

**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.*

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**EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Mayor/Council	\$ 523,133	\$ 590,376	\$ 608,776	\$ 634,128	\$ 598,708	1.4%
Town Manager	2,476,192	3,865,930	4,143,956	3,747,378	4,218,938	9.1%
Governance Services	1,096,815	854,859	850,089	853,333	893,545	4.5%
Human Resources	1,601,896	1,577,361	1,722,276	1,602,530	1,644,761	4.3%
Business Management	2,537,842	2,744,529	2,866,436	2,691,415	2,942,653	7.2%
Technology Solutions	2,532,792	2,801,996	2,863,772	2,793,996	3,007,190	7.3%
Town Attorney	603,052	600,992	600,992	607,712	675,203	12.3%
Non-Departmental	11,358,294	10,577,236	11,354,981	11,410,609	10,408,827	-1.6%
<b>Total</b>	<b>\$ 22,730,016</b>	<b>\$ 23,613,279</b>	<b>\$ 25,011,278</b>	<b>\$ 24,341,101</b>	<b>\$ 24,389,825</b>	<b>3.3%</b>

**REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 22,730,016	\$ 23,613,279	\$ 25,011,278	\$ 24,341,101	\$ 24,389,825	3.3%
<b>Total</b>	<b>\$ 22,730,016</b>	<b>\$ 23,613,279</b>	<b>\$ 25,011,278</b>	<b>\$ 24,341,101</b>	<b>\$ 24,389,825</b>	<b>3.3%</b>

# ***MAYOR/COUNCIL***

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## **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 EQUIVALENTS***

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	<b>2022-23 ADOPTED</b>	<b>2023-24 ADOPTED</b>	<b>2024-25 ADOPTED</b>
Mayoral Aide	1.00	1.00	1.00
Mayor's Office Totals	1.00	1.00	1.00

**MAYOR**  
**BUDGET SUMMARY**

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*The adopted budget for the Mayor's Office reflects a 32.9% increase from the 2023-24 budget. Personnel costs increased 37.9%, reflecting new benefit selections, a 0.75% retirement increase, and a salary increase. The 6.6% increase in operating costs reflects an increase in annual membership fees as well as an increase in funds allocated to telephone costs and computer replacement.*

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**EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 102,845	\$ 105,240	\$ 123,290	\$ 129,220	\$ 145,130	37.9%
Operating Costs	15,462	20,208	14,408	20,879	21,533	6.6%
<b>Total</b>	<b>\$ 118,307</b>	<b>\$ 125,448</b>	<b>\$ 137,698</b>	<b>\$ 150,099</b>	<b>\$ 166,663</b>	<b>32.9%</b>

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**REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 118,307	\$ 125,448	\$ 137,698	\$ 150,099	\$ 166,663	32.9%
<b>Total</b>	<b>\$ 118,307</b>	<b>\$ 125,448</b>	<b>\$ 137,698</b>	<b>\$ 150,099</b>	<b>\$ 166,663</b>	<b>32.9%</b>

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# **COUNCIL**

## **BUDGET SUMMARY**

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*The adopted budget for the Town Council reflects a decrease of 7.1% from the 2023-24 budget, primarily due to a decrease in operating expenses because FY24-25 is not an election year. Personnel expenses increased 1.2% due to a 0.75% retirement increase and a salary increase, which is mostly offset by a change in benefit selections from the previous Council.*

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### **EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 238,503	\$ 284,411	\$ 283,161	\$ 284,167	\$ 287,860	1.2%
Operating Costs	166,323	180,517	187,917	199,862	144,185	-20.1%
<b>Total</b>	<b>\$ 404,826</b>	<b>\$ 464,928</b>	<b>\$ 471,078</b>	<b>\$ 484,029</b>	<b>\$ 432,045</b>	<b>-7.1%</b>

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### **REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 404,826	\$ 464,928	\$ 471,078	\$ 484,029	\$ 432,045	-7.1%
<b>Total</b>	<b>\$ 404,826</b>	<b>\$ 464,928</b>	<b>\$ 471,078</b>	<b>\$ 484,029</b>	<b>\$ 432,045</b>	<b>-7.1%</b>

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# 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.*

