

Town of Chapel Hill



Annual Report 2003-2004

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SUMMARY



**PART 1: SUMMARY OF THE ANNUAL REPORT
FOR 2003-2004
(Period Ending June 30, 2004)**

The Town of Chapel Hill brings responsive and well-managed local government service to about 50,000 residents. The vision for our community is shaped by policies set by the Mayor and Town Council, and delivered by more than 600 employees who work to ensure that citizens live in a safe and sustainable community that is served by an open, effective and accountable government. The Town of Chapel Hill provides services in areas that include fire and police protection, finance, planning, public works, inspections, engineering, transportation, library, parks and recreation, and housing. The following report summarizes the Town's activities and initiatives for the 2003-04 fiscal year.

Setting Priorities for Public Funds

The Town Council in June 2004, adopted a \$67.3 million budget and a property tax rate increase of 2.2 cents. This sets the current tax rate at 57.5 cents per \$100 valuation. On a \$200,000 home, property owners pay \$1,150 in Town taxes this year.

As part of the budget, the Council established a new Stormwater Management Program aimed at reducing the amount of pollution that enters the Town's storm drainage system and natural surface waters. The program will be supported by a \$1.76 million budget.

The Council held three public forums and hearings before making decisions on the annual budget, a long-term capital improvements program and applications for community development, housing and transportation grants. The forums and hearings were held in January, March and May.

Some highlights from the adopted budget include:

- \$266,000 for a consultant to continue with plans to develop offices, residences and shops in the heart of downtown Chapel Hill
- \$70,000 for a new downtown economic development organization
- \$125,000 for the Public Arts Commission
- \$75,000 for a Transportation Master Plan
- \$36,000 for a Web programmer
- \$635,000 to cover a 3.78 percent pay raise for Town employees
- \$64,000 to improve Chapel Hill Transit bus services for the mobility impaired

The Capital Improvements Program (CIP) budget addresses the Town's capital facilities needs based on priorities and anticipated availability of funding. Highlights of these long-term improvements include:

- \$238,000 for Meadowmont Gym
- \$163,000 for Hargraves Center/A.D. Clark repairs and installment on debt payments

- \$122,000 for the Town Operations Center land acquisition and installment on debt payments
- \$50,000 for repairs to bike paths, paved trails and public parking areas in Town parks
- \$25,000 for curb repairs to comply with Americans with Disabilities Act requirements
- \$21,000 for improvements to Homestead Park

Cleaning Streams, Reducing Flooding and Protecting the Environment

Chapel Hillians can look to a new Stormwater Management Program to protect streams and reduce flooding. Responding to new federal and State mandates, program activities will include maintaining drainage systems, reducing soil erosion and sedimentation, planning and implementing watershed management, administering local and State regulations, mitigating flood damage, and responding to drainage assistance requests from citizens. The fees, which range from \$39 to \$117 annually for most properties, have been included in Orange County property tax bills. Separate bills were issued to tax exempt properties such as places of worship and government agencies, and to properties in the Chapel Hill Town limits but located in Durham County.

All properties contributing to stormwater runoff in Chapel Hill are assessed annual fees that are based on the amount of impervious surface area on the property. Typical impervious surfaces include concrete, asphalt, compacted gravel and rooftops. The majority of rain falling on such surfaces runs off, increasing the amount of stormwater and pollutants that must be handled by the Town's drainage systems. Town engineers determined the impervious surface area for all properties through aerial photography surveys conducted in the wintertime. Analysis indicated that the majority of single-family residential properties in Chapel Hill have 6,000 square feet or less of impervious surface area per property.

Promoting Economic Development

The Town Council has adopted conceptual master plans for converting Town parking lots in downtown into multi-level developments that would include specialty shops, restaurants, art galleries, housing and piazzas. Potential development scenarios on Town Parking Lot 2 on East Rosemary and South Columbia streets and Town Parking Lot 5 on West Franklin and Church streets were prepared by HKS, Inc. The financial feasibility of the building program is being studied over summer 2004.

Bringing the resources of the Town, University and downtown community together to maintain, enhance and promote downtown as the social, cultural and spiritual center of Chapel Hill through economic development is the mission of a new non-profit corporation. The Chapel Hill Downtown Economic Development Corporation, a seven-member board appointed by both Town and university leaders, became operational in July 2004. The new organization is funded by the Town (\$70,000 from the Town's General Fund and another \$70,000 from the Downtown Tax District Fund) and UNC-Chapel Hill (\$70,000). Nancy Suttentfield, UNC-Chapel Hill's Vice Chancellor for Finance and Administration, and local developer and UNC Trustee Roger Perry represent the University on the new board. The Council appointed Bob Epting, attorney; Allen Fine, Investors Title; Andrea Rohrbacher, a member of the Parks and Recreation Commission;

and Tom Tucker, Carolina Car Wash owner and developer. These six members named the seventh member to the board, local business owner Betty Kenan. Nicholas Didow, a UNC marketing professor, was named interim executive director of the corporation in August.

Among improvements slated for downtown Chapel Hill are street and pedestrian lighting in two sections of West Franklin Street (the north side of Franklin Street from Church Street to 306, and the south side of West Franklin Street adjacent to the University Baptist Church). Public Works Department crews earlier completed work on a section of Streetscape in the 100 block of East Franklin Street, including installation of bollards, benches and trash cans, 500 feet of sidewalk, and repair of drainage system at planters.

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

The Town Inspections Department issued permits for more than \$107 million worth of construction activity in Chapel Hill in 2003-04. Town inspectors performed more than 17,200 inspections categorized as building, mechanical, electrical and plumbing. Due to an increase in the number of condominium and townhouse construction, inspections increased by 32 percent during this period.

Planning Our Future

Citizens authorized Town officials to issue bonds to pay for expansion of the public library off Estes Drive (\$16.2 million), make downtown Streetscape improvements (\$5.2 million) and build more sidewalks (\$2.6 million), plan more greenways (\$5 million), acquire more open space (\$2 million), and create an energy fund (\$500,000) to improve energy efficiency in Town buildings.

In February 2004, the Town received a \$10,800 grant from the U.S. Department of Energy Million Solar Roofs program. The funds will be used for solar projects proposed by the Chapel Hill Solar Roofs Committee. Because the Council supports the concept of shaping a sustainable community, it has focused on bringing more solar energy and energy efficiency projects to Chapel Hill. A sustainable community promotes resource conservation by recognizing that economic, environmental and social issues are interrelated. To meet this goal, the Town accepted a \$91,200 grant from the Sustainable Communities Project and approved \$22,800 of Town funds toward the project in March 2004. The funds will be used for energy efficiency improvements throughout Fire Station No. 1, including installation of solar hot water panels and photovoltaic panels.

Construction of the Town Operations Center on Millhouse Road, the largest capital project in Town government's history, is expected to begin in early 2005. The \$43 million facility will house the Public Works and Transportation Departments, which are required to vacate their current, UNC-owned site along Airport Road by the end of 2006. The Center will be situated north of Eubanks Road and bordered to the east by Interstate 40. The entire lot is 89 acres with the Center complex occupying about 54 acres. Design work is underway by local architects Corley Redfoot Zack. The project will reflect the Council's key values of sustainability, environmental sensitivity and fiscal prudence.

Providing Community Recreation

More than 33,500 Chapel Hillians registered for recreation programs sponsored by the Parks and Recreation Department in 2003-04. These programs include dance and exercise, arts and pottery, and nature and outdoors. Classes are developed for families, seniors, youth and teens, and people with disabilities.

The Town of Chapel Hill continues to seek public input on a proposed Aquatics Center at Homestead Community Park on the west side of Airport Road. Construction of the 26,000 square foot facility may begin in summer 2005. The center would have two pools: one a lap and training pool and a separate warm water swimming pool. The pool for competitions and team practices would measure 25 meters by 25 yards with a depth ranging from 4-1/2 to 6 feet. The warm-water pool for families and swimming lessons would measure 25 yards by 10 yards, with a depth of up to 4 feet. The \$5.5 million project will be funded jointly by Orange County and the Town of Chapel Hill. The Town will spend \$1.2 million in bonds that were approved by voters in 1996.

Citizens are reviewing concept plans for a 70-acre park in Orange County on the west side of U.S. 15-501 South adjacent to Southern Village. Plans for the Southern Community Park include playing fields and courts, trails, picnic areas, a dog park, restrooms, a recycling center and 154 parking spaces. Construction may begin in summer or fall of 2005, and many of the improvements would be developed in a phased approach. More than half the park site would be preserved in a natural condition. The park extends an existing greenway trail, which terminates north of the park site. Currently Chapel Hill owns 13 parks with a cumulative total of 126 acres. Along with Southern Community Park and Pritchard Park (site of the Chapel Hill Library) this total will reach 273 acres.

Enhancing Art, History and Culture

The Town Council approved in May 2004, the Chapel Hill Public Arts Commission Public Art Plan which identifies potential capital improvement projects to include 1 percent of their project budgets for public art. These capital projects include the Town Operations Center, Community Center improvements, and several 2003 General Obligation bond projects such as expansion of the library, improvements to Parks and Recreation facilities, and sidewalk and street projects. The Town Council adopted the Percent for Art Resolution in March 2002.

The Town will use bond funds to expand the Chapel Hill Public Library off Estes Drive later this decade. Design work may begin in the coming year, while the first bond funds for construction

may not come until the 2008-09 fiscal year. The library currently has about 27,000 square feet of floor space. The plan would be to expand it to 75,500 square feet, and add books and other materials to its collection.

Patron visits to the Chapel Hill Public Library totaled about 340,000 in the fiscal 2003-04 year. More than 7,000 children participated in a variety of children's programs, from weekly pre-school story times to the Summer Reading Program.

Official Town of Chapel Hill documents dating from 1869 to 1925 were restored this year by a company that specializes in document restoration and protection. The Town Clerk's Office had recorded the pages on microfilm and saw to it that the brittle pages also were preserved for future generations.

Bringing People Together

A special committee appointed by the Town Council will consider the creation of memorials to the life and legacy of Dr. Martin Luther King, Jr., including the possible renaming of Airport Road. Initiated in June 2004, the committee will lead the public process for considering any renaming proposal. The Committee is proposed to have 20 or more members to include the Mayor and two Council members, four members of the NAACP, four persons who are residents of Airport Road or who operate a business on Airport Road, two persons familiar with the history of the community or the history of Airport Road the social history of the United States, African American history, the life of Dr. Martin Luther King, Jr., or other contextual issues, and a diverse group of seven citizens at-large.

Two popular street fairs are hosted by the Town Parks and Recreation Department. For the past 30 years, Chapel Hill has served as host to Festifall and Apple Chill. Festifall was held on October 5, 2003, and Apple Chill was held April 17, 2004. During Apple Chill, the western end of Franklin Street was designated for a car and motorcycle show for the first time. More than 35,000 fairgoers attended to enjoy specialty foods and arts and crafts, along with an array of performing artists.

Halloween in Chapel Hill is a tradition for many and the numbers keep growing. About 78,000 revelers crowded Franklin Street in October 2003 and enjoyed this uncommon public party, made safe due to careful planning by Town officials and the exceptional performance of police officers. The Town provided shuttle bus service from park-and-ride lots and closed several downtown streets including Franklin Street.

The Town Council in May 2004 approved an amendment to Town policy covering the prohibition against discrimination in employment to include "sexual orientation, gender identity and gender expression." The amendment revises language similarly in the Town's Comprehensive Plan.

Responding to Needs for Public Safety

The Chapel Hill Police Department has received the largest grant in its history to improve radio communications networks. The \$832,500 grant was awarded from the U.S. Department of Homeland Security through the N.C. Division of Emergency Management. The funds will be used for a communications network that will allow public safety agencies to communicate more effectively, particularly during emergency situations. The grant also provides the critical first component of a regional effort to link communication networks throughout the Triangle area.

The Chapel Hill Police Department received another important grant this year to fund a new position, a bilingual victim specialist. The Governor's Crime Commission awarded the \$100,863 grant, which requires a match of \$18,899 from the Town. In addition to serving Latino victims of domestic violence in Chapel Hill and Carrboro, the victim specialist will train officers in both communities in issues of cultural diversity and victimization.

In April 2004, Congressman David Price of Chapel Hill announced a \$250,000 federal grant to be shared by Chapel Hill and Cary Police Departments for new digital camera systems in patrol vehicles. The grant is funded by the U.S. Department of Justice. The imaging technology will be installed in 14 police vehicles in Chapel Hill and 25 police vehicles in Cary. Chapel Hill Police Chief Gregg Jarvies said the digital cameras will improve officer safety, as well as help police document encounters and gather evidence.

Overall reported major crimes in Chapel Hill decreased by 9 percent. The total number of personal crimes (homicide, rape, robbery, and aggravated assaults) increased by 7 percent, with an increase in robberies and a decrease in assaults. Property crimes (burglary, larceny and motor vehicle thefts) decreased by 10 percent. There was a significant increase in burglaries due in part to residential break-ins in the neighborhoods adjacent to the Central Business District, the Umstead Drive area and the northern residential neighborhoods. During the year, arrests were made for many of the burglaries and for possession of stolen property. Thefts of motor vehicles decreased by 30 percent (from 107 to 75).

The Police Department staff continues to offer crime prevention programs and youth activities for public housing residents. Youth drug prevention activities include the academic rewards program, leadership program, tutoring and basketball programs and other activities. Computer labs are available at Trinity and South Estes for residents.

Thanks to cooperation among the Town, UNC-Chapel Hill and UNC Hospitals, the Fire Department gathered \$110,000 in funds and outside grants to purchase a new mini-pumper fire truck in November 2003. The special operations mini-pumper will be used for quick fire attacks in places that are difficult to access.

The Fire Department responded to 1,787 emergency fire-related calls and 368 non-emergency fire-related calls this year. About 95 percent of emergency fire calls received response within 5 minutes of a dispatch from Orange County 911 Center. The total number of emergency fire-

related, non-emergency fire-related and first-responder calls where Fire personnel rendered assistance for the year is 3,221. The year-to-date total for fire loss is \$2.2 million.

Following a mild summer, Hurricane Isabel swept inland in September 2003, toppling more trees and littering yards with leafy debris. While the storm caused some residents to go without power in the short term, its effects were less severe than in other parts of the State. Electrical outages disrupted several traffic signals around Town, and Town staff provided generators and other alternatives to aid motorists and pedestrians. Public Works Department crews collected about 860 tons of yard waste debris in the first quarter of the year, as compared to an average annual quantity of about 2,000 tons. The Town has received more than \$300,000 in federal and State reimbursements for costs related to the storm.

Operated under a Town contract with Affiliated Computer Services, the SafeLight Chapel Hill Program was scheduled for an evaluation after installation in September 2003. The Council terminated the program in January 2004, citing concerns about turning over a police function to a private company driven by a profit motive. The cameras were positioned at the Airport Road-Estes Drive intersection and the Sage Road-U.S. 15-501 intersection. Drivers whose license plate numbers were recorded running red lights were issued \$50 citations.

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

Addressing Housing and Neighborhood Concerns

The Town's Department of Housing manages and maintains 337 public housing residences. Town employees and private contractors completed interior painting and basic repairs in about 75 public housing apartment units in 2003-04. The final phase of renovation was completed in apartments at the Pritchard Park Neighborhood at the end of fall 2003. To assist residents of public housing, community Police officers and Parks and Recreation staff coordinated a tutoring and basketball program for youth. The Orange County Literacy Council continued to offer training and GED preparation. Other activities included a youth leadership club, a cooking class and a mentoring program for high school students. Thirty-one teenagers were employed under the Summer Youth Employment Program to work in various Town departments and nonprofit agencies.

Habitat for Humanity filed a concept plan in June 2004, for a Sunrise Road Development that calls for 50 homes on a 17-acre property near the Chandler's Green neighborhood. The total number of units includes a mix of freestanding, single-family houses and multi-family units. The concept plan calls for 14 single-family homes, along with 24 triplex units and another 12 duplex units. After the concept plan stage, Habitat will receive feedback from the Council and the Town's advisory boards, and then come back with a formal Special Use Permit application.

The Town's annual update to the Consolidated Plan was submitted in spring 2004, to the U.S. Department of Housing and Urban Development. The plan identifies and sets priorities for the community's housing and community development needs. Following public hearings and community input, the plan outlines the spending of \$711,000 of 2004-05 Community Development funds. Projects include the renovation of the Airport Gardens public housing community on Airport Road. The recommended 2004-05 HOME Program Plan identifies needs for \$905,336 of federal HOME funds and local match funds. Proposed uses for these funds include assistance to families moving from public housing to the private housing market, and down payment assistance for first-time home buyers.

The Council voted in February 2004, to establish the Northside neighborhood as a "neighborhood conservation district" with a unique set of development rules. The Northside neighborhood lies north of West Rosemary Street, west of North Columbia Street and east of Carrboro. The decision to create the new zoning overlay district means in part that no new duplexes can be built in Northside. The action responds to concerns from many Northside residents that too much of their neighborhood has been changing from owner-occupied homes.

Overseen by the Public Works Department, the \$450,000 renovation project of the Inter-Faith Council's downtown homeless shelter at 100 W. Rosemary St. is expected to be completed under budget and on schedule for a September 2004 opening. Homeless clients spent time at various churches and the Carrboro Century Center while the renovation was underway.

Encouraging Alternate Modes of Transportation

The Town bus service, which began offering fare free service in January 2002, has continued to lure drivers from their cars, reducing traffic congestion and pollution. In 2002-03, about 4.6 million people rode the buses in Chapel Hill. In 2003-04, ridership was over 5 million, representing an 11 percent increase over the previous year. Chapel Hill Transit buses run on kerosene, which is a cleaner-burning fuel than diesel.

A November 2003 survey of Chapel Hill Transit riders finds that more working professionals are riding the buses along with UNC-Chapel Hill students. The overall income reported by transit riders has increased. Those reporting annual incomes over \$75,000 increased from 8.5 percent when surveyed in 1997 to 17.9 percent in the 2003 study. Most riders say they use the bus to avoid parking or because they have no vehicle; and because it's economical and convenient. People attending classes or working at UNC account for 92 percent of weekday transit riders.

Chapel Hill Transit received the 2004 Safety Award from the North Carolina Public Transportation Association (NCPTA). The NCPTA Safety Award recognizes outstanding performance in traffic and passenger safety among North Carolina public transportation systems. Chapel Hill Transit was reviewed in the urban fixed route service category for systems that cover 1 million miles or more. Chapel Hill Transit covered about 2.4 million miles last year. Chapel Hill Transit employs about 135 drivers, who complete a defensive driving course that includes time in the classroom and behind the wheel.

Twenty-eight Chapel Hill buses began “talking” in September 2003 with a new feature, the Automatic Voice Announcement System (AVS), which notifies passengers of approaching stops. The technology particularly assists the visually impaired.

In November 2003, the Council accepted an Active Living By Design grant from the Robert Wood Johnson Foundation. The program promotes greater physical activity and raises awareness of the relationship between mobility and health-related issues. Active Living By Design is a national program established to create, enhance and promote environments that make it safe and convenient for people to be more physically active. The goal is to encourage changes in design, transportation and policies to cultivate and support active living.

