

GENERAL GOVERNMENT BUDGET SUMMARY

This section includes management, human resources, finance, information technology, and legal functions to support all Town departments, as well as budget for non-departmental expenses.

EXPENDITURES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Mayor/Council	\$ 462,818	\$ 498,793	\$ 531,793	\$ 495,413	\$ 590,376	18.4%
Town Manager	2,172,981	2,482,115	2,812,071	2,392,695	3,865,930	55.8%
Governance Services	1,067,470	1,051,359	1,051,359	1,112,340	854,859	-18.7%
Human Resources	1,543,670	1,809,332	1,856,149	1,638,364	1,577,361	-12.8%
Business Management	2,167,336	2,685,370	2,913,656	2,586,868	2,744,529	2.2%
Technology Solutions	2,456,098	2,691,695	2,730,530	2,646,464	2,801,996	4.1%
Town Attorney	439,610	598,125	619,904	585,470	600,992	0.5%
Non-Departmental	9,186,810	8,269,984	11,799,369	11,413,779	10,577,236	27.9%
Total	\$ 19,496,793	\$ 20,086,773	\$ 24,314,831	\$ 22,871,393	\$ 23,613,279	17.6%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 19,496,793	\$ 20,086,773	\$ 24,314,831	\$ 22,871,393	\$ 23,613,279	17.6%
Total	\$ 19,496,793	\$ 20,086,773	\$ 24,314,831	\$ 22,871,393	\$ 23,613,279	17.6%

MAYOR/COUNCIL

MISSION STATEMENT:

The primary mission of the Town Council, as the governing body of the Town, is to adopt and provide for the execution of ordinances, rules, and regulations as may be necessary or appropriate to protect health, life, or property, or to promote the comfort, convenience, security, good order, better government, or the general welfare of the Town and its citizens.

The Mayor and eight Council Members constitute the governing body of the Town. In accordance with the Town's Charter, the voters elect a Mayor every two years. Council Members are elected to four-year, staggered terms on an at-large basis. The Mayor chairs Town Council meetings and represents the Town in various intergovernmental matters.

The Mayor and Town Council make policy decisions regarding Town services and other governmental responsibilities of the Town. Most policy decisions occur through adoption of the Comprehensive Plan, the annual budget, the capital improvements program, and other ordinances and resolutions. Town Council duties also include:

- Amendment of previously adopted policies from time to time through changes in the Town Code of Ordinances and the Development Ordinance, and by revision of policies and documents such as the Comprehensive Plan and transportation plans.
- Appointment of advisory boards, commissions, task forces, and committees, including appointment of five of the nine members of the Orange Water and Sewer Authority Board of Directors, a separate entity from the Town, created pursuant to State law.
- Appointment of the Town Manager and Town Attorney.
- Establishment of agreements with other governments, such as the Joint Planning Agreement with Orange County and the Town of Carrboro.

MAYOR
STAFFING COMPARISONS - IN FULL-TIME

	2021-22 ADOPTED	2022-23 ADOPTED	2023-24 ADOPTED
Mayoral Aide	1.00	1.00	1.00
Mayor's Office Totals	1.00	1.00	1.00

MAYOR
BUDGET SUMMARY

The adopted budget for the Mayor’s Office reflects a 6.5% increase from the 2022-23 budget. Personnel costs increased 7.6%, reflecting a 0.75% retirement increase and a salary increase. The 0.9% increase in operating costs reflects a small increase in funds allocated to telephone costs and computer replacement.

EXPENDITURES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 90,233	\$ 97,774	\$ 97,774	\$ 97,037	\$ 105,240	7.6%
Operating Costs	12,290	20,019	17,119	16,330	20,208	0.9%
Total	\$ 102,523	\$ 117,793	\$ 114,893	\$ 113,367	\$ 125,448	6.5%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 102,523	\$ 117,793	\$ 114,893	\$ 113,367	\$ 125,448	6.5%
Total	\$ 102,523	\$ 117,793	\$ 114,893	\$ 113,367	\$ 125,448	6.5%

COUNCIL

BUDGET SUMMARY

The adopted budget for the Town Council reflects an increase of 22% from the 2022-23 budget, primarily due to an increase in operating expenses since FY23-24 is an election year. Personnel expenses increased 13.1% due to a Council salary increase.

EXPENDITURES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 198,993	\$ 251,468	\$ 251,468	\$ 241,604	\$ 284,411	13.1%
Operating Costs	161,302	129,532	165,432	140,442	180,517	39.4%
Total	\$ 360,295	\$ 381,000	\$ 416,900	\$ 382,046	\$ 464,928	22.0%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 360,295	\$ 381,000	\$ 416,900	\$ 382,046	\$ 464,928	22.0%
Total	\$ 360,295	\$ 381,000	\$ 416,900	\$ 382,046	\$ 464,928	22.0%

TOWN MANAGER

MISSION STATEMENT:

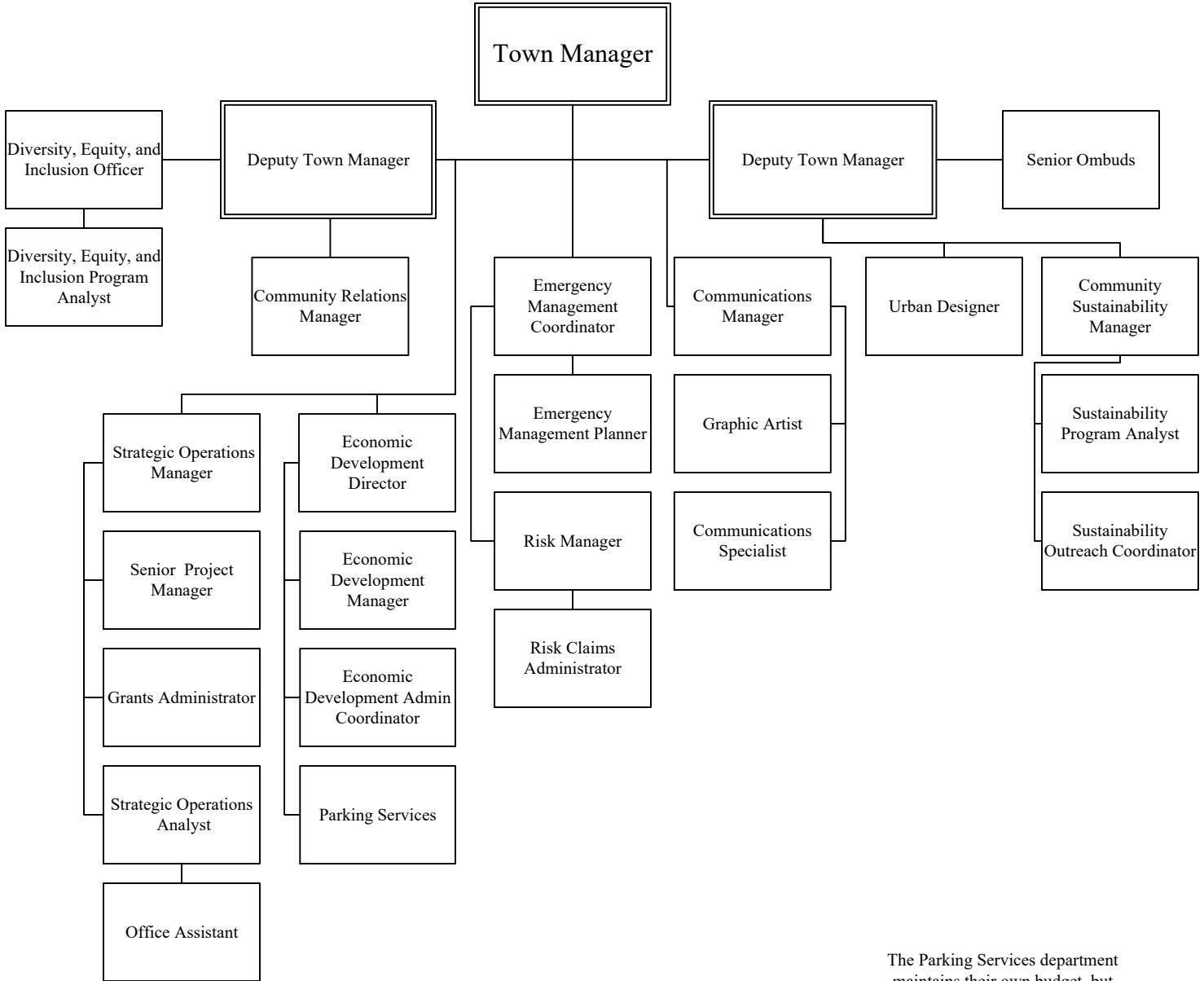
The primary mission of the Town Manager’s Office is to ensure that the laws of the State and the ordinances, resolutions, regulations, and policies of the Council are faithfully executed.

The Town Manager’s Office identified the following primary programs that are included in the adopted budget for 2023-24.

Program	Description
Executive Management & Council Support	Administer and manage operation of Town government to deliver consistently high-quality services to the community, support the Council in their role as a decision-making and policy-setting board, and carry out the Council’s policies efficiently and equitably.
Communications and Community Relations	Contribute to an informed and engaged community by establishing and maintaining channels for sharing information about Town operations and initiatives, producing and distributing information in a variety of formats, and designing and assisting with community engagement efforts.
Diversity, Equity, and Inclusion	Advance and transform the Town’s commitment to diversity, equity, and inclusion. Collaboratively direct, coordinate, and implement programs and activities designed to celebrate Chapel Hill’s diversity and to establish equitable opportunities for all.
Economic Development	Provide support and assistance to prospective and existing businesses to encourage development, promote and encourage job growth, and contribute to a more inclusive community.
Emergency Preparedness & Risk Management	Work collaboratively with all stakeholders to identify and mitigate risks, respond swiftly and efficiently to emergencies, and promote a culture of safety and preparedness.
Ombuds Services	Provide neutral, confidential, and informal management or resolution of issues brought by Town employees and community members.

Sustainability & Resilience	Implement the Town's Climate Action and Response Plan to lower carbon emissions and address the effects of climate change.
Urban Design	Serve as a liaison to staff and applicants during the development application life cycle to coordinate, communicate, and implement design best practices that achieve the vision of the Council and the community.

TOWN MANAGER



The Parking Services department maintains their own budget, but reports to the Manager's Office

***TOWN MANAGER'S OFFICE
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS***

	2021-22 ADOPTED	2022-23 ADOPTED	2023-24 ADOPTED
Town Manager	1.00	1.00	1.00
Deputy Town Manager	2.00	2.00	2.00
Economic Development Director	1.00	1.00	1.00
Senior Ombuds	1.00	1.00	1.00
Grants Administrator	0.00	1.00	1.00
Ombuds	1.00	1.00	0.00
Assistant to the Manager	1.00	1.00	0.00
Director of Organization & Strategy Initiatives	1.00	1.00	0.00
Community Relations Manager	0.00	0.00	1.00
Strategic Operations Manager	0.00	0.00	1.00
Strategic Operations Analyst	0.00	0.00	1.00
Diversity, Equity & Inclusion Officer	1.00	1.00	1.00
Diversity, Equity & Inclusion Program Analyst	0.00	1.00	1.00
Office Assistant	1.00	1.00	1.00
Economic Development Manager	1.00	1.00	1.00
Economic Development Administrative Coordinator	0.00	1.00	1.00
Urban Designer	1.00	1.00	1.00
Sustainability Program Analyst ¹	0.00	1.00	1.00
Sustainability Outreach Coordinator ¹	0.00	1.00	1.00
Communications Manager ²	0.00	0.00	1.00
Graphic Artist ²	0.00	0.00	1.00
Communications Specialist ²	0.00	0.00	1.00
Risk Manager ³	0.00	0.00	1.00
Risk Claims Administrator ³	0.00	0.00	1.00
Community Sustainability Manager ^{1,4}	0.00	0.00	1.00
Senior Project Manager ⁴	0.00	0.00	1.00
Emergency Management Planner ⁵	0.00	0.00	1.00
Emergency Management Coordinator ⁵	0.00	0.00	1.00
Town Manager's Office Totals	12.00	17.00	26.00

¹ These positions are paid out of the Climate Action Fund

² These positions moved from Governance Services.

