

**BRUNSWICK COUNTY BOARD OF COMMISSIONERS
OFFICIAL MINUTES
REGULAR MEETING
OCTOBER 19, 2009
6:30 P.M.**

The Brunswick County Board of Commissioners met in Regular Session on the above date at 6:30 p.m., Commissioners' Chambers, David R. Sandifer Administration Building, County Government Center, Bolivia, North Carolina.

PRESENT: Commissioner Phil Norris, Vice-Chairman
Commissioner J. Marty Cooke
Commissioner Charles Warren
Commissioner Scott Phillips
Commissioner William Sue, Chairman

STAFF: Marty K. Lawing, County Manager
Steve Stone, Assistant County Manager
Huey Marshall, County Attorney
Jana Berg, Assistant County Attorney
Debby Gore, Clerk to the Board
Ann Hardy, Fiscal Operations Director

Lt. Mark Trull

I. CALL TO ORDER

Chairman Sue called the meeting to order at 6:30 p.m.
(Attached to these Minutes is an item called Board Action containing all items on this agenda and those items are incorporated herein.)

II. INVOCATION/PLEDGE OF ALLEGIANCE

Commissioner Phillips gave the Invocation and led the Pledge of Allegiance.

III. ADJUSTMENTS/APPROVAL OF AGENDA

Chairman Sue asked if there were any adjustments to the agenda. The following adjustments were made:

1. Commissioner Phillips requested to add under Other Business, Item 1, an update of the October 14, 2009 School Liaison meeting.

Vice-Chairman Norris moved to approve the agenda as amended. The vote of approval was unanimous.

IV. PUBLIC COMMENTS

Chairman Sue asked if there was anyone in the audience who wished to speak regarding any item on the agenda or any matter that was not included in the agenda. The following citizens addressed the Board:

1. Owen Metts, who lives off Randolphville Road and is a resident of High Valley Court, gave a handout of a petition for water service that was presented to the Utility Operations Board on January 14, 2008 by the residents of Randolphville Road. Mr. Metts indicated that there had not been a response from the county or the Utility Operations Board as of yet. Mr. Metts also informed that when the small subdivision was started in 1997, residents inquired as to when water would be available and they were given a response of 4-5 years. Water is still not available in this development and residents are paying higher insurance premiums due to lack of fire protection. The Board directed the Utility Operations Director to research this matter and contact Mr. Metts with information.

2. Joe Taylor, Sunset Harbor resident, expressed concerns regarding funding for dredging of the Intracoastal Waterway stating that former Senator Dole and Congressman McIntyre have both indicated that there are funds appropriated for this dredging but boats continue to run aground in places throughout the Waterway. Mr. Taylor also spoke in support of using the current Brunswick Hospital for a VA Hospital once vacated.

V. APPROVAL OF CONSENT AGENDA

Huey Marshall, County Attorney, requested to amend page 50 in the packet under Item V-A-5 to read as follows:

Vice-Chairman Norris moved to enter Closed Session at 7:43 p.m. pursuant to NCGS 143-318.11 (a) (3) to consult with the Attorney to protect attorney-client privilege, to consider and give instructions concerning a potential or actual claim, administrative procedure, or judicial action pertaining to an appeal of the Planning Board ruling regarding the Reserve at Sunset Harbor LLC and to consider and give instructions concerning a judicial action titled TARA Group vs Brunswick County.

Vice-Chairman Norris moved to approve the Consent Agenda as amended. The vote of approval was unanimous. The following items were approved:

- A. **Minutes**
 - 1. **September 8, 2009 Regular Meeting Minutes**
 - 2. **September 16, 2009 Agenda Meeting Minutes**
 - 3. **September 21, 2009 Regular Meeting Minutes**
 - 4. **September 30, 2009 Agenda Meeting Minutes**
 - 5. **October 5, 2009 Regular Meeting Minutes**
- B. **Tax**
 - 1. **Tax Releases for October 2009**
 - 2. **June 2009 Motor Vehicle Valuation & Levy**
 - 3. **Monthly Collection Report for September 2009**

C. **Finance**

General Fund-Criminal Justice Partnership Program:

Revenues:

State Revenues Restricted	104314-332000	\$15,898
Fund Balance Appropriated	100000-399100	\$(13,950)
Total		\$1,948

Expenditures:

Subsistence	104314-431200	\$1,948
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The above amendment is to appropriate additional State funding in the CJPP program for travel and decrease the appropriated fund balance advanced prior to receipt of the State funding.

