

DRAFT MINUTES

**TOWN OF APEX
TOWN COUNCIL WORK SESSION
TUESDAY, OCTOBER 15, 2024
3:30 P.M.**

The Apex Town Council met for a work session on Tuesday, October 15, 2024 at 3:30 p.m. at the Apex Town Hall located at 73 Hunter Street in Apex North Carolina.

This meeting was open to the public. Members of the public were able to attend this meeting in-person or watch online via the livestream on the Town's YouTube Channel:

<https://www.youtube.com/watch?v=EvXb77jlgHU>

[ATTENDANCE]

Elected Body

Mayor Jacques K. Gilbert (presiding)

Mayor Pro-Tempore Ed Gray

Councilmember Brett Gantt

Councilmember Arno Zegerman

Councilmember Audra Killingsworth

Councilmember Terry Mahaffey

Absent: None

Town Staff

Town Manager Randy Vosburg

Deputy Town Manager Shawn Purvis

Assistant Town Manager Demetria John

Assistant Town Manager Marty Stone

Town Attorney Laurie Hohe

Town Clerk Allen Coleman

All other staff members will be identified appropriately below.

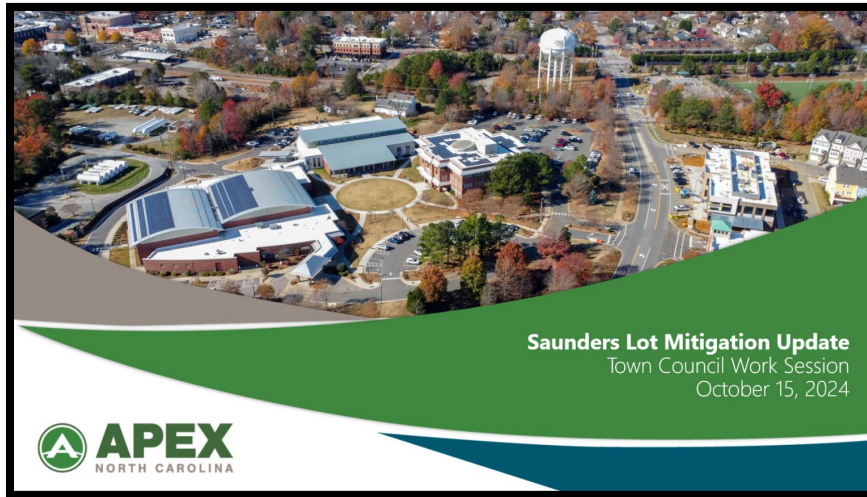
[COMMENCMENT]

Mayor Gilbert called the meeting to order at 3:37 p.m., welcomed everyone, and led everyone in the pledge of allegiance.

[SAUNDERS LOT MITIGATION UPDATE]

Shannon Cox, Long-Range Planning Manager, Planning Department gave the following presentation on the Saunders Lot Mitigation Update:

1 [SLIDE 1]



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3 [SLIDE 2]

Parking Special Team

- Shannon Cox, Planning
- Russell Dalton, Transportation Infrastructure and Development
- Stacie Galloway, Communications
- Colleen Merays, Economic Development
- Craig Nygard, Information Technology
- Captain Justin Rosser, Police

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5 [SLIDE 3]

Mitigation Measures

Approved:	Investigate:
• Delay & Phase Construction	• Employee Shuttle
• Parking Duration Revisions	
• Parking Enforcement	
• Communications & Marketing	
• Safety and Security Strategies	
• Town Employee Parking	
• Minimize Special Use Impacts	
• Smart Parking Pilot	

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1 **[SLIDE 4]**

Overall Budget Summary	
Strategy	Estimated Cost
Parking Duration Signage	\$10,000
Parking Enforcement	\$313,636
Communications & Marketing	\$26,885
Safety & Security Strategies	\$54,500
Town Employee Parking	\$10,000
Smart Parking Pilot	\$132,000
Minimize Impacts of Special Uses	\$0
Employee Shuttle Pilot	\$87,559
SUBTOTAL	\$634,612
Contingency (10%)	\$63,461
Approved Budget	(\$143,000)
GRAND TOTAL	\$555,073

Some adjustments possible.

Anticipated Budget Amendment Request on the October 22, 2024 Consent Agenda

2
3 **Town Manager Vosburg** said that there could be a difference in the staffing numbers,
4 and these numbers could decrease depending on how much they are able to leverage
5 technology.

6 **Councilmember Gantt** asked what the time frame was for the ramp up and if issues
7 could be worked with later.

8 **Town Manager Vosburg** asked if Councilmember Gantt was referring to staffing.

9 **Councilmember Gantt** said referring to the entire plan.

10 **Ms. Cox** said that this should be moving forward now. She said that it could be talked
11 through how long it would take. She said that this is just an update and it should start in
12 January which includes a phasing plan and will keep stakeholders informed. She said the idea
13 is to bring the contract to Council to be awarded when the bids have all closed.

14 **[SLIDE 5]**

Delay and Phase Construction
<ul style="list-style-type: none">• Start of construction delayed to anticipated January 2025 start• Phasing plan included in bid documents• Required weekly status reports included in bid documents• Bids opened, preparing for Council award• Currently still anticipating a January start

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1 **[SLIDE 6]**

Parking Duration Revisions

- Ordinance approved with new parking time limits, effective January 2, 2025
- Signage plan underway
 - Estimated cost: \$10,000

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3 **[SLIDE 7]**

Parking Enforcement

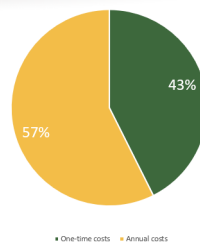
- Parking enforcement to be handled by Police Department
- Completed meetings with multiple technology vendors
- Coordinated with City of Raleigh on best practices
 - Recommended using internal staff over consultants
- Proposal: Hire two Parking and Traffic Control Technicians
 - Traffic Safety Unit
 - Civilian positions
 - Responsible for parking enforcement
 - Assist with traffic direction during accidents and light malfunctions

4
5 **[SLIDE 8]**

Parking Enforcement – Budget

Item	Cost	Quantity	Total
Parking and Traffic Control Technician*	\$90,000	2	\$180,000
Marked vehicle	\$49,668	2	\$99,336
Laptop and dock with monitor	\$3,500	2	\$7,000
Supplies	\$13,650	2	\$27,300
TOTAL			\$313,636

*Salary and overhead cost is an initial estimate. This position needs classification.



1 **Councilmember Zegerman** asked about focusing just on enforcement. He said this
2 could be a budget request from the police department, not something specific to this project.
3 He said this may be putting more in here than just parking enforcement. He said that he
4 would like to see enforcement separated out, and if the Police Department wanted a budget
5 request, then this could be looked at separately.

