

Town Manager's Report to Council

January 8, 2013

1. Golf Course

We closed out the 2012 season with a busy New Years Eve day. The month of December saw 240 golfers enjoy the course for a grand total of 4620 golfers for the eight months of operation. We lost a large pine tree on number four during one of the high wind events and are in the process of removing it. We are checking all irrigation heads for operation and identification and will soon be trimming all heads and boxes. We will be edging and trimming all bunkers, checking drainage and preparing to add new sand. We also will be aerifying and topdressing greens in late January to prepare for crabgrass pre-emergent applications in February. Kathy and Dale will be attending the PGA show in Orlando to get ideas for clothes and other items for sale. They are planning to increase their apparel selections with new companies and items for sale with the club logo. 2012 was a good beginning for us even with the problems that we experienced on the greens. There was a lot of positive vibe, we met a lot of wonderful people, and best of all we, as a family, had fun working together and seeing people enjoy the "Little Course That Could."

2. Fire

- Responded to 44 fire, rescue or EMS calls
- Contracted with Streetwise to provide computer data terminals in fire trucks (Facebook grant)
- Completed all testing of pumps, hydrants and hoses for the year
- Completed 309 person-hours of training
- Received word of a \$40,000 grant award for the replacement of our brush truck

3. Police

- Responded to 678 calls for service (5 accidents)
- Responded to 1 reports of breaking and entering – investigation led to arrest with 5 felony counts
- Officers made 1 arrest
- Officers issued 7 citations, 3 written warnings and 23 verbal warnings
- Performed 1 lake patrols and issued 0 citations
- Chief and Lt. made 30 visits with local business owners in December. All local businesses will be visited on a rotating schedule during the year as part of our community policing program.
- In January: will be returning the government Humvee (not useful) and selling a surplus Crown Vic on GovDeals.com

4. Lake Operations & Environmental Management

- Lake Patrol Hours..... 6
- Lake Structure Certificates Issued..... 6
- Land Disturbance Permits Issued 2
- Site Visits 20
- Collected three loads of Christmas trees for use as fish habitat in the lake

5. Community Development

- Team is working on 15+ active planning projects
- Certificate of Zoning Compliance Issued..... 5
- Total Vacation Rental Operating Permits..... 204
- Sign Permits Issued 2
- Zoning Complaints Investigated..... 3
- Abandoned/Dilapidated Structures Investigated 1
- Site Visits 3
- Plats Reviewed 1
- Active Grants in progress 3
- Grant Awards this fiscal year: \$178,978

6. Other

- Hydro generation in December: \$16,987. Currently working with Duke Energy on voltage surges/drops associated with the startup of our generators.
- Sewer treatment plant optimization continues
- Asset inventory and assessment is 50% complete
- Preventive maintenance on all backup generators completed

2012 Accomplishments

Renovations

- Marina renovation
- New roof on Town Hall
- Complete overhaul of large hydroelectric generator
- Morse Park – drainage and wetlands enhancements

Planning

- Town Center Master Plan – Phase I concept plan
- Market Research & Branding Study – partnered with Chimney Rock Village and community focus groups
- Comprehensive Transportation Planning (NCDOT)
- 5 miles of trails designed at Buffalo Creek Park
- Awarded \$180K in grants for trail building
- School site planning; new legislation passed enabling the town to contribute land to the school

Operations

- New operator at sewer plant (Don Byers). Conversion of plant to a more conventional biological process.
- New operator at golf course (Dale Minick)

Communications

- Overhaul of Town website
- New online, searchable document repository
- Up to 900 subscribers to Town electronic newsletter (doubled in 4 years)
- New ways to communicate with citizens: Nixle & Facebook
- Achieved “A” rating for online government transparency (top 1% in state)

Public Safety

- Fire: Successfully fought several fires, including a structure fire where a pet was saved and resuscitated. Provided fast and excellent response to an increasing number of medical calls.
- Police: crime rate remains low, cases were resolved with convictions, drug bust
- Lake: another safe year of boating and events on a very healthy lake

Finance

- With assistance from Julie and department supervisors, Sam delivered improvements to the budgeting process, to the Comprehensive Annual Financial Report and to electronic utility billing.
- Achieved a small surplus for the 4th year in a row – added to fund balance.
- Savings in legal fees...no active lawsuits in 2012

Upcoming Projects in 2013

- Trail construction at Buffalo Creek Park
- Welcome Center renovation (TDA)
- School construction begins (once they obtain financing)
- Medical Center construction begins
- New branding and marketing for the community