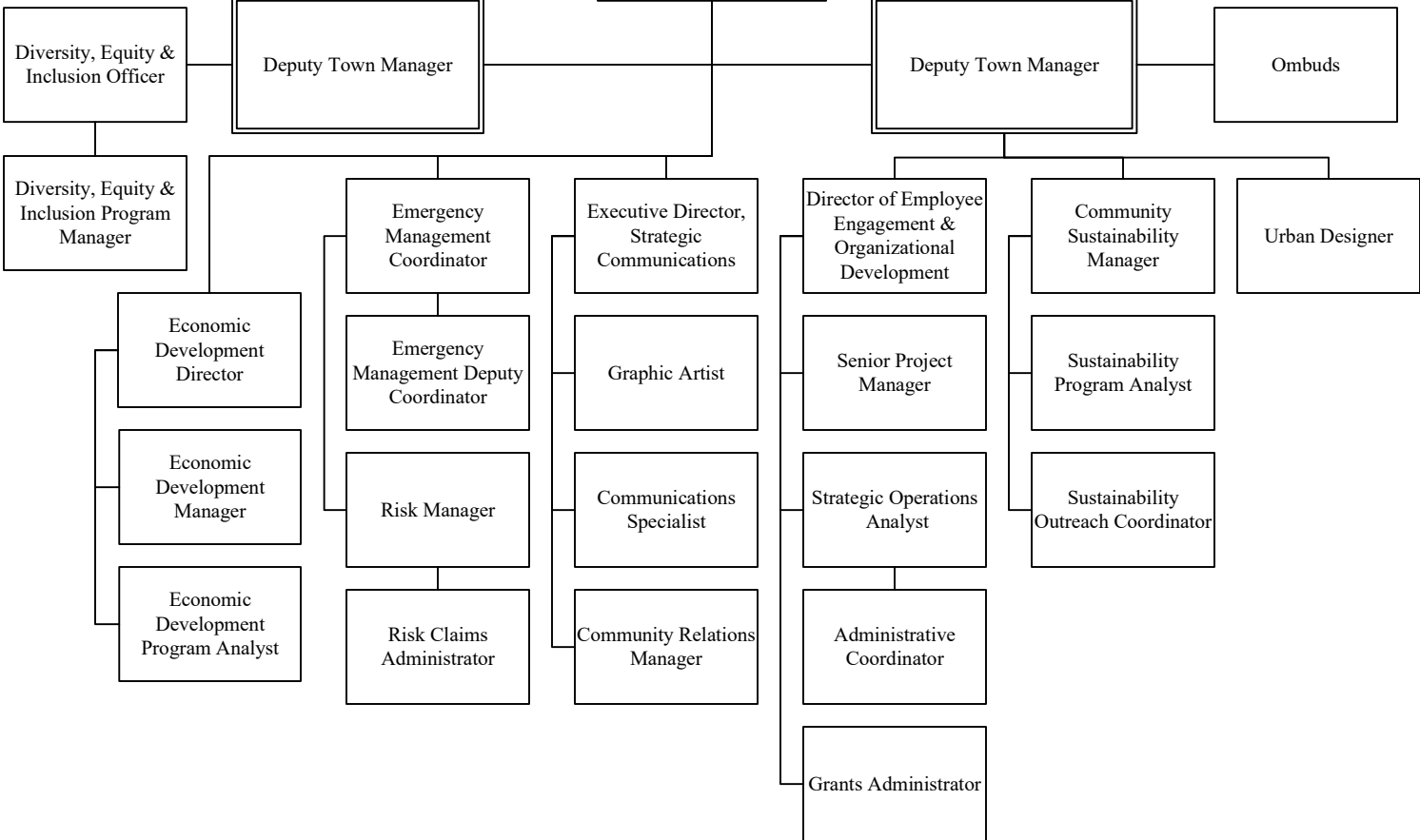
The Town Manager’s Office identified the following primary programs that are included in the adopted budget for 2024-25.

Program	Description
<b>Executive Management &amp; Council Support</b>	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.
<b>Communications and Community Relations</b>	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.
<b>Diversity, Equity, and Inclusion</b>	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.
<b>Economic Development</b>	Provide support and assistance to prospective and existing businesses to encourage development, promote and encourage job growth, and contribute to a more inclusive community.
<b>Emergency Preparedness &amp; Risk Management</b>	Work collaboratively with all stakeholders to identify and mitigate risks, respond swiftly and efficiently to emergencies, and promote a culture of safety and preparedness.
<b>Ombuds Services</b>	Provide neutral, confidential, and informal management or resolution of issues brought by Town employees and community members.

<b>Sustainability &amp; Resilience</b>	Implement the Town’s Climate Action and Response Plan to lower carbon emissions and address the effects of climate change.
<b>Employee Engagement &amp; Organizational Development</b>	Cultivate a vibrant and inclusive workplace where every employee feels valued, heard, motivated, empowered, and connected. We do this by designing a workplace whose policies, processes, and practices encourage collaboration, recognize achievements, and support personal and professional growth.
<b>Urban Design</b>	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**

**Town Manager**





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

	2022-23 ADOPTED	2023-24 ADOPTED	2024-25 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	0.00
Grants Administrator	1.00	1.00	1.00
Ombuds	1.00	0.00	1.00
Assistant to the Manager	1.00	0.00	0.00
Director of Organization & Strategy Initiatives	1.00	0.00	0.00
Director of Employee Engagement & Organizational Development	0.00	0.00	1.00
Strategic Operations Manager	0.00	1.00	0.00
Strategic Operations Analyst	0.00	1.00	1.00
Diversity, Equity & Inclusion Officer	1.00	1.00	1.00
Diversity, Equity & Inclusion Program Analyst	1.00	1.00	1.00
Administrative Coordinator	1.00	1.00	1.00
Economic Development Manager	1.00	1.00	1.00
Economic Development Program Analyst	1.00	1.00	1.00
Urban Designer	1.00	1.00	1.00
Community Relations Manager	0.00	1.00	1.00
Sustainability Program Analyst <sup>1</sup>	1.00	1.00	1.00
Sustainability Outreach Coordinator <sup>1</sup>	1.00	1.00	1.00
Executive Director - Strategic Communications <sup>2</sup>	0.00	1.00	1.00
Graphic Artist <sup>2</sup>	0.00	1.00	1.00
Communications Specialist <sup>2</sup>	0.00	1.00	1.00
Risk Manager <sup>3</sup>	0.00	1.00	1.00
Risk Claims Administrator <sup>3</sup>	0.00	1.00	1.00
Community Sustainability Manager <sup>1,4</sup>	0.00	1.00	1.00
Senior Project Manager <sup>4</sup>	0.00	1.00	1.00
Emergency Management Deputy Coordinator <sup>5</sup>	0.00	1.00	1.00
Emergency Management Coordinator <sup>5</sup>	0.00	1.00	1.00
Town Manager's Office Totals	17.00	26.00	26.00

<sup>1</sup> These positions are paid out of the Climate Action Fund

<sup>2</sup> These positions moved from Governance Services in FY23-24.

