



Town of Indian Trail
Minutes of Council Special Meeting
March 13, 2010
Civic Building
8:30 A.M.

The following members of the governing body were present:

Mayor: John J. Quinn

Council Members: Robert Allen, Gary D'Onofrio, Jeffrey Goodall, Darlene Luther

Absent Members: John Hullinger.

Staff Members: Town Manager Joe Fivas, Town Clerk Peggy Piontek, Finance Director Marsha Sutton, Planning Director Shelley DeHart, Town Engineer Scott Kaufhold, Tax Collector Janice Cook, Assistant to Town Manager Miriam Lowery, Senior Planner Katie Reeves, Staff Accountant Jennifer Smith, and Lieutenant Chase Coble UCSO.

Mayor Pro Tem Jeffrey L. Goodall opened the Goals and Initiatives Session and announced that Mayor Quinn and Council Member John Hullinger were not in attendance.

INTRODUCTION AND OUTLINE OF SESSION

Mr. Fivas expressed his enthusiasm for solidifying the direction Indian Trail will go to in the future. He advised the key for today is to find a level of synergy and provide staff with direction. It is his hope for staff to present their ideas but staff would prefer to hear from the Council and accomplish the directions they would like to go.

What are the things that need to be done now? Although there are many, what are the top five and where will the resources to accomplish them come from. It is his desire to focus on what we need to do now and not revisit why they were not done in the past. He came to Indian Trail because of the opportunities here and he is unable to accomplish them without Council support.

TOWN ACCOMPLISHMENTS 2009

Mr. Fivas said that we can feel good about what we've done and accomplishment we've achieved. It is an impressive list, it's always good to go back and reflect on what we have done. He suggested taking this opportunity as a Board to build on these accomplishments.

2010 ORGANIZATIONAL DIRECTION

Organizational Goals

Review organizational policies and procedures,

Make necessary revisions to policies and procedures. Mr. Fivas feels these items should be revised and looked into.

Customer service, how do we improve it? We are a service delivery organization and if it isn't top value residents will have concerns. What are our processes? Can we make it easier for the citizens?

Strategies need to be involved to make Indian Trail a destination for commerce. This area is something we need to explore and improve upon.

Transparency is important, checks and balances should be used so the people in the community know that we value the resources they supply us with.

Economic Development

Mr. Fivas advised it is a selling piece that we can get the businesses up and running as quickly as possible. Fast Track the process.

Creating a Business Development Team is something Mr. Fivas created at his last position.

Indian Business Advisory Council. Mr. Fivas feels that we have work to do, possibly creating a mechanism to improve on this idea.

Establish framework for a future Economic and Community Development Department is an idea he would encourage exploring.

Sewer and Water Capacity

We should develop a framework to address Indian Trail's sewer and water capacity issues. Get a clear picture of future Union County issues related to sewer and water. Give staff direction to develop future

Marketing and Communications

Implement a strategy to fully implement the IT Brand into the community.

Expand Town website to include capacity to directly email town residents information. We will collect emails from the community to promote events coming up.

Streets and Infrastructure

Have Engineering staff develop an updated priority list and data base of infrastructure improvements that will improve the flow of traffic. We need to have a plan and stick to it so the community can see we are making improvements.

Parks Leisure and Greenways is something that Council has already discussed and we are exploring.

Budget and Financing

Continue to improve

Direct staff to get its first bond rating for the organization.
Give Council and community a clear snap shot of future needs from a budgetary standpoint.
This may include a 3-5 year plan.
Continue to improve events.

Town's Aesthetics

Invest in new banners, public flower and streetscape opportunities. We need to spend some time to show the community things are happening. It's something they can see and enjoy.

Council Comments on Mr. Fivas's presentation:

Mr. D'Onofrio said it was a great presentation which copulates a lot of what he wanted to speak about later today.

Mr. Allen is encouraged by Mr. Fivas's presentation and feels that we are all on the same page. Mr. Fivas advised that's where we need your help and guidance. Council has a difficult task to try and figure out where the resources are coming from and how we as a staff can make these ideas happen.

Ms. Luther advised that she is so impressed and thankful in such a short amount of time that he has a clear understanding of where we want to go. His presentation is a clear picture of where we want to go.

Mr. Goodall advised the way Mr. Fivas summarized tangible results is right on the mark. We are aware of what staff has accomplished but the citizens don't know what has been accomplished. Capitalizing on what has been presented, it's time for the citizens to see some results. He expressed that Mr. Fivas makes him very confident on Council's choice for Town Manager and he appreciates it.

