6	2	N/A	2	0	-2
# Involuntary Terminations	3	11	N/A	11	4	-7
Total # separations from employment	63	49	N/A	49	36	-19

	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
SAFETY AND WELLNESS						
# Lost days - Workers' Compensation (WC)	740	1097	N/A	1097	418	-679
New # WC claims - over 3 days lost time	12	6	N/A	6	1	-5
# Employees in group safety and health programs, including Health Fairs	856	370	500	370	0	-370
# Employees in individual safety and health programs	23	11	40	11	0	-11
# Safety and health/wellness hours	1925	249	1000	249	0	-249
TRAINING						
# Employees trained by Human Resources staff	401	74	300	73	0	-73
# Training Hours by Human Resources staff	1088	444	1500	380	0	-380
# Employees - training conducted by others and arranged by Human Resources	400	594	150	594	0	-594
# Training Hours - training arranged by Human Resources	856	2381	400	2424	0	-2424
# Approved applications, tuition assistance	23	22	20	22	24	+2

SPECIAL OBJECTIVES	PROGRESS / STATUS
Evaluate the current HR departmental functions in each program area, set goals for each and work toward partnerships with departments. Work with departments to define department and HR roles, specify processes, feedback loops and documentation requirements.	Program reviews are continuing with significant progress in defining roles and processes, documentation and reporting methods and communication with operating departments.
Search for and develop means of automating processes to increase effectiveness of communications and maximum information dissemination to departments and employees.	Progress has been made in automation of processes and methods of sharing and distributing information to operating departments to allow them greater independence in function.
Town employees have been asked to attend Rotary Club meetings to be honored for their service to the Town.	Anissa Graham-Davis, Assistant HR Director, attended in February.

<p>ON-GOING OBJECTIVES:</p>	
<p>Conduct and coordinate training for employees as requested by employees and departments.</p>	<p>During this quarter: New employee orientation was held. Nineteen new employees attended for the four hour session.</p>
<p>Work with departmental Benefits and Payroll Committee (made up of one or more employees from each department responsible for payroll and other personnel paperwork) in improving the consistency and accuracy of payroll, personnel records, and timesheets, in communicating benefits information, and in documenting policies and procedures</p>	<p>Regular meetings with this group have enhanced partnership and two-way communications between operating departments and Human Resources staff. Quality improvements in payroll, records and timesheets have also been noted as awareness levels of policies and procedures have increased.</p>
<p>Plan and coordinate activities and events to recognize Town employees</p>	<p>The Longevity Breakfast scheduled for December 6 was postponed due to the ice storm. The event took place February 14. The Employee Appreciation Day Planning Committee met monthly. EAD changed to April 4 due to changes in school calendar as a result of the ice storm.</p>
<p>The Human Resources Department developed and presented an outline for the structure, election and governance of the Town-wide Employee Committee recommended by Henry McKoy in his report on Work Environment as presented last year. The group will be known as the Employee Forum and will meet regularly 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 a sense of community among Town employees • Assist in the communication of issues and activities affecting employees 	<p>The Employee Forum held its first meeting on February 5, 2003 and has met every 2 weeks then. The Forum members are: Administration – Amy Harvey Engineering – Deborah Squires Finance – Mary Jean Williams Fire – David Sasser, Rodney Watson Housing – George Long Human Resources – Kelly Stokes Information Technology – Mona Nazir Inspections – Chelsea Laws Library – Brigid Cox Parks - Recreation – Bernard Leach Planning – Than Austin Police – Jeff Clark, Lisa Edwards, Leanne Mikels, Public Works – Maggie Burnett, Traval Watkins, Susan Whaley, Transportation – Felix Bloch, Ann Brown, Amy Edwards, Iris Schwintzer. Officers were elected; Felix Bloch Chairperson, Amy Harvey Vice Chair and Susan Whaley Secretary/Treasurer. The Forum has developed a list of issues and goals and these will be discussed in small groups which will then make a report to the entire Forum. These issues are organized into categories as follows: Communication/Employee Relations Promotion/Hiring Education/Training Benefits Programs Town Policies</p>

Turnover Comparison Chart
FY 2001-2002 vs. FY 2002-03



Turnover for the third quarter is 5.7%, 3.31% lower than the same quarter last year.

Information Technology

Third Quarter, 2002-2003

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Expenditures	408,175	340,756	639,634	225,508	318,906	+141%
Expenditures as % of Budget					49.9%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
% World Wide Web site uptime	NA	NA	NA	NA	100%	NA
% Council information (schedule, agenda, minutes) published on web site within one day of availability	NA	NA	NA	NA	97%	NA
% Requests for help desk support for which initial troubleshooting is completed within one day.	NA	NA	NA	NA	86%	NA
# Hours of training provided to Town staff members	NA	NA	NA	NA	12	NA
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. Several repairs required parts or system rebuild, requiring additional time for completion.
Provide computer software application training for staff members each quarter.	Twelve hours training provided as response to departmental requests.

Inspections**Third Quarter, 2002 -2003**

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Revenues -Permits & Fees	702,614	728,497	675,000	542,396	597,013	+10%
Revenues-Rental Licensing	-	-	92,300	-	74,220	-
Expenditures	509,843	582,610	717,100	464,525	446,013	-04%
Expenditures as % of Budget					62%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
# Sign Inspections	*125	*498	0	*395	*271	-31%
# Zoning Inspections	85	217	100	161	59	-63%
# Day Care Center Inspections	14	19	25	17	3	**-.82%
# Private Property Complaints	86	321	100	306	19	-94%
# Business Occupancy Inspections	63	51	50	29	60	+52%

VALUE OF CONSTRUCTION**Type of Construction**

New Residential	74,764,732	87,041,901	30,000,000	66,387,440	56,841,979	-14%
New Non-Residential	14,062,830	17,235,440	10,000,000	5,061,740	15,720,319	+311%
Residential Alterations	24,079,183	12,107,689	5,000,000	10,441,355	15,397,025	+47%
Non-Residential Alterations	11,243,989	15,706,373	7,500,000	5,099,055	15,779,309	+309%
TOTAL PERMITTED VALUES	124,150,734	132,091,403	52,500,000	86,989,590	103,738,632	+19%

INSPECTION TYPE

Building	6,449	5,091	3,660	3,357	3,770	+12%
Electrical	3,505	2,696	1,830	1,991	2,299	+15%
Mechanical	3,783	2,901	1,830	2,314	2,146	-08%
Plumbing	2,941	2,109	1,830	1,547	1,825	+18%
Total Number of Inspections	16,678	12,797	9,150	9,209	10,040	+09%

SAFETY PERFORMANCE

Safety Training: # of staff hours of training (# of employees X training time)	42	42	42	31.75	31.75	-
Safety Inspections: # of hazards identified/ % of items mitigated	1	1	N/A	-	1	+100%

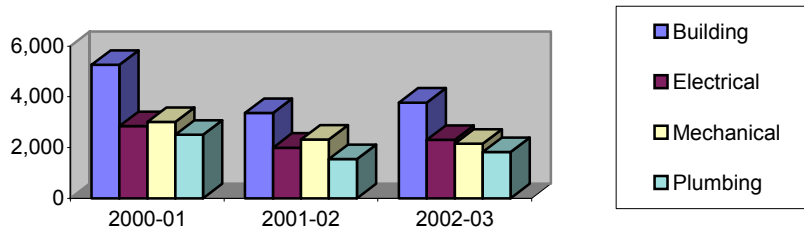
*These were signs in the public right-of-way and were removed.

**Private property complaints are down mainly due to the time spent on establishing the Rental Licensing program.

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 all Code violations on 808 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 55 requests for enforcing the Minimum Housing Code and 44 were corrected within 60 days, using Minimum Housing Code procedures, for an 80% compliance rate.
*To investigate dilapidated vehicles on private property and have them removed.	We investigated 2 dilapidated vehicles and had 1 removed for a 50% success rate.
Vehicle fire extinguisher and First Aid kit inspection monthly.	Inspected monthly.

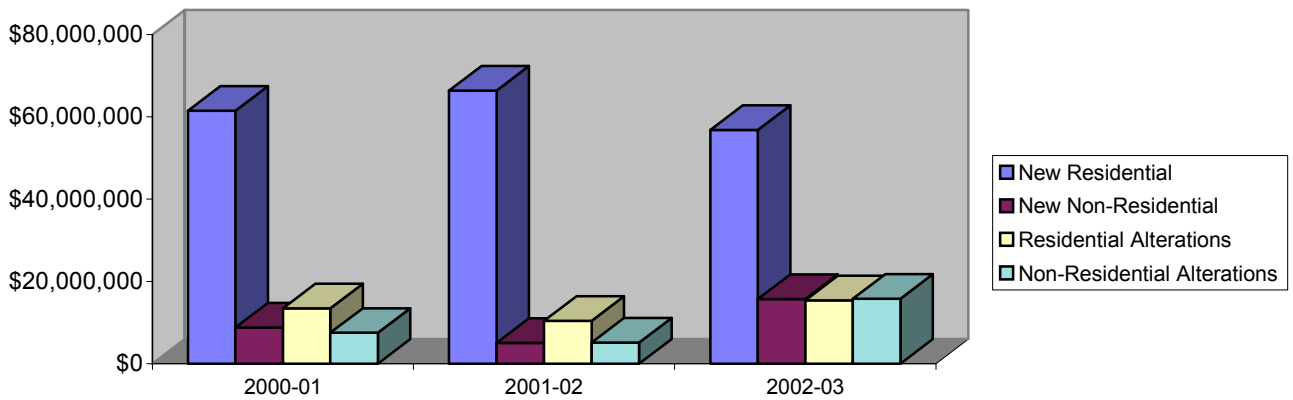
*The dilapidated vehicle program began in the third quarter of 2001-02.

Number of Inspections



Total inspections are up 09% over last year.

Construction Values



Total construction values are up 19% from last year with the largest increase in non-residential construction.

REVENUES/ EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Revenues	437,403	448,621	539,000	348,592	341,703	-2%
Expenditures	1,677,071	1,782,766	1,875,390	1,233,477	1,386,816	+12%
Expenditures as % of Budget					74%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Adult and young adult	418,866	429,913	439,000	310,504	321,582	+3.6%
Children	311,781	325,167	331,200	240,680	262,657	+9.1%
TOTAL CIRCULATION	730,647	755,080	770,200	560,562	584,239	+4.2%
Circulation per hour: In library 68 hours	206.6	213.5	217.8	211.4	220.3	+4.2%
Interlibrary loan requests	846	798	480	622	307	-51%*
Reserves of materials	10,451	10,998	9,000	8,406	6,194	-26%**
Patron registration	25,594	26,030	27,500	25,991	26,110	+5%
Reference activity	105,238	101,126	104,000	NA	NA	NA***
Public Internet sessions	28,956	36,680	37,500	NA	NA	NA***
Children's computer sessions	NA	6,170	7,500	NA	2,184	NA
Volunteer hours	2,949	3,003	3,000	2,149	1,780	-17%
PROGRAMS						
Meeting Room Attendance	9,089	9,539	10,000	4,410	5,197	+17.8%
Children's Program: Attendance	8,225	9,038	11,500	7,241	6,538	-9.7%
Collection size (Catalogued & uncatalogued)	135,671	141,625	148,000	139,732	146,112	+5%

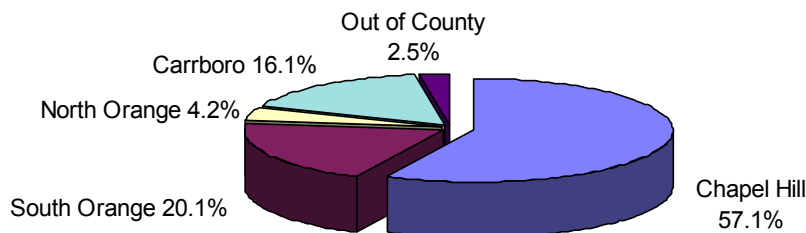
*Reflects patron response to a 5-month increase in interlibrary loan fee (from \$1.00 to \$10.00). \$1 fee has been reinstated.