6 **Ms. Cox** clarified that he wanted to look at the parking enforcement separate from the
7 other proposed responsibilities.

8 **Town Manager Vosburg** said that there should be a permanent solution for how to
9 hire in the future for projects like this.

10 **Ms. Cox** said that there should be more discussion and they break down the numbers
11 based on what they were requesting.

12 **Justin Rosser, Police Captain**, said that staffing would be difficult to break this out
13 because there is not the staffing to dedicate to downtown parking. He said that this is the
14 difficulty of the Saunders Lot project because it affects the whole downtown area, but that
15 they will definitely look at this.

16 **Councilmember Zegerman** said that if there will be civilian labor there could be
17 contract labor for the construction period. He said that this is more of a permanent addition,
18 and this should go through a normal budget cycle and not be considered part of the project.

19 **Captain Rosser** said that they could work on that.

20 **Mayor Pro Tempore Gray** said the traffic enforcement was going to be civilian
21 position and asked if there was a reason these were not sworn officers. He asked if there
22 would be any problems.

23 **Captain Rosser** said that it wouldn't be an issue in terms of parking enforcement. He
24 said the idea was to solve multiple problems at once with these positions, but civilians would
25 be better for strictly parking enforcement.

26 **Mayor Pro Tempore Gray** said that knowing where to put this budget was the issue
27 for Police, and it should be considered in the larger picture.

28 **Councilmember Mahaffey** asked if there was any opportunity for parking
29 enforcement just for this spot without this budget item, or is it too much of a staffing issue.

30 **Captain Rosser** said that it was possible, but to have someone to be dedicated to this
31 would not be currently feasible. He said that with the current status of staffing right now they
32 would send an officer when needed. He said they could handle it, but there would not be
33 dedicated staffing.

34 **Councilmember Mahaffey** asked if there was an opportunity to do something for the
35 budget by July.

36 **Captain Rosser** said that they could get something by July.

37 **Ms. Cox** said that the parking team approached as a permanent need for
38 enforcement based on the revised timing of the ordinance for construction.

39 **Captain Rosser** said that they were looking at the big picture because their
40 neighborhoods have parking issues as well.

41 **Councilmember Zegerman** said that he would like to look at this separately.

42 **Captain Rosser** said that they would take it back and look at it.

Councilmember Mahaffey asked what the bids were that were mentioned.

Ms. Cox said Russell and Chris were not here to provide updates, but she would get something to them.

[SLIDE 9]

Communications – Key Messages

- Reconstruction of the Saunders Parking Lot in downtown Apex is anticipated for January – October 2025.
- Town staff engaged with downtown stakeholders to explore innovative mitigation strategies.
- The project will be phased, to retain as many possible parking spots as possible. The contractor is required to maintain a minimum of 144 open spaces in each phase.
- There are ___ public parking spots outside of the Saunders Lot, within a 5- to 10-minute walk to downtown Apex.
- Downtown Apex is open for business! Continue to Love Local during this project.

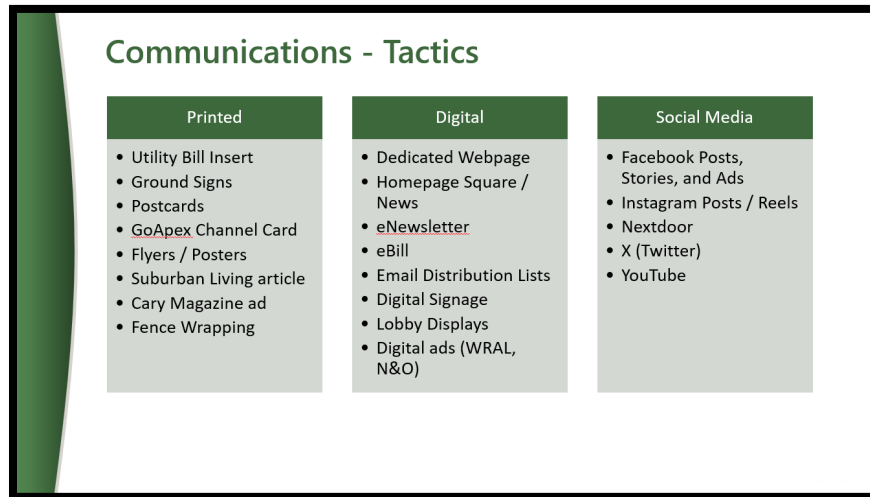
[SLIDE 10]

Communications – Target Audiences

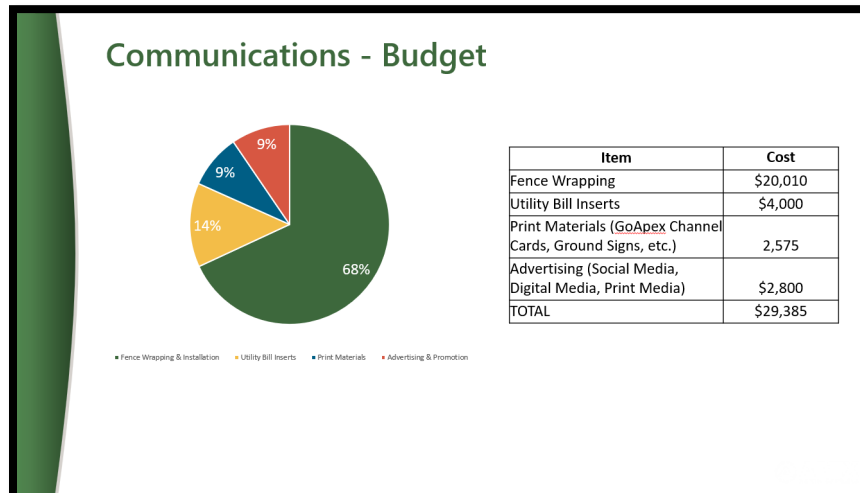
Messaging will vary slightly, depending on the audience.