<sup>3</sup> These positions moved from Human Resource Development in FY23-24.

<sup>4</sup> These positions moved from the Planning Department in FY23-24.

<sup>5</sup> These positions moved from the Fire Department in FY23-24.

**TOWN MANAGER**  
**BUDGET SUMMARY**

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*The adopted budget for the Manager’s Office reflects a 9.1% increase from the 2023-24 budget. The 6.7% increase in personnel expenses captures the cost of a 0.75% retirement increase and a salary increase. The 33.6% increase in operating expenses is largely due to increased funding for DEI expansion, training, employee activities, and emergency preparedness.*

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**EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 1,947,088	\$ 3,518,753	\$ 3,353,909	\$ 3,273,707	\$ 3,755,271	6.7%
Operating Costs	529,104	347,177	790,047	473,671	463,667	33.6%
<b>Total</b>	<b>\$ 2,476,192</b>	<b>\$ 3,865,930</b>	<b>\$ 4,143,956</b>	<b>\$ 3,747,378</b>	<b>\$ 4,218,938</b>	<b>9.1%</b>

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**REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 2,476,192	\$ 3,865,930	\$ 4,143,956	\$ 3,747,378	\$ 4,218,938	9.1%
<b>Total</b>	<b>\$ 2,476,192</b>	<b>\$ 3,865,930</b>	<b>\$ 4,143,956</b>	<b>\$ 3,747,378</b>	<b>\$ 4,218,938</b>	<b>9.1%</b>

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# MANAGER'S OFFICE

## Performance Measures

 <p>Environmental Stewardship</p>  <p>Economic and Financial Stewardship</p>  <p>Employee Recruitment &amp; Retention</p>	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>➤ Reduce organizational greenhouse gas emissions</li> <li>➤ Create room for business</li> <li>➤ Increase collaboration, innovation, and learning</li> <li>➤ Engage the public in Town decision making and Town programs so that outcomes balance community interests, values, and needs</li> <li>➤ 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</li> </ul>
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Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
Economic Development	Sales tax revenue year-over-year growth	13.3%	7.9%	7.1%	5%
Ombuds Services	Number of visitors served	957 visitors	851 visitors	425 visitors	360 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	1,844,000 lb of CO2e*	1,839,201 lbs 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.	500	500	560	620
Safety and Wellness	Number of employees trained in Occupational, Health and Safety as a percentage of the total workforce.	78%	85%	85%	86%
Communications and Public Information	Increase subscribers to Chapel Hill eNews, Twitter, and Facebook by a combined increase of 10 %	10%	3.83%	4.7%	10%
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 51% satisfaction with "availability of information about Town Programs."	N/A	N/A**	52%**	N/A**
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 48% satisfaction with "quality of Town website"	48%	56%	57%	N/A***

Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
Citizen Participation	Meet/exceed 2013 Community Survey's results of 60% satisfaction with "participate in local decisions/volunteering."	50%	N/A**	50%	N/A***
	Meet/exceed the regional benchmark of 2013 Community Survey's results of 40% satisfaction with "Level of public involvement in decision making."	50%	50%	N/A**	N/A**

\* lb of CO2e = pounds of carbon dioxide equivalent  
 \*\* This measure was not included from the Community Survey.  
 \*\*\* The Community Survey will not be conducted again until FY26.

# GOVERNANCE SERVICES

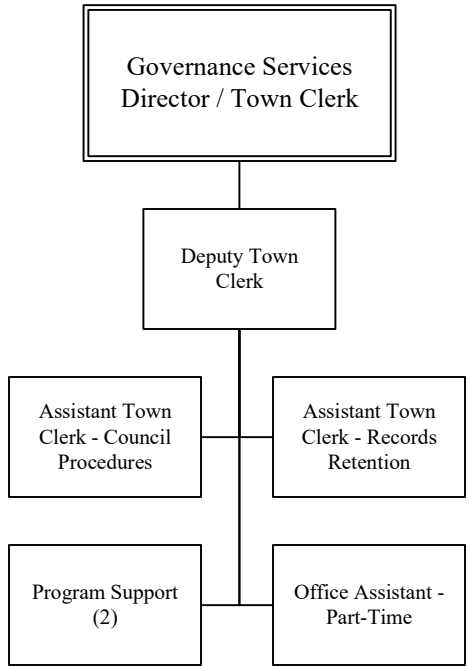
**MISSION STATEMENT:**

*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, 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 2024-25.

Program	Description
<b>Governance Support</b>	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.
<b>Public Records</b>	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.
<b>Public Participation</b>	Support the Town's advisory board system.
<b>Other Services</b>	Issue Domestic Partnerships and “Proof of Life” certificates. Provide Notary Services.

GOVERNANCE SERVICES



**GOVERNANCE SERVICES**  
**STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS**

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	2022-23 ADOPTED	2023-24 ADOPTED	2024-25 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
Records Retention Manager	1.00	1.00	1.00
Office Assistant	0.53	0.53	0.50
Communications Manager <sup>1</sup>	1.00	0.00	0.00
Communications Specialist <sup>1</sup>	1.00	0.00	0.00
Graphic Artist <sup>1</sup>	1.00	0.00	0.00
Governance Services Department Totals	<u>7.53</u>	<u>4.53</u>	<u>4.50</u>

<sup>1</sup> These positions moved to the Manager's Office as of FY23-24.