³ These positions moved from Human Resource Development.

⁴ These positions moved from the Planning Department.

⁵ These positions moved from the Fire Department.

TOWN MANAGER

BUDGET SUMMARY

The adopted budget for the Manager's Office reflects a 55.8% increase from the 2022-23 budget. The 57.5% increase in personnel expenses captures the cost of the Risk Management, Emergency Management, and Communications divisions being moved to the Manager's Office, the Senior Project Manager moving from the Planning department, a 0.75% retirement increase, and a salary increase. The 39.7% increase in operating expenses is largely due to needs associated with absorbing the new positions/divisions.

EXPENDITURES




	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 1,904,089	\$ 2,233,621	\$ 2,200,621	\$ 1,871,952	\$ 3,518,753	57.5%
Operating Costs	268,892	248,494	611,450	520,743	347,177	39.7%
Total	\$ 2,172,981	\$ 2,482,115	\$ 2,812,071	\$ 2,392,695	\$ 3,865,930	55.8%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 2,172,981	\$ 2,482,115	\$ 2,812,071	\$ 2,392,695	\$ 3,865,930	55.8%
Total	\$ 2,172,981	\$ 2,482,115	\$ 2,812,071	\$ 2,392,695	\$ 3,865,930	55.8%

MANAGER'S OFFICE

Performance Measures

 <p>Environmental Stewardship</p>  <p>Economic and Financial Stewardship</p>  <p>Employee Recruitment & Retention</p>	<p>Strategic Objectives</p> <ul style="list-style-type: none"> ➤ Reduce organizational greenhouse gas emissions ➤ Create room for business ➤ Increase collaboration, innovation, and learning ➤ Engage the public in Town decision making and Town programs so that outcomes balance community interests, values, and needs ➤ Develop, grow, and maintain effective two-way communication channels that reach people where they are to tell the story of what we are doing and how our actions affect them
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Core Business Program	Performance Measure	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
Economic Development	Sales tax revenue year-over-year growth	15.7%	13.3%	7.9%	5%
Ombuds Services	Number of visitors served	--*	957 visitors	851 visitors	750 visitors
	Monthly report to Town Manager	met	met	met	meet
Community Sustainability & Resilience	Guaranteed energy savings from Town Hall, the Community Center, and the Homestead Aquatics Center	1,843,327 lb of CO2e**	1,844,000 lb of CO2e**	1,839,201 lbs of CO2e**	1,839,201 lbs of CO2e**
Safety and Wellness	Number of employees trained in Occupational, Health and Safety as a percentage of the total workforce.	640	500	500	620
Safety and Wellness	Number of employees trained in Occupational, Health and Safety as a percentage of the total workforce.	90%	78%	85%	86%
Communications and Public Information	Increase subscribers to Chapel Hill eNews, Twitter, and Facebook by a combined increase of 10 %	19%	10%	3.83%	10%
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 51% satisfaction with "availability of information about Town Programs."	55%	N/A	N/A***	N/A***
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 48% satisfaction with "quality of Town website"	56%	48%	56%	48%

Core Business Program	Performance Measure	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
Citizen Participation	Meet/exceed 2013 Community Survey's results of 60% satisfaction with "participate in local decisions/volunteering."	56%	50%	N/A***	N/A***
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 40% satisfaction with "Level of public involvement in decision making."	56%	50%	50%	40%

* The Town has incomplete data on Ombuds visitors for FY 21 due to staff turnover

** 1b of CO2e = pounds of carbon dioxide equivalent

*** This measure was not included from the Community Survey.

GOVERNANCE SERVICES

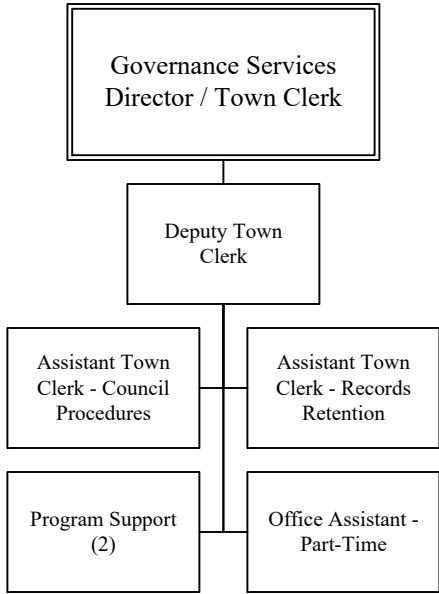
MISSION STATEMENT:

To provide access, maintenance, and management of municipal records and provide the services of the Town Clerk. This includes Town Council functions, code of ordinances, boards and commissions, domestic partnerships, and meeting support. Our mission is to make records accessible to the public with trust and transparency.

The Governance Services Department identified the following primary programs that are included in the adopted budget for 2023-24.

Program	Description
Governance Support	Provide support for Council Meetings and the Agenda process. Organize and facilitate all Council meetings/workshops, manage Gov. Studio/Chapel Hill TV-18, Council orientation, and prepare Council meeting minutes.
Public Records	Maintain and dispose of public records. Establish standards, maintain, update, and transmit amendments to Municipal Code of Ordinances. Answer public record requests. Maintain Council email archive.
Public Participation	Support the Town's advisory board system, including the establishment of standards, advertising for, and training of advisory board members, and coordination of Council appointments.
Other Services	Issue Domestic Partnerships and "Proof of Life" certificates.

GOVERNANCE SERVICES



GOVERNANCE SERVICES OFFICE
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2021-22	2022-23	2023-24
	ADOPTED	ADOPTED	ADOPTED
Governance Services Director / Town Clerk	1.00	1.00	1.00
Town Clerk - Deputy	1.00	1.00	1.00
Assistant Town Clerk	1.00	1.00	1.00
Office Assistant	0.53	0.53	0.53
Communications Manager ¹	1.00	1.00	0.00
Records Retention Manager	1.00	1.00	1.00
Graphic Artist ¹	1.00	1.00	0.00
Communications Specialist ¹	1.00	1.00	0.00
Governance Services Department Totals	<u>7.53</u>	<u>7.53</u>	<u>4.53</u>

¹ These positions moved to the Manager's Office as of FY24.

