

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

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Mayor/Council	\$ 433,625	\$ 419,041	\$ 419,041	\$ 378,367	\$ 484,664	15.7%
Town Manager/CaPA	1,626,166	1,689,074	1,940,835	1,731,810	1,818,297	7.7%
Human Resources	802,431	1,308,397	1,294,808	1,002,622	1,321,970	1.0%
Business Management	2,609,282	2,735,241	3,007,743	2,840,126	2,766,889	1.2%
Town Attorney	276,393	293,945	295,461	286,478	294,448	0.2%
Non-Departmental	2,627,825	4,854,806	6,063,678	5,368,547	3,245,428	-33.2%
Total	\$ 8,375,722	\$ 11,300,504	\$ 13,021,566	\$ 11,607,950	\$ 9,931,696	-12.1%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 8,375,722	\$ 11,300,504	\$ 13,021,566	\$ 11,607,950	\$ 9,931,696	-12.1%
Total	\$ 8,375,722	\$ 11,300,504	\$ 13,021,566	\$ 11,607,950	\$ 9,931,696	-12.1%

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.

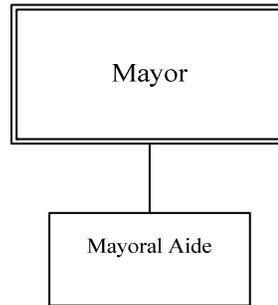
The Mayor and eight Council Members constitute the governing body of the Town. In accordance with the Town's Charter, the voters elect a Mayor every two years. Council Members are elected to four-year, staggered terms on an at-large basis. The Mayor chairs Town Council meetings and represents the Town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

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 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 an overall decrease from the prior year in keeping with the strategy for addressing next year's budget in the current economic climate. The changes in personnel costs include a 10.1% increase in medical insurance rates and an increase to the retirement contribution. These changes result in a net overall decrease of 2.2% from the previous fiscal year. The decrease in operating is due to reductions to various operating line items, such as supplies.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 107,108	\$ 97,642	\$ 97,642	\$ 98,717	\$ 98,285	0.7%
Operating Costs	21,629	20,290	20,290	19,214	16,994	-16.2%
Total	\$ 128,737	\$ 117,932	\$ 117,932	\$ 117,931	\$ 115,279	-2.2%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 128,737	\$ 117,932	\$ 117,932	\$ 117,931	\$ 115,279	-2.2%
Total	\$ 128,737	\$ 117,932	\$ 117,932	\$ 117,931	\$ 115,279	-2.2%

COUNCIL

BUDGET SUMMARY

The adopted budget for the Town Council reflects an increase of 22.7% from the 2010-11 budget, primarily for election-related items. The operating increase is directly related to adding election expenses to the FY12 budget, including \$55,500 for voter owned elections and \$25,000 for direct election costs. The increase in personnel costs can be attributed to the 10.1% increase in medical insurance rates and the election-related contingency for new council members' insurance.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 152,927	\$ 168,768	\$ 166,754	\$ 164,200	\$ 174,219	3.2%
Operating Costs	151,961	132,341	134,355	96,236	195,166	47.5%
Total	\$ 304,888	\$ 301,109	\$ 301,109	\$ 260,436	\$ 369,385	22.7%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 304,888	\$ 301,109	\$ 301,109	\$ 260,436	\$ 369,385	22.7%
Total	\$ 304,888	\$ 301,109	\$ 301,109	\$ 260,436	\$ 369,385	22.7%

TOWN MANAGER

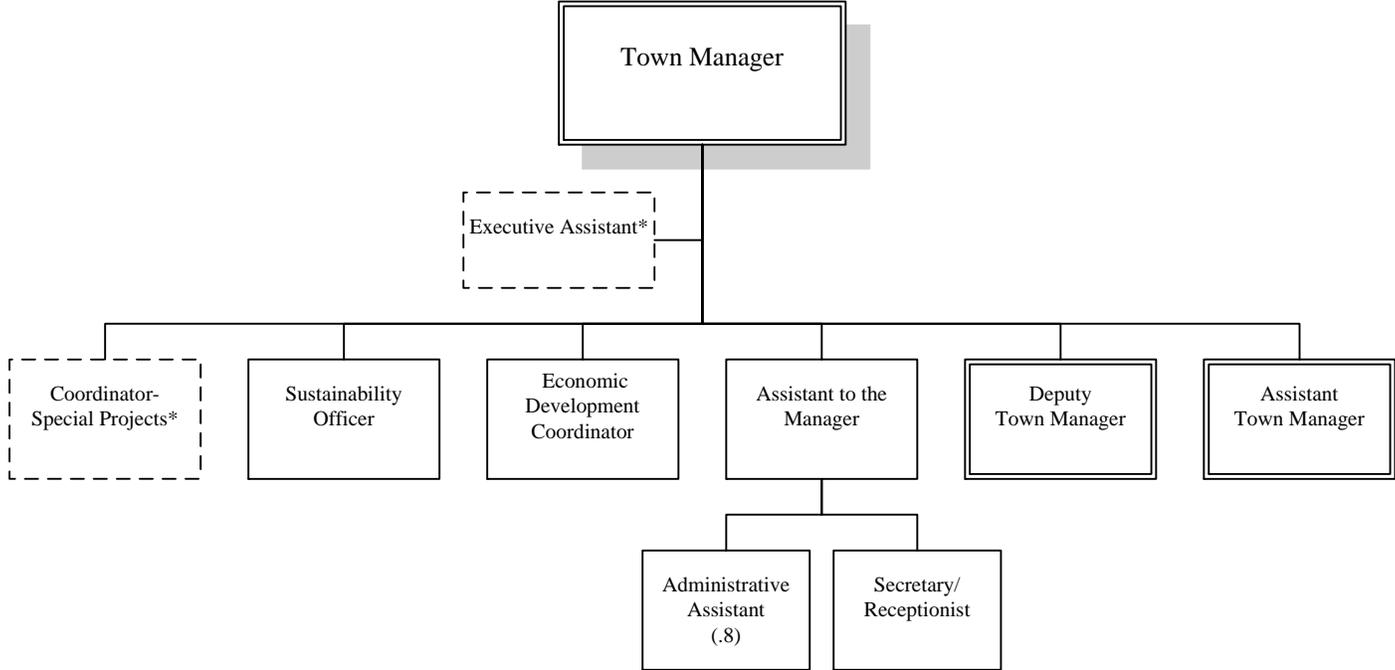
MISSION STATEMENT:

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 is responsible for the overall management of Town services under the direction of the Mayor and Council, and for various support services to the Mayor and Council. In accordance with policy direction by the Council, the Manager's Office directs, coordinates, and evaluates the performance of Town services, and provides staff support to the Council. Duties of the Town Manager's Office include:

- Attendance at all meetings of the Town Council and recommendations for adoption of such measures as shall be deemed expedient.
- Preparation of reports to Council from time to time on the affairs of the Town, and ensuring that the Council is fully advised of the Town's financial condition and its future financial needs.
- Budget and capital improvements program recommendations in accordance with the schedule adopted by the Town Council.
- Comprehensive and clear staff reports on all items placed on the Council's agenda.
- Supervision of all work of department heads, officers and employees of the Town, as administrative head of the Town.

TOWN MANAGER



* Unfunded Position

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

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 ADOPTED
Town Manager	1.00	1.00	1.00
Deputy Town Manager	1.00	1.00	1.00
Assistant Town Manager	1.00	1.00	1.00
Economic Development Coordinator	1.00	1.00	1.00
Executive Assistant*	1.00	1.00	1.00
Sustainability Officer	1.00	1.00	1.00
Coordinator - Special Projects*	1.00	1.00	1.00
Assistant to the Manager	1.00	1.00	1.00
Administrative Assistant	0.00	0.00	0.80
Secretary/Receptionist	0.00	0.00	1.00
Town Manager's Office Totals	<u>8.00</u>	<u>8.00</u>	<u>9.80</u>

*Unfunded position

TOWN MANAGER

BUDGET SUMMARY

The Town Manager's adopted budget for FY12 reflects a 19.7% increase over FY11, primarily the result of the transfer of two administrative positions from Communications & Public Affairs. Other personnel changes include a 10.1% increase to medical insurance, increase to the retirement contribution, reserve for pay adjustments and budget for the previously frozen Assistant to the Manager position (\$21,776). The operating increase of 47.3% is due to a continuation of the Economic Development adjustment that was made mid-FY11 and an increase in the budget for professional services.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 790,987	\$ 796,809	\$ 790,166	\$ 801,157	\$ 910,089	14.2%
Operating Costs	145,718	158,625	329,711	254,952	233,703	47.3%
Total	\$ 936,705	\$ 955,434	\$ 1,119,877	\$ 1,056,109	\$ 1,143,792	19.7%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 936,705	\$ 955,434	\$ 1,119,877	\$ 1,056,109	\$ 1,143,792	19.7%
Total	\$ 936,705	\$ 955,434	\$ 1,119,877	\$ 1,056,109	\$ 1,143,792	19.7%

COMMUNICATIONS & PUBLIC AFFAIRS

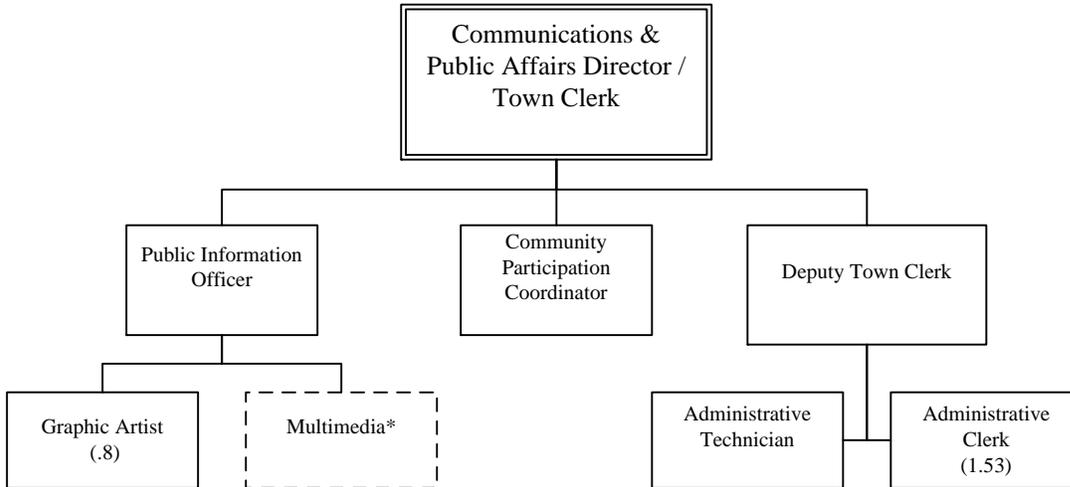
MISSION STATEMENT:

To encourage citizen participation in Town government, and to support the Town's strategic directions through news media relations, internal and external communications, vital records maintenance and provision, citizen education and service programs, and marketing activities.