**GOVERNANCE SERVICES / TOWN CLERK  
BUDGET SUMMARY**

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The adopted budget for the Governance Services department reflects a 4.5% increase from the 2023-24 budget. Personnel expenses increased by 5.3% due to a 0.75% retirement increase and a salary increase. Operating expenses increased primarily due to increased costs for training and legally required advertisements for advisory boards.

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**EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 823,611	\$ 549,384	\$ 525,984	\$ 521,536	\$ 578,337	5.3%
Operating Costs	273,204	305,475	313,875	331,797	315,208	3.2%
Capital Outlay	-	-	10,230	-	-	N/A
<b>Total</b>	<b>\$ 1,096,815</b>	<b>\$ 854,859</b>	<b>\$ 850,089</b>	<b>\$ 853,333</b>	<b>\$ 893,545</b>	<b>4.5%</b>


**REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 1,096,815	\$ 854,859	\$ 850,089	\$ 853,333	\$ 893,545	4.5%
<b>Total</b>	<b>\$ 1,096,815</b>	<b>\$ 854,859</b>	<b>\$ 850,089</b>	<b>\$ 853,333</b>	<b>\$ 893,545</b>	<b>4.5%</b>



# GOVERNANCE SERVICES

## Performance Measures

 <p>Employee Recruitment &amp; Retention</p>	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>➤ Council Business Meeting agenda will be posted to the web at least four days prior to the meeting 90% of the time</li> <li>➤ Council Business Meeting video will be posted to the web by 12pm (noon) the following day 90% of the time.</li> </ul>
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Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
Citizen Participation	Approximate number of Council Meeting attendees	1,327	1,360	979	1,900
	Approximate number of Live streaming Web Views (Council and Advisory Board Meetings)	901	1,704	1,057**	1,700
	Approximate number of Live streaming and Archived YouTube views (Council Meetings)	1,165	0*	0*	0*
	Approximate number of Archived streaming Web Views (Council and Advisory Board Meetings)	14,364	10,255	6,821**	11,000
	Approximate number of Live & Archived streaming Web Views (Other Events)	1,091	2,752	713**	1,000
Public Records	Number of records requests received	230	305	393	250
Governance Support	% of the time that the Council Business Meeting agenda is posted at least four days prior to the meeting.	92%	90%	81%	90%
	% of the time that the Council Business Meeting video is posted by 12pm (noon) the following day	97%	85%	97%	100%

\* Data used during the pandemic

\*\* Change to Granicus analytics system; no data July-Oct 2023

# ***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.*

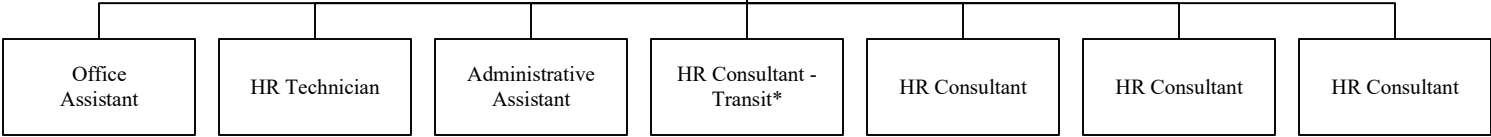
The Human Resource Development Department identified the following primary programs that are included in the adopted budget for 2024-25.

<b>Program</b>	<b>Description</b>
<b>Administration</b>	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.
<b>Classification and Compensation</b>	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.
<b>Benefits</b>	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.
<b>Employee Relations</b>	Ensure communication and understanding of the Town's Code of Ordinances, Town policies and procedures, and State and Federal laws.
<b>Employee Training &amp; Development</b>	Provide programs designed to engage our employees and assist them in reaching their professional potential by building skills and enhancing competencies.
<b>Recruitment Services</b>	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.
<b>Wellness</b>	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***

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	<b>2022-23 ADOPTED</b>	<b>2023-24 ADOPTED</b>	<b>2024-25 ADOPTED</b>
Human Resource Development Director	1.00	1.00	1.00
Assistant Director	1.00	1.00	1.00
Risk Manager <sup>1</sup>	1.00	0.00	0.00
Claims Coordinator <sup>1</sup>	1.00	0.00	0.00
Assistant Human Resources Consultant	1.00	0.00	0.00
Human Resources Technician	1.00	1.00	1.00
Human Resources Consultant	3.00	3.00	3.00
Administrative Assistant	1.00	1.00	1.00
Office Assistant	0.00	1.00	1.00
Human Resource Development Totals	<u>10.00</u>	<u>8.00</u>	<u>8.00</u>

<sup>1</sup> These positions moved to the Manager's Office as of FY23-24.