Mr. Fivas advised this is 100% teamwork, although we have great ideas, we need direction from Council to collaborate.

PRESENTATION BY DEPARTMENT HEADS

Where we are now and Proposed Actions

a. Planning

Ms. DeHart advised that the general public doesn't realize how each department fits together in the puzzle to make things happen. She went over her departments Organizational Chart and provided a description of the many different facets of the Planning Department functions. Where are we now: Master Park Plan has been adopted, Bicycle Grant is underway, Pedestrian Plan has been adopted and will be worked into the Engineering Department's CIP, we are the lead in the Carolina Thread Trail Grant, Unified Development Ordinance has had several amendments and improvements in an effort to assist our economic development community in processing permits in a more timely manner, Indian Trail Municipal Code of Ordinances, Neighborhood assessment data gathering should be complete the end of this year the goal is to have on line a map of our residential communities, Downtown Master Plan is being wrapped up to developed a sign program, street furniture and light program. They are still looking at the Farmer's Market program; staff feels that a permanent location needs to be identified. It needs to be well organized with a good set of volunteers to help out. Earth Day/Arbor Day is still moving forward and staff is continually working on website enhancement and development. The Indian Trail Map Book has been completed and staff is soliciting advertisement to help defray in the cost. Current tasks include a commercial center map to be completed by the end of this fiscal year. This will follow the same concept as the residential centers. They are wrapping up the

Main Street Solution Fund Grant and they continue to research any grants that might assist Indian Trail.

Where are we going?

Ms. DeHart reviewed the 2008 citizen survey, suggesting we perform another one this year. Suggesting Roadway improvements, long term planning for development, economic development, parks and greenways and community outreach.

Long Term Planning:

Ms. DeHart reviewed the Comprehensive Plan which is exactly what long term plan for development that includes; economic development, transportation and amenities, pointing out that the statistics that were anticipated when it was prepared.

Development issues:

Over 3500 residential units approved, but not yet built. Industrial park has 67 acres available for development and listed many areas that have development available. Water and Sewer and the economy have played a strong part in hindering new development. Infrastructure cost for traffic improvements is costly.

Proposed Actions:

Incentives, marketing solicitation are great ideas. Need to focus on water and sewer as the number one priority and our roadway system.

Ideas:

Town should be proactive to address the water and sewer issue. Partnership with other jurisdictions, future planning and cost sharing. Existing businesses must be considered by developing programs for job retention, business expansion, branding our villages, support national athletic events, local town events, town magazine and explore any grants to explore assisting our businesses.

Parks and Greenways:

Implement a plan and partnership with HOA's, County, School Districts and perhaps a general obligation fund.

Continuing the newsletter, neighborhood assessment, better inform our residents of town services and participate in HOA leadership meetings.

Take away ideas:

Address the big picture - Development: be in charge of our own future in the area of water and sewer, continue efforts on transportation system (is two cents a year enough to put away for fixing all of our roads); economic development is important while still focusing on our existing businesses. Continue on grants and activities for parks and greenways, partnership and cost sharing, consider greenway program for existing developments. It would be helpful to have a professional in the area of public relations or Public Information Officer to keep Indian Trail in the media in a positive light, budgeting for a new survey every two years.

Consider addition to Civic Building for storage room, so that this room can truly be used for and look like a Council Chambers.

Update the Comprehensive Plan. It should be updated every 5 years.

Mr. D'Onofrio inquired about the improved sections for Economic Development. Do some of the areas mentioned have water and sewer allocated? Ms. DeHart advised that not all of them have full capacity. He inquired about the infrastructure requirements being charged to the developer, is that what other jurisdictions do or are we unique. Ms. DeHart advised that we do what the Union County jurisdictions require. He inquired that if a developer is not required to do as much in another jurisdiction (simply because they have not experienced the growth that we have), would that give the other jurisdictions an advantage. Ms. DeHart advised that she is unable to answer that question and suggests that the question be given to the county Public Works Director. Mr. D'Onofrio feels we need to review the results of other jurisdictions requirements. He agrees that the Comprehensive Plan needs to be updated, Highway 74 needs to be reviewed, and half built subdivisions need addressing.