- Town Residents, and Residents of Surrounding Towns (potential downtown visitors)
- Town Employees / Council
- Downtown Businesses / Churches / Organizations
- News Media

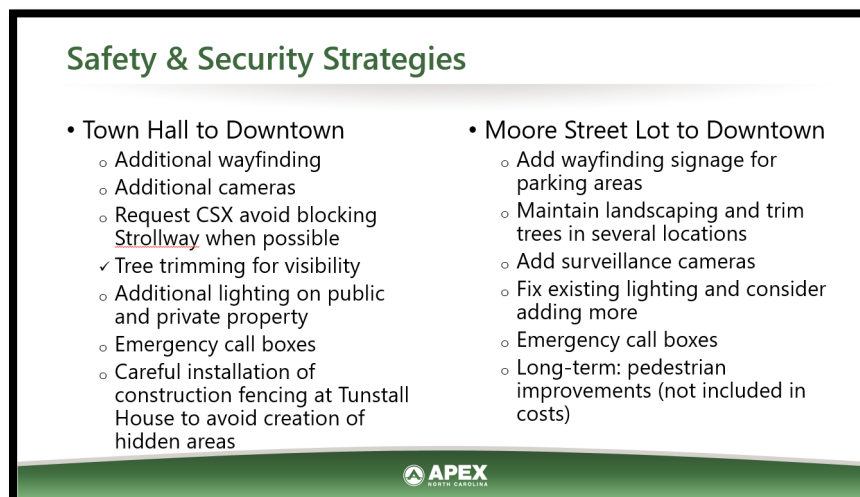
1 **[SLIDE 11]**



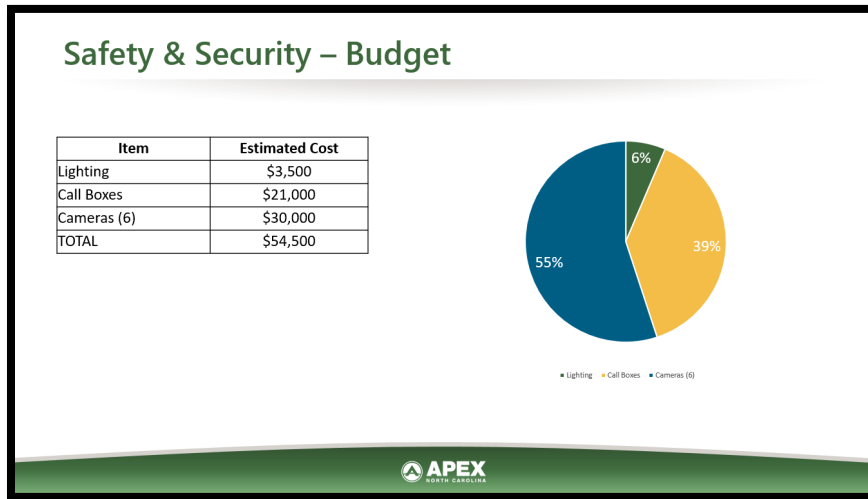
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3 **[SLIDE 12]**



4
5 **[SLIDE 13]**



[SLIDE 14]



Councilmember Gantt asked if there would be permanent wayfinding in the plan.

Ms. Cox said that it would not be in place in the proposal in time for the Saunders Lot construction. She said it would be in the plan. She said that what is being proposed is temporary wave finding and that it is included in the Communications budget.

[SLIDE 15]



Councilmember Zegerman said that this is concurrent and asked if it would it include the police officers.

Ms. Cox said that it is not necessarily Police Officers, but 20 police employees 9a-5p that they would need to find a place for them to park.

1 **[SLIDE 16]**

Smart Parking Pilot

- Purposes:
 - Encourage visitors to park in lesser-used and lesser-known places
 - Encourage visitors to park in spaces without time restrictions
 - Point people to lots with large capacity
 - Avoid areas that will be under construction
 - Point people to proposed shuttle stop locations
 - Keep costs low

2
3 **[SLIDE 17]**



Downtown Apex Parking Length of Stay Study
Figure 3: Thursday Mid-Day Peak Hour Occupancy (12:30 PM)



Downtown Apex Parking Length of Stay Study
Figure 4: Thursday Evening Peak Hour Occupancy (7:00 PM)

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5 **[SLIDE 18]**



Downtown Apex Parking Length of Stay Study
Figure 5: Saturday Mid-Day Peak Hour Occupancy (11:00 AM)



Downtown Apex Parking Length of Stay Study
Figure 6: Saturday Evening Peak Hour Occupancy (7:00 PM)

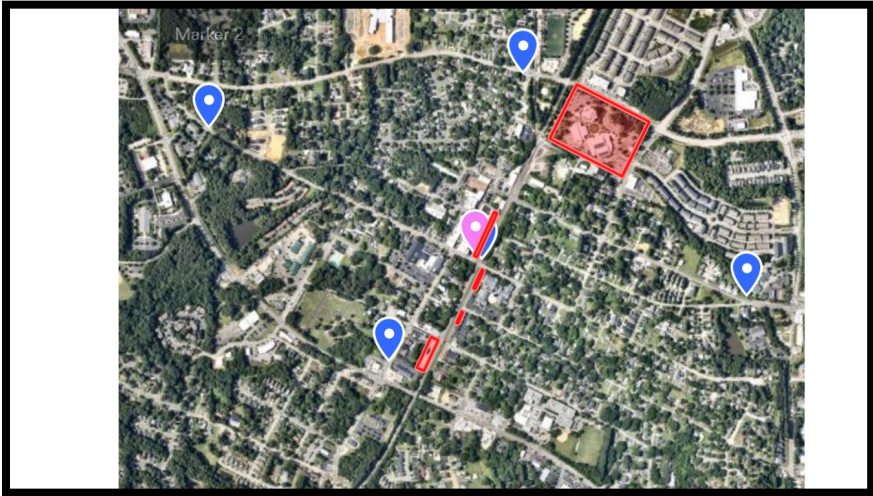
Councilmember Zegerman why not include Hunter Street parks because there is a lot of parking space.

Ms. Cox said that they considered Hunter Street and Town Hall, and didn't include because of costs. She said they could be included, especially as there is the strollway to downtown.

[SLIDE 19]

Smart Parking Pilot - Budget				
Lot (# Spaces)	Estimated Cost (Installation)	Monitoring (\$8/space Yearly)	Cost / Spot Year 1	Recommended?
Elm Street (21)	\$12,000	\$2,100	\$210	Yes
North Salem, north of Center (11)	\$14,000	\$1,056	\$351	
Center Street (10)	\$13,000	\$960	\$356	
Seaboard Lot (46)	\$10,000	\$4,500	\$139	Yes
Depot Lot (22)	\$11,000	\$2,112	\$187	
South Salem, S. of Chatham (40)	\$17,000	\$3,840	\$181	
Moore Street Lot (72)	\$20,000	\$6,912	\$152	Yes
Saunders Lot (Halle/Templeton) (30)	\$23,000	\$2,880	\$249	
E. / W. Chatham Street (26)	\$23,000	\$2,496	\$273	
Town Hall (120)	\$23,000	\$11,520	\$134	Yes
Hunter Street Park Main Lot (114)	\$30,000	\$10,944	\$131	
Digital signs (5)	\$35,000			Yes
Monitoring Software		\$7,000		
Total Spots Monitored: 259				
Recommended				
Fit Up				
\$107,000				
Yearly				
\$25,000				
Subtotal				
\$132,000				
In-Budget Allocation				
\$43,000				
New Budget Request				
\$89,000				