Also in November 2003, the Town accepted a \$30,000 National Trails Program grant for the construction of a bridge to access the Town’s 34-acre Dry Creek open space property. The bridge will be built over Dry Creek from the Springcrest neighborhood. The property is bordered on the north by I-40, on the west by a tributary of Dry Creek, to the south by Dry Creek and to the east by Erwin Road. The bridge will provide residents with direct pedestrian and bicycle access to the 34-acre open space property and will be a key component of the proposed Dry Creek Trail.

The Council established a policy for construction of bicycle facilities within the Town. The revised policy included amendments by the Bicycle and Pedestrian Advisory Board. The new policy takes into account the need for a more context-sensitive appraisal of the appropriate design, type, and width of bicycle facilities for streets in Chapel Hill.



**DEPARTMENT
DETAIL/GRAPHS**



GENERAL FUND REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
TOTAL REVENUES	35,798,541	39,899,927	40,446,110	39,591,000	(1%)
TOTAL EXPENDITURES	35,214,168	34,780,475	40,446,100	38,975,000	11.5%
EXPENDITURES AS A % OF BUDGET				96%	

GENERAL FUND MAJOR REVENUES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
PROPERTY TAXES	18,468,543	21,205,911	21,537,850	22,069,263	4.1%
STATE-SHARED REVENUES					
1% Local Sales Tax Option	2,734,638*	2,545,430	2,536,610	2,883,719	13%
1/2% Local Option (Article 40)	1,853,056	1,845,493	1,824,000	1,681,680	(8.8%)
1/2% Local Option (Article 42)	1,836,472	1,829,754	1,824,000	1,671,393	(8.6%)
1/2% Local Option (Article 44)	--	753,779	1,340,000	1,404,813	86%
Total Sales Taxes	6,424,166	6,974,456	7,524,610	7,641,605	9.6%
Utility Franchise Tax	1,067,205**	2,023,320	2,110,700	1,986,082	(1.8%)
Powell Bill	1,552,563	1,490,126	1,394,000	1,315,545	(11.7%)
Intangibles Tax	503,563	***	***	***	--
State Fire Protection	849,764	849,764	850,000	849,764	0%
Beer and Wine Tax	**	221,998	205,000	217,614	(2%)
Other State-Shared Revenues	85,895	***	***	***	--
TOTAL	10,483,162	11,555,280	12,084,310	12,010,610	3.9%

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

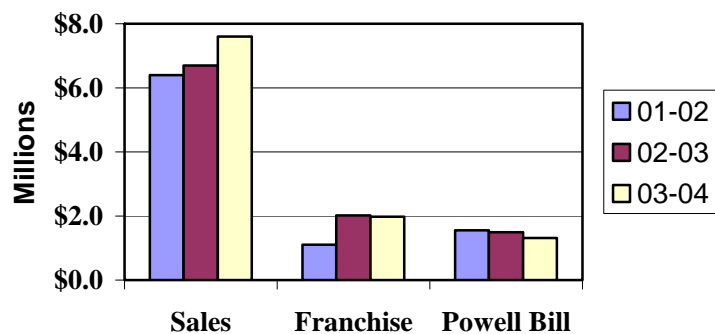
***eliminated by State in 2002.

General Revenue

Annual Report, 2003-2004

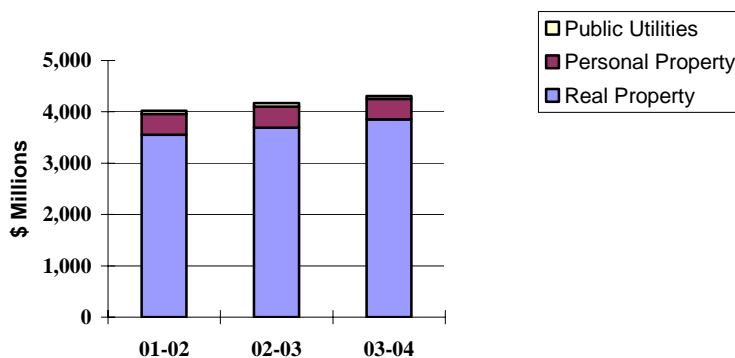
TAX BASE	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
REAL PROPERTY	3,556,294,528	3,688,289,625	3,786,000,000	3,829,157,530	3.8%
PERSONAL PROPERTY	403,959,196	416,605,624	415,000,000	425,663,317	2.2%
PUBLIC UTILITIES	60,873,428	63,868,306	63,000,000	57,146,419	(10.5%)
TOTAL	4,021,127,152	4,168,763,555	4,264,000,000	4,305,501,538	3.3%

Major State-Shared Revenues



Final sales tax revenues for 2003-04 were about 9.6% higher than last year, due largely to the recognition of a full year of the new ½% sales tax effective in December, 2002. This ½% allocation added about \$651,034, bringing total sales tax revenue in 2003-04 to \$7,641,605. Franchise tax revenue decreased slightly in 2003-04 with revenues totaling about \$1,986,082 compared to a total of \$2,023,320 in the 2002-03 fiscal year. Powell Bill revenues continued to decline slightly, decreasing from \$1,490,126 in 2002-03 to \$1,315,545 in 2003-04 due to a decrease in the population used for allocation.

Property Tax Base



The final tax base valuation for fiscal 2003-04 was \$4,305,501,538, an increase of about 3.3% over last year.

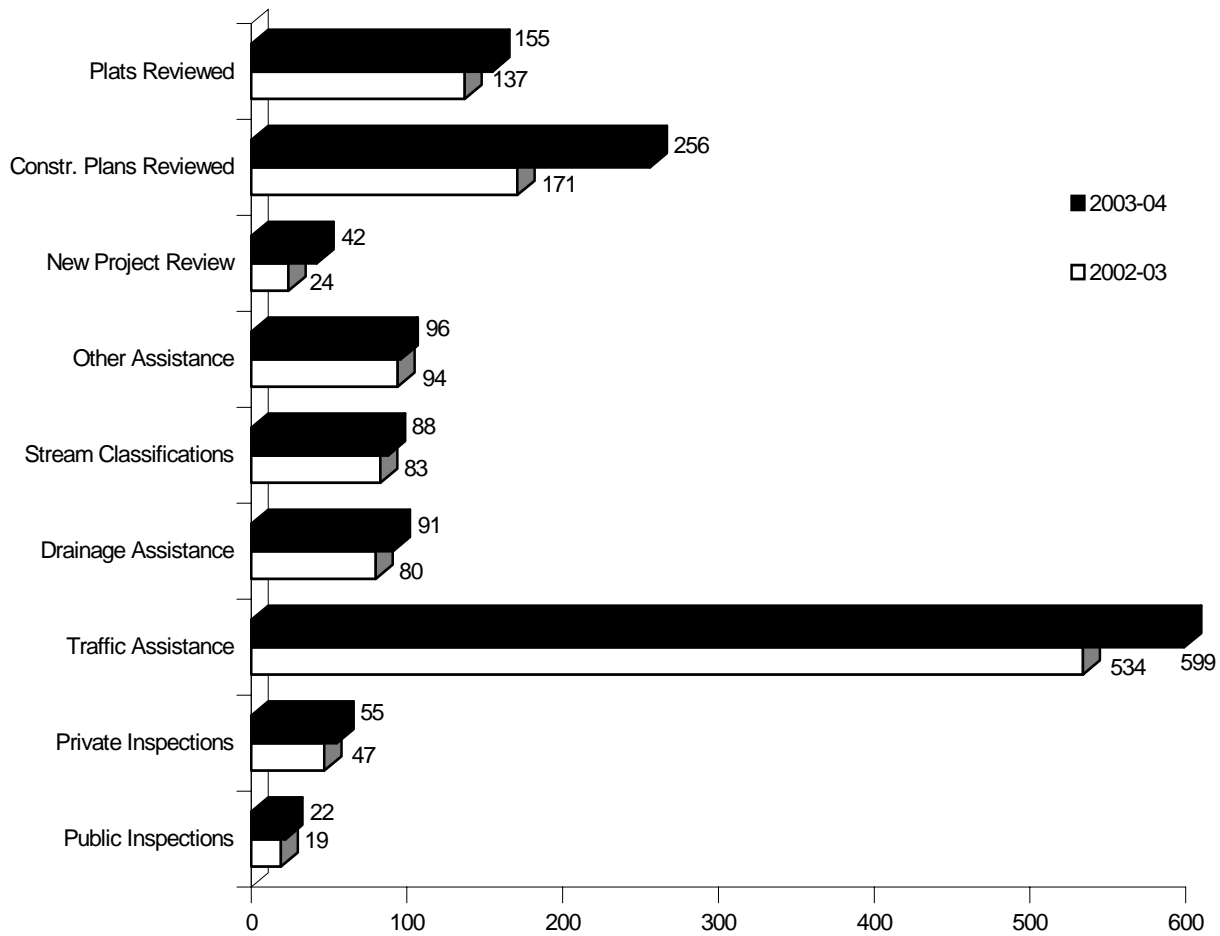
REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
Revenues	129,071	143,359	122,300	141,886	-1%
Expenditures	947,286	951,902	1,298,709	1,254,949	+32%
Expenditures as % of Budget				97%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
Drainage Requests	59	80	60	91	+14%
Traffic Requests*	547	534	500	599	+14%
Other Requests	97	94	90	96	+2%
Plat Reviews	173	137	175	155	+13%
New Development Reviews	43	24	50	42	+75%
Constr. Plan/Rpt. Reviews	126	171	150	256	+50%
Stream Determinations	20	83	15	88	+6%
Private Projects Being Inspected	52	47	50	55	+17%
Public Projects Being Inspected	26	19	20	22	+16%
Cemetery Spaces Sold	107	134	120	137	+2%
Cemetery Spaces Staked	96	83	100	103	+24%
Cemetery Monuments Staked	82	72	90	71	-1%

SAFETY PERFORMANCE	Actual 01-02	Actual 02-03	Budget 03-04	YTD 03-04	Change From Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	4.15	8.0	N/A	-0-	-100%
Safety Inspections: # of hazards identified/ % of items mitigated	1/100%	1/100%	N/A	0/0%	-1/100%

OBJECTIVES	PROGRESS/STATUS
To provide timely, consistent, thorough reviews and construction supervision of both public and private development projects.	Our review process assures consistency and a timely level of service in meeting review deadlines. We meet with engineers about review comments, and continue to improve interdepartmental communications and procedures. We maintain a high level of field supervision and direction during construction.
To administer a comprehensive Stormwater Management Program which addresses community stormwater quantity and quality issues.	We continue existing stormwater related services and preparation for compliance with federal and State mandates. We investigate expanded program areas relating to water quality and control of stormwater runoff to the extent practicable. A local stormwater utility was established in the Fourth Quarter.
To manage, operate, and maintain a computerized traffic signal system in Chapel Hill and Carrboro.	We manage the system for maximum efficiency and effectiveness. We supplement and improve the system as necessary. We are continuing negotiations with the State regarding signal system upgrade. We are revising signal timings on major transportation corridors. Automated Red Light Enforcement program was terminated in Third Quarter. Traffic Calming Policy was adopted by Council in Fourth Quarter.
To expand and improve in-house land surveying and engineering design services necessary for developing Town improvement projects.	We maximize use of Town engineering and surveying resources for design and development of Town projects.
To develop, coordinate, and manage a comprehensive Geographic Information System.	We continue to develop G.I.S. applications to improve Town information services and coordination with other Local and State agencies. We continue coordination with State regarding new floodplain mapping. Aerial photography mapping contact services for calendar year 2003 are complete.
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 were 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 higher than last year. Formal requests for assistance that require a written or verbal response are indicated. Traffic-related requests remain high; as traffic issues continue to be important to the community. The number of stream determinations performed by the Engineering Department has increased as a result of implementation of the Land Use Management Ordinance. The Engineering Department inspects streets and related improvements for proper construction. Most of this work involves infrastructure supporting private development.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Expenditures	855,105	884,199	952,680	908,483	2.7%
Expenditures as % of Budget				95%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
ACCOUNTING & BUDGETING					
# Payroll checks and direct deposit vouchers written	27,766	28,369	---	29,086	3%
# Vendor checks written	12,230	11,657	---	10,331	(11%)
PURCHASING					
# Purchase Orders Issued	2,070	2,092	---	2,082	(.4%)
# Contracts Processed	244	287	---	362	26%
\$ Formal Bids	6.60m	---	---	1.2m	N/A
\$ Informal Bids	2.47m	2.22m	---	1.73m	(22%)
\$ Architectural and Engineering Bids	.09m	.11m	---	3.35m	295%
\$ Construction Bids	2.94m	.29m	---	1.66.m	472%
\$ Contracts received by Minority/Women Owned Enterprises	.09m	---	---	---	N/A
% Contracts received by Minority/Women Owned Enterprises	9.9%	---	10%	---	N/A
RISK MANAGEMENT					
# Insurance Claims Processed	61	95	---	185	95%
\$ Subrogation Collected	30,752	38,023	---	56,180	48%

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
SAFETY PERFORMANCE					
Safety Training: # of staff hours of training (# of employees X training time)	---	---	---	---	---
Safety Inspections: # of hazards identified/ % of items mitigated	---	---	---	---	---
PARKING REVENUES					
Revenue/Space/Day					
Rosemary Deck	4.96	5.13	5.27	5.22	1.74%
Lot 2	10.11	11.91	12.02	11.92	0.08%
Lot 3	1.84	1.84	1.91	1.87	1.76%
Lot 4	2.14	2.54	3.21	3.04	19.31%
Lot 5	3.08	3.37	3.57	2.76	(18.06%)
Lot 6	2.37	3.18	3.2	3.17	(.20%)
Meters	4.42	4.3	4.5	4.15	(3.46%)
Turnover					
Rosemary Deck	2.02	1.61	---	1.60	(.62%)
Lot 2	5.07	4.68	---	4.49	(4.06%)
Citation Collection Rates					
Number Citations Issued	22,263	19,737	---	19,595	(.72%)
Number Citations Collected	16,980	15,572	---	15,437	(.87%)
Dollar Value Collected Citations	\$425,698	\$400,907	---	\$394,566	(1.58%)
% of Citations Paid vs. Issued	76%	79%	---	79%	(.15%)

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.	Unqualified audit opinion obtained. Comprehensive financial report presented to the Council in November 2003. Certificate of Excellence received for the Fiscal Year 2002 report for the 18 th consecutive year. Fiscal Year 2003 Comprehensive Annual Financial Report was submitted to GFOA for the Certificate of Excellence award.
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 remained constant at approximately 1.1% throughout the year.
Provide financial, budgetary and accounting assistance in the coordination and implementation of bond projects and other debt financing requirements including preparation for the bond referendum in November 2003.	Made the preparations for the November 2003 Bond Referendum. Began preparations for an initial bond offering in September 2004 of \$4 million of the Bond Referendum.
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 Fiscal Year 2003-04 budget.

OBJECTIVE	PROGRESS/STATUS
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 .3% participation level for minority and women-owned businesses in Town construction projects this year.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Expenditures	4,715,628	4,990,815	5,333,763	5,348,840	+7.1%
Revenue from Inspections	3,500	3,845	3,000	5,495	+43%
Expenditures as % of Budget				102%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
ADMINISTRATION					
# of injuries to citizens due to fire	2	0	0	1	+1
# of on-the-job injuries to employees	32	9	0	0	-9
# of deaths due to fire	0	0	0	0	0
LIFE SAFETY					
# of primary inspections of commercial buildings	927	1,145	300	998	-147
# of secondary inspections of commercial buildings	469	366	420	254	-112
# of hazards/deficiencies cited in occupancies	1,708	2,215	1,100	3,103	+888
# of site/construction plans reviewed for Fire Code compliance	200	211	75	189	-22
# of fire occurrence investigations for cause and circumstances	23	19	50	17	-2
EMERGENCY OPERATIONS					
# of primary inspections of commercial buildings	362	163	600	329	+166
# of secondary inspections of commercial buildings	346	79	600	46	-33
# of Public Education Contacts ** (originally "homes actually inspected")	306	352	300	484	+132
# of fire responses (emergency)	2,423	2,088	1,600	1,787	-301
# of *1st Responder emergency medical responses	1,350	984	1,200	1,066	+82
# of fire responses (non-emergency)	152	254	200	368	+114

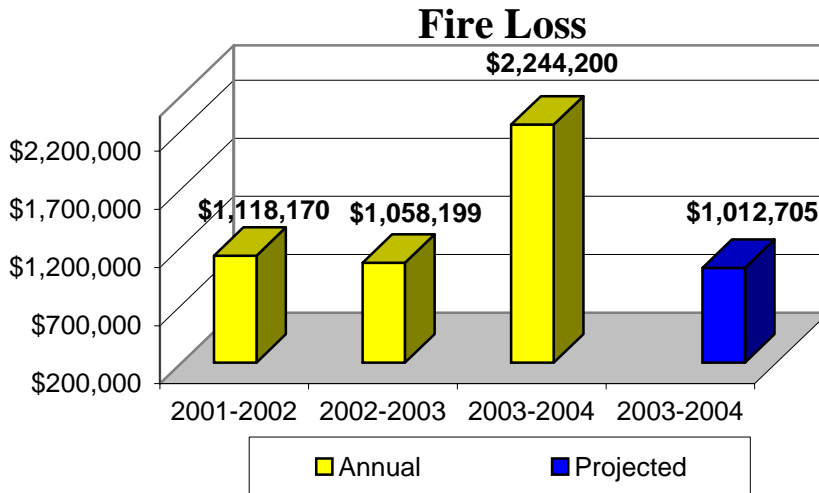
*1st Responder is the program where Town Fire personnel are dispatched along with a County ambulance.

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

ADDITIONAL DETAIL cont.	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Average Fire Response Time***	3.0	3.3	5.0	3.3	0
Average 1st Responder Response Time	2.7	3.2	5.0	3.3	+0.1
Average Time Spent on the scene of a 1st Responder Call (minutes)	17.8	11.3	20.0	10.8	-0.5
Type of Fire Loss:					
Commercial	3	1	11	4	+3
Institutional	8	1	6	1	0
Multi-family residential	4	2	16	2	0
Single-family residential	12	5	18	5	0
Total fire loss	1,118,170	1,058,199	1,012,705	2,244,200	+194,101

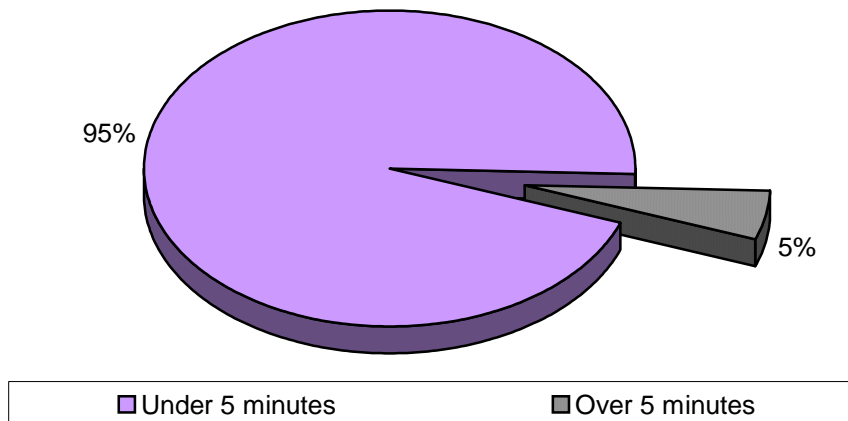
OBJECTIVES	PROGRESS/STATUS
To reduce property loss from fire to 25% lower than the average loss for the previous five years.	Fire damage for this quarter was \$1,252,300. This brings the total fire damage for the year to \$2,244,200.
To maintain an average emergency response time of less than five minutes with no more than 10% of responses exceeding five minutes.	The Fire Department responded to a total of 1,787 emergency fire calls this year. Non-emergency calls totaled 368. 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 03-04 and follow-up inspections estimated at 1,020.	The year-to-date totals are 1,327 primary inspections and 300 secondary inspections by 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.