Health Fund-Vehicle Fund:

Expenditures:

COL-Vehicle	135100-454000	\$(14,000)
COL-Equipment	134380-455000	\$14,000
Total		\$0

The above amendment is to transfer funds from the Vehicle fund to the Animal Control Budget for the upgrade to the euthanasia chamber to comply with current state requirements. The Brunswick County Board of Health Executive Committee approval on October 5, 2009 with the full Board of Health vote on October 12, 2009.

General Fund-Walking thru the Door Grant:

Revenues:

Fund Balance Appropriated	100000-399100	\$2,710
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Expenditures:

Salaries	104307-412100	\$2,012
FICA	104307-418100	\$698
Total		\$2,710

The above amendment is to appropriate fund balance for accrued vacation leave due an employee at the time of separation. The grant does provide benefits or annual leave accrual and will not reimburse the county. However under County policy and retirement

rules, the employee qualified for benefits due to having worked a minimum of 32 hours per week.

Health Fund:

Revenues:

State Revenues Restricted	135126-332000	\$7,000
State Revenues Restricted	135176-332000	\$(488)
Miscellaneous Revenue	135176-383900	\$90
State Revenues Restricted	135164-332000	\$8,021
State Revenues Restricted	135186-332000	\$4,058
Gifts and Memorials	135162-383303	\$1,015
Total		\$19,696

Expenditures:

Operating Equipment	135126-426200	\$7,000
Rent of Equipment	135176-441400	\$(488)
Special Program Material	135176-423100	\$90
Medical Supplies	135164-423900	\$2,500
Supplies & Materials	135164-426000	\$3,021
Travel-Mileage	135164-431100	\$1,500
Advertising	135164-439100	\$1,000
Contracted Services	135186-439900	\$4,058
Special Projects	135162-423104	\$1,015
Total		\$19,696

The above amendment is to appropriate additional State Center for Disease Control funding in the amount of \$7,000 for the Immunization program, a reduction in State funding for the Smart Start program in the amount of \$488 and performance bonuses for the Smart Start Program in the amount of \$90, an increase in the State funding for the TANF program in the amount of \$8,021, increase in State funding in the Bioterrorism Grant, and a donation to the Christmas Family Fund in the amount of \$1,015 to the various program expenditures as requested by the Health Department.

Public Housing Fund:

Revenues:

Net Assets Appropriated	114971-399100	\$342,315
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Expenditures:

Vouchers	114971-439701	\$342,315
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The above amendment is to appropriate fund balance in the public housing fund for additional voucher expenditures. The Department of Housing and Urban Development required the County to expend 100% of for vouchers in the current fiscal year.

Appointment of Local Fireman’s Relief Trustees

The NC Rural Fire District’s Report of Fire Conditions is required annually by N.C.G.S. 58-84-30. The fire departments have submitted names of the following nominations to be appointed by the County Commissioners as Fireman’s Relief Fund Trustees. Approval of the nominations is requested:

- Boiling Spring Lakes – Darrell Bryant and Raymond Farwell (Mr. Farwell serves as the auditor which may or may not be a conflict of duties)
- Calabash – Jennings Edge and Warren Howell
- Civietown – Mark Hewett and Kimberly Hewett
- Grissettown Longwood – Kenneth Grissett and Malcolm Grissett
- Leland – John Crowder and Walter Futch
- Northwest – Calvin Mitchell and Jessica Millis
- Shallotte – Randy Thompson and Kermit Causey

Sunset Beach – Larry Keiley and Allen Rundall
 Tri-Beach – William Todd and Douglas Todd
 Ocean Isle Beach – Corby Tew and Buddy Russell
 Winnabow - John Henry and Glenn Kye
 Yaupon – James Carter and Linda Bethune

County Capital Reserve Fund:

Expenditures:

Building Renovations	269800-464214	\$(63,000)
Transfer to General Fund	269800-498010	\$63,000
Total		\$0

General Fund-Operation Services:

Revenues:

Transfer from County Capital Reserve	109800-398226	\$63,000
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Expenditures:

Capital Outlay-Buildings	104280-458000	\$63,000
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The above amendment is to transfer funds from the County Capital Reserve for renovations to Building H.