Mr. Goodall inquired about the neighborhood assessments and asked if the book that is being planned would have the voting districts mentioned. Ms. DeHart advised that yes, our goal is to have a snapshot of the basic needs and information for each particular neighborhood.

b. Finance

Ms. Sutton informed Council of where we are now in connection with revenues, advising we are in a good position in the General Fund, Powell Bill and Stormwater. She provided a finance overview of the Finance Department policies, goals and objectives and significant budgets issues.

Where are we going and proposed actions:

Ms. Sutton explained the policies and practices being implemented by improving on the budget process, internal controls and providing a higher level of support to Council and Department Heads. A review of investment strategies, Bond process (we currently have a State rating but not national) and an RFP for a new accounting package.

Mr. Goodall inquired about the bond rating. There was general discussion about this. He inquired when there is a good time to update the accounting system. Ms. Sutton advised that once the budget is complete, then the auditors come in September, advising the process will start after the auditors leave. Mr. Fivas added that although the process will start then, the expense will probably be in the 2011/2012 budget.

Mr. D'Onofrio advised that the Finance Department has greatly improved and complimented the Finance Department on their great work. He feels that when we consider big projects that we should consider them from the finance issue first. There are many issues that we get 90% complete and then realize the cost involved and he suggests reversing the process, so we can go into the decisions having an idea of what it will cost. Ms. Sutton advised that she and Mr. Fivas have had those discussions, that he would create a team she would be part of. She advised she appreciates the confidence he and the Council has shown in her and her Department and she agrees with Mr. D'Onofrio.

Council took a break.

Council returned from break.

Mayor Quinn entered the meeting.

c. Engineering and Stormwater

Mr. Kaufhold provided a brief statement on the connection between Economic Development and Infrastructure. He presented an organization chart and described the tasks of his staff. He informed Council of his department's areas of responsibility and advised the many committees his department participates in.

Looking back on transportation:

The intersection data collection ranking has been completed; thoroughfare traffic volume inventory has been expanded and completed; street maintenance inventory (198 miles within the town - 119 NCDOT, 39 private under development, 40 miles belong to town). In the past two paving seasons some of those 40 miles of roads have been brought up to an average paving condition of 90 (100 being the best), although we still have some roads in poor. Mr. Kaufhold believes that all the streets can be brought up to the level of 90 in another paving season or two.

A look back on Stormwater:

NPDES Phase II permit implementation; stormwater maintenance contract is on-going; stormwater infrastructure (100 miles of system, 6600 drainage structures; 75 miles of open channel; 35 miles of FEMA flood zone and 10 miles of 303(d) impaired streams.

Development Plan review/bond administration:

Plan review; storm drainage, detention, and water quality design calculation review, flood study review; site inspections.

Manager the creation, renewal, reduction, and release of all land development project sureties (bonds, LOC's, etc), complete if necessary. Two recent examples are Callonwood South and Holly Villa Circle Cul-de-sac construction.

Floodplain Administration:

Indian Trail is a participating community in the National Flood Insurance Program. We ensure development complies with floodplain management requirements to protect people, property and help reduce future flood loss.

Construction Inspection

Inspect town projects, residential and commercial developments

Building Maintenance:

Public Works Superintendent provides building maintenance services to all town owned buildings.

Transportation a look ahead, what we would like to see accomplished.

Mr. Kaufhold went over some of the figures for the 2035 long range plan for transportation, advising we are not getting our share.

Infrastructure Investment and Local economic development - continue to work with NCDOT on improvements, identify key intersections with poor LOS (high delay), identify top priority roadway widening projects, develop cost estimates for interim and longer term solutions, GOB's, consider public/private partnership to improve industrial park roads.

Stormwater a look ahead

NPDES Phase II 5-year permit implementation (complete 6 minimum measures and apply for and begin implementation of new 5-year permit); stormwater maintenance contract is ongoing, continue with repair/maintenance projects; stormwater master planning, complete and begin

implementation of maintenance program (routine street sweeping, inlet and pipe cleaning, channel cleaning etc.), begin water quality measure per new permit.

Mr. Kaufhold advised that we have an opportunity to Widen Indian Trail Road from Stinson Hartis. He advised that there were conversations between the developer and NCDOT to make a 3 lane section from Stinson Hartis as far as it will go, which is approximately where the Turnpike will tie in. Mr. Moose informed Mr. Kaufhold to do something or the money (\$400,000.00) is going elsewhere. They all met yesterday and the current situation is: worse case if nobody does anything else the State is just going to build that left turn lane to Extreme Ice and that's it. Otherwise if the developer is committed to \$75,000.00 worth of improvements and if the Town were willing to fund \$375,000.00 you can have the widening from Stinson Hartis up through the end of business park property limits, which amounts to approximately 1/2 mile of adding a third lane without curb and gutter, a roadside ditch only.