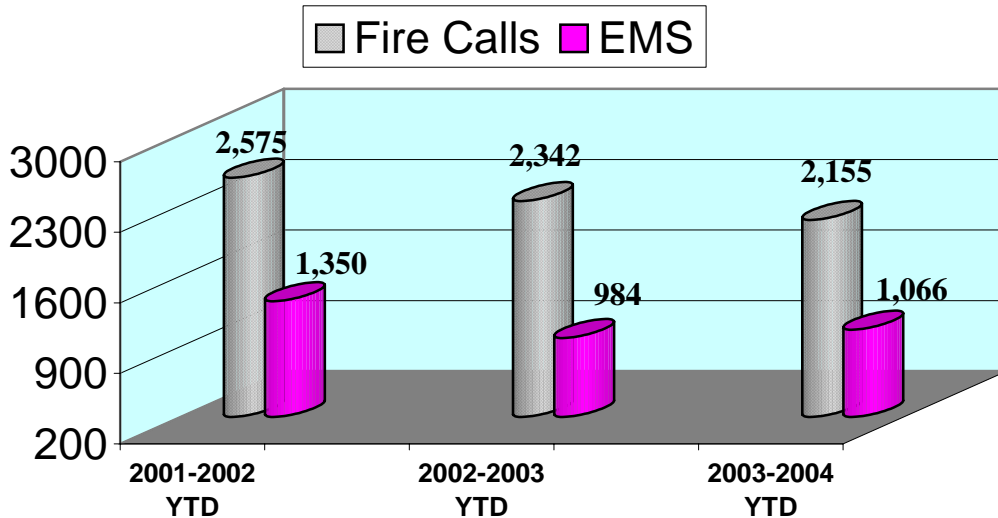
Property damage due to fires in the 4th quarter totaled \$1,252,300. The year-to-date budget total for fire loss is \$2,244,200.

Fire and Emergency Response Time



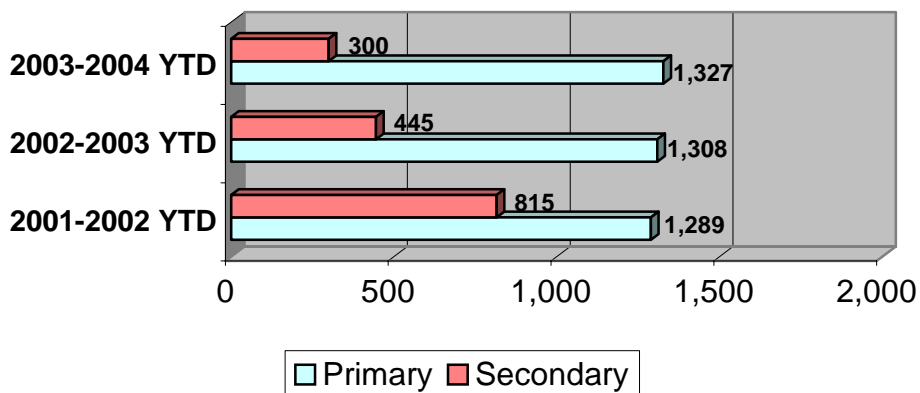
Approximately 95% of emergency fire calls received a response within 5 minutes of a dispatch from Orange County 911 Center. The objective is 90%.

Calls for Service



Fire personnel responded to 1,787 emergency fire-related calls and 368 non-emergency fire-related calls this year. In addition, fire apparatus responded to 1,066 1st responder calls. The total number of emergency fire-related, non-emergency fire-related and 1st responder calls where Fire personnel rendered assistance for the year is 3,221.

Commercial Inspections



Inspection of commercial buildings consisted of 1,327 primary and 300 secondary visits by Life Safety and Emergency Operations Divisions during the fiscal year.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues: Operations	1,300,852	1,553,621	1,659,462	1,420,470	-9%
Expenditures: Operations	1,335,934	1,384,144	1,659,462	1,479,527	+6%
Expenditures as % of Budget				89%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Estimated 03-04	Actual 03-04	Change from Prior Year
EXPENDITURES (Percent of each budget expended to date)					
Capital Fund Program for public housing renovations.	464,802	632,308	1,237,605	200,684	-68%
Drug Elimination Grant	84,526	11,318	4,048	3,100	-73%
HOUSING SERVICES					
# of Vacant Apartments Prepared for Occupancy	22	53	50	57	+ 8%
# of Units Refurbished	27	38	38	40	+5%
# of Work Orders Completed	2,786	3,260	3,300	3,210	-2%
Preventive Maintenance/Safety Inspections	1,344	1,344	1,344	1,344	0%
Safety and Emergency Repairs	577	2,353	2,000	2,403	+2%
# of Families on Public Housing Waiting List	202	237	250	259	+8%
Percent of Rent Collected On Time	94%	95%	95%	96%	+2%
Units Occupied	325	317	N/A	310	-2%
Units Under Renovation	6	15	13	* 0	-100%
Units Vacant **	55	66	50	71	+8%

*No units are under renovation due to a delay in awarding a contract for the renovation work in the apartments at the Airport Gardens neighborhood.

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

SAFETY PERFORMANCE	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Safety Training: # of staff hours of training (# of employees X training time)	2 (13)	3 (15)	N/A	2 (16)	33%
Safety Inspections: # of hazards identified/ % of items mitigated	0	0	N/A	0	0
Time lost due to work-related injury or illness	0	40 Hrs	N/A	145 Hrs	+263%

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 with Housing staff to meet with residents to address community problems and also attended new tenant orientation. The Housing Investigator provided assistance with evictions and court cases.</p> <p>Community Police officers and Parks and Recreation staff coordinated a tutoring and basketball program for youth. The Orange County Literacy Council continued to offer training and GED preparation. Other activities included a youth leadership club, a cooking class, and a mentoring program for high school students.</p> <p>Thirty one teenagers were employed under the Summer Youth Employment Program to work in various Town departments and nonprofit agencies.</p>
To Recertify Eligibility for public Housing Tenancy Every Twelve Months	A total of 380 recertifications were completed.
To complete refurbishing work in 38 public housing apartments.	Refurbishing work was completed in 40 public housing apartments.
To provide resources and training opportunities through the ACHIEVE! Family Self-Sufficiency Program to help public housing residents move towards economic independence.	There continued to be regular meetings with Program participants to review progress in meeting goals. The number of Program participants decreased from 5 to 4, when one participant moved out of public housing. Two participants are employed as AVON representatives, one participant continues to seek employment, and one participant completed her final semester of cosmetology.
To provide financial and homeownership training opportunities for participants in the Transitional Housing Program.	The one participant was approved for a mortgage and has signed a contract to purchase a home. The family is expected to move into their new home in August 2004.
To purchase another home for the Transitional Housing Program.	A project budget for the purchase of the second home for the Program has been established. Staff is in the process of looking for a home to purchase.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Annual 03-04	Change from Prior Year
Expenditures	528,273	513,857	607,012	503,637	-2%
Expenditures as % of Budget				83%	

	Actual 01-02	Actual 02-03	Budget 03-04	Annual 03-04	Change from Prior Year
# of Personnel Transaction Forms Processed	1001	2517	1100	894	-1623
# of Temporary Personnel Transaction Forms Processed	292	381	475	814	+433
# Job Applications (permanent and contract)	3684	4093	2300	1960	-340
# Recruitments / # Positions (permanent and contract)	84/221	96/290	120/400	86/195	-10/-95
# New Hires (permanent)	93	56	80	80	+24
# Grievances	12	8	N/A	4	-4
# Disability Claims Initiated	6	3	N/A	22	+19
# Promotions & Career Advancements	113	44	N/A	58	+14

TURNOVER (Permanent Positions)

Turnover %, Annualized	8.00%	7.00%	11%	6.00%	-1%
# Voluntary Resignations: Law Enforcement	5	8	N/A	7	-1
# Voluntary Resignations: Non-Law Enforcement	28	22	N/A	19	-3
# Service Retirements	9	9	N/A	9	-0
# Disability Separations (including disability retirements)	2	2	N/A	5	+3
# Involuntary Terminations	11	4	N/A	2	-2
Total # Separations from Employment	49	45	70	42	-3

Human Resources**Annual Report, 2003-2004**

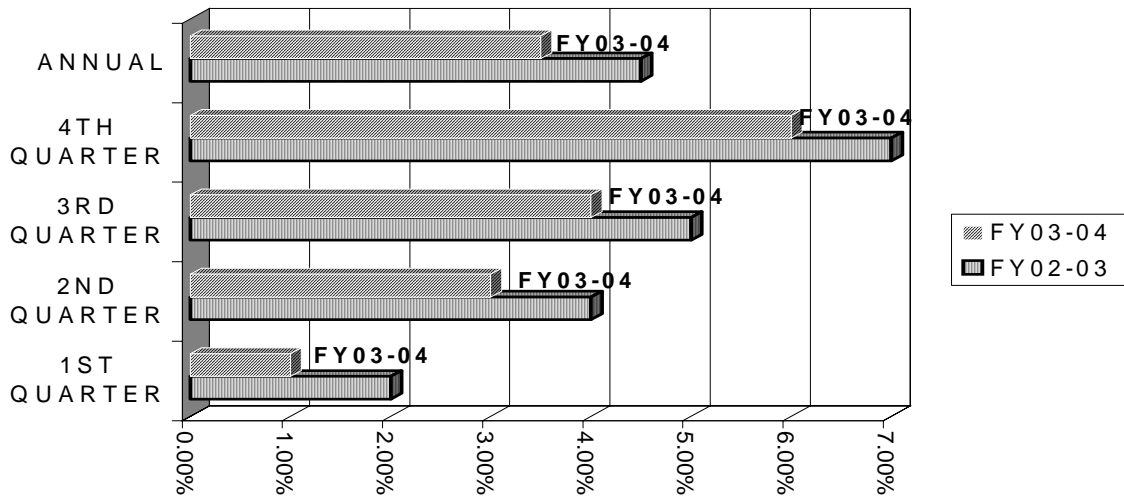
	Actual 01-02	Actual 02-03	Budget 03-04	Annual 03-04	Change from Prior Year
Lost days - Workers' Compensation (WC)	1097	555.05	N/A	441.58	-113.47
New # WC claims - over 3 days lost time	6	1	N/A	11	+10
# Employees in group safety and health programs, including Health Fairs	370	0	500	296	+296
# Employees in individual safety and health programs	1	0	40	0	0
# Safety and health/wellness hours	249	0	1000	0	0
# Employees trained by Human Resources staff	74	53	300	132	+79
# Training Hours by Human Resources staff	444	212	1500	323.5	+111.5
# Employees - training conducted by others and arranged by Human Resources	594	0	150	110	+110
# Training Hours - training arranged by Human Resources	2381	0	400	55	55
# Approved applications, tuition assistance	22	25	20	16	-9

SPECIAL OBJECTIVES	PROGRESS / STATUS
Evaluate the current Human Resources departmental functions in each program area, set goals for each and work toward partnerships with departments. Work with departments to define department and Human Resources roles, specify processes, feedback loops and documentation requirements.	Significant progress was achieved this year in defining roles and processes, documentation, reporting methods and communication with operating departments. Training for departmental representatives was provided on a number of employee service topics, including, administration of Family and Medical Leave requests, Workers Compensation claims and information on Town policies and procedures.
Search for and develop means of automating processes to increase effectiveness of communications and maximum information dissemination to departments and employees.	Regular meetings with departmental representatives and provision of training and online tools to allow departments to access their employee and payroll information independently resulted in enhanced capability for departments.

<p>ONGOING OBJECTIVES:</p>	
<p>Conduct and coordinate training for employees as requested by employees and Departments.</p>	<p>Training was provided to departments on safety.</p>
<p>Work with departmental Benefits and Payroll Committee (made up of one or more employees from each department responsible for payroll and other personnel paperwork) in improving the consistency and accuracy of payroll, personnel records, and timesheets, in communicating benefits information, and in documenting policies and procedures.</p>	<p>Regular meetings with this group continued. Improvements in administration of payroll, employee records and timesheets continue as awareness and knowledge of policies and procedures have increased.</p>
<p>Plan and coordinate activities and events to recognize Town employees.</p>	<p>The annual Employee Appreciation Day was held on June 18, with excellent employee participation. Service awards were presented. Annual Longevity awards and retirement recognition events were held.</p>
<p>The Human Resources Department developed and presented an outline for the structure, election and governance of the Town-wide Employee Committee recommended by Henry McKoy in his report on Work Environment as presented last year. The group will be known as the Employee Forum and will meet regularly to :</p> <ul style="list-style-type: none"> • Identify ways to recognize individual worth and uniqueness of each employee • Identify ways for the Town to value diversity • Identify ways for employees to provide input to the Town administration and provide a venue for that communication • Encourage a sense of community among Town employees • Assist in the communication of issues and activities affecting employees 	<p>The Employee Forum continues to meet monthly and is considering and discussing the issues and goals identified by the group. These issues are organized into categories as follows:</p> <ul style="list-style-type: none"> • Communication/Employee Relations • Promotion/Hiring • Education/Training • Benefits Programs • Town Policies
<p>Planned reorganization of the Human Resources Department intended to align staffing with work demands; approved by Council as part of 2003-04 Budget. Includes new positions funded by changes in existing positions in the Human Resources Department.</p>	<p>When the current recruitment for the remaining vacant position for a Senior HR Generalist is completed, the staff will be complete in the revised structure.</p>

Turnover Comparison Chart
FY 2002-2003 vs. FY 2003-2004

Annual turnover is 3.5%, 1.0% lower than last year.



REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Expenditures	340,756	639,444*	750,037*	745,925	16%
Expenditures as % of Budget				99.5%	

* Revised from previous quarterly report

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	YTD 03-04	Change from Prior Year
% World Wide Web site availability	NA	100%	NA	98%	-2%
% Council information (schedule, agenda, minutes) published on web site within one day of availability	NA	98%	NA	96%	-2%
% Requests for help desk support for which initial troubleshooting is completed within one day.	NA	89%	NA	90%	1%
# Hours of training provided to Town staff members	NA	16	NA	24	50%
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.	Twenty-four hours training provided as response to departmental requests.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues-Permits & Fees	728,497	791,583	675,000	690,486	-13%
Revenues-Rental Licensing	-	77,710	75,000	80,434	+4%
Expenditures	582,610	649,101	717,100	734,926	+13%
Expenditures as % of Budget				100.5%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
# Sign Inspections	498	392	0	*863	+120%
# Zoning Inspections	217	82	100	94	+15%
# Day Care Center Inspections	19	5	25	8	+62%
# Private Property Complaints	321	24	100	62	+158%
# Business Occupancy Inspections	51	67	50	77	+15%
VALUE OF CONSTRUCTION					
Type of Construction					
New Residential	87,041,901	78,935,474	30,000,000	67,744,463	-14%
New Non-Residential	17,235,440	20,314,719	10,000,000	10,736,000	-47%
Residential Alterations	12,107,689	21,813,667	5,000,000	18,056,377	-17%
Non-Residential Alterations	15,706,373	20,993,668	7,500,000	10,544,241	-50%
TOTAL PERMITTED VALUES	132,091,403	142,057,528	52,500,000	107,081,081	-25%
INSPECTION TYPE					
Building	5,091	5,338	3,660	6,217	+16%
Electrical	2,696	3,031	1,830	3,979	+31%
Mechanical	2,901	2,676	1,830	4,159	+55%
Plumbing	2,109	2,369	1,830	3,347	+41%
Total Number of Inspections	12,797	13,414	9,150	17,702	+32%

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

Inspections

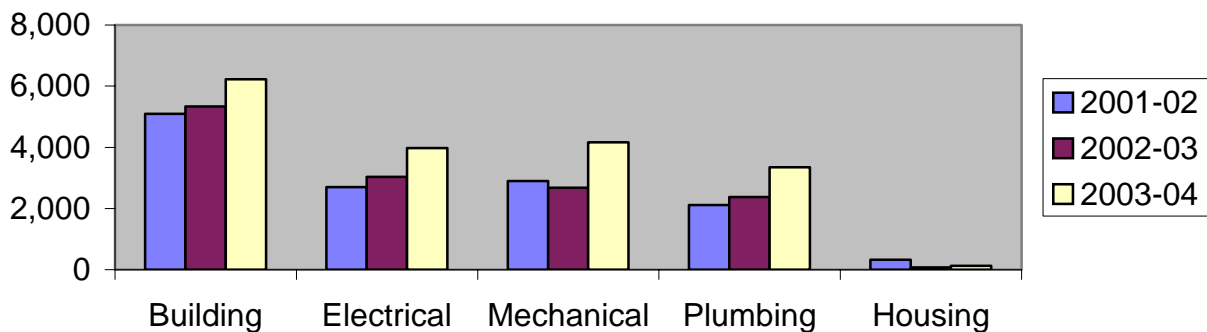
Annual Report, 2003-2004

SAFETY PERFORMANCE					
Safety inspections: # of hazards identified/ % of items mitigated	1	-	1	1	-
Safety Training: # of staff hours of training	42	42	42	42	-

OBJECTIVE	PROGRESS/STATUS
To review plans, inspect construction projects and assure correction of all Code violations found on an estimated 685 units of construction.	We reviewed plans, inspected construction projects and assured correction of Code violations on 1,016 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 127 requests for enforcing the Minimum Housing Code and 94 were corrected within 60 days, using Minimum Housing Code procedures, for a 74% compliance rate.
*To investigate dilapidated vehicles on private property and have them removed.	We investigated 20 dilapidated vehicles and had 12 removed.
Vehicle fire extinguisher and First Aid kit inspection monthly.	Inspected monthly.

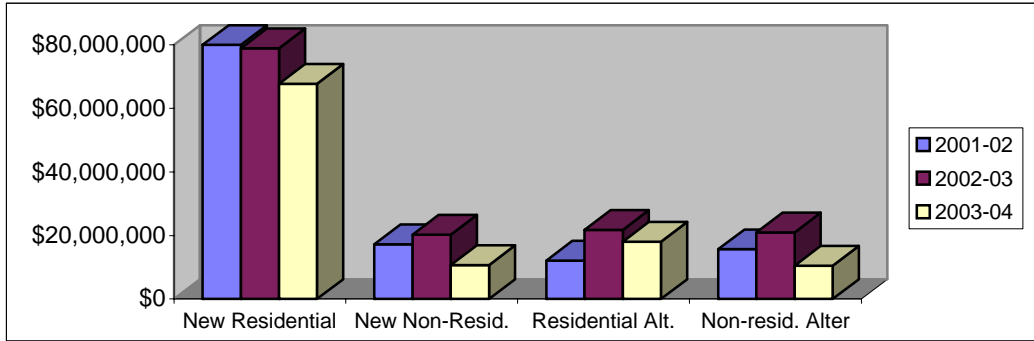
*The dilapidated vehicle program began in the third quarter of 2001-02.