D. BSRI-American Recovery and Reinvestment Act Funding Acceptance

Staff requests approving American Recovery and Reinvestment Act Funding for Home Delivered and Congregate Meal Programs in the amount of \$48,340.

E. CIS-Parenting Education Program Quarterly Progress Report

Staff requests to receive quarterly CIS Parenting Education Progress report as information.

VI. PRESENTATION

1. Auditors Report and Comprehensive Annual Financial Report (Bryan Starnes/Ann Hardy)

Bryan Starnes, Martin Starnes and Associates presented the FY 2008-2009 Auditors Report and Comprehensive Annual Financial Report.

Background Information

An independent audit was conducted on the financial statements of the governmental activities, the business-type activities, the aggregate discretely presented component units, each major fund and the aggregate remaining fund information of Brunswick County as of and for the year ended June 30, 2009. The financial statements are the responsibility of the County’s management. The auditors’ responsibility is to express opinions on the financial statements based on their audit.

Current Status

Mr. Bryan Starnes of Martin Starnes and Associates, CPAs, PA presented the auditors’ opinion, findings and compliance letters.

Ann Hardy will present the Financial Report and the Comprehensive Annual Financial Report as of and for the year ended June 30, 2009.

The Board received the report as information.

VII. ADMINISTRATIVE REPORT

1. Finance-Comprehensive Annual Financial Report Acceptance (Ann Hardy)

Staff recommends approving Comprehensive Annual Financial Report for FY 2008-09 and Authorize Submittal to the NC Local Government Commission.

Background Information

An independent audit was conducted on the financial statements of the governmental activities, the business-type activities, the aggregate discretely presented component units, each major fund and the aggregate remaining fund information of Brunswick County as of and for the year ended June 30, 2009. The audit resulted in an unqualified opinion and no findings, questions costs, material weaknesses or significant deficiencies.

The financial statements are the responsibility of the County’s management and were prepared by the finance department staff. The auditors’ opinion is that the financial statements present fairly, in all material respects, the respective financial position of the governmental activities, the business-type activities, the aggregate discretely presented component unities, each major fund, and the aggregate remaining fund information of Brunswick County as of June 30, 2009, and the

respective changes in financial position and cash flows, where appropriate, thereof and the respective budgetary comparison for the general fund and the county capital reserve fund for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Current Status

Staff recommends that the Board of Commissioners accept the unqualified audit opinion and the Comprehensive Annual Financial Report as presented for the Fiscal Year 2008-09 and authorize staff to submit the report to the Local Government Commission and publish and make available the report to other interested parties.

Accept Comprehensive Annual Financial Report for FY 2008-09 and authorize submittal to the NC Local Government Commission.

2. EMS-Proposed CAD Contract with Southern Software, Inc. (Tom Rogers)

Staff recommends approving Contract with Southern Software, Inc.

Tom Rogers, 911 Deputy Director, explained that the Emergency Services Department has been diligently searching for a more cost effective CAD vendor while maintaining the functionality and services currently utilized by the department with the current vendor. The proposed vendor allows for the same services to be offered, while drastically reducing yearly recurring costs and allowing connectivity with Sheriff's Department systems currently utilized.

Staff requests approval of a contract for CAD with Southern Software, Inc. located in Southern Pines, NC and is an employee owned company. Southern presently has a large client base including most of the law enforcement community in our region including the Brunswick County Sheriff's Department. They have large clients such as Dallas Area Rapid Transit (DART), small police departments, and all sized agencies in between. Southern has been very responsive to staff's requests for information, meetings, and software demands for operations. They are a sole source vendor for linking products used by the Sheriff's Department and the recommended CAD solution.

