
Policy Document

POLICY DOCUMENT

The Town of Lake Lure Board of Commissioners held their annual board retreat on February 7, 2018. The retreat provides Commissioners an opportunity to express immediate, intermediate and long range goals and objectives to the town administration and the citizens of the Town of Lake Lure. The following document states in general terms the direction that the Board of Commissioners has established for the next year.

Vision/Mission Statements

The following mission statements were developed for the Town and its departments:

Board of Commissioners: Lake Lure, the Gem of the Carolinas, is a mountain lake community that has a harmonious balance of interests of our citizens, businesses and visitors, achieved through open communications and managed growth that emphasizes fiscal responsibility and stewardship of our natural beauty and environment.

Administration: The Administration Department of the Town of Lake Lure provides a support role to the Board of Commissioners as well as managing the day-to-day activities of the Town government by providing citizens quality customer service and cost effective, innovative problem solving in accordance with all federal state and local regulations and policies.

Police: The Police Department enhances the quality of life in the Town of Lake Lure by working cooperatively with the public and within the framework of the United States Constitution to enforce the laws, preserve the peace and provide for a safe environment for our community.

Fire: The Fire Department assists the public in the protection of life and property by minimizing the impact of fire and potential disasters or events that affect the community and environment.

Public Works: The Public Works Department is committed to providing residents with the highest level of customer service through a cost effective, efficient and environmentally responsible operation. The Department preserves and maintains the Town's water, sewer and street infrastructure for the benefit of residents, businesses and visitors.

Community Development: The Community Development Department is committed to delivering fair, courteous, top-quality planning and code enforcement services while encouraging a safe, well0designed physical environment and seeking to facilitate balanced growth, preservation and revitalization.

Parks and Recreation: The Parks and Recreation Department improves the quality of life for residents and visitors by effectively maintaining and enhancing a variety of leisure and recreational amenities. These include active and passive, structured and unstructured recreational activities that encourage health, fitness, relaxation and enjoyment.

Water: The Lake Lure Water Department protects and enhances the health and economic stability of the community through the provision of clean drinking water. The Department is committed to ensuring that all customers have a safe and reliable source of clean drinking water, while striving to offer a high level of customer service.

Sewer: The Sewer Department protects and enhances the health and economic stability of the community through the provision of proper wastewater collection and treatment. The Department is committed to ensuring that all the Town's wastewater is handled and processed in an efficient and environmentally friendly way, while striving to offer a high level of customer service.

Electric: The Town of Lake Lure's Hydroelectric Department is responsible for the Dam Hydroelectric System and the wastewater system. The primary responsibility in managing the hydroelectric system is to maximize electricity generation while controlling the level of the lake.

Departmental Goals and Objectives

In the past, the Board has asked individual departments to prepare a list of projects that will aid the Board in preparing departmental goals and objectives. In conjunction with department heads, the Board established goals and objectives on a departmental level.

Board of Commissioners

To establish a common direction and improve communication efforts, the Governing Board will:

1. Review the Greenline Alternatives Study provided by Brown Engineering.
2. Review and make any necessary amendments as suggested by the newly released 4th Edition Rules of Procedure Book.
3. Standardize process for providing progress reports with milestones for the Board.
4. Consider the hiring of a full-time Parks and Recreation Director.

Administration and Finance Department

1. Create standard conditional offers of employment for public safety employees.
2. Create standard personnel forms for personnel file changes, personnel actions, and pay plan adjustments.
3. Establish a pay policy for standby status.
4. Establish a longevity pay plan.
5. Dispose of or update filing of material in Records Room in keeping with the Municipal Records Retention and Disposition Schedule.
6. Complete finance report, expense reports and balancing of bank statements monthly.
7. Complete full process of account payables and credit receipt reconciliations within one week.
8. Update the Sewer Use and Extension Ordinance.
9. Establish Policy that prohibits issuing residential rate boat permits in the case of delinquent taxes.
10. Research costs of developing an online Water and Sewer Connection Permit application.

