

Town Manager's Report on 2008 Successes

Goal 1. Steward Organizational Culture Change

Continue to work with the Town Manager to develop a style and system of leadership that will ensure the effective provision of services, while supporting the delivery of Council goals and objectives

- Established Office of Sustainability to support community efforts and coordinate Town staff efforts
- Organized Day of Dialogue to facilitate discussion among employees about multicultural differences regarding race, gender and related issues
- Established Office of Public Art
- Implemented NEOGOV, an online recruitment, hiring and retention process
- Adopted Senior Management Team's Mission, Values and Strategies statements
- Offered Facilitative Leadership course to 48 employees at all levels in the organization
- Offered special Facilitative Leadership session for Library staff
- Merged Public Works and Engineering to facilitate coordination and communication
- Established joint training with OWASA, Carrboro and Hillsborough
- Established Voter Owned Election Program

Goal 2. Champion Downtown

Create and market an attractive, magical entertainment, cultural, and dining district; mitigate the impact of the higher density development construction process; and work with the IFC in identifying a site for the shelter and transitioning out of uptown to assist them in achieving their goal of providing optimal services

- Collaborated with University, students, downtown businesses to reduce size and risk of Halloween
- Advanced Kidzu discussions for downtown presence
- Worked collaboratively with IFC and University to identify alternative locations for Homeless Shelter; worked with University to secure lease agreement for new site
- Supported downtown interests with Economic Development Director serving as Interim Downtown Partnership Director
- Redesigned FestiFall vendor layout to encourage participation and business for West End businesses
- Completed a Parking Study that includes a current assessment as well as recommendations
- Proceeded with renovations to Amber Alley in order to make the privately owned thoroughfare safer and more accessible
- Restored murals in downtown through the Painted Walls Project, a coordinated effort that includes Public Art. More of the Town's two dozen murals are targeted for restoration.

Goal 3. Continue Focus on Land Use, Transit and Development

Make Chapel Hill a better place to live, work, learn, and play; a more diverse community; and a more sustainable community

- Modified payments-in-lieu for affordable housing to partially address fiscal issues for affordable housing
- Collaborated through multi-departmental staff group to improve the internal development review process
- Adopted Northern Area Task Force Report
- Facilitated Rogers Road planning, including a community workshop on June 7. The task force is working on a final report to submit this spring.

Goal 4. Maintain and Improve Community Facilities and Services

Sustain Chapel Hill's vibrant, unique spirit and sense of community; provide a safe and secure community; and support and enhance the quality of life

- Achieved progress on 10-Year Plan to End Chronic Homelessness
- Commenced work of Mayor's Mental Health Task Force
- Provided Town leadership in Project Homeless Connect
- Facilitated community discussion of race issues organized by Justice in Action Committee
- Conducted first test of emergency notification system CodeRED in February
- Formed Community Safety Partnership with OWASA, Carrboro, Hillsborough
- Responded to increased demand for public transit; Chapel Hill Transit ridership grew by 14 percent last year, reporting 6.5 million riders
- Completed Homestead Aquatic Center
- Completed Southern Community Park – the largest developed park at 72 acres
- Approved special use permit in January for Library Expansion Project, an additional 45,000 square feet and an art garden
- Initiated new community events – Earth Action Day, Locally Grown
- Opened new pottery studio
- Established new online registration system for parks and recreation fee-based programs
- Selected web developer and proceeded with new website design after Council and public input
- Continued work toward an improved agenda process, including clearer and more understandable agendas and soon, paperless agendas.

Goal 5. Improve Town's Fiscal Condition

Diversify revenue sources consistent with Town values to reduce pressure on residential property tax; identify and pursue internal operating efficiencies; and develop a strategic financial plan for long-term sustainability

- Responded to economic crisis with Budget Savings Plan and regular reports to Council, employees and public
- Adopted Economic Development Strategy
- Created Debt Management Fund to manage debt and plan for funding future capital needs.

Goal 6. Plan Ahead for Carolina North

Establish a collaborative and trusted environment to enable the University to develop and plan for a Carolina North strategy that will correctly balance the needs of the University with the needs of the citizens of Chapel Hill

- Designated creation of a new zone accompanied by a development agreement as the approach for guiding development at Carolina North
- Authorized joint staff group to develop framework for new zone and development agreement
- Began public discussions and Trustee/Council discussions
- Created Joint Staff Working Group to facilitate coordination among University/Town staff and develop shared information on key issues for Council/Trustee discussion.