During the budget meetings for 2009-2010, the budget request was made and approved for a replacement CAD vendor that could reduce recurring costs, provide the same or similar services, and allow for enhance connectivity. Southern Software systems has met with staff on several occasions, bringing their programmers to ensure they could offer the robust product required for our agency to operate. At this time, staff feels very good about recommending them for approval.

Tritech systems out of California is the current CAD vendor. Although a very good product, there is no connectivity to other emergency agencies within the County and annual cost is over \$90,000 per year for support. Tritech support does not include product updates or user training. Southern Software has proposed a yearly support fee of under \$23,000 with software updates included. They also offer training sessions for users visiting their site at no additional costs. Their close proximity to us, Southern Pines, NC, makes this a very workable solution for us when needed. This close location also allows for their staff to be directly on-site within a short period of time if needed. Their product will allow the mobile clients to access data held within CAD and receive more timely information while reducing radio traffic.

This product is a win/win solution. It allows the flexibility of configuration to our needs, share data with the Sheriff's Department, and keep North Carolina dollars in the state. We are also allowed to use dollars collected by the North Carolina 911 board through line charges to fund this project. The funds for this project are located in the Emergency Telephone budget. 30% is due at signing of the contract, 60% is due when software and training are complete, and the remaining 10% is due 30 days after the product is complete.

Staff recommends approval of the Contract with Southern Software, Inc.

Commissioner Cooke moved to approve the Contract with Southern Software, Inc. The vote of approval was unanimous.

3. Utility Operations-Utility Operations Center Building Equipment (Jerry Pierce)

Staff recommends approving FY 2009-2010 Budget and Capital Project Ordinance Amendment for Equipment and Furniture for the Public Utilities Operations Service Building.

Jerry Pierce, Utility Operations Director, explained that in the FY 2010 Capital Improvement Budget, funds were allocated for the furniture, equipment, and fixtures for the new Public Utilities Operations Center. Work has progressed on the new Operations Center to a point where funds are needed to begin purchasing equipment for the building that will be installed by the contractor.

Staff requests approval of a budget amendment allocating \$250,000 for furniture, fixtures, and equipment needed for the new Public Utilities Operations Center. This funding was approved in the Capital Improvement Budget.

Water Capital Reserve Fund:

Expenditures:

Utilities Ops Center	639800-464239	\$(250,000)
Transfer to Water Capital Project	639800-498041	\$250,000
Total		\$0

Water Capital Projects Fund-Utilities Operations Center Project:

Revenues:

Transfer from Water Capital Reserve	418242-398663	\$250,000
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Expenditures:

Construction	418254-464002	\$250,000
Total		\$250,000

The above amendment and capital project ordinance below are to appropriate funds in the Utilities Operation Center Project.

**County of Brunswick, North Carolina
Utilities Operations Center Project (Amended) 418242**

Be it ordained by the Board of County Commissioners of Brunswick County that pursuant to Section 13.2 of the General Statutes of North Carolina, the following ordinance is hereby adopted:

Section 1. The following amounts are hereby appropriated in the Brunswick County Water Capital Projects Fund and County Water Capital Reserve Fund for the Utilities Operations Center Project:

Water Project Fund:

Revenues:

Transfer from Water Capital Reserve	\$5,443,979
Total Water Capital Project Fund Revenues	\$5,443,979

Expenditures:

Administration	\$2,225
Engineering	424,305
Construction	5,017,449
Total Water Capital Project Fund Expenditures	\$5,443,979

Section 2. This Capital Project Ordinance shall be entered into the minutes of the October 19, 2009 meeting of the Brunswick County Board of Commissioners.

Commissioner Phillips moved to approve FY 2009-2010 budget amendment and capital project ordinance for Equipment and Furniture for the Public Utilities Operations Service Building.

4. Finance-Financial Reports Period Ending September 30, 2009 (Ann Hardy)

Staff recommends receiving September 30, 2009 monthly financial report as information.

Ann Hardy, Fiscal Operations Director, reported the following:

General Fund

Presented on the Brunswick County Government website is a schedule of revenues and expenditures-budget and actual for the General Fund for the period ended 9/30/09 on the cash basis with comparative actual amounts for the period ended 9/30/08.