# ***HUMAN RESOURCE DEVELOPMENT BUDGET SUMMARY***

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*The adopted budget for the Human Resource Development department reflects a 4.3% increase from the 2023-24 budget. Personnel expenses increased by 7% due to a 0.75% retirement increase and a salary increase. Operating expenses remained mostly flat, with slight increases to account for higher fees and contract costs.*

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## **EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 1,002,824	\$ 929,076	\$ 929,076	\$ 942,956	\$ 994,269	7.0%
Operating Costs	599,072	648,285	793,200	659,574	650,492	0.3%
<b>Total</b>	<b>\$ 1,601,896</b>	<b>\$ 1,577,361</b>	<b>\$ 1,722,276</b>	<b>\$ 1,602,530</b>	<b>\$ 1,644,761</b>	<b>4.3%</b>

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## **REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 1,601,896	\$ 1,577,361	\$ 1,722,276	\$ 1,602,530	\$ 1,644,761	4.3%
<b>Total</b>	<b>\$ 1,601,896</b>	<b>\$ 1,577,361</b>	<b>\$ 1,722,276</b>	<b>\$ 1,602,530</b>	<b>\$ 1,644,761</b>	<b>4.3%</b>

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# HUMAN RESOURCE DEVELOPMENT

## Performance Measures

 <p><b>Employee Recruitment &amp; Retention</b></p>	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>➤ Ensure the workforce plan is up to date, competitive, promotes clear mobility, and identifies jobs for the future.</li> <li>➤ 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.</li> <li>➤ Treat employees equitably and consistently; resolve issues at the lowest level possible; create a work environment that recognizes and appreciates diversity.</li> <li>➤ Support the development of our employees, including succession-planning efforts through professional development, career development, and improved performance management.</li> <li>➤ 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.</li> </ul>
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Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
Classification and Compensation	Percentage of job descriptions reviewed annually	15%	<10%	~15%	100%
Benefits	HRA employee participation rate	97.5%	98%	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%	75%	75%
	Number of employees trained in various areas by Human Resource Development staff	800	900	925	1100
Recruitment Services	Women and minority employment in the workforce compared to minority representation in local available labor pool.	60%	65% (38.3% Female)	65% (55.93% Female)	65%

# ***BUSINESS MANAGEMENT DEPARTMENT***

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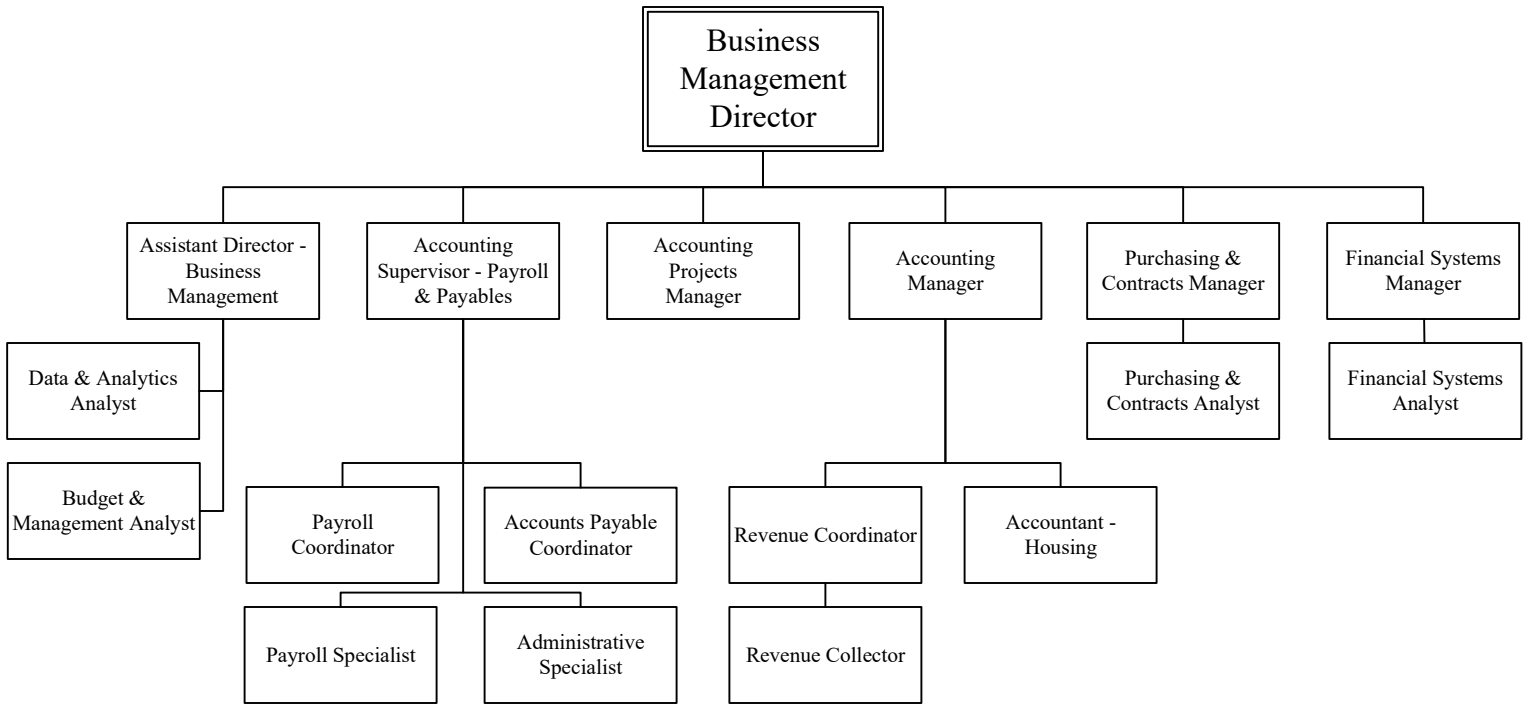
**MISSION STATEMENT:**

*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 2024-25.

