



MEMO

TO: Mayor and Town Council

FROM: Joseph A. Fivas

DATE: February 2, 2011

SUBJECT: Realignment of Efficiencies Initiative

After a successful 2010, I have been and will continue to work with our Department Manager's on how to provide an even stronger customer service system at the lowest cost level, while keeping a high level of organizational standards. I have developed a number of objectives that need to be initiated over the next 6-months in order to assist the Town to reach this goal. Town staff and I will be implementing a number of changes over the next 6-months to reach this goal, and many will include input and approval from the Town Council.

We will be evaluating all of our current contracts and agreements that expire within the next 12 months, evaluating our consulting services, and evaluating our service providers and make necessary changes to improve our internal and external level of service. We will be introducing changes and modifications to the 'Personnel Manual'. We will begin an extensive overhaul of our outdated Municipal Code, and we will also work closely with business owner's and neighborhood organizations to see if there are any changes needed in the UDO. Furthermore, we will do extensive reviews of our customer service delivery, and if necessary, introduce further education and training to reach and obtain our internal goals. Lastly, we will develop an improved communications process for Town residents and businesses, which we will continue to emerge as trend setters and leaders in information delivery for North Carolina Towns and Cities.

The hope is that we will save and reallocate resources to continue to improve our service delivery to residents and businesses.

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