Number of Inspections



The number of inspections has increased by 32% because of the large number of condominium and townhouse permits issued.

Construction Values



Total construction values are down 25% from last year perhaps because of the fewer number of single family detached and new non-residential permits.

REVENUES/ EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues	448,621	470,324	465,000	480,180	+2.1%
Expenditures	1,782,766	1,873,330	1,959,490	1,867,406	-0.3%
Expenditures as % of Budget				95.3%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	YTD 03-04	Change from Prior Year
Adult/Young Adult circulation	429,913	432,377	440,000	437,935	+1.2%
Children's circulation	325,167	353,107	360,000	363,842	+3%
<i>TOTAL CIRCULATION</i>	755,080	785,484	800,000	801,777	+2%
Circulation per hour: In library 68 hours	213.5	222.1	226	226.75	+2.1%
Interlibrary loan requests	798	475	800	731	+54% ¹
Reserves of materials	10,998	8,286	9,400	8,554	+3.2%
Patron registration	26,030	25,506	26,500	27,659	+8.4% ²
Reference activity	101,126	107,404	110,000	96,809	-9.9% ³
Public Internet sessions	36,680	37,480	40,000	41,138	+9.8% ³
Children's computer sessions	6,170	7,478	8,500	7,010	-6.3% ⁴
Volunteer hours	3,003	2,460	2,500	2,262	-8% ⁴
PROGRAMS					
Meeting Room Attendance	9,539	8,154	9,300	13,342	+66% ⁵
Children's Program: Attendance	9,038	8,716	9,000	9,701	+11.3% ⁶
Collection size (catalogued & un-catalogued)	141,625	148,706	154,000	150,408	+1.1%

¹Interlibrary loan transactions decreased in 2002-2003 because of an increase in the fee from \$1 to \$10 per item. Activity increased after the fee returned to \$1.

²Increase is due to a new computer lab requirement that all users have a library card.

³Approximately 10% of reference questions previously asked by patrons at the reference desk are now being researched online by patrons using the library's computer lab.

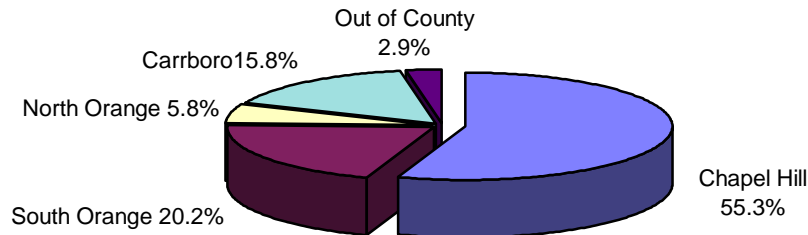
⁴Decrease reflects one week of bad weather in January, resulting in reduced access for patrons, volunteers and staff.

⁵Meeting Room use includes a general overall increase in use by the community and a significant increase in use by Police and Transit employees for training sessions that had to relocate due to construction at these Town sites.

⁶Children's program attendance dropped in 2002-2003. 2003-2004 reflects a return to previous years' program attendance levels.

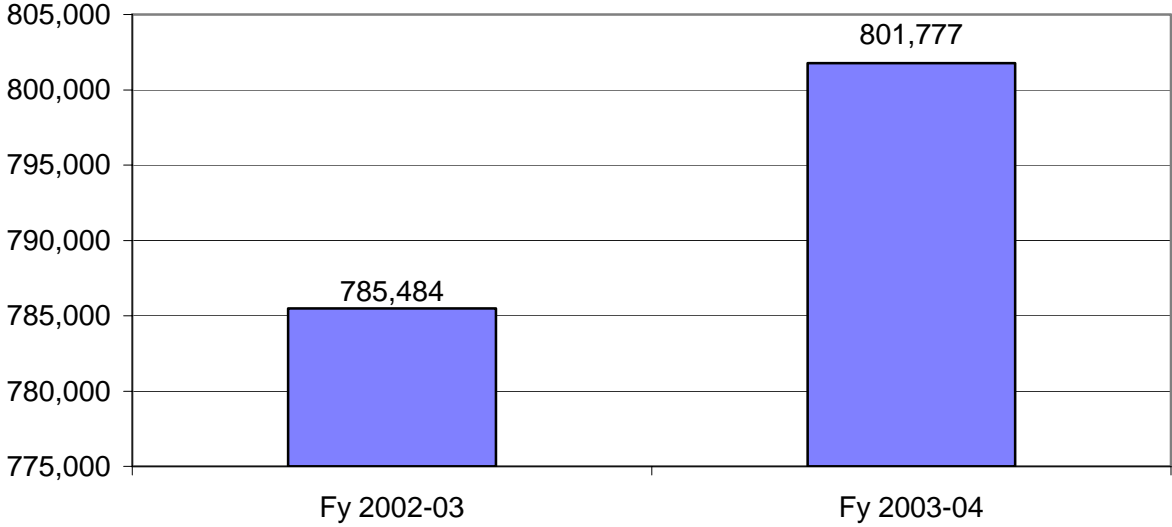
OBJECTIVES	PROGRESS/STATUS
To meet the informational, educational, and recreational reading needs of the community during the 68 hours the Library is open each week by: circulating books and other library materials (770,200; +2%); staffing the Reference Desk with two employees an average of 61 hours 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.	801,777 books and materials circulated (+2%). Reference Desk reports answering 96,809 questions during the year (-9.9%) A concurrent +9.8% increase in computer lab use may mean that approximately 10% of reference questions previously asked at the Reference Desk are now being researched online by patrons using library computers. Patron visits to the library totaled 340,081 (+4.6%)
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.	13,853 materials were cataloged and added to the collection. 10,747 materials were withdrawn from the collection, reflecting a one-time weeding of long-overdue materials. 1,878 donations were added to the collection. Total current collection: 150,408 (+1.1%).
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.	7,065 children participated in 357 regular programs throughout the year. 269 story times. 798 children kept Summer Reading Program records (+27%). 2,129 children attended Summer Reading Programs. 50 Dial-a-Story tapes were heard by 3,047 children. Children's computers logged 7,010 sessions.
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.	84 Spanish titles were ordered. 479 children attended a total of 11 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 2,262 hours. Friends of the Library provided 4 book sales, 9 Meet-the-Author tea, 11 children's programs and 6 Sunday Series programs for adults.

Geographic Analysis of Registered Library Users FY 2003-04



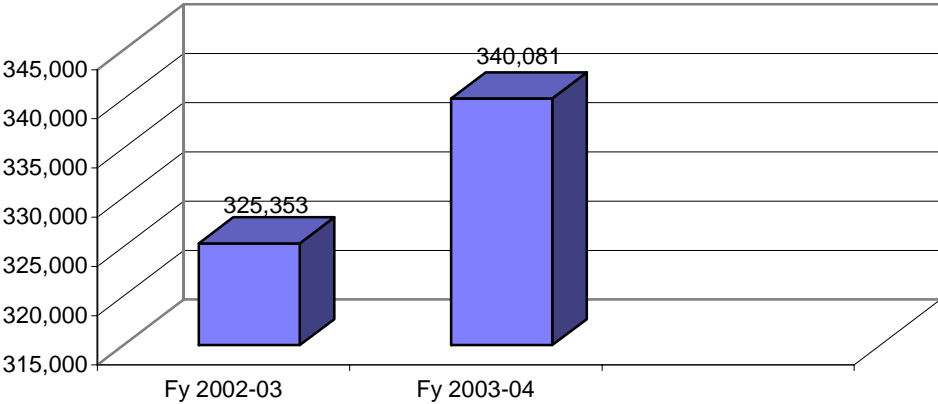
The total number of registered borrowers at the end of FY 2003-04 was 27,659. This is an 8% increase over last year. An analysis of patron records shows that approximately 45% of the library's patrons live outside of Chapel Hill.

Library Circulation



Library circulation for FY 2003-04 was 801,777. This is 2% higher than last year.

Library User Count



Patrons made over 340,000 visits to the library in FY 2003-04. This is a 4.6% increase over last year.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Annual 03-04	Change from Prior Year
Expenditures	956,035	962,649	1,010,961	1,002,060	-0.3%
Expenditures as % of Budget				99.1%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Annual 03-04	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)	54	48	--	55	+7
SAFETY PERFORMANCE					
Safety Training: # of staff hours of training (# of employees x training time)	--	6.0	--	5.0	-1
Safety Inspections: # of hazards identified/ % of items mitigated	2/100%	3/100%	--	5/100%	+2

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

OBJECTIVES	PROGRESS/STATUS
To assure that at least 95% of all citizens' requests received through the Manager's Office are resolved within 30 days of receipt.	We continue to handle requests on a timely basis within the 30-day objective.
To continue maintenance of a computerized index and retrieval system for Council minutes, contracts, and mailing lists of interested parties.	Indexing of Council minutes continues. Mailing lists, including electronic lists, are updated as new information is received.
To recommend a budget and capital improvements program in accord with the schedule adopted by the Council.	On August 26, the Council adopted a schedule and process for considering the budget, five-year capital program and Community Development grant application in 2004. The process includes public forums on January 28 and March 24. A public hearing has been scheduled for May 12, 2004, 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.	N/A
Explanation of safety inspection items.	Building-wide (Town Hall) test of Duress Alarm System conducted in March; 5 employees received refresher training on safety procedures related to alarm system. In fourth quarter, fire inspection resulted in the replacement/upgrade of four power strips; replaced one desk chair with ergonomic chair.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues	400,039	359,323	354,803	386,612	7%
Expenditures ¹	1,944,565	2,007,096	2,234,875	2,213,473	10%
Expenditures as % of Budget				99%	

ADMINISTRATION	Actual 01-02	Actual 02-03	Budget 03-04	YTD 03-04	Change from Prior Year
% of budget spent/encumbered	93%	94%	98%	99%	1%
% of projected revenues recovered	106%	111%	98%	109%	-1%
Cost of providing fee waivers ²	94,825	78,078	70,000	104,204	33%
# of Internal Maintenance & Repair Projects Completed	296	393	400	392	0%
# of facility/equipment rentals ³	223	228	500	779	242%

RECORDED USE OF MAJOR FACILITIES BY NUMBER OF HOURS AVAILABLE FOR UNSTRUCTURED ACTIVITIES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Community Center Pool - open/lap swim	3,086	2,863	2,800	3,064	7%
Community Center gym free play	2,676	2,707	2,900	2,812	4%
AD Clark Pool - open/lap swim ⁴	198	171	300	413	142%
Hargraves Center free play ⁴	799	108	200	1,824	1,588%
Northside Gym free play	2,290	2,360	3,000	2,279	-3%
Lincoln Center Gym free play ⁵	1,153	1,039	1,000	1,274	23%
Rashkis Gym free play ⁶	n/a	n/a	600	550	n/a
TOTAL HOURS	10,202	9,248	10,800	12,216	32%

¹Expenditures in FY 02-03 were lower than normal.

²Experienced an increase in fee reduction requests at Hargraves and Community Center camps and afterschool programs.

³We are using more accurate method of counting rentals.

⁴Hargraves Center closed for capital renovations in FY 02-03.

⁵There was no maintenance shutdown this year.

⁶New gymnasium. Programming began in November 2003.

SPECIAL EVENTS - Estimated Attendance	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Fall street fair – Festifall ¹	17,000	21,000	21,000	18,500	-11%
Tree Lighting Ceremony	1,750	n/a	1,500	n/a	n/a
Spring street fair-Apple Chill	38,000	34,000	25,000	35,000	3%
4th July (est.) ²	10,000	500	15,000	22,000	4,300%

NUMBER OF CITIZENS PARTICIPATING IN REGISTERED PROGRAMS	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Teen Programs ³	4,989	5,263	5,000	7,455	42%
Community Center Programs ⁴	3,634	3,322	3,400	2,700	-19%
Mainstreaming Programs	516	586	550	795	35%
Therapeutic Programs ⁵	n/a	213	400	676	217%
Summer Day Camps	346	341	400	364	7%
Hargraves Center Programs	13,771	18,575	17,000	16,755	-10%
Dance and Exercise Programs ⁶	2,658	2,973	2,600	2,448	-18%
Fine Arts Programs (Pottery & Theatre) ⁶	368	373	300	217	-42%
Community Events	2,490	1,865	2,000	2,135	14%
SUBTOTAL	28,772	33,510	31,650	33,545	0%

¹ Reflected national trend of reduced participation by artists in similar shows due to economy.

² 4th of July Event was scaled down due to budget constraints last year – this year moved back to Kenan Stadium.

³ We believe that a reduction in marketing resulted in lower participation last year. We increased marketing and made changes to the program.

⁴ Drop in Kayaking and Open Climbing participants.

⁵ Therapeutic program was a new program last year.

⁶ Several classes cancelled due to lower than normal registration.

ATHLETICS - CLASSES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Adults (18 and older)					
Swimming ¹	92	106	120	391	268%
Tennis	127	98	100	102	4%
Youth (up to 17)					
Basketball	190	76	200	66	-13%
Softball	n/a	n/a	100	n/a	n/a
Swimming	703	719	700	599	-16%
Tennis	101	139	100	102	-27%
National Junior Tennis League ²	n/a	n/a	70	70	n/a
Sports Camps ³	141	64	90	72	13%
Punt/Pass/Kick ⁴	28	50	50	17	-66%
Lacrosse ²	n/a	n/a	n/a	16	n/a
SUBTOTAL	1,382	1,252	1,530	1,435	15%
ATHLETICS - LEAGUES					
Adults (18 and older)					
Basketball ⁵	390	390	400	645	65%
Softball	680	600	600	540	-10%
Volleyball	n/a	n/a	n/a	n/a	n/a
Tennis	14		20	12	-25%
Youth (up to 17)					
Basketball	722	868	800	856	-1%
Softball-Baseball	570	465	500	415	-11%
SUBTOTAL	2,376	2,323	2,320	2,468	6%
TOTAL PARTICIPATION	32,530	37,085	35,500	37,448	0%

¹ Includes Deep Water Aerobics (a new drop-in program).

² New program this year.

³ Last year some camps were cancelled due to low registration.

⁴ Low registration.

⁵ The addition of Rashkis Gym allowed Department to add additional teams in each division.

SAFETY PERFORMANCE	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Safety Training (Number of hours) (# of employees X # of hours trained)	62.75	48.25	50	43.25	-10%
Safety Inspections: Total number of inspections	67	57	60	55	-4%
Safety Mitigation: (# of hazards identified and # of items mitigated) “fd”=found “res”=resolved	34 fd 29 res	23 fd 21 res	20 fd 20 res	26 fd 19 rd	13% -10%
Safety Mitigation: % mitigated	85%	91%	100%	73%	-19 %
Hours lost through injury ¹	0	0	0	111.25	100%

¹Desk Attendant (DOI 8-7-03) Accident Leave.

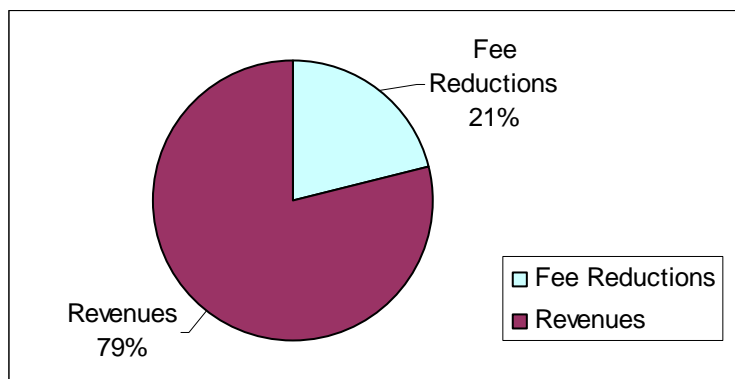
SAFETY OBJECTIVES	PROGRESS/STATUS
Community Center - Implement an improved system of securing the gym lift to avoid possible damage.	Check out procedure in place for key use – still waiting for a cost estimate for having a special cover made for lift – waiting until the new fiscal year.
Main Office - Identify which “regular” employees are required to be: First Aid & CPR certified, and receive Blood borne pathogen training at an awareness level vs. full training.	In progress.
Main Office - Set up first aid, CPT, and Blood borne Pathogen training for “regular staff”.	In progress.
Community Center - Modify procedures requiring that Center staff always have at least 2 persons on duty, especially at night.	Building hours modified to close at 9pm M/W/F.
Community Center - Replace or eliminate swimming pool diving board.	Completed.
Purchase removable stanchions to direct traffic entering and leaving the facility to encourage compliance with check-in protocol.	Received and will begin using when fall programs begin.
Community Center - Replace slippery pool tiles to prevent injuries during exercise classes and flip turns during lap swimming.	Completed.

Community Center - Coordinate MSDS book for the cabinet used primarily for Internal Services supplies while that are at the Center.	Completed.
SAFETY OBJECTIVES	PROGRESS/STATUS
Main office - update safety inspection reports for all facilities.	Completed.
Main office - Administrative Secretary, Office Asst. and Office Manager will complete the workstation self-inspection checklist & ergonomics of work space.	Completed.
Purchase cordless headsets for front office staff.	Completed.
Have the missing pool deck tile areas repaired to avoid injuries.	Postponed to next fiscal year.
Secure outside kayak storage shed.	Completed.

2003-04 Program Revenues

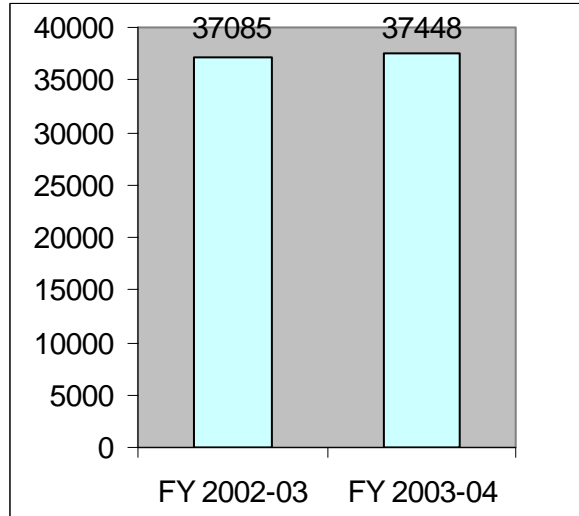
Total Fees Waived: \$104,204

Total Revenue Collected: \$386,612



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

Registered Program Participation



Department-wide reported program levels were essentially the same as last year. There were increases in some programs and decreases in others.