[SLIDE 20]



1 **[SLIDE 21]**

Minimize Special Use Impacts

- Issue:
 - While special events enhance the vibrancy and quality of life in downtown Apex and can boost business visibility, they also present notable challenges
 - The impact varies depending on the event type and the affected businesses
 - Although some events may increase long-term exposure and attract more visitors, the immediate effects can be detrimental
- Recommendations:
 - Request that PRCR evaluate and recommend possible modifications to special events and the Farmers Market during construction

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3 **[SLIDE 22]**

Employee-Focused Shuttle Pilot

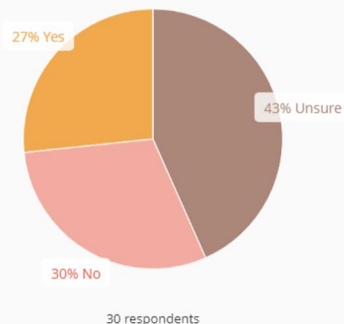
Additional research:

- Met with Fenton manager
 - Operating a temporary shuttle while parking is under construction
- Additional business survey
 - 30 respondents
 - Representative of retail, office, service, restaurant
- Evaluated lower-cost options

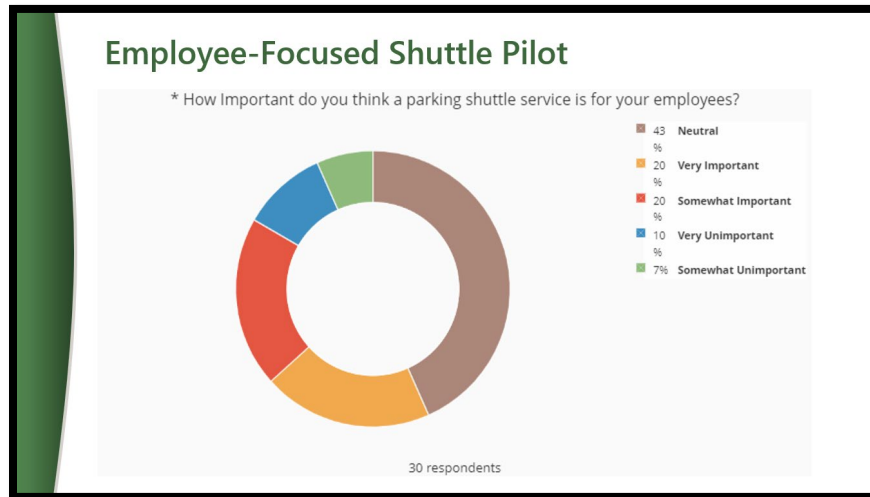
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5 **[SLIDE 23]**

Employee-Focused Shuttle Pilot

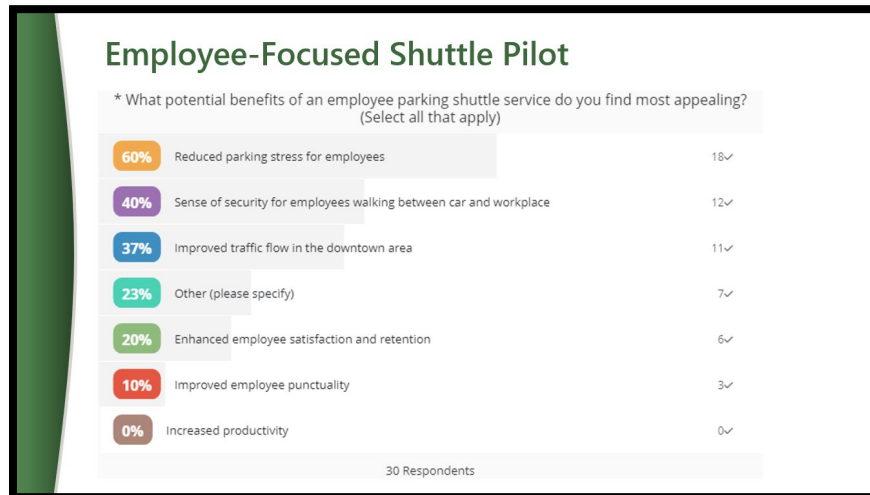
* Do you anticipate your employees would use the shuttle?



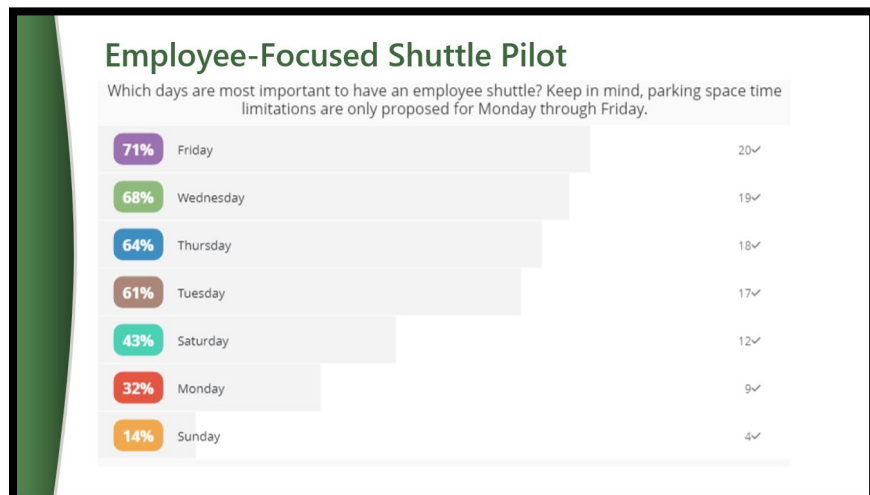
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3 **[SLIDE 25]**