Police Department

To maintain the current level of effectiveness, the Police Department will:

1. Research the development of a Senior Police Officer Program.
2. Fully develop a Recruitment Program in an effort to create interest in the Department.
3. Complete training for all officers on the LINX System.
4. Develop a Departmental Policy, Procedures and Training for administering Naloxone (Narcan) in accordance with State Law, to persons suffering from an Opiate/Opioid overdose.
5. Begin training and switching over to the new 800 megahertz radios.
6. Develop a Motorists Education Program in efforts to better educate motorists entering into the Town.

Community Development Department

1. Secure Clerk support for Community Development boards and committees.
2. Secure field communication for department personnel.
3. Complete one project from the Comprehensive Plan Update schedule – Complete a Vision Book used to solicit investment and implement the Town Center Master Plan Amendment scheduled to be completed in June 2018.
4. Complete one project from the Town – TDA Town Center Master Plan Amendment underway – The project will be determined after the plan amendment is adopted this fiscal year. It is scheduled to be completed no later than June 2018.
5. Complete digitizing departmental records.
6. Complete three Zoning Regulation amendments – Permitted Uses in Commercial Districts; down lighting for commercial property; and vehicle signs of a political nature.
7. Complete the ABC Store relocation project.

Public Works Department

1. Retain additional help in order to complete special projects and day-to-day services.

2. Initiate a street-by-street Maintenance Work Program.
3. Work with a North Carolina Department of Transportation on determining extent of maintenance and snow removal responsibilities.
4. Hire a part-time position for the Public Works Department.

Fire

1. Update the Fire Department's Standard Operating Guidelines.
2. Complete a new employee training manual.
3. Complete the delayed building maintenance and repairs to the Fire Station including outside weather proofing and roof repairs.
4. Organize a planning group of Lake Lure emergency responders for the 2018 World Equestrian Games.
5. Offer advanced fire suppression training for members.
6. Promote firefighter career opportunities within the community in an attempt to attract local citizens as future Lake Lure firefighters.

Lake

1. Update 911 Addressing on lake structures.
2. Update lake structures database and research the possibility of digitizing the database.
3. Evaluate the current Lake Level Policy and recommend any revisions.
4. Update the Soil, Erosion and Sedimentation Control Ordinance.
5. Write a specific series of Lake Management articles for the Mountain Breeze and Town newsletter.
6. Create a Town Drone Policy and permitting process.
7. Review and make any necessary adjustments to the commercial boat permit model.

Parks and Recreation

1. Upgrade town entrance with landscaping prior to the World Equestrian Games.
2. Hold two road-side trash pickups on Hwy. 9 & Hwy. 64/74 in preparation for the World Equestrian Games.
3. Plant and maintain hanging baskets in Town Center for World Equestrian Games.
4. Complete a Small Area Site Plan for active recreation possibilities at the Golf Course and surrounding town owned properties.
5. Develop a small area recreational plan for the Boys Camp Road property.

Beach and Marina

1. Successfully negotiate a Concession Agreement and implement any new provisions or parameters associated with the new Agreement.
2. Achieve sustainable revenue growth for the operation of the beach and tour boat services.
3. Develop one new event at the Beach during the off or shoulder season.
4. Extend the hours of the Beach during the off or shoulder season.
5. Complete the small area planning process through the Rutherford County Tourism Development Authority and begin efforts to produce a strategic “base hit” in improving this area.

Golf

1. Set a date for a Foot Golf tournament.
2. Finish the third bunker on hole #8, the two bunkers on hole #5 and the two bunkers on hole #4.
3. Repair the bridge entrances and exits on hole #7 and the crossing on hole #4.
4. Complete the work replacing the culvert on hole #4.
5. Review and develop new lease agreement for the Lake Lure Municipal Golf Course.

Water

1. Resolve the well operation matter with the Firefly Cove water system.
2. Research changing over manual read water meters to an electronic meter read system.
3. Research advantages and disadvantages of purchasing bulk water from Polk County versus upgrading and operating a town run system.
4. Conduct research for expanding water service to the East side of the Town.

Electric

1. Complete action items found in the State report.
2. Make much needed repairs to the penstock.
3. Repair the hoist at head gate to the penstock.
4. Develop a Project Plan from Dr. Marks' recommendations from his report consisting of four phases over five years.
5. Make year one phased improvements to the Dam as recommended by Dr. Marks.
6. Repair and/or replace lake level monitoring systems for storm water control.

These goals and objectives are adopted and approved as part of the budget process.