Summary of services provided in support of department's mission:

- Manages the Town's communications and media relations activities.
- Develops information and public awareness campaigns.
- Maintains and makes easily accessible all official records of the local legislative process.
- Coordinates Council appointments to all Town boards and commissions.
- Coordinates citizens' requests for service.
- Oversees content on the Town's website and social media.
- Produces internal and external publications.
- Manages the government access cable television channel.
- Coordinates protest petitions.
- Administers oaths of office.
- Maintains calendars of official Town activities and meetings.

COMMUNICATIONS & PUBLIC AFFAIRS



*Unfunded position.

COMMUNICATIONS & PUBLIC AFFAIRS OFFICE
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 ADOPTED
Communications & Public Affairs Director / Town Clerk	1.00	1.00	1.00
Town Clerk-Deputy	1.00	1.00	1.00
Administrative Technician	1.00	1.00	1.00
Administrative Clerk	1.53	1.53	1.53
Public Information Officer	1.00	1.00	1.00
Administrative Assistant	0.80	0.80	0.00
Secretary/Receptionist	1.00	1.00	0.00
Web System Administrator*	1.00	0.00	0.00
Graphic Artist	0.80	0.80	0.80
Media Specialist*	0.00	1.00	1.00
CAPA Office Totals	9.13	9.13	7.33

*Unfunded position.

COMMUNICATIONS & PUBLIC AFFAIRS/ TOWN CLERK BUDGET SUMMARY

The adopted budget for 2011-12 reflects an 8.1% decrease from prior year, primarily the result of the transfer of two administrative positions to the Town Manager's department. Other personnel changes include the 10.1% increase to medical insurance and 7% increase to the retirement contribution. The 6.7% increase to the operating budget can be attributed to an increase in equipment rentals due to increased costs for copier rental.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 518,993	\$ 524,909	\$ 430,661	\$ 420,020	\$ 451,817	-13.9%
Operating Costs	170,468	208,731	390,297	255,681	222,688	6.7%
Total	\$ 689,461	\$ 733,640	\$ 820,958	\$ 675,701	\$ 674,505	-8.1%

REVENUES

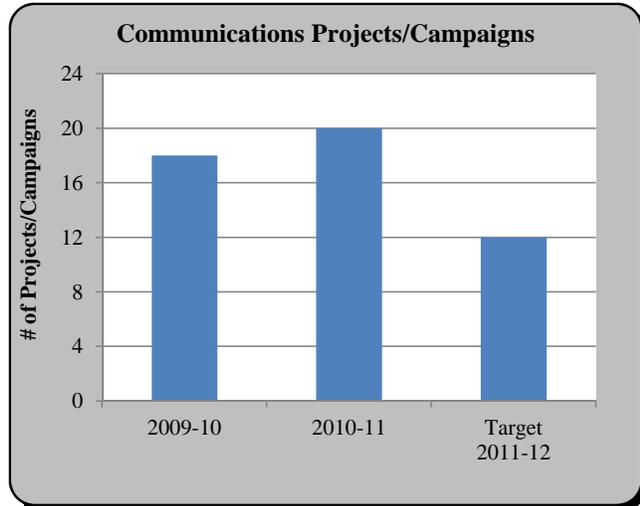
	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 689,461	\$ 733,640	\$ 820,958	\$ 675,701	\$ 674,505	-8.1%
Total	\$ 689,461	\$ 733,640	\$ 820,958	\$ 675,701	\$ 674,505	-8.1%

COMMUNICATIONS & PUBLIC AFFAIRS/TOWN CLERK TRENDS

COUNCIL SERVICE GOAL: Provide accurate and timely current and historical public information.

Objective: Produce at least 12 Communication Projects/Campaigns annually to enhance public knowledge and involvement with the Council's goals and initiatives.

Departmental Goal: Provide public awareness campaigns and maintain official records to promote local government accountability/transparency, participation and collaboration.



OBJECTIVES	PROGRESS/STATUS			
Public Information: Enhance the Town's image and build support for municipal programs; enable residents to take full advantage of Town services; enhance citizens' understanding of issues facing the Town.	Increased number of news releases, brochures, and numerous special projects to provide information to the public.			
PUBLIC INFORMATION GOAL	Actual 09-10	Actual 10-11	Target for 11-12	Change from Prior Year
Number of news releases	440	487	450	11%
Number of advertisements	67	61	70	-9%
Number of publications/brochures/directories	61	70	65	15%
Number of communications projects/campaigns	18	20	12	11%