GOVERNANCE SERVICES/ TOWN CLERK BUDGET SUMMARY

The adopted budget for the Governance Services department, formerly known as Communications and Public Affairs, reflects an 18.7% decrease from the 2022-23 budget. Personnel expenses decreased by 33.2% due to three positions moving to the Manager's Office. Operating expenses increased due to Zoom software-related costs and broadcasting software.

EXPENDITURES


	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 744,683	\$ 822,624	\$ 822,684	\$ 833,240	\$ 549,384	-33.2%
Operating Costs	258,377	228,735	228,675	279,100	305,475	33.5%
Capital Outlay	64,410	-	-	-	-	N/A
Total	\$ 1,067,470	\$ 1,051,359	\$ 1,051,359	\$ 1,112,340	\$ 854,859	-18.7%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 1,067,470	\$ 1,051,359	\$ 1,051,359	\$ 1,112,340	\$ 854,859	-18.7%
Total	\$ 1,067,470	\$ 1,051,359	\$ 1,051,359	\$ 1,112,340	\$ 854,859	-18.7%

GOVERNANCE SERVICES

Performance Measures

 <p>Employee Recruitment & Retention</p>	<p>Strategic Objectives</p> <ul style="list-style-type: none"> ➤ Council Business Meeting agenda will be posted to the web at least four days prior to the meeting 90% of the time ➤ Council Business Meeting video will be posted to the web by 12 (noon) the following day 90% of the time.
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Core Business Program	Performance Measure	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
Citizen Participation	Approximate number of Council Meeting attendees	1,779	1,327	1,360	1,900
	Approximate number of Live streaming Web Views (Council and Advisory Board Meetings)	988	901	1704	1,700
	Approximate number of Live streaming and Archived YouTube views (Council Meetings)	787	1,165	0*	0*
	Approximate number of Archived streaming Web Views (Council and Advisory Board Meetings)	7,664	14,364	10,255	11,000
	Approximate number of Live & Archived streaming Web Views (Other Events)	630	1,091	2752	1,000
Public Records	Number of records requests received	318	230	305	250
Governance Support	% of the time that the Council Business Meeting agenda is posted at least four days prior to the meeting.	86%	92%	90%	90%
	% of the time that the Council Business Meeting video is posted by 12 (noon) the following day	97%	97%	85%	100%

* Data used during the pandemic

HUMAN RESOURCE DEVELOPMENT DEPARTMENT

MISSION STATEMENT:

The mission of the Human Resource Development Department is to directly contribute to the Town's mission and vision by strengthening the development of human resources, providing quality services to employees and the community, ensuring financially sustainable compensation and benefits programs, while recognizing and valuing diverse backgrounds and improving operational effectiveness.

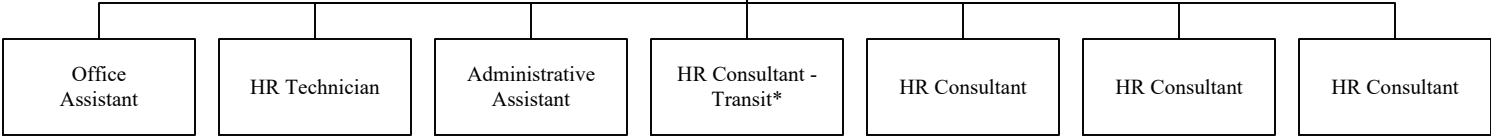
The Human Resource Development Department identified the following primary programs that are included in the adopted budget for 2023-24.

Program	Description
Administration	Manage the operations of the department to ensure that programs and systems support the Town's mission. Provide support to the Manager and departments in the development, administration, and interpretation of Policies and Procedures.
Classification and Compensation	Establish and maintain the Town's position classification system and pay plan through periodic reviews of position requirements and job descriptions and external and internal compensation comparability.
Benefits	Administer all insurance and retirement plans for employees, retirees, and COBRA participants and their eligible dependents, including medical, dental, life and retirement and health savings plans.
Employee Relations	Ensure communication and understanding of the Town's Code of Ordinances, Town policies and procedures, and State and Federal laws.
Employee Training & Development	Provide programs designed to engage our employees and assist them in reaching their professional potential by building skills and enhancing competencies.
Recruitment Services	Develop, implement, and maintain selection procedures in accordance with applicable policies and laws that identify, attract, and retain the most qualified applicants for employment, while encouraging diverse representation at all levels of the workforce.
Wellness	Manage the Town's Health and Wellness programs.

HUMAN RESOURCE DEVELOPMENT

Human Resource
Development
Director

Assistant Director



*HR Consultant - Transit is funded by Transit, but is housed in Human Resource Development

***HUMAN RESOURCE DEVELOPMENT DEPARTMENT
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS***

	2021-22 ADOPTED	2022-23 ADOPTED	2023-24 ADOPTED
Human Resource Development Director	1.00	1.00	1.00
Assistant Director	2.00	1.00	1.00
Risk Manager ¹	1.00	1.00	0.00
Claims Coordinator ¹	1.00	1.00	0.00
Assistant Human Resources Consultant	1.00	1.00	0.00
Human Resources Technician	1.00	1.00	1.00
Human Resources Consultant	2.00	3.00	3.00
Administrative Assistant	1.00	1.00	1.00
Office Assistant	0.00	0.00	1.00
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Human Resource Development Totals	10.00	10.00	8.00

¹ These positions moved to the Manager's Office as of FY24.

HUMAN RESOURCE DEVELOPMENT BUDGET SUMMARY

The adopted budget for the Human Resource Development department reflects a 12.8% decrease from the 2022-23 budget. Personnel expenses decreased by 16.8% due to the Risk Management division moving out of HRD and into the Manager's Office. Operating expenses decreased 6.5%, largely due to costs associated with Risk Management moving out of the department.