Mr. D'Onofrio inquired what the time frame is for a decision. Mr. Kaufhold advised 30 days would be a reasonable time period. Ms. DeHart inquired if no curb and gutter is planned? Mr. Kaufhold replied yes. Mr. Kaufhold advised it's basically \$350,000.00 and we don't have to do anything else, they do all the planning and designs, inspections, testing etc., we just write a check for the DOT and have it built this summer. Mr. D'Onofrio stated that we would need to make a decision in the next meeting or two. Mr. Kaufhold advised he was correct. Mayor Quinn inquired if this is Powell Bill Funds and Mr. Kaufhold advised you cannot use Powell Bill money on a State road. General conversation pursued in connection with funding ideas.

Mr. Fivas commented that this is one of those opportunities to present this on memo form and allow people to think about it for a while. He does not feel we are asking for an answer today, although it's good to know that something like this is coming in your direction.

Mr. Allen inquired if we would be better served spending the money with curb and gutter or settling for a ditch. He recommends doing it the way we want it done. Mr. Kaufhold advised that it makes sense and perhaps we can recoup some of the funding as development occurs on some of those parcels. The improvements would already be there but then it would essentially have to be paid back. Mr. Fivas advised that staff needs to spend some time and figure out the new information from yesterday and we'll submit something to you and make sure you are aware of the full set of options before you make a decision.

Mr. Goodall asked if there is a way to get a sign on our closest Interstate (485) to indicate Indian Trail. Mr. Kaufhold replied they would look into it.

What is the latest on the bridge at Indian Trail Elementary School? Mr. Kaufhold advised that there has been no new information on it and went onto explain the process NCDOT has to handle these issues. They made underside improvements, so they feel it is structurally sound and there's no need to be concerned about it. It is still officially rated as an 8 and is listed as part of U3809, which is the widening of Indian Trail Road. If the Chestnut Road Connector goes through and the funds for Indian Trail Road are used for that, then the bridge will have its own number and perhaps that will get the improvements done.

Mayor Quinn asked about U3809 when did it change from being a 3 lane bridge improvement 80/20 match to 4 lane for Chestnut Road Connector. Mr. Kaufhold explained the history of the project. Mayor Quinn asked Mr. Fivas if it is appropriate to reveal the discussion he had with

Mr. Moose and the idea Mr. Moose threw out the other day. Mr. Fivas replied he feels it's a very important topic but would prefer to wait until later.

Ms. Luther inquired about the overpass on the tracks, asking if we could obtain Matthews traffic flow numbers. There is much traffic going over those 4 lanes and they are still able to achieve a beautiful downtown that is pedestrian friendly, they have a railroad track there and it's four lanes. She asked if they are strong arming us to say that we will have no choice because we don't meet these standards. Mr. Kaufhold advised that he can find out what the numbers are, but understand that the DOT motto is they want to move cars.

Mr. D'Onofrio commented that Mr. Moose came before Council and gave us two choices, a road we didn't want or this other project and suddenly your options are narrow. He believes at that time that Mr. Moose answered *that's an older road and it's been that way currently we don't support an at grade 4 lane crossing over a railroad tracks so you would have to build a bridge*, when asked about Matthews. Conversations pursued.

d. Stormwater

See Engineering report above

e. Tax

Ms. Cook presented her staff experience and tasks, the history of the tax rate from 1997 to present. She informed Council of a new bill that has been passed by the Legislature for a builder inventory list and provided an explanation of it advising how it affects revenue. She informed council that a possible upcoming change in 2011 that the State will collect motor vehicle charges and she is uncertain at this time as to what the Town will be charged.

Mr. Goodall provided a clarification on the tax rate for sanitation fees. He inquired about the half cent tax rate for parks. Ms. Sutton explained that it has been occurring for two years, this year it was designated as 1/2 cent of the tax rate, but in prior years it was a 1/2 cent estimated fund balance appropriation and this is the second year.

f. Human Resources

Ms. Lowery presented to Council a Town wide organizational chart of all employees. She provided current companies that we use for staff benefits and risk management for the town. The health plan has been enhanced with a debit card on flexible spending accounts, we purchased two automated external defibrillator and have a hold harmless statement for uninsured vendors who participate in our town events in an effort to lower our liability risk.