Total revenues for the General Fund at 9/30/09 are \$20.3 million compared to \$21.7 million at 9/30/08 for a decrease of (\$1.4) million or (6.5%). Total revenues collected are currently 14.0% of the amended budget for the fiscal year.

Total expenditures for the General Fund at 9/30/09 are \$34.3 million compared to \$35.9 million at 9/30/08 for a decrease of (\$1.6) million or (4.5%). Total expenditures are currently 22.7% of the amended budget for the fiscal year.

Net other financing uses and transfers to reserve funds of (\$0.4) million are reported. Revenues and other financing sources are less than expenditures and other financing uses by (\$14.5) million at 9/30/09 as compared to (\$15.6) million at 9/30/08. The overall result for the first quarter of FY 10 is an improvement of \$1.1 million or 7.0% as compared to the first quarter of FY 09. The improvement is due to reductions in expenditures and transfers to reserve funds for projects.

Water Fund

Presented on the Brunswick County Government website is a schedule of revenues and expenditures-budget and actual and changes in fund balance for the Water Fund for the period ended 9/30/09 on the cash basis with comparative actual amounts for the period ended 9/30/08.

Total revenues for the Water Fund at 9/30/09 are \$5.6 million compared to \$6.5 million at 9/30/08 for a decrease of (\$0.9) million or (13.9%). Total revenues collected are currently 31.3 % of the amended budget for the fiscal year.

Total expenditures for the Water Fund at 9/30/09 are \$3.1 million compared to \$3.3 million at 9/30/08 for a decrease of (\$0.2) million or (6.1%). Total expenditures are currently 20.0% of the amended budget for the fiscal year.

Net transfers to the Water Capital Reserve for Water Capital Projects of (\$0.5) million are reported. Revenues and other financing sources are greater than expenditures and other financing uses by \$2.0 million as of 9/30/09 as compared to \$3.3 million at 9/30/08. The overall result for the first quarter of FY 10 is a decline of (\$1.3) million or (39.4%) as compared to the first quarter of FY 09. The decline is due to declining retail, wholesale, taps/connections, transmission, capital recovery fees and investment revenues along with an increase in transfers to capital projects.

Wastewater Fund

Presented on the Brunswick County Government website is a schedule of revenues and expenditures-budget and actual for the Wastewater Fund for the period ended 9/30/09 on the cash basis with comparative actual amounts for the period ended 9/30/08.

Total revenues for the Wastewater Fund at 9/30/09 are \$2.6 million compared to \$2.8 million at 9/30/08 for a decrease of (\$0.2) million or (7.1%). Total revenues are currently 20.5% of the amended budget for the fiscal year.

Total expenditures for the Wastewater Fund at 9/30/09 were \$1.3 million compared to \$1.5 million at 9/30/08 for a decrease of (\$0.2) million or (13.3%). Total expenditures are currently 9.9 % of the amended budget for the fiscal year.

Net transfers to the Wastewater Fund from the Wastewater Capital Reserve and Wastewater Capital Projects of \$1.5 million are reported. The transfers were to replenish the operating fund from debt proceeds received for capital projects. The project advances were for the Sunset and Calabash collection systems. Revenues and other financing sources are greater than expenditures and other financing uses by \$2.7 million as of 9/30/09 as compared to \$1.8 million at 9/30/08. The overall result for the first quarter of FY 10 is an improvement of \$0.9 million or 50% as compared to the first quarter of FY 09. The improvement is due to the receipt of the debt proceeds to replenish the operating fund project advances made in prior years.

Key Indicators of Revenues and Expenditures

Presented on the Brunswick County Government website are charts with actual history, current month actual amounts and annual budget information for major revenues and expenditures in both the enterprise and general funds.

Cash and Investments

A Summary of Cash and Investments is presented on the Brunswick County Government website as of 9/30/09 reports that the County had \$110 million of unrestricted cash and investments in all funds including those accruing for outside agencies that the county performs collections plus \$25.7 million of capital project restricted cash from debt proceeds. All cash and investments are earning an average yield of 0.88%. The total of cash balances per fund as of 9/30/09 was \$41.8 million General Fund, \$12.0 million County Capital Reserve Fund, \$19.2 million in the Water Fund, \$1.0 million in the Water Capital Reserve Fund, \$1.8 million in the Wastewater Fund and \$2.2 million in the Wastewater Capital Reserve Fund.