EXPENDITURES


	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 958,172	\$ 1,116,057	\$ 1,116,057	\$ 987,018	\$ 929,076	-16.8%
Operating Costs	585,498	693,275	740,092	651,346	648,285	-6.5%
Total	\$ 1,543,670	\$ 1,809,332	\$ 1,856,149	\$ 1,638,364	\$ 1,577,361	-12.8%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 1,543,670	\$ 1,809,332	\$ 1,856,149	\$ 1,638,364	\$ 1,577,361	-12.8%
Total	\$ 1,543,670	\$ 1,809,332	\$ 1,856,149	\$ 1,638,364	\$ 1,577,361	-12.8%

HUMAN RESOURCE DEVELOPMENT

Performance Measures

 <p>Employee Recruitment & Retention</p>	<p>Strategic Objectives</p> <ul style="list-style-type: none"> ➤ Ensure the workforce plan is up to date, competitive, promotes clear mobility, and identifies jobs for the future. ➤ Provide benefits plans that meet the needs of our employees, retirees, and their dependents, aids in recruitment and retention, and is cost effective and sustainable. ➤ Treat employees equitably and consistently; resolve issues at the lowest level possible; create a work environment that recognizes and appreciates diversity. ➤ Support the development of our employees, including succession-planning efforts through professional development, career development, and improved performance management. ➤ Develop, implement, and maintain selection procedures in accordance with applicable policies and law that identify, attract, and retain qualified applicants for employment while working with the DEI Officer to encourage diverse representation at all levels of the workforce.
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Core Business Program	Performance Measure	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
Classification and Compensation	Percentage of job descriptions reviewed annually	20%	15%	<10%	20%
Benefits	HRA employee participation rate	98%	97.5%	98%	99%
Employee Relations	Number of grievances per 100 full-time equivalent (FTE) employees	1%	<1%	<1%	1%
Employee Training and Development	Number of participants as a percentage of total workforce/supervisors	90%	90%	90%	75%
	Number of employees trained in various areas by Human Resource Development staff	640	800	900	1100
Recruitment Services	Women and minority employment in the workforce compared to minority representation in local available labor pool.	57.9%	60%	65% (38.3% Female)	65%

BUSINESS MANAGEMENT DEPARTMENT

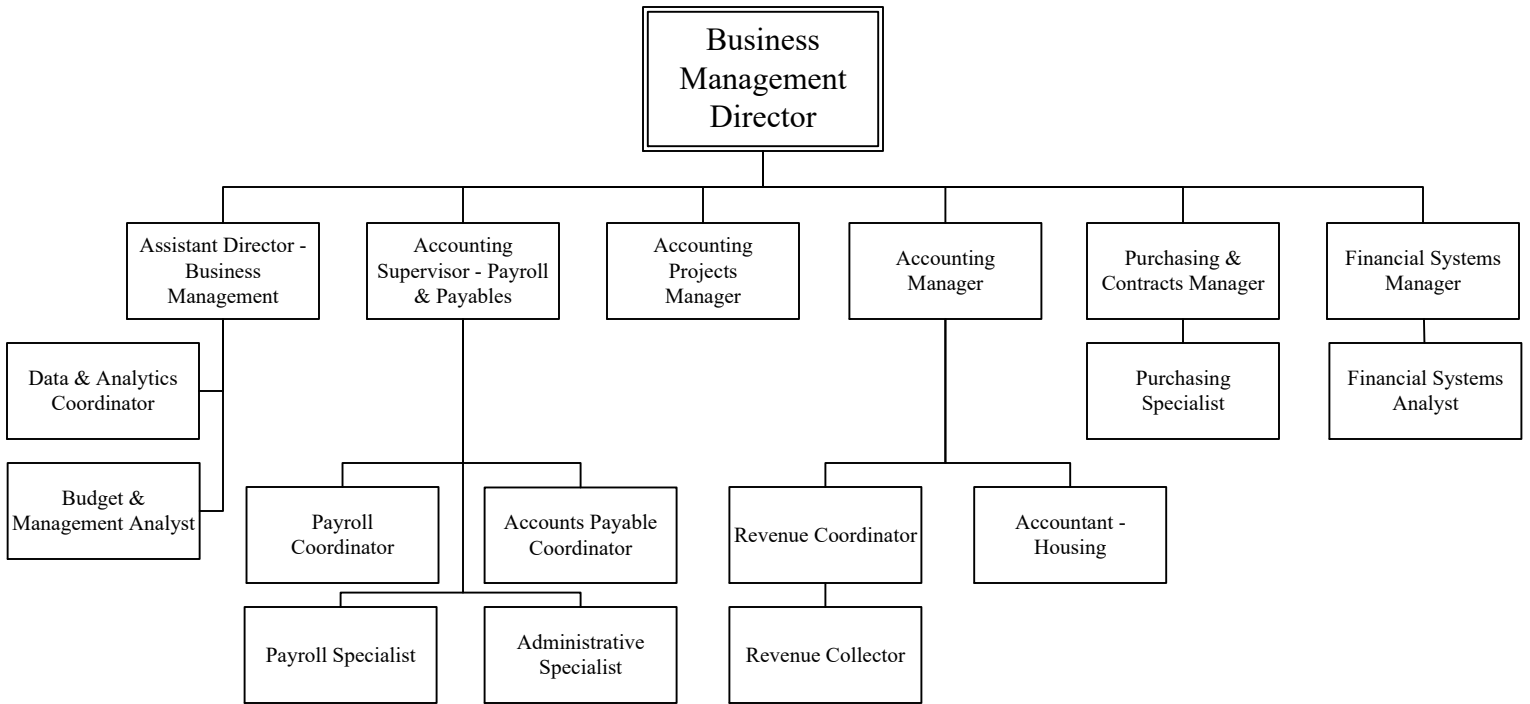
MISSION STATEMENT:

The mission of the Business Management Department is to safeguard the Town’s assets through appropriate financial controls, facilitate Town operations through accurate and timely processing of financial transactions, provide relevant and timely reporting of the Town’s financial condition, and provide financial information and analysis to support decision making.

The Business Management Department identified the following primary programs that are included in the adopted budget for 2023-24.