Program	Description
<b>Billing &amp; Collections</b>	Provide administration and/or oversight of all Town billings and collections.
<b>Budget</b>	Administer the Town's capital and operating budgets.
<b>Payroll &amp; Payables</b>	Administer the Town's payroll and payables functions.
<b>Accounting &amp; Financial Reporting</b>	Maintain the Town's financial accounting system.
<b>Purchasing &amp; Contracts</b>	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.
<b>Liquidity Management</b>	Administer the Town's cash management, investment, banking, and debt management functions.
<b>Financial Planning &amp; Analysis</b>	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.
<b>Data &amp; Analytics</b>	Harness the power of data to enhance Town services and improve community outcomes, collaborate with various departments to collect, analyze & interpret data, and provide actionable insights that drive informed decision-making.

# BUSINESS MANAGEMENT DEPARTMENT





***BUSINESS MANAGEMENT***  
***STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS***

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	2022-23 ADOPTED	2023-24 ADOPTED	2024-25 ADOPTED
<b><u>Finance</u></b>			
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	1.00	1.00	1.00
Data & Analytics Analyst	1.00	1.00	1.00
Budget & Management Analyst	1.00	1.00	1.00
Accounting Manager	1.00	1.00	1.00
Accounting Projects Manager	1.00	1.00	1.00
Accounting Supervisor - Payroll & Payables	1.00	1.00	1.00
Accountant - Housing	1.00	1.00	1.00
Purchasing & Contracts Manager	1.00	1.00	1.00
Purchasing & Contracts Analyst	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	1.00	1.00	1.00
Revenue Collector	1.00	1.00	1.00
Business Management Department Totals	18.00	18.00	18.00

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# ***BUSINESS MANAGEMENT***

## ***BUDGET SUMMARY***

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*The adopted budget for the Business Management department reflects a 7.2% increase from the 2023-24 budget. Personnel expenses increased by 7.7% due to a 0.75% retirement increase and a salary increase. Operating costs increased 5.7% to account for the rising costs of software, such as MUNIS and DocuSign, and increased cost of services, including the external audit.*

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### **EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 1,807,061	\$ 2,104,591	\$ 2,093,666	\$ 1,935,551	\$ 2,266,085	7.7%
Operating Costs	730,781	639,938	772,770	755,864	676,568	5.7%
<b>Total</b>	<b>\$ 2,537,842</b>	<b>\$ 2,744,529</b>	<b>\$ 2,866,436</b>	<b>\$ 2,691,415</b>	<b>\$ 2,942,653</b>	<b>7.2%</b>

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### **REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 2,537,842	\$ 2,744,529	\$ 2,866,436	\$ 2,691,415	\$ 2,942,653	7.2%
<b>Total</b>	<b>\$ 2,537,842</b>	<b>\$ 2,744,529</b>	<b>\$ 2,866,436</b>	<b>\$ 2,691,415</b>	<b>\$ 2,942,653</b>	<b>7.2%</b>

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# BUSINESS MANAGEMENT

## Performance Measures

 <p><b>Economic and Financial Stewardship</b></p>  <p><b>Employee Recruitment &amp; Retention</b></p>	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>➤ Same-day deposits as a percentage of all receipts</li> <li>➤ Total budget adjustments as a % of expenditures</li> <li>➤ Projected General Fund revenues as a % of actual</li> <li>➤ Percent of voided/reissued vendor checks</li> <li>➤ Percent of voided/reissued/adjusted payroll checks *</li> <li>➤ Receipt confirmation from LGC</li> <li>➤ Receive annual GFOA Award for Financial Reporting</li> <li>➤ Consecutive years receiving GFOA Award for Financial Reporting</li> <li>➤ Purchase orders issued, as a percentage of all invoices over \$1,000</li> <li>➤ Percentage of contracts with funds encumbered prior to execution</li> <li>➤ General Fund Debt as a percent of assessed value</li> <li>➤ 10-year payout ratio</li> <li>➤ Percentage of survey respondents indicating that the Finance Division service “meets” or “exceeds” expectations</li> </ul>
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Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
Billing and Collections	Same-day deposits as a percentage of all receipts	8.67%	7.89%	8.19%	10.00%
Budget	Total budget adjustments as a % of expenditures	9.37%	12.08%	10.26%	9.50%
	Projected General Fund revenues as a % of actual	-1.42%	-3.97%	-2.00%	-2.00%
Payroll and Payables	Percent of voided/reissued vendor checks	1.72%	1.39%	2%	2%
	Percent of voided/reissued/adjusted payroll checks	0.212%	0.19%	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	36	37	38	38
Purchasing and Contracts	Purchase orders issued, as a percentage of all invoices over \$1,000	97%	97%	95%	99%
	Percentage of contracts with funds encumbered prior to execution	98%	96%	99%	99%
Liquidity Management	General Fund Debt as a percent of assessed value	1%	1%	1%	1%
	10-year payout ratio	65.4% <sup>1</sup>	67.6%	66.6%	65%
Financial Planning and Support	Percentage of survey respondents indicating that the Finance Division service “meets” or “exceeds” expectations	93%	No Data <sup>2</sup>	No Data <sup>2</sup>	95%

<sup>1</sup>This is a result of the borrowing for the East Rosemary Deck

<sup>2</sup>This survey was not performed in FY23 & FY24.

