

Town of Chapel Hill



Annual Report 2002-2003

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SUMMARY



**PART I: SUMMARY OF THE ANNUAL REPORT
FOR 2002-2003
(period ending June 30, 2003)**

2003-04 Budget

On June 9, the Council approved the final Town 2003-04 General Fund budget and 2003-2018 Capital Improvements Program (CIP). The combined General Fund and Transportation tax rates totaled 55.3 cents, a combined rate that is unchanged from the 2002-03 fiscal year and accomplishes a Council goal of no tax increase for the fiscal year. The final General Fund budget totals \$40,366,000; the final Transportation Fund budget totals \$10,711,048.

The final budget includes additional allocations agreed to by the Council at budget work sessions and at a public hearing on May 14. A total of \$676,000 for all funds was allocated for pay adjustments for the Town's approximately 650 employees, as approved by the Council on May 21.

Some highlights of the adopted budget include:

- \$80,000 for an additional sanitation crew, to serve an increasing number of residential units;
- \$50,000 for a Fire Training Officer, to improve firefighter training;
- \$439,000 for performance agreements with human services agencies and other community service providers;
- \$25,000 to reinstate the Fourth of July celebration, which had been suspended last year due to budget constraints;
- \$35,000 for potential bus service to Chapel Hill High School (Transportation Fund).

The Capital Improvements Program (CIP) budget totals \$1,225,000 in 2003-04 for 17 projects. The CIP is a plan for addressing the Town's capital facilities needs over the next 15 years based on priorities and anticipated availability of funding. These needs and funding proposals are projected over a 15-year period, with a projected cost of more than \$21 million over that time period. Over the 15-year scope, the program emphasizes maintenance projects at Town facilities, with the goal of addressing problems as they arise in order to avoid more costly repairs in the future. Highlights of the program include:

- \$126,000 for Town Operations Center land acquisition installment debt payments (see Town Operations Center below);
- \$225,000 for the Post Office/Courthouse capital repair debt payments;
- \$238,000 for Meadowmont School Gym payments to the schools;
- \$175,000 for Hargraves Center/A.D. Clark Pool capital repair installment debt payments;
- \$53,000 total for emergency generators for Town Hall and the Police Department, purchased using five-year installment debt.

More information about the adopted budget is available on the Town's web site, www.townofchapelhill.org, and by clicking on "Budget and Finance."

Ice Storm 2002

Fiscal year 2002-03 began with the worst drought in 100 years, but included one of the worst ice storms in recent history. Overnight on December 4, 2002, the Chapel Hill area experienced its worst ice event in years, leaving most areas without electrical service, in some cases for a number of days. Although roads were mostly free of ice, they were cluttered with debris. Downed trees and power lines blocked roadways and sidewalks. Town crews worked with Duke Power officials to remove debris and power lines so that electrical service could be restored as quickly as possible. Costs for the storm were approximately \$1.45 million, although the Town expects to receive reimbursement from the Federal Emergency Management Agency (FEMA) and the State for at least \$1.27 million of that cost. Total storm debris exceeded 18,000 tons, or nine years' worth of yard waste debris.

Town Operations Center

The Council continued development of a conceptual design and cost estimate for construction of the new Town Operations Center on Millhouse Road. 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 requested that the University extend the lease, but the University 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 April 24, the Council authorized the purchase of 13.17 acres of additional land, located at 7106 Millhouse Road, for the proposed Town Operations Center. The land lies between the western boundary of the southern part of the site and Millhouse Road.

Initial planning and design work has been underway since December 2002, and the Council considered a concept plan and cost estimates on June 23. Cost estimates total about \$37 million for construction of the two facilities, and other costs, such as equipment and demolition, total about \$14 million. The Council will continue to evaluate cost-saving options and will receive public comment throughout the process.

This is a multi-year process to develop an operational center for the Town's two largest departments, both of which must vacate their present quarters in less than four years. The design process, with strong community participation, is essential to 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.

The "Town Operations Center: Project Status" is now accessible on the Town's website (www.townofchapelhill.org). It includes an overview, location maps, and other information about the project.

Bonds

On June 9, the Council considered options for financing several proposed capital improvement projects, including the proposed Town Operations Center, green infrastructure projects, and expansion of the Chapel Hill Public Library. At that meeting, the Council adopted resolutions stating its desire to finance the proposed Town Operations Center using Certificates of Participation and using General Obligation bonds to finance the proposed green infrastructure projects and Library expansion. The resolutions authorized the Manager to begin the steps necessary to call a bond referendum on November 4, 2003, for voter consideration of General Obligation bonds.

On June 23, the Council established a schedule for consideration of the November 4 bond referendum. The schedule includes August 25 as an introduction of Bond Orders and September 8 as a public hearing on the Bond Orders.

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 and by clicking on "Go Directly To."

Duplex Regulations

After holding a hearing on May 19 to consider changes to regulations in the Land Use Management Ordinance related to duplex dwelling units, the Council enacted an ordinance on June 9 that would extend the sunset date on current duplex restrictions to February 29, 2004.

The action will temporarily prohibit two-family duplex dwelling units in particular residential zoning districts. The Council concluded that it is desirable to extend the sunset date to allow more time for study of the duplex issue, particularly concerning the impact of two-family duplex land use in lower-density residential zoning districts.

Water Resources

Weather events dominated much of the fiscal year, and 2002-03 marked the worst drought in area history. In October, Cane Creek Reservoir and University Lake received substantial rainfall, easing drought concerns. On November 7, after a period of sustained rainfall that continued to increase the reservoir levels, the Orange Water and Sewer Authority (OWASA) Board of Directors approved a resolution stating that water supply conditions had improved and no longer justified declaration of a water shortage. Mayor Foy signed a proclamation that mandatory water use restrictions were rescinded. A wetter spring greatly increased water supplies, filling local reservoirs.

At its April 14, 2003 meeting, the Council received and referred information presented by OWASA representatives regarding proposed revisions to its water conservation standards as a result of lessons learned from the drought. On June 23, the Council enacted an ordinance amending Chapter 11 of the Town Code of Ordinances to provide for year-round conservation of water and for temporary restrictions on water use during water shortages and emergencies.

Halloween

More than 69,000 people crowded Franklin Street at the peak of the October 31, 2002, Halloween event. Hundreds of Town employees worked the event, with help from many other jurisdictions. In 2002, vehicles were allowed closer to Franklin Street than in 2001, and the Town offered shuttle service from four park-and-ride lots to two locations downtown. Approximately 5,300 people rode the shuttle buses to the event. Although the Town does not sponsor the event, Town staff must prepare for the influx of people to Franklin Street each year. The cost of the event was approximately \$115,400 for 2002, excluding staff planning time.

Downtown Parking Lots 2 and 5

On April 28, the Council authorized the Manager to issue a request for qualifications and a request for proposals for services of an economic development consultant to assist the Council in soliciting development proposals for the current sites of downtown parking lots 2 and 5. Lot 2 is located at the corner of East Rosemary and Columbia Streets; Lot 5 is located at the corner of West Rosemary and Church Streets.

In February, the Council approved the principles and priorities for use of the land now developed as parking lots. Hiring of an economic development consultant was the next step in considering future uses of the properties. A Council Committee is expected to review proposals and decide on consultants to recommend to the Council for approval in the fall. A development agreement is expected to be negotiated and executed by the summer of 2004.

Open Space

New Hope Creek Corridor

In April, the Council authorized purchase of the Leon Carroll property, a 17.6-acre tract located at the northeast corner of the intersection of Erwin Road and I-40. The property is now part of about 133 acres of Town-owned property that surrounds Dry Creek from East Chapel Hill High School to the Durham County line. With this acquisition, the Town is closer to completing its portion of the New Hope Creek Corridor Master Plan. In addition, the area will provide an important buffer to the environmentally sensitive Cedar Bottoms Terrace natural area that is mostly under Town ownership.

Priorities for Use

On November 11, the Council adopted a resolution authorizing the Manager to expand the search for open space properties to include any open space, anywhere within the Town limits or extraterritorial jurisdiction, which serves one of the Council's primary categories:

- Non-automobile connectivity
- Entranceway corridors
- Scenic vistas
- Environmentally-sensitive areas
- Resource Conservation District land
- Community open space and neighborhood open space

Booker Creek Linear Park

On November 11, the Council adopted a resolution accepting permanent and temporary easements from the Little and Cloniger Partnership for the Booker Creek Linear Park Project. The easements were required in order to build the park.

On June 23, the Council adopted a resolution to accept a 2.8-acre easement required for the park from the Federal Realty Investment Trust, owner of Eastgate Shopping Center. The project will involve restoration of a pond and extension of the existing greenway trail that currently terminates on the Staples property.

Greene Tract

On November 11, the Council also approved a concept plan and other points of agreement for future use of the portion of the Greene Tract that remains in joint public ownership. In 1999, the Towns of Chapel Hill and Carrboro and Orange County agreed to convey 60 acres of the Greene Tract to the County, with the disposition of the remaining 109 acres to be mutually determined in the future. The November 11 resolution stipulates that the acreage set aside for open space protected by conservation easements approximates 86 acres and the acreage for affordable housing approximates 18 acres.

Pritchard Park

On November 25, the Council adopted a resolution authorizing the Manager to use \$6,000 from 1996 Open Space bond funds to purchase 1,667 square feet of property adjacent to Pritchard Park. The land will be used for a segment of a loop trail that circumnavigates the 35-acre park.

Morgan Creek

On September 23, the Council adopted a resolution accepting a donation of a .77 acre tract of property adjacent to Morgan Creek from the Conservation Council of North Carolina Foundation. The property is located on the south side of Morgan Creek, opposite Merritt Pasture.

Dry Creek

On June 23, the Council adopted a resolution accepting a \$4,630 Adopt-A-Trail grant for the construction of a 6-8 car gravel parking lot on the Town's 34-acre Dry Creek open space property. In 2002, the Council authorized the staff to implement the Greenways Commission's request to build natural surface trails on the property. After evaluating the project, staff determined that there were no safe means of accessing the site. The Council's acceptance of the grant will provide for a small parking area that would allow safe access to the site.

Rental Licensing Program

On November 15, the Town Inspections Department began notifying property owners of their responsibilities under the new Rental Licensing Program. The Council adopted the program in April 2002 for implementation at the beginning of 2003. The objectives of the program are to help protect the character and stability of the Town's residential neighborhoods, while assuring renters that licensed rental units meet minimum housing standards. Landlords will be required to obtain a rental license from the Town and must inspect their property and certify that they meet the Town's Minimum Housing Code. Tenants are expected to comply with Town ordinances, such as those that regulate garbage pickup, parking, and noise. More details about the program are available at the Town's web site, www.townofchapelhill.org, and by clicking on "What's New?"

On June 23, the Manager presented an update on the program. As of May 2003, more than 7,500 units have been registered in compliance with the program; licenses and late fees collected total \$77,000. The program is scheduled to expire June 30, 2005, so that the Council may determine whether it should be continued or eliminated.

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 limit 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 amended Memorandum included changes proposed by Carrboro and Orange County.

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. The Council made final changes and enacted the ordinance in June.

Signs

Utility Poles

On November 11, the Council adopted a resolution endorsing the Town's existing regulations prohibiting the posting of signs on utility poles and directing the Manager to prepare a report for the Council's consideration regarding the placement of additional kiosks in the downtown area. Six additional kiosks will be installed in the downtown.

Election Signs

On August 26, 2002, the Council enacted an ordinance to modify the Development Ordinance (now called Land Use Management Ordinance) regulations affecting non-commercial signs. The ordinance change included the following provisions on temporary political signs advertising candidates or issues:

- They must not exceed four (4) square feet in area per display surface.
- Any such signs, on private property, are to be removed within seven (7) days after the election.
- Any such signs in the public right-of-way must not be erected prior to 45 days before the date of the appropriate election and must be removed within twelve (12) days after the election.

On September 9, the Council directed the Manager to resume enforcement of Town sign ordinances that regulate or prohibit non-commercial signs on private property. The Council's

September 9 action rescinded a September 2001 action that directed the Manager to suspend such enforcement.

Weaver Dairy Road

On November 14, the N.C. Department of Transportation (DOT) held a public hearing to receive comments about the configuration of Weaver Dairy Road. The Council recommended an enhanced three-lane concept plan, including support for bicycle accommodations, sidewalks, bus pull-offs, and pedestrian signals. The DOT presented a four-lane median divided section at the hearing. The DOT has not announced what action it will take.

Project Safelight

On May 12, the Council authorized the Manager to enter into an agreement with the City of Charlotte for use of the Safelight logo in conjunction with the automated red light enforcement system in Chapel Hill. In May 2002, the Council authorized the Manager to negotiate and contract with Affiliated Computer Services, Inc., for the establishment of an automated red light enforcement system. The system is expected to supplement existing Police resources and to modify drivers' behavior. The main objectives of the system are:

- To decrease the number of accidents caused by traffic signal violations
- To increase public awareness of safe driving
- To decrease the number of traffic violations at intersections.

After several months of negotiations, the Town signed a contract with Affiliated Computer Services in April 2003 and began work with them on a public education program. One of the first tasks in the service contract is conducting video validation studies of 25 approaches at several signalized intersections in the Town. Video validation studies will determine the number of red light violations that are occurring on the intersection approaches being evaluated.

Development, Development Review, and Planning

Water-Sewer Provisions

On June 23, the Council called a public hearing regarding a provision in the Town's Land Use Management Ordinance regarding water and sewer service that has created problems for certain homeowners. Town staff received expressions of concern about how the new ordinance regulates development in areas that are within the Urban Services Area, but for which public water and sewer service is not readily available. The new ordinance states that, "no Zoning Compliance Permit or building permit shall be issued for any structure within the Town's Urban Services Area, absent evidence that the structure can be served by public water and sewer facilities."

The Council may wish to adjust the regulations so as to allow existing residences not served by public water and sewer to improve and expand those dwellings. The Council has scheduled a public hearing for September 15 to receive public comment.

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. The Council authorized annexation, which took effect on June 30 at 11:59 p.m.

Parking Study

On June 23, the Council authorized the Manager to execute a contract with L.S.A. Associates to prepare a study of parking patterns in Chapel Hill, with recommendations about possible new parking regulations based on Chapel Hill's specific needs. The Council made the determination in order to adjust parking requirements that are currently prescribed in the Town's Land Use Management Ordinance.

Proposed Habitat Development

On May 12, the Council adopted a resolution endorsing several goals and principles for possible development of a property on Sunrise Road. The Orange County Chapter of Habitat for Humanity has indicated intent to develop a 17-acre property on Sunrise Road for the purpose of creating affordable housing opportunities. A Mayor's Committee reviewed the subject site, engaged Habitat representatives and neighbors in discussions about development possibilities, and prepared a suggested set of goals and principles to serve as guidelines for the property's development. Goals included retaining the present zoning, minimizing disturbance to sensitive areas, and providing recreation amenities.

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 NCDOT Division 7, in which Orange County is located.
- 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.

Air Quality

On April 28, the Council adopted a resolution supporting the Partnership Coordination/Liaison task for the Triangle Air Quality Partnership Initiative. The initiative will include the

implementation of federal air quality regulations. The project liaison will coordinate activities among regional, State, and federal agencies.

Police and Fire Protection

Apple Chill and Post-Apple Chill Events

On April 27, the Town conducted its annual Apple Chill event on Franklin Street. Following that festival, the spontaneous, unsponsored event known as “After Chill” began in downtown Chapel Hill. Although Apple Chill is sponsored by the Town, the post-Apple Chill events are not Town-sanctioned. This year’s event drew more than 600 motorcycles and 6,000 pedestrians in the three-block area between Mallette and Roberson streets. Throughout the post-Apple Chill event, officers responded to six fight calls, six emergency medical calls, numerous disturbance calls, and dozens of traffic-related calls.

As part of its findings, the Town’s Street Fair Review Committee voted unanimously that “After Chill” be sponsored by the Town in cooperation with input from a Street Fair Steering Committee. The Council received the Committee’s report on June 9; further information is available below under the “Parks and Recreation” section.

Major Crimes

Major crimes reported to the Police Department decreased 3% compared to last year. The number of reported homicides increased from 0 to 1 compared to last year. There was a 10% decrease in reported residential break-ins, from 346 to 311. The number of motor vehicle break-ins increased by 4%, from 784 to 819.