Program	Description
Billing & Collections	Provide administration and/or oversight of all Town billings and collections.
Budget	Administer the Town's capital and operating budgets.
Payroll & Payables	Administer the Town's payroll and payables functions.
Accounting & Financial Reporting	Maintain the Town's financial accounting system.
Purchasing & Contracts	Administer the Town's purchasing and contracting systems. Includes: facilitating bids and other competitive procurement processes; reviewing all contracts, bids, and purchases; and disposal of Town assets for compliance with applicable regulations and Town policies.
Liquidity Management	Administer the Town's cash management, investment, banking, and debt management functions.
Financial Planning & Analysis	Provide financial analysis, research, and strategic planning for the Town's financial operations, including: review of agenda items; budget planning and analysis; long-term capital and debt planning; and departmental financial planning support.

BUSINESS MANAGEMENT DEPARTMENT



BUSINESS MANAGEMENT
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2021-22 ADOPTED	2022-23 ADOPTED	2023-24 ADOPTED
<u>Finance</u>			
Director - Business Management	1.00	1.00	1.00
Assistant Director - Business Management	1.00	1.00	1.00
Financial Systems Manager	1.00	1.00	1.00
Financial Systems Analyst	0.00	1.00	1.00
Data & Analytics Coordinator	0.00	1.00	1.00
Budget & Management Analyst	2.00	1.00	1.00
Accounting Manager	0.00	1.00	1.00
Accounting Projects Manager	1.00	1.00	1.00
Accounting Supervisor - Payroll & Payables	1.00	1.00	1.00
Accountant - Revenue	1.00	0.00	0.00
Accountant Supervisor - Treasury	1.00	0.00	0.00
Accountant - Housing	1.00	1.00	1.00
Purchasing & Contracts Manager	1.00	1.00	1.00
Purchasing Specialist	1.00	1.00	1.00
Payroll Coordinator	1.00	1.00	1.00
Payroll Specialist	1.00	1.00	1.00
Accounts Payable Coordinator	1.00	1.00	1.00
Administrative Specialist	1.00	1.00	1.00
Revenue Coordinator	0.00	1.00	1.00
Revenue Collector	2.00	1.00	1.00
Business Management Department Totals	18.00	18.00	18.00

BUSINESS MANAGEMENT BUDGET SUMMARY

The adopted budget for the Business Management department reflects a 2.2% increase from the 2022-23 budget. Personnel expenses decreased by 0.7% due to the Grants Administrator position moving to the Manager's Office, as well as a 2% decrease in health insurance costs. Operating costs increased due to the rising costs of software such as MUNIS and DebtBook, and also because of higher Orange County Tax Collection Fees.

EXPENDITURES



	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 1,572,288	\$ 2,119,320	\$ 2,088,520	\$ 1,824,932	\$ 2,104,591	-0.7%
Operating Costs	595,048	566,050	825,136	761,936	639,938	13.1%
Total	\$ 2,167,336	\$ 2,685,370	\$ 2,913,656	\$ 2,586,868	\$ 2,744,529	2.2%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 2,167,336	\$ 2,685,370	\$ 2,913,656	\$ 2,586,868	\$ 2,744,529	2.2%
Total	\$ 2,167,336	\$ 2,685,370	\$ 2,913,656	\$ 2,586,868	\$ 2,744,529	2.2%

BUSINESS MANAGEMENT

Performance Measures

 <p>Economic and Financial Stewardship</p>  <p>Employee Recruitment & Retention</p>	<p>Strategic Objectives</p> <ul style="list-style-type: none"> ➤ Same-day deposits as a percentage of all receipts ➤ Total budget adjustments as a % of expenditures ➤ Projected General Fund revenues as a % of actual ➤ Percent of voided/reissued vendor checks ➤ Percent of voided/reissued/adjusted payroll checks * ➤ Receipt confirmation from LGC ➤ Receive annual GFOA Award for Financial Reporting ➤ Consecutive years receiving GFOA Award for Financial Reporting ➤ Purchase orders issued, as a percentage of all invoices over \$1,000 ➤ Percentage of contracts with funds encumbered prior to execution ➤ General Fund Debt as a percent of assessed value ➤ 10-year payout ratio ➤ Percentage of survey respondents indicating that the Finance Division service “meets” or “exceeds” expectations
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Core Business Program	Performance Measure	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
Billing and Collections	Same-day deposits as a percentage of all receipts	9.40%	8.67%	7.89%	10.00%
Budget	Total budget adjustments as a % of expenditures	9.29%	9.37%	11.76%	9.50%
	Projected General Fund revenues as a % of actual	-2.91%	-1.42%	-2.00%	-2.00%
Payroll and Payables	Percent of voided/reissued vendor checks	1.68%	1.72%	1.39%	2%
	Percent of voided/reissued/adjusted payroll checks	0.171%	0.212%	0.19%	0.25%
Accounting and Financial Reporting	Receipt confirmation from LGC	Yes	Yes	Yes	Yes
	Receive annual GFOA Award for Financial Reporting	Yes	Yes	Yes	Yes
	Consecutive years receiving GFOA Award for Financial Reporting	35	36	37	38
Purchasing and Contracts	Purchase orders issued, as a percentage of all invoices over \$1,000	98%	97%	97%	99%
	Percentage of contracts with funds encumbered prior to execution	99%	98%	96%	99%
Liquidity Management	General Fund Debt as a percent of assessed value	1%	1%	1%	1%
	10-year payout ratio	74%	65.4% ¹	67.6%	75%
Financial Planning and Support	Percentage of survey respondents indicating that the Finance Division service “meets” or “exceeds” expectations	No Data ²	93%	No Data ²	95%

¹This is a result of the borrowing for the East Rosemary Deck

²This survey is completed every two years.