OBJECTIVES	PROGRESS/STATUS			
Public Participation: Help policy makers and constituents cooperatively formulate and achieve common goals; reinforce a sense of openness, which encourages participation in local government	Held training for boards and commissions staff liaisons; developing process for response to petitions; developed process to make Council emails available to public; soliciting more Facebook fans and Twitter followers			
PUBLIC PARTICIPATION GOAL	Actual 09-10	Actual 10-11	Target for 11-12	Change from Prior Year
Number of applicants to boards/commissions	109	93	110	-13%
eNews subscribers	3,084	3,074	3,381	-0.32%
Facebook fans	2,175	2,954	3,249	36%
Twitter followers	788	1,555	1,711	97%

HUMAN RESOURCE DEVELOPMENT DEPARTMENT

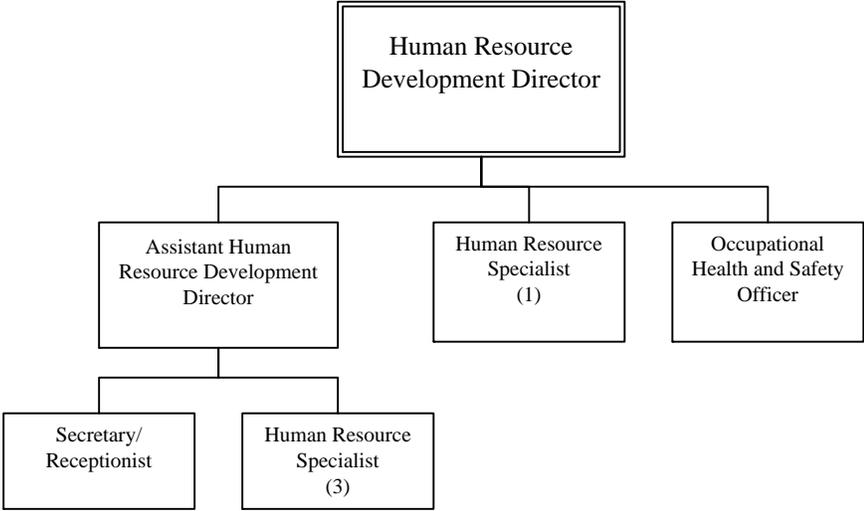
MISSION STATEMENT:

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, promoting a safe working environment, ensuring financially sustainable compensation and benefits programs, while recognizing and valuing diverse backgrounds and improving operational effectiveness.

Summary of strategies and services provided in support of department's mission:

- Attract, retain and engage employees who support the Town's mission and contribute to its success.
- Facilitate the professional growth and development of employees.
- Manage information and provide services/consultation to support the employee-employer relationship.
- Collaborate to solve problems, break down barriers and experiment with new ideas and approaches.
- Ensure that policies, programs and actions promote the dignity and worth of people as well as meet the highest ethical and legal standards.

HUMAN RESOURCE DEVELOPMENT



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

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 ADOPTED
Human Resource Development Director	1.00	1.00	1.00
Assistant Director-Human Resource Development	1.00	1.00	1.00
Occupational Health and Safety Officer	1.00	1.00	1.00
Human Resource Specialist	4.00	4.00	4.00
Secretary/ Receptionist	1.00	1.00	1.00
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Human Resource Development Totals	8.00	8.00	8.00

HUMAN RESOURCE DEVELOPMENT BUDGET SUMMARY

The adopted budget for Human Resource Development for FY12 shows little change from FY11. The net result of the personnel changes (that include a 10.1% increase to medical insurance, an increase to the retirement contribution, and reserve for pay adjustments) is a 1.8% increase or \$11,302. The 0.3% increase to the operating budget can be attributed to a net of a decrease of \$64,000 for costs associated with the UNC Health System initiative, an increase of \$75,000 for an Ombudsman, and miscellaneous operating cuts.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 610,801	\$ 639,995	\$ 586,171	\$ 586,171	\$ 651,297	1.8%
Operating Costs	191,630	668,402	708,637	416,451	670,673	0.3%
Total	\$ 802,431	\$ 1,308,397	\$ 1,294,808	\$ 1,002,622	\$ 1,321,970	1.0%

REVENUES

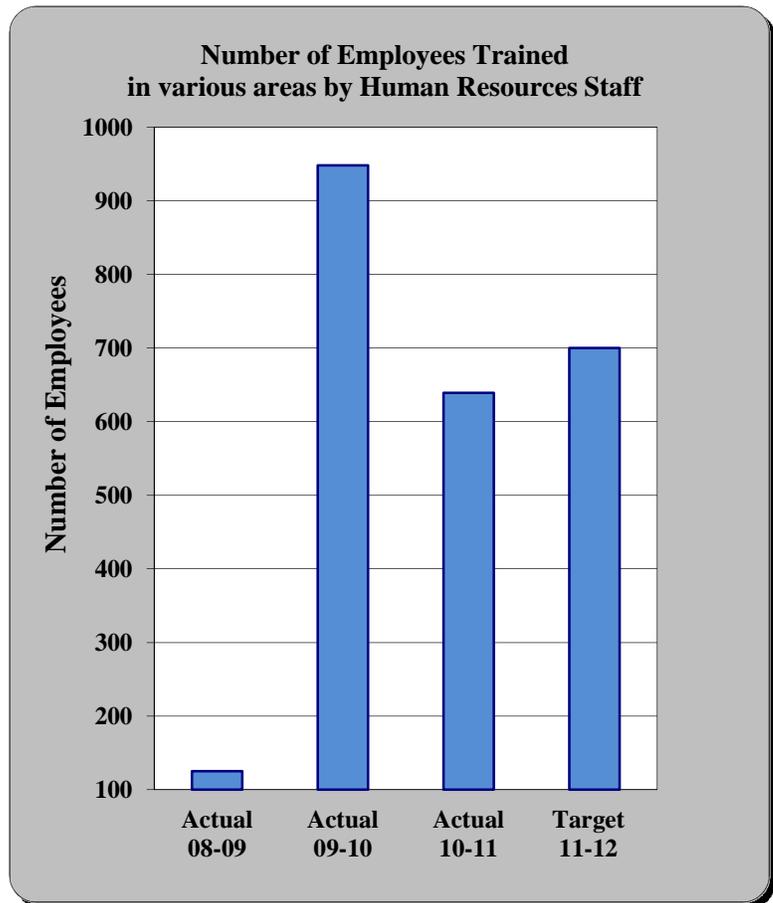
	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 802,431	\$ 1,308,397	\$ 1,294,808	\$ 1,002,622	\$ 1,321,970	1.0%
Total	\$ 802,431	\$ 1,308,397	\$ 1,294,808	\$ 1,002,622	\$ 1,321,970	1.0%