Drug Enforcement

Drug charges decreased by 33% compared to last year, from 363 to 242. The number of arrests for underage possession of alcohol increased by 6% (from 67 to 71) in the same period, while the number of arrests for using false identification increased by 22%, from 9 to 11.

Traffic Law Enforcement

The number of issued traffic citations decreased by 5% (3,615 to 3,448) from last year, while the number of DWI arrests increased by 2% (275 to 281) in the same period.

Sprinkler Bill

On April 14, the Council adopted a resolution requesting legislation authorizing a Council ordinance to:

- Require new or existing clubs and bars that primarily serve alcohol and have occupancy permits that allow more than 200 people to assemble to install and maintain automatic fire sprinkler systems.

- Require similar establishments that have one or more of the required egress points one full story above or below grade and a rated occupancy of 150 to install fire sprinkler systems.

The N.C. Legislature approved the bill, which will authorize the Council to enact the local ordinance.

Urban Search and Rescue

On June 9, the Council authorized the Manager to execute a Memorandum of Understanding for a Regional Response Urban Search and Rescue Team as a cooperative effort of Raleigh, Cary, Durham, and Chapel Hill. The effort will develop a special team capable of responding to catastrophic incidents in the Triangle. The local team will combine high-level technical proficiencies in several areas, including heavy rescue, structural collapse, vertical rescue, weapons of mass destruction response, and weather disasters.

Fire Emergency Response Times

The average fire response time was 3.3 minutes in 2002-03, compared to 3 minutes last year. Fire crews responded to 2,088 emergency fire calls and 254 non-emergency calls. Fire units arrived on the scene within 5 minutes 95% of the time.

Fire Losses

Year-to-date property damage totaled \$1,058,199, a decrease from \$1,118,170 in the prior year, or nearly 6%.

Public Works

Storm Recovery and Debris Removal

Much of the Public Works Department's focus during the year 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 applications 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. By comparison, the Solid Waste Services Division collected 3,435 tons, which was 61% more yard waste than in 2001-02. The increase results largely from the quantity of brush generated by the ice storm.

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.

Work now is underway.

Street Lighting

On November 11, the Council adopted a resolution that authorized the Manager to request that Duke Power install new street and pedestrian lighting in a section of the 100 block of Franklin and Columbia Streets. The option selected by the Council includes custom poles and fixtures owned by Duke Power, with an installation cost of \$292,000 and an annual operating cost of \$3,800.

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

Park and Ride Lot

On October 21, the Council announced the opening of the 441-space Jones Ferry Road Park-and-Ride Lot, located near University Lake, adjacent to the intersection of Jones Ferry Road and Old Fayetteville Road. The \$1.2 million cost was shared by the Town of Chapel Hill, Town of Carrboro, University, State, and Federal Transit Administration.

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 consideration regarding consolidation of any services would occur only after thorough study and opportunity for public comment.

On May 12, the Council received the draft report, which provided details on both the existing systems and the ways those systems could change under consolidation. The first phase could include consolidation of marketing, advertising, and maintenance of bus signs, stops, and shelters, while the second stage would feature nearly complete consolidation of most aspects of administrative and support services, as well as operations and maintenance. The Council received the report without taking action. The full report is available on the Town's web site, www.townofchapelhill.org, and by clicking on "Agendas and Minutes," then "2003 Council Meeting Agendas," then "May 12," and then scroll to Item #7.

Transit Ridership

Fixed-route ridership increased 28% over the prior year, from 3,588,387 in 2001-02 to 4,589,559 in 2002-03. Fare-Free transit, which allows passengers to ride a Chapel Hill Transit bus free of charge, helped stimulate this growth in ridership. Fare-Free transit service began in January 2002.

Parking Revenue

Revenues from the 317-space James Wallace Parking Plaza on East Rosemary Street increased approximately 5% from last year, from \$4.87 to \$5.13 per space per day. Overall system revenue from the Town's parking lots and on-street metered parking spaces increased by nearly 5%, from \$1,788,060 last year to \$1,868,182 this year.

Public Housing

Flat Rents

On April 28, the Council adopted a resolution establishing updated flat rents for the public housing program. The U.S. Department of Housing and Urban Development (HUD) requires that public housing agencies establish flat rents for each of their public housing units. Public housing residents are given a choice of paying rent based on income or paying rent based on the reasonable market value of their public housing apartment. Residents may choose between an income-based rent or a flat rent. As of April 28, there were seven public housing families paying flat rents.

Lease for Housing Program

On June 23, the Council adopted a resolution approving a revised lease for the public housing program. HUD requires that public housing agencies develop leases that are consistent with federal regulations. Changes included a stipulation that, for residents who choose flat rent options, recertification of rent be conducted every three years.

Refurbishing and Renovations

Renovation work was completed in 10 of the 15 apartments at the Pritchard Park neighborhood. The last phase of the work is near completion and is expected to be finished by the end of July 2003.

Housing Staff completed refurbishing work in 38 apartments. Contractors refurbished 53 vacant apartments.

Community Oriented Policing and Drug Elimination Activities

Community Police Officers worked with Parks and Recreation to hold a tutoring and basketball program for public housing youth at the Hargraves Center. Officers also assisted with the Summer Youth Employment Program and worked individually with youth. Last year, the Town employed 13 youth who worked for four weeks in the program. This year, the Town placed 21 youth and extended the program to six weeks. The program places youth in various Town departments, and this year placed three youth at nonprofit human service agencies that are funded by the Town.

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 Leadership Group (Dispute Settlement Center), and the basketball/tutoring program.

Parks and Recreation

Hargraves Center Renovations

On May 10, the Council celebrated the reopening of the William M. Hargraves Recreation Center. The Center and the adjacent A.D. Clark Pool and Bath House had been closed for renovations since 2002.

Street Fair Review Committee

On June 9, the Council received a report from the Street Fair Review Committee and referred the report to the Parks and Recreation Commission and the Town Manager and Attorney for comments. The Council will further consider the report in September 2003. The Committee, including representatives of downtown neighborhoods, the Downtown Commission, Parks and Recreation Commission, downtown merchants, churches, and the University, reviewed aspects of street fairs, particularly Apple Chill and Festifall. Among other things, the committee

evaluated the financial impact of the fairs in relation to the perceived community value of the events.

The Committee voted 13-3 to maintain two street fairs annually in the spring and fall. The Committee voted unanimously to recommend that a Street Fair Steering Committee, comprised of representatives of all community stakeholders, be established as a means of continually developing, implementing, and evaluating the street fair planning process while reporting their findings to the Council annually.

Also as part of its findings, the Committee voted unanimously that the unsponsored event that takes place during and after Apple Chill be sponsored by the Town in cooperation with input from a Street Fair Steering Committee. The Committee also recommended that the Town contact all community stakeholders in the University Mall/Estes Drive area as well as Town departments to determine the feasibility of holding a fair in the Estes Drive area.

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.

Aquatics Center

On June 23, the Council adopted a resolution authorizing the Mayor to write the Orange County Board of Commissioners requesting that:

- the County review the concept plan for the Homestead Park Aquatics Center in September
- a Homestead Park Project Planning Committee be appointed and that the members and alternate currently serving on the Southern Community Park Project Planning Committee be appointed, and
- a schedule be established for appropriating design and construction funds.

The resolution also appointed two Council members and an alternate to the Aquatics Center Project Planning Committee.

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.

Meadowmont Cabin

On May 28, the Council adopted a resolution authorizing the Manager to renovate the existing cabin at Meadowmont Park at an estimated cost of \$14,000. The cabin, adjacent to the pond in Meadowmont Park, requires significant renovation before it can be available for public use. The Council concluded that the cabin is a visual amenity that fits in well with the surroundings, could be used for some rentals and Parks and Recreation Department programs, and could be used by staff of Rashkis Elementary School for science classes.

Greenways and Open Space Awards

On June 9, the Council recognized citizens and companies who have contributed to greenways and open space preservation in the Town with the 3rd Annual Greenways and Open Space Awards. The Greenways Commission started the awards program in 2001 as a way of honoring those who have made contributions toward preserving open space and building trails. Recipients were:

- Audrey Booth, recipient of the Vision Award, for her service on the Greenways Commission and her efforts in land acquisition and fundraising.
- Duke Energy, recipient of the Honor Award, for its donation of two acres of property adjacent to Merritt Pasture, Morgan Creek, and 15-501. This property is key to the Town's efforts to eventually provide public access to the Merritt Pasture.
- Students in the UNC Department of City and Regional Planning, recipients of the Citizen Award, who built a segment of the Pritchard Park Trail in the spring of 2003.
- Michael Martin, recipient of the Citizen Award, who built a segment of the Dry Creek Trail, including an attractive bridge.
- Austin Painter, recipient of the Citizen Award, who built a segment of the mile-long Pritchard Park Nature Trail.
- Sharna Tolfree, recipient of the Citizen Award, who spent almost a week of effort working on the Pritchard Park Trail. She made improvements and completed the last segment.

Library

Library Expansion

On April 14, the Council adopted a long-range Library Building Program as part of the Library Master Plan. The Plan calls for expansion of the present Chapel Hill Public Library building from 27,000 square feet to 75,500 square feet, the addition of user seating to accommodate 279

users instead of the current 120, and an increase in books and other materials. The Council has not made a decision about how the construction might be phased.

On June 9, the Council declared its intent to finance the Library expansion, whatever the size of the project, using General Obligation bonds. The Council will hold a public hearing on the issue on September 8, with the goal of calling a referendum on the item on the November 4 ballot.

In January, the Council received reports on the Library Building Program and 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, including:

- 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.

HAPLR Index

On November 11, the Council received word that the Chapel Hill Public Library ranked 1st in the State on the Hennon's American Public Libraries Rating (HAPLR) Index. The index compares public library indicators for excellence. The Chapel Hill Public Library also received a top ranking in the three previous years. The index focuses on circulation, staffing, collection, reference service, and funding levels.



DEPARTMENT DETAIL/GRAPHS



General Revenue**Annual Report, 2002-2003**

GENERAL FUND REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03*	Annual 2002-03 Unaudited*	Change from Prior Year
TOTAL REVENUES	34,412,753	35,798,541	40,446,110	39,591,000	10.5%
TOTAL EXPENDITURES	34,689,501	35,214,168	40,446,100	38,975,000	10.6%
EXPENDITURES AS A % OF BUDGET				96%	

GENERAL FUND MAJOR REVENUES	Actual 2000-01	Actual 2001-02	Budget 2002-03*	Annual 2002-03 Unaudited*	Change from Prior Year
PROPERTY TAXES	16,118,720	18,468,543	20,557,000	21,075,298	14.1%
STATE SHARED REVENUES					
1% Local Sales Tax Option	2,421,025	2,734,638*	2,520,000	2,573,572	(5.8%)
1/2% Local Option (Article 40)	1,736,733	1,853,056	1,824,000	1,868,776	.8%
1/2% Local Option (Article 42)	1,723,938	1,836,472	1,824,000	1,848,023	.6%
1/2% Local Option (Article 44)	--	--	400,000	384,163	n/a
Total Sales Taxes	5,881,696	6,424,166*	6,168,000	6,674,534	3.9%
Utility Franchise Tax	1,858,515	1,067,205**	981,000	2,023,320	90%
Powell Bill	1,380,205	1,552,563	1,493,000	1,490,126	(4.0%)
Intangibles Tax	511,219	503,563	***	***	--
State Fire Protection	849,764	849,764	850,000	849,764	0%
Beer and Wine Tax	193,547	**	*****	221,998	n/a
Other State Shared Revenues	163,232	85,895**	***	***	***
TOTAL	10,838,178	10,483,162	9,892,000	11,259,742	7.4%

* includes about \$ 349,000 in one-time revenue due to adjustments of sales tax refunds in 2001-02.

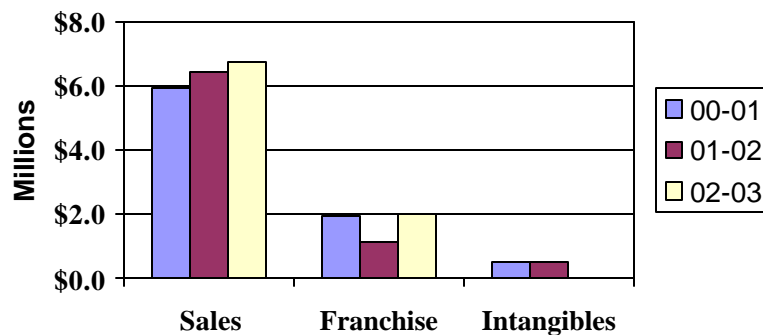
** reductions due to withholdings by the State in 2001-02.

*** eliminated by State in 2002.

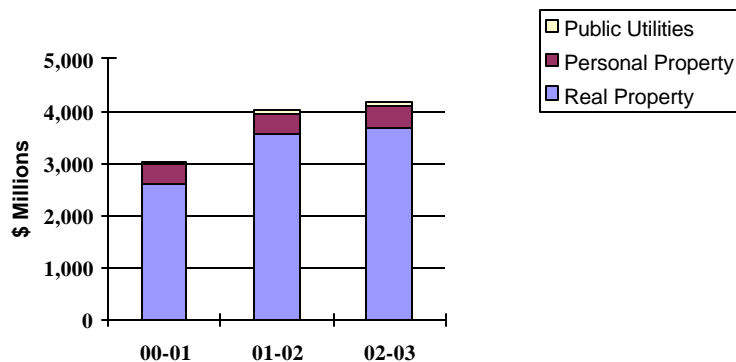
***** due to the uncertainty of this revenue caused by the State budget crisis, no revenue from this source was included in the adopted budget for 2002-03. Budget amounts now reflect amendments to date in the current year.

General Revenue**Annual Report, 2002-2003**

TAX BASE	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03 Unaudited	Change from Prior Year
REAL PROPERTY	2,589,768,417	3,556,294,528	3,655,000,000	3,688,289,625	3.7%
PERSONAL PROPERTY	388,087,936	403,959,196	400,000,000	416,605,624	3.1%
PUBLIC UTILITIES	61,660,255	60,873,428	60,000,000	63,868,306	4.9%
TOTAL	3,039,516,608	4,021,127,152	4,115,000,000	4,168,763,555	3.7%

Major State-Shared Revenues

Final sales tax revenues for 2002-03 for the 1% and two original ½% sales taxes were about 3.5% higher than last year, excluding a one-time increase in 2001-02 due to adjustments of refunds. Revenue from the new ½% sales tax effective in December, 2002 added about \$384,000, bringing total sales tax revenue in 2002-03 to \$6,674,543. Due to the full receipt of franchise tax revenue in 2002-03, this revenue totaled about \$2,023,000 compared to a total of \$1,067,205 in the 2001-02 fiscal year in which two quarters of this revenue were withheld by the State. The intangibles tax replacement revenue was eliminated last year by the N. C. General Assembly.