**Reflects patron response to increase in reserves fee (from \$1.50 to \$1.00).

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

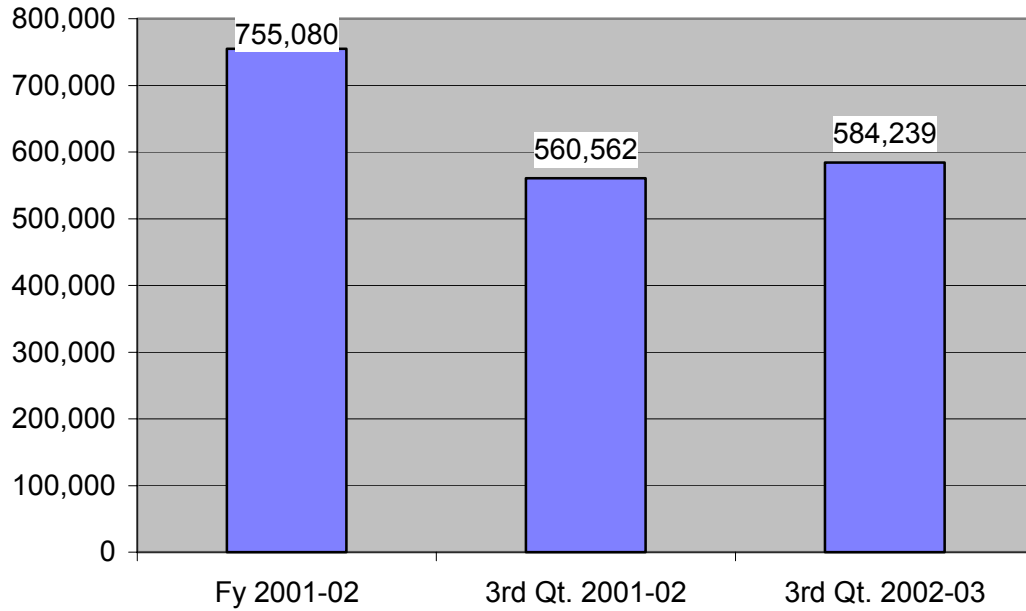
OBJECTIVES	PROGRESS/STATUS
To meet the informational, educational, and recreational reading needs of the community during the 68 hours the Library is open each week by: circulating books and other library materials (770,200; +2%); staffing the Reference Desk with two employees an average of 61 hours per week; supporting thirteen Internet terminals for reference; answering reference and readers advisory questions (104,000); staffing the Information Desk with volunteers an average of 40 hours per week.	584,239 books and materials circulated (+4.2%). 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 (148,000) which meets the reading and informational needs and interests of community by adding new, gift and replacement books to the collection.	10,504 materials were cataloged and added to the collection. 6,948 materials were withdrawn from the collection. 987 donations were added to the collection. Total current collection 146,112 (+5%).
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.	3,908 children participated in 183 story times. 628 children (+11%) kept Summer Reading Program records. 39 Dial-a-Story tapes were heard by 2,683 children. 476 individuals toured the Children's Room. 1,050 children participated in 73 special library 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.	97 Spanish titles were ordered. 274 children attended a total of 16 multi-cultural programs.
Encourage support of the Library by volunteers and community groups including: supervising 40 volunteers (3,000 hours per year); providing staff support for Friends of the Library activities (4 annual book sales, 4 children's programs, 6 Meet-the-Author Teas); providing staff support for the Chapel Hill Public Library Foundation activities.	Volunteers worked 1,780 hours. Friends of the Library provided 3 book sales, 7 Meet-the-Author teas, 6 children's program and 6 adult programs.

Geographic Analysis of Registered Library Users FY 2002-3



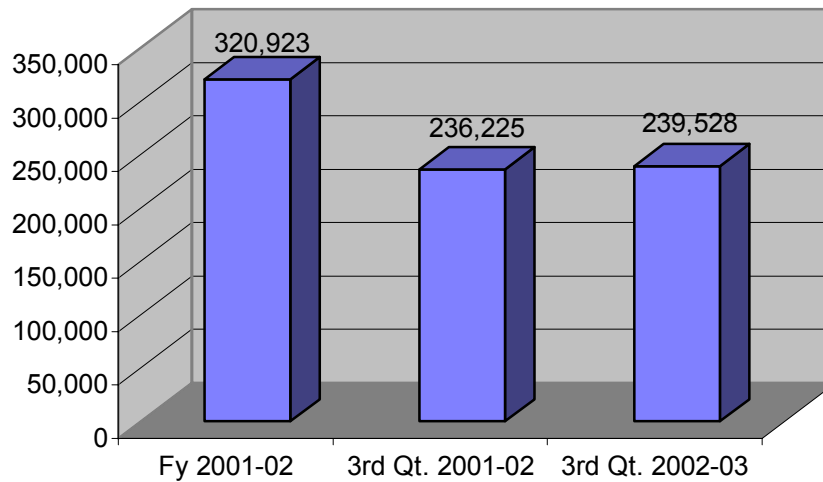
The total number of registered borrowers through the third quarter of FY 2002-03 is 26,110. An analysis of patron records shows that approximately 43% of the library's patrons live outside of Chapel Hill.

Library Circulation 2002-03



Library circulation through the third quarter of FY 2002-03 was 584,239. This is 4.2% higher than last year.

Library User Count 2002-03



Patrons made over 239,000 visits to the library through the third quarter of FY 2002-03. This is a 1.3 % increase from the same period last year.

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Expenditures	870,274	956,035	976,690	742,137	749,399	+2.3%
Expenditures as % of Budget					76.7%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
% of Council packets delivered to Mayor and Council on schedule	100%	100%	100%	95%*	95%*	-
# of agenda packets produced (regular meeting, public hearing, public forum, work session)	53	54	48	35	36	+1
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	--	2/100%	--	4/100%	3/100%	-1

* Change due to large agenda packet(s) delivered after 10 p.m. deadline; or, copier breakdowns resulting in late packet preparation.

OBJECTIVES	PROGRESS/STATUS
To assure that at least 95% of all citizens' requests received through the Manager's Office are resolved within 30 days of receipt.	We continue to handle requests on a timely basis within the 30-day objective.
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 August 26 th , the Council adopted a schedule and process for considering the budget, fifteen-year capital program and Community Development grant application in 2003. The process includes public forums in January and March. A public hearing has been scheduled for May 14 th , 2003, 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 3 rd quarter on which the Council deferred a decision due to incomplete staff work.
Progress on priority safety projects named for this fiscal year.	Full department inspection scheduled for 4 th quarter.
Explanation of safety inspection items.	Replaced one desk chair with ergonomic chair; replaced work table; modified Mail Room floor at entryway to remove trip hazard.

Parks and Recreation

Third Quarter, 2002-2003

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Revenues	375,913	400,039	323,100	292,321	252,063	-13%
Expenditures	1,829,625	1,944,565	2,104,722	1,428,871	1,347,325	-5%
Expenditures as % of Budget					63%	

ADMINISTRATION	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
% of budget spent/encumbered	92%	93%	98%	68%	63%	-7%
% of projected revenues recovered	124%	106%	98%	87%	78%	-10%
Cost of providing fee waivers ¹	88,928	94,825	70,000	79,255	71,034	-10%
# of persons receiving fee waivers ¹	758	680	700	554	436	-21%
# of volunteers	1,391	1,316	1,400	1,127	1,011	-10%
# of Internal Maintenance & Repair Projects Completed ²	NA	296	400	226	308	36%
# of facility/equipment rentals	296	223	200	133	132	0%

RECORDED USE OF MAJOR FACILITIES BY NUMBER OF HOURS AVAILABLE FOR UNSTRUCTURED ACTIVITIES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Community Center Pool - open/lap swim	2,919	3,086	2,800	2,273	2,101	-7%
Community Center gym free play	2,789	2,676	2,900	1,820	1,862	2%
AD Clark Pool - open/lap swim ³	293	198	300	198	0	n/a
Hargraves Center free play ³	1,553	799	200	799	0	n/a
Northside Gym free play	2,946	2,290	3,000	1,720	1,781	3%
Lincoln Center Gym free play ⁴	1,520	1,153	1,500	841	589	-30%
TOTAL HOURS	12,020	10,202	10,700	6,928	6,333	-8%

1 New income verification procedures may have affected numbers of people requesting fee reductions.

2 General increase in work orders from department staff.

3 Hargraves Center closed for capital renovations.

4 Number of programmed basketball games in Lincoln Gym increased resulting in fewer free play hours.

SPECIAL EVENTS - Estimated Attendance	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Fall street fair - Festifall ¹	23,000	17,000	21,000	17,000	21,000	23%
Tree Lighting Ceremony ²	1,500	1,750	1,500	1,750	n/a	n/a
Spring street fair-Apple Chill	33,000	38,000	25,000	n/a	n/a	n/a
4th July (est.) ³	19,000	10,000	15,000	10,000	500	-95%

NUMBER OF CITIZENS PARTICIPATING IN REGISTERED PROGRAMS	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Teen Programs ⁴	5,207	4,989	5,000	2,547	4,055	59%
Community Center Programs	4,105	3,634	4,000	2,699	2,297	-15%
Special Olympics ⁵	500	516	500	338	415	22%
Therapeutic Programs ⁶	n/a	n/a	n/a	n/a	59	n/a
Summer Day Camps	410	346	400	346	341	-1%
Hargraves Center Programs ⁷	15,807	13,771	17,000	8,161	14,364	76%
Dance and Exercise Programs ⁸	2,228	2,658	2,500	1,970	2,248	14%
Fine Arts Programs (Pottery & Theatre)	282	368	200	350	373	6%
Outdoor/Nature Programs	149	n/a	n/a	n/a	24	n/a
Community Events	3,347	2,490	2,500	1,345	1,385	2%
SUBTOTAL	32,625	28,772	32,100	17,756	25,561	43%

- 1 Important international events led to reduction in numbers of participants for 2001 Festifall.
- 2 Tree lighting cancelled due to ice storm.
- 3 Fireworks at Kenan Stadium cancelled due to budget constraints. Alternative event planned by Downtown Commission (attendance affected by rain).
- 4 Better marketing and outreach, better management, programming
- 5 Includes the annual Special Olympics banquet. The event was not counted in prior years.
- 6 Therapeutic program is a new program. Participants counted in this program may also be counted in other areas especially day camps.
- 7 Adjustments were made that allowed a return to normal programming levels after shutdown of the center building.
- 8 Jazzercise continues to grow.

Parks and Recreation

Third Quarter, 2002-2003

ATHLETICS - CLASSES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Adults (18 and older)						
Swimming	172	92	120	81	72	-11%
Tennis ¹	113	127	100	80	64	-20%
Youth (up to 17)						
Basketball ²	170	190	200	190	76	-60%
Softball	45	n/a	100	n/a	n/a	n/a
Swimming ³	541	703	600	385	469	21%
Tennis ³	135	101	100	71	90	26%
Sports Camps ⁴	123	141	100	83	50	-39%
Punt/Pass/Kick ⁵	n/a	28	50	28	50	78%
SUBTOTAL	1,313	1,382	1,470	918	871	-5%
ATHLETICS - LEAGUES						
Adults (18 and older)						
Basketball	360	390	400	390	390	0%
Softball ³	600	680	700	100	140	40%
Tennis	72	14	20	14	16	14%
Youth (up to 17)						
Basketball ⁶	705	722	800	722	868	20%
Softball-Baseball	575	570	600	n/a	n/a	n/a
SUBTOTAL	2,345	2,376	2,520	1,226	1,414	15%
TOTAL PARTICIPATION	36,383	32,530	36,090	19,900	27,846	40%

- 1 Morning classes cancelled due to instructor illness.
- 2 NBA 2-ball program held by Carrboro this year. It will return to Chapel Hill in FY 03-04.
- 3 Higher registration for classes.
- 4 Soccer Camp cancelled due to low registration.
- 5 Second year of program resulted in expanded registration.
- 6 Higher participation in summer league and new Mighty Mite program in the fall.

Parks and Recreation

Third Quarter, 2002-2003

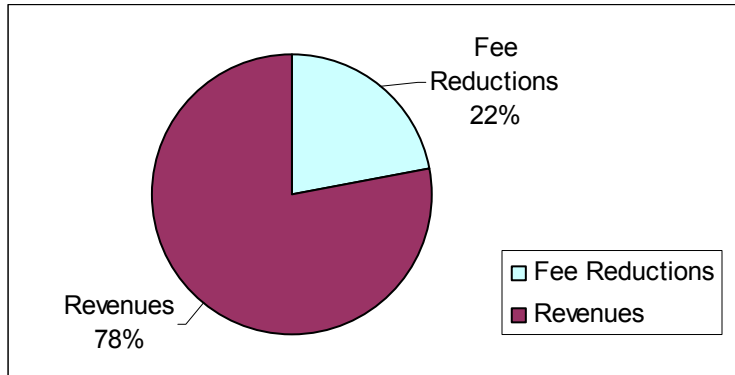
SAFETY PERFORMANCE	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Safety Training (Number of hours) (# of employees X # of hours trained)	93.85	62.75	75	43	26	-40%
Safety Inspections: Total number of inspections	83	67	75	52	47	-9%
Safety Mitigation: (# of hazards identified and # of items mitigated)	18 found 17 resolved	34 found 29 resolved	n/a	31 found 28 resolved	15 found 15 resolved	-51% -46%
Safety Mitigation: % mitigated	88%	85%	98%	86 %	100%	16 %
Hours lost through injury	0	0	0	0	0	0

SAFETY OBJECTIVES	PROGRESS/STATUS
Community Center—Place new basketball pads on the climbing wall.	No funds available.
Community Center— Storage cabinet for flammables, such as facility paint.	Done
Community Center - Stabilize walking grates in pump room to avoid tripping hazard.	Done
Community Center - Add an automatic shut-off unit to the chlorinator so it will stop whenever the pump stops operating (Health Department requirement).	Done
Community Center - Replace slippery pool tiles to prevent injuries during exercise classes and flip turns during lap swimming.	Unable to drain the pool to do this work in September as planned due to water restrictions.
Community Center.- Replacing high lifeguard stand with a mobile unit. Existing stand was too close to the radiant heating system and sight distance was impaired.	Done
Lincoln Arts Center - Install a larger exhaust fan to properly vent the kiln room.	No progress
Lincoln Arts Center - Provide better storage for chemicals..	No progress
Lincoln Arts Center - Provide better storage for cleaning supplies.	Done
Lincoln Arts Center— Provide safety escorts for women at night.	Police agreed to patrol area more often.