HUMAN RESOURCES TRENDS

COUNCIL SERVICE GOALS: Retain employees and continue to invest in the maintenance of employee skills, knowledge and abilities as a key community resource.

GOAL: Increase the number of employees who receive health and safety training.

The Human Resource Development Department offered a variety of training and developmental opportunities in 2010 -2011. Our focus is to create a strategic framework for learning that aligns itself with the mission, values and goals of the Town. This year HRD offered over 33 training opportunities and reached 992 participants. There were 13 health and safety related training opportunities offered and 105 participants. This and other program efforts are aimed at reducing the total number of injuries, the lost days due to work-related injuries and ultimately the reduction of costs. Although we have offered less training opportunities this year, the number of lost days for Worker's Compensation claims continue in a downward trend.



Additional Details	Actual 08-09	Actual 09-10	Actual 10-11	Target 11-12
# of Lost Days due to Workers'	554	210	64	50
# of New Workers' Compensation	14	9	4	4
Average Amount Paid Per Injury	\$4,820	\$1,784	\$1,659	\$1,500
Total Claim Costs	\$453,039	\$153,464	\$92,913	\$85,000

BUSINESS MANAGEMENT DEPARTMENT

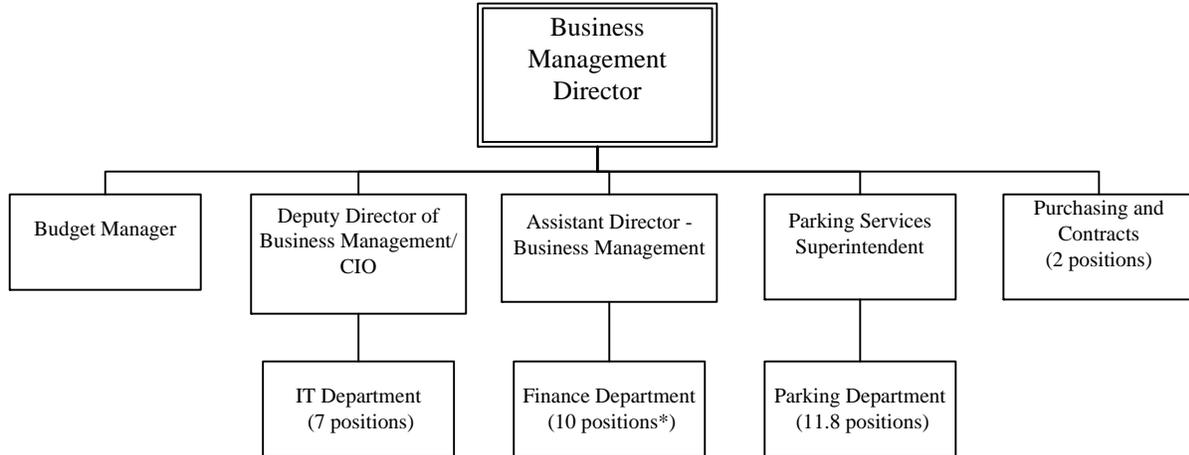
MISSION STATEMENT:

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 technology oversight and support to help the Town make the best possible use of available technology.

Summary of services provided in support of department's mission:

- Support the budget and performance measurement process, including preparation of an accurate and informative budget document and estimation of Town revenues.
- Monitor the Town's financial position and provide for appropriate investments and borrowings.
- Oversee centralized purchasing and contract management; maintain insurance policies and processing of insurance claims for property damage.
- Provide payroll and accounts payable services.
- Provide centralized billing and revenue collection services for all Departments and collection of taxes for Town and County citizens.
- Maintain accurate and informative financial records that support the Town's operations and enable the Town to receive unqualified opinions by independent auditors and to obtain renewal of the Certificate of Achievement for Excellence in Financial Reporting and the Distinguished Budget Award from the Government Finance Officers' Association.
- Review internal systems, policies and processes for fiscal efficiencies.
- Provide technological equipment, software and support for staff, citizens, and other interested parties to use the Town information efficiently within a secure environment.
- Oversee procurement, operation and maintenance of computer systems, network and telephone services and related equipment.
- Develop and maintain internet-related information services.
- Oversee management of the Town's on- and off-street parking services.