Capital Reserve Funds

A report of the budget and actual amounts for all capital reserve reports is presented on the Brunswick County Government website.

Grants and Capital Project Funds

A report of all grant and capital project funds as of is presented on the Brunswick County Government website.

The various unaudited and interim financial reports are presented for information and no action is requested.

The Board received the September 30, 2009 monthly financial report as information.

5. Administration – Optional Employee Benefit Program Modifications & Improvements (Wanda Barnette)

Staff recommends approving modifications and improvements to the Optional Employee Benefit Programs as presented.

Wanda Barnette, Assistant Human Resources Officer, explained that the County offers various fringe benefits to employees arranged through Mark III Brokerage. Open enrollment for these benefits will run November 12 – November 20, 2009, with changes to become effective January 1, 2010. The plan year for benefits is January 1 – December 31, 2010. Benefits currently offered to employees includes: Term Life, Short and Long Term Disability and Cancer Insurance. In addition, Mark III provides a comprehensive Cafeteria Benefits Plan which allows employees to pay for certain insurance premiums on a pre-tax basis. The TPA for the Cafeteria Benefits Plan is Tucker Administrators, Inc., Charlotte, NC. Under the plan, employees may also participate in a Flexible Spending Account (FSA) program to pay for child care and unreimbursed medical expenses. During open enrollment discussions, Mark III presented several new options for consideration in the upcoming year that would be cost effective, enhance benefits, as well as improve the efficiency of County staff. The County has maintained a good working relationship with Mark III for eleven years.

Staff requests implementation of the following recommendations:

(1) Change the Open Enrollment Period to coincide with enrollment for Group Health Insurance which becomes effective July 1st of each year. Propose implementing a short plan year period for Mark III with benefits to run from January 1, thru June 30, 2010. Have another enrollment period to coincide with Health Insurance enrollments in June 2010 with an effective date of July 1, 2010.

(2) Change the Cafeteria Benefits Plan TPA from Tucker Administrators to Flexible Benefit Administrators, Virginia Beach, Va. This company will be able to provide excellent enhancements in service, including a debit card service option for paying for FSA qualified services/purchases. Mark III will waive costs typically charged for a debit card and will waive charges we currently pay for them to manage the plan. Mark III will front-fund the plan which currently is front-funded by the County.

(3) Implement a web-online enrollment for all benefits with capability of uploading benefits directly into the payroll system decreasing the likelihood of error and minimizing staff time needed to enter benefit changes manually into the system; offer a web-based employee self-service enrollment in subsequent years.

(4) Implement a new Permanent Life Insurance product with Texas Life, which is available to employees and immediate family members, with cash value, waiver of premium, same premium portability option. Coverage effective date beginning February 1, 2010.

Commissioner Warren moved to approve Modifications and Improvements to the Optional Employee Benefit Programs as presented.

6. Sheriff's Office-Recovery Act Stimulus Grant Acceptance (Mark Trull)

Lt. Mark Trull requested acceptance of Recovery Act Stimulus Grant in the amount of \$19,464.00. No matching funds are required. These funds will be designated for Aircraft Hangar Fees, and portable aircraft wheels.

Lt. Trull explained that at time of grant application calculated hangar fees were \$400 per month for a period of 48 months or (4 years). A reduced fee in the amount of \$250 per month for the 48 month period has replaced the original \$400 per month estimate. This reduction in hangar fees will allow for the remaining funds (\$7,200) to be used for other equipment after a grant adjustment approval from the Department of Justice has been received.

The acquisition of portable aircraft wheels in the amount of \$1,494.50 are a one time expense necessary for the movement of the aircraft into and out of the hangar facility.

Grant Fund-Sheriff Grants:

Revenues:

ARRA Stimulus Debt/Grant Revenue 238177-331008 \$19,464

Expenditures:

ARRA 2009-DJ-BX-1088 238177-449998 \$19,464

The above amendment is to appropriate American Recovery and Reinvestment Act (ARRA) Grant funds from the Department of Justice in the amount of \$19,464 for program expenditures outlined in the grant. The funds will be utilized to support the Sheriff's Department's Aviation Unit Enhancement Project.