2002-03 Program Revenues
Parks and Recreation Department

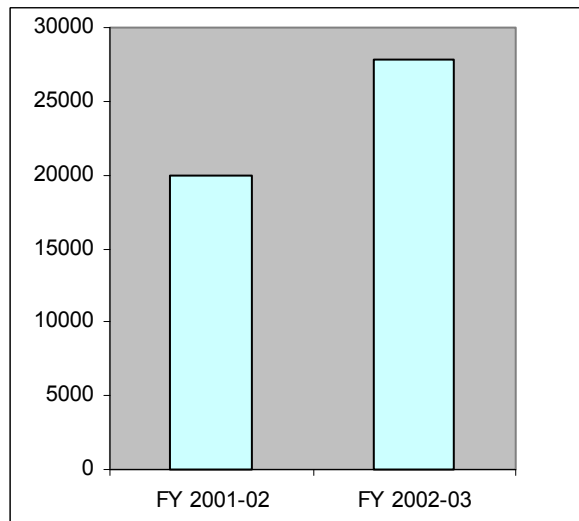
Total Fees Waived: \$71,034

Total Fees Collected: \$252,063



Fees are collected for admission to pools, rental of facilities, and concessions. The Town reduced fees in the amount of \$71,034 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



Program levels increased from last year's first quarter. There was an overall increase in Registered Program participation of about 40%. The increase came from a number of program areas. However, the largest increase came from the Hargraves Center.

PLANNING BUDGET: REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Revised Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Revenues	382,399	218,839	324,000	163,128	118,916	-27%
Expenditures	948,596	1,030,382	988,676	734,217	756,473	+3%
Expenditures as % of Budget					76%	

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

COMMUNITY DEVELOPMENT BUDGET EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Expenditures	681,990*	407,879	461,000	407,879	361,171	-11%

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

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02		YTD 01-02	YTD 02-03	Change From Prior Year
NEW DEVELOPMENT REQUESTS						
Master Land Use Plans	0	0		0	0	no change
Development Plans (new row)	1 (UNC)	0		0	0	no change
Site Development Permits for above	0	0		0	6	na
Subdivisions	10	15		11	16	+45%
New Lots in above:	112	45		31	116	+274%
Administrative Zoning Compliance Permits, Special Use Permits, and Site Plans	45	64		49	18	-63%
Proposed square footage for above:						
Office Square Feet	0	208,397		195,911	42,000	
Institutional Square Feet	641,532	122,475		117,154	31,560	
Commercial Square Feet	<u>173,502</u>	<u>144,363</u>		<u>36,896</u>	<u>291</u>	
Totals:	815,034	475,235		349,961	73,851	-78%
Multi-Family Dwelling Units	241	0		0	0	no change
Concept Plans	21	13		11	11	no change
Zoning Map Amendments	3	3		2	1	-50%
Zoning Compliance Permits (SF/2F)					36	
Zoning Compliance Permits (other)	16	19		13	17	+31%
Development Ordinance Text Amend's	2	2		1	2	+100%
Sign Plan Reviews	34	63		47	51	+9%
Variances and Appeals	1	3		2	1	-50%
Certificates of Appropriateness	57	55		40	50	+25%
Annexations: Petitions	0	0		0	0	no change
Town-initiated	2	0		0	1	+100%

OBJECTIVE	PROGRESS/STATUS
Evaluate development proposals to determine whether they meet all development regulations, and to assist advisory boards and Town Council in their review.	Two hundred four (204) applications for development permits received from July 1, 2002 through March 31, 2003. One hundred forty-nine (149) development permit applications are currently under review.
Long Range Planning Projects	
Implement Joint Planning Agreement with Orange County.	<p>Chapel Hill revisions to Comprehensive Plan heard at 4/11/01 hearing. Orange County action pending.</p> <p>2002 Amendment to Joint Planning Agreement to incorporate Water/Sewer Boundary Agreement completed.</p> <p>Joint Public Hearing held 10/9/02 to consider extending annexation provisions of the Joint Planning Agreement. Council adopted on 12/11/02.</p>
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 underway to formalize a planning agreement among Durham City, Durham County, and the Town of Chapel Hill.
<p>Implement key portions of Chapel Hill's Comprehensive Plan:</p> <ul style="list-style-type: none"> - Action Plan - Downtown Small Area Plan (adopted 3/27/00) - Growth Management Report 	<p>Working to implement Action Plan items. Third Annual report on Action Plan submitted 10/21/02.</p> <p>Prepared analysis of status of Action Plan for Council's retreat on 1/17/03. Council adopted 2003 Goals on 2/24/03.</p> <p>Working with Council Committee on Parking Lots 2 and 5.</p>
Continue efforts to annex developed land in Town's Urban Services Area	Annual report to Council and resolution of consideration adopted 11/25/02. Service report for annexation of Parkside II approved by Council on 1/27/03. Public information meeting held 3/4/03 and public hearing on 3/17/03.
Capital Improvements Program (CIP)	Preliminary 2003-2018 Capital Improvements Program submitted to Council on 3/26/03, and referred to advisory boards.
Town Comprehensive Plan Data Book	Work completed this quarter on publication of the Fifth Edition 2003 Data Book.
Inclusionary Housing Task Force	Staff support to inter-jurisdictional group organized by Triangle J and the Institute of Government; meetings underway.

OBJECTIVE	PROGRESS/STATUS
Water/Sewer Boundary Committee	Council adopted on 5/22/00. Orange County adopted 4/17/01, and requested other governments to adopt modified version. Chapel Hill adopted 8/27/01 with request to modify map. Joint Planning hearing held 4/17/02 to incorporate Agreement into Joint Planning Agreement. Council approved on 5/29/02. Amendment completed 8/20/02, with adoption by Orange County Board of Commissioners.
Geographic Information System development	Staff participating with Engineering Department in developing applications for the system.
Million Solar Roofs	Annual report and Council reauthorization on 9/23/02. Grant application submitted November 2001 awarded \$4,000 in November 2002. Providing staffing to Committee for bi-monthly meetings.
Rental Licensing Program	Working with Inspections Department to implement Rental Licensing Program adopted by Council on 4/08/02.
Intergovernmental Council for Local Environmental Initiatives (ICLEI)	Proposal to prepare inter-jurisdiction plan pending - contingent upon obtaining grant funding.
Rezoning for South Columbia Street Lot	Council established process to consider rezoning OI-3 lot in Westside neighborhood on 11/26/01. Information meeting held 9/30/02. Public hearing held 10/16/02. Council rezoned to Residential-2 on 11/11/02.
Council Committee on Parking Lots 2 and 5	Council committee on Parking Lots 2 and 5 met on September 9 and 23, 2002, October 9, 2002 and November 11, 2002, to consider next steps. On 2/24/03, the Council agreed to issue an RFP for economic development consultant services.
Greene Tract Work Group	Provided staff support to inter-jurisdictional work group looking at future use of 109 remaining acres of Greene Tract. Work Group completed its discussions on 6/26/02. Planning Board review on 8/20/02 and 10/15/02. Council adopted 11/11/02.
Revolving Acquisition Fund	On 1/28/02 the Council adopted a Revolving Acquisition Fund to assist with the purchase of homes to help preserve neighborhoods and provide homeownership opportunities for lower income households.
Emily Partin Sewer Lines	Report to Council on 3/8/02 concerning petition. Attended OWASA meeting with neighbors on 6/18/02. On 9/23/02 the Council expanded the availability of the Water/Sewer Reserve fund.
Rezoning of Colonial Heights Neighborhood	Report to Council on 4/8/02, responding to petitions. Information meeting held 9/30/02. Council held hearing on 10/16/02, and rezoned neighborhood to Residential-1 on 11/11/02.

OBJECTIVE	PROGRESS/STATUS
Council Committee on Energy, Environment and Sustainability	Committee developed charge and reported to the Council on 2/24/03. Energy work session held on 3/19/03.
Horace Williams Advisory Committee	Council Committee developed proposal for citizen's committee for Council consideration on 10/07/02. To provide staff assistance to citizens' committee when established. Council appointed Committee members, and the Committee began meeting on 3/4/03.
Schools and Land Use Council	Provide staff assistance to monthly meetings of the Schools and Land Use Council as it considers the creation of an adequate public facilities ordinance.
Transportation Modeling	Worked with Triangle Regional Model team to prepare work program for model update. Continued review of proposal for creating regional service bureau.
Development Review	Prepared analysis of development proposals, including comprehensive plan, roadway, transit, bicycle/pedestrian impacts. Provided staff support to Transportation Board.
Transit Ridership Survey	Reviewed data from fall survey and incorporated into Short Range Transit Plan.
Short-Range Transit Plan	Continued to update Report to reflect anticipated service changes for FY2002-03. Draft chapters reviewed by staff and Transportation Board.
Pedestrian/Bicycle Planning	Continued work on implementing Capital Improvements Program and annual sidewalk/bicycle plan. Worked with Bicycle/Pedestrian Advisory Board and Transportation Advisory Board to develop recommendations for 2002-03 annual plan. Public forum held 10/21/02. Council adopted on 11/25/02. Ranking criteria approved by Council on 9/10/01.
Transportation Improvement Program (TIP)	Participated in negotiations with NCDOT over 2004-2010 TIP. Coordinated funding from MPO STP-DA program.
US 15-501 Corridor Study	Met with TTA and Durham to review options for proceeding with federal environmental process on project.
Air Quality Response Program	Continued to monitor implementation of federal clean air standards. Met with staff from Capital Area MPO to review coordinated planning.
Triangle Transit Authority Fixed Guideway Study	Monitored implementation of Phase I rail system.
Regional Transportation Planning	Worked with Durham-Chapel Hill-Carrboro Transportation Advisory Committee and Technical Coordinating Committee on various regional projects.

OBJECTIVE	PROGRESS/STATUS
Regional 2025 Transportation Plan	Monitored progress of federal and State review of 2025 Plan and assessed continuing impacts of air quality conformity lapse.
I-40 Congestion Management Study	Met with Consultant team to review results of analysis of additional HOV options.
Transportation Management Plan (TMP)	Monitored collection of TMP data and prepared follow-up materials. Prepared materials for Transportation Board and Planning Board discussion of TMP program.
Regional Transit Consolidation Study	Participated in staff technical committee to review consultant work.
NC 54/I-40 Transit Corridor Study	Met with TTA and NCDOT staff to determine next steps.
<p>COMMUNITY DEVELOPMENT PROGRAM 2003-2004 Activities: On January 29 and March 26, 2003, the Council held public hearings on the 2003-2004 Community Development program. The Council is scheduled to consider a recommended 2003-2004 Community Development program on 4/28/03.</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 4/22/02.</p>	
<p>Public Housing Renovation - \$170,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$115,000 is being used to renovate the Airport Gardens public housing community. Design work is underway. (Approx. \$15,500 spent, \$99,500 encumbered). \$55,000 was also budgeted for the public housing refurbishing program. Program is underway. \$32,000 spent.</p>
<p>Neighborhood Revitalization - \$168,500 Continue work with non-profit organizations to produce homeownership opportunities and provide community service and public improvement activities for lower income residents. 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.</p>	<p>\$153,500 is being used for neighborhood revitalization projects. The remaining \$15,000 will be used for a portion of the Community Development Coordinator's salary related to implementing these projects. We continue to focus our efforts on activities in the Northside neighborhood. To date, funds have been used to demolish a house on Basnight Lane (\$7200), and for minor renovation work of a Tandler house that was purchased by the Housing Department for the Transitional Housing Program (\$1414). \$2,500 also used for the Police Summer Work Program. Approximately \$6,000 will be used to construct sidewalks on South Graham Street.</p>
<p>Habitat for Humanity - \$17,000</p>	<p>\$17,000 will be used by Habitat for Humanity to acquire property adjacent to property Habitat currently owns on Rusch Road (off of Rogers Road).</p>