Property Tax Base

The final tax base valuation for fiscal 2002-2003 was \$4,168,763,555, an increase of about 3.7% over last year.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Revenues	163,450	129,071	112,300	143,359	+11%
Expenditures	881,063	947,286	960,813	951,902	<1%
Expenditures as % of Budget				99%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Drainage Requests	76	59	50	80	+35%
Traffic Requests*	539	547	450	534	-2%
Other Requests	81	97	50	94	-3%
Plat Reviews	262	173	150	137	-21%
New Development Reviews	69	43	50	24	-44%
Constr. Plan/Rpt. Reviews	207	126	150	171	+36%
Stream Determinations	12	20	15	83	+415%
Private Projects Being Inspected	56	52	50	47	-10%
Public Projects Being Inspected	20	26	20	19	-27%
Cemetery Spaces Sold	88	107	120	134	+25%
Cemetery Spaces Staked	109	96	120	83	-14%
Cemetery Monuments Staked	86	82	120	72	-13%

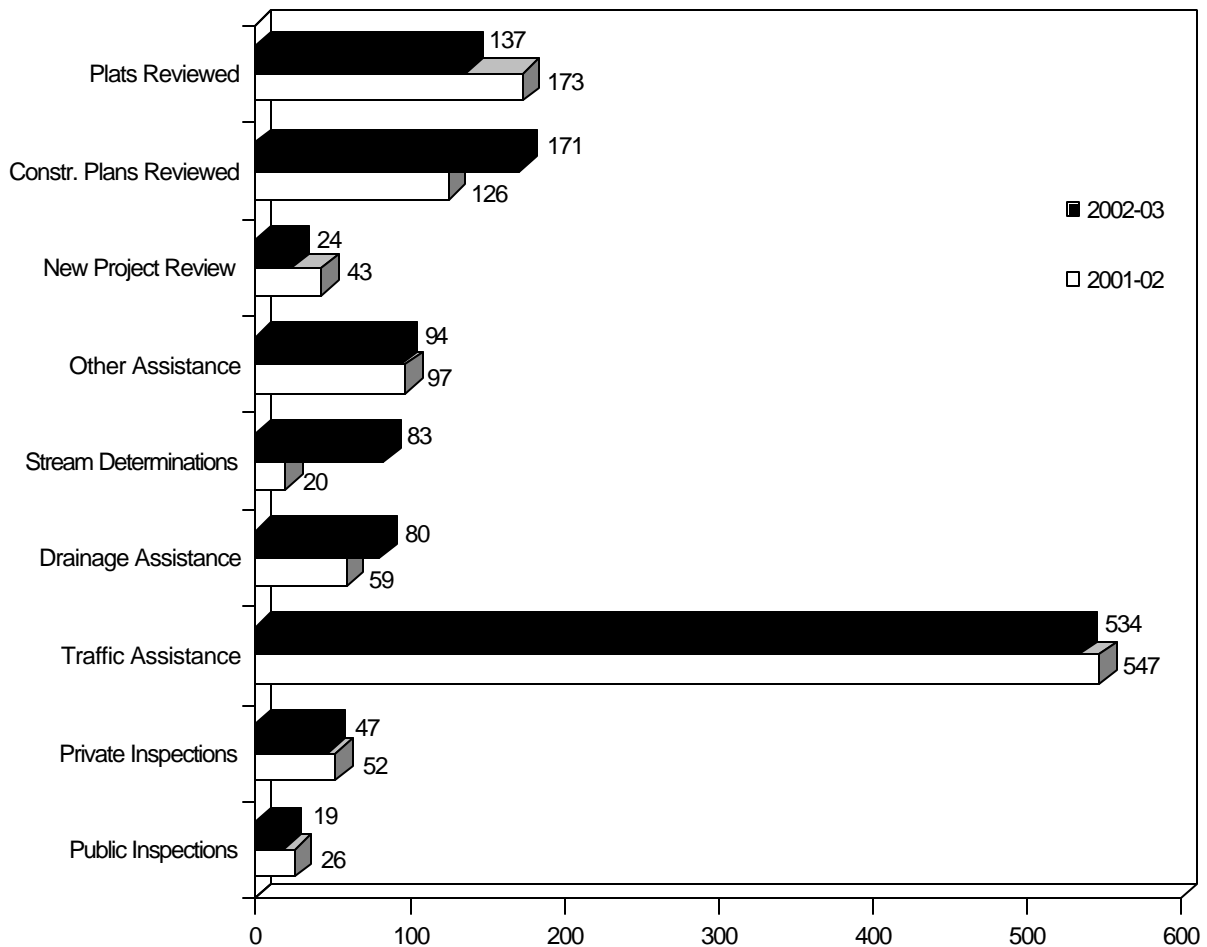
SAFETY PERFORMANCE	Actual 2000-01	Actual 2001-02	Budget 2002-03	YTD 2002-03	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	36.4	4.15	N/A	8.0	+93%

Safety Inspections: # of hazards identified/ % of items mitigated	1/100%	1/100%	N/A	1/100%	-0-
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Engineering	Annual Report, 2002-2003
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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 began work on developing a local stormwater utility which we expect to implement before the end of FY 2003-2004.
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 continue revising signal timings as needed. Automated red-light enforcement is scheduled to begin in first quarter FY 2003-2004.
To expand and improve in-house land surveying and engineering design services necessary for developing Town improvement projects.	We maximize use of Town engineering and surveying resources for design and development of Town projects.
To develop, coordinate, and manage a comprehensive Geographic Information System.	We continue to develop G.I.S. applications to improve Town information services and coordination with other Local and State agencies. We continue coordination with State regarding new floodplain mapping. We expect to receive new aerial mapping in first quarter FY 2003-2004.
Provide and upgrade safety equipment for all department operations as needed.	We continuously monitor needs and provide safety equipment as needed.

Upgrade equipment and implement department ergonomic adjustments as needed.	We continuously monitor needs and provide ergonomic equipment as needed.
Identify and mitigate potential and/or actual department safety risks.	Ongoing review of work areas. Deficiencies corrected as identified.
Progress on Priority Projects named for the year	Safety program improvements are ongoing.
Explanation for uncorrected inspection items	All identified items are corrected.

Engineering Reviews, Assistance, Inspections, and Surveys

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 lower 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 number of stream determinations performed by the Engineering Department has quadrupled in the past year as a result of the new Land Use Management Ordinance regulations. The Engineering Department inspects streets and related improvements for proper construction. Most of this work involves infrastructure supporting private development.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03 Unaudited	Change from Prior Year
Expenditures	1,171,842	855,105	909,372	877,530	0%
Expenditures as % of Budget				96%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03 Unaudited	Change from Prior Year
ACCOUNTING & BUDGETING					
# Payroll checks and direct deposit vouchers written	29,935	27,766	---	28,369	2%
# Vendor checks written	12,832	12,230	---	11,657	(5%)
PURCHASING					
# Purchase Orders Issued	2,070	2,190	---	2,092	(5%)
# Contracts Processed	239	272	---	287	(6%)
\$ Formal Bids	2.59m	244	---	---	N/A
\$ Informal Bids	2.47m	1.27m	---	2.22m	75%
\$ Architectural and Engineering Bids	.47m	.11m	---	.11m	0%
\$ Construction Bids	1.25m	2.08m	---	.29m	(86%)
\$ Contracts received by Minority/Women Owned Enterprises	.05m	.07m	---	---	N/A
% Contracts received by Minority/Women Owned Enterprises	5%	4%	10%	---	0%
RISK MANAGEMENT					
# Insurance Claims Processed	61	88	---	95	8%
\$ Subrogation Collected	24,712	20,994	---	38,023	81%
SAFETY PERFORMANCE					

Safety Training: # of staff hours of training (# of employees X training time)	---	---	---	---	---
Safety Inspections: # of hazards identified/ % of items mitigated	---	---	---	---	---

OBJECTIVE	PROGRESS/STATUS
BUDGET AND ACCOUNTING	
Maintain accounting records in a manner that enables the Town to obtain an unqualified audit opinion on its annual financial statements. Renew the Certificate of Achievement for Excellence in Financial Reporting from the National Government Finance Officers Association.	Task completed per contract. Unqualified audit opinion obtained. 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 declined during the year to an average of 1.1% for the last quarter of fiscal year 2003.
Provide financial assistance and accounting 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 1999-2000.	Sold the final installment of the bonds approved in November 1996 on March 25, 2003. The low bid from Merrill Lynch and Company 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.	The Town had a 4% participation level for minority and women-owned businesses in Town construction projects this year.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Expenditures	3,888,784	4,715,628	4,812,458	4,990,815	+5.5%
Revenue from Inspections	3,000	3,500	3,000	3,845	+9%
Expenditures as % of Budget				103.6%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
ADMINISTRATION					
# of injuries to citizens due to fire	0	2	0	0	-2
# of on-the-job injuries to employees	12	32	0	9	-23
# of deaths due to fire	0	0	0	0	0
PREVENTION					
# of primary inspections of commercial buildings	972	927	300	1,145	+218
# of secondary inspections of commercial buildings	564	469	420	366	-103
# of hazards/deficiencies cited in occupancies	1,388	1,708	1,100	2,215	+507
# of site/construction plans reviewed for Fire Code compliance	157	200	75	211	+11
# of fire occurrence investigations for cause and circumstances	27	23	50	19	-4
SUPPRESSION					
# of primary inspections of commercial buildings	510	362	600	163	-199
# of secondary inspections of commercial buildings	662	346	600	79	-267
# of Public Education Contacts (originally "homes actually inspected")	221	306	n/a	352	+64
# of fire responses (emergency)	2,254	2,423	1,600	2,088	-335
# of *1st Responder emergency medical responses	1,287	1,350	1,200	984	-366
# of fire responses (non-emergency)	138	152	200	254	+102

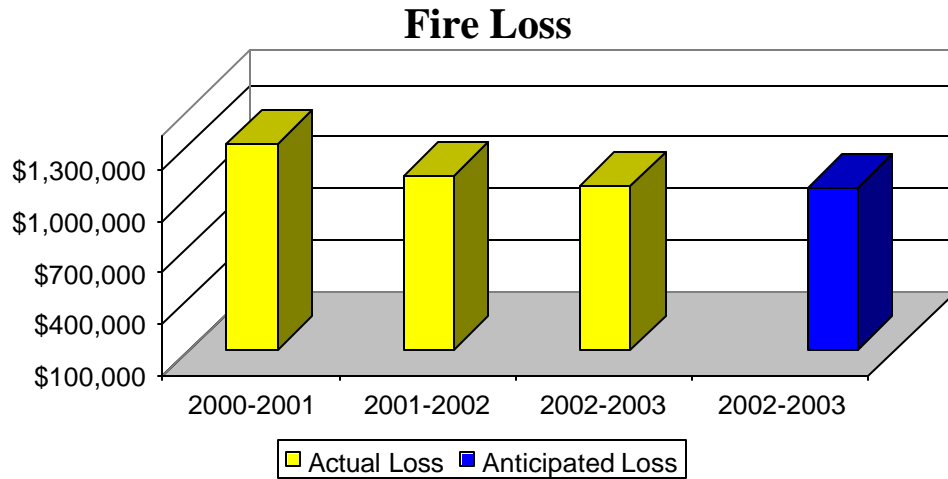
* 1st Responder is the program where Town Fire personnel are dispatched along with a County ambulance.

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

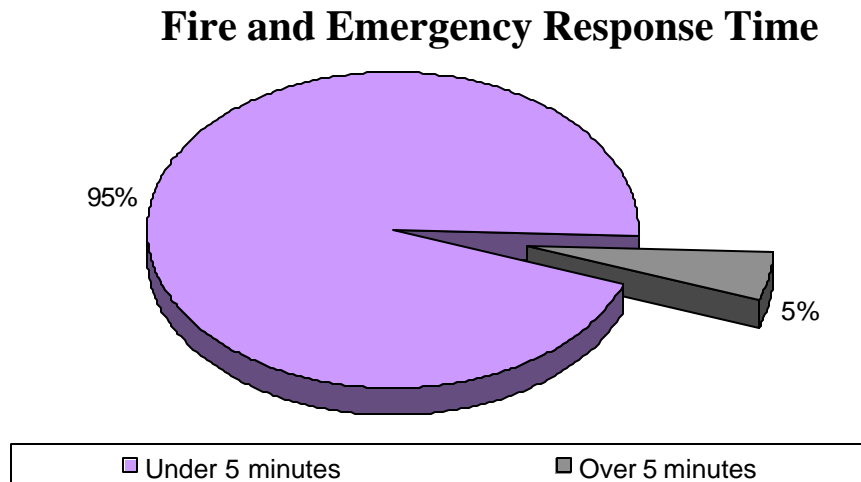
ADDITIONAL DETAIL cont.	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Average Fire Response Time**	3.0	3.0	5.0	3.3	+0.3
Average 1st Responder Response Time	2.7	2.7	5.0	3.2	+0.5
Average Time Spent on the scene of a 1st Responder Call (minutes)	16.6	17.8	20.0	11.3	-6.5
Type of Fire Loss:					
Commercial	3	3	11	1	-2
Institutional	7	8	6	1	-7
Multi-family residential	11	4	16	2	-2
Single-family residential	7	12	18	5	-7
Total fire loss	1,298,680	1,118,170	1,046,369	1,058,199	-59,971

OBJECTIVES	PROGRESS/STATUS
To reduce property loss from fire to 25% lower than the average loss for the previous five years.	Fire damage for this quarter was \$234,200. This brings the total fire damage for the year to \$1,058,199.
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 a total of 2,088 emergency fire calls this year. Non-emergency calls totaled 254. Fire units arrived on scene within 5 minutes 95% of the time.
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 year-to-date totals are for 1,308 primary inspections and for 445 secondary inspections for Emergency Operations and Life Safety Divisions for this year.

**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.

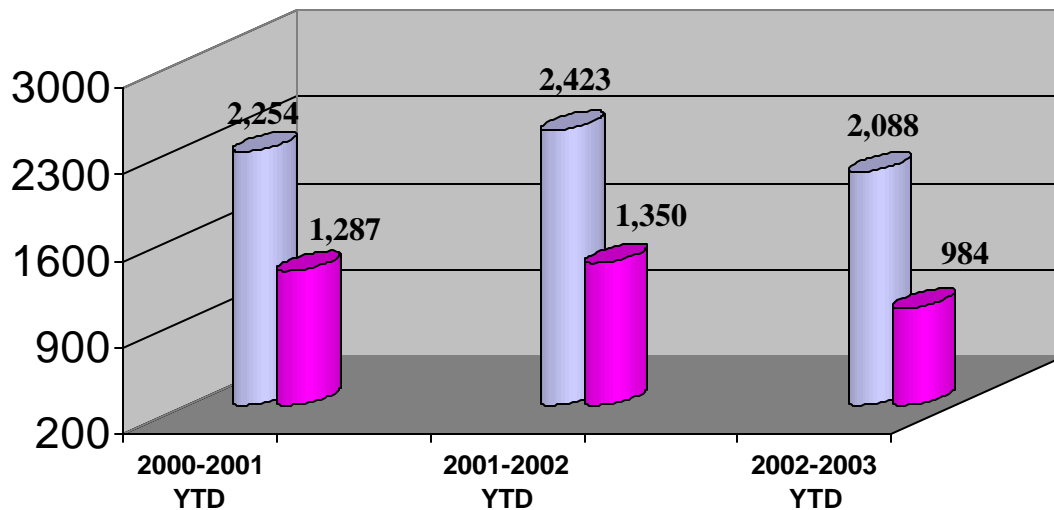


Property damage due to fires in the 4th quarter totaled \$234,200. The year-to-date total for fire loss is \$1,058,199. The estimated FY 2002-2003 fire loss of \$1,046,369 reflects the average over the last five years. This trend is targeted by Fire Department staff for reduction through fire prevention, code enforcement and suppression activities.



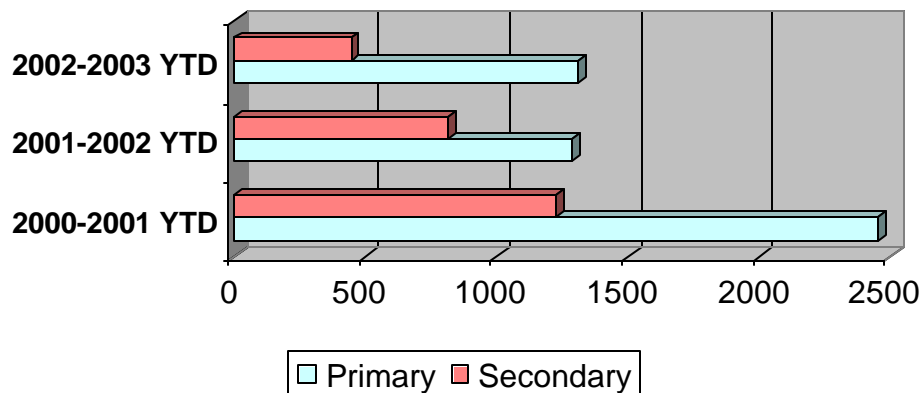
Fire personnel responded to 2,088 emergency fire-related calls and 254 non-emergency fire-related calls this year. In addition, fire apparatus responded to 984 1st responder calls. The total number of emergency fire-related, non-emergency fire-related and 1st responder calls where Fire personnel have rendered assistance for the year is 3,326.

Calls for Service



Approximately 95% of emergency fire calls received a response within 5 minutes of a dispatch from Orange County 911 Center. The objective is 90%.

Commercial Inspections



Inspection of commercial buildings consisted of 1,308 primary and 445 secondary visits by Life Safety and Emergency Operations Divisions during the fiscal year.