Commissioner Cooke moved to approve acceptance of the Recovery Act stimulus Grant in the amount of \$19,464. The vote of approval was unanimous.

7. Administration – 1st Quarter Goal Progress Report 2009-2010 (Marty Lawing)

Staff recommends receiving the First Quarter Goal Report as information.

Marty Lawing, County Manager presented the 1st Quarter Goal Progress Report and asked the Board for input.

**Brunswick County Board of Commissioners
FY 2009-2010 Goals and Objectives**

To develop and adopt a budget for FY 2009-2010 that includes no ad valorem property tax rate increase above the current rate of \$.305.

To improve customer service by creating an organizational culture driven by quality customer service through increased and improved interdepartmental communication and focused customer service and diversity training.

Team Captain:

Marty Lawing

Members:

*Jim Pryor
Randy Thompson
Tom Davis
Beverly Coleman
Steve Randone
Susan Angelow
Signa Simpson
Melanie Berardo
Brad Babson*

- To develop a customer service philosophy and program suitable for a county government organization and customized for Brunswick County
- To establish a Quality Customer Service Team made up of a representative/liaison from each department to help with program implementation, communication and training.
- To educate all county employees about the diverse population that we serve and the many different needs and expectation levels that exist in our community.
- To develop a system to obtain customer feedback and measure customer service improvements.

FIRST QUARTER UPDATE:

The Customer Service Goal Team met on September 9, 2009 to discuss the objectives and establish an action plan. The Committee decided that the first step in the process would be to conduct a self assessment and give every county employee the opportunity to respond to a ten (10) question survey to assess the level of customer service in their department. The committee met again on September 29, 2009 to finalize the survey. The surveys were distributed to all department heads on October 7th and are due back to Administration by October 21st. The results of the survey will help the committee develop a customer service training and development program for the county government. The summary results of the survey will be provided to each department.

A Central Permitting Customer Service Meeting was held on October 6, 2009. The County Manager facilitated the meeting with one or more stakeholders from all of the departments involved in the central permitting process. The group identified a list of issues and areas that could be improved in the for the benefit of permit applicants. The

next meeting will focus on specific action plans to improve the process and make it more customer friendly for all.

To develop and implement a strategy to expand the county and regional water and wastewater infrastructure by optimizing grant opportunities to fund construction and develop a marketing program and incentives to encourage a higher percentage of connections to new and existing systems.

Team Captain:

Jerry Pierce

Members:

Ann Hardy

Jeff Phillips

Ken Perry

Don Yousey

- To seek American Recovery and Reinvestment Act funds and other grants to supplement the costs with water and sewer system expansion.
- To develop a comprehensive marketing program to inform property owners regarding the availability of county water and sewer service and the costs and benefits associated with connecting.
- To implement some creative financial incentives to attract new customers that have not previously connected due to the costs.
- To evaluate the feasibility of financing water and/or sewer capital recovery fees for commercial accounts over multiple years with certain safeguards to protect the county in the event of non-payment.

FIRST QUARTER UPDATE:

The committee met on Sept. 1, 2009 to discuss the goal that had been assigned by the Board of Commissioners. The committee discussed that the previous goal committee had developed a list of agencies that provided grant funding and low interest loans. The Public Utilities staff and Administration staff has been using the list to submit grant applications when appropriate. The committee agreed to focus on developing a marketing program and development of incentives to encourage connection to the water and sewer system.

The committee discussed some general method of connection incentives and the drawbacks to other types of connection incentives. The committee agreed to review the options and come back to the next meeting prepared to develop incentive recommendations for the County Manager and Board of Commissioners to consider.

To enhance the County's employee safety program by establishing specific safety goals and performance standards and adopt the safety manual and incorporate incentives to improve the overall employee safety record to better position the County to successfully transition to Administrative Services Only or a Self-Funded Worker's Compensation Insurance Plan.