OBJECTIVE	PROGRESS/STATUS
<p>Community Service Programs - \$30,500 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>YMCA</u> - \$13,500 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 underway at the YMCA on Airport Road. 13 children enrolled.</p> <p><u>Orange County Literacy Council</u> – \$11,500 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. Program is underway at Trinity Court public housing community.</p> <p><u>Chapel Hill Police Department</u> - \$5,500 was budgeted to the Chapel Hill Police Department to sponsor a summer work program for youths living in the Pine Knolls, Northside and public housing communities. An additional program is complete; 14 youths participated, \$5,200 spent. Remaining funds will be used for the 2003-04 summer program.</p>
<p>Administration - \$75,000</p>	<p>Funds are used for a portion of the Community Development Coordinator’s salary, a portion of the Long Range Planning Coordinator’s salary, a contract Program Monitor position, and program administration (\$57,940 spent).</p>
<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 4/23/01 the Council approved submittal of an Annual Update to the Consolidated Plan to the U.S. Department of HUD and the following activities:</p>	
<p>Public Housing Renovation - \$170,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$115,000 will be used to renovate the Pritchard Park public housing community. Work underway on 2nd phase. \$77,072 spent to date. \$55,000 is also budgeted for the public housing refurbishing program. Refurbishing program is underway; \$53,054 spent to date.</p>
<p>Meadowmont Affordable Townhomes - \$80,000 The Orange Community Housing and Land Trust will develop 32 townhomes in the Meadowmont development (Rosemary Place).</p>	<p>Funds will be used for a portion of the site development costs for the townhomes. Construction contract awarded to Resolute Building Company. Construction is underway. Site work eligible for reimbursement is complete. All funds budgeted for the project are spent.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Neighborhood Revitalization - \$80,000 Continue work with non-profit organizations to produce homeownership opportunities and provide community service and public improvement activities for lower income residents. 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.</p>	<p>Approximately \$35,000 has been used to assist with renovation costs for 501 Sykes Street. On 1/14/02, Council approved use of \$35,000 to EmPOWERment toward the acquisition of 503 Sykes Street Property purchased by EmPOWERment on 3/5/02. Approximately \$7,900 used toward acquisition of 229 North Graham St. All funds spent.</p>
<p>Habitat for Humanity - \$50,000</p>	<p>Funds will be used by Habitat for Humanity to acquire property adjacent to property Habitat currently owns on Rusch Road (off of Rogers Road). Environmental review of property is complete. To date, \$30,317 spent to acquire a lot. Habitat is negotiating to purchase an additional lot in the area.</p>
<p>Community Service Programs - \$20,000 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>Orange County Literacy Council</u> – \$9,000 was budgeted to the Literacy Council to operate computer-based literacy programs and GED training in public housing communities and to lower income residents. All funds have been spent and program is complete.</p>
<p>Administration - \$76,000</p>	<p>Funds will be used for the Community Development Coordinator’s salary, a portion of the Long Range Planning Coordinator’s salary and program administration. Almost all funds have been spent.</p>
<p>2000 – 2001 Activities: Two public hearings held to receive comments on the use of \$426,000 of federal funds and \$40,000 of program income. On 4/24/00 the Council approved an annual program of activities and submittal of a new five-year consolidated plan to the U.S. Department of HUD.</p>	
<p>Public Housing Renovation - \$190,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$120,000 used to renovate the Lindsay Street public housing community. Renovation was completed in November 2001. Refurbishing program complete (\$70,000).</p>
<p>Meadowmont Affordable Townhomes - \$80,000 The Orange Community Housing and Land Trust will develop 32 townhomes in the Meadowmont development (Rosemary Place)</p>	<p>Funds will be used for a portion of the site development costs for the townhomes. Construction is underway. Site work eligible for reimbursement is almost complete. All funds budgeted for this project have been spent.</p>
<p>Neighborhood Revitalization - \$72,600 Continue work with non-profit organizations to produce homeownership opportunities and provide community service and public improvement activities for lower income residents in the Northside, Pine Knolls and public housing communities.</p>	<p>In October 2000, the Town provided \$43,500 as a deferred loan to EmPOWERment to acquire an apartment building located at 219 North Roberson Street in the Northside neighborhood. An additional \$25,000 was provided as a second mortgage to assist a first time homebuyer purchase a home on Mitchell Lane through EmPOWERment, Inc. Remaining funds used to renovate 501 Sykes St.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Community Service Programs - \$47,000 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>YMCA</u> - \$25,000 was budgeted to the YMCA to continue to provide free after school programs for children living in the Pine Knolls neighborhood at the YMCA (5 children enrolled), and children living in public housing at the South Estes Drive Community Center (16 children enrolled). Program is complete and all funds have been spent. <u>Community Cuisine</u> - \$22,000 budgeted to continue Community Cuisine's culinary skills programs for adults and children. In March 2001, 8 adults graduated from the program and 2 found jobs. Also completed a program for 11 special education students at East Chapel Hill High. Children's Programs were offered at Hargraves and the Community Center during the summer. An additional adult program was held during the fall of 2001. Program is complete. All funds have been spent.</p>
<p>Administration - \$76,400</p>	<p>Funds used for the Community Development Coordinator's salary, a portion of the Long Range Planning Coordinator's salary and program administration. All funds have been spent.</p>
<p>HOME PROGRAM ACTIVITIES</p>	
<p>Coordinate Grant activities with the Orange County HOME Consortium (Chapel Hill, Carrboro, Hillsborough, Orange Co.).</p> <p>On October 23, 2000, the Council authorized participation in the Orange County HOME Program Review Committee and appointed Council Member 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.</p>	
<p>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 Council is scheduled to approve a final plan on April 28, 2003. The plan will also be approved by the other participating jurisdictions.</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>	

OBJECTIVE	PROGRESS/STATUS
<p>Property Acquisition - \$248,117</p>	<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. OPC has not yet identified property to purchase.</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 Street currently owned by EmPOWERment. 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.</p> <p><u>Town of Chapel Hill</u> - \$28,117 budgeted to purchase a house for the Town's Transitional Housing Program. Town has not yet identified a house to purchase.</p>
<p>Down Payment Assistance - \$77,000</p>	<p>Funds will be used by Orange Community Housing and Land Trust to provide down payment 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. Homes are not yet ready for sale.</p>
<p>New Construction - \$50,000</p>	<p>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.</p>
<p>Homebuyer Assistance - \$140,000</p>	<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.</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. Two houses will be located in Carrboro and 1 in Efland.</p>
<p>Community Revitalization - \$100,000</p>	<p>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.</p>
<p>Administration - \$48,100</p>	<p>Funds were allocated to the Orange County Housing and Community Development Department for administration of the Program.</p>

OBJECTIVE	PROGRESS/STATUS
<p>2001–2002 Activities: On January 23 and March 28, 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:</p>	
<p>Property Acquisition - \$328,625</p>	<p><u>Town of Carrboro:</u> \$120,000 will be used by the Town of Carrboro to purchase condominium units in Abbey Court (Old Well). Properties would be renovated and sold to first-time homebuyers. Carrboro is working with Orange Community Housing to purchase, renovate and sell these properties. The County is in the process of preparing a development agreement for this project.</p> <p><u>Town of Chapel Hill:</u> The Town used \$100,000 to purchase a house on Merritt Mill Road for the Transitional Housing Program. All funds spent.</p> <p><u>OPC Mental Health:</u> \$58,625 was budgeted to OPC Mental Health to purchase and if necessary renovate property in Orange County. The property would be rented to lower income individuals.</p> <p><u>EmPOWERment:</u> \$50,000 was budgeted to EmPOWERment to purchase low-cost condominiums in Orange County.</p>
<p>Land Acquisition - \$130,000</p>	<p><u>Residential Services:</u> Residential Services will use \$100,000 to develop a continuing care facility for senior citizens. Orange County has approved a development agreement for this project.</p> <p><u>Orange Community Housing and Land Trust:</u> The Land Trust will use \$30,000 to purchase land to build 2 homes on Dillard Street in Carrboro.</p>
<p>New Construction - \$100,000</p>	<p><u>Orange Community Housing and Land Trust:</u> \$80,000 was budgeted to the Corporation to assist with the development of the Meadowmont Townhomes. Construction is underway. All funds have been spent for site work for this project.</p> <p><u>Habitat for Humanity:</u> \$20,000 was budgeted to Habitat to pay for costs related to the extension of sewer to a lot in Carrboro. Habitat will build a house on the lot that would be sold to a lower income family.</p>
<p>Homebuyer Assistance - \$69,750</p>	<p>EmPOWERment will use funds to provide second mortgage assistance to households throughout Orange County. To date, EmPOWERment has used \$10,700 to provide a deferred second mortgage to a lower income household. The County has entered into a development agreement with EmPOWERment for the balance of funds.</p>
<p>Administration - \$48,300</p>	<p>Funds appropriated to the Orange County Housing and Community Development office for administration of the program.</p>

OBJECTIVE	PROGRESS/STATUS
<p>2000 – 2001 Activities: The Council held two public hearings on the use of \$536,550 of HOME Program funds for 2000 – 2001. On 4/24/00, the Council approved the following activities. The County Commissioners, and the Boards of Carrboro and Hillsborough also approved the plan.</p>	
<p>Property Acquisition - \$120,000 (OPC Mental Health.)</p>	<p>OPC Mental Health will work with EmPOWERment to purchase and renovate properties on Dillard Street in Carrboro. The properties will be rented to lower income individuals. The property was purchased on 11/2002 and all funds have been spent.</p>
<p>Rehabilitation - \$30,000 Orange Community Housing and Land Trust</p>	<p>\$30,000 was budgeted to the Orange Community Housing Corporation to continue operation of the Urgent Repair Program. These funds were reprogrammed during the 2001-2002 budget process.</p>
<p>Community Revitalization - \$100,000</p>	<p>Funds will be used to continue revitalization efforts throughout Orange County. Eligible activities include second mortgage assistance, property acquisition and rehabilitation and must serve households earning less than 70% of the area median income. One house purchased, rehabilitated and sold to a Habitat family, 2 houses purchased in Carrboro by EmPOWERment for rehab. and resale. \$65,000 spent to date.</p>
<p>New Construction - \$80,000 Orange Community Housing and Land Trust</p>	<p>Funds will be used to construct 32 townhomes in the Meadowmont development. Construction is underway. Site work is almost complete. All funds spent.</p>
<p>New Construction - \$62,500 Habitat for Humanity</p>	<p>Funds used to provide deferred second mortgages (\$12,500 each) for 5 families earning less than 50% of the median income. One house located in Efland, four in Chestnut Oaks. All funds have been spent.</p>
<p>Administration - \$43,700</p>	<p>Funds appropriated to the Orange County Housing and Community Development office for administration of the program.</p>
<p>Other Housing Projects</p>	
<p>Orange Community Housing and Land Trust</p>	<p>Continued work with the Orange Community Housing Corp. to produce affordable housing opportunities in Chapel Hill such as the Legion Rd. Townhomes, Meadowmont Condominiums. The Land Trust continues to work with the developers of several projects to administer Council imposed affordable housing requirements. The Land Trust is also working with the Town and EmPOWERment to sell homes in the Sykes Street area.</p>

OBJECTIVE	PROGRESS/STATUS
Sykes Street Action Strategy	In August the Sykes Street Steering Committee organized a Neighborhood Night Out event with the theme of "unity street by street" that included a walk through the neighborhood, music and food. Over 100 people attended the event. In November, a fourth class of students planned a third community charrette, and the First Annual Memorial Walk honoring Frances Hargraves. The Steering Committee continues to meet regularly. The Committee is currently working with the Northside Community Association and the Town to develop regulations for a Neighborhood Conservation District for the Northside neighborhood.

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Revenues	384,023	425,690	383,500	397,224	453,182	+11%*
Expenditures	8,000,493	8,301,143	9,025,238	6,042,188	5,892,752	-2%**
Expenditures as % of Budget					65%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
PERSONNEL						
Vacancy Rate for Officers	9%	9%	5%	3%	11%	8% more vacancies
# of civilian security monitor hours	4,693	9,905	10,000	6,856	5,229	-24%
# of volunteer/student hours	4,157	2,703	3,000	2,047	2,604	+27%
PATROL SERVICES						
# calls for service	26,062	26,278	26,500	19,676	18,963	-4%
Utilization rate***	31.65%	35.81%	36.00%	37.68%	◆	--
Normalized rate (8 officers)****	35.98%	37.24%	38.00%	38.02%	◆	--
CRIME						
Reported Major Crimes						
Personal crimes						
Homicide	0	0	0	0	1	+100%
Rape	15	10	10	8	3	-63%
Robbery	75	91	100	71	59	-17%
Aggravated assault	100	119	125	85	88	+4%
Property crimes						
Burglary/break-in	475	527	550	433	326	-25%
(residential)	(300)	(346)	(350)	(284)	(229)	(-19%)
(non-residential)	(175)	(181)	(200)	(149)	(97)	(-35%)
Larceny	1,700	1,873	1,900	1,415	1,412	same
(vehicle break-in)	(350)	(784)	(700)	(610)	(626)	(+3%)
Motor vehicle theft	150	102	125	72	91	+26%
TOTAL MAJOR CRIMES REPORTED	2,515	2,722	2,810	2,084	1,980	-5%

*Grant funds will be received later in the fiscal year.

**The decrease in expenditures is due in part to the 11% officer vacancy rate.

***Utilization rate is the percentage of officers' time spent responding to calls for service.

****The normalized rate, which is used for comparison, assumes that eight officers are responding to calls for service.

◆Data was not available for analysis. It will be included in the annual report.

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
% of major crimes cleared by arrest or exceptional means						
Personal crimes	51%	48%	50%	48%	50%	+2 pct pts
Property crimes	16%	13%	20%	13%	13%	same
# of cases assigned to Investigators						
major crimes	713	663	870	575	451	-22%
<i>personal</i>	(93)	(96)	(170)	(82)	(67)	(-19%)
<i>property</i>	(620)	(567)	(700)	(493)	(384)	(-23%)
other crimes	688	390	550	314	269	-14%
JUVENILE						
# of offenses involving youth under 16 years of age as victim	234	230	250	175	187	+7%
# of offenses involving youth under 16 years of age, as suspect	219	258	250	141	205	+45%*
NARCOTICS AND ALCOHOL ARRESTS						
# of drug charges	373	363	400	273	265	-3%
Total # of alcohol charges						
# of underage possession of alcohol	114	67	80	62	63	+2%
# of use of false identification	9	9	10	8	8	same
# of other (non-traffic) alcohol charges	28	20	20	14	8	-43%
# of citations for violation of Town ordinance regarding public consumption or possession of alcohol	115	87	85	44	59	+34%
TRAFFIC						
# traffic citations issued	3,391	3,615	3,700	2,847	2,587	-2%
# DWI arrests	303	275	400	207	209	+1%
Total # traffic collisions	2,286	2,313	2,300	1,723	1,595	-7%
# involving bicyclist	25	22	20	12	12	same
# involving pedestrian	27	24	25	19	15	-21%
# of injuries	485	532	500	408	389	-5%
# of fatalities	3	4	0	3	1	-67%
OTHER POLICE CALLS						
# of noise/loud party calls	1,124*	1,321	1,400	982	887	-10%
# of special events requiring police planning	47	60	65	49	64	+33%

*This number does not represent a full fiscal year; approximately the first seven weeks of the year are not included.

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
CRIME PREVENTION						
# of Community Watch groups	25	30	35	28	30	+7%
CRISIS INTERVENTION						
# of cases	1,836	1,638	1,750	1,270	1,312	+3%
Nature of Crises						
domestic violence	23%	26%	23%	25%	18%	-7 pct pts
sexual assault	7%	5%	7%	5%	3%	-2 pct pts
victims of other crimes	13%	24%	13%	22%	29%	+7 pct pts
trauma	5%	9%	6%	7%	7%	same
Clients needing translation services	196	123	150	81	102	+26%
% of late night/weekend contacts	12%	16%	15%	15%	14%	-1 pct pt

Division: Support Services

OBJECTIVE	PROGRESS/STATUS
Reorganize the various information services functions of the Department into one unit to enhance the retrieval and distribution of information within the Department and to the public.	Graduates from the UNC School of Government are evaluating the information services function of the Department and will present a report with recommendations next quarter.
Expand the use of the Department's Geographic Information Services (GIS) system to improve crime analysis, strategic planning, and resource allocation capabilities.	GIS is being used for presentations and tactical planning.
Develop training initiatives to improve the Department's outreach into the Hispanic community, to improve employee's problem-solving skills, and to ensure that employees maintain proficiency in responding to high-risk situations.	The Spanish for Law Enforcement Personnel Course is continuing. In the fourth quarter the Department will host training on leadership, problem solving, and community policing for supervisors; and diversity training for all employees.