Housing**Annual Report, 2002-2003**

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Revenues: Operations	1,271,410	1,300,852	1,614,072	1,553,621	+19%
Expenditures: Operations	1,225,993	1,335,934	1,614,072	1,384,144	+3%
Expenditures as % of Budget				86%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Estimated 2002-03	Actual 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	632,308	+36%
Drug Elimination Grant	98,510	84,526	14,277	11,318	-87%
HOUSING SERVICES					
# of Vacant Apartments Prepared for Occupancy.	57	22	60	53	+141%
# of Units Refurbished	38	27	38	38	41%
# of Work Orders Completed	5,309	2,786	5,000	3,260	+17%
Preventive Maintenance/Safety Inspections	1,344	1,344	1,344	1,344	0%
Safety and Emergency Repairs	1,722	577	1,444	2,353	+307%
# of Families on Public Housing Waiting List	139	202	300	237	+17%
Percent of Rent Collected On Time	96%	94%	98%	95%	+1%
Units Occupied	324	325	N/A	317	-2%
Units Under Renovation	9	7	15	15	+114%
Units Vacant	67	55	50	66	+20%

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

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)	4 (13)	2 (13)	3 (17)	3 (15)	0
Safety Inspections: # of hazards identified/ % of items mitigated	N/A	0	0	0	0
Time lost due to work-related injury or illness	N/A	0	0	40	0

OBJECTIVES	PROGRESS/STATUS
Safety Prevention	Meeting on Accident Guidelines held.
Department of Safety Committee Activity	# of meetings: 3 # of employees attended: 3
Progress on Priority Safety Projects named for the year	Information distributed and discussed on Accident / Injury guidelines.
Explanation for uncorrected inspection items	n/a

OBJECTIVES	PROGRESS/STATUS
To Administer the Drug Elimination Program	<p>The Housing Investigator continued to monitor and track all crimes in public housing or involving public housing residents. In addition, he continued to meet with the Housing Officer II. He worked jointly with Housing staff to meet with residents to address community problems and he also attended new tenant orientation. The Housing Investigator provided assistance with evictions and court cases.</p> <p>Community Police officers along with Parks and Recreation offered a tutoring and basketball program for youth. Orange County Literacy Council continued to offer training and GED preparation.</p> <p>The academic incentives program continued for middle and high school students. There were 17 students who participated in the awards and recognition activities. Computer labs continued to be available to youth and adults through open labs and after school programs. The Summer Youth Employment program was organized. Twenty one youth were placed in jobs within Town departments and nonprofit agencies. Other programs included Community Exchange for those interested in attending a 4-year college and a fitness program for adults.</p>

To Recertify Eligibility for Public Housing Tenancy Every Twelve Months	A total of 300 re-certifications were completed and a total of 120 interim adjustments were completed.
To complete refurbishing work in 38 public housing apartments.	Refurbishing work is completed in 38 public housing apartments.
To Administer the <i>ACHIEVE!</i> Family Self-Sufficiency Program	There continued to be regular meetings with Program participants to review progress in meeting goals. The Program currently has 5 registered participants. Two participants are temporarily employed. One participant voluntarily moved out of housing. There are 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 three families on the Program waiting list. Two new inquiries into the program were received. The current Program participant has been engaged in a financial management program for over 6 months. Staff continues efforts to secure funds to purchase another house for the program.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03	Change from Prior Year
Expenditure	575,482	528,273	514,463	513,857	-9.7%
Expenditures as % of Budget				93.9%	

	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03	Change from Prior Year
# of Personnel Transaction Forms Processed	1319	1001	1250	2517	+1516
# Contracts processed	289	292	300	381	+89
# Job applications (permanent and contract)	3279	3684	3000	4093	+409
# Recruitments / # Positions (permanent and contract)	105/399	84/221	120/400	96/290	+12/+69
# New Hires (permanent)	77	93	75	56	-37
# Grievances	10	12	N/A	8	-4
# Disability claims initiated	10	6	N/A	3	-3
# Promotions & Career Advancements	48	113	N/A	44	-69
TURNOVER (Permanent Positions)					
Turnover %, Annualized	10.54%	8.3%	11%	5.6%	-2.7%
# Voluntary Resignations: Law Enforcement	5	5	N/A	8	+3
# Voluntary Resignations: Non-Law Enforcement	45	28	N/A	22	-6
# Service Retirements	4	9	N/A	9	0
# Disability Separations (Including disability retirements)	6	2	N/A	2	-4
# Involuntary Terminations	3	11	N/A	4	-7
Total # separations from employment	63	49	70	45	-4

Human Resources**Annual Report, 2002-2003**

	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03	Change from Prior Year
#Lost days - Workers' Compensation (WC)	740	1097	N/A	555.05	-541.95
New # WC claims - over 3 days lost time	12	6	N/A	1	-5
#Employees in group safety and health programs, including Health Fairs	856	370	500	0	-370
#Employees in individual safety and health programs	23	11	40	0	-11
#Safety and health/wellness hours	1925	249	700	0	-249
#Employees trained by Human Resources staff	401	74	300	53	-21
#Training Hours by Human Resources staff	1088	444	1500	212	-232
#Employees - training conducted by others and arranged by Human Resources	400	594	150	0	-594
#Training Hours - training arranged by Human Resources	856	2381	400	0	-2381
#Approved applications, tuition assistance	23	22	20	25	+3

SPECIAL OBJECTIVES	PROGRESS / STATUS
Work with Finance Department staff to use new technologies and computer programs for Town human resources and payroll programs, and on transition for budget and payroll activities.	Human Resources and Finance Department staff continues to work with new reports generating software allowing easier access to payroll and financial information.
With the retirement of two long-term Human Resources staff members, provide transition and training for new departmental officials.,	New Assistant Human Resources Director Anissa Graham-Davis began work in July and worked closely with the former Assistant Director on a variety of payroll, salary survey and budget preparation issues. She served as Interim Human Resources Director for the third quarter. New Human Resources Director Pam Eastwood began work in April.

ONGOING OBJECTIVES:

Conduct and coordinate training for employees as requested by employees and departments.

Training

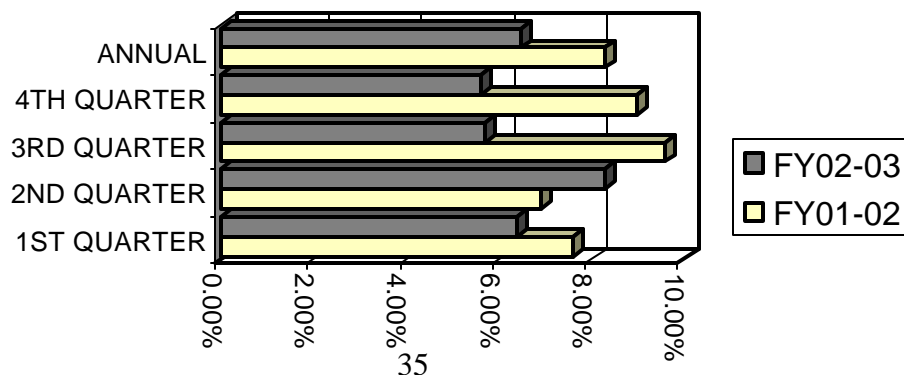
- ♦ Diversity Training led by Henry McCoy
6 supervisory sessions of 6 hours each
107 supervisors attended - 642 training hours
20 non-supervisory sessions of 4 hours each
391 employees attended - 1564 training hours
1 pilot session of 6 hours
15 employees attended - 90 training hours
Total of 2296 hours of diversity training
- ♦ New Employee Orientation
5 sessions of 6 hours each
74 employees attended – 444 training hours
- ♦ Workplace Violence Prevention
1 session of 2 hours
8 employees attended – 16 training hours
- ♦ Investing Guidelines
4 sessions of 1 hour each
58 employees attended – 58 training hours
- ♦ Guidelines for Education Investing
1 session of 1 hour
11 employees attended – 11 training hours

*Kim Kuhn, Safety and Wellness Coordinator, was on maternity leave beginning in November 2001 and resigned from the Human Resources Department effective 2/1/02. This was the reason in the reduction of categories 1) #Employees in group safety and health programs, including health fairs 2) #Employees in individual safety and health programs 3) #Safety and health/wellness hours.

ONGOING OBJECTIVES:	
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.	<ul style="list-style-type: none"> ♦ Updated employee handbooks were distributed. ♦ Reviewed Town policies on Grievances and Disciplinary Action. ♦ Reviewed provisions of the Family Medical Leave Act. ♦ Reviewed the I9 process. ♦ Reviewed the Employment Eligibility Verification forms. ♦ Reviewed PTF documentation. ♦ Reviewed Fundraising in the Workplace policy.
Plan and coordinate activities and events to recognize Town employees.	<ul style="list-style-type: none"> ♦ Employee Appreciation Day was held April 12. 311 employees attended and there were 82 take out orders. Celebration included a health fair and representatives from area colleges and universities. The Mayor and Council and the prior year retirees were invited to participate. The committee continues to work on ways to increase participation and make event enjoyable for all employees. ♦ Service award receptions were held in October 2001 and May 2002 to honor employees with 5, 10, 15, 20, 25, 30 and 30+ years of service. 61 employees were recognized. ♦ The Longevity Breakfast was held in December for employees with 20 or more years of service. 61 employees were recognized. ♦ The Mayor and Council presented retirement plaques to 11 employees in 2002.

Turnover Comparison Chart
FY 2001-2002 vs. FY 2002-2003

Annual turnover is 5.6%, 2.7% lower than last year.



REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	YTD 2002-03	Change from Prior Year
Expenditures	408,175	340,756	639,634	639,444	+187%
Expenditures as % of Budget				99.9%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	YTD 2002-03	Change from Prior Year
% World Wide Web site uptime	NA	NA	NA	100%	NA
% Council information (schedule, agenda, minutes) published on web site within one day of availability	NA	NA	NA	98%	NA
% Requests for help desk support for which initial troubleshooting is completed within one day.	NA	NA	NA	89%	NA
# Hours of training provided to Town staff members	NA	NA	NA	16	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.	Sixteen hours training provided as response to departmental requests.

Inspections**Annual Report, 2002-2003**

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Revenues-Permits & Fees	702,614	728,497	675,000	791,583	+09%
Revenues- Rental Licensing	-	-	100,000	77,710	-
Expenditures	509,843	582,610	731,100	649,101	+11%
Expenditures as % of Budget				89%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
# Sign Inspections	125	*498	0	*392	-21%
# Zoning Inspections	85	217	100	82	-68%
# Day Care Center Inspections	14	19	25	5	-74%
# Private Property Complaints	86	321	100	**24	-93%
# Business Occupancy Inspections	63	51	50	67	+31%

VALUE OF CONSTRUCTION**Type of Construction**

New Residential	74,764,732	87,041,901	30,000,000	78,935,474	-10%
New Non-Residential	14,062,830	17,235,440	10,000,000	20,314,719	+18%
Residential Alterations	24,079,183	12,107,689	5,000,000	21,813,667	+80%
Non-Residential Alterations	11,243,989	15,706,373	7,500,000	20,993,668	+34%
TOTAL PERMITTED VALUES	124,150,734	132,091,403	52,500,000	142,057,528	+08%

INSPECTION TYPE

Building	6,449	5,091	3,660	5,338	+05%
Electrical	3,505	2,696	1,830	3,031	+11%
Mechanical	3,783	2,901	1,830	2,676	-08%
Plumbing	2,941	2,109	1,830	2,369	+12%
TOTALS	16,678	12,797	9,150	13,414	+05%

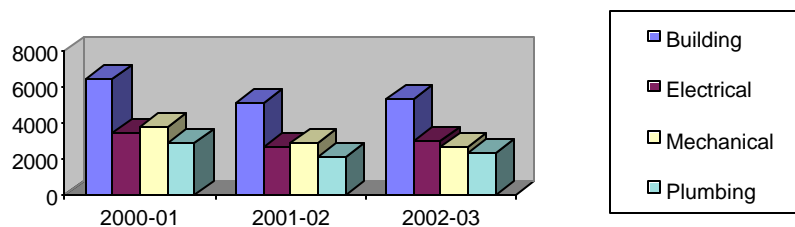
SAFETY PERFORMANCE	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	42	42	42	42	0
Safety Inspections: # of hazards identified/ % of items mitigated	1	0	1	1	0

*As estimated by the Code Enforcement Officer, 98% of the sign inspections were in the public R-O-W and were removed.

**We have not received the volume of private property complaints since the Rental licensing Program was initiated.

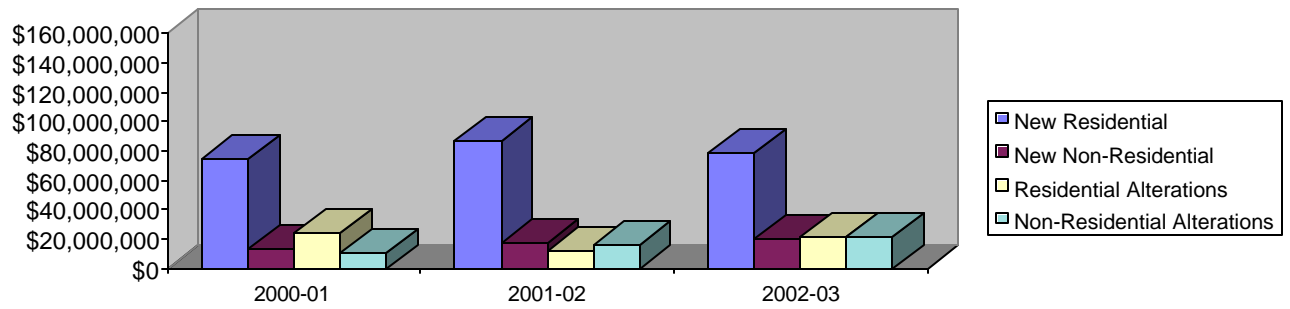
OBJECTIVE	PROGRESS/STATUS
To review plans, inspect construction projects and assure correction of all Code violations found on an estimated 685 units of construction.	We reviewed plans, inspected construction projects and assured correction of all Code violations on 1,117 units of construction.
To investigate all requests for enforcing the Minimum Housing Code and to have corrected 80% of all deficiencies within 60 days.	We investigated 73 requests for enforcing the Minimum Housing Code and 65 were corrected within 60 days, using Minimum Housing Code procedures, for a 89% compliance rate.
To investigate dilapidated vehicles on private property and have them removed.	We found 10 dilapidated vehicles in violation and resolved all for a 100% success rate so far.

Number of Inspections



The total number of inspections was on par with last year, showing only a 5% difference.

Construction Values



The construction value for all permits issued was up by 08% over last year.

REVENUES/ EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Revenues	437,403	448,621	539,000	470,324	+4.84%
Expenditures	1,677,071	1,782,766	1,962,963	1,873,330	+5.1%
Expenditures as % of Budget				95.4%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Adult and young adult	418,866	429,913	439,000	432,377	+.5%
Children	311,781	325,167	331,200	353,107	+8.6%
TOTAL CIRCULATION	730,647	755,080	770,200	785,484	+4 %
Circulation per hour: In library 68 hours	206.6	213.5	217.8	222.1	4%
Interlibrary loan requests	846	798	480	475	-40%*
Reserves of materials	10,451	10,998	9,000	8,286	-25%**
Patron registration	25,594	26,030	27,500	25,506	-2%
Reference activity	105,238	101,126	104,000	107,404	+6%***
Public Internet sessions	28,956	36,680	37,500	37,480	+2.2%
Children's computer sessions	NA	6,170	7,500	7,478	+22%
Volunteer hours	2,949	3,003	3,000	2,460	-18%
PROGRAMS					
Meeting Room Attendance	9,089	9,539	10,000	8,154	-14.5%
Children's Program: Attendance	8,225	9,603	11,500	8,716	-9.2%
Collection size (cataloged & uncataloged)	135,671	141,625	148,000	148,706	+5%

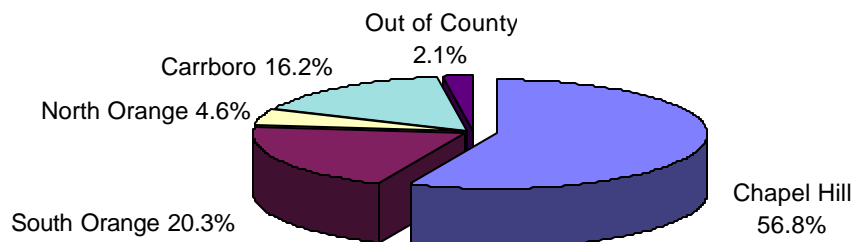
*Reflects patron response to increase in interlibrary loan fee (from \$1.00 to \$10.00) in first quarter. Fee returned to \$1.00 in second quarter.