TECHNOLOGY SOLUTIONS DEPARTMENT

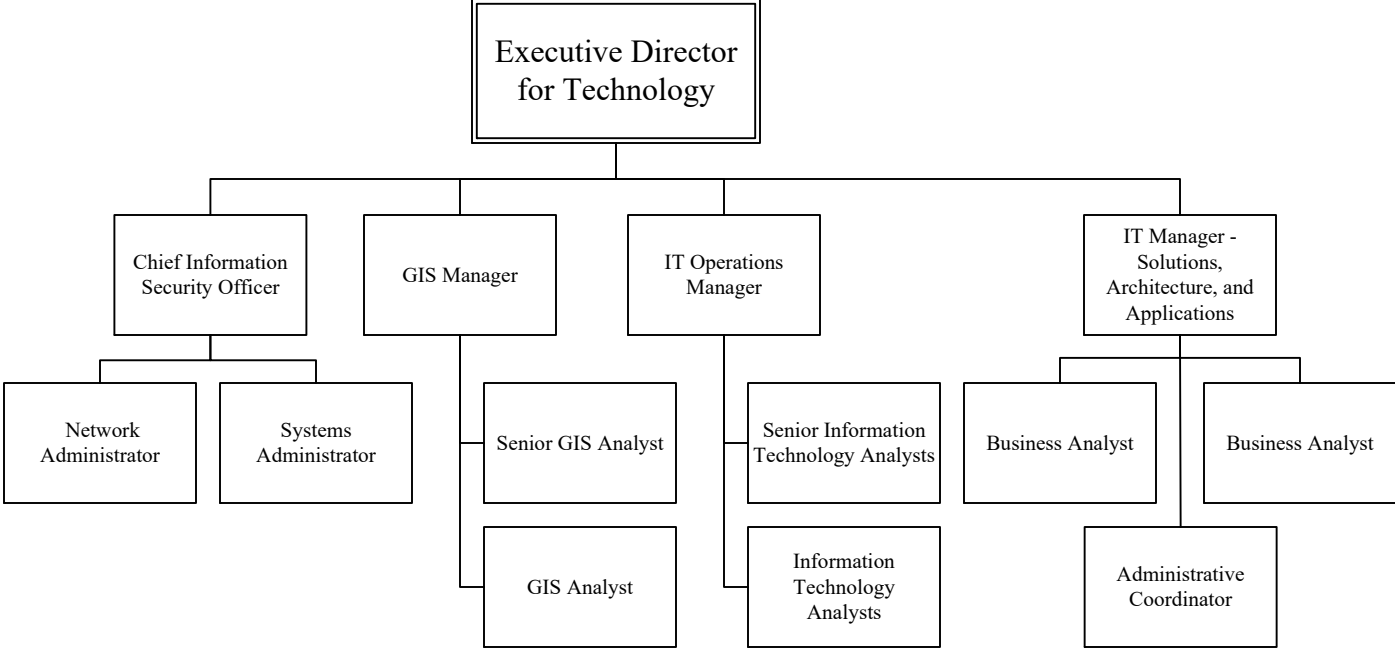
MISSION STATEMENT:

The mission of the Technology Solutions department is to provide technology leadership through innovation, oversight, education, and support to ensure that the Town makes the best possible selection and use of available technology.

The Technology Solutions Department identified the following primary programs that are included in the adopted budget for 2023-24.

Program	Description
User Support	Provide user Help Desk support for computer hardware, software, network, servers, and telephones. Provide training and assistance needed to effectively use technology. Review construction projects to ensure IT requirements and opportunities are included. Maintain high levels of training for the IT staff.
IT Infrastructure and Cyber Security	Manage all IT infrastructure, including connectivity, hardware, servers, data storage, networks, end user computers, mobile devices, and internet access. Includes cybersecurity, backups, awareness, incident response, and recovery.
Telecommunications	Administer and manage all telephone systems, including setup and configuration of VoIP desktop telephones, related network infrastructure, and software support. Administer the Town’s cellphone and mobile device services. Manage the Town video meeting systems supporting remote work and remote meetings.
Enterprise Application Analysis & Support	Administer and manage Microsoft Office 365, Geographic Information Systems, and other enterprise productivity and communication applications. Manage the server and cloud environments used to operate financial systems, department systems, records management, databases, and other applications located on Town servers and in the cloud.
IT Planning and Coordination	Collaborate with all Town departments to identify needs and opportunities and to create enterprise-wide plans, project prioritization, data analytics, and process integration for software. Manage the IT Governance needed to invest in and maintain the infrastructure and software procurement with the limited resources available. Collaborate beyond the Town with state and local governments, UNC, and CCHCS on shared areas of interest.

TECHNOLOGY SOLUTIONS DEPARTMENT



Technology Solutions

STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2021-22	2022-23	2023-24
	ADOPTED	ADOPTED	ADOPTED
Executive Director - Technology Solutions	1.00	1.00	1.00
Systems Administrator	1.00	1.00	1.00
Network Administrator	1.00	1.00	1.00
IT Operations Manager	1.00	1.00	1.00
Business Analyst	1.00	1.00	1.00
Information Technology Analyst	2.00	2.00	2.00
Senior Information Technology Analyst	2.00	2.00	2.00
Web Administrator	1.00	1.00	1.00
IT Manager, Solutions Architecture and Applications	1.00	1.00	1.00
Administrative Coordinator	1.00	1.00	1.00
Chief Information Security Officer	1.00	1.00	1.00
Senior GIS Analyst	1.00	1.00	1.00
GIS Analyst	1.00	1.00	1.00
GIS Manager	1.00	1.00	1.00
Technology Solutions Department Totals	16.00	16.00	16.00

TECHNOLOGY SOLUTIONS BUDGET SUMMARY

The adopted budget for the Technology Solutions department reflects a 4.1% increase from the 2022-23 budget. Personnel expenses increased by 4.5% due to a 0.75% retirement increase and a salary increase. Operating expenses increased by 2.4% due to conference costs, telephone maintenance, software, and contracted web services. The 10% increase in capital outlay reflects server replacements and additions.