# ***TECHNOLOGY SOLUTIONS DEPARTMENT***

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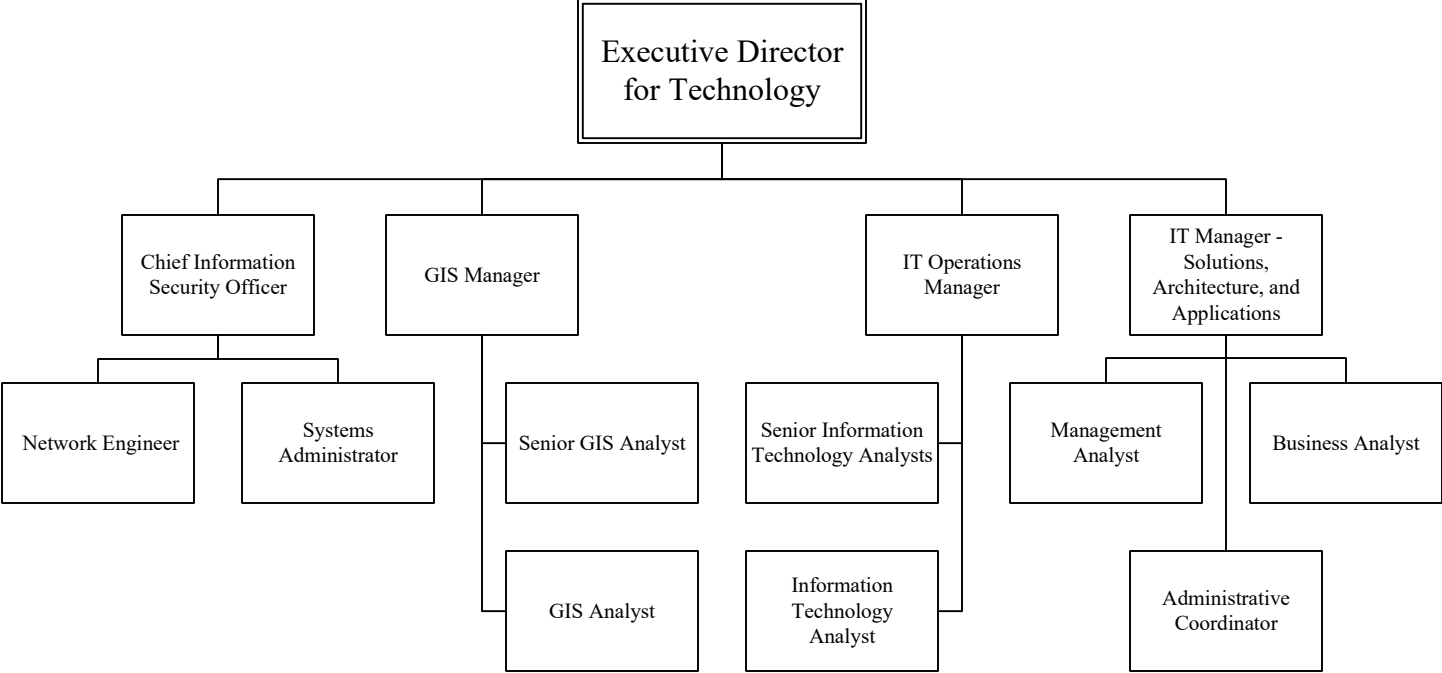
**MISSION STATEMENT:**

*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 2024-25.

<b>Program</b>	<b>Description</b>
<b>User Support</b>	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.
<b>IT Infrastructure and Cyber Security</b>	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.
<b>Telecommunications</b>	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.
<b>Enterprise Application Analysis &amp; Support</b>	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.
<b>IT Planning and Coordination</b>	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***

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	<b>2022-23 ADOPTED</b>	<b>2023-24 ADOPTED</b>	<b>2024-25 ADOPTED</b>
Executive Director - Technology Solutions	1.00	1.00	1.00
Systems Administrator	1.00	1.00	1.00
Network Engineer	1.00	1.00	1.00
IT Operations Manager	1.00	1.00	1.00
Management Analyst	1.00	1.00	1.00
Information Technology Analyst	2.00	2.00	1.00
Senior Information Technology Analyst	2.00	2.00	3.00
Web Administrator	1.00	1.00	0.00
Business Analyst	0.00	0.00	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	<u>16.00</u>	<u>16.00</u>	<u>16.00</u>

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**TECHNOLOGY SOLUTIONS  
BUDGET SUMMARY**

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*The adopted budget for the Technology Solutions department reflects a 7.3% increase from the 2023-24 budget. Personnel expenses increased by 4.1% due to a 0.75% retirement increase and a salary increase. Operating expenses increased by 17.9% due to IT professional services, firewall replacement, server license renewal, and increasing costs for software and supplies. Capital outlay remains flat.*

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**EXPENDITURES**


	2022-23 Actual	2023-24 Original Budget	2023-24 Revised Budget	2023-24 Estimated	2024-25 Adopted Budget	% Change from 2023-24
Personnel	\$ 1,889,985	\$ 2,077,882	\$ 2,077,882	\$ 2,009,192	\$ 2,163,433	4.1%
Operating Costs	642,807	669,114	784,449	743,204	788,757	17.9%
Capital Outlay	-	55,000	1,441	41,600	55,000	0.0%
<b>Total</b>	<b>\$ 2,532,792</b>	<b>\$ 2,801,996</b>	<b>\$ 2,863,772</b>	<b>\$ 2,793,996</b>	<b>\$ 3,007,190</b>	<b>7.3%</b>