BUSINESS MANAGEMENT DEPARTMENT OVERVIEW



Parking Services is supervised by the Business Management Director, and is shown in the Parking section.

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

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 ADOPTED
<u>Finance</u>			
Director - Business Management	1.00	1.00	1.00
Assistant Director - Business Management	1.00	1.00	1.00
Accounting Manager	1.00	1.00	1.00
Financial Systems Administrator	1.00	1.00	1.00
Budget Manager	1.00	1.00	1.00
Accountant*	2.00	3.00	3.00
Purchasing & Contracts Manager	1.00	1.00	1.00
Payroll Coordinator	1.00	1.00	1.00
Accounting Technician II	2.00	2.00	2.00
Revenue Collector	1.00	1.00	1.00
Accounting Clerk	1.00	1.00	1.00
Purchasing Technician	1.00	1.00	1.00
Division Totals	<u>14.00</u>	<u>15.00</u>	<u>15.00</u>
<u>Information Technology</u>			
Deputy Director - Bus. Mgmt./Chief Information Officer	1.00	1.00	1.00
Network and Telecommunications Analyst	1.00	1.00	1.00
Geographic Information Systems Analyst	1.00	1.00	1.00
Information Technology Analyst	5.00	5.00	5.00
Division Totals	<u>8.00</u>	<u>8.00</u>	<u>8.00</u>
Business Management Totals	<u><u>22.00</u></u>	<u><u>23.00</u></u>	<u><u>23.00</u></u>

* The Housing Budget Officer position was changed to "Accountant" and moved to Finance mid-year FY10.

The Business Management Director also supervises Parking Services, shown in the Parking section.

BUSINESS MANAGEMENT

BUDGET SUMMARY

Business Management is comprised of the Finance and Information Technology divisions. See the following division summaries for details.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 1,758,474	\$ 1,885,837	\$ 1,909,167	\$ 1,867,977	\$ 1,898,362	0.7%
Operating Costs	723,203	769,404	940,536	809,149	755,908	-1.8%
Capital Outlay	127,605	80,000	158,040	163,000	112,619	40.8%
Total	\$ 2,609,282	\$ 2,735,241	\$ 3,007,743	\$ 2,840,126	\$ 2,766,889	1.2%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 2,609,282	\$ 2,735,241	\$ 3,007,743	\$ 2,840,126	\$ 2,766,889	1.2%
Total	\$ 2,609,282	\$ 2,735,241	\$ 3,007,743	\$ 2,840,126	\$ 2,766,889	1.2%

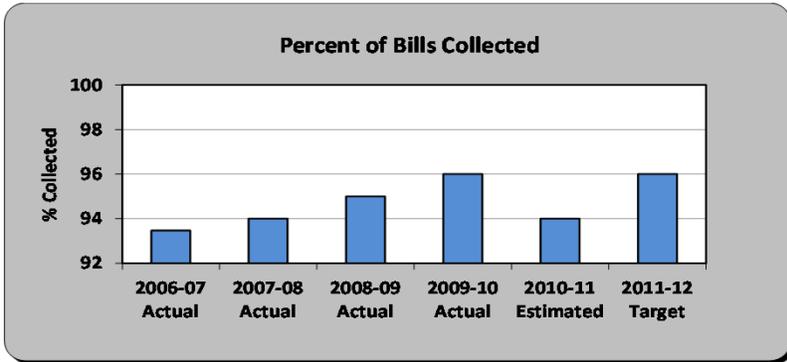
BUSINESS MANAGEMENT TRENDS

COUNCIL SERVICE GOALS: Provide for responsible management of the Town's financial assets. Provide reliable financial information in a timely manner.

GOAL: Provide efficient financial administration.

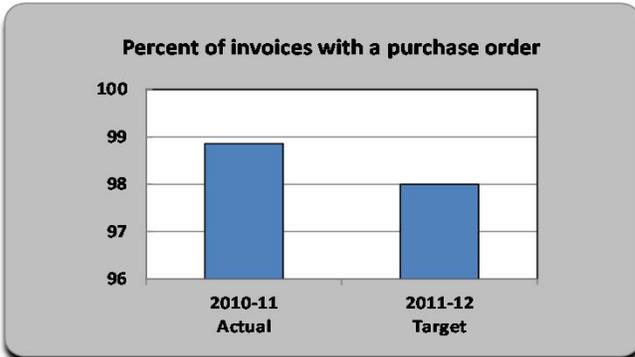
OBJECTIVE: To maximize collection of revenues.

The percent of bills collected decreased approximately 2% from 2009-10 to 2010-11. The Town's target is to improve collections in FY 2011-12 by increasing collection efforts.



GOAL: To safeguard the Town's assets through appropriate accounting controls.

OBJECTIVE: To secure purchase orders for 98% of invoices over \$1,000.



This new measure was established in FY11 with an initial target of 98%. The target was achieved in FY11, and we will reassess the target as we gather more years' data.