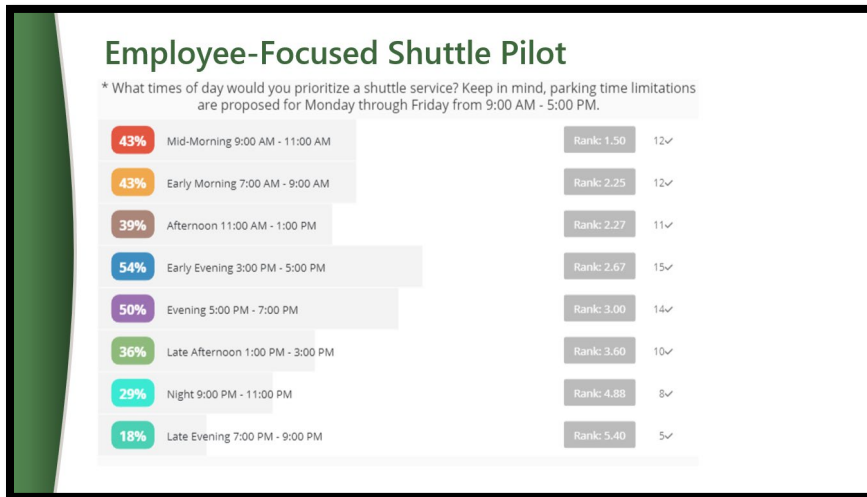


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5 **[SLIDE 26]**

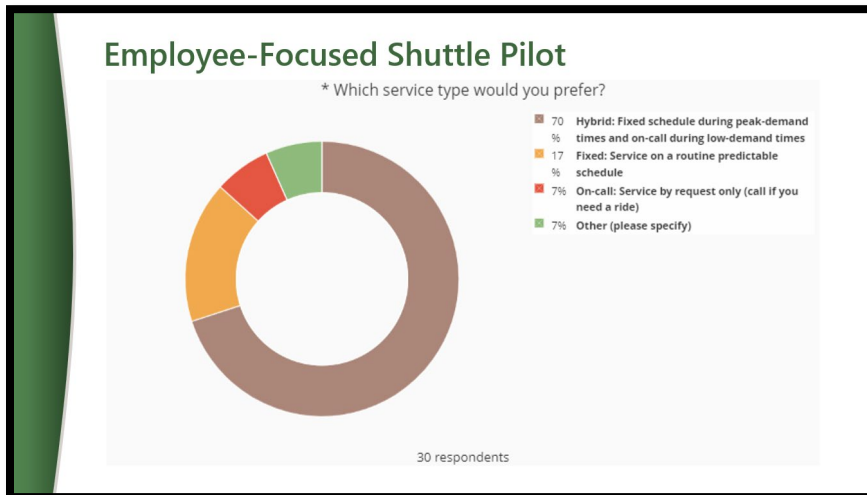


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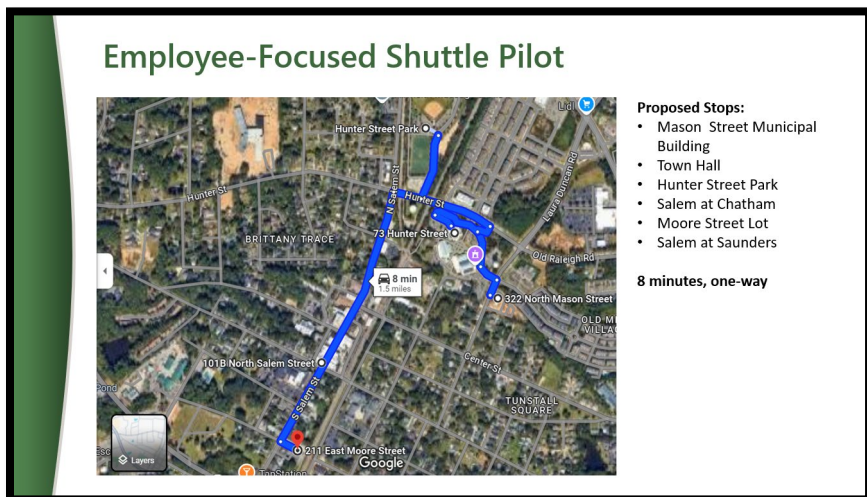
1 **[SLIDE 27]**



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3 **[SLIDE 28]**



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5 **[SLIDE 29]**



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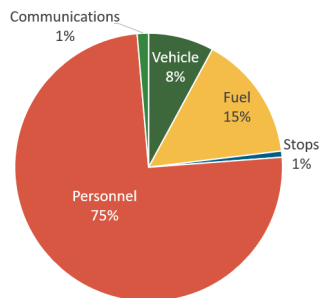
1 **[SLIDE 30]**

Employee-Focused Shuttle Pilot

- Temporarily re-purpose and re-brand Police van
 - Shuttle would have to shut down for emergency van use
- Temporary stops with very minimum investment at:
 - MSMB, Town Hall, Hunter Street Park, Moore Street Lot
- Monday through Friday, 7AM - 6PM
- Hybrid approach
- Driver cell/text given to business managers for pick-up/drop-off requests
- Staffed by three LSEs
- Recommended evaluation after four months (January – April)

2
3 **[SLIDE 31]**

Employee-Focused Shuttle Pilot – Budget



Item	Cost
Vehicle	\$6,925
Fuel	\$13,266
Stops	\$648
Personnel	\$65,520
Communications	\$1,200
TOTAL	\$87,559

4
5 **[SLIDE 32]**

Overall Budget Summary

Strategy	Estimated Cost
Parking Duration Signage	\$10,000
Parking Enforcement	\$313,636
Communications & Marketing	\$26,885
Safety & Security Strategies	\$54,500
Town Employee Parking	\$10,000
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SUBTOTAL	\$634,612
Contingency (10%)	\$63,461
Approved Budget	(\$143,000)
GRAND TOTAL	\$555,073

Some adjustments possible.

*Anticipated Budget Amendment Request
on the October 22, 2024 Consent Agenda*

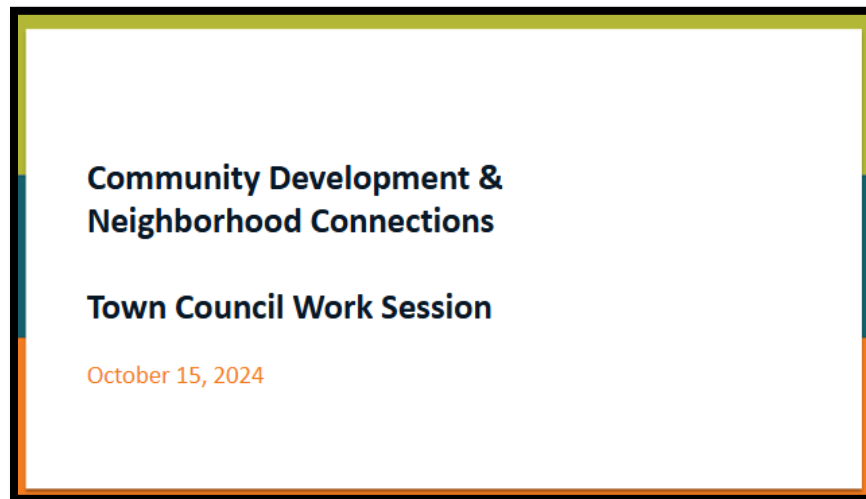
Mayor Gilbert thanked Ms. Cox for the presentation and asked if there were any questions.