PLANNING BUDGET: REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues	218,839	188,691	297,300	367,386	+86%
Expenditures	1,030,382	956,137	1,196,595	1,092,880	+13%
Expenditures as % of Budget				91%*	

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

COMMUNITY DEVELOPMENT BUDGET EXPENDITURES	Actual 2001-02	Actual 2002-03	Budget 2003-04	Actual 2003-04	Change From Prior Year
Expenditures	467,049	484,450	728,250	346,488	-28%

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

ADDITIONAL DETAIL	Actual 2001-02	Actual 2002-03	Budget 2003-04	Actual 2003-04	Change From Prior Year
NEW DEVELOPMENT REQUESTS					
Master Land Use Plans	0	0		0	no change
Development Plans	0	1		0	-50%
Site Development Permits for above	0	6		3	-50%
Subdivisions ~ Minor & Major Plats	15	21		10	-52%
New Lots in above:	45	152		95	-38%
Special Use Permits, Site Plan Reviews and Administrative ZCP	45	28		37	-32%
Proposed square footage for above:					
Office Square Feet	208,397	47,945		103,745	
Institutional Square Feet	122,475	31,560		29,400	
Commercial Square Feet	<u>144,363</u>	<u>10,730</u>		<u>80,162</u>	
Totals:	475,235	90,235		213,307	+136%
Multi-Family Dwelling Units	0	282		151	-46%
Concept Plans	13	14		13	-7%
Zoning Map Amendments	3	2		1	-50%
Zoning Compliance Permits (SF/2F)		143		414	+190%
Zoning Compliance Permits (other)	19	28		47	+47%
Land Use Management Ordinance Text Amend's	2	2		5	+110%
Sign Plan Reviews	63	72		48	-33%
Variances and Appeals	3	3		4	+33%
Certificates of Appropriateness	55	64		33	-48%
Annexations: Petitions	0	0		1	+100%
Town-initiated	0	1		0	Na

OBJECTIVE	PROGRESS/STATUS
<p>Evaluate development proposals to determine whether they meet all development regulations, and to assist advisory boards and Town Council in their review.</p>	<p>One hundred sixty-five (165) applications for development permits received from January 1, 2004 through March 31, 2004.</p>
<p>Long Range Planning Projects</p>	
<p>Implement Joint Planning Agreement with Orange County.</p>	<p>Chapel Hill revisions to Comprehensive Plan heard at April 11, 2001 hearing. Orange County approved Plan on October 1, 2003.</p> <p>Joint Planning Public Hearing held October 15, 2003 on two rezoning proposals. Review pending.</p> <p>Joint Planning Public Hearing held March 29, 2004 on proposal to change the Southern Transition Area to Rural Buffer and to rezone the area to Rural Buffer.</p>
<p>Continue Cooperative planning initiatives with Chatham County, Durham City/County, and University of North Carolina.</p>	<p>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.</p>
<p>Implement key portions of Chapel Hill's Comprehensive Plan:</p> <ul style="list-style-type: none"> - Action Plan - Downtown Small Area Plan (adopted 3/27/00) - Growth Management Report 	<p>Working to implement Action Plan items. Fourth Annual report on Action Plan submitted November 11, 2003.</p> <p>Prepared analysis of status of Action Plan for Council's retreat on January 15, 2004. Council adopted 2004 Goals on March 22, 2004.</p> <p>Working with Council Committee on Parking Lots 2 and 5 (see below).</p>
<p>Continue efforts to annex developed land in Town's Urban Services Area.</p>	<p>Two annexation petitions received and submitted to Council on August 25, 2003. The Council held a public hearing on October 20, 2003 to consider annexing Avalon Park and authorized annexation on November 10, 2003. The Council took no action on a petition to annex the proposed Chapel Watch Village development.</p> <p>No Town-initiated annexations scheduled this year.</p>
<p>Capital Improvements Program (CIP).</p> <p>2003 Bond Program Implementation.</p>	<p>Worked with Finance Department to publish the Adopted Budget for 2003-2004 and Capital Improvements Program for 2003-2018.</p> <p>Planning completed for the 2004-2019 Capital Program. The Preliminary Capital Program was sent to Council on March 24, 2004, and a public forum held. Proposal referred to advisory boards. Recommended Budget and Capital Program submitted to Council March 22, 2004. Public Forum held May 12, 2004. Council adopted on June 14, 2004.</p> <p>Prepared schedule and plan for implementation of 2003 Bonds for Council review at March 30, 2004 work session. Council adopted schedule for issuing bonds on April 14, 2004.</p>

OBJECTIVE	PROGRESS/STATUS
Town Comprehensive Plan Data Book.	Work completed on publication of the Fifth Edition 2003 Data Book. Work underway on the Sixth Edition, to be published in summer 2004 after completion of a draft pedestrian/bicycle plan.
Geographic Information System development.	Staff participating with Engineering Department in developing applications for the system.
Million Solar Roofs.	Annual report and Council reauthorization on September 30, 2002 request submitted on October 8, 2003. Grant application submitted November 2001; awarded \$4,000 in November 2002. Additional grant funding request submitted October 2003; funding in the amount of \$10,800 awarded. Providing staffing to Committee for bi-monthly meetings.
Intergovernmental Council for Local Environmental Initiatives (ICLEI).	Proposal to prepare inter-jurisdictional emissions plan under discussion, with funding from the Durham-Chapel Hill Metropolitan Planning Organization and local match funds. Request for Qualifications issued by Orange County, and proposals received are under review.
Council Committee on Parking Lots 2 and 5.	<p>Council Committee on Parking Lots 2 and 5 met on September 9 and 23, 2002, October 9, 2002 and November 11, 2002 to consider next steps. On February 24, 2003, the Council agreed to issue an Request for Proposal for economic development consultant services. On April 28, 2003, Council authorized proceeding with an Request for Qualifications/Request for Proposal process. Twelve submittals for the Request for Qualifications were received by May 30, 2003. On June 23, 2003, the Council Committee selected four firms to submit full Requests for Proposals, due July 30, 2003. In August, the Council Committee held interviews with the four firms and authorized the Manager to continue discussions with one firm.</p> <p>Council held a work session on October 8, 2003. On October 27, 2003, the Council authorized a contract for economic development consulting services with John Stainback. On November 20, 2003, the Council Committee sponsored a public meeting on the project.</p> <p>On November 24, 2003 the Council authorized additional funds for a market study, on the recommendation from the Council Committee meeting of November 21, 2003. The Committee met on December 16, 2003 with Economic Research Associates, a subcontractor performing the market study.</p> <p>Council Committee met on March 1, 2004 and March 22, 2004 to review drafts of the market study. Market study now complete. Council public forum held on March 22, 2004. Council authorized next step of conceptual master plans on April 14, 2004. Council Committee met on May 10, May 12 and May 24, 2004 to review the conceptual plans; the Council held a public forum on May 24. The Committee met on June 14, and the full Council authorized proceeding with the next stage of conducting a financial analysis on June 14, 2004.</p>

OBJECTIVE	PROGRESS/STATUS
Greene Tract Work Group.	<p>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 June 26, 2002. Planning Board review on August 20, 2002 and October 15, 2002. Council adopted November 11, 2002.</p> <p>Next steps are pending.</p>
Emily Partin Sewer Lines.	<p>Report to Council on March 8, 2002 concerning petition. Attended OWASA meeting with neighbors on June 18, 2002. On September 23, 2002, the Council expanded the availability of the Water/Sewer Reserve fund. Prepared budget work paper on April 30, 2003. OWASA discussions with neighborhood are continuing.</p>
Council Committee on Energy, Environment and Sustainability.	<p>Committee developed charge and reported to the Council on February 24, 2003. Energy work session held on March 19, 2003. Committee proposed green infrastructure bond on April 28, 2003 and made a recommendation on potential projects and amounts to Council on May 28, 2003.</p> <p>Committee obtained Council authorization for a sustainable community development grant proposal on May 12, 2003. Grant submitted to State of North Carolina; the Town was notified of project award in March 4 in amount of \$91,200. Project grant budget established March 22, 2004.</p> <p>Council Committee now planning implementation of energy bonds approved by voters in November 2003 and implementation of grant funding. Meetings held on May 5, 2004 and June 21, 2004.</p>
Horace Williams Advisory Committee.	<p>Council Committee developed proposal for citizen's committee for Council consideration on October 7, 2002. Staff assistance provided to citizens' committee. Council appointed 22 Committee members, and the Committee began meeting on March 4, 2003. First report to Council submitted June 9, 2003. Committee presented its Goals and Principles on August 25, 2003 to the Council and presented its completed report on October 8, 2003. The Council held work sessions on November 10 and November 24, 2003, and asked the Committee to make additional review comments.</p> <p>The Committee met on December 18, 2003 and December 15, 2004 to complete a revised report. Final report presented to Council on January 28, 2004. Council held a public forum on March 1, 2004. Council accepted report on 3/22/04 and authorized its transmittal to the University of North Carolina.</p> <p>On May 5, 2004, the University made a presentation on its planning for Carolina North to the Council in a work session. On May 24, 2004, Council asked the Horace Williams Citizens Committee to compare the presentation to the Town's report on March 22, 2004.</p>
Northside Neighborhood Conservation District Advisory Committee.	<p>On February 24, 2003, the Council authorized proceeding with developing a Northside Neighborhood Conservation District proposal.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Northside Neighborhood Conservation District Advisory Committee (continued).</p>	<p>The Council appointed a citizen’s advisory committee and approved a process for developing the district on April 14, 2003. The Advisory Committee met between May and November; meetings were held the first and third Thursday of each month. The Committee presented a status report to the Council on September 22, 2003, held a work session with the Planning Board on October 30, 2003, held a meeting to receive public comment on November 20, and presented its recommendations to the Council on November 24. A public information meeting was held on December 15, 2003. On December 16, 2003, the Planning Board voted 5-1 to recommend the Council approve a Zoning Atlas Amendment to create a Neighborhood Conservation District for the Northside neighborhood. On January 21, 2004,, the Council held a public hearing to receive citizen comments on the proposal to create a Neighborhood Conservation District for the Northside Neighborhood. The Northside Neighborhood Conservation District Advisory Committee held a design charrette on February 7, 2004. Guidelines for the Northside Neighborhood Conservation District were approved by the Council on February 23, 2004. Design guidelines approved by the Council on June 30, 2004. Staff has contracted with a landscape architect to develop a manual of the design guidelines for public distribution by December 2004. Document will be presented to the Council for information prior to distribution.</p>
<p>Schools and Land Use Council.</p>	<p>Provided staff assistance at monthly meetings of the Schools and Land Use Council as it considered the creation of an adequate public facilities ordinance. With adoption of the ordinance in July 2003, the focus of the committee has shifted to implementation. Last meeting of the Committee was held on January 14, 2004. Orange County announced the completion of the work of the Committee this quarter.</p>
<p>Transportation Modeling.</p>	<p>Worked with Durham-Chapel Hill-Carrboro MPO to update transportation model for use in development of 2030 Long Range Transportation Plan.</p>
<p>Development Review.</p>	<p>Prepared analysis of development proposals, including comprehensive plan, roadway, transit, bicycle/pedestrian impacts. Provided staff support to Transportation Board.</p>
<p>Transit Ridership Survey.</p>	<p>Coordinated the 2003 transit ridership survey. Reviewed data and provided consultant with comments on final report.</p>
<p>Short-Range Transit Plan.</p>	<p>Updated base data and worked with University and Carrboro to refine possible service changes for 2004-2005 service year. Reviewed data from ridership surveys.</p>
<p>Pedestrian/Bicycle Planning.</p>	<p>Continued work on implementing Capital Improvements Program and annual sidewalk/bicycle plan.</p> <p>Council authorized continuing to work on priorities adopted by the Council in 2002 as the annual plan for 2003 on September 22, 2003.</p>

OBJECTIVE	PROGRESS/STATUS
Bicycle and Pedestrian Action Plan.	Council approved a process and schedule for undertaking a Bicycle and Pedestrian Action Plan on September 8, 2003. Open House held on October 9, 2003 with a follow-up held on January 14, 2004. Sidewalk work group meeting monthly, consisting of Bicycle and Pedestrian Advisory Board and liaisons from other advisory boards. Draft plan submitted to the Council on June 30, 2004 and referred to advisory boards for comment. Public forum scheduled for September 20, 2004.
Old Durham-Chapel Hill Road Feasibility Study.	Coordinated with City of Durham and Metropolitan Planning Organization to develop scope of work for completion of feasibility study.
Transportation Improvement Program (TIP).	Developed Chapel Hill Transportation Priority List and coordinated with Metropolitan Planning Organization to develop regional transportation priority list. Attended meeting with NCDOT to review projects.
US 15-501 Corridor Study.	Met with Triangle Transit Authority staff to review options for beginning federal National Environmental Policy Act process. Worked with Metropolitan Planning Organization staff and Triangle J Council Of Government to develop scope for implementation of US 15-501 corridor protection process.
NC54/I-40 Transit Corridor Study.	Reviewed NCDOT I-40 HOV report.
Air Quality Response Program.	Continued to monitor implementation of federal clean air standards. Coordinated with Metropolitan Planning Organization and Triangle J Council Of Government on State designation of new non-attainment areas. Worked with Carrboro and Orange County on Greenhouse Gas Audit.
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.
Active Living By Design Grant.	Implemented grant program and administered ALBD grant. Attended grantees meeting in Washington, D.C and coordinated with funding agency and Partnership Group.
Regional 2030 Transportation Plan.	Finalized 2030 socio-economic projections and reviewed 2030 model networks. Evaluated draft 2030 plan impacts and began developing revisions to 2030 transportation networks for implementation in final plan.
I-40 Congestion Management Study.	Continued discussion with Capital Area Metropolitan Planning Organization for joint Metropolitan Planning Organization meeting to review next steps.
Transportation Management Plan (TMP).	Monitored collection of new Transportation Management Plan data and continued collection of 2003 survey.
Regional Transit Consolidation Study.	Participated on regional staff committee with representatives from other transit providers.

OBJECTIVE	PROGRESS/STATUS
COMMUNITY DEVELOPMENT PROGRAM	
<p>2004-2005 Activities: On February 2 and March 24, 2004, the Council held public hearings on how to spend \$711,000 of 2004-2005 Community Development funds. The Council approved a final Community Development Plan on April 26, 2004.</p>	
<p>2003-2004 Activities: On January 29 and March 26, 2003, the Council held public hearings on the 2003-2004 Community Development program. On April 28, 2003 the Council adopted the following activities for the 2003-04 Community Development program:</p>	
<p>Public Housing Renovation - \$221,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$165,500 is being used to renovate the Airport Gardens public housing community. Design work is underway. \$50,000 was also budgeted for the public housing refurbishing program. Program is underway; \$46,080 spent to date. \$6,000 budgeted to repair and replace playground equipment at various public housing sites.</p>
<p>Comprehensive Rehabilitation - \$150,000 Provide deferred rehabilitation loans to lower income households in the Northside neighborhood.</p>	<p>The Council approved program guidelines on April 14, 2004. We will contract with Orange County Housing and Community Development to oversee the rehabilitation work, and the Town will be responsible for administrating the program. Planning is currently collecting eligibility information from applicants.</p>
<p>Neighborhood Revitalization - \$115,750 Eligible activities include second mortgage assistance, property acquisition or renovation, public improvements, or community service activities. Activities must serve households earning less than 70% of the area median income, and must serve households living in the Northside, Pine Knolls, or public housing communities.</p>	<p><u>Police Summer Work Program:</u> \$20,000 was reserved for the Police Department Summer Work Program. The Summer Work Program is complete. 21 youths participated in the program that placed youths in various Town Departments and with several non-profit organizations. Left over funds and additional funds were used to continue the program through the school year.</p> <p><u>Other Projects:</u> Remaining funds will be used for eligible neighborhood revitalization projects and will focus on public improvement activities in the Northside neighborhood. Upcoming projects include replacing the fence around the pool at the Hargraves Center and assistance to homeowners in Northside to correct sewer problems.</p>
<p>Affordable Rentals, Inc. \$80,000</p>	<p>In January 2004, funds were used to purchase an apartment in the Tyler Creek apartment complex on Airport Road in Chapel Hill. The unit will be used as permanently affordable rental housing for a household earning between 30% and 50% of the area median income.</p>
<p>Community Service Programs - \$41,500 Provide community service activities to low- and moderate-income citizens.</p>	<p><u>Orange County Family Resource Center:</u> \$15,000 was budgeted to operate an after school enrichment program at the South Estes Drive Family Resource Center located in the South Estes Drive Public Housing community. Program is underway with 13 children enrolled. \$11,250 has been spent to date.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Community Service Programs - \$41,500 Provide community service activities to low- and moderate-income citizens. (continued)</p>	<p><u>Orange County Literacy Council</u> – \$13,500 was budgeted to the Literacy Council to continue to operate computer-based literacy programs and GED training in public housing communities and to lower income residents. \$2,855 has been spent to date. Currently, the program is on hold due to changes in personnel.</p> <p><u>YMCA</u> - \$13,000 was budgeted to the YMCA to continue to provide free after school programs for children living in the Pine Knolls neighborhood and South Estes Drive public housing communities. Program is complete. 11 children enrolled.</p>
<p>Administration - \$120,000</p>	<p>Funds are used for the Community Development Coordinator’s salary, a portion of the Long Range Planning Coordinator’s salary, a contract Program Monitor position and program administration. \$98,646 has been spent to date.</p>
<p>2002-2003 Activities: On January 29 and March 26, 2002 the Council help public hearings on the 2002-2003 Community Development program. The Council adopted a recommended 2002-2003 Community Development program on April 22, 2003.</p>	
<p>Public Housing Renovation - \$170,000 Coordinate use of Community Development funds with Comprehensive Grant funds.</p>	<p>\$115,000 is being used to renovate the Airport Gardens public housing community. Design work is underway. \$26,775 spent to date. \$55,000 was also budgeted for the public housing refurbishing program. Program is complete and all funds spent.</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 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. All funds spent.</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. To date, \$8,551 has been spent.</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 in the 02-03 program. Remaining funds used for the 03-04 Program is complete. 21 youths participated in the 03-04 program.</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 was 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 June 10, 2003 \$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. The balance of funds will be used to replace the roofs at the Oakwood public housing community and South Estes Drive Community Center.</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. All funds spent.</p>
<p>2001 – 2002 Activities: Public hearings held on January 23 and March 28, 2001 to receive comments on the use of \$441,000 of federal funds and \$35,000 of program income. On April 23, 2001 the Council approved submittal of an Annual Update to the Consolidated Plan to the U.S. Department of HUD and the following activities: Public Housing Renovation (\$170,000), Meadowmont Affordable Townhomes (\$80,000), Neighborhood Revitalization (\$80,000), Habitat for Humanity (\$50,000), Community Service Programs (\$20,000), Program Administration (\$76,000). All funds spent except for Public Housing Renovation (\$2,111), Neighborhood Revitalization (\$6,000), and Habitat (\$19,682). On June 14, 2004 Council authorized Habitat to use its remaining \$19,682 for infrastructure development to the Rusch Road site.</p>	
<p style="text-align: center;">HOME PROGRAM ACTIVITIES</p> <p>Coordinate Grant activities with the Orange County HOME Consortium (Chapel Hill, Carrboro, Hillsborough, Orange County).</p> <p>On October 23, 2000, the Council authorized participation in the Orange County HOME Program Review Committee and appointed Mayor pro tem Edith Wiggins to serve as the Town's representative to this Committee. The purpose of the Committee is to allow elected officials to be more involved in the process of evaluating proposals and developing the annual HOME Program plan each year. The Committee will also provide the Council with regularly updated information on the status of HOME funded programs.</p>	
<p>2004-2005 Activities: On February 2 and March 24, 2004, the Council held public hearings on the use of \$905,336 of HOME Program funds (grant \$739,050; match \$166,286). The Council adopted a 2004-2005 HOME Program Plan on April 26, 2004. The plan was also approved by the other participating jurisdictions.</p>	
<p>2003-2004 Activities: On January 29 and March 26, 2003, the Council held public hearings on the use of \$905,999 of HOME Program funds (grant \$739,591; match \$166,408). The following plan was approved by the Council on April 28, 2003. The plan was also approved by the other participating jurisdictions.</p>	
<p>Comprehensive Rehabilitation - \$277,040</p>	<p>Funds will be used to rehabilitate low-income owner-occupied housing in Orange County. \$37,040 spent to date.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Second Mortgage Assistance - \$225,000</p>	<p><u>Habitat for Humanity</u>: \$150,000 was budgeted to Habitat for Humanity to provide second mortgages for 10 homebuyers earning less than 50% of the area median income. Homes will be located in the Richmond Hills Subdivision in Efland. \$40,000 spent to date.</p> <p><u>Community Revitalization</u>: \$75,000 was allocated for second mortgage assistance. Qualified non-profit organizations could use funds for property acquisition and renovation of property for first time homebuyers earning less than 80% of the area median income.</p>
<p>Property Acquisition - \$220,000</p>	<p><u>Affordable Rentals, Inc.</u>: \$188,000 was budgeted to Affordable Rentals to purchase a seven unit apartment building on Fidelity Street in Carrboro. The building was purchased in November 2003 and all funds have been spent.</p> <p><u>Town of Chapel Hill</u>: \$32,000 was budgeted to the Town to purchase an additional house Transitional Housing Program. The Town has not yet identified a house to purchase with these funds.</p>
<p>Downpayment Assistance - \$100,000</p>	<p>Orange Community Housing and Land Trust will use \$100,000 budgeted to provide down payment assistance for 10 first time homebuyers in the Greenway Condominiums project in Meadowmont for first time homebuyers earning less than 80% of the area median income. All funds have been spent. The Land Trust purchased a 16-unit building on 12/15/03. The Land Trust has sold 7 of the 16 condos have been sold and has contracts on 3 additional units. One bedroom units sell for \$80,000 - \$90,000.</p>
<p>Operational Support - \$10,000</p>	<p>\$10,000 provided to Orange Community Housing and Land Trust for administrative costs related to developing the Greenway Condominium project.</p>
<p>Administration - \$73,959</p>	<p>Funds appropriated to the Orange County Housing and Community Development office for administration of the program.</p>
<p>2002-2003 Activities: On January 29 and March 26, 2002, the Council held two public hearings on the use of \$663,217 of HOME funds for 2002-2003.</p> <p>The Council and other members of the HOME Consortium approved the following activities for the 2002-2003 HOME Program:</p>	
<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. Funds used to purchase a house on Roosevelt Drive in Chapel Hill. All funds spent.</p>