OBJECTIVES	PROGRESS/STATUS
Maintain accounting records in a manner that supports the operation of the Town and enables the Town to obtain an unqualified audit opinion on its annual financial statements. Renew the Certificate of Achievement for Excellence in Financial Reporting from the National Government Finance Officers Association.	Received Award for Excellence in Financial Reporting for the FY10 Comprehensive Annual Financial Report. Audit services secured for fiscal year ending June 30, 2011 and initial visits from auditors conducted.
Provide financial, budgetary, and accounting assistance on the coordination and implementation of bond projects and other debt financing requirements.	Monthly bond payments made on time, and \$20.4 million in bonds were issued in FY11 through a combination of Build America bonds and General Obligation bonds. Secured installment financing for \$1.6 million in replacement vehicles.
Include information in annual budgets necessary to continue to receive the Distinguished Budget Presentation Award from Governmental Finance Officers Association.	Budget work sessions were held in May - June, and the Council adopted the FY12 budget on June 13th. Work has begun on the budget document for submission to GFOA.

FINANCE
BUDGET SUMMARY

The adopted budget for FY12 reflects the increase of 10.1% for medical insurance, an increase in retirement costs and reserve for pay adjustments. These personnel increases are offset by an elimination in temporary salaries (\$11,000), resulting in no net change in personnel costs. The operating decrease of 6.6% is the net result of a slight increase for tax collection fees and various cuts to printing, professional services, and travel/training.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 1,060,535	\$ 1,152,138	\$ 1,124,468	\$ 1,134,394	\$ 1,152,399	0.0%
Operating Costs	305,875	417,379	467,276	351,074	389,632	-6.6%
Total	\$ 1,366,410	\$ 1,569,517	\$ 1,591,744	\$ 1,485,468	\$ 1,542,031	-1.8%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 1,366,410	\$ 1,569,517	\$ 1,591,744	\$ 1,485,468	\$ 1,542,031	-1.8%
Total	\$ 1,366,410	\$ 1,569,517	\$ 1,591,744	\$ 1,485,468	\$ 1,542,031	-1.8%

INFORMATION TECHNOLOGY

BUDGET SUMMARY

The adopted budget for the Information Technology division reflects an overall 5.1% increase from FY11. The 1.7% increase in personnel costs is a reflection of the 10.1% increase in medical insurance rates, the increase to the retirement contribution and reserve for pay adjustments. The 4.0% increase to the operating budget is related to an increase in software license costs. The 40.8% increase to Capital Outlay or \$32,619, is for costs associated with the municipal fiber project.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 697,939	\$ 733,699	\$ 784,699	\$ 733,583	\$ 745,963	1.7%
Operating Costs	417,328	352,025	473,260	458,075	366,276	4.0%
Capital Outlay	127,605	80,000	158,040	163,000	112,619	40.8%
Total	\$ 1,242,872	\$ 1,165,724	\$ 1,415,999	\$ 1,354,658	\$ 1,224,858	5.1%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 1,242,872	\$ 1,165,724	\$ 1,415,999	\$ 1,354,658	\$ 1,224,858	5.1%
Total	\$ 1,242,872	\$ 1,165,724	\$ 1,415,999	\$ 1,354,658	\$ 1,224,858	5.1%

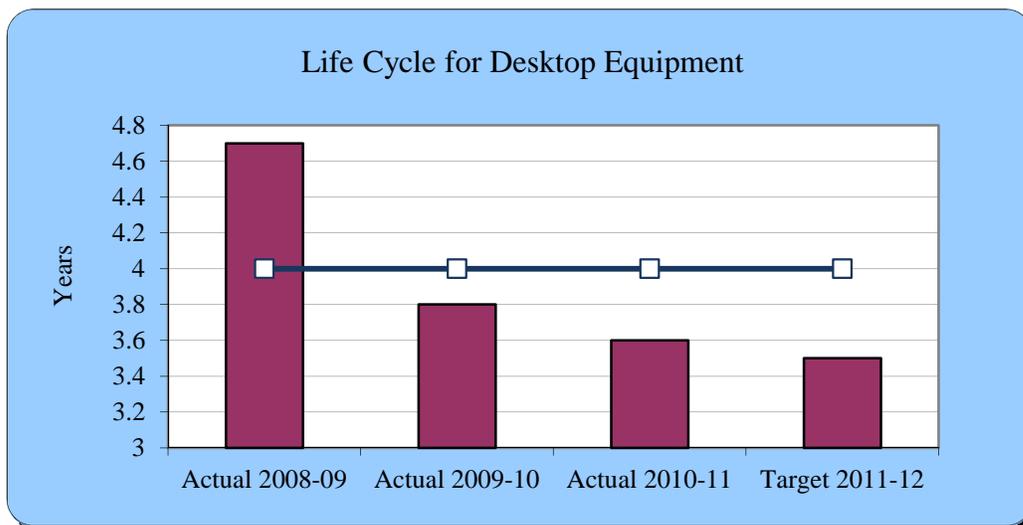
INFORMATION TECHNOLOGY TRENDS

COUNCIL SERVICE GOALS: Invest in technology as a means to provide fast, secure and reliable information for Council, staff and citizens.

GOAL : *Provide a high standard of operational capability with information systems.*

OBJECTIVE : *Maintain a 4-year life cycle for desktop computer equipment.*

The desktop computer lifecycle goal of four years has been achieved. Lower procurement costs allowed replacement of equipment ahead of schedule such that desktop computer equipment is within the four year goal. Projections for FY12 are to sustain the life cycle below four years. In the future as all the equipment ages, the goal is to maintain as close to 4 year average age as possible, permitting the purchase of fewer systems in FY13 to maintain that average age.