Division: Patrol

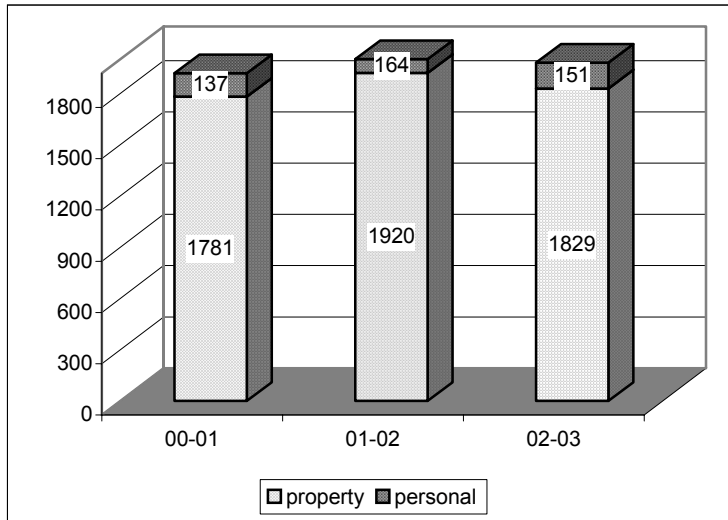
OBJECTIVE	PROGRESS/STATUS
Continue enforcement efforts and high visibility patrols in neighborhoods experiencing disorder due to street-level drug sales and nuisance problems such as loud noise, traffic violations, littering, illegal parking, housing code violations, and aggressive panhandling.	Officers on foot, bicycles and in vehicles are working in the Northside area. More officers are riding bicycles as the weather warms up. An officer has been assigned to work on neighborhood nuisances throughout the Town. Four abandoned houses have been demolished. Officers continue to work with residents, EmPOWERment, Inc., the Sykes Street Steering Committee, Community Watch, and the Hargraves Center to address problems in the neighborhoods

OBJECTIVE	PROGRESS/STATUS
<p>In conjunction with Town Departments, community organizations, and citizens expand academic, employment and life skills outreach initiatives to at-risk youth through mentoring programs, drug prevention training, school-based programs, participation in neighborhood activities, and increased visibility in neighborhoods.</p>	<p>The Department sponsored or co-sponsored:</p> <ul style="list-style-type: none"> • Basketball Camp and Banquet • Outings to the Durham Bulls, Carowinds, and movies • Dances at the Hargraves Center • Boys Group at South Estes Apartments • Bicycle repair clinic and bicycle give-away • Tutoring Programs <p>Summer programs are being planned.</p>
<p>Expand the coverage provided by civilian security monitors, including additional hours and more visibility in the Central Business District and the Town's parks and facilities.</p>	<p>Security monitors received training in better ways to report and document situations they encounter. Monitors continue to patrol the Central Business District, Hargraves Center, and Town Hall.</p>

Division: Investigations

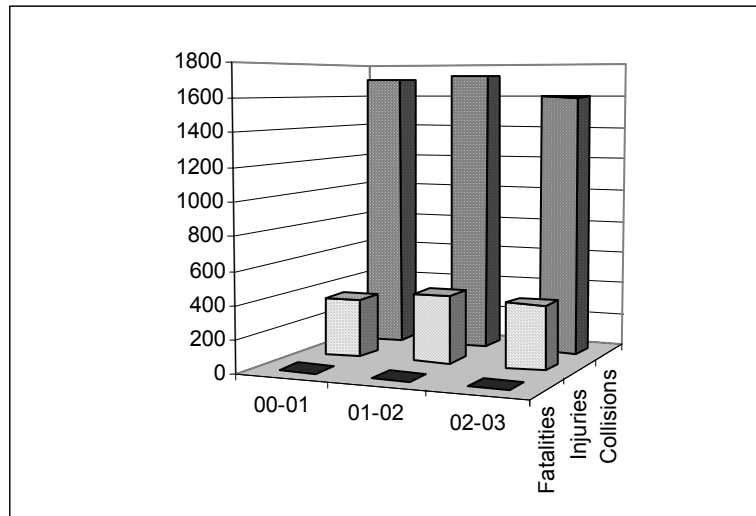
OBJECTIVE	PROGRESS/STATUS
<p>Together with the Department's crime analyst, establish protocols for managing the property crime caseload, including tracking trends, developing response plans to address crime trends, and increasing the clearance rate for property crimes.</p>	<p>Investigations personnel are polling other agencies to learn about their case assignment and management protocols. The Crime Analyst is reviewing assignment and clearance rates.</p>
<p>Work with the Department's Court Liaison Officer, neighboring law enforcement agencies and court officials to track cases from arrest through sentencing to reduce opportunities for repeat offenders to continue committing crimes in the community.</p>	<p>The Court Liaison is tracking major cases in District and Superior Court.</p>
<p>Improve the technological capabilities of investigators to enhance the Department's ability to investigate computer-related crimes, especially those crimes directed against children and the elderly.</p>	<p>Investigators and a patrol officer attended training on computer crime investigations at the FBI Academy. The Department's Information Technology Specialist continues to work with the FBI Computer Crime Task Force. A grant pre-application was submitted to the Governor's Crime Commission for funds for training and equipment related to computer crime investigation.</p>

Major Crimes Reported



During the three quarters there was a 5% decrease in reported property crime. Burglaries went from 433 last year to 326 this year. The number of personal crimes (homicide, rape, robbery, and aggravated assault) decreased by 8%. Overall reported major crimes decreased by 5%.

Traffic Collisions



Traffic collisions decreased by 7% as compared to the first nine months of 2001-02. Injuries decreased by 5%, from 408 to 389. Collisions involving pedestrians decreased from 19 to 15. There has been one fatality this year.

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Revenues (1)	266,497	384,420	398,900	299,812	405,663	+35%
Expenditures (2)	9,886,487	9,068,100	9,841,262	7,531,033	7,473,854	-1%
Expenditures as % of Budget					75.9%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
MANAGEMENT & SUPPORT SERVICES						
# of lost-time injuries/# of days lost	5/69	2/226	<20 inj	2/135	1/19	-50% -86%
# of preventable accidents	15	15	<20	10	5	-50%
Turnover: # of individuals/%	9/7.2	5/4	n/a	4/3.2	4/3.4	+33%/ +42%
# of plans reviewed for compliance with tree ordinance and Town design standards	188	140	150	102	118	+15.7%
FIELD OPERATIONS – TRAFFIC						
# of street signing/marketing activities (3)	488	414	450	292	416	+42.5%
FIELD OPERATIONS – CONSTRUCTION						
# projects completed (4)	30	42	30	36	27	-25%
Sq yds of streets reconstructed (5)	1,379	8,950	3,200	6,850	none	--
FIELD OPERATIONS – STREETS						
Miles of streets resurfaced (6)	6.75	6.65	5.5	6.65	4.71	-29%
Truckloads of leaves collected (7)	677	794	550	794	600	-24.4%
Frequency of street cleaning (8)						
Major streets	Weekly	Weekly	Weekly	Weekly	.75/Wk	-26%
Residential streets	7.5 cycles	6.5 cycles	4 cycles	5 cycles	5.5 cycles	+10%
Town Center	2/Week	1.75/Week	2/Week	2/Week	1.33/Wk	-33%

Public Works**Third Quarter, 2002-2003**

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
INTERNAL SERVICES						
Fuel use, in gallons (General Fund only)	220,896	227,700	200,000	169,388	180,223	+6.4%
# of building emergency requests/% of responses less than 30 minutes	129/82.2%	37/86%	90%	23/91%	36/94.4%	+56.5% +2.6%
SOLID WASTE SERVICES						
Tons of refuse collected:						
Residential	6,861	7,227	7,700	5,362	5,823	+8.6%
Commercial	12,995	12,364	13,200	9,335	8,805	-5.7%
Yard waste (9)	2,285	2,138	2,800	1,624	8,739	+438%
TOTAL TONS COLLECTED	22,141	21,729	23,700	16,321	23,367	+43.2%
Average pounds of residential refuse per collector per week	20,299	21,382	23,100	21,153	22,970	+8.6%
Average length of brush collection cycle	2 Wks	1 Wk	1 Wk	1 Wk	1Wk	same
# valid public complaints per month	10	10	<10	10	10	same

Notes

- 2000-01 Revenues included \$79,751 from FEMA related to Hurricane Fran closeout from 1996; year-to-date revenues for 2002-2003 are relatively high because of collection of new commercial refuse collection fees, expanded to include payment for once weekly collections previously made at no fee.
- 2000-01 Actual included expenditures totaling \$842,926, for Fleet Maintenance, which, starting in Fiscal 2001-2002, are accounted for in a separate enterprise fund; 2001-2002 first quarter expenditures were relatively high because they included payment of \$204,000 for 6,000 roll carts associated with implementation of curbside refuse collection; 2002-03 Budget includes \$97,069 re-appropriated to cover carry-overs from 2001-02.
- Increase results from addition of one position related to annexation of Southern Village. This new position was filled in March 2002.
- The Construction section had three unfrozen vacant positions throughout most of the first three quarters.
- A small portion of Animal Shelter Drive is anticipated to be reconstructed during the fourth quarter. The deterioration is such that this project should not be delayed until next fiscal year. The budget for reconstruction has been reduced significantly.
- During first quarter, 20 streets totaling 4 miles in length were resurfaced by contract; an additional 4 streets totaling 1 mile were completed early in the second quarter.
- Relative drop in leaf collection total loads resulted from (1) leaves started falling relatively late in the season; and (2) leaf collection was suspended for most of December because of the severe ice storm.
- Relative decline in street cleaning services resulted in part from diversion of resources to respond to severe winter storms.
- Increase results from high quantity of brush generated by ice storm in early December, 2002.

DIVISION: MANAGEMENT & SUPPORT SERVICES

OBJECTIVE	PROGRESS/STATUS
Management reports/studies.	Major work during the third quarter related to finalization of the Department's base budget request and preparation of the Capital Improvements Program. Staff work related to the severe ice storm that occurred in early December 2002, continued throughout the third quarter. This work included preparation for application to Federal Emergency Management Agency (FEMA) for intergovernmental assistance.
Minimum injuries/accidents.	To date, 1 of 14 personal injuries resulted in loss of 19 work days; 5 of 9 vehicular accidents were the fault of Town employees.
Review design plans to assure compliance with Town's Landscape and Tree Protection Ordinance.	Design review accomplished within time period allotted. Work included review of 118 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.	To date, the Field Operations Superintendent spent considerable time in detailed planning for Halloween; coordination of listing of leaf collection program on Town's web page; preparation of CIP; preliminary work on both operating and capital budgets for next year; and responses to severe winter storms.
Evaluate/implement various professional recommendations and CIP projects.	Preparation of next CIP update started during the second quarter and was completed in the third quarter.

DIVISION: FIELD OPERATIONS - TRAFFIC

OBJECTIVE	PROGRESS/STATUS
Improve traffic flow and safety through signing improvements.	To date, program staff performed maintenance on and/or installed 416 traffic signs, including the installation of signs in conformance with amended ordinances. Extensive work related to repair/replacement of signs damaged during the ice storm.

OBJECTIVE	PROGRESS/STATUS
Maintain closed loop signal system.	<p>To date, traffic detection loops were replaced at 13 locations and staff responded to 330 reported malfunctions (flash, detection, timing, bulb problems, etc.). Major tasks completed during the third quarter included preventive maintenance in various traffic zones, replacement of pedestrian heads Town-wide as needed and repair of damaged signals at various intersections.</p> <p>During the time starting immediately after the severe ice storm on December 4, 2002, through the following two weeks, traffic section crews devoted considerable time, including some around-the-clock work, repairing damaged signal system hardware.</p>
Provide street lighting consistent with existing Town policy along all classes of streets.	To date, we authorized Duke Power Company to install 12 new street lights and requested 25 repair service work orders by Duke Power Company. During the second quarter, staff assisted Duke Power Company in an analysis of billings for Meadowmont.