[COMMUNITY DEVELOPMENT AND NEIGHBORHOOD CONNECTIONS (CDNC) UPDATE]

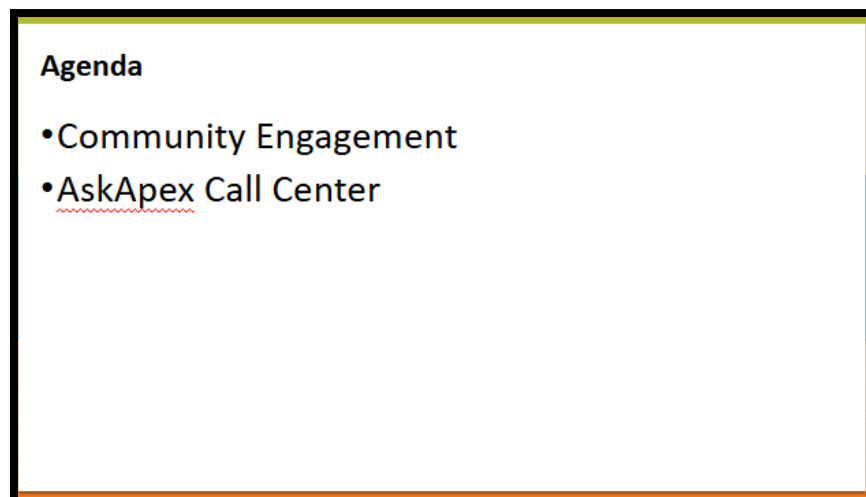
Marla Newman, Director, Community Development and Neighborhood Connections Department said that **Brianne Gill**, Community Engagement Manger and **Darla Bryant**, AskApex Call Center Manager would give the update on Community Development and Neighborhood Connections.

Ms. Gill introduced herself and introduced Jimmy Torres, who is the new Community Engagement Specialist. Ms. Gill gave the following presentation.

[SLIDE 1]



[SLIDE 2]



1 [SLIDE 3]



2
3 [SLIDE 4]

What we do

- Build healthy relationships with neighborhoods that create two-way dialogue
- Provide programs that promote inclusive civic engagement, leadership development, and empowerment
- Build healthy community partnerships
- Create vibrant and healthy neighborhoods

A collage of four photographs showing community engagement activities: people sitting on a bench, people at a table, people at a table, and people at a table. To the right of the collage is a red square containing a white stylized icon of a family (two adults and a child) and the number '4'.

4
5 [SLIDE 5]

Building Blocks

Building Blocks is a collection of programs and trainings that support inclusive citizen engagement, leadership development, community empowerment, and neighborhood-town two-way dialogue.

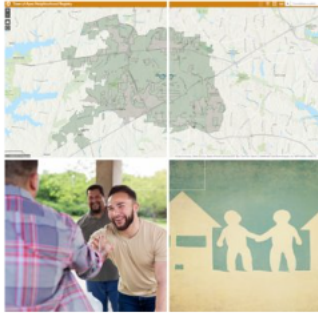
Four wooden blocks of increasing height, each with a house-shaped top. The blocks are colored red, orange, yellow, and blue from left to right.

6

1 [SLIDE 6]

Neighborhood Registry

- The formal list of neighborhoods within the Town and its ETJ that have signed up to collaborate with the Town.
- The [registry](#) will help us communicate, assist, and overall build healthy relationships with neighborhoods that are located within our community.
- Registered neighborhoods receive additional support, training, and leadership development opportunities from the CDNC department, including affiliate membership in Neighborhoods USA (NUSA).



2
3 [SLIDE 7]

Trainings

Workshops which support civic knowledge, leadership development, and skill building.

Workshop Examples

- How to start your Neighborhood Association
- Asset Mapping 101
- Building Community and Public Safety Collaboration
- Community Leadership 101
- Cultivating New Neighborhood Leadership
- Measuring Success in Your Organization



4
5 **Councilmember Zegerman** asked if these trainings were happening at this time.
6 **Ms. Gill** said that they plan to host their first training in January.

1 [SLIDE 8]

Neighborhoods Leaders Summit

An annual gathering of resident leaders of community groups and neighborhood associations to learn, share insight, and strengthen collaboration with the Town.

What to look forward to:

- Networking
- Knowledge and resource sharing
- Collaborative discussions
- Leadership and skill building sessions



2
3 **Councilmember Mahaffey** said that bringing the community leaders into the
4 neighborhoods was awesome. He said that monthly or quarterly may be good.

5 **Ms. Gill** said they were looking forward to this as well and looked forward to seeing
6 Council there.

7
8 [SLIDE 9]

Think Apex Awards/ Think Apex Day

- Think Apex Day is a day dedicated to giving back to the Apex community by volunteering in ways that will positively impact the town and the people who live here.
- Think Apex Awards allow town officials to recognize businesses, individuals, non-profit organizations, and youth for their dedicated service to others and the Apex community.



9
10 **Councilmember Zegerman** said that doing the community volunteering more
11 frequently would give more people an opportunity to get more things done in the
12 Community. He said sign ups fill up quickly when it's once a year, and sometimes it doesn't
13 work for people with timing.

14 **Ms. Newman** said that they would like to broaden the opportunities for more people
15 to serve.

16 **Councilmember Gantt** said that Springtime would be a good time to offer more
17 opportunities, he said the Summer was so hot that they may not have a good turnout.

18

1 [SLIDE 10]



2
3 **Councilmember Mahaffey** asked if the Town would be supporting this or would it be
4 neighbors inviting Council members or staff members over to talk. He asked if this was for
5 specific or general issues.

6 **Ms. Gill** said this would be general conversations, or if it were specific issues, they
7 could be discussed.

8 **Councilmember Gantt** asked if the Town staff would be there or not.

9 **Ms. Gill** said that staff were invited. She said that it was an option to bring information
10 from the staff and they could come if residents were comfortable with that.

11 **Councilmember Mahaffey** said that the neighbors ask for Council to come over
12 when there are issues. He said is there a way to combine these two together. He asked how
13 this process would work.

14 **Councilmember Zegerman** said they didn't want to get bogged down in the process
15 or duplicating meetings with people about the same issue.

16 **Councilmember Mahaffey** said sometimes it would be good to have staff there as
17 well to work through certain issues.

18 **Director Newman** said the idea is to be proactive and just have conversations. She
19 said sometime people have great ideas but don't have the opportunity to talk about what is
20 going on and to build connections.

21 **Councilmember Zegerman** said that these could possibly be worked through HOAs,
22 so there could be a broader reach.

23 **Director Newman** said it was not designed for the larger community or formal
24 communication. She said it was informal, and meant to generate more conversations.