**REVENUES**

	2022-23 Actual	2023-24 Original Budget	2023-24 Revised Budget	2023-24 Estimated	2024-25 Adopted Budget	% Change from 2023-24
General Revenues	\$ 2,532,792	\$ 2,801,996	\$ 2,863,772	\$ 2,793,996	\$ 3,007,190	7.3%
<b>Total</b>	<b>\$ 2,532,792</b>	<b>\$ 2,801,996</b>	<b>\$ 2,863,772</b>	<b>\$ 2,793,996</b>	<b>\$ 3,007,190</b>	<b>7.3%</b>

# TECHNOLOGY SOLUTIONS

## Performance Measures for Service

 <p>Safe Community</p> <p>Employee Recruitment &amp; Retention</p>	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>➤ Support – Provide exceptional IT response and experience for departments.</li> <li>➤ Infrastructure – Ensure network/servers are operating effectively and efficiently.</li> <li>➤ Security – Implementing Center for Internet Security (CIS) Framework controls which ensure data has confidentiality, integrity, and availability.</li> <li>➤ Application Services – Overseeing IT Governance Model to ensure the effective and efficient use of IT in enabling the town to achieve its goals.</li> <li>➤ 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.</li> </ul>
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Core Business Program	Performance Measure	FY22 Actual	FY23 Actual	FY24 Estimate	FY25 Target
User Support	Percent of work ticket surveys with Exceptional/Good Experience	N/A*	98%	100%	100%

\*This performance measure was new for FY23. No prior year data is available.



# ***TOWN ATTORNEY***

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## **MISSION STATEMENT:**

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

The Town Attorney serves as general counsel to the Town and advises the Mayor and Town Council, Town administration, 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.
- Providing guidance in matters going before Town Council.
- Providing guidance related to special projects.
- Advising Town Boards and Commissions and attending 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 real property acquisition and property interests.
- Advising staff in reviewing development projects, drafting ordinances, enforcing Town codes, and in addressing other matters such as zoning, housing initiatives, construction projects, and annexation.
- Supervising and collaborating with the Assistant Town Attorney and Legal Services Administrator.

***TOWN ATTORNEY***  
***STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS***

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	<b>2022-23 ADOPTED</b>	<b>2023-24 ADOPTED</b>	<b>2024-25 ADOPTED</b>
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>

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**TOWN ATTORNEY  
BUDGET SUMMARY**

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*The adopted budget for the Attorney's Office reflects a 12.3% increase from the 2023-24 budget. Personnel expenses increased due to a 0.75% retirement increase and a salary increase. Operating expenses remained mostly flat.*

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**EXPENDITURES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
Personnel	\$ 573,242	\$ 569,645	\$ 569,645	\$ 587,593	\$ 643,712	13.0%
Operating Costs	29,810	31,347	31,347	20,119	31,491	0.5%
<b>Total</b>	<b>\$ 603,052</b>	<b>\$ 600,992</b>	<b>\$ 600,992</b>	<b>\$ 607,712</b>	<b>\$ 675,203</b>	<b>12.3%</b>

**REVENUES**

	<b>2022-23 Actual</b>	<b>2023-24 Original Budget</b>	<b>2023-24 Revised Budget</b>	<b>2023-24 Estimated</b>	<b>2024-25 Adopted Budget</b>	<b>% Change from 2023-24</b>
General Revenues	\$ 603,052	\$ 600,992	\$ 600,992	\$ 607,712	\$ 675,203	12.3%
<b>Total</b>	<b>\$ 603,052</b>	<b>\$ 600,992</b>	<b>\$ 600,992</b>	<b>\$ 607,712</b>	<b>\$ 675,203</b>	<b>12.3%</b>

**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.*

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**EXPENDITURES**

	2022-23 Actual	2023-24 Original Budget	2023-24 Revised Budget	2023-24 Estimated	2024-25 Adopted Budget	% Change from 2023-24
Retiree Medical Insurance	\$ 1,663,396	\$ 1,697,000	\$ 1,697,000	\$ 1,679,564	\$ 1,675,000	-1.3%
Other Personnel Costs	16,155	405,000	405,000	437,904	-	-100.0%
Liability Insurance	477,449	350,000	350,000	502,550	575,000	64.3%
Transfer to Affordable Housing Operations	688,395	826,850	826,850	826,850	722,003	-12.7%
Supplemental PEG Fees	1,305,170	1,384,664	1,328,401	1,398,450	981,981	-29.1%
Transfer to Other Funds	153,390	175,000	175,000	175,000	175,000	0.0%
Transfer to Downtown Service District Fund	2,234,638	17,000	202,000	202,000	17,000	0.0%
Transfer to Capital Improvement Funds	100,000	100,000	100,000	100,000	100,000	0.0%
Transfer to Debt Fund	1,384,500	2,248,903	2,248,903	2,248,903	2,557,903	13.7%
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	550,000	804,259	804,259	804,259	804,259	0.0%
Agency Contributions	92,936	95,977	112,546	112,546	85,606	-10.8%
Orange County Contribution	1,997,165	1,777,483	2,034,922	1,777,483	2,019,975	13.6%
Total	\$ 11,358,294	\$ 10,577,236	\$ 11,354,981	\$ 11,410,609	\$ 10,408,827	-1.6%

**REVENUES**

	2022-23 Actual	2023-24 Original Budget	2023-24 Revised Budget	2023-24 Estimated	2024-25 Adopted Budget	% Change from 2023-24
General Revenues	\$ 11,358,294	\$ 10,577,236	\$ 11,354,981	\$ 11,410,609	\$ 10,408,827	-1.6%
Total	\$ 11,358,294	\$ 10,577,236	\$ 11,354,981	\$ 11,410,609	\$ 10,408,827	-1.6%