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

OBJECTIVE	PROGRESS/STATUS
Maintain Town's drainage system through on-going services.	<p>Work completed to date included cleaning 125' of pipe at 6 locations; resetting and/or replacing 133 catch basin tops; cleaning and/or re-grading 650' of ditches at 15 locations; checking catch basins and removing debris as needed Town-wide; and removing blockages along Bolin Creek and Booker Creek.</p> <p>Drainage maintenance work crews focused on emergency work and ongoing debris removal/disposal during and following the severe ice storm.</p> <p>In the mosquito control program, we monitored and treated known mosquito breeding sites on public properties during the first quarter.</p>
Clean streets in downtown areas twice weekly and major streets weekly; check and clean residential streets as needed once every six weeks.	To date, downtown areas were swept 52 times, for an average of about 1.33 times per week. Major streets were cleaned at least weekly in 33 of 39 weeks and 5.5 cycles were completed along residential streets. Normal street cleaning work was interrupted by the ice storm for two weeks in early December.
Improve appearance and enhance lines of sight along rights-of-way through maintenance of existing trees and vegetation.	<p>Prior to the ice storm in early December 2002, a total of 29 trees was removed Town-wide. During the first quarter, tree planting work was delayed due to the drought; six trees were planted prior to the arrival of the ice storm.</p> <p>Routine services started again in January and continued throughout the third quarter.</p>

DIVISION: FIELD OPERATIONS - CONSTRUCTION

OBJECTIVE	PROGRESS/STATUS
Reconstruct small portion of Animal Shelter Drive.	Reconstruction of about 225 sq. yds. of Animal Shelter Drive is anticipated during fourth quarter. The deterioration is such that this project should not be delayed until next year. Due to budget constraints, the appropriation for reconstruction in the current fiscal year has been reduced to less than \$10,000. We typically have a budget of about \$70,000 for this work.
Construct various projects for other Public Works divisions and Town departments.	Miscellaneous projects completed during the third quarter included replacement of damaged guardrail on Highway 54 East; installation of meter pole at Parking Lot #3; re-installation of bollard at Rosemary/Boundary intersection; and installation of parking meter pole on N. Graham Street.
Construct miscellaneous projects, including Streetscape, sidewalks and drainage improvements.	<p>Major project work continued during the second quarter on Streetscape 2002, included building wall with steps and 6 planters; pouring 289' of curb and gutter; installing 5 curb cuts, 1 kiosk, 4 bike racks, 4 trash cans and 4 art benches; and placement of brick pavers throughout project.</p> <p>During the third quarter, 595' of sidewalk were installed along South Graham Street and 20' of sidewalk with curb/gutter were removed along Seawell School Road, replaced with 160', including curb and gutter.</p>

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, the contractor resurfaced 20 streets Town-wide, totaling about 4 miles in length; another .71 mile was completed on 5 streets early in the second quarter. The total resurfacing contract involved 25 streets and 4.71 miles. Slurry seal work is anticipated during the fourth quarter. Additionally, crack pouring by contract was used along 24 streets in the first quarter.
Maintain the Town's street system through on-going patching.	Extensive patching was completed in the first and third quarters; work included patching on the streets that were resurfaced.
Collect leaves and pine straw October through March.	The seasonal program started on October 21, 2002, as scheduled. A total of 600 loads was collected by the end of the third quarter. The decrease relative to the same period last year resulted from (1) leaves started falling relatively late in the season; and (2) scheduled leaf collection was suspended December 3, 2002, because of the severe ice storm. The service started up again on January 6, 2003. Prior to the suspension of service, two complete rounds had been made. A total of five cycles was completed. .

OBJECTIVE	PROGRESS/STATUS
<p>Clear streets in times of inclement weather, including snow and ice, consistent with current priorities and Town policy.</p>	<p>Crews worked around-the-clock shifts during the 12/4/02 storm event and continued on an accelerated basis for the remainder of December, with considerable overtime involved. During the latter part of December, in-house crews were supplemented by private contract work for removal of debris. We anticipate continued extensive use of private contract work through the middle of May 2003, for removal of debris. The contractor will start the last collection cycle on April 28, 2003. In-house storm related work will be accomplished during the remainder of the fiscal year primarily through use of regular work hours, rather than overtime.</p>

DIVISION: INTERNAL SERVICES

OBJECTIVE	PROGRESS/STATUS
<p>Expand use of automated fleet management system.</p>	<p>Ongoing; data are maintained to generate information related to road calls and fleet preventive maintenance, as well as repair service. To date, 119 emergency road service calls were made at an average cost of \$196.34 per call. The average preventive maintenance cost per vehicle serviced was \$134.78. These unit costs, both for road service calls and preventive maintenance, include labor, materials and equipment.</p> <p>To date, fuel use was up 10,835 gallons, or 6.4%, compared to last year. This increase occurred throughout most organizational units, with no significant increase in any one user. The cost per gallon averaged \$.85 during the first three quarters compared to an average unit cost of \$.71 last year (note: budget assumes \$.95).</p>
<p>Perform preventive maintenance per mileage benchmark system—about 400 services per year on 195 items.</p>	<p>To date, a total of 642 automotive PM's completed, for average of about 16.5 per week.</p>
<p>Assume in-house major maintenance/repair jobs for both equipment and vehicles.</p>	<p>There were no major in-house repairs in the first three quarters.</p>
<p>Adhere to both interior and exterior building maintenance schedules.</p>	<p>Maintenance schedules generally were met at all public facilities for which the division is responsible. A total of 708 building maintenance work orders was completed to date.</p>
<p>Evaluate professional recommendations related to building maintenance projects, including those in CIP; implement building-related work programs/projects.</p>	<p>Renovation of Hargraves Community Center/A. D. Clark Pool is about 98% complete; 100% completion is anticipated by May 1, 2003. Replacement of the museum roof was completed in the third quarter. Currently, the staff is working with STANTEC engineering on the following projects: repair of IFC Shelter roof; installation of generators at Town Hall and Police Department; installation of heat shielding at fire training facilities; repair of beam at Town Hall parking deck; replacement of carpet at Town Hall; and capital maintenance work at Police Department.</p>

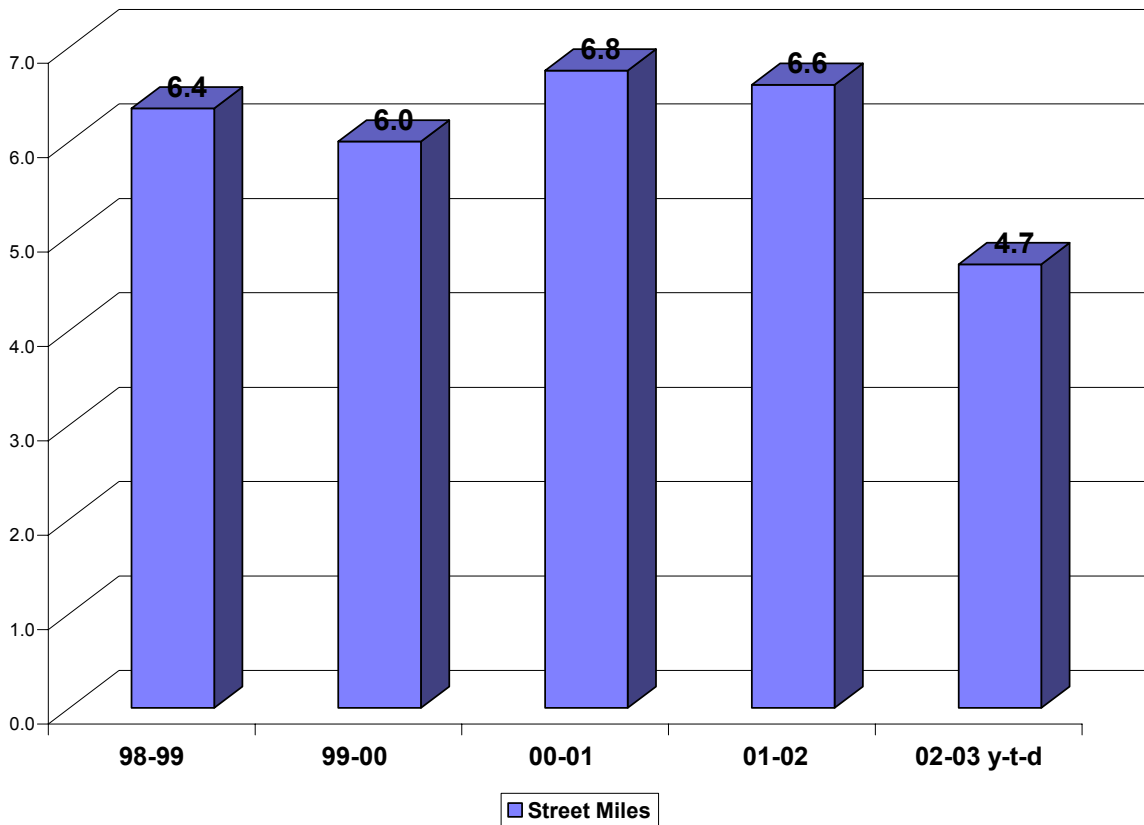
DIVISION: SOLID WASTE SERVICES

OBJECTIVE	PROGRESS/STATUS
Collect estimated 24,000 tons of residential (including yard waste) and commercial refuse as scheduled, with minimum complaints.	Total volume was up 7,046 tons (43.2%) compared to that for the first three quarters last year. This increase resulted from the greater quantity of brush debris generated by the ice storm. The data exclude 590 tons of commercial refuse collected from compactors. Collection schedules for all residential and commercial routes generally were met, with the exception of one lost commercial service day due to the severe ice storm that occurred early in December 2002.
Provide efficient level of collection of brush/bulky items.	<p>The average collection cycle for brush was 1 week during most of the first three quarters. After the ice storm in early December, we started collecting brush using private contractors and in-house work crews. We estimate that about six years worth of brush relative to average annual quantities were generated by the ice storm. The total volume of 8,739 tons for the first two quarters compares to 1,624 tons for the same period in 2001-2002.</p> <p>Bulky items (white goods) collected totaled 56.75 tons compared to 129.93 tons in the same period last year. Residents have placed fewer items at the curb for collection.</p> <p>A total of 9 bags of litter has been collected to date along rights-of-way using court-referred community service workers.</p>
Minimize injuries/accidents.	During the first three quarters, there were no lost time injuries. There were four accidents that were the fault of Town personnel.
Maintain high service level, both in terms of service and operations.	<p>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.</p> <p>Scheduled residential routes were uninterrupted by the ice storm, which occurred on a Wednesday. Only one commercial service day was missed following the storm.</p>

DIVISION: LANDSCAPE

OBJECTIVE	PROGRESS/STATUS
Evaluate and implement projects included in Capital Improvement Program and proposed by consultants.	During the third quarter, Department staff met with staff from Parks and Recreation Department to discuss work orders and Apple Chill preparation. Also, staff from the two departments discussed plans for the new park at Meadowmont and evaluation of the tennis courts at Cedar Falls Park.
Improve appearance and safety along rights-of-way through mowing road shoulders.	<p>Seasonal mowing cycles were completed as scheduled up to the arrival of the severe ice storm in early December 2002. One round of leaf removal service had been completed prior to the storm. For the remainder of the second quarter, crews concentrated on debris removal at public areas for which they were responsible (i.e., Library, park/ride lots, Town Hall, cemeteries, etc.).</p> <p>During the third quarter, work crews concentrated on continued removal of hazardous trees and limbs resulting from the ice storm in December.</p>
Adhere to grounds maintenance schedules at parks, cemeteries, parking lots, public housing and other public locations.	<p>Grounds maintenance schedules generally were met or exceeded at all public facilities and areas for which section is responsible up to the time of the storm discussed above. Plantings during the first quarter included 689 perennials at the Library and 6 shrubs. During the second quarter, winter annuals were planted at Public Works, Town Hall and the Library. Work in the third quarter included scheduled mulching, pruning and edging at Town facilities. Four rhododendrons were replaced at Pendergraph Garden and perennials and shrubs were planted at Alice Ingram Park and at the Community Center, with the assistance of volunteers from Hillel House.</p> <p>During the third quarter, a total of 21 work orders was completed, primarily for Housing and Parks and Recreation. Also, during the third quarter, a rat eradication program was started along the 100 block of Franklin Street.</p>

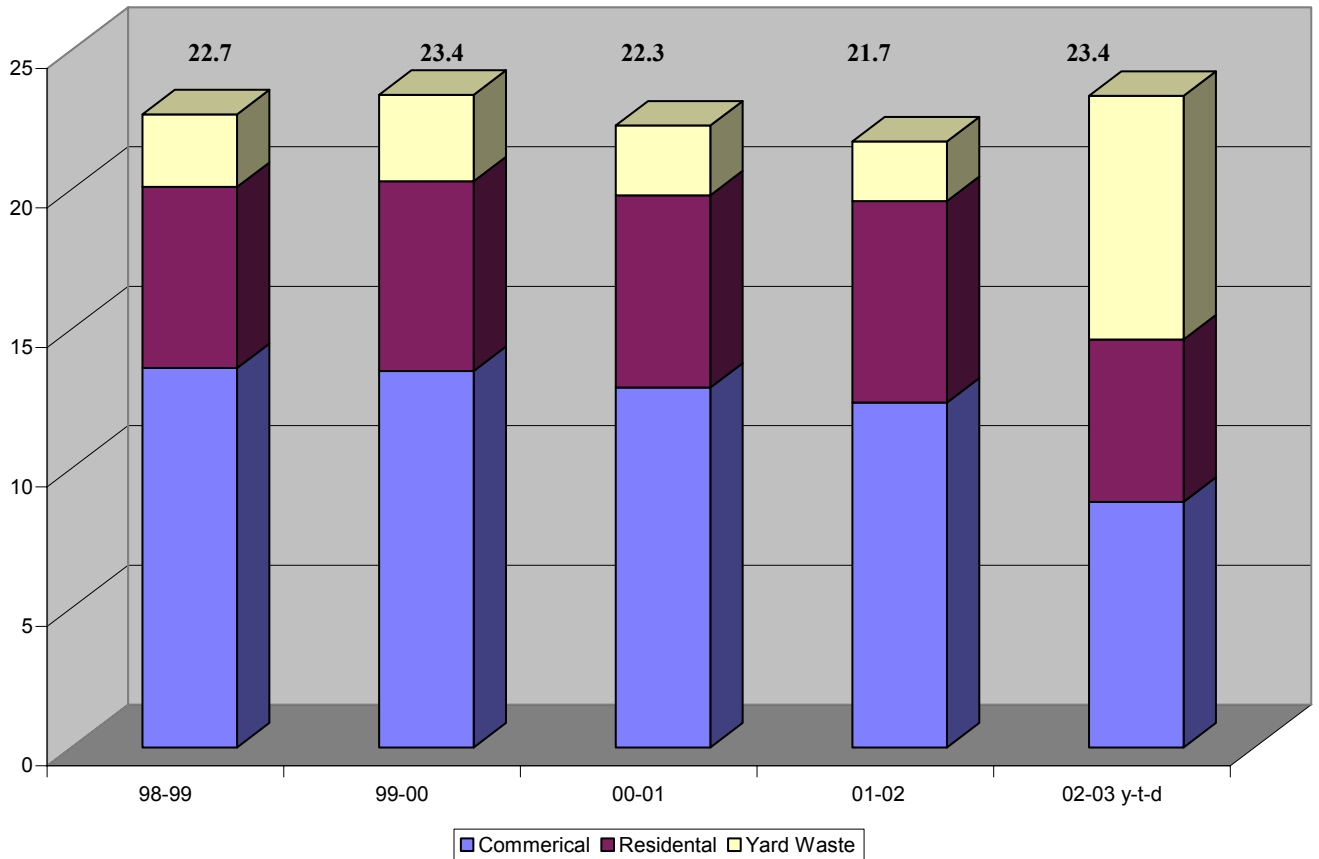
MILES OF STREETS RESURFACED



Contract resurfacing was completed on 4 miles of streets during the first quarter, with an additional .71 mile completed during the second quarter. The budget objective is 5.5 miles. An additional 1.3 miles of streets are anticipated to receive slurry seal by contract in the fourth quarter.