OBJECTIVE	PROGRESS/STATUS
<p>Property Acquisition - \$248,117 (continued)</p>	<p><u>Residential Services</u> - \$75,000 budgeted to Residential Services Inc. to purchase a house in Orange County for individuals with autism. Property not yet identified.</p> <p><u>Affordable Rentals Inc.</u> - \$70,000 budgeted to purchase a duplex on McMasters St. Property will be used as permanently affordable rental housing for residents with incomes between 30% and 50% of the area median income. Affordable Rentals has entered into a Development Agreement with the County for these funds. Property purchased in March 2003. All funds spent.</p> <p><u>Town of Chapel Hill</u> - \$28,117 budgeted to purchase a house for the Town's Transitional Housing Program. The Town is in the process of identifying a house for this program.</p>
<p>Downpayment Assistance - \$77,000</p>	<p>Funds will be used by Orange Community Housing and Land Trust to provide downpayment assistance for 15 first time homebuyers in the Vineyard Square (formerly The Homestead) and 7 homes in the Larkspur subdivisions in Chapel Hill. Funds will be available to first time homebuyers earning less than 80% of the area median income. Homes are not yet ready for sale.</p>
<p>New Construction - \$50,000</p>	<p>Funds will be provided to Habitat for Humanity to partially fund the construction of infrastructure for a development on Rusch Road. Habitat intends to construct 12 single-family homes and 3 duplex rental units on the site.</p>
<p>Homebuyer Assistance - \$140,000</p>	<p><u>EmPOWERment</u> - \$100,000 was budgeted to EmPOWERment to provide second mortgage assistance to households throughout Orange County earning less than 80% of the area median income. The County has entered into a Development Agreement for this project. \$80,000 spent to date.</p> <p><u>Habitat for Humanity</u> - \$40,000 awarded to Habitat to provide deferred second mortgages for 3 homebuyers earning 50% of the area median income. Funds will be used to build a house on Creel Street in Carrboro. \$30,000 spent to date.</p>
<p>Community Revitalization - \$100,000</p>	<p>Funds will be provided to qualified non-profit organizations for property acquisition and renovation for first time homebuyers earning less than 80% of the area median income. Properties will be located throughout Orange County.</p>
<p>Administration - \$48,100</p>	<p>Funds were allocated to the Orange County Housing and Community Development Department for administration of the program.</p>

OBJECTIVE	PROGRESS/STATUS
<p>2001-2002 Activities: On January 23 and March 28, the Council held two public hearings on the use of \$743,475 of HOME Program funds for 2001 – 2002. Council approved a Plan on 4/23/01. The County Commissioners, and the Boards of Carrboro and Hillsborough also approved the Plan before it was submitted to the U.S. Department of Housing and Urban Development on May 15, 2001.</p> <p>The Council and the governing bodies of Carrboro, Hillsborough and Orange County approved the following activities for the 2001-2002 HOME Program:</p>	
<p>Property Acquisition - \$328,625</p>	<p><u>Town of Carrboro:</u> \$120,000 will be used by the Town of Carrboro to purchase condominium units in Abbey Court (Old Well). Properties would be renovated and sold to first time homebuyers. Carrboro is working with Orange Community Housing to purchase, renovate and sell these properties. The County has entered into a development agreement with Carrboro for this project. In November, \$105,000 was used to purchase a 2-bedroom condo on North Greensboro Street in Carrboro. The unit will be sold by the Land Trust for \$85,000.</p>
<p>Property Acquisition - \$328,625 (continued)</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 Orange Person Chatham Mental Health to purchase and if necessary renovate property in Orange County. The property would be rented to lower income individuals. Funds used to purchase property on Roosevelt Drive in Chapel Hill. All funds spent.</p> <p><u>EmPOWERment:</u> \$50,000 was budgeted to EmPOWERment to purchase low-cost condominiums in Orange County.</p>
<p>Land Acquisition - \$130,000</p>	<p><u>Residential Services:</u> Residential Services will use \$100,000 to develop a continuing care facility for senior citizens. Construction of Spring Glenn assisted living facility on Mt. Herman Church Road is complete. All funds spent.</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. \$18,140 spent to date to purchase one house.</p>
<p>New Construction - \$100,000</p>	<p><u>Orange Community Housing and Land Trust:</u> \$80,000 was budgeted to the Corporation to assist with the development of the Meadowmont Townhomes. Construction is complete. All funds have been spent for site work for this project.</p> <p><u>Habitat for Humanity:</u> \$20,000 was budgeted to Habitat for costs related to the extension of sewer to a lot in Carrboro. Habitat has since requested to use these funds in the Chestnut Oaks subdivision.</p>
<p>Homebuyer Assistance - \$69,750</p>	<p>EmPOWERment will use funds to provide second mortgage assistance to households throughout Orange County. Funds used to assist 7 homebuyers – 3 in Orange County, 2 in Hillsborough and 2 in Chapel Hill. The County has entered into a development agreement with EmPOWERment for the balance of funds.</p>

OBJECTIVE	PROGRESS/STATUS
Other Housing Projects	
<p>Orange Community Housing and Land Trust</p>	<p>Continued work with the Orange Community Housing Corp. to produce affordable housing opportunities in Chapel Hill such as the Legion Rd. Townhomes and Meadowmont Townhomes. 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. In December 2003, we worked with the Land Trust to re-sell a Culbreth Park home to a first time homebuyer. Another Culbreth Park home was purchased with the Revolving Acquisition Fund in May 2004, and is currently for sale by the Land Trust. In addition, the Land Trust continues to work with for-profit developers to market and sell Council-mandated affordable homes in developments such as Larkspur, Greenway Condominiums and Vineyard Square. The Land Trust had a work session with the Council on March 30, 2004.</p>
<p>Sykes Street Action Strategy</p>	<p>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 worked with the Police Department to develop activities for National Night Out on August 6, 2003, and will work to develop the activities for National Night out on August 3, 2004.</p>
<p>Work Session with Orange County on Affordable Housing</p>	<p>On November 20, 2003, the Town Council met with the Orange County Board of Commissioners and affordable housing providers to discuss funding sources, and future needs.</p>
<p>Affordable Rentals, Inc. Contract</p>	<p>The Council authorized \$10,000 from the General Fund for administrative costs January thru June 2004 on January 12, 2004. Performance Agreement signed on March 9, 2004. Affordable Rentals has submitted invoices for payment. Satisfactory documentation submitted. Final payment will be made on July 16, 2004.</p>

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
Revenues	425,690	497,236	439,835	527,023	+6%
Expenditures	8,301,143	8,288,882	9,650,604	9,570,286	+15%
Expenditures as % of Budget				99%	

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
PATROL SERVICES					
# calls for service	26,278	24,778	25,750	29,385	+10%
CRIME					
Reported Major Crimes					
Personal crimes					
Homicide	0	1	0	1	same
Rape	10	4	10	14	+250%*
Robbery	91	81	80	93	+15%
Aggravated assault	141**	134**	110	128	-4%
Property crimes					
Burglary/break-in	527	432	500	548	+27%***
(residential)	(346)	(311)	(325)	(395)	(+27%)
(non-residential)	(181)	(112)	(175)	(153)	(+37%)
Larceny	1,873	1,892	1,700	1,566	-17%
(vehicle break-in)	(784)	(819)	(600)	(554)	(-33%)
Motor vehicle theft	102	107	100	75	-30%
Total Major Crimes	2,744	2,651	2,500	2,425	-9%
% of major crimes cleared by arrest or exceptional means					
Personal crimes	48%	46%	50%	52%****	+2 pct pts
Property crimes	13%	26%	25%	17%****	-9 pct pts
JUVENILE					
# of offenses involving youth under 18 years of age as victim	288	384	350	388	+1%
# of offenses involving youth under 16 years of age, as suspect	258	249	280	294	+18%*****

*There was a large percentage increase in reported rapes, however it is one of the most under-reported crimes. The increase of ten more rapes likely reflects an increase in reports to the police, not an increase in occurrences.

**Corrected figures.

***The increase in burglaries was due in part to a residential break-in's in the neighborhoods adjacent to the central business district, the Umstead Drive area, and the northern residential neighborhoods. During the year arrests were made for many of the burglaries and for possession of stolen property.

****The statewide clearance rate in 2002 for personal crimes was 53% and 19% for property crimes.

*****This increase in juvenile offenders reflects an increase the workload of the school resource officers.

	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
NARCOTICS AND ALCOHOL ARRESTS					
# of drug charges	363	364*	225	390	+7%
Total # of alcohol charges					
# of underage possession of alcohol	67	71	80	103	+45%**
# of use of false identification	9	11	10	18	+63%***
# of other (non-traffic) alcohol charges	20	9	5	24	+166%***
# of citations for violation of Town ordinance regarding public consumption or possession of alcohol	87	59	12	116	+96%**
OTHER ARRESTS					
Panhandling	2	7	25	27	+285%***
TRAFFIC					
# traffic citations issued	3,615	3,448	3,750	3,902	+13%
# DWI arrests	304**	315**	325	370	+17%
Total # traffic collisions	2,313	2,134	2,200	2,171	+2%
# involving bicyclist	22	17	15	9	-47%
# involving pedestrian	24	18	15	18	same
# on private property with no injury	660	497	575	542	+8%
Persons Injured or Killed					
# of injuries	532	529	525	454	-14%
# of fatalities	4	1	0	1	same
OTHER POLICE CALLS					
# of noise/loud party calls	1,321	1,208	1,200	1,203	same
SPECIAL EVENTS					
# of special events requiring police planning	60	76	85	106	+39%****
CRISIS SERVICES					
# of cases	1,638	1,769	1,332	1,775	same
Nature of Crises					
domestic violence	26%	21%	18%	23%	+2 pct pts
sexual assault	5%	3%	3%	5%	+2 pct pts
victims of other crimes	24%	29%	29%	30%	+1 pct pt
trauma	9%	6%	7%	7%	+1 pct pt

*Corrected figure.

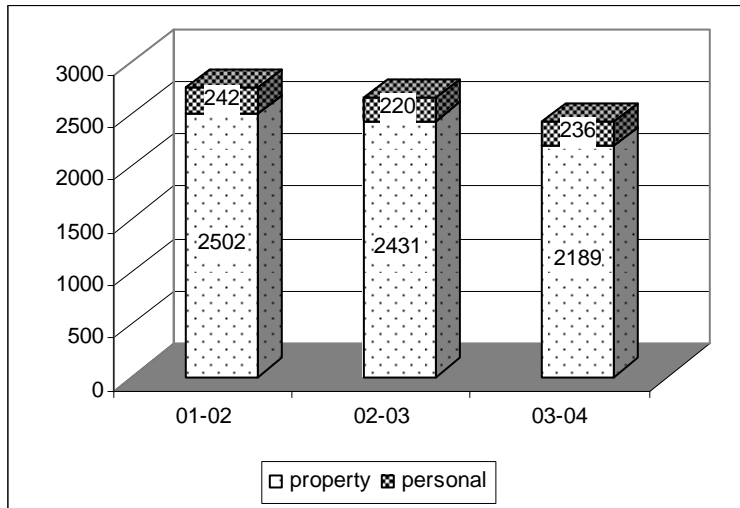
**These increases are reflective of enforcement efforts in the central business district.

***Corrected figure.

****Special events include major undertakings such as Apple Chill and Halloween, as well as smaller events such as marches, foot races, special patrol assignments, and traffic direction during road construction.

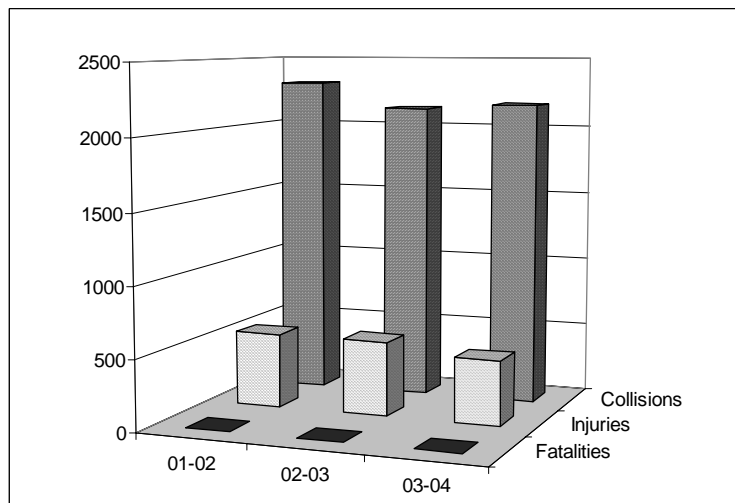
OBJECTIVE	PROGRESS/STATUS
Implement strategies that will enhance the flow of information throughout the Department. Create a system to provide consistent staffing at the Department's reception desk.	A security monitor has been trained and now provides relief coverage for Communication Specialists.
Focus on the training needs of the twelve newly promoted supervisors (sergeants and lieutenants).	Supervisors have attended the following training: First Line Supervision, Mid-Level Management, Drug Interdiction for Supervisors, Documenting Use of Force, Public Information, and Internal Affairs Investigations. Two Lieutenants are currently attending the Administrative Officer Training Program at NC State University.
Develop a system to address the continuing problem of police officer vacancies. Initiatives concerning recruitment of quality people and retention of senior officers will be established.	Officers attended job fairs at Alamance Community College and Fayetteville Technical College. The media package, including a short video, about the department and Chapel Hill is being developed to use in recruitment.
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.	The Northside Unit has been increased to six officers. Patrols are in vehicles, on bicycles and on foot. Staff is working with UNC personnel developing preventive strategies concerning noise and party nuisances for when students return in August.
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.	Below are some of the activities the Department has organized or participated in: <ul style="list-style-type: none"> • "COPS in the Community" neighborhood outreach • Personal safety classes at East Chapel Hill High School • UNC Hospital's Alcohol Awareness Program • Visits to elementary schools • Tutoring at Hargraves Center • After-school employment program • Mentoring middle school boys • Summer youth employment program
Integrate crime analysis strategies into the investigation of crimes.	Crimes are being analyzed and mapped; information is shared with investigators and patrol officers. The Hot Sheet is an internal document used to disseminate information. A grant has been received to purchase software that will enable officers to do analysis and generate maps on the computers in patrol vehicles.
Develop a Technical Services Unit (TSU) with responsibility for information technology in support of Department operations. Ensure that TSU interacts with Investigations to use computer technology, including computer forensics, to support criminal investigations.	Using grant funds from the Governor's Crime Commission, equipment was purchased to perform computer forensics. Employees have received training. The unit has worked with the FBI Task Force in several cases including one that resulted in an arrest for Child Exploitation.
Continue to provide services in the Central Business District that will enhance the safety of the area and make it more appealing to merchants and visitors.	Narcotics Investigators, Northside officers, and the Central Business District officers are working with State Alcohol Law Enforcement officers to enforce relevant laws. Arrests for underage possession of alcohol, other alcohol charges, public consumption, and panhandling have all increased this year. Wackenhut Security personnel augment security by riding bikes in the Central Business District including the Rosemary Street Parking Deck.

Major Crimes Reported



Overall reported major crimes decreased by 9%. The total number of personal crimes (homicide, rape, robbery, and aggravated assaults) increased by 7%, with an increase in robberies and decrease in assaults. Property crimes (burglary, larceny, and motor vehicle thefts) decreased by 10%. There was a significant increase in burglaries due in part to a residential break-in's in the neighborhoods adjacent to the central business district, the Umstead Drive area, and the northern residential neighborhoods. During the year arrests were made for many of the burglaries and for possession of stolen property. Thefts of motor vehicles decreased by 30% (from 107 to 75).

Traffic Collisions



Traffic collisions increased by 2% (2,134 to 2,171); however, injuries decreased by 14% (from 529 to 454). There was one fatality each year.