25 **Assistant Town Manager John** said there are instances where there are small
26 neighborhoods who aren't part of something larger like an HOA, and this would work better
27 for them.

28 **Councilmember Zegerman** said he liked this idea, but was wondering about how the
29 program would be utilized.

Town Manager Vosburg said it wasn't intended for invitations of elected officials and groups of people that have asked elected officials to speak. He said that this is for the other groups and that this would be trial and error.

Councilmember Killingsworth said that there is annual training that gives people fact-based information to take back to their community and this is a similar idea on a smaller scale.

Mayor Pro Tempore Gray said this is a great way to formalize this process. He said that it is good for trying to identify trends for the Council.

[SLIDE 11]

B4 Lunch Series (Brown Bags to Building Bridges)

A quarterly series of 45-minute lunchtime discussions with various Town representatives. This unique opportunity allows residents to –

- Interact directly
- Learn and ask questions
- Explore behind-the-scenes of how we work.

This series is both educational and engaging, fostering a two-way conversation which strives to enhance our community's knowledge of and connections with Town services and programs.



Councilmember Gantt asked if the lunchtime discussions could be posted on YouTube for those who can't attend.

Director Newman said that was a good idea.

[SLIDE 12]

Neighborhood Beautification Grant

- The Neighborhood Beautification Grant Program strives to strengthen Apex neighborhoods by encouraging residents to work together to identify and complete a project that has the potential to enrich their neighborhood.
- The program will prioritize legacy neighborhoods and those without HOAs.



[SLIDE 13]



Councilmember Gantt asked if the scoring matrix could be sent to the Council.
Ms. Gill said yes.

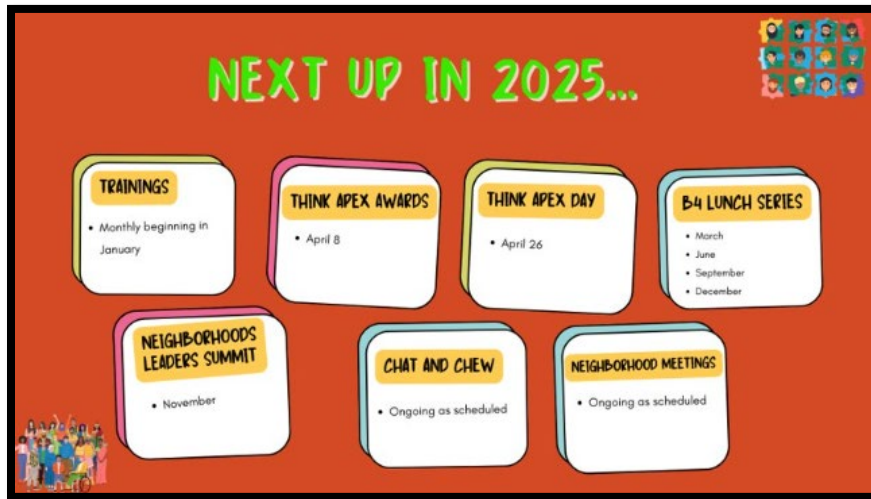
[SLIDE 14]



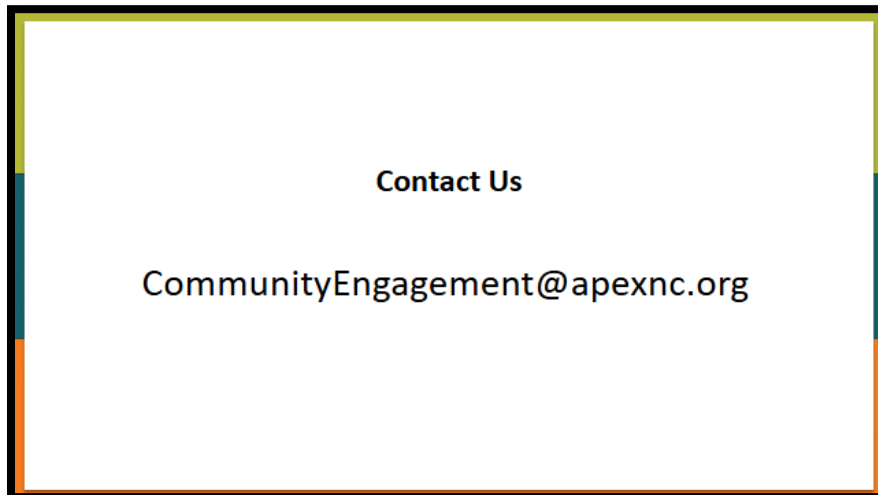
Councilmember Killingsworth asked if there was any staff that is being sent to the Community Health Needs Assessment meetings. She said that every 3 or 4 years Wake County goes through the process of analyzing where funding may be going to address Community needs and this broadly includes Transportation needs and Housing.

Director Newman said that would be great and asked that more connections that could be provided.

1 [SLIDE 15]



2
3 [SLIDE 16]



4 **Ms. Gill** thanked the Council for their time.

5 **Mayor Pro Tempore Gray** thanked her for her presentation. He asked how to get to
6 the web page for those watching.

7 **Ms. Gill** said that it's on the Apex website, using Departments tab and then
8 Community Development and Neighborhood Connections tab then to the main site for the
9 department and there are different tabs for each of the divisions and then Community
10 Engagement tab, which leads to the Community Engagement micro site.

11 **Director Newman** said at the top of the CDNC website at the top there is a photo and
12 there are 3 different links to each division.

13 **Mayor Pro Tempore Gray** asked that Town Manager Vosburg look at a way to
14 integrate CDNC into the workflow for Public Forum.

15 **Councilmember Mahaffey** said he would like to have some metrics to measure
16 community engagement trends over time.

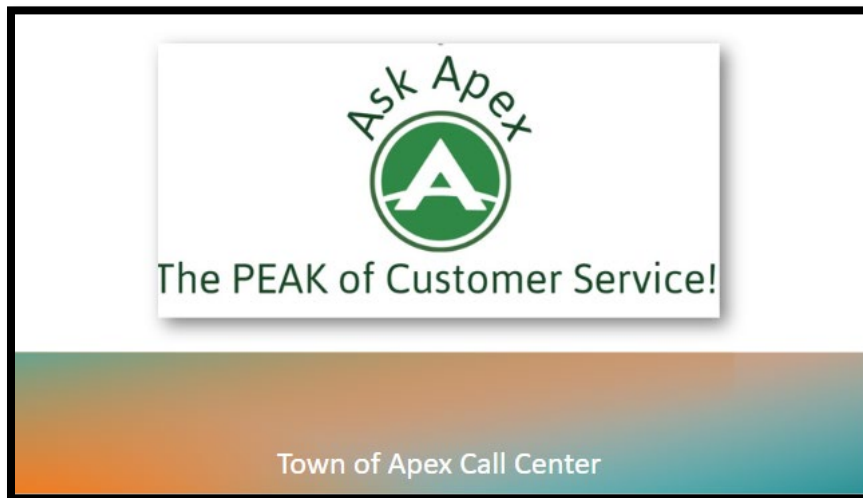
17 **Director Newman** said absolutely.