SOLID WASTE COLLECTION

Thousands of Tons



The Solid Waste Services Division collected 43% more refuse compared to the same period last fiscal year. The increase results from the quantity of brush generated by the ice storm that occurred in early December, 2002. The goal for all solid waste collections this year is 23,700 tons.

Transportation
Third Quarter, 2002-2003

REVENUES/EXPENDITURES	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
Revenues	7,665,848	8,056,497	9,828,556	5,664,119	7,845,367	38.5%
Expenditures	7,214,862	6,966,813	9,828,556	5,030,975	5,793,585	15.2%
Expenditures as % of Budget					58.95%	

ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
TRANSPORTATION						
Fixed route trips	2,833,103	3,588,387	4,331,996	2,548,315	4,423,746	73.6%
Demand response trips	59,008	60,249	63,936	44,636	55,925	25.3%
Tarheel Express trips/Charter	139,573	122,017	135,000	122,017	99,681	-18.3%
Service miles (actual)	1,283,145	1,958,075	1,826,408	1,203,309	1,402,883	16.6%
Passenger trips/service mile	2.36	1.93	2.48	2.26	3.26	44.7%
Operating Costs	7,214,862	6,966,813	9,828,556	5,030,975	5,793,585	15.2%
Operating Revenue	1,789,700	1,062,625	275,000	945,864	347,793	-63.2%
Patron revenue/trip	0.59	0.28	0.06	0.35	0.08	-78.2%
System cost/trip	2.38	1.85	2.17	1.85	1.27	-31.7%
Ratio of Revenue from Patrons to cost	0.25	0.15	0.03	0.19	0.06	-68.1%
Miles/road call	32,343	19,387	25,000	42,975	30,497	-29.0%
Road calls (mechanical)	76	101	60	28	46	64.3%
Preventable accidents	30	40	25	14	16	14.3%
Miles/Preventable accidents	42,772	48,952	35,000	85,951	77,938	-9.3%
PARKING SERVICES						
System revenue	1,839,449	1,788,060	2,206,300	1,339,144	1,396,968	4.32%
Revenue/Space/Day:						
Rosemary Deck	4.74	4.87	5.95	5.03	5.20	3.52%
Lot 2	9.81	10.12	11.83	10.07	11.71	16.31%
Lot 3	1.88	1.88	2.12	1.88	1.78	-5.07%
Lot 4	2.51	2.40	3.21	2.37	2.67	12.31%
Lot 5	3.38	3.28	3.64	3.25	3.44	5.89%
Lot 6	2.58	2.67	3.00	2.64	3.21	21.98%
Meters	4.25	4.48	4.10	4.33	4.32	-0.26%

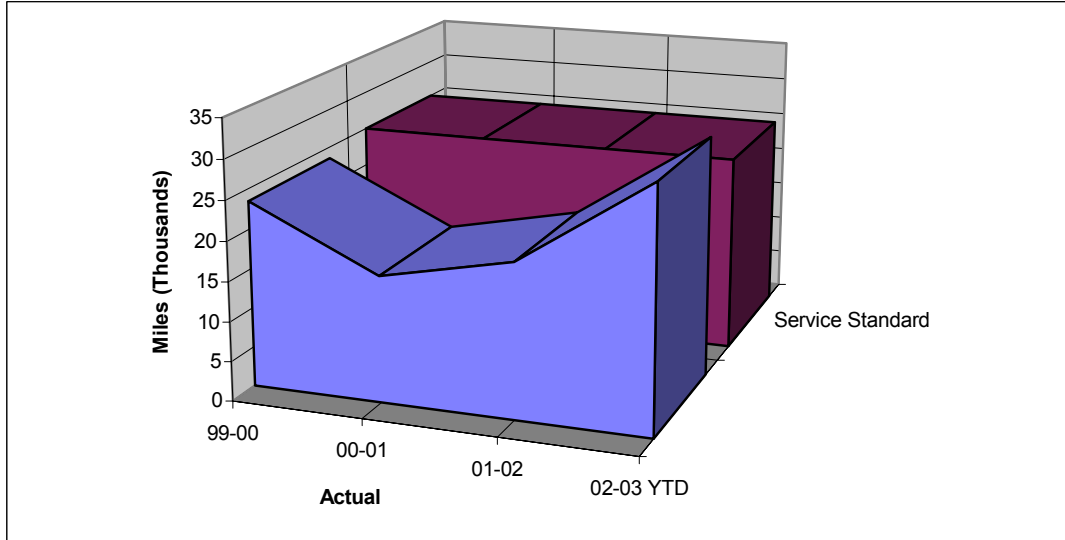
ADDITIONAL DETAIL	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change from Prior Year
PARKING SERVICES (Continued)						
Turnover:						
Parking Deck	2.22	2.02		2.15	1.76	-18.14%
Lot 2	5.17	5.07		5.25	4.44	-15.43%
Citation Collection Rates:						
Number Citations Issued	24,483	22,263		17,042	14,969	-12.16%
Number Citations Collected	19,305	16,980		13,126	11,761	-10.40%
Dollar Amt. of Collected Citations	494,445	425,698		325,961	297,856	-8.62%
% of citations Paid vs. Issued	79%	76%		77%	79%	2.01%

SAFETY PERFORMANCE	Actual 00-01	Actual 01-02	Budget 02-03	YTD 01-02	YTD 02-03	Change From Prior Year
Safety Training: #of staff hours of training (#of employees X training time)	913.95	2,419.06		2419.06	4260	761%
Safety Inspections: #of hazards identified/ % of items mitigated	0 0 0	0 0 0		0 0 0	0	
Time loss due to work-related injury or illness	363.92	1,173.54		1,173.54	130.8	-888%

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.	Fixed Route Ridership was up from the third quarter of FY 2002.
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.	Average trip time of 16.84 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 87,680 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 30,497.

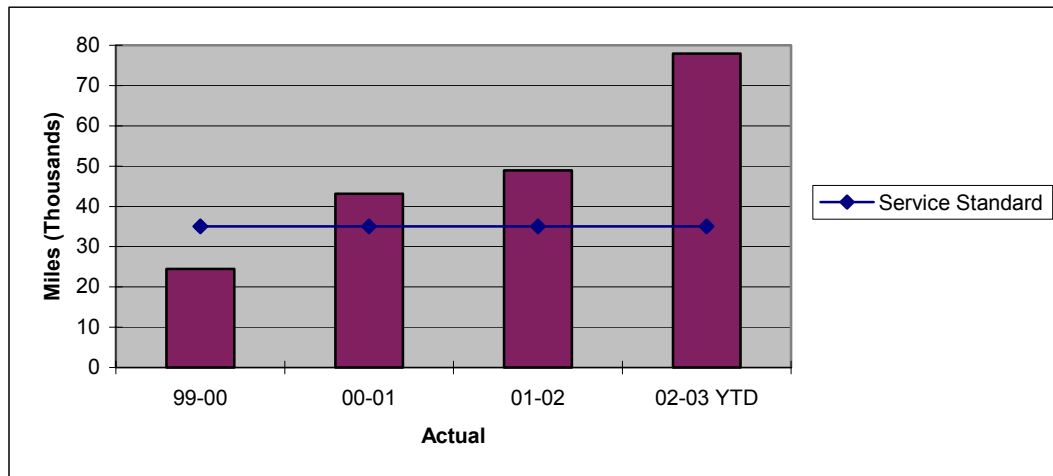
To continue to provide convenient short-term parking in the Town Center at Lots 2, 3, 5 and the Rosemary Street Garage with no more than four scheduled operating hours lost.	Utilization of the Rosemary Street Parking Deck has decreased related to the fare free transit services and an increase in monthly parking rates. Meter utilization has also dropped related to the fare free bus services.
To improve collections on parking citations.	Citation collections were down 24.77% from last year.
Dept. Safety Committee Activity	# of meetings: 0 # of employees attended:
Progress on Priority Projects named for the year	N/A
Explanation for uncorrected inspection items	No inspections or violations.

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



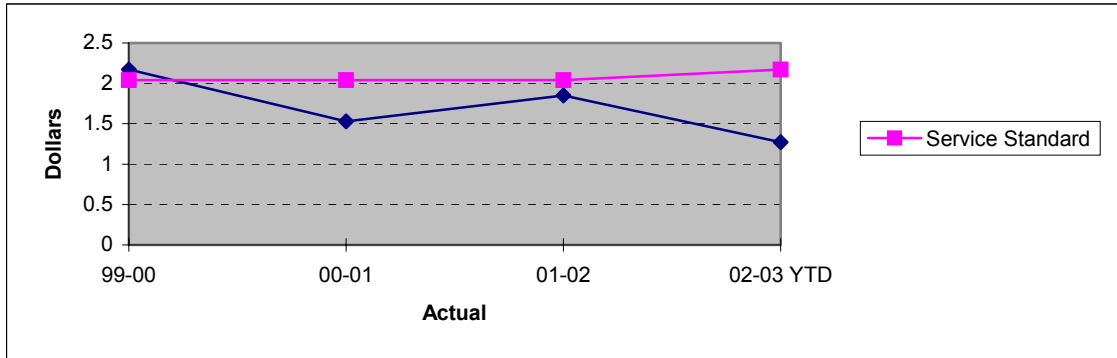
Service reliability is measured by tracking service miles between road calls due to mechanical problems. The system is operating newer vehicles (seventeen 2001's and ten 2002's) resulting in a much more reliable fleet.

**TRANSIT SAFETY
MILES BETWEEN PREVENTABLE ACCIDENTS**



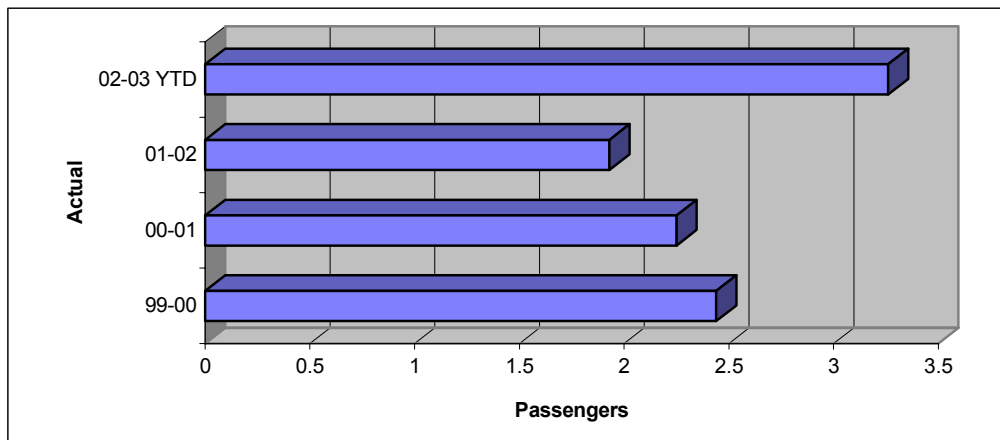
Transit vehicle safety is measured by tracking the average miles between preventable accidents. The transit supervisors are teaching Smith System Defensive Driving System to all employees. The majority of the drivers have completed the course and this has resulted in fewer preventable accidents.

**PUBLIC TRANSPORTATION
SYSTEM COST PER PASSENGER TRIP**



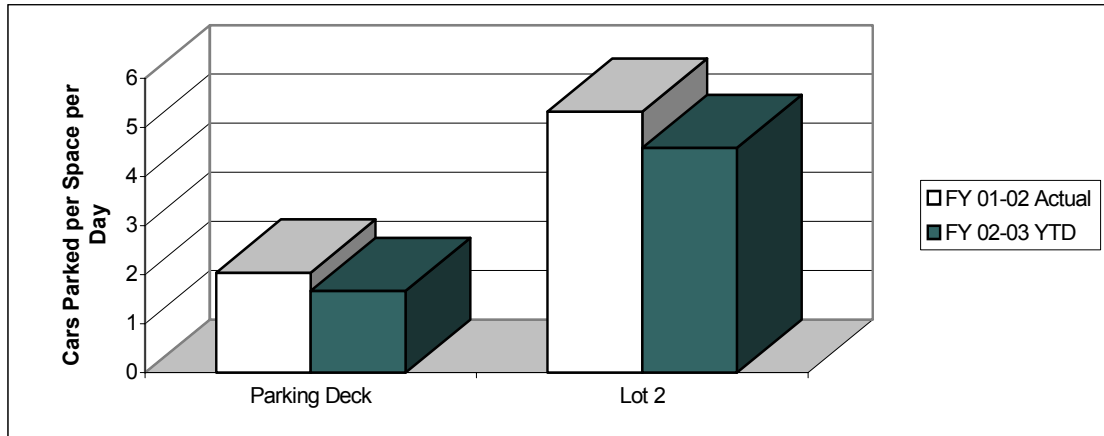
Transit service efficiency is monitored by calculating the system-wide cost per passenger trip.