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
Revenues (1)	384,420	445,278	1,004,300	1,101,554	+147%
Expenditures (2)	9,068,100	9,085,991	10,529,309	10,317,663	+14%
Expenditures as % of Budget (3)					

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
MANAGEMENT & SUPPORT SERVICES					
# of lost-time injuries/# of days lost (4)	2/226	1/19	<20 inj	2/125	+100%/ +558%
# of preventable accidents	15	6	<20	10	+67%
Turnover: # of individuals/%		4/3.4		4/3.1	same/ -9%
# of plans reviewed for compliance with tree ordinance and Town design standards	140	156	150	169	+8%
FIELD OPERATIONS – TRAFFIC					
# of street signing/marketing activities	414	671	450	677	+1%
FIELD OPERATIONS – CONSTRUCTION					
# of projects completed	42	31	30	48	+55%
Sq yds of streets reconstructed (5)	8,950	225	5,500	5,500	+2,344%
FIELD OPERATIONS – STREETS					
Miles of streets resurfaced (6)	6.65	4.71	5.5	5.5	+17%
Truckloads of leaves collected	794	600	550	560	-7%
FIELD OPERATIONS – RIGHTS-OF-WAY/DRAINAGE					
Frequency of street cleaning					
Major streets	Weekly	Weekly	Weekly	Weekly	same
Residential streets	6.5 cycles	7.5 cycles	4 cycles	6 cycles	-20%
Town Center	1.75/Week	1.5/Week	2/Week	1.75/Week	+17%

ADDITIONAL DETAIL	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change From Prior Year
INTERNAL SERVICES					
Fuel use, in gallons (General Fund only)	227,700	242,347	200,000	259,703	+7%
# of building emergency requests/% of responses less than 30 minutes	37/86%	46/91%	90%	21/95%	-54%/+4%
SANITATION					
Tons of refuse collected/disposed					
Residential	7,227	7,899	7,700	8,183	+4%
Commercial	12,364	12,658	13,200	12,124	-4%
Yard waste	2,138	3,435	2,800	3,529	+3%
TOTAL TONS COLLECTED	21,729	23,992	23,700	23,836	-.65%
Average pounds of residential refuse per collector per week	21,382	23,370	23,100	26,228	+12%
Average length of brush collection cycle	1 Wk	1 Wk	1 Wk	same	same
# valid public complaints per month	10	10	<10	same	same

Notes

1. Revenues for 2003-04 were relatively high because of 1) timing of payments by businesses of commercial refuse collection fees, which were expanded in fiscal 2002-03 to include payment for once weekly collections previously made at no fee; and 2) the total collected included \$546,900 related to FEMA reimbursements for costs associated with the severe winter storm of December, 2002, and Hurricane Isabel in September, 2003.
2. 2003-04 Budget included \$169,089 re-appropriated to cover carry-overs from 2002-03. Expenditures for fiscal 2003-04 included about \$315,200 related to Hurricane Isabel.
3. 2003-04 departmental net surplus of \$211,646 resulted from attrition. Data are un-audited and subject to revision. Actual attrition rate (full-time salaries only) was 5.4%; budget estimate was 3.7%. Non-personnel cost portion of departmental budget was expended. Data shown are for general fund operations only; fleet maintenance component is included in separate enterprise fund.
4. While the number of lost-time injuries was relatively small during fiscal 2003-04, there was one personal injury within the Solid Waste Services Division that resulted in the loss of 104 work days.
5. Current year funds were combined with carry-overs from last year to reconstruct Curtis Road between Elliott Road and South Lakeshore Drive during the first quarter.
6. During the first quarter, 24 streets totaling 5.5 miles in length were resurfaced by contract; an additional 21 streets totaling 2.5 miles received contracted slurry seal.

DIVISION: MANAGEMENT & SUPPORT SERVICES

OBJECTIVE	PROGRESS/STATUS
Management reports/studies.	<p>The Department's 5-year CIP request was prepared, along with the annual operating and capital budget requests. Documentation for FEMA funding was completed related to Hurricane Isabel that occurred in September, 2003. 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.</p> <p>Total FEMA funds of ~\$1,822,000 related to Hurricane Isabel (100% in fiscal 2003-04) and severe winter storm of December, 2002 (accounting in both fiscal 2002-03 and 2003-04) included tipping fees originally denied by FEMA officials. The Town was successful in its appeal of this issue, resulting in receipt of about \$208,000 that otherwise would have been paid from the general fund.</p>
Minimum injuries/accidents.	During the year, 2 of 22 personal injuries resulted in loss of 125 work days; 10 of 13 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 169 sets of plans, or 13 more than those in fiscal 2003-03. Considerable staff time was devoted to plan development and review for the new Town Operations Center.
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. During the early part of the fiscal year, he coordinated emergency disaster response related to Hurricane Isabel and served as coordinator for departmental operations related to Halloween event.
Evaluate/implement various professional recommendations and CIP projects.	Preparation of the CIP was completed in second quarter. Field Operations Superintendent was involved significantly in plan development and review of Town Operations Center.

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 677 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 various locations and staff responded to 515 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 6 new street lights and requested 46 repair service work orders by Duke Power Company. Staff assisted Duke Power Company in an updated review of Northside lighting and development of a lighting plan for the pathway near Cleland Drive. Staff also resubmitted a plan for lighting Parkside II.

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/installing and/or repairing 51 ditches, pipes and catch basins at 49 locations; resetting and/or replacing 50 catch basin tops; cleaning and/or re-grading 832' of ditches at 20 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 Hurricane Isabel in September, 2003.</p> <p>In the mosquito control program, we monitored and treated known mosquito breeding sites on public properties during the first and fourth quarters.</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 91 times, for an average of 1.75 times per week. Major streets were cleaned on average just under once per week and 6 cycles were completed along residential streets. Normal street cleaning work was briefly interrupted by Hurricane Isabel in September, 2003.
Improve appearance and enhance lines of sight along rights-of-way through maintenance of existing trees and vegetation.	Prior to Hurricane Isabel in September, 2003, a total of 14 trees was removed Town-wide. An additional 9 trees had to be removed as a result of the hurricane. During the remainder of the year, an additional 56 trees were removed, for a total of 79 for the year. Tree planting work completed in the year included 108 trees Town-wide.

DIVISION: FIELD OPERATIONS - CONSTRUCTION

OBJECTIVE	PROGRESS/STATUS
Reconstruct small portion of Animal Shelter Drive.	During the first quarter, reconstruction work was completed on Curtis Road between Elliott Road and South Lakeshore Drive. Fiscal 2003-04 funds were combined with the balance of reconstruction funds from fiscal 2002-03 for this work. A small portion of Animal Shelter Drive also was reconstructed during the year.
Construct various projects for other Public Works divisions and Town departments.	Miscellaneous projects throughout the year included bollard replacements, repairs to parking meters, driveway work at fire stations, repairs to tennis courts, installation/repairs to bus stops, repairs to damaged guardrails and repairs to wooden fences.
Construct miscellaneous projects, including storm drains and sidewalks.	<p>Major project work was completed throughout the year on Streetscape 2002, including installation of bollards, benches and trash cans; caulking between rock wall and 500' of sidewalk, and repair of drainage system at Downtown planters. Work was completed on electrical conduits necessary for pedestrian lighting.</p> <p>Sidewalk installation included 150' at Memorial Cemetery, removal and replacement of 150' at intersection of Henderson Street and E. Rosemary Street, repair of sidewalks along Cameron Avenue, at the alley between Wood's Restaurant, at the Post Office/Court, at Billie Holiday Court apartment, along South Estes Drive Extension, along South Elliott Road, along Elizabeth Street, along Legion Road from Ephesus Church Road to Clover Drive, from Standish Drive to Scarlett Drive and from Martin Luther Drive to Scarlett Drive and replacement/repair of 60' at Adelaide Walters Street, 201' between Clover Drive and Turnberry Lane, 50' along West Franklin Street/Mallete Street and 110' along Weaver Dairy Road.</p>

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).	In the first quarter, the contractor resurfaced 24 streets town-wide, totaling about 5.5 miles in length; another 21 streets, totaling 2.5 miles in length, received slurry seal. Also, contract crews milled 29,462 square yards of asphalt on 5 streets. Additionally, crack pouring by contract was used along 33 streets during the year.
Maintain the Town's street system through on-going patching.	Extensive full-depth and skin patching work was completed town-wide during each of the four quarters. Work included patching on the streets that were resurfaced.
Collect leaves and pine straw October through March.	The seasonal program started October 20, 2003, as scheduled. A total of 560 loads was collected by the end of the season, March 19, 2004. Six complete cycles were made.
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 and following Hurricane Isabel to clear and reopen streets on which storm debris had fallen. Two major snow storm events occurred in January, 2004, resulting in use of significant overtime and over-expenditures for snow/ice materials.

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, 127 emergency road service calls were made at an average cost of \$127.62 per call. The average preventive maintenance cost per vehicle serviced was \$114.64 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 17,356 gallons, or about 7%, for the year. This increase occurred throughout most organizational units, with no significant increase in any one user. The cost per gallon averaged \$1.00 during the first quarter; \$1.09 during the second quarter; \$1.24 during the third quarter; and \$1.33 during the fourth quarter. The average for the year was \$1.17, compared to an average unit cost of \$.87 last year (note: budget assumed \$1.05).</p>
Perform preventive maintenance per mileage benchmark system—about 520 vehicles per year.	During the year, 651automotive PM's were completed, for an average of about 12.5 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 1,196 building maintenance work orders was completed during the year (compared to 985 last year).

DIVISION: SOLID WASTE SERVICES

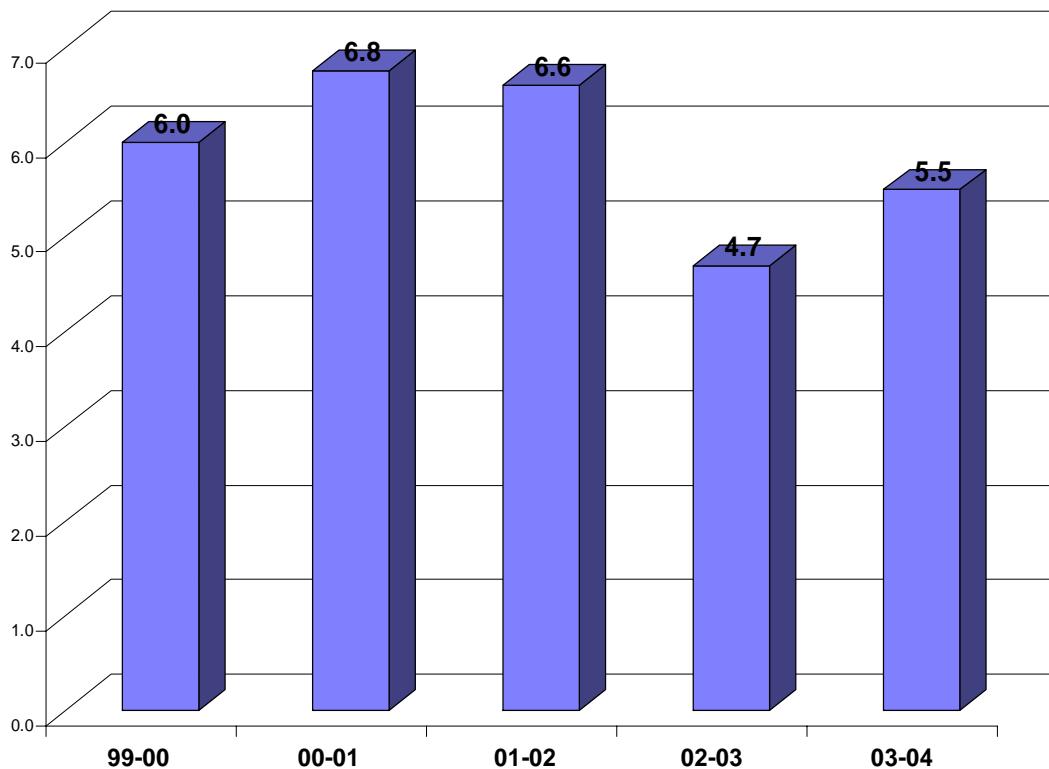
OBJECTIVE	PROGRESS/STATUS
Collect estimated 24,000 tons of residential (including yard waste) and commercial refuse as scheduled, with minimum complaints.	Total volume collected was down 156 tons, or 0.65%, relative to last year. Data include 656 tons of commercial refuse collected from downtown compactors. Collection schedules for residential and commercial routes generally were met throughout most of the year. Slight schedule adjustments were necessary during September, 2003, as a result of Hurricane Isabel.
Provide efficient level of collection of brush/bulky items.	The average collection cycle for brush was 1 week during most of the year. During the hurricane in September, we started collecting brush using private contractors and in-house crews. Vegetative debris generated by the hurricane totaled 1,616 tons. Bulky items (white goods) collected totaled 99 tons compared to 80.5 tons last year. A total of 718 bags of litter was collected along rights-of-way using court-referred community service workers.
Minimum injuries/accidents.	There was one lost time personal injury during the year, resulting in a loss of 104 days; one vehicular accident was fault of Town employee.
Maintain high service level, both in terms of service and operations.	Residential refuse collection services were conducted in an efficient, safe and productive manner. Commercial collection 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.

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 and planning for Festifall and Apple Chill. Work with our consultants was ongoing throughout the year related to maintenance of the Homestead Park soccer and baseball fields. Small Park Improvement work during the year included installation of a fence at Homestead soccer fields.
Improve appearance and safety along rights-of-way through mowing road shoulders.	Seasonal mowing cycles were completed as scheduled throughout most of the year.

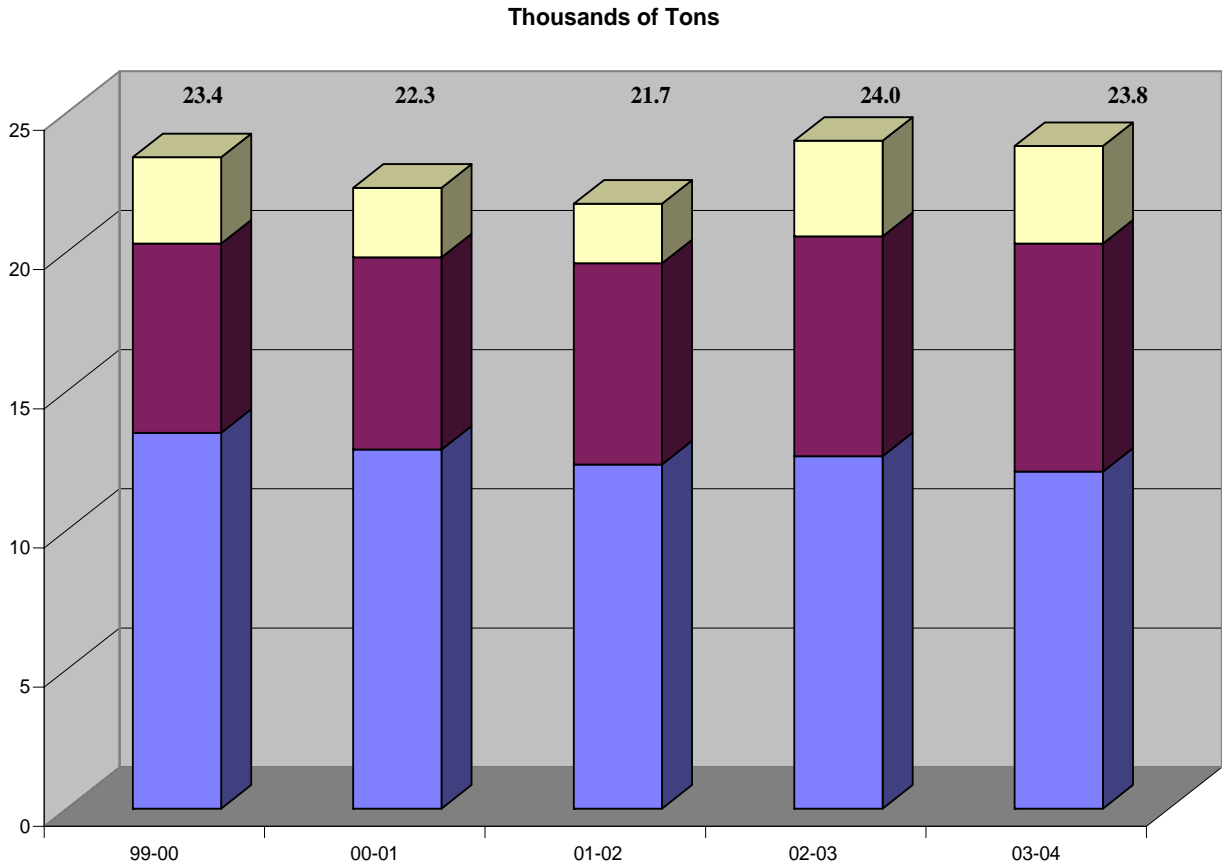
OBJECTIVE	PROGRESS/STATUS
<p>Adhere to grounds maintenance schedules at parks, cemeteries, parking lots, public housing and other public locations.</p>	<p>Grounds maintenance schedules generally were met or exceeded at all public facilities and areas for which section is responsible up to the time of the hurricane noted above. Plantings during the year included 170 shrubs, 54 trees and numerous perennials throughout town. About 1,500 sq. ft. of perennials were planted at Homestead Park alone.</p> <p>A total of 181 work orders was completed throughout the year, primarily for Housing and Parks and Recreation.</p>

MILES OF STREETS RESURFACED



Contract resurfacing was completed on 5.5 miles of streets during the first two quarters. The budget objective was 5.5 miles. An additional 2.5 miles of streets received slurry seal by contract.

SOLID WASTE COLLECTION



The Solid Waste Services Division collected 0.65% less refuse compared to last fiscal year. Brush quantities included about 1,600 tons generated by Hurricane Isabel. The goal for all solid waste collections in 2003-04 was 23,700 tons.