EXPENDITURES


	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 1,801,034	\$ 1,988,532	\$ 1,938,532	\$ 1,902,443	\$ 2,077,882	4.5%
Operating Costs	606,414	653,163	741,998	744,021	669,114	2.4%
Capital Outlay	48,650	50,000	50,000	-	55,000	10.0%
Total	\$ 2,456,098	\$ 2,691,695	\$ 2,730,530	\$ 2,646,464	\$ 2,801,996	4.1%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 2,456,098	\$ 2,691,695	\$ 2,730,530	\$ 2,646,464	\$ 2,801,996	4.1%
Total	\$ 2,456,098	\$ 2,691,695	\$ 2,730,530	\$ 2,646,464	\$ 2,801,996	4.1%

TECHNOLOGY SOLUTIONS

Performance Measures for Service

	<p>Strategic Objectives</p> <ul style="list-style-type: none"> ➤ Support – Provide exceptional IT response and experience for departments. ➤ Infrastructure – Ensure network/servers are operating effectively and efficiently. ➤ Security – Implementing Center for Internet Security (CIS) Framework controls which ensure data has confidentiality, integrity, and availability. ➤ Application Services – Overseeing IT Governance Model to ensure the effective and efficient use of IT in enabling the town to achieve its goals. ➤ GIS – Sharing and using GIS data to better plan for growth, inventory, and maintain public infrastructure, improve coordination with neighboring jurisdictions, and provide better and more efficient public services.
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Core Business Program	Performance Measure*	FY21 Actual	FY22 Actual	FY23 Estimate	FY24 Target
User Support	Percent of work ticket surveys with Exceptional/Good Experience	NA	NA	98%	100%
Cyber Security	Information Security Satisfaction Survey Score	NA	NA	80%	100%
Application Services	GIS Services Satisfaction Survey Score	NA	NA	85%	100%
	Application Satisfaction Survey Score	NA	NA	63%	100%
Infrastructure	Network Support Satisfaction Survey Score	NA	NA	72%	100%

*These performance measures are new for FY23. No prior year data is available.

TOWN ATTORNEY

MISSION STATEMENT:

The primary mission of the Office of the Town Attorney is to protect the legal interests of the Town of Chapel Hill.

The Town Attorney serves as general counsel to the Town and provides advice to the Mayor and Council, Town administration and Town departments, and Town boards and commissions. Duties of the Town Attorney include:

- Preparing for and attending Council meetings.
- Conferring with the Mayor, Council, and individual Council members.
- Providing general legal services to Town administration and Town departments.
- Participating in administrative agenda planning sessions and special projects.
- Advising Town Boards and Commissions and attendance at certain meetings as necessary.
- Defending Town interests in lawsuits and threatened litigation.
- Coordinating work of retained law firms representing the Town in litigation, bond financing, special projects, and other matters where outside counsel is needed.
- Providing guidance in the acquisition and transfer of interests in land.
- Advising staff in reviewing development projects, drafting ordinances, code enforcement, and other matters such as zoning, housing initiatives, construction projects, and annexation.
- Presentation of orientation materials for new Council members.
- Supervising and collaborating with the Assistant Town Attorney and Legal Services Administrator.

TOWN ATTORNEY
STAFFING COMPARISONS - IN FULL-TIME

	2021-22 ADOPTED	2022-23 ADOPTED	2023-24 ADOPTED
Town Attorney	1.00	1.00	1.00
Assistant Town Attorney	1.00	1.00	1.00
Legal Services Administrator	1.00	1.00	1.00
Attorney Department Totals	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>

TOWN ATTORNEY BUDGET SUMMARY

The adopted budget for the Attorney's Office reflects a 0.5% increase from the 2022-23 budget. Personnel expenses decreased by 0.4% due to a 2% decrease in health insurance costs. Operating expenses increased by 18.9%, largely due to the Attorney's Office splitting the cost of a legal research service contract with the Police Department.

EXPENDITURES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Personnel	\$ 428,534	\$ 571,760	\$ 571,760	\$ 541,746	\$ 569,645	-0.4%
Operating Costs	11,076	26,365	48,144	43,724	31,347	18.9%
Total	\$ 439,610	\$ 598,125	\$ 619,904	\$ 585,470	\$ 600,992	0.5%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 439,610	\$ 598,125	\$ 619,904	\$ 585,470	\$ 600,992	0.5%
Total	\$ 439,610	\$ 598,125	\$ 619,904	\$ 585,470	\$ 600,992	0.5%

**NON-DEPARTMENTAL DIVISION
BUDGET SUMMARY**

The Non-Departmental Division is used to account for activities in the General Fund that are not allocated to other departmental functions. These activities include contributions to other agencies, transfers to other funds, and liability insurance.

EXPENDITURES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
Retiree Medical Insurance	\$ 1,569,624	\$ 1,615,000	\$ 1,615,000	\$ 1,688,355	\$ 1,697,000	5.1%
Other Personnel Costs	(3,038)	160,505	139,505	20,000	405,000	152.3%
Liability Insurance	403,677	350,000	350,000	350,000	350,000	0.0%
Transfer to Affordable Housing Operations	688,395	688,395	688,395	688,395	826,850	20.1%
Supplemental PEG Fees	375,970	1,444,664	1,355,469	1,280,530	1,384,664	-4.2%
Transfer to Other Funds	164,790	175,000	175,000	175,000	175,000	0.0%
Transfer to Downtown Service District Fund	959,229	17,000	2,180,800	2,180,800	17,000	0.0%
Transfer to Capital Improvement Funds	-	100,000	100,000	100,000	100,000	0.0%
Transfer to Debt Fund	2,423,000	634,500	1,384,500	1,384,500	2,248,903	254.4%
OPEB Liability Contributions	445,100	445,100	445,100	445,100	445,100	0.0%
Transfer to Climate Action Fund	250,000	250,000	250,000	250,000	250,000	0.0%
Grant Matching Funds	470,000	550,000	550,000	550,000	804,259	46.2%
Agency Contributions	126,089	107,627	108,627	107,627	95,977	-10.8%
	1,313,974	1,732,193	2,456,973	2,193,472	1,777,483	2.6%
Total	\$ 9,186,810	\$ 8,269,984	\$ 11,799,369	\$ 11,413,779	\$ 10,577,236	27.9%

REVENUES

	2021-22 Actual	2022-23 Original Budget	2022-23 Revised Budget	2022-23 Estimated	2023-24 Adopted Budget	% Change from 2022-23
General Revenues	\$ 9,186,810	\$ 8,269,984	\$ 11,799,369	\$ 11,413,779	\$ 10,577,236	27.9%
Total	\$ 9,186,810	\$ 8,269,984	\$ 11,799,369	\$ 11,413,779	\$ 10,577,236	27.9%