**PUBLIC TRANSPORTATION
PASSENGERS PER SERVICE MILE**



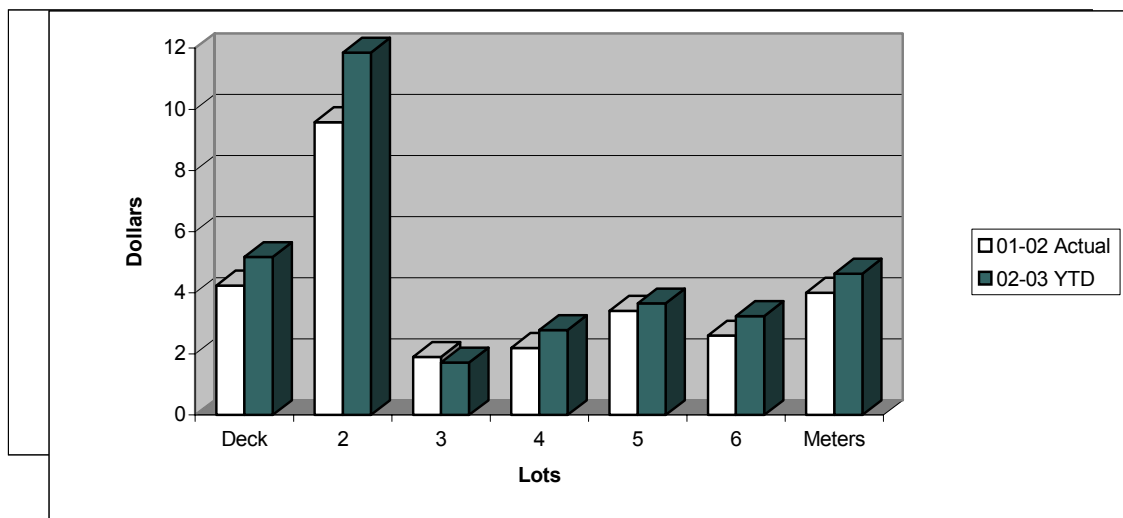
Transit service productivity is monitored by calculating the passenger trips per service mile.

**PARKING PERFORMANCE MEASURES
PARKING SPACE TURNOVER RATE**



Turnover is the average number of cars using a parking space in a day.

**PARKING REVENUES
PER SPACE PER DAY**



The Rosemary Street Deck has a mix of both hourly and monthly rental parkers.



CAPITAL PROJECTS



ENVIRONMENTAL IMPROVEMENTS**Project Name:** Downtown Improvements - Streetscape**Funding Source(s):** 1996 Streets Bond Issue.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
500,000	500,000	0	1,000,000	684,377	315,623

Status of Project:

On February 10, 2003, the Council authorized use \$150,000 for this year's construction project on the south side of the 100 block of East Franklin Street between University United Methodist Church and McCorkle Place on the UNC campus, across from the intersection with Henderson Street. During the second quarter of 2002-2003, improvements to the south side of the 100 block of East Franklin Street were finished, with the installation of furnishings, street trees, railing, kiosk and news racks. Streetscape furnishings also were installed at the Orange County Skills Development Center.

On November 11, 2002, the Town Council authorized \$292,000 based on cost estimates at that time for custom street and pedestrian lighting improvements. Based on revised estimates, a total of \$225,000 of the Streetscape balance was established from this authorization for downtown lighting. Since lighting costs have to be paid in advance of work, Duke Power was paid a total of \$210,962 on March 28, 2003.

GENERAL MUNICIPAL IMPROVEMENTS**Project Name:** Extraordinary Maintenance**Funding Source(s):** Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
21,114	0	87,489	108,603	57,285	51,318

Status of Project:

During the first quarter, a total of \$5,795 was expended on installation of a supplementary HVAC system in the computer room at Town Hall. No projects were completed during the second quarter. Projects completed during the third quarter included the following:

- Replacement of 4-ton HVAC at Public Works (\$4,100)
- Painting Town Hall hand rails (\$2,500)
- Replacement of gas heaters at Fire Station #4 (\$4,700)
- Asbestos abatement at Post Office/Court (\$1,200)
- Repairs to roof at Community Center (\$3,000)

Project Name: Hargraves/A. D. Clark: Capital Repairs

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
1,200,000	0	0	1,200,000	1,188,887	11,113

Status of Project:

Architectural work was completed during fiscal 2001-2002. The Local Government Commission approved the installment financing package last year and the Council awarded a bid and authorized the Manager to approve change orders up to a cumulative total of \$110,000, but not to exceed the combined total project cost of \$1,200,000. Work is near completion. We expect final completion around May 1, 2003.

Project Name: IFC Shelter: Capital Repairs

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	52,000	0	52,000	0	52,000

Status of Project:

The total principal for this project is \$340,000. The \$52,000 amount represents the 2002-03 portion of the installment financing through 2011-12.

We began design work during the third quarter of fiscal year 2002-2003 and expect to advertise for bids during the fourth quarter.

Project Name: Municipal Operations Site Acquisition Phase 1

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	131,000	0	131,000	62,593	68,407

Status of Project:

Appropriation to be used for installment financing of land purchased in 2000-2001.

Project Name: Museum Roof: Capital Repairs

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	9,000	0	9,000	0	9,000

Status of Project:

The total principal for this project is \$60,000. The \$9,000 amount represents the 2002-03 portion of the installment financing through 2011-12.

The contract was awarded to Greenville Contractors on December 20, 2002. Work was completed during March 2003. The total project cost was \$59,275.

Capital Projects**Third Quarter, 2002-2003****Project Name:** Public Works Improvements/Site Development**Funding Source(s):** 1996 Public Works Bond Issue.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
210,000	290,000	18,000	518,000	418,755	99,245

Status of Project:

We encumbered \$150,000 during the third quarter to hire a planning consultant for the Town Operations Center.

Project Name: Public Housing Renovations**Funding Source(s):** Community Development Block Grant

Balance from Previous Years	2001-2002 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	115,000		115,000	113,354	1,646

Status of Project:

Community Development funds will be used to rehabilitate twenty-six units at the Airport Gardens public housing community. Funds would be used for architectural work related to renovation. Some funds (\$15,000) will be used to pay a portion of the Assistant Housing Directors' salary for oversight of the renovation project. Housing Capital Grant funds will also be used for renovation expenses for the community. Renovation work will include the abatement of lead-based paint and asbestos, replacement of windows and screens, replacement of interior and exterior doors, replacement of furnaces, replacement of floor tiles, replacement of bathtub liners and surrounds, bathroom fixtures, plumbing and electrical upgrades, interior and exterior painting, and drainage improvements to the site.

LEISURE ACTIVITY IMPROVEMENTS

Project Name: Booker Creek Linear Park (Fordham Boulevard to Franklin Street)

Funding Source(s): Capital Improvements Program and Gift

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
437,134	-0-	-0-	437,134	42,034	395,099

Status of Project:

Floodway regulations forced changes to the Conceptual Plan in FY 2001-02. We are trying to find an acceptable design that can be accomplished without a rise in the 100 year flood. We have two out of the three required easements in hand.

Project Name: Greenways

Funding Source(s): Capital improvements fund

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	2,500	-0-	-0-	-0-	2,500

Status of Project:

A project will be selected in the fourth quarter.

Capital Projects**Third Quarter, 2002-2003****Project Name:** Lower Booker Creek Greenway Trail, Phase II (Booker Creek Road to Franklin Street)**Funding Source(s):** NCDOT Grants and Capital Improvements Program

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
721,749	-0-	-0-	721,749	713,643	8,106

Status of Project:

Construction of the trail is complete. Trail was dedicated on October 7, 2002. Bank stabilization will take place in one location sometime in 2003.

Project Name: Homestead Park**Funding Source(s):** Capital Improvements Program, 1989 Parks & Open Space bond, 1996 Parks bond, Orange County Bond Funds

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
3,601,342	-0-	-0-	3,601,342	3,573,633	27,708

Status of Project:

Some work remains including installation of signs, speed humps, dog park improvements, and an updated timer system for the ballfield lights.

Project Name: Homestead Park Aquatics/Community Center**Funding Source(s):** 1996 Parks bond

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
1,226,058	-0-	-0-	1,226,058	50,605	1,175,453

Status of Project:

Architect has been selected. The Council has approved a building conceptual plan. The 2001 County Parks bond included \$3,500,000 for this project. The Council is currently working with Orange County to determine a process for development of the facility.

Project Name: Pritchard Park

Funding Source(s): Gift, Interest and Rental Income

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
164,000	-0-	-0-	164,000	53,210	110,790

Status of Project:

Council adopted a conceptual plan. A committee completed its work to develop options for the area adjacent to the Siena Hotel for Council consideration. The Council agreed to work with the owner of the Siena Hotel to jointly develop Special Use Permits. Meanwhile the trails have been built. Trail signs will be installed sometime in 2003.

Project Name: Southern Community Park

Funding Source(s): Orange County Bond

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
353,059	-0-	-0-	353,059	281,412	71,647

Status of Project:

The Town and the Chapel Hill-Carrboro City Schools jointly funded construction of a soccer field at Scroggs School. The Council adopted the Southern Community Park Conceptual Plan Committee's recommended report in January 2002. The Council and Orange County have determined a process for development of the facility.

Project Name: Morgan Creek Trail**Funding Source(s):** NCDOT grant, payment in lieu of recreation improvements

Budget from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	89,375	-0-	89,375	355	89,020

Status of Project:

The Morgan Creek Trail Conceptual Plan Committee began work in November 2002. Design firms have been selected.

Project Name: Small Park Improvement Projects**Funding Source(s):** Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
10,427	0	20,000	30,427	3,827	26,600

Status of Project:

Funds were used to replace bleachers at Culbreth School ball field. Some of the remaining funds will be used for replacement of bleachers at both Ephesus and Hargraves. These bleachers are structurally unsound and/or do not meet current design standards for safety. If they are not replaced, they will need to be removed.

PUBLIC SAFETY IMPROVEMENTS**Project Name:** Renovations: Fire Training Facility**Funding Source(s):** Capital improvements fund.

Capital Projects**Third Quarter, 2002-2003**

Balance from Previous Years	2001-2002 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
158,000	50,000	-0-	-0-	202,109	5,891

Status of Project:

Work is completed. Additional repairs are needed and a Federal Emergency Management Assistance to Firefighter's grant for \$14,275 has been awarded. The Town share is 30%.

Project Name: Construction of new Fire Station #5

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2001-2002 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
-0-	1,278,000	-0-	-0-	412,246	865,754

Status of Project:

New Fire Station #5 located on the southeast corner of US 15-501 South and Bennett Road is completed. Certificate of Occupancy is in place. Several outstanding payments are being negotiated.

TRANSPORTATION IMPROVEMENTS

Project Name: Sidewalks and Bikeways

Funding Source(s): Capital Improvement Funds

Balance from Previous Years	2002 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
\$194,621	\$0	-0-	\$194,621	\$57,069	\$137,552

Status of Projects:

Sidewalk construction is underway on Seawell School Road, near Chapel Hill High School. Upcoming projects include Fordham Boulevard, West Rosemary Street, and Legion Road. A sidewalk was recently completed on South Graham Street using Community Development funds.

Project Name: Curb Repairs: ADA Compliance

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
41,420	25,000	25,000	66,420	4,031	62,389

Status of Project:

Contract is pending to install 69 curb ramps Town-wide.

Project Name: Public Transit Vehicle Replacement/Expansion

Funding Source(s): Federal Section 5309, Section 5307, NCDOT and local matching funds.

Balance from Previous Years	2001-02 Appropriation	Mid-Year Amendment	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	-0-	-0-	-0-	7,458,761	-0-

Status of Project:

Closeout and deobligation of funds has been requested for all grants related to this project.

Capital Projects**Third Quarter, 2002-2003****Project Name:** Park/Ride Lots**Funding Source(s):** Federal Transit Administration Section 5307, NCDOT and local matching funds.

Balance from Previous Years	2001-02 Appropriation	Mid-Year Amendment	Total Current Appropriation	Expenditures & Encumbs	Balance
710,000	130,000	423,750	1,263,750	1,263,750	-0-

Status of Project:

Final payment was made to the contractor in January, 2003 and this project is closed.

Project Name: Traffic Calming**Funding Source(s):** Capital improvements fund.

Balance from Previous Years	2001-02 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
\$35,515	-0-	\$209,485	\$245,000	\$199,749	\$45,351

Status of Project:

Funds to be used for construction of approved traffic calming measures Town-wide. Fifteen speed humps, four speed tables, two semi-diverters, and associated signs and markings were completed by the end of the Second Quarter. Rumble strips, textured crosswalks, and median improvements* remain to be completed in FY 2002-2003. Additional speed hump approved for Brookstone Drive in Third Quarter.

*Town will be reimbursed by the State for 80% of the median improvement costs, per agreement.