



Administrative Services Report

November 2023

Budget

- Kicked off water and sewer rate study.
- Kicked off FY25 budget season. Capital Improvement Plan requests are due in December.

Communications

- Website — Worked with departments and divisions to update webpages and reorganize navigation. Completed a site map for the new website and approved a wireframe for the homepage (two-dimensional illustration focusing on space allocation, prioritization of content, functionalities available, and intended behaviors). Cataloged website documents and began reviewing for branding, style and updates.
- Utilities Outreach — Worked on revisions for utility bills. Communicated fiber work moving into neighborhoods and water main breaks, with communication over a weekend. Reviewed online forms for utilities tours, waivers and guidelines. Created flyer with translation on how to purchase bulk water.
- Other — Hired and prepared for intern starting in December to help during website transition. Attended NC3C regional conference on impacts of artificial intelligence on public communications. Implemented new phone number and use of shared email address for on-call, after-hours work. Communicated on Thanksgiving Day shooting. Renewed and completed emergency management training (manager): IS-100.C: Introduction to the Incident Command System and IS-800.D: National Response Framework, An Introduction.

Fleet Maintenance

- No updates.

Human Resources/Town Clerk

- Bi-weekly payroll
- FY23 Innovation, Customer Service and Endurance Awards

RECRUITMENT AND SELECTION	
Position	Status
Equipment Operator	Start date: 12/11
Planner II	Started 11/6.
Police Lieutenant	Closed 10/29.
Police Officer	Continuous recruitment.
Stormwater Technician	Closes 12/17.
Utility Maintenance Supervisor	Interviews scheduled.
Utility Maintenance Technician I	Started 11/6.
Utility Maintenance Technician I (Locator)	Open until filled.

Information Technology

- Continued work on Tyler Payment implementation for Financial Services. Implementation date is scheduled for Dec. 11.

- The equipment for the audio improvements for the Annex Board Meeting Room is scheduled to be installed the week of Dec. 18–22. The Board Meeting Room will be unavailable that week.
- Hosted vendor presentations/demos for the Building Access and Security Committee to review the final two centralized access and camera systems. Vendor and system selection should be completed by the end of the year.

Safety and Risk Management

- No updates.