Annual Report, 2003-2004**Transportation**

REVENUES/EXPENDITURES	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Revenues	8,056,497	10,927,883	11,646,590	11,433,963	4.6%
Expenditures	6,966,813	9,058,475	11,646,590	10,638,014	17.4%
Expenditures as % of Budget				91.34%	

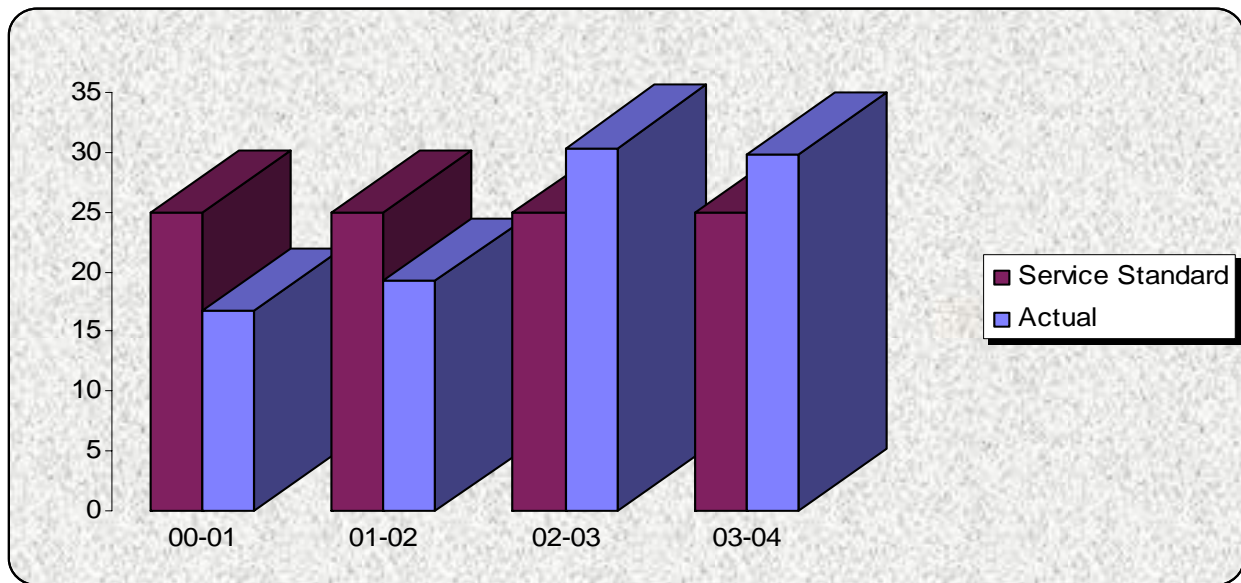
ADDITIONAL DETAIL	Actual 01-02	*Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
TRANSPORTATION					
Fixed route ridership	3,588,387	4,589,559	4,733,832	5,090,860	10.9%
Demand response ridership	60,249	66,267	68,108	64,267	-3.0%
Tarheel Express/Charter ridership	122,017	142,840	135,000	157,089	10.0%
Service miles	1,644,754	2,178,222	1,979,676	2,180,107	.01%
Operating costs	6,966,813	9,058,475	11,646,590	10,638,014	17.4%
Operating revenue	1,062,625	347,793	275,000	432,292	24.3%
Preventable accidents	40	16	25	18	12.5 %
Passengers/service mile	2.29	2.64	2.49	2.86	8.3%
Ratio of revenue from patrons to cost	0.15	0.04	0.02	0.04	5.8%
Miles/road call (mechanical)	19,387	30,497	25,000	29,877	-2.0%
Road call (mechanical)	101	46	60	66	43.5%
Miles/Preventable accidents	41,119	136,139	35,000	121,117	-11.0%
System cost/trip	1.85	1.89	2.36	2.00	6.1%
Patron revenue/trip	.028	0.07	0.06	0.08	12.3%

* Revised

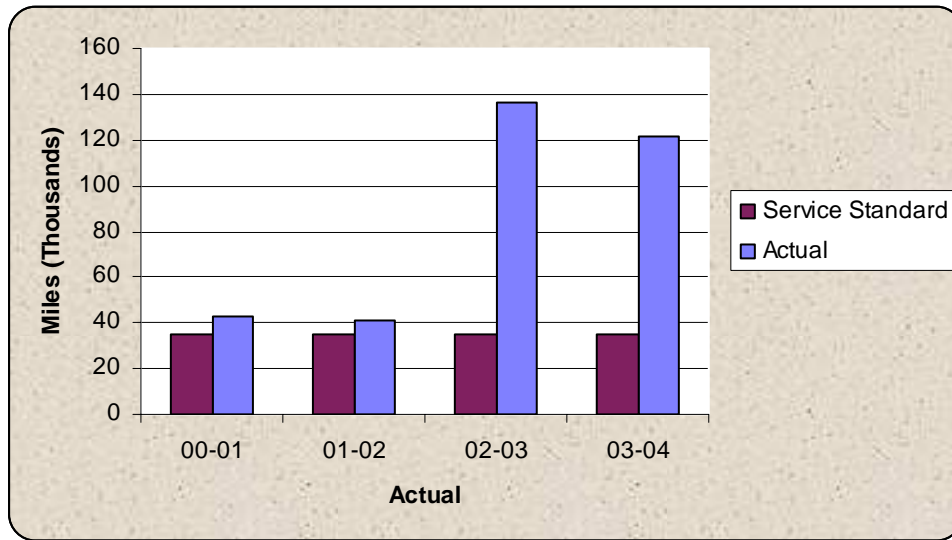
OBJECTIVES	PROGRESS/STATUS
To operate fixed route transit service in Chapel Hill, Carrboro, and on the UNC campus. Routes will serve 90% of the residences.	Operated approximately 142,353 hours of service during the year.
To operate demand responsive services in areas not served by fixed routes and for certified senior and handicapped patrons. Will meet service standards set by the Transportation Board.	Operated approximately 27,700 hours of service during the year, meeting service standards set by the Transportation Board.
To operate all transit services with no more than one preventable vehicular accident per 35,000 miles.	Miles between preventable accidents averaged 121,117 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 197,841 for all service types; 29,877 for fixed route buses.

SAFETY PERFORMANCE	Actual 01-02	Actual 02-03	Budget 03-04	Actual 03-04	Change from Prior Year
Safety Training: #of staff hours of training (#of employees X training time)	2,419.06	4,260	N/A	3,751	-11.9%
Time lost due to work-related injury or illness	1,173.54	131	N/A	1,068	716.51%

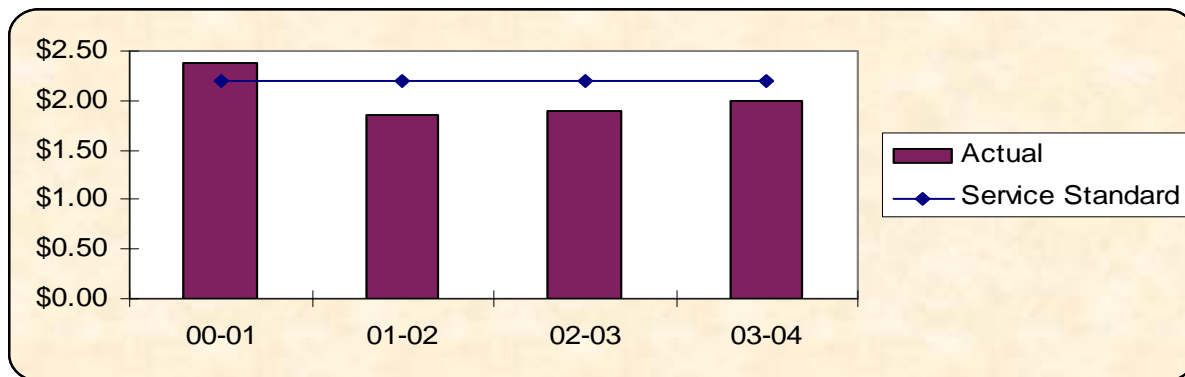
**TRANSIT RELIABILITY
AVERAGE MILES BETWEEN ROAD CALLS DUE TO
MECHANICAL PROBLEMS**



**TRANSIT SAFETY
MILES BETWEEN "PREVENTABLE" ACCIDENTS**

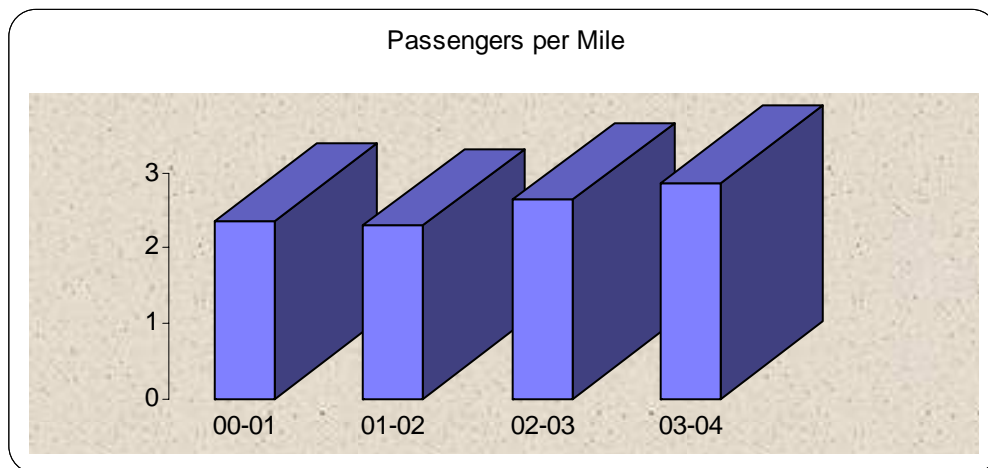


**PUBLIC TRANSPORTATION
SYSTEM COST PER PASSENGER TRIP**



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.



CAPITAL PROJECTS



ENVIRONMENTAL IMPROVEMENTS**Project Name:** Cemetery Beautification**Funding Source(s):** Capital improvements fund

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	0	54,942	54,942	4,200	50,742

Status of Project:

Consistent with the Town Council's approval of the University's proposed Cobb chiller plant and parking deck, the Council authorized a \$50,000 mid-year amendment to the Town's cemetery beautification CIP account. An additional \$100,000 is anticipated to be provided by the University for improvements at the Old Chapel Hill Cemetery.

On January 12, 2004, the Council appointed members to the OCHC advisory board. Since that time, this board held its first six meetings and has begun to develop recommendations for proposed use of these funds for consideration by the Council. We anticipate that these recommendations will be available in the second quarter of fiscal 2004-2005.

Project Name: Downtown Improvements (Streetscape)**Funding Source(s):** 1996 Bond Funds.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
500,000	500,000	0	1,000,000	1,000,000	0

Status of Project:

On November 11, 2002, the Council allocated \$225,000 for Phase 1 of special downtown street and pedestrian lighting. This work was completed in the fourth quarter of fiscal 2003-2004.

On February 10, 2003, the Council approved the segment of Streetscape from Porthole Alley to McCorkle Place and it was completed in the second quarter of fiscal 2002-2003. The one percent of the budget for art was saved to pool with funds from future Streetscape projects.

On October 27, 2003, the Council allocated \$125,000 of the remaining streetscape funds to upgrade NCDOT traffic signal improvements to include mast arm signals at three downtown locations. This work is anticipated to be done in the first quarter of fiscal 2004-2005.

On April 14, 2004, the Council allocated \$100,000 for additional downtown lighting improvements. These improvements are anticipated to be completed in the second quarter of fiscal 2004-05.

GENERAL MUNICIPAL IMPROVEMENTS

Project Name: Extraordinary Maintenance

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
		51,831	51,831	35,096	16,735

Status of Project:

No activities from this account were completed during the first half of fiscal 2003-04.

Work covered by this general capital maintenance account during the third quarter included installation of weather-head at Homestead gymnasium and replacement of regulator and electronic flame control at Community Center.

Work completed during the fourth quarter included replacement of an air conditioner unit at Chapel Hill Museum, installation of sun screens at the Chapel Hill Courthouse, acquisition of a blower unit for the dehumidifier at the Community Center and installation of a vent through the roof of Fire Station #4.

Unencumbered fund balance at June 30, 2004, will be carried forward for use during fiscal 2004-05.

Project Name: Generators – Town Hall and Police Department**Funding Source(s):** Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
*	*	*	220,000	10,900	209,100

Status of Project:

*The total principal for these projects is \$220,000 (\$120,000 for Town Hall generator; \$100,000 for Police Department generator). The projects are funded through annual lease purchase payments. Project bids were opened on April 14, 2004. The apparent low bid was for \$354,000 at Town Hall and \$232,000 at the Police Department. Both bids were rejected as unaffordable based on budgeted amounts. Projects are being redesigned with reduced scopes of work. Town staff also is consulting with Duke Power Company officials as to the possibility of Duke Power Company providing a “turn-key” project for a prorated sum over a 10-year period.

Project Name: Hargraves/A. D. Clark: Capital Repairs**Funding Source(s):** Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
1,200,000	0	0	1,200,000	1,212,917	(12,917)

Status of Project:

Architectural work was completed during fiscal 2001-2002. The Local Government Commission approved the installment financing package during fiscal 2002-2003 and the Council awarded a bid and authorized the Manager to approve change orders up to a cumulative total of \$110,000.

The punch list walk through on March 31, 2003, identified several relatively minor issues which delayed full occupancy. However, the building was stocked with furniture in April, 2003, and the grand opening was held on May 10, 2003. The pool opened as usual on Memorial Day Weekend.

Completion of punch list items delayed final close-out of this project. Pool items were finally corrected when the pool closed for the season. The renovation has been completed, with the contractor receiving the final retainer. One warranty item on the pool will be corrected after the 2004 swim season.

Project Name: IFC Shelter: Capital Repairs

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
*	*	*	450,000	367,880	82,120

Status of Project:

*The total principal for this project is \$450,000. The project is funded through annual lease purchase payments. Work originally scheduled for completion in the spring of 2004 has been extended to August 31, 2004, pursuant to change order #3. This change order covers interior wall repairs, painting and cleaning.

Project Name: Roof Replacements – Fire Stations #2 & #3

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbrs	Balance
*	*	*	120,000	116,799	3,201

Status of Project:

*The total principal for these projects is \$120,000 (\$60,000 each). The projects are funded through annual lease purchase payments. Work was completed at both sites by the end of April, 2004.

Project Name: Town Hall Roof Replacement

Funding Source(s): Capital improvements fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
*	*	*	193,900	193,900	0

Status of Project:

*The total principal for this project is \$193,900. The project is funded through annual lease purchase payments. Bid documents were processed during the first quarter and work started in December, 2003. Work was completed in late April, 2004, at the cited total cost in excess of the original budget of \$180,000.

Project Name: Public Housing Renovations

Funding Source(s): Community Development Block Grant

Balance from Previous Years	2003-2004 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
0	165,000		165,000	15,315	149,685

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

Director's 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	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
437,134	-0-	-0-	437,134	65,589	371,544

Status of Project:

Floodway regulations forced changes to the Conceptual Plan. Design work. Final easement from Eastern Federal Corporation expected in first quarter of FY 2004-05. Construction start expected in second or third quarter.

Project Name: Greenways

Funding Source(s): Capital improvements fund

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	55,000	-40,000	14,450	14,450	-0-

Status of Project:

\$40,000 used as a match for the Dry Creek Trail pedestrian bridge grant. Remaining funds were used for materials for volunteers, landscaping, projects, and design services.

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	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
721,749	-0-	-0-	721,749	721,749	-0-

Status of Project:

Project is now complete.

Project Name: Homestead Park

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

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
3,601,342	-0-	-0-	3,601,342	3,581,387	19,954

Status of Project:

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

Project Name: Homestead Park Aquatics Center

Funding Source(s): 1996 Parks bond, 1997 County Parks bond, 2001 County Parks bond

Capital Projects**Annual Report, 2003-2004**

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
1,226,058	-0-	-0-	1,226,058	455,310	770,747

Status of Project:

The Council and Orange County have approved a building conceptual plan. Design work is underway. Expedited processing approved by the Council. Special Use Permit submittal expected for the summer or early fall of 2004.

Project Name: Pritchard Park

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

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
164,000	-0-	-0-	164,000	53,948	110,051

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 have received a petition from the owner of the Siena Hotel to enter into further discussions. A committee report is expected in the first quarter of FY 2004-05. Meanwhile the trails have been built and are being further improved by volunteers.

Project Name: Southern Community Park

Funding Source(s): 1997 Orange County Bond, 2001 Orange County Bond

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
353,059	-0-	-0-	353,059	366,397	(-)13,339

Status of Project:

Design work is underway. Expedited processing approved by the Council. Special Use Permit submittal anticipated for first quarter of FY 2004-05.

Project Name: Morgan Creek Trail

Funding Source(s): NCDOT grant, payment in lieu of recreation improvements

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	89,375	-0-	89,375	49,909	39,465

Status of Project:

The Morgan Creek Trail Conceptual Plan Committee began work in November 2002. A public forum was held in June. The Committee stopped work until such time as the State has completed its re-mapping of the Morgan Creek 100 year floodplain or the Town decides to undertake the work itself. Work is anticipated to resume in the first quarter of FY 2004-05.

Project Name: Dry Creek Trail

Funding Source(s): Transfer from Greenways CIP, payment in lieu of recreation improvements, CWMTF grant

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
275,430	-0-	70,000	345,430	315,328	30,102

Status of Project:

Portions of the trail have been built. In addition, a 17 acre tract was purchased. Two projects remain. The first would correct erosion problems at the trails junction with East Chapel Hill High School. Work on that project should start in the first quarter of FY 2004-05. The second would involve a pedestrian/bicycle bridge across Dry Creek in the Springcrest neighborhood. A design consultant has been hired for that task. A public forum on that project should be held

in the first quarter of FY 2004-05. The Council had approved the acceptance of an Adopt-a-Trail grant for construction of a trail access parking lot off of Erwin Road. However, bids were too high and we notified the State that we could not accept the grant.

Project Name: Carolina Sport Art Building and Property

Funding Source(s): Lease payments, Payment in Lieu of Recreation Area

Budget from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
-0-	-0-	30,209	30,209	28,800	1,409

Status of Project:

The Carolina Sport Art building has been covered in new siding. Public Works expects to re-grade the site sometime this fiscal year. The Vineyard Square developer completed site work along Homestead Road sometime in the 4th quarter.

Project Name: Small Park Improvements

Funding Source(s): Capital improvement fund.

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
5,696	20,000	3,627	29,323	24,390	4,933

Status of Project:

The small balance available at the end of fiscal 2002-2003 was added to the 2003-2004 appropriation. Work during the fiscal year included 1) stabilization work at the cabin at Meadowmont (\$12,900) and 2) fencing at the soccer fields at Homestead Park (\$11,490).

TRANSPORTATION IMPROVEMENTS

Project Name: Sidewalks and Bikeways

Funding Source(s): Capital Improvement Funds

Balance from Previous Years	2003 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
\$117,089	\$50,000	-0-	\$167,089	\$117,630	\$49,459

Status of Projects:

Fordham Boulevard, (Willow Dr. to Elliot Rd.) (1996 bond) 700 feet of sidewalk was completed in March 2004. Sidewalks at Legion Road (east side, phases 1 & 2) were completed in May/June 2004. An inter-local agreement with the North Carolina Department of Transportation for funds to construct missing sections of Airport Road (Homestead Rd to Estes Dr.) was executed April, 23, 2004. Construction should be undertaken within two years of the agreement's execution. \$50,000 of funds will be encumbered for this project. \$5,000 in Community Development funds have been assigned for use in The Northside neighborhood on West Rosemary Street.

Project Name: ADA Ramps/Curbs and Gutters

Funding Source(s): Capital Improvement Fund

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendments	Total Current Appropriation	Expenditures & Encumbs	Balance
64,063	25,000	0	89,063	8,500	80,563

Status of Project:

The above amounts represent capital improvement funds available for work related to bringing curb ramps into compliance with the Americans with Disabilities Act (ADA). These funds are separate from sidewalks/bikeways bond funds.

U. S. Department of Justice temporarily suspended the requirement for detectable warnings at curb ramps to allow research to be conducted on performance of detectability of the warning devices due to concerns raised. As a result of the research during the period of the suspension, some modification to the size and spacing of the domes was adopted. The new standards are in place and state and local governments are required to apply the new design standards when constructing and altering pedestrian facilities.

In the fourth quarter we utilized \$6,000 of the above available funds to install high visibility curb ramps with detectable warnings. We also encumbered \$2,500 for current and forthcoming contract oversight. Bids were solicited to utilize the balance of funds to install curb ramps at approximately sixty-two locations town-wide for which standard curb and gutter without ramps currently exist. We recently received three bids and are in the process of awarding the contract to the lowest bidder. We anticipate the work to commence in August, 2004.

Any balance combined with future funding will be used to retrofit existing curb cuts with truncated domes to comply with the current standards. We have approximately sixteen hundred locations town-wide that eventually will need to be brought up to the current standard. Additional information was provided in a memorandum to the Mayor and Town Council on June 9, 2003, titled "Report on ADA Ramps in Town".

Project Name: Park/Ride Lots

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

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendment	Total Current Appropriation	Expenditures & Encumbs	Balance
100,000	0	0	100,000	0	100,000

Status of Project:

Development of project specifications to purchase a new surveillance system continued during this quarter.

Project Name: Public Transit Vehicle Replacement/Expansion

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

Balance from Previous Years	2003-04 Appropriation	Mid-Year Amendment	Total Current Appropriation	Expenditures & Encumbrs	Balance
0	1,180,000	0	1,180,000	0	1,180,000

Status of Project:

Development of specifications to remanufacture thirteen (13) buses continued during the quarter.