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

***Figure is based on 3 surveys throughout the year and reported in 4th quarter. 2001-2002 survey results may have been inaccurate. Based on 2000-2001 data, 2002-2003 statistics reflect a 2% increase.

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.	785,484 books and materials circulated (+4%). Reference activity increased 6%, based on three surveys completed throughout the year.
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.	15,748 materials were cataloged and added to the collection. 8,667 materials were withdrawn from the collection. 1283 donations were added to the collection. Total current collection 148,706 (+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.	2,065 children attended 102 pre-school story times; 3,082 attended Times for Toddlers; 628 children (+11%) kept Summer Reading Program records. 52 Dial-a-Story tapes were heard by 3,483 children. 686 individuals toured the Children's Room. 2,254 children participated in 113 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.	166 Spanish titles were ordered. 335 children attended a total of 15 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 2,460 hours. Friends of the Library activities included: 4 book sales; 9 Meet-the-Author teas; sponsorship of 6 children's programs; a Sunday series that included 5 speaker programs and 5 music performances.

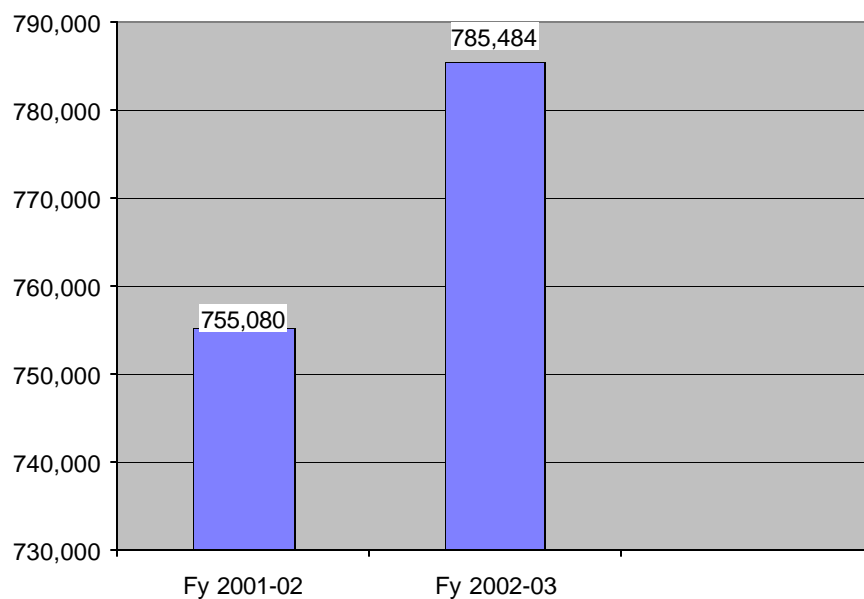
Geographic Analysis of Registered Library Users FY 2002-2003



The total number of registered borrowers in FY 2002-2003 is 25,285. An analysis of patron records shows that approximately 43% of the library's patrons live outside of Chapel Hill.

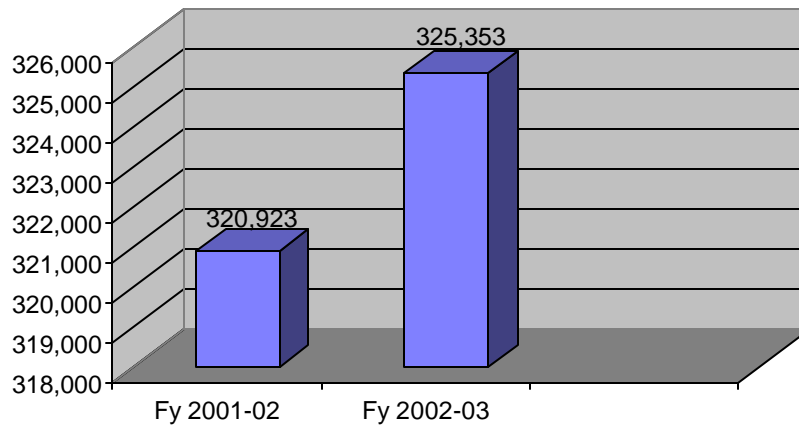
<i>Library</i>	<i>Annual Report, 2002-2003</i>
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Library Circulation 2002-2003



Library circulation in FY 2002-03 was 785,484. This is 4% higher than last year.

Library User Count 2002-2003



Patrons made over 325,000 visits to the library in FY 2002-2003. This is a 1.4 % increase over last year.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03	Change from Prior Year
Expenditures	870,274	956,035	976,690	962,649	+1%
Expenditures as % of Budget				99.4%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Annual 2002-03	Change from Prior Year
% of Council packets delivered to Mayor and Council on schedule	100%	100%	100%	98%	-2%
# of agenda packets produced (regular meeting, public hearing, public forum, work session)	53	54	48	50	+2
SAFETY PERFORMANCE					
Safety Training: # of staff hours of training (# of employees x training time)	--	--	--	6 / 5	+6.0
Safety Inspections: # of hazards identified/ % of items mitigated	--	2/100%	--	5/100%	+3

* 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 September 9, 2002, the Council adopted a schedule and process for considering the budget, fifteen-year capital program and Community Development grant application in 2003. The process included public forums in January and March. A public hearing was held on 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 4 th 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 was conducted in the 4 th quarter. Three hazards identified and corrected immediately (replacement of extension cord, space heater removed, trip hazard repaired).
Explanation of safety inspection items.	In third quarter, replaced one desk chair with ergonomic chair; replaced work table; modified Mail Room floor at entryway to remove trip hazard.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Revenues	375,913	378,135	323,100	359,323	-4%
Expenditures ¹	1,829,625	1,944,565	2,125,294	2,007,096	+3.1%
Expenditures as % of Budget				94.4%	

ADMINISTRATION	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
% of budget spent/encumbered	92%	93%	98%	94%	1%
% of projected revenues recovered	124%	106%	98%	111%	4%
Cost of providing fee reductions ²	88,928	94,825	70,000	78,078	-18%
# persons receiving fee reductions ²	758	680	700	556	-18%
# of volunteers	1,391	1,316	1,400	1,311	0%
# of Internal Maintenance and Repair Projects Completed ³	n/a	296	400	393	33%
# of facility/equipment rentals	296	223	200	228	2%

RECORDED USE OF MAJOR FACILITIES BY NUMBER OF HOURS AVAILABLE FOR UNSTRUCTURED ACTIVITIES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Community Center Pool - open/lap swim	2,919	3,086	2,800	2,863	-7%
Community Center gym free play	2,789	2,676	2,900	2,707	1%
AD Clark Pool - open/lap swim ⁴	293	198	300	171	-14%
Hargraves Center free play ⁴	1,553	799	200	108	-86%
Northside Gym free play	2,946	2,290	3,000	2,360	3%
Lincoln Center Gym free play ⁵	1,520	1,153	1,500	1,039	-10%
TOTAL HOURS	12,020	10,202	10,700	9,248	-9%

¹ Mid-year budget amendment allowed for increased expenditures for Therapeutic Recreation program.

² New income verification procedures may have affected numbers of people requesting fee reductions.

³ General increase in work orders from department staff.

⁴ Hargraves Center and AD Clark Pool closed for capital renovations.

⁵ Number of programmed basketball games in Lincoln Gym increased resulting in fewer free play hours.

SPECIAL EVENTS - Estimated Attendance	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Fall street fair – Festifall ¹	23,000	17,000	21,000	21,000	24%
Tree Lighting Ceremony ²	1,500	1,750	1,500	n/a	n/a
Spring street fair-Apple Chill ³	33,000	38,000	25,000	34,000	-11%
4th July (est.) ⁴	19,000	10,000	15,000	500	-95%

NUMBER OF CITIZENS PARTICIPATING IN REGISTERED PROGRAMS	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Teen Programs	5,207	4,989	5,000	5,263	5%
Community Center Programs	4,105	3,634	4,000	3,322	-8%
Special Olympics/Mainstream Programs ⁵	500	516	500	586	14%
Therapeutic Programs	n/a	n/a	n/a	213	n/a
Summer Day Camps	410	346	400	341	-1%
Hargraves Center Programs ⁶	15,807	13,771	17,000	18,575	35%
Dance and Exercise Programs ⁷	2,228	2,658	2,500	2,973	12%
Fine Arts Programs	282	368	200	373	1%
Outdoor/Nature Programs	149	n/a	n/a	n/a	n/a
Community Events ⁸	3,347	2,490	2,500	1,865	-25%
SUBTOTAL	32,625	28,772	32,100	33,510	15%

¹ Important international events led to reduction in numbers of participants for 2001 Festifall. An increase for this year was expected.

² Tree lighting cancelled due to ice storm.

³ Attendance at FY 2001-02 event was higher than usual.

⁴ Fireworks at Kenan Stadium cancelled due to budget constraints. Alternative event planned by Downtown Commission was affected by rain.

⁵ Increase in enrollment in all areas.

⁶ Adjustments were made that allowed a return to normal programming levels after shutdown of the center building.

⁷ Jazzercise continues to grow.

⁸ 2002-2003 event schedule included 2 less events than 2001-2002 (frequency varies from year to year).

ATHLETICS - CLASSES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Adults (18 and older)					
Swimming	172	92	120	106	15%
Tennis ¹	113	127	100	98	-23%
Youth (up to 17)					
Basketball ²	170	190	200	76	-60%
Softball	45	n/a	100	n/a	n/a
Swimming	541	703	600	719	2%
Tennis ³	135	101	100	139	38%
Lacrosse	14	0	n/a	n/a	n/a
Sports Camps ⁴	123	141	100	64	-55%
Punt/Pass/Kick	n/a	28	50	50	79%
SUBTOTAL	1,313	1,382	1,370	1,252	-9%
ATHLETICS - LEAGUES					
Adults (18 and older)					
Basketball	360	390	400	390	0%
Softball ⁵	600	680	700	600	-12%
Volleyball	n/a	n/a	n/a	n/a	n/a
Tennis	72	14	20	16	14%
Youth (up to 17)					
Basketball ⁶	705	722	800	868	20%
Softball-Baseball ⁷	575	570	600	465	-18%
Flag Football	33	n/a	n/a	n/a	n/a
SUBTOTAL	2,345	2,376	2520	2339	-2%
TOTAL PARTICIPATION	36,383	32,530	35,990	37,101	14%

¹ Classes cancelled due to low registration.

² NBA 2-ball program held by Carrboro this year. It will return to Chapel Hill in FY 03-04.

³ Second year of program resulted in expanded registration.

⁴ Some Camps cancelled due to low registration.

⁵ Fewer teams registered.

⁶ Higher participation in summer league and new Mighty Mite program in the fall.

⁷ Participation down among all age groups. Possible reason may be increase in popularity of private AAU teams.

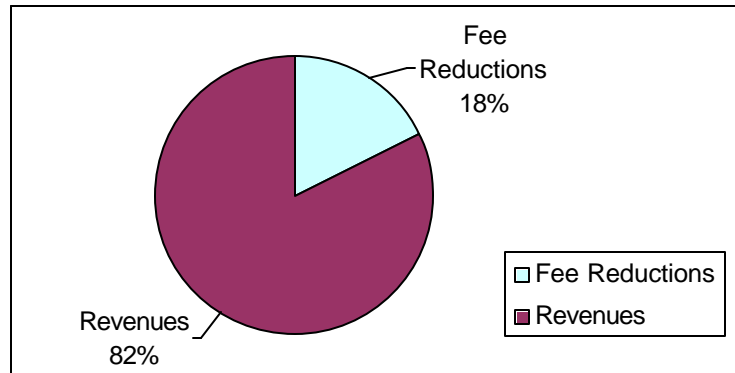
SAFETY PERFORMANCE	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Safety Training (Number of hours) (# of employees X # of hours trained)	93.85	62.75	75	48.25	-23%
Safety Inspections: Total number of inspections	83	67	75	57	-15%
Safety Mitigation: (# of hazards identified and # of items mitigated) ¹	18 found 17 resolved	34 found 29 resolved	n/a	23 found 21 resolved	-32% -28%
Safety Mitigation: % mitigated	88%	85%	98%	91%	7%
Hours lost through injury	0	0	0	0	0

¹ Mitigations remaining: two leaks at the Northside Gym – one in meeting room and one on the basketball court.

SAFETY OBJECTIVES	PROGRESS/STATUS
Community Center—Place new basketball pads on the climbing wall.	Ordered and will be installed the week of August 18 th
Community Center— Storage cabinet for flammables, such as facility paint	Completed
Community Center-- Stabilize walking grates in pump room to avoid tripping hazard	Completed
Community Center-- Add an automatic shut-off unit to the chlorinator so it will stop whenever the pump stops operating (Health Department require ment)	Completed
Community Center-- Replace slippery pool tiles to prevent injuries during exercise classes and flip turns during lap swimming	Internal Services plans to do this as part of the 2003 annual maintenance shutdown
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	Completed
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	Completed
Lincoln Arts Center— Provide safety escorts for women at night	Police agreed to patrol area more

2002-03 Program Revenues

Parks and Recreation Department

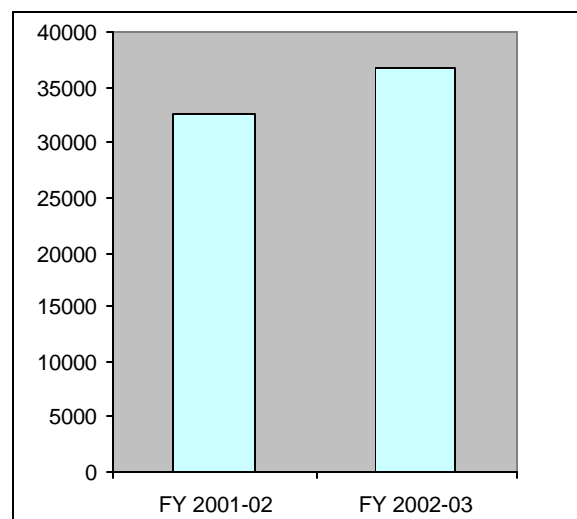


Total Fees Reduced: \$78,078

Total Fees Collected: \$359,323

Fees are collected for activities including classes, trips, sports leagues, special events, admission to pools, rental of facilities, and concessions. The Town reduced fees in the amount of \$78,078 to allow low-income citizens to participate in these activities. Most fee waivers are granted for camps, afterschool programs and small classes and programs at the Hargraves Center.

Registered Program Participation



The Department experienced an overall increase in Registered Program participation of about 14%. This increase is due largely to a return to normal operations at the Hargraves Center after the year long shutdown for capital repairs.

PLANNING BUDGET: REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Revenues	382,399	218,839	324,400	188,691	-41.8%
Expenditures	948,596	1,030,382	988,676	956,137	-7.2%
Expenditures as % of Budget				96.7%*	

*Reimbursement of ½ Transportation Planner's personnel costs from Transportation grant funds pending.