Mayor Gilbert said that this was a great presentation. He asked if there would be a social media site for this department.

Director Newman said they would work with Communications to try to get something out in the near term.

Darla Bryant, Community Connections Center Manager, gave the remainder of the presentation.

[SLIDE 17]



[SLIDE 18]

- **The Plan:**
 - 2020 to 2023 - Research
 - 2024 - Staff Community Connections Center Manager, eight agents plus supervision
 - Call center technology and ERP participation
- **The Implementation:**
 - Stand up "ICAN" - Internal Change Agent Network
 - November soft launch
 - January public launch
- **The Evaluation:**
 - In need of supervision and additional Town Service Specialists
 - In need of broad and developed processes, including change management, to be implemented iteratively

Where it All Started

A yellow rectangular sign with a black border. It features a black arrow pointing to the left. Below the arrow, the words 'GO' and 'BACK' are written in large, bold, black capital letters, stacked vertically.

1 **[SLIDE 19]**



We Are Here!

- Current state – *Customer Service*
 - Five Town Services Specialists
 - Limited, temporary phone and in-person support for Billing and Collections
 - Additional support – trash, water, etc.
 - Training resumption
- Current state – *Call Center Technology*
 - UAT
 - November 2024 - New tool InFor/IPS testing complete followed by “soft launch”
 - Communications plan underway
 - January 2025 – Public Launch

2
3 **[SLIDE 20]**

Oh, the Places We'll Go!

- Additional Ask Apex Staff
 - One Supervisor
 - One Quality Assurance Specialist/ Trainer
 - Three Town Services Specialists
- Business Continuity Plans
- Continuing change management working through ICAN to ensure adoption
- Detailed forecasting and reporting



4
5 **[SLIDE 21]**

Town Services Specialist Duties

Do's

- Receive incoming phone calls and online inquiries from Residents regarding all topics
- Provide exceptional service and hospitality following Resident issues to resolution
- Answer basic questions about the Town of Apex
- Interpret utility bill information
- Address trash, recycle, bulk item, and yard waste questions and concerns
- Submit electrical and water outage reports
- Resolve Resident issues and only transfer or submit to other departments as outlined by subject-matter-expert guidelines (TBD via ICAN)
- Complete administrative and other duties as assigned

Don'ts

- Construction
- Law
- Parks and Rec
- Permits & Inspections
- Planning
- Public Safety



6

1 **[SLIDE 22]**



2
3 **Ms. Bryant** asked if there were any questions.

4 **Councilmember Zegerman** asked how 311 works with this Call Center.

5 **Ms. Bryant** said that there is not a 311 because of jurisdictional issues. She said that
6 this is the 311, but they are not called 311.

7 **Councilmember Zegerman** asked about the online presence of the Call Center and
8 asked how other people ask questions other than on social media.

9 **Ms. Bryant** said that they are looking at an app and other technology, but they are not
10 in their immediate plans. She said now residents can do online requests. She said that the
11 new online technology ERP is implemented, then residents will need to do a resident profile
12 so that calls and information can be documented, and issues can be tracked to resolution.

13 **Mayor Pro Tempore Gray** asked if there would be a budget amendment needed this
14 year for additional staff.

15 **Director Newman** said there would not be plans for a budget amendment this

16 **Mayor Pro Tempore Gray** asked if there were options for phasing staff in.

17 **Director Newman** said they were developing a staffing plan for next year's budget.

18 **Town Manager Vosburg** said they were starting below the projected need in the
19 staffing plan, then they could bring data back to decide on if they would need staffing or
20 possibly more technology.

21 **Ms. Bryant** said that efficiency is what they would be looking for. She said she likes to
22 manage time and efficiency. She said that a call center is different than how administrative
23 and other teams work.

24 **Mayor Pro Tempore Gray** said that at the time of the study some of the variables may
25 change.

26 **Councilmember Killingsworth** said that there were people who complained on
27 Facebook that they could not get through so there is still a staff deficit. She said the town is
28 currently having several staff step in to help try and fill the gap.

29 **Councilmember Mahaffey** asked if there was an opportunity to consolidate and
30 absorb some positions.

1 **Ms. Bryant** said that they had been considered and that would be a leadership
2 decision. She said she did some research with Cary and other municipalities to see what they
3 did at their inception. She said once they have more information, they will be able to know
4 more of what they need.

5 **Director Newman** said that there is already data being collected. She said they
6 already know how many calls that are coming in and types of calls.

7 **Councilmember Zegerman** asked if others call going out to departments are being
8 tracked.

9 **Ms. Bryant** said that there is data on the calls. She said they would be sending out
10 reporting and trends as they are able to track more. She said that if there was something
11 specific that Council would like to see, they could provide that information.

12 **Councilmember Mahaffey** said a one-stop shop would be wonderful.

13 **Director Newman** said that was the ultimate goal.

14 **Councilmember Zegerman** said that it would be good to have 80% of the calls would
15 be handled by the Call Center.

16 **Ms. Bryant** said that the website would be updated to get the correct information for
17 the residents, to ensure consistency. She said they would be introducing this to the residents
18 in January. She thanked the Council.

19
20
21 **[CLOSED SESSION]**
22

23 A motion was made to by **Councilmember Killingsworth**, seconded by
24 **Councilmember Gantt** to enter into Closed Session Pursuant to NCGS § 143-318.11(a)(6).
25

26 **VOTE: UNANIMOUS (5-0)**
27

28 Council entered into Closed Session at **5:14 p.m.**
29
30

31 **CS1 Mayor Jacques K. Gilbert**

32 **NCGS §143-318.11(a)(6):**

33 *"To consider the qualifications, competence, performance, character, fitness, conditions of*
34 *appointment, or conditions of initial employment of an individual public officer or employee*
35 *or prospective public officer or employee; or to hear or investigate a complaint, charge, or*
36 *grievance by or against an individual public officer or employee"*

37
38 Council returned to Open Session at **6:08 p.m.**
39
40
41

[ADJOURNEMENT]

Mayor Gilbert adjourned the meeting at **6:08 p.m.**

Jacques K. Gilbert
Apex, Mayor

Allen Coleman, CMC, NCCCC

Town Clerk to the Apex Town Council

Submitted for approval by Apex Town Clerk Allen Coleman

Minutes approved on _____ of _____, 2024.