Where are we going:

We will continue to bring in various resources for our staff training. She would like to implement a wellness programs to include: an internal safety and wellness committee, safety grant with NCLM, grant for exercise equipment, she plans on applying for a grant for EAP, employee health fairs in an attempt to lower expenses, increase productivity and heighten worker morale.

Suggestions:

Allow employees to place town match on either their 401 or 457 plan (allowing our part time employees a matching benefit to the only plan they are able to contribute to which is the 457) add an additional automated external defibrillator for civic building.

In August of 2008 the North Carolina League Loss Control Division came here and formed an assessment of the security of all of our buildings, providing us with an assessment action report. Ms. Lowery recently noticed that there was one item we could still look into: a monitoring camera would allow identification for those present. However their recommendation was to have a simple sign created and displayed that says this area is being monitored at all times.

Mr. D'Onofrio inquired who prepared the lost control report. Ms. Lowery advised that it was the loss control group with the NCLM. He inquired about Prime doing an annual risk management analysis. Ms. Lowery advised they should be able to come out and do that for us, they have not. Mr. D'Onofrio suggested that they be requested to do so.

Council took a break.

Council returned from break.

g. Town Clerk

Ms. Piontek went through the previous year's events, providing information and statistics on them to include that all came in either under or at budget as a result of staff's diligence to incorporate sponsorship for them. She advised that they strive to make them bigger and better each year and requested Council consider a 10% increase in the budget across the board, with the exception of July 4th, as this year we would like to include a pyrotechnics display. Ms. Piontek suggested Council consider the following improvements for the Clerk's Office: paperless packet software, fireproof filing cabinet to store the minutes, increase in events publicity funds and assorted general events needs such as walkie talkies, decorations appropriate for a Town Hall, etc.

Mr. Allen encouraged that we look into the school system or habitat for humanity for our fireproof cabinet needs, with the hopes that they might have some surplus that we can take advantage of for a reasonable expense.

Ms. Luther inquired about having a band in the parade and suggesting that we speak to the teachers during the school year to try and get students to volunteer to play in the parade. Ms. Piontek advised that she has tried to accomplish that task every year and when the kids are out of school they have no interest in playing along with the Teachers who are enjoying a much deserved summer vacation.

Mr. D'Onofrio is supportive of the paperless packets and feels the reports could be shorter, such as the tax report. He feels that if it's digital, it would be easier for him to go back and review something if necessary.

Mr. Goodall advised that Ms. Piontek was very successful in obtaining a stage for the Town this year for about 1/3 of what it would cost new. He believes we will need about 3-5 of those stages before you know it. He advised that it would be helpful if we had tents out for our citizens to sit under to keep out of the heat or rain and perhaps eat under.

h. Law Enforcement

Lieutenant Coble presented:

Contracted staffing level: 1 Lieutenant, 2 patrol Sergeants, 1 Community Resource Officer, 13 patrol Deputies and one additional contracted position remains available. He has someone slated

for this position and is waiting for his return from Iraq.

Added in Fiscal Year 09-10

Radar trailer, Citizen Observer Service, Rhine ATV that was on loan was purchased by UCSO for use in Indian Trail, Truck from Union County Fleet was added to the Indian Trail Bureau, UCSO created a warrant service squad - keeping deputies in assigned areas instead of at the jail. In December 2009, 3 positions were filled in January 2010, 1 position was filled.

Where are we going:

The Indian Trail Public Safety Committee requested that consideration be given for 3 additional Patrol Deputies for the 2010-2011 budget year. Also for consideration is the opportunity to tailor specific law enforcement functions into the contract arrangement, such as investigators, animal services and deputies assigned as primarily traffic enforcement are areas that may address a specific goal of the Council.

Additional tools for law enforcement: Continue the "off duty" budget for the amount of \$7,500. A materials budget for the following: Purchase give-away items that are safety related and branded with Indian Trail logos, door hangers to be left at businesses checked during the night, window decals to adhere to vehicles parked in violation of the town parking ordinance.

Lieutenant Coble provided the average response, on scene times, calls for service and self initiated activity charts.

Mr. Allen inquired about the door hangers inquiring if they will be highly visible so the Supervisor can ensure that the businesses have been patrolled. Lieutenant Coble confirmed he was correct.