COMMUNITY DEVELOPMENT BUDGET EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Expenditures	681,990*	467,049	461,000	484,450	+3%

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

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
NEW DEVELOPMENT REQUESTS					
Master Land Use Plans	0	0		0	no change
Development Plans (new row)	1 (UNC)	0		1	na
Site Development Permits for above	0	0		6	na
Subdivisions	10	15		21	+40%
New Lots in above:	112	45		152	+238%
Special Use Permits, and Site Plan Reviews	28	45		28	-38%
Proposed square footage for above:					
Office Square Feet	0	208,397		47,945	
Institutional Square Feet	641,532	122,475		31,560	
Commercial Square Feet	<u>173,502</u>	<u>144,363</u>		<u>10,730</u>	
Totals:	815,034	475,235		90,235	-81%
Multi-Family Dwelling Units	241	0		282	na
Concept Plans	21	13		14	+7%
Zoning Map Amendments	3	3		2	-33%
Zoning Compliance Permits (SF/2F)				143	na
Zoning Compliance Permits (other)	16	19		28	+47%

Development Ordinance Text Amend's	2	2		2	no change
Sign Plan Reviews	34	63		72	+14%

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Variances and Appeals	1	3		3	no change
Certificates of Appropriateness	57	55		64	+16%
Annexations: Petitions	0	0		0	no change
Town-initiated	2	0		1	na

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.	Three hundred seventy-eight (378) applications for development permits received from July 1, 2002 through June 30, 2003. Two hundred and thirty-six (236) 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 completed to formalize a planning agreement among Durham City, Durham County, and the Town of Chapel Hill.
Implement key portions of Chapel Hill's Comprehensive Plan: <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. Council revised Action Plan on 5/12/03.</p> <p>Working with Council Committee on Parking Lots 2 and 5 (see below).</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. Council adopted annexation ordinance on 4/14/03, effective 6/30/03.
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OBJECTIVE	PROGRESS/STATUS
Capital Improvements Program (CIP)	Preliminary 2003-2018 Capital Program submitted to Council on 3/26/03, and referred to advisory boards. Manager's recommended plan submitted with the Budget on 4/28/03. Public hearing held 5/14/03. Council adopted Program on 6/9/03.
Town Comprehensive Plan Data Book	Work completed on publication of the Fifth Edition 2003 Data Book.
Inclusionary Housing Task Force	Provided staff support to inter-jurisdictional group organized by Triangle J and the Institute of Government; meetings completed.
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 bimonthly meetings.
Rental Licensing Program	Worked 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-jurisdictional emissions plan under discussion, with funding from the Durham-Chapel Hill Metropolitan Planning Organization and local match funds.
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.

OBJECTIVE	PROGRESS/STATUS
Council Committee on Parking Lots 2 and 5	Council committee on Parking Lot 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. On 4/28/03 Council authorized proceeding with an RFQ/RFP process. Twelve submittals for the Request for Qualifications were received by 5/30/03. On 6/23/03 the Council Committee selected four firms to submit full Requests for Proposals, due 7/30/03.
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. Prepared budget work paper on 4/30/03.
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.
Council Committee on Energy, Environment and Sustainability	<p>Committee developed charge and reported to the Council on 2/24/03. Energy work session held on 3/19/03. Committee proposed green infrastructure bond on 4/28/03, and made a recommendation on potential projects and amounts to Council on 5/28/03.</p> <p>Committee obtained Council authorization for a sustainable community development grant proposal on 5/12/03. Grant submitted to State of North Carolina.</p>
Horace Williams Advisory Committee	Council Committee developed proposal for citizen's committee for Council consideration on 10/07/02. Staff assistance provided to citizens' committee. Council appointed 22 Committee members, and the Committee began meeting on 3/4/03. First report to Council submitted 6/9/03.

OBJECTIVE	PROGRESS/STATUS
Northside Neighborhood Conservation District Advisory Committee	On 2/24/03, the Council authorized proceeding with developing a Northside Neighborhood Conservation District proposal. The Council appointed a citizen's advisory committee and approved a process for developing the District on 4/14/03. The Advisory Committee began meeting on 5/15/03.
Schools and Land Use Council	Provided staff assistance to monthly meetings of the Schools and Land Use Council as it considered the creation of an adequate public facilities ordinance.
Transportation Modeling	Worked with Triangle Regional Model team to prepare work program for model update and implementation of regional model 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	Completed Fall ridership 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 development of 2004-2010 Metropolitan TIP and administered 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.
NC54/I-40 Transit Corridor Study	Participated in consultant evaluation of the NC54/I-40 corridor.
Air Quality Response Program	Continued to monitor implementation of federal clean air standards. Coordinated with MPO and TJCOG on State designation of new non attainment areas.
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.
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OBJECTIVE	PROGRESS/STATUS
Federal Transportation Planning Certification	Participated in federal MPO Transportation Planning Certification
Regional 2025 Transportation Plan	Prepared final draft Plan and related air quality conformity determination.
I-40 Congestion Management Study	Met with Consultant team to review results of analysis of additional HOV options. Reviewed draft I-40 HOV Report.
Transportation Management Plan (TMP)	Monitored collection of new 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.
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.

OBJECTIVE	PROGRESS/STATUS
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.
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 align="center">COMMUNITY DEVELOPMENT PROGRAM</p> <p><u>2003-2004 Activities:</u> On January 29 and March 26, 2003 the Council held public hearings on the 2003-2004 Community Development program. The Council adopted a 2003-2004 Community Development program on 4/28/03.</p> <p><u>2002-2003 Activities:</u> 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 4-22-03.</p>	
<p>Public Housing Renovation - \$170,000</p> <p>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>

OBJECTIVE	PROGRESS/STATUS
<p>Neighborhood Revitalization - \$168,500</p> <p>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 is being 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 was used to construct sidewalks on South Graham Street. On 6/10/03 \$80,785 used to purchase a parking lot on the corner of W. Rosemary St. and Sunset Drive. Property will be used as a Municipal parking lot.</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>
<p>Community Service Programs - \$30,500</p> <p>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 complete. 12 children enrolled in the program.</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 (\$72,012 spent).</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: Public Housing Renovation (\$170,000), Meadowmont affordable town homes (\$80,000), Neighborhood Revitalization (\$80,000), Habitat for Humanity (\$50,000), Community Service Programs (\$20,000), Program Administration (\$76,000). All funds spent except for Neighborhood Revitalization (\$33,626), and Habitat (\$19,682).

HOME PROGRAM ACTIVITIES

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

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.

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.

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.

The Council and other members of the HOME Consortium approved the following activities for the 2002-2003 HOME Program:

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. All funds spent.</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.
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OBJECTIVE	PROGRESS/STATUS
Down Payment Assistance - \$77,000	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.
New Construction - \$50,000	Funds will be provided to Habitat for Humanity to partially fund the construction of infrastructure for a development on Rusch Road. Habitat intends to construct 12 single family homes and 3 duplex rental units on the site.
Homebuyer Assistance - \$140,000	<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. <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. 2 houses will be located in Carrboro and 1 in Efland.
Community Revitalization - \$100,000	Funds will be provided to qualified non-profit organizations for property acquisition and renovation for first time homebuyers earning less than 80% of the area median income. Properties will be located throughout Orange County.
Administration - \$48,100	Funds were allocated to the Orange County Housing and Community Development Department for administration of the Program.
OBJECTIVE	PROGRESS/STATUS
<p><u>2001-2002 Activities:</u> 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>	

OBJECTIVE	PROGRESS/STATUS
Property Acquisition - \$328,625	<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>
Land Acquisition - \$130,000	<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>
New Construction - \$100,000	<p><u>Orange Community Housing and Land Trust</u>: \$80,000 was budgeted to the Corporation to assist with the development of the Meadowmont town homes. 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>
Homebuyer Assistance - \$69,750	<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>

Administration - \$48,300	Funds appropriated to the Orange County Housing and Community Development office for administration of the program.
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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 program activities. The County Commissioners, and the Boards of Carrboro and Hillsborough also approved the plan. With the exception of \$35,000 budgeted for the Community Revitalization Loan Fund, all funds have been spent. Funds will be used by EmPOWERment to purchase, renovate and sell a home to a lower income first time homebuyer.</p>	
Other Housing Projects	
Orange Community Housing and Land Trust	Continued work with the Orange Community Housing Corp. to produce affordable housing opportunities in Chapel Hill such as the Legion Rd. town homes, Meadowmont town homes. 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, Tandler and Culbreth Park.
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. The Committee is working with the Police Department to develop activities for National Night Out on August 6, 2003.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Revenues	384,023	425,690	383,500	497,236	+17%*
Expenditures	8,000,493	8,301,143	9,025,238	8,288,882	-8%**
Expenditures as % of Budget				92%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
PERSONNEL					
Vacancy Rate for Officers	9%	9%	5%	7%	-2 pct pts***
# of civilian security monitor hours	4,693	9,905	10,000	6,529	-34%
# of volunteer/student hours	4,157	2,703	3,000	3,056	+14%
PATROL SERVICES					
# calls for service	26,062	26,278	26,500	24,778	-6%
Utilization rate****	31.65%	35.81%	36.00%	32.13%	-11%
Normalized rate (8 officers)*****	35.98%	37.24%	38.00%	34.43%	-8%
CRIME					
Reported Major Crimes					
Personal crimes					
Homicide	0	0	0	1	+100%
Rape	15	10	10	4	-60%
Robbery	75	91	100	81	-11%
Aggravated assault	100	119	125	113	-5%
Property crimes					
Burglary/break-in	475	527	550	432	-18%
(residential)	(300)	(346)	(350)	(311)	(-10%)
(non-residential)	(175)	(181)	(200)	(112)	(-38%)
Larceny	1,700	1,873	1,900	1,892	+1%
(vehicle break-in)	(350)	(784)	(700)	(819)	(+4%)
Motor vehicle theft	150	102	125	107	+5%
TOTAL MAJOR CRIMES REPORTED	2,515	2,722	2,810	2,630	-3%

*Additional grant funds were received this year for technology, specifically mobile communication terminals for patrol cars and software that enables the sharing of criminal information among law enforcement agencies.

**The decrease in expenditures is due in part to the vacant police officer positions throughout the year. At one time there were 11 vacant positions.

***There are 8 vacant police officer positions and 4 newly hired officers who are in training. Their training will be continued to the fall.

****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.

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
%of major crimes cleared by arrest or exceptional means					
Personal crimes	51%	48%	50%	46%	-2 pct pts
Property crimes	16%	13%	20%	26%	+13 pct pts*
# of cases assigned to Investigators					
major crimes	713	663	870	623	-6%
<i>personal</i>	(93)	(96)	(170)	(100)	(+4%)
<i>property</i>	(620)	(567)	(700)	(523)	(-8%)
other crimes	688	390	550	354	-9%
JUVENILE					
# of offenses involving youth under 16 years of age as victim	234	230	250	234	+2%
# of offenses involving youth under 16 years of age, as suspect	219	258	250	249	-3%
NARCOTICS AND ALCOHOL ARRESTS					
# of drug charges	373	363	400	242	-33%**
Total # of alcohol charges					
# of underage possession of alcohol	114	67	80	71	+6%
# of use of false identification	9	9	10	11	+22%
# of other (non-traffic) alcohol charges	28	20	20	9	-55%
# of citations for violation of Town ordinance regarding public consumption or possession of alcohol	115	87	85	59	-32%
TRAFFIC					
# traffic citations issued	3,391	3,615	3,700	3,448	-5%
# DWI arrests	303	275	400	281	+2%
Total # traffic collisions	2,286	2,313	2,300	2,134	-8%
# involving bicyclist	25	22	20	17	-23%
# involving pedestrian	27	24	25	18	-25%
# of injuries	485	532	500	529	-1%
# of fatalities	3	4	0	1	-75%
OTHER POLICE CALLS					
# of noise/loud party calls	1,124***	1,321	1,400		
# of special events requiring police planning	47	60	65	76	+27%

*The increase in property crimes cleared is due in part the arrests of 26 people for numerous vehicle break-ins. 121 vehicle break-in's were cleared by arrest or exceptional means.

**Arrests for drug violations are down because illegal drug use and sales in Northside have lessened. Also some narcotics officers were reassigned to due to staffing shortages.

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

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
CRIME PREVENTION					
# of Community Watch groups	25	30	35	32	+7%
CRISIS INTERVENTION					
# of cases	1,836	1,638	1,750	1,769	+8%
Nature of Crises					
domestic violence	23%	26%	23%	21%	-5 pct pts
sexual assault	7%	5%	7%	3%	-2 pct pts
victims of other crimes	13%	24%	13%	29%	+5 pct pts
trauma	5%	9%	6%	6%	-3 pct pts
Clients needing translation services	196	123	150	136	+11%
% of late night/weekend contacts	12%	16%	15%	12%	-4 pct pts

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.	Graduate students from the UNC School of Government evaluated the information services function of the department and made recommendations that are being reviewed by staff. Implementation will begin next fiscal year.
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.	<p>The Spanish for Law Enforcement Personnel Course was completed. A second course is being planned for next fiscal year.</p> <p>The department hosted training on leadership, problem solving, and community policing for supervisors; and diversity training for all employees.</p>

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. An officer has been assigned to work on neighborhood nuisances throughout the Town. Five abandoned houses have been demolished; fencing needs addressed, and abandoned vehicles towed. 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

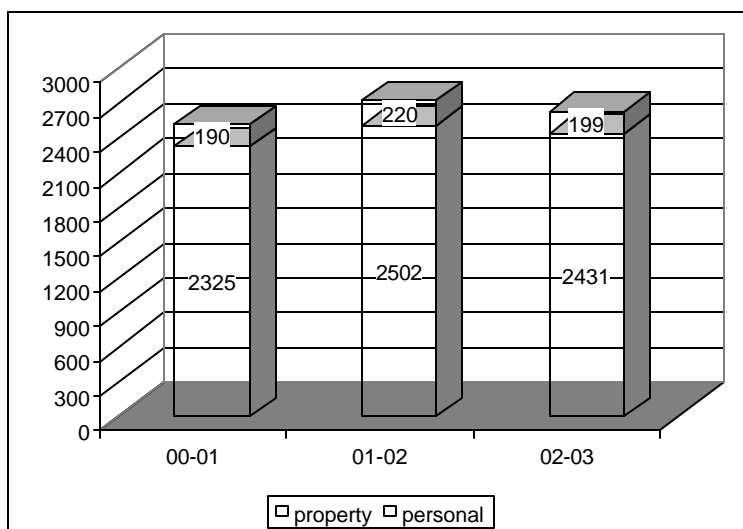
Division: Patrol (continued)

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>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 • Summer Youth Employment Program
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.	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. Staff is evaluating the possibility of contracting with a security firm to provide additional services.

Division: Investigations

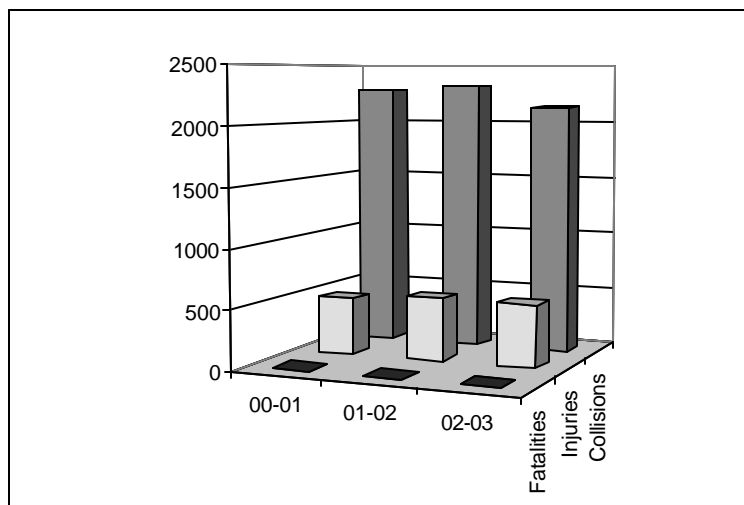
OBJECTIVE	PROGRESS/STATUS
Together with the Department's crime analyst, establish protocols for managing the property crime caseload, including tracking trends, developing response plans to address crime trends, and increasing the clearance rate for property crimes.	Investigations personnel polled other agencies to learn about their case assignment and management protocols. Investigation personnel and the crime analyst are continuing to look at best practices for case assignment and data management.
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.	The Court Liaison is tracking major cases in District and Superior Court.
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.	Investigators and a patrol officer attended training on computer crime investigations at the FBI Academy. The Governor's Crime Commission has approved funds for training and equipment related to computer crime investigation. Investigators will receive a forty hour training course in basic computer investigation. The course will be taught by department staff.

Major Crimes Reported



There was a 3% decrease in reported major crimes this year. Property crimes were 3% lower and personal crimes were 10% lower than last year. Non-residential burglaries decreased by 38%, from 181 to 112. Twenty-six percent of the property crimes were cleared by arrest or exceptional means.

Traffic Collisions



Traffic collisions decreased by 8% as compared to last fiscal year. The number of injuries remained almost the same, from 532 to 529. There was one fatality this year as compared to 4 in 2001-02. Collisions involving pedestrians and bicycles both decreased.

REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
Revenues (1)	266,497	384,420	398,900	445,278	+16%
Expenditures (2)	9,866,487	9,068,100	10,061,262	9,085,991	+2%
Expenditures as % of Budget (3)				90.3%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 5002-03	Change From Prior Year
MANAGEMENT & SUPPORT SERVICES					
# of lost-time injuries/# of days lost	5/69	2/226	<20 inj	1/19	-50%/ -92%
# of preventable accidents	15	15	<20	6	-60%
Turnover: # of individuals/%	9/7.2	5/4	n/a	4/3.4	-20% -15%
# of plans reviewed for compliance with tree ordinance and Town design standards	188	140	150	156	+11%
FIELD OPERATIONS – TRAFFIC					
# of street signing/marketing activities (4)	488	414	450	671	+62%
FIELD OPERATIONS – CONSTRUCTION					
# of projects completed (5)	30	42	30	31	-26%
Square yards of streets reconstructed (6)	1,379	8,950	225	225	-97%
FIELD OPERATIONS – STREETS					
Miles of streets resurfaced (7)	6.75	6.65	5.5	4.71	-29%
Truckloads of leaves collected (8)	677	794	550	600	-24%
FIELD OPERATIONS – RIGHTS-OF-WAY/DRAINAGE					
Frequency of street cleaning (9)					
Major streets	Weekly	Weekly	Weekly	Weekly	same
Residential streets	7.5 cycles	6.5 cycles	4 cycles	7.5 cycles	+15%
Town Center	2/Wk	1.75/Week	2/Week	1.5/Week	-14%

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change From Prior Year
INTERNAL SERVICES					
Fuel use, in gallons (General Fund only)	220,896	227,700	200,000	242,347	+6%
# of building emergency requests/% of responses less than 30 minutes	129/82.2%	37/86%	90%	46/91%	+24%/+6%
SANITATION					
Tons of refuse collected/disposed					
Residential	6,861	7,227	7,700	7,899	+9%
Commercial	12,995	12,364	13,200	12,658	+2%
Yard waste (10)	2,285	2,138	2,800	3,435	+61%
TOTAL TONS COLLECTED	22,141	21,729	23,700	23,992	+10%
Average pounds of residential refuse per collector per week	20,299	21,382	23,100	23,370	+9%
Average length of brush collection cycle	2 Wks	1 Wk	1 Wk	1 Wk	same
# valid public complaints per month	10	10	<10	10	same

Notes

- 2000-01 Revenues included \$79,751 from FEMA related to Hurricane Fran closeout from 1996; Revenues for 2002-03 were relatively high because of collection of new commercial refuse collection fees, expanded to include payment for once weekly collections previously made at no fee.
- 2000-2001 Actual included expenditures totaling \$842,926 for Fleet Maintenance, which, starting in Fiscal 2001-02, 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. Expenditures shown for 2002-03 are not final and are subject to increase once year-end accounting is completed.
- 2002-03 data, both for revenues and expenditures, exclude funds related to FEMA. Public Works expenditures for the December ice storm totaled about \$1.3 million, for which approximately \$1.1 million will be reimbursed from a combination of federal (75%) and state (25%) funds. About \$180,000 for tipping fees is in dispute; resolution is anticipated early in 2003-04.
- 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 was reconstructed during the fourth quarter. The deterioration was such that this project could not be delayed until next fiscal year. The budget for reconstruction was reduced significantly.
- During first quarter, 20 streets totaling about 4 miles in length were resurfaced by contract; an additional 4 streets totaling about 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.
- During and immediately following the ice storm, resources were diverted for response to that storm.
- Increase results from high quantity of brush generated by ice storm in early December, 2002. The data shown exclude storm debris collected and hauled by private contracts (about 5,800 tons).

DIVISION: MANAGEMENT & SUPPORT SERVICES

OBJECTIVE	PROGRESS/STATUS
Management reports/studies.	The Department's 5year CIP request was prepared, along with the annual operating and capital budget requests. Documentation for FEMA funding was completed related to the severe ice storm that occurred in early December, 2002. During the fourth quarter, most time was spent in budget review with the Manager and Council. Most of the budget working papers that were developed and presented to the Council related to commercial refuse collection.
Minimum injuries/accidents.	During the year, 1 of 19 personal injuries resulted in loss of 19 work days; 6 of 10 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 during year included review of 156 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.	Field Operations Superintendent spent most staff time during the third and fourth quarters preparing next year's budget and CIP requests, along with preparation of related budget working papers. He also assisted in work related to storm water management.
Evaluate/implement various professional recommendations and CIP projects.	Preparation of next year's CIP was completed in second quarter.

DIVISION: FIELD OPERATIONS - TRAFFIC

OBJECTIVE	PROGRESS/STATUS
Improve traffic flow and safety through signing improvements.	Signs/Markings – program staff performed maintenance on and/or installed 671 traffic signs, including the installation of signs in conformance with adopted ordinances. Extensive work related to repair/replacement of signs damaged during the ice storm, for which the department received FEMA funds to cover our costs.
Maintain closed loop signal system.	Traffic detection loops were replaced at 27 locations and staff responded to 464 reported malfunctions (flash, detection, timing, bulb problems, etc.). Major tasks completed during the year included preventive maintenance in various traffic zones, replacement of pedestrian heads Town-wide as needed and repair of damaged signals at various intersections.
Provide street lighting consistent with existing Town policy along all classes of streets.	During the year, we authorized Duke Power Company to install 20 new street lights and requested 31 repair service work orders by Duke Power Company. During the second quarter, staff assisted Duke Power Company with an analysis of billings for Meadowmont.

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

OBJECTIVE	PROGRESS/STATUS
Maintain Town's drainage system through ongoing services.	<p>Major work during the year included cleaning 282' of pipe at 11 locations; resetting and/or replacing 163 catch basin tops; cleaning and/or re-grading 1,280' of ditches at 25 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>

OBJECTIVE	PROGRESS/STATUS
Clean streets in downtown areas twice weekly and major streets weekly; check and clean residential streets as needed once every six weeks.	Downtown areas were swept 78 times, for an average of 1.5 times per week. Major streets were cleaned at least weekly in 41 of 52 weeks and 7.5 cycles were completed along residential streets. Normal street cleaning work was interrupted by the ice storm.
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 were removed Town-wide. During the first quarter, tree planting work was delayed due to the drought; 14 trees were planted after the December ice storm.</p> <p>Routine services started again in January and continued throughout the remainder of the fiscal year.</p>

DIVISION: FIELD OPERATIONS - CONSTRUCTION

OBJECTIVE	PROGRESS/STATUS
Reconstruct portion of Animal Shelter Drive.	Reconstruction of about 225 square yards of Animal Shelter Drive was completed during the fourth quarter. The deterioration was such that this project could not be delayed until next year. Due to budget constraints, the appropriation for reconstruction in fiscal 2002-2003 was almost eliminated. We typically have an annual budget of about \$70,000 for this work. The original budget request included an objective of 3,200 square yards of reconstruction work. That amount was reduced to 225 square yards as an accommodation to the loss of state-shared revenues.
Construct various projects for other Public Works divisions and Town departments.	Miscellaneous projects during the fourth quarter included repair of wood guard rails on Airport Road across from Stephens Street and along Umstead Drive near the park; extension of two block walls and other improvements at Cedar Falls Park necessary for installation of new bleachers; and installation of bench and trash can at bus stop on Airport Road in front of Town Hall.

Construct miscellaneous projects, including storm drains and sidewalks.	<p>Major project work continued throughout the year on Streetscape 2002, including 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; removing 250' of 10' sidewalk and 250' of sidewalk pavers; installing 500' of electrical duct bank with flowable fill concrete; re-pouring 250' of 10' concrete sidewalk; setting 6 electrical boxes; and removing/pouring 18' x 20' driveway. Brick pavers were placed throughout the project. During the fourth quarter, contract work included installation of 10 planter boxes and pouring 500' of 30" concrete curb and gutter.</p> <p>Along Seawell School Road, 40' of curb and gutter and sidewalk were removed; 636' of curb and gutter were installed; and 580' of 5' sidewalk were installed. Seeding and mulching were completed, along with installation of 1 road sign.</p>
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DIVISION: FIELD OPERATIONS - STREETS

OBJECTIVE	PROGRESS/STATUS
Resurface about 5.5 miles of street pavement using contract resurfacing (3.9 miles) and slurry seal (1.6 miles).	<p>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 has been carried forward to next year for an estimated 1.6 miles to allow cost efficiency possible from combining quantities from current and next fiscal years.</p> <p>Additionally, crack pouring by contract was used along 24 streets in the first quarter.</p>
Maintain the Town's street system through ongoing patching.	Extensive full-depth and skin patching work was completed Town-wide during three of the four quarters. Work included patching on the streets that were resurfaced.

OBJECTIVE	PROGRESS/STATUS
Collect leaves and pine straw October through March.	The seasonal program started October 21, 2002, as scheduled. A total of 600 loads were 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 during the season.
Clear streets in times of inclement weather, including snow and ice, consistent with current priorities and Town policy.	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. Extensive use of private contract work continued through the middle of May, 2003, for removal of debris. The contractor started the last collection cycle on April 28, 2003. In-house storm related work was accomplished during the remainder of the year primarily through use of regular work hours, rather than overtime.

DIVISION: INTERNAL SERVICES

OBJECTIVE	PROGRESS/STATUS
Expand use of automated fleet management system.	<p>Ongoing data are maintained to generate information related to road calls and fleet preventive maintenance, as well as repair service. During the year, 149 emergency road service calls were made at an average cost of \$189.47 per call. The average preventive maintenance cost per vehicle serviced was \$134.08 for the year. These unit costs, both for road service calls and preventive maintenance, include labor, materials and equipment.</p> <p>Fuel use for General Fund operations was up 14,647gallons, or about 6%, for the year. This increase occurred throughout most organizational units, with no significant increase in any one user. The cost per gallon averaged \$.87 during the year compared to an average unit cost of \$.71 last year (note: budget assumed \$.95)</p>
Perform preventive maintenance per mileage benchmark system—about 520 vehicles per year.	During the year, 785 automotive PM's were completed, for an average of about 15 per week.
Assume in-house major maintenance/repair jobs for both equipment and vehicles.	Major in-house equipment and vehicular repairs needed during the year were completed by outside vendors.
Adhere to both interior and exterior building maintenance schedules.	Maintenance schedules generally were met at all public facilities for which the division is responsible throughout the year. A total of 985 building maintenance work orders were completed during the year (compared to 1,226 last year).

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 collected was up 2,263 tons, or 10.4% relative to last year. This increase resulted from the greater quantity of brush debris generated by the ice storm. The data include 766 tons of commercial refuse collected from downtown compactors. Collection schedules for residential and commercial routes generally were met, with the exception of one lost commercial service day due to the severe ice storm than 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 year. After the ice storm in early December, we started collecting brush using private contractors. About six years worth of brush relative to average annual quantities was generated by the ice storm. The total volume of 8,739 tons (which includes about 5,800 tons collected by private contractors) 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 80.5 tons compared to 129.93 tons last year. Residents placed fewer items at the curb for collection.</p> <p>A total of 9 bags of litter were collected along rights-of-way using court-referred community service workers.</p>
Minimum injuries/accidents.	There were no lost time personal injuries during the year; 4 vehicular accidents were fault of Town employee.
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 remained 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 keep encouraging replacement of side-loading dumpsters with the more efficient front-loading containers.</p> <p>Scheduled residential routes were uninterrupted by the December ice storm, which occurred on a Wednesday. Only one commercial service day was missed following the storm.</p>

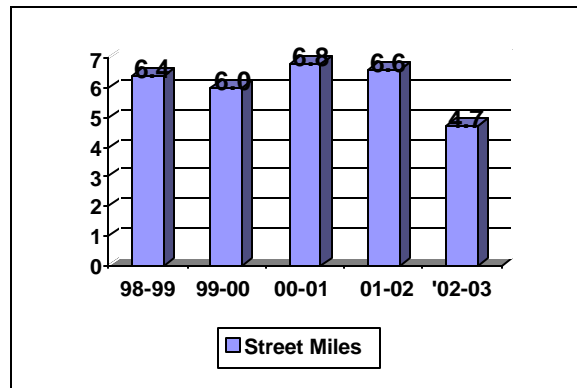
DIVISION: LANDSCAPE

OBJECTIVE	PROGRESS/STATUS
Evaluate and implement projects included in Capital Improvement Program and proposed by consultants.	Department staff met with staff from Parks and Recreation Department to discuss work orders, planning for Festifall and Apple Chill and coordination of openings of Booker Creek Linear Trail and improved Hargraves Center. Planning work was completed for the new park area at Rashkis School. Coordination with private consultants was completed for control of rat infestation in downtown and for the maintenance of soccer fields.
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 lot, Town Hall, cemeteries, etc.).</p> <p>During the remainder of the year, work crews concentrated on continued removal of hazardous trees and limbs resulting from the ice storm.</p>

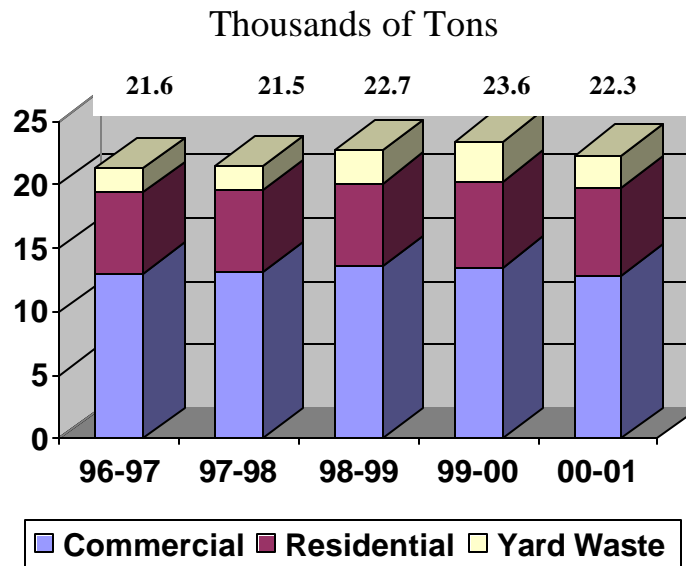
OBJECTIVE	PROGRESS/STATUS
Adhere to grounds maintenance schedules at parks, cemeteries, parking lots, public housing and other public locations.	<p>Grounds maintenance schedules generally were met or exceeded at all public facilities and areas for which section is responsible up to the time of the storm 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 Hill House. During the fourth quarter, winter and summer annuals were planted at Public Works, Town and the Library; plantings included 889 perennials, 47 shrubs and 2 trees.</p> <p>A total of 89 work orders were completed throughout the year, primarily for Housing and Parks and Recreation.</p>

MILES OF STREETS RESURFACED

Contract resurfacing was completed on 4 miles of streets during the first quarter, with an additional .71 completed during the second quarter. The budget objective was 5.5 miles. An additional 16 miles of streets are carried forward for slurry seal by contract next year.



SOLID WASTE COLLECTION



The Solid Waste Services Division collected 10% more refuse compared to last fiscal year. The increase resulted from the quantity of brush generated by the ice storm that occurred in early December 2002. The goal for all solid waste collections in 2003-03 was 232,700 tons. Yard waste data exclude about 5,800 tons collected by private contractors subsequent to the December ice storm.