Team Captain:

Eileen Gardner

Members:

Stephanie Lewis

Starie Grissett

John Ingram

Lisa Milligan

Lois Carroll

- To establish specific departmental and organizational safety goals and incorporate performance incentives to reward improvements in workplace safety and loss experience and increase the weight of the Safety and Housekeeping factor on the performance appraisal system to reinforce the importance of safety on overall performance.
- To finalize a comprehensive Safety Manual and present to the Board for approval by March 1, 2009.
- To transition to a Self-funded Worker's Compensation Plan, establish appropriate level of reserves and position the County for long-term savings on worker's compensation insurance premiums.

FIRST QUARTER UPDATE:

Team members met on 9/3 to discuss key performance indicators to measure in order to establish safety performance standards. The team reviewed measures other counties and

private industry used recently in order to decrease accidents and the costs associated with them. After some discussion, the group decided on certain criteria to measure; Lost Work Days, Incident Rate/Frequency of injuries, reporting time, cost of claims, training performed and safety audits done in workplace. The group agreed to narrow the criteria to 4 Key Performance Indicators at next meeting.

Incentives for departments where reductions/improvements are realized were; pins, hats, day off with pay, recognition by County Manager., Commissioners, newsletter, paid lunch and/or performance merit increase. The team agreed to be prepared to narrow down the criteria for sustainable incentives goals going forward.

The team concurred that the performance review would have to be a critical part of this work. Next meeting the process and weights for each category will be discussed.

The team agreed to review the safety manual in 15 page segments to complete the task of adopting a county wide manual.

To develop an Affordable Housing Strategy / Plan to define the County's role in identifying and effectively addressing the need for additional affordable/workforce housing opportunities in Brunswick County.

Team Captain:
Steve Stone

Members:
Leslie Bell
Pam Cheers
Jayne Mathews
Louise McGarva
Jana Berg
Jamie Orrock
Jim Russell

- To contract with a consultant to assist the county in developing an affordable housing plan by September 15, 2009.
- To make significant amendments to the County's Unified Development Ordinance to provide incentives for developers to develop single family and multi-family affordable housing units for ownership and rental.
- To aggressively pursue grants for single family rehabilitation and replacement funding.
- To work with non-profit agencies and private developers to develop low income housing tax credit housing units in Brunswick County.
- To work with Public Housing to revise and upgrade the standards for housing units in the Section 8 Program.

FIRST QUARTER UPDATE:

A consultant has been hired by the County to help develop tax-credit, multifamily affordable housing.

The committee is reviewing the Brunswick County affordable housing strategies report that was prepared by UNC in 2007, along with a similar report that was recently accepted by Chatham County. The committee authorized the chair to invite representatives of the real estate and homebuilders' community to join the committee's deliberations.

To develop ordinances and programs to include development incentives to encourage the incorporation of "green" development and construction practices for future development projects in the county to reduce the impact of development on natural resources, energy and the county's infrastructure.

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Team Captain:
Leslie Bell

Members:
Delaney Aycock
Jeff Phillips

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- To expand the County's ordinances to provide incentives to encourage voluntary use of environmentally friendly products such as pervious asphalt, concrete and pavers and techniques such as Low Impact Development to reduce runoff and improve water quality.
- To provide incentives for the installation of low flow fixtures to reduce the impact on the county's water and wastewater treatment systems and for the installation of reuse water irrigation systems in new developments adjacent to county reuse water transmission lines.

FIRST QUARTER UPDATE:

The Goal Team held a joint meeting on 09-Oct-09 with representatives from Pender County, New Hanover County, the City of Wilmington and a representative from BASE. The discussion centered around the status of each jurisdiction's efforts to incorporate green building/renewable energy programs and the following recent State legislation (Session Law – SL) that promote green building and renewable energy:

- ✓ SL 2009-22 that provides for development incentives;
- ✓ SL 2007-381 that allows the use of reduced permitting fees or partial rebates for LEED and other nationally-recognized sys. certified projects;
- ✓ SL 2009-548 extends definition of Renewable Energy by adding geothermal heat pumps & equip. and extends tax credit for investing in renewable energy property by one additional year;
- ✓ SL 2009-553 protects the passing of local ordinances that restrict solar collectors on residential properties; and
- ✓ SL 2009