Ms. Luther asked about the door hangers purpose to let the business owner know you were there. Will it not also inform the criminals that they have already been here and it's now safe to create a crime? Lieutenant Coble replied that many times the same business gets checked several times during the evening.

COUNCIL DISCUSSION OF "WANTS AND NEEDS"

a. Councilmember John A. Hullinger

Mr. Fivas presented Mr. Hullinger's Initiate Session Comments:

Purchase our first Town Park

It should be 50-100 acres with ball fields with lights, pavilions playground equipment soccer/lacrosse fields, running/walking track. Establish a Park and Recreation Department by eliminating one position in the Planning Department, work with Porter Ridge and Indian Trail Athletic Associations to create the best youth sports programs in the region.

Events

Spring Festival should be created, the Farmer's Market should be every other weekend by partnering with another municipality, expand the July 4th celebration with a community breakfast, bbq and bbq contest, vendor booths in the park, battle of the bands at the park (all day), corporate sponsored fireworks show, change the name of Family Fun Day to Our Heroes Family Day, move the Christmas Parade to another weekend.

Law Enforcement

Establish a 15 year plan for law enforcement in Indian Trail, collaborate with the Sheriff's Office

to establish goals and coverage, develop a patrol car design that strongly identifies IT Deputies, while still maintaining the identity of the Sheriff's office, add 8 to 10 deputies through this year, 6 in July and 4 in January.

A business friendly Town

Reevaluate restrictive ordinances in the UDO and ease restrictions, conduct a business specific survey and encourage participation, have a planning position that specifically focuses on business development, working to improve the business climate here, and consistent enforcement of ordinances.

Town Beautification

Improve the aesthetics of the 74 corridor, landscape the median, add welcome to Indian Trail monument signs at each end, solicit local businesses to landscape and add sidewalks in front of their establishments. Beautify and add sidewalks to other streets in town.

Internet Technologies Contract

Time to review our position, what are we paying annually for service, what is the cost of an in house position, bid out a new contract.

Employee Health Benefits

Family coverage with the towns health insurance is expensive so look for different options, guarantee that abortions are not covered by the health care plan in any way.

b. Councilmember Gary D'Onofrio

Mr. D'Onofrio referenced Disney World as an example for forward thinking.

Overall goals

Everything should be geared toward making Indian Trail the most highly desired town for residents, business and visitors in Union and Mecklenburg County and strive to achieve the overall standing of most desirable place to live, work and recreate. Town services should be second to none making residents feel their tax dollars are providing exceptional results. Economic development should be an ongoing initiative where the overall goal is to push resident's property values higher, enhance the quality of life of the residents, create a diversified workforce and thereby continually improve key demographics within city limits. Create the safest possible environment for people to reside, visit, work or go to school.

Possible Actions:

Roads and Transportation - major intersection improvement by widening them, adding turn lanes and retiming lights. Continue to study finding sources for this endeavor to include bonds so Council can have options to pay for these improvements.

Sidewalks - identify key areas from pedestrian plan near schools and shopping centers and have a 2 year goal.

Economic Development

We need to be prepared for opportunities when they arise, actively solicit for economic development opportunities. This is something that needs a person whose job it is to go out and be the spokesperson for Indian Trail, who can also serve as our Public Relations person.

Park and Recreation

We have committed to purchasing a major park within the year and investigate partnerships with Union County Schools. We should still explore purchase/development of a Historic District.

Sanitation

We should increase services to residents, including soliciting bids from outside companies, exploring adding yard debris pickup for all residents, exploring semiannual pickup of large items and increasing available recycling content.

Citizen survey should be done every year to every resident. Develop citizen interaction surveys to evaluate the services we provide, from answering the phone in Town Hall, to coming out for a Storm Water evaluation.

Public Safety

Give council the raw data necessary to make important decisions, budget for public safety increases but hold on expenditures until time has come to evaluate all the data we are going to receive with the survey.

c. Mayor Pro Tem Jeffrey L. Goodall

Mr. Goodall expressed his appreciation for the informative and helpful presentation by staff.

Emergency Response Plan - do we have one? He provided examples of disasters that could happen. He is aware of the County plan but do we have procedures to support County plans. We might not need to create one, but ensure our residents know what to do in the event of. To enhance the current plans efficient.

Immediately create a position for Economic Development, making a goal to attain and maintain a 60/40 residential/commercial tax base over the next five years, specifically requesting that the position improve the base by 5-10%. We have enough rooftops; we need bookstores, lenscrafters, etc., to get tax revenue.

