

**MINUTES OF THE SPECIAL MEETING
OF THE TOWN COUNCIL
TOWN OF CAROLINA BEACH**

March 7, 2011

The Town Council of the Town of Carolina Beach met in regular session on March 7, 2011 at 9:00 a.m. in the training room at the Municipal Administration Building, 1121 N. Lake Park Blvd., Carolina Beach, North Carolina. The following were present: Mayor Joel Macon, Mayor Pro Tem (MPT) Pat Efird; Councilman Dan Wilcox; Councilman Bob Lewis and Councilman Lonnie Lashley. Also present was the Town Manager Tim Owens. The Town Clerk Lynn Prusa and Finance Director Dawn Johnson were absent.

Mayor Macon called the meeting to order. The purpose of this meeting is for the department heads to present their proposed budgets for FY 2011/12.

Public Utilities

The first to speak was the Public Utilities Director, Gene Gurganious. He began with the Water and Sewer Administration. He presented the following accomplishments for 2010/11:

- Continued updating Utility Ordinance
- Update Town Wellhead Projection Plan/State Approved
- Developed Town Water Shortage Response Plan/State Approved
- Completion of Lake Park Sewer Rehab (ARRA) project

Next, he highlighted the department's goals for upcoming fiscal year 2011/12:

- Continue to improve customer service
- Complete current utility projects
- Promote employee longevity and a trained quality workforce
- Encourage and promote required training as mandated by the State
- Continue to look for outsourced services which can be brought in-house
- Continue working to update Town plans and reports as necessary

Mr. Gurganious presented the accomplishments in 2010/11 made by the Wastewater Treatment division:

- No permit limit violations for NPDES Discharge Permit Reuse/Spray Irrigation or Land Application/Biosolids Permit
- Numerous WWTP maintenance, repair and construction projects completed in-house

- Complete repair/rehab of influent grit removal system
- Complete EQ Basin Rehab project
- Employees attended training schools to enable them to obtain state certification

Goals for 2011/12 are:

- Operate in compliance of all state and federal regulations with no violations or fines
- Continue improvements to FOG Inspection/Compliance Program for food service establishments
- Continue to educate and train employees to obtain and upgrade state certifications
- Complete plan rehab projects as requested
- Continue to improve in-house proactive maintenance program

He then went over the accomplishments in Wastewater Collection:

- Operated in compliance of all state and federal regulations with no violations or fines and in compliance of state overflow and discharge reporting with no reported overflows
- Expanded proactive system side cleaning program for Wastewater Collection System
- Completed repairs to I&I program at Lift Station #4/Feb 2011
- Continued cleaning of small lift station wet wells (7-14) done in-house, saving between \$2,200 to \$4,400
- Employee attended training schools to enable them to obtain state certification

Their goals for 2011/12 are:

- Continue to operate in compliance of all state and federal regulations and operate system as safe and efficiently as possible
- Complete construction of new Lift Station #1
- Continue to improve system wide cleaning program, and identify problem areas for upgrades
- Continue to educate and train employees to obtain and upgrade state certifications
- Expand on LS wet well cleaning and bringing other outsourced services in-house where possible
- To extend, repair & replace all sewer mains as needed

Next he went over the accomplishment in the Water division:

- Operated within state and federal guidelines for safe drinking water with no violations or fines
- Continued proactive fire hydrant maintenance and installation plan
- Completed implementing Corrosion Control Plan, additional chemical treatment required to control iron levels and improve water quality

- Installation of water mains and valves for future development prior to road paving projects
- Employees attended training schools to enable them to obtain state certification

Goals for 2011/2012 are:

- Provide an ample and dependable supply of water and operate within state and federal guidelines for safe drinking water
- Construction of new wells and 3 mg reservoir necessary to provide an adequate water supply
- Complete installation of state permitted projects to include loops from Canal Drive to CBAN, 1-8" & 3-6"
- Continue to work with fire chief on proactive fire hydrant maintenance and installation plan
- Continue to educate and train employees to obtain and upgrade state certifications

The final area that Mr. Gurganious present was the Fleet division. Accomplishments for 2010/11 were as follows:

- Provided efficient service to Town fleet with minimal delays
- Maintained safe vehicles and equipment for town employees
- Improved schedule maintenance program for all vehicles and equipment

Goals for 2011/12 are as follows:

- Continue PM program on vehicles and equipment to extend life
- Provide safe, quality service to Town fleet
- Standardize fleet order to reduce and better control inventory

Public Works

Next to present was Public Works Director, Brian Stanberry. Mr. Stanberry went over the achievements that were made in 2010-11, as follows:

- A continued improvement in the overall appearance and image of Carolina Beach
- Improved and effective maintenance and upkeep of all town facilities and beach strand through a very busy summer season, with fewer staff than in previous years
- Successful coverage and preparation of town facilities through over 20 special events including: Chowder Cook-Off, Blues and Jazz Festival, Beach Music Festival, Low Tide Run, Island Day, Christmas festivities, etc.
- Maintenance and preparation of town facilities for new, successful and recurring events including: Farmer's Market, Fresh Market, Lake movies, Boardwalk fireworks and events, Island of Lights events, etc.

- Overall enhancement and improvements to various town facilities including: road surfaces, beach accesses, Boardwalk, lake facilities, Lake Park lighting, landscaping along Lake Park and other areas
- Faced with major rain event of over 20", the reduction of flooding time at the Lake and other areas was drastically reduced from response times of the past
- Wilmington Beach Stormwater Lift Stations and retention ponds are on line and functioning successfully
- Continued improvements, repairs, maintenance and beautification to the town stormwater system, lake and retention ponds with an under staffed Stormwater Division.
- An overall improvement in the Public Works Department, with increased cooperation and efficiency as a more cohesive unit

Public Works goals for 2011/12 were presented as follows:

- A continued focus on the improvement of the overall appearance and image of Carolina Beach
- To find ways to offer further improved and effective maintenance and upkeep of all town facilities and beach strand throughout the years, with fewer staff
- Pro Active and successful coverage and preparation of town facilities through over 20 special events
- Continued attention toward maintenance and preparation of town facilities for new, successful and recurring events
- Future enhancement and improvements to various town facilities
- Continued focus towards improvements, repairs and maintenance and beautification to the town stormwater system, lake and retention ponds with an under staffed Stormwater Division
- An increase in attention towards improvement of water quality and reduction of flooding events
- Further growth and improvement within the Public Works Department, with increased cooperation and efficiency as a more cohesive unit

Concerning the Environmental Division, Mr. Stanberry explained that the purpose is to monitor contract compliance and quality while retaining the ultimate responsibility for services. They provide collection reliability, community cleanliness and citizen satisfaction. In addition, the division ensures that we, along with the solid waste division oversees the landscape contractor in the mowing of all grass areas on all town properties including wells, sewer lift stations, operations yard, Town Hall, water plans, ball fields, parks, parking lots fire, station, boardwalk, lake ponds and entryway to Carolina Beach. Environmental is responsible for cleaning of public restrooms, beach maintenance, wooden boardwalk area, beach accesses, marina maintenance, and maintenance and cleaning of all public buildings and Freeman Park. The division retains responsibility for maintaining streets, street signs, right-of-ways, public parking lots and traffic control. The Environmental Division ensures the aesthetic beauty of the Town on a daily basis, including weekends, holidays and special events.

He then identified goals for FY 2011/12 as follows:

- Minimize missed solid waste collections
- Reduce the average response time for citizen complaints and inquiries
- Maintenance and repair of sand fence along beach front
- Maintain cleanliness of Boardwalk area, trash cans and compactor
- Maintain cleanliness of roads, right-of-ways and roadside ditches
- Maintain sidewalks, right-of-ways and streets keeping them free from hazard
- Maintenance and repair of all beach crossovers and boardwalk areas
- Clean and maintain all town buildings and facilities
- Supervision of landscape contractor and waste management contractor
- Preparation and participation in special events
- Work together with other divisions in common projects for well-being and beautification of Carolina Beach

The next division discussed was Stormwater. Mr. Stanberry said the purpose of the Stormwater Division is to ensure compliance with NPDES Phase II regulations placed upon the Town by the federal government and State of North Carolina. The division maintains and repairs the towns stormwater system. This includes cleaning and profiling ditches, repairing and installing drainage pipe, vector cleaning of stormwater pipe, pond maintenance, street sweeping, erosion control efforts, pollutant elimination and any other stormwater related practices. The division manages and oversees drainage studies that set direction for future Stormwater management projects. The Stormwater Division is also tasked with promoting the principles of maintaining a viable, clean and safe stormwater system to aid in the protection of our communities valuable water resources through public education.

Goals for 2011/12 were identified as follows:

- Minimize flooding an occurrences of standing water
- Inspection and maintenance of stormwater inlets in high risk areas regularly
- Reduction of sediment in drainage system through cleaning of basins, pipes and ditches
- Reduction of average response time for stormwater complaints and inquires
- Ensure compliance with NPDES Phase II regulations
- Manage studies of the towns stormwater system in relation to water quality
- Maintain Carolina Beach Lake through water level control, algae and aquatic weeds control, fountain operation, etc.
- Public education on stormwater practices and principles
- Reduction of sediment and other pollutants and beautification of town roadways through street sweeping
- Practice and promote methods of reducing sediment and pollutants in town drainage system
- Ensure the function and aesthetics of retention ponds and BMPs

- Work together with other divisions in common projects for well-being and beautification of Carolina Beach

The next division presented was Public Works Administration. Mr. Stanberry said this division is responsible for the management of the business office of the Public Works Department, which includes environmental, stormwater, waste collections, landscaping and also parts of tourism, beach maintenance and public utilities. The division receives phone and walk-in inquiries, processes payables and receivables, maintains accounting records, maintains a balanced budgeting process throughout the fiscal year and ensures an overall positive customer relations. Administration is tasked within managing cell phone coverage, uniforms and fuel card purchases for all town employees. This division ensures compliance with state and federal regulations on stormwater, waste management, water and sewer, which includes the filing of all required annual permits. In addition, the division is responsible for maintaining the proper function of heating and cooling facilities at Town Hall and the performance of minor electrical work as needed by all town divisions.

The goals for FY 2011/12 are:

- Promote employee longevity and a trained, quality work force
- Promote required education in the divisions as required by the state
- Improve safety standards throughout the town in regards to OSHA requirements
- Improve waiting time for customers to speak with Administration representatives via telephone or walk-in
- Improve maintenance and cleanliness along beach front and throughout town, including all facilities
- Reduce amount of electrical work outsourced as required by federal and state guidelines
- Ensure customer satisfaction with waste pick up and landscaping
- Ensure proper function of cell phone coverage, fuel card purchasing and uniform leasing
- Aid in purchasing of office supplies for Public Works Division to help reduce costs
- Work on continuity manuals and standard of procedure guidelines for administrative tasks

Mr. Stanberry said they are also responsible for the Powell Bill funds which exists to ensure proper expenditure of state allocation for street maintenance funds. Powell Bill funds can be used for the maintenance of existing streets and street drainage, construction of new streets, construction of sidewalks and bikeways located in right-of-ways, engineering and surveying of roadways, appropriate signage and paint, landscaping and other projects that involve public streets.

Goals for Powell Bill are:

- Maintain existing streets, street drainage, markings and signage
- Continued progress in the paving of streets in Wilmington Beach
- Survey of all town streets was conducted in March 2009. This study prioritized streets in the order that they need improvement.
- Improve upon streets addressed in the ITRE study
- Minimize customer complaints regarding roadways
- Increase the amount of resurfacing from Powell Bill funds

Police

Chief Younginer said the overall accomplishments for 2010 were:

- Worked over 85 drug investigations
- Started our Kids ID Program
- Traffic counter is now in operation
- Grants – (1) a police boat lift grant, (2) a Dive Team grant, and (3) grant for bullet proof vests

Future needs of the police department are:

- In house camera system
- A second drug officer
- Police vehicle – rotation
- In card video system

The lifeguard division's accomplishments for 2010:

- New ATVs purchased
- New stands being built
- Expanded coverage of off season

Future lifeguard needs:

- Emily robot lifeguard
- Expanding yearly coverage
- Create a Dive Team for Advanced Beach Certification with the USLA (grant is funding this for the police dept)

Marina accomplishments for 2010:

- Day dock completed
- Second pump out installed

- Mooring field engineering/permits in process
- Replaced all fire extinguishers
- Electrical inspection conducted

He identified the following future marina needs:

- Some minor West side electrical issues fixed
- Re-write of Chapter 6 Marina Ordinance (which is in process)
- Mooring field/dingy dock

Chief Younginer went over the parking accomplishments for 2010:

- Purchased two electric golf carts for parking enforcement
- Purchased a money printer for our counter system – for accountability

He said future parking needs are:

- Re-striping the parking lots
- New pay stations as needed
- Metering of 421 south past the lake

Concerning beach maintenance accomplishments for 2010, Chief Younginer noted the following:

- Raking of beach
- Reduced the size of fires
- Added additional bathrooms
- New rope fencing for all of Freeman Park

The following are future needs:

- Two new trailers for trash
- Adding more sand fence
- New trash can truck – 2013

Parks and Recreation

The town's Parks and Recreation Director, Ted Lashley, presented the following programs and services:

- NCDOT Comprehensive Bike Plan Completion
- Facilities
- Added off season events to attract people to the Island such as roller derby, boxing, youth AAU basketball tourney, Aikido tourney

- Park renovations/upgrades

Their department goals for 2011/12 are:

- Renovation of Mike Chappell Park
- NCDOT Bicycle Planning Grant Search
- Work with the Boardwalk Makeover Group/Arts & Activities Committee to schedule and plan family oriented events and programs. Continue to oversee the Farmer's Market
- Continue effective program projections and not to increase our operations portion of the budget. Look for innovative ways and methods to do business through grant funding and partnerships, low or no cost programs

Human Resources

Sheila Mallard, Human Resources Officer, identified the following accomplishments:

- Completion of town-wide software conversion – upgraded from Citipak program to FMS
- Implementation of new benefits software – Blue Ocean provided a self-service feature to employees regarding their benefits. This program also has the capability of “Intranet” type features that will be available in the near future.
- Completed an internal audit of the personnel files due to various employment law updates; including all I-9 forms, training records, and health/safety records. Deficiencies have been identified and corrected to ensure compliance with all regulatory agencies.
- Completed set-up for Scanning Project of personnel files using Lasherfiche
- Fitness Challenge and Wellness events for employees
- Community Wellness Health Fair (April 2011)
- Implemented a new Fitness Library for employees. Library consists of various work-out videos that may be checked in/out

Goals and objectives for the department are:

- Update the town's Personnel Policy, partnering with NCLM on this task.
- Implement the remaining features (Intranet) of the Blue Ocean Program and continue to seek cost effective HRIS programs to provide greater automation and improve efficiency.
- Scanning project of personnel files
- Performance Evaluation System
- Professional development training for our managers and supervisors to make them better equipped to handle issues related to employee relations, disciplinary, career development and succession planning.
- Required compliance and development training for all employees

- Improve communication processes for employees (i.e., communication and/or informational meetings; newsletters-possibly electronic, etc.)
- Fitness challenges and various wellness events for employees throughout the year
- Health Assessment Program for employees

Ms. Mallard discussed the following budget requests for FY 2011/2012:

- Proposal of COLA and Merit for upcoming fiscal year
- Group insurance increases (still unknown)
- Retirement rate (slight increase of 0.56)
- Training
- Preventive Maintenance
- Incentive and Longevity

Planning

The Planning and Development Director, Gary Ferguson, went over the following planning activities that occurred in 2010:

- Maintain CRS rating of “7” - \$100 discount
- Completed SRL House Evaluation at 1007 CBAN
- Processed 17 zoning/town code amendments
- CUPs = 7 with one litigated in favor of the town
- Conducted damaged assessment for TS Nicole with 35 damaged houses and a total of 54 inspections
- Zoning verifications on building permits = 312
- Signs = 21 permanent permits and 42 temporary

Mr. Ferguson talked about the following Harbor Commission issues:

- Mooring field – completed in house EA
- Awaiting notification of canoe/kayak launch grant from DCM
- Floating docks at Marina – finalized
- Harbor Ordinance – Preliminary draft complete
- Website completed in January 11

In the area of GIS, he discussed the following:

- Initiated “Connet GIS”
- Paper documents to Laserfiche conversion
- Mapping projects = 256
- Street addressing and GPS = 3 per month
- Website updates = 24

He went over the following Code Enforcement data for 2010:

- Zoning violations = 44
- Grass and debris violations = 48
- Abandoned vehicles = 11
- Minimum housing code violations = 8
- Building without a permit = 3

He presented Council with building permit data for 2010:

- Commercial = 113
- Residential = 199 (28 single family & 6 duplexes)
- Total = 312

Also, from July 1, 2010 to February 8, 2011 there have been 6 commercial permits and 117 residential permits (22 single family & 2 duplexes) totaling 123.

Planning goals for 2011/12 are:

- Continue with implementation and expansion of “Connect GIS”
- Rewrite the Zoning Ordinance/UDO
- Expand GIS capabilities
- Implement building permit tracking program
- Complete the mooring field grant
- Continue to work on elements of the MDP

Town Clerk

The town clerk was absent due to sickness, so the town manager presented the following accomplishment in 2010/11 on her behalf:

- Prepared a public information booklet that includes a staff directory, schedule of public meetings, how to make a public address to Council, committee/board information, how to read the Code of Ordinances and Zoning Ordinances on the website; and other Carolina Beach website information. The purpose of the booklet is to provide the public with information that is informative, helpful and easily accessible. This booklet is not intended to include everything a citizen would need to know about the town, but is Council’s guide for the public.
- Created contract package and insurance policy to include a new construction contract, service and maintenance contract and special event contract, insurance requirements and tracking system for routing contracts and insurance certificates

- Department activity: Since July 1, 2010 there have been 15 meetings; this equals to 15 agendas and sets of minutes (total of 428 typed pages plus exhibits). Anticipate an additional 13 meetings/ agendas (approximately 290 typed pages plus exhibits) thru the end of the fiscal year for a total of 28 meetings/agendas/sets of minutes for FY 2010/11
- For FY 2010/11 there have been 15 property liability claims reported, 8 claims are closed, total incurred \$106,360 and total paid \$47,645.

Department goals for FY 2011/12 include:

- Continue to increase website information for public knowledge to include post action agenda on website, include public information booklet on website, revamp the committee section
- Training opportunities and preparing for the future – the town clerk would like Council to allocate funds for IIMC Certification; provide more comprehensive “in-house” departmental training and possible reassignment of duties
- Public records storage and retrieval. Currently scanned and stored: Council and committee minutes, ordinances, resolutions, proclamations, deeds and easements. Begin storing: Annexation records, street closures, conditional use permits, and rezoning.

Finance

The Finance Director, Dawn Johnson, was also absent due to sickness. On her behalf, the town manager presented the following accomplishments:

- Financing agreement \$1,500,000; lift station #1 3.35%; LGC approval
- Financing agreement \$3,600,000 Wilmington Beach street and drainage improvements; 4.17%, LGC pending approval
- Change in auditing firm this year with very successful audit report
- Change in assistant finance director position after 20 years of service
- Change in accounting, business license and budget program

Goals for 2011/12 were identified as:

- Prepare a bad debt policy
- Prepare a non-profit funding policy
- Obtain a new assessment program and update existing assessment accounts due to pending assessment customer in the Wilmington Beach area

The meeting concluded with the town manager going over general budget goals, general goals, recent projects, project completions and needs, future needs and goals (Exhibit 1).

He also presented General Fund budget projections, summary overview and department specific overviews (Exhibit 2).

Following, the General Fund he presented the Tourism Fund projections and summary (Exhibit 3).

The meeting concluded with a presentation of the Water and Sewer Fund budget projections and summary (Exhibit 4).

There being no further business at this time, a motion was made by MPT Efirid to adjourn. MOTION CARRIED UNANIMOUSLY.

Respectfully submitted,

Melinda “Lynn” N. Prusa
Town Clerk

Approved: _____