GOAL (NEW) : *Provide improved customer service to all Town users of computer equipment.*

OBJECTIVE (NEW) : *Answer 95% of all Help Desk calls within one hour of call receipt and resolve 85% of all computer issues within one business day.*

Town internal information systems are designed for round-the-clock access. Down time impacts staff productivity, quality and promptness of service to our customers, the citizens of the Town of Chapel Hill. By establishing these customer service standards, we are committing to minimizing the loss of productivity and maximizing the uptime of the Town's computer systems.

TOWN ATTORNEY

MISSION STATEMENT:

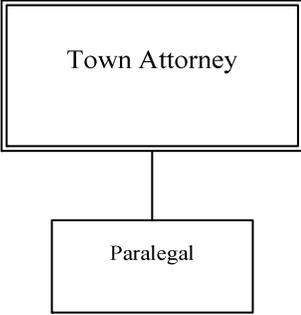
The primary mission of the Office of the Town Attorney is to protect the legal interests of the Town of Chapel Hill.

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

- Preparation for and attendance at Council meetings.
- Research questions raised by Council or individual Council members.
- Conferring with Mayor and members of the Council individually.
- General legal services to Town administration and departments of Town government.
- Participation in administrative agenda planning sessions and special projects.
- Advice to Town Boards and Commissions and individual board members.
- Attendance at Board and Commissions meetings as needed.
- Presentation of orientation program for newly appointed members of Town advisory boards.
- Defense of Town interests in lawsuits and threatened litigation.
- Coordination of work with private law firms representing the Town in litigation, bond financing and other matters where outside counsel is needed.
- Legal services in the acquisition and transfer of land and interests in land.
- Advice to staff in reviewing development projects, drafting ordinances, code enforcement and other matters such as zoning, Town housing initiatives and annexation documents.
- Advice to staff on issues related to construction projects.

TOWN ATTORNEY
STAFFING COMPARISONS - IN FULL-TIME

	2009-10 ADOPTED	2010-11 ADOPTED	2011-12 ADOPTED
Town Attorney	1.00	1.00	1.00
Paralegal	1.00	1.00	1.00
Attorney Department Totals	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>



TOWN ATTORNEY

BUDGET SUMMARY

The adopted budget for the Town Attorney's office for 2011-12 shows little change over the prior year in keeping with the target directive of zero increase. Anticipated increases in medical insurance, retirement contributions and reserve for pay adjustments are offset by operating budget reductions for a net change of -0.2%.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Personnel	\$ 259,408	\$ 268,706	\$ 268,706	\$ 266,946	\$ 272,473	1.4%
Operating Costs	16,985	25,239	26,755	19,532	21,975	-12.9%
Total	\$ 276,393	\$ 293,945	\$ 295,461	\$ 286,478	\$ 294,448	0.2%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 276,393	\$ 293,945	\$ 295,461	\$ 286,478	\$ 294,448	0.2%
Total	\$ 276,393	\$ 293,945	\$ 295,461	\$ 286,478	\$ 294,448	0.2%

NON-DEPARTMENTAL DIVISION BUDGET SUMMARY

The Non-Departmental Division is used to account for activities in the General Fund that are not related to other departmental functions. These activities include contributions to other agencies, transfers to other funds and liability insurance. The adopted budget includes decreases from the prior year for the transfer to the Capital Improvements Fund (\$740,500), elimination of one-time funding for development review (\$217,000), suspension of OPEB contribution (\$400,000), and for reduced matching requirements for the SAFER grant for firefighters (\$237,767). The 13.4% increase in retiree medical insurance is due to the 10.1% increase in medical insurance as well as additions to the number of new retirees.

EXPENDITURES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
Retiree Medical Insurance	\$ -	\$ 815,176	\$ 878,711	\$ 835,076	\$ 924,215	13.4%
Other Personnel Costs	19,981	30,000	40,000	18,660	20,000	-33.3%
Liability Insurance	356,008	450,000	450,000	410,000	410,000	-8.9%
OPEB Liability Contributions	-	400,000	1,200,000	1,200,000	-	-100.0%
Operations	143,782	167,549	246,776	150,549	99,249	-40.8%
Supplemental PEG Fees	232,707	227,508	237,508	183,436	227,508	0.0%
Transfer to Other Funds	213,931	222,000	259,000	223,500	5,800	-97.4%
Transfer to Capital Improvement Funds	474,000	1,172,800	1,172,800	934,555	432,300	-63.1%
Grant Matching Funds	350,396	554,423	741,112	575,000	316,656	-42.9%
Agency Contributions	837,020	815,350	837,771	837,771	809,700	-0.7%
Total	\$ 2,627,825	\$ 4,854,806	\$ 6,063,678	\$ 5,368,547	\$ 3,245,428	-33.2%

REVENUES

	2009-10 Actual	2010-11 Original Budget	2010-11 Revised Budget	2010-11 Estimated	2011-12 Adopted Budget	% Change from 2010-11
General Revenues	\$ 2,627,825	\$ 4,854,806	\$ 6,063,678	\$ 5,368,547	\$ 3,245,428	-33.2%
Total	\$ 2,627,825	\$ 4,854,806	\$ 6,063,678	\$ 5,368,547	\$ 3,245,428	-33.2%