Parks - we need a place where citizens can enjoy outside concerts, along with an assortment of restaurants. The definition or uniqueness of Indian Trail is its character, charm, music, and dance - what makes us special and apart from other cities our size, should be emphasized and we could do that with a Public Information/Public Relations Officer. He inquired if we are utilizing seasonal staffing or student staffing for our needs.

2010 Priorities - Parks, Economic Development and ABC Store.

First choice is a large park, at least purchased by the end of the calendar year and hopefully in use by the end of 2011.

Second is Economic Development,

Third is an ABC store is on target

Town Administration and positions.

Suggestions -

Have a Communications Director for all departments. Go to person for all information/communications.

Economic Development Director -

Events Coordinator - it is way past time for this position. Full time or hire a Parks

Recreation/Events Director.

Active marketing - look at all past policies, ordinances,

Events are the key to Indian Trail better cohesiveness. Send a Survey to every citizen
d. Councilmember Robert W. Allen

Mr. Allen expressed his excitement that everyone is on the same page.
Customer Service and satisfaction is job 1. Our taxpayers are our customers.
Formalizing and streamlining systems so a replacement can go in, pick up the manual and perform the job.

IT Economic Advisory Committee

Fast Track system for projects to quicken the dead economy.

Less policy and more guidelines. Incentives and promo materials.

Take 2010 census data and take the top 5 and actively pursue.

Continuous evaluations of residents, customer service and contractor services.

Continue to get measureable data from all sources.

Strong agricultural areas in Indian Trail.

Expand the Planning Board to 9 members and solicit members that will represent the agricultural side of Indian Trail.

Have a joint meeting with the new Planning Board and Council to discuss matters.

Create a sense of community and synergy. Residents need to buy in, something that's visible, central business district like town center.

Invite Indian Trail Businesses to have a festival across the street, he has contacted the owners of the property and they are fine with it.

e. Councilmember Darlene T. Luther

Economic Development, beautification.

Beautification/branding are all the same thing; incorporate branding with landscaping on Highway 74. Indian Trail Road - streetscaping, acknowledge businesses that improve their appearance.

Garbage contract - RFP it she's confident we can get more or better service than what we have now.

Council Members should be involved in Civic Organizations.

f. Mayor John J. Quinn

Mayor Quinn advised that in the 2008 survey there was a page entitled perceptions of Indian Trail. He provided statistics from this survey, advising that we scored extremely high to be a wonderful place to live and raise children.

Law Enforcement: Mayor Quinn provided the history of the Sheriff's Office relocation attempts, advising he received a cost quote of \$6.00 psf. for a more visible location on Highway 74.

Mayor Quinn advised there is a strong need to provide the number of officers the citizens want. He recommends we make a strong commitment from USCO, perhaps following Mr. Hullinger's suggestion of 15 years. He believes it's time to make that strong commitment.

He agreed with many of the other ideas. He feels Family Fun Day should be renamed. He feels we should be getting more public relations.

HOA Initiative - he believes that cooperating and partnerships are important. Bigger events, promoting the town is very important. Use the Deputies building as a Civic Building and let the

citizens use it for an array of purposes - garden clubs, senior citizen groups, regular educational events to our senior citizens; if we put the Deputies in the highly visible place we could use that building for our citizens.

Mayor Quinn left the meeting.

COUNCIL PRIORITIZATION OF "WANTS AND NEEDS"

Town Manager Joe Fivas summarized Council and staffs wants and needs, indicating that there is a lot of overlap on ideas. He requested that Council prioritize their needs. Council each picked 3-4 items that were their first priorities, they were written down (17 of them) and then Council was asked to provide us with a list numbering from 1-17 the order of importance. Upon completion the list was tallied. **(COPY ATTACHED HERETO AND MADE A PART OF THE RECORD).**

Mr. Fivas advised that we have our list in front of us; we have not had enough time to synthesize what this means. We will research what type of funding will be required to meet your objectives.

Mr. Allen thanked everyone and is encouraged. He enjoys the common thread and is looking forward to making some headway.

Ms. Luther is also encouraged and the vision seems to be shared by most of us.

ADJOURN

Robert Allen made a motion to adjourn

Council voted unanimously in favor of the motion.

APPROVED:

John J. Quinn, Mayor

Attest:

Peggy Piontek, Town Clerk