Transportation**Annual Report, 2002-2003**

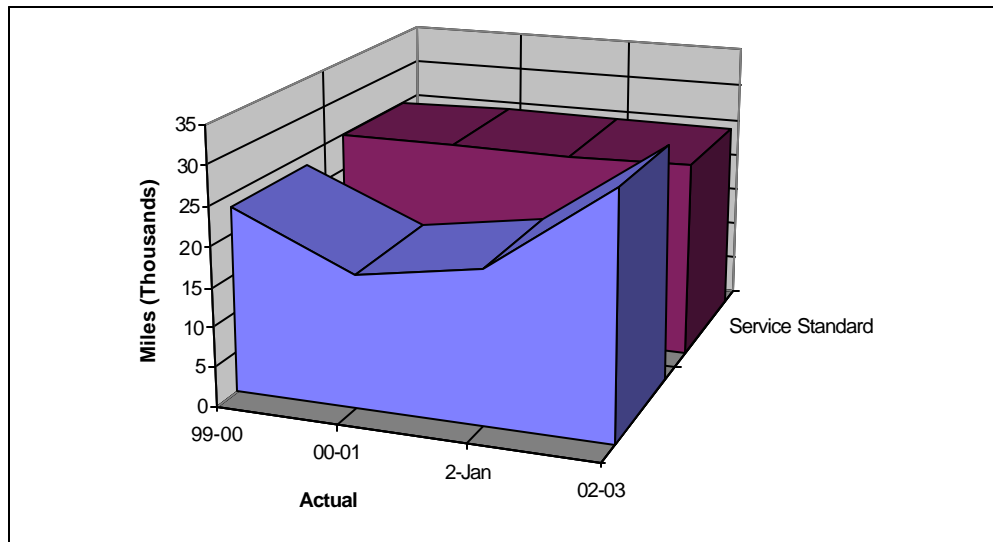
REVENUES/EXPENDITURES	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
Revenues	7,665,848	8,056,497	9,828,556	9,412,899	16.8%
Expenditures	7,214,862	6,966,813	9,828,556	8,662,773	24.3%
Expenditures as % of Budget				88.14%	

ADDITIONAL DETAIL	Actual 2000-01	Actual 2001-02	Budget 2002-03	Actual 2002-03	Change from Prior Year
TRANSPORTATION					
Fixed route ridership	2,833, 103	3,588,387	4,331,996	4,589,559	27.9%
Demand response ridership	59,008	60,249	63,936	72,599	20.5%
Tarheel Express/Charter ridership	139,573	122,017	135,000	154,261	26.4%
Service miles	1,283,075	1,644,754	1,826,408	1,883,680	14.5%
Operating costs	7,214,862	6,966,813	9,828,556	8,662,773	24.3%
Operating revenue	1,798,700	1,062,625	275,000	386,994	-63.6%
Preventable accidents	30	40	25	22	-45 %
Passengers/service mile	2.36	2.29	2.48	2.56	11.5%
Ratio of revenue from patrons to cost	0.25	0.15	0.03	0.04	-70.7%
Miles/road call (mechanical)	16,883	19,387	25,000	30,382	56.7%
Road call (mechanical)	76	101	60	62	-38.6%
Miles/Preventable accidents	42,772	41,119	35,000	85,622	108.2%
System cost/trip	2.38	1.85	2.17	1.8	-2.7%
Patron revenue/trip	0.59	.028	0.06	0.08	-71.5%

PARKING SERVICES					
System revenue	1,839,449	1,788,060	1,733,500	1,868,182	4.66%
Revenue/Space/Day:					
Rosemary Deck	4.74	4.87	5.95	5.13	3.40%
Lot 2	9.81	10.12	11.83	11.91	17.85%
Lot 3	1.88	1.88	2.12	1.84	0.31%
Lot 4	2.51	2.40	3.21	2.54	18.66%
Lot 5	3.38	3.28	3.64	3.37	9.45%
Lot 6	2.58	2.67	3.00	3.18	34.27%
Meters	4.25	4.48	4.10	4.30	-2.79%
Turnover:					
Rosemary Deck	2.22	2.02		1.61	-20.30%
Lot 2	5.17	5.07		4.68	-7.69%
Citation Collection Rates:					
Number Citations Issued	24,483	22,263		19,737	-11.35%
Number Citations Collected	19,305	16,980		15,572	-8.29%
Dollar Value Collected Citations	494,445	425,698		400,907	-5.82%
% of Citation Paid vs. Issued	79%	76%		79%	3.44%

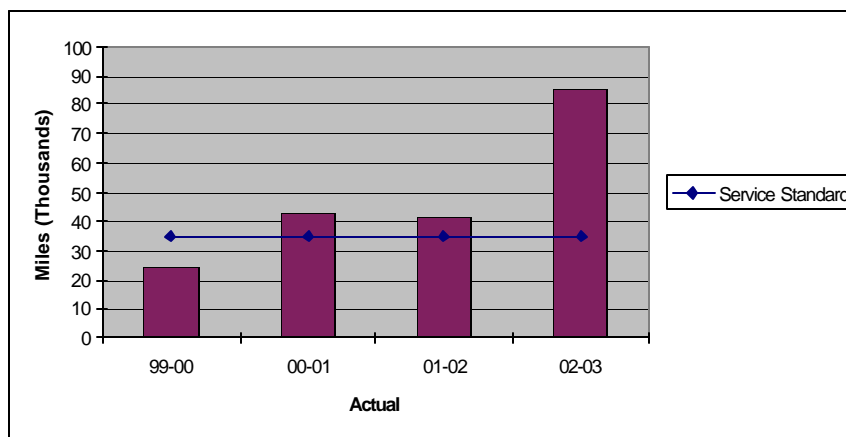
OBJECTIVES	PROGRESS/STATUS
To operate fixed route transit service in Chapel Hill, Carrboro, and on the UNC campus. Routes will serve 90% of the residences and will meet the published schedule 98% of the time.	Operated approximately 129,283 hours of service during the year.
To operate demand responsive services in areas not served by fixed routes and for certified senior and handicapped patrons. Will meet service standards set by the Transportation Board.	Operated approximately 28,114.8 hours of service during the year. Average trip time of 17.05 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 117,730 for the year.
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 30,382.
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.	Operating hours were lost on December 5-7, 2002 because of an ice storm.
To improve collections on parking citations.	Citation collection revenue is down 5.82% from last year.

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



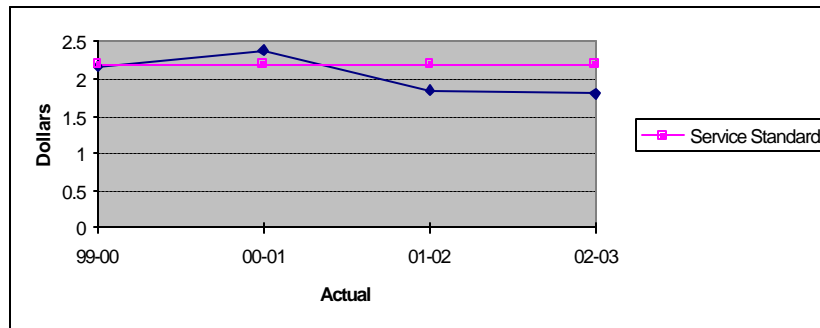
Service Reliability is measured by tracking service miles between road calls due to mechanical problems.

TRANSIT SAFETY **MILES BETWEEN “PREVENTABLE” ACCIDENTS**



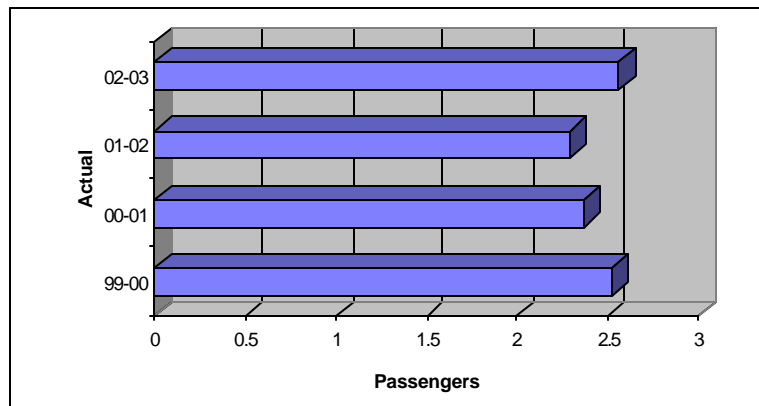
Transit vehicle safety is measured by tracking the number of miles between preventable accidents.

PUBLIC TRANSPORTATION SYSTEM COST PER PASSENGER TRIP



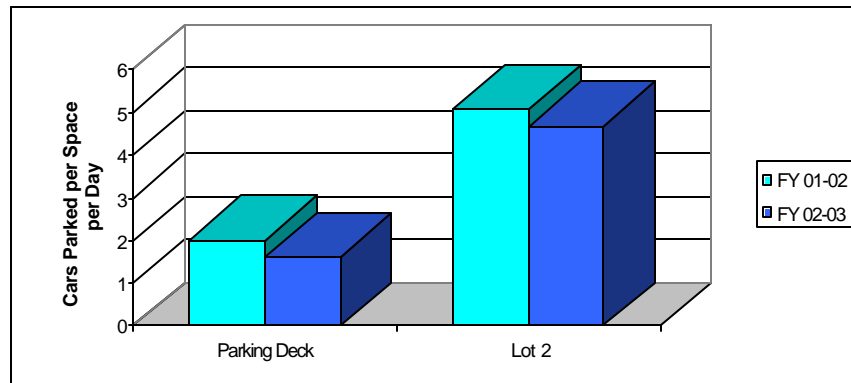
Transit service efficiency is monitored by calculating the system-wide cost per passenger trip. System expenses were down due to more efficient use of man-hours.

PUBLIC TRANSPORTATION PASSENGERS PER SERVICE MILE



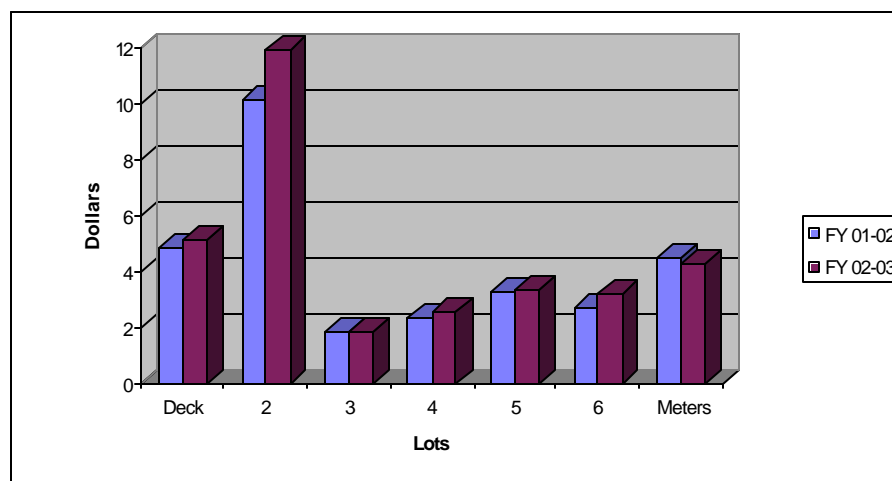
Transit service productivity is monitored by calculating the passenger trips per service mile. Passenger trips per mile have increased as a result of the fare free service.

PARKING PERFORMANCE MEASURES PARKING SPACE TURNOVER RATE



Turnover is the average number of cars using a parking space in a day. Current statistics indicate a slightly shorter average stay by parkers in Lot #2, and a more significant change in the Rosemary Street Deck compared to last year.

PARKING REVENUES PER SPACE PER DAY



An increase in revenue in Lots 4, 5 & 6 reflects the rate increase for leased spaces. Decreased revenue for meters indicates decreased use. The Rosemary Street Deck and Lot 2 likely indicate increased revenue due to the hourly rate increase, but a lower turnover rate.



CAPITAL PROJECTS



Project Name: Downtown Improvements (Streetscape)

Funding Source(s): 1996 Bond Funds.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
500,000	500,000	0	1,000,000	709,830	290,170

Status of Project:

On February 10, 2003, the Council authorized use of \$150,000 for construction on the south side of the 100 block of East Franklin Street between University United Methodist Church and McCorkle Place on the University of North Carolina campus, across from the intersection with Henderson Street. This project was started during the fourth quarter of 2002-2003 and is expected to be completed in the first quarter of 2003-2004.

Installation of custom street and pedestrian lighting improvements by Duke Power Company was paid in advance at the end of the second quarter of 2002-2003. We anticipate downtown lighting improvements to be completed by the end of the first quarter of 2003-2004.

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	109,671	(1,068)

Status of Project:

Projects completed during this fiscal year included the following:

- Installed 2-ton HVAC unit for IT Dept. \$ 4,400
- Replaced 4-ton HVAC at Public Works \$ 4,100
- Replaced Community Center Pool Heater \$13,375

• Painted Town Hall Hand Rails	\$ 2,500
• Replaced Gas Heaters, Fire Station # 4	\$ 4,700
• P.O./court Asbestos Abatement	\$ 1,200
• Community Center Roof Repairs	\$ 3,000
• Town Hall, Installed Carpet Runners	\$ 1,700
• Town Hall, Installed Window Tinting	\$ 5,600
• Waste Oil Tank Closure	\$ 2,000
• Nunn Mountain Generator Replacement	\$ 8,000
• Fire Station # 4 Waterproofing Repairs	\$ 4,200
• Northside Gym, Waterproofing planters	\$ 6,000
• Community Center Foundation Repairs	\$ 7,600
• IFC Shelter HVAC Repairs	\$ 1,600

A portion of the reported expenditures and encumbrances relates to prior work for which we are awaiting invoices from private vendors. The projects enumerated above represent work at or near completion.

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 & Encumbrs	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.

The punch list walk through on March 31st identified several relatively minor issues which delayed full occupancy. However, the building was stocked with furniture in April and the grand opening was held on May 10th. The pool opened as usual on Memorial Day Weekend.

Completion of punch list items has delayed final close-out of this project. Pool items will be finally corrected when the pool closes for the season. We are still negotiating the cost of the final change order; however, it is projected that final costs will be slightly below budget.

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 2001-12.

We began design work during the third quarter of fiscal year 2002-03 and expect to advertise for bids during the third quarter of fiscal year 2003-2004. We are delaying the start of work on this project to avoid doing roofing work during the winter months and to allow the IFC Shelter staff additional time to make alternative service arrangements for their clients during the period of construction.

Project Name: Museum – Capital Maintenance

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 \$9,000 in this account is for the first payment on the installment loan for the estimated \$60,000 project cost.

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 10, 2002. Work was completed during March, 2003. The total project cost was \$59,275.

Project Name: Public Works Improvements/Site Development (Public Works/Transit Operations Facility)

Funding Source(s): 1996 Bond Funds.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
210,000	290,000	40,677	544,677*	207,738	336,939

*Multi-year funds

Status of Project:

During the fourth quarter, the planning consultants completed a conceptual design and preliminary cost estimate for the proposed Town Operations Center. A revised conceptual plan and cost estimate will be provided to the Council in the first quarter of 2003-2004.

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	115,000	0

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 & Encumbrs	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 & Encumbrs	Balance
-0-	2,500	-0-	-0-	2,343	157

Status of Project:

Funds were used to replace aging entrance and directional signs.

Project Name: Lower Booker Creek Greenway Trail, Phase II (Booker Creek Road to Franklin Street)**Funding Source(s):** NCDOT Grants and Capital Improvement Program

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

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. We are waiting for a proposal from the owner of the Siena Hotel prior to moving forward with the project. Meanwhile the trails have been built.

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. A public forum was held in June. The Committee is taking a break until such time as the State has completed its re-mapping of the Morgan Creek 100 year floodplain.

Project Name: Small Park Improvements

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	24,731	5,696

Status of Project:

Funds (~\$20,000) were used to replace bleachers at (1) Culbreth School ball field, (2) Cedar Falls Park – 2 bleachers and (3) Ephesus Church School – 2 bleachers. About \$4,000 used for consultation services related to the soccer fields at Homestead Park was paid from the operating budget.

Project Name: Renovations: Fire Training Facility

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2001-2002 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	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 & Encumbs	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 & Encumbs	Balance
194,621	0	-0-	194,621	74,687	119,934

Status of Projects:

Sidewalk construction has been completed on Culbreth Road and Seawell School Road. 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	0	66,420	4,031	62,389

Status of Project:

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

Project Name: Bridge Replacement

Funding Source(s): Capital improvements fund, 1986 and 1996 Transportation bond, and a North Carolina Department of Transportation grant.

Balance from Previous Years	2001-02 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
436,310	293,079	-0-	729,389	729,389	- 0 -*

Status of Project:

1. Willow Drive near Spruce Street: Completed.
2. Brookview Drive at Cedar Falls Street: Completed.
3. Lakeshore Drive at Honeysuckle Road: Completed.
4. Lakeshore Drive at Kensington Drive: Completed.
5. Bolinwood Drive near Hillsborough Street: Future project.

* Approximately \$46,000 not required for bridge construction was transferred to general drainage improvements account for use on future projects.

Project Name: Traffic Calming

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2002-03 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
35,515	-0-	209,485	245,000	199,749	45,351

Status of Project:

Pending traffic calming projects have been temporarily suspended until the Council has considered policy and procedure issues during the second quarter of FY 2003-04.