



MANAGER'S REPORT

September 19, 2025

Prepared by:
Town Manager Mike McLaurin

The Manager's Report is distributed twice monthly on the weeks opposite the Town Council meetings. The purpose of the report is to provide the Town Council and Indian Trail residents with an update on projects and other activities happening throughout the Town.

The next Manager's Report is scheduled for Friday, October 3.

Administration Department

- Staff prepared the agenda packet for the Sept. 23 Town Council meeting.
- The 2025 Citizens Academy kicked off on Sept. 8 with 21 participants. The first two sessions were engaging and well received by those attending. The Admin Department presented on Sept. 8.
- The Town hosted Coffee with the Mayor on Sept. 18 at Chestnut Square Park. Breezeway Coffee Roasters provided coffee. More than 20 residents attended.
- The next Facebook Live is on Thursday, Sept. 25, at 1 p.m. with guest Phillip Hinson, Deputy Director of the Union County Board of Elections.
- Staff are recruiting and interviewing candidates for the Crew Leader Right-of-Way Maintenance position and the Maintenance Technician position.
- Staff completed the Workers Compensation Self-Audit.
- Dean Benfield accepted the position of Code Enforcement Officer and will begin his transition from Crew Leader on Sept. 26.
- Staff completed the process of setting up the new criminal history record check requirements for applicants for positions that require working with children in any way. These are tied to criminal history record checks conducted by the SBI. The new law goes into effect on Oct. 1.

Finance & Tax Departments

- Overall tax collection is 4.78% (tax revenue budget: 4.80% collected; stormwater revenue budget: 7.00% collected).
- Staff continue to work with the auditors to wrap up any outstanding questions.
- The Town received responses to the Banking RFP from all six local banks. The committee started the process of evaluation this week.
- Staff completed the FY 2026 Budget Book, and it is available on the Town's website.
- Finance and Tax staff presented at the Citizens Academy on Sept. 15.
- Staff have made progress in setting up a few vendors for EFT payments and continue to work on converting others.
- Staff continuously complete journal entries, process account payables, and budget amendments as needed.
- Staff will start working on the Audit RFP for FY 2026.

Parks & Recreation Department

- Several members of the Parks and Recreation Department attended training this week.
- HITS After Six was successfully hosted on Sept. 18, with the PANDA Party Band providing entertainment.
- Planning continues for 2026. If the Mayor, Council, or the community have any suggestions, we welcome them at this time.

Planning Department

- CZ 2025-0080 – 1830 Waxhaw Indian Trail Road request to rezone from SF-1 to CZ-NBD for the redevelopment of the property for a neighborhood business. This project had community meetings on Aug. 25. There were a variety of concerns regarding this request, including traffic. The applicant has requested a two-month deferral in order to work with NCDOT on the traffic concerns and what specific improvements will be required.
- Two light industrial projects off Orr Road have been submitted for Sketch Plan Review.
- Staff are working on finalizing details with several light industrial/commercial developments that have begun early grading and installation of utilities.
- Staff are working on finalizing the details of the Citizens Academy presentation and activities.
- Staff have finalized the annexation records and population estimates with the State Demographer.
- Code Enforcement continues to pursue enforcement on several cases with daily fines, as the property owners had cleared trees and started work without permits/approvals.

Engineering Department

- Indian Trail Road Complete Street Phase 1: CSX is requesting more funds for their consultant. Staff finalized a supplemental agreement.
- Chestnut Square Park Phase 2B: The project is on hold until the Community Center site analysis is completed.
- Chestnut Square Park New Access Road: The project is in the design phase. Staff had a field meeting with the designer, and the plan should wrap up in the coming weeks.
- Chestnut Parkway Phase 3: All the layers of required asphalt have been laid except for the final lift. The sidewalk is being installed this week.
- Improvements Project Phase 2: The contractor has completed the punch list items. The contract will stay open so the contractor can replant the slopes in September.
- Bow Brook Trail and Pioneer Lane Culvert Replacement Project: Staff received the bids back. The apparent low bidder is from out of state, so staff will delay taking this to the Council for a few more weeks.
- Pickleball Courts at Crooked Creek Park: The design is complete, and the project received all permits needed. Staff are working with the contractor to figure out a construction start date.
- Additional Items:
 - Staff are working on updating future ped project submittals for CRTPO. They are requesting an update on cost estimates based on a software tool they have provided.
 - Staff had a meeting with Windstream and reviewed several subdivision plans.
 - Staff are working with the Heritage developer to close out this subdivision. The developer has begun installing the necessary items to convert SCMs (wet ponds) into the permanent phase.
 - Staff are actively approving housing C/Os on five active subdivisions.
 - The FY 25/26 Resurfacing Contract advertising has been pushed to a late September/early October timeframe.
 - Staff are actively working with a couple of property owners on small stormwater improvement projects.

Public Works Department

- Solid Waste:
 - Staff are working through an increase in requests for services. This month, we added 38 new solid waste accounts.
 - Staff are working through training new staff on solid waste operations.

Public Works Department - Cont.

- Parks:
 - Staff are working to complete larger projects at the parks, including adding additional power for the scoreboards and installing additional conduit for upgraded fiber installation that will add internet and cameras to more areas of Crooked Creek Park.
 - Staff completed ongoing maintenance, including equipment and daily field preparation.
 - The bathrooms at Crooked Creek Park underwent a deep cleaning.
 - The Splash Pad at Crooked Creek Park is closed for the season.
 - Staff completed fall maintenance on the fields at Crooked Creek Park.
- Streets and Drainage:
 - Staff trimmed several trees along Post Office Drive.
 - Staff repaired a sidewalk on Shumard Circle.
 - Staff replaced an ADA ramp in Holly Park.
 - Staff replaced several signs around the Town due to normal wear and tear.
- Stormwater
 - Staff completed several stormwater repairs.
- Right-of-Way:
 - Staff continue mowing and litter collection along several NCDOT and Town-maintained roadways.
- Buildings/Grounds:
 - Safety and security upgrades at the Town Hall are nearing completion.
 - Staff performed vehicle and equipment maintenance on several pieces of equipment.
 - Staff completed ongoing maintenance and all daily tasks.
 - Fall tasks related to lawn maintenance are underway at several Town facilities.
 - Staff finished backflow inspections around all Town facilities.
 - Staff corrected a line-of-sight issue at the cemetery.
- Other
 - Staff are going through training on a new program to assist in forecasting upcoming capital needs as it relates to our facilities and parks.

American Rescue Plan Act (ARPA)

- The final stormwater project related to ARPA funds is nearly completed.

Upcoming Events

Events	Day/Time	Location
Battle IT Out	September 26 6-9 p.m.	Chestnut Square Park
HITS After Six	October 16 6-9 p.m.	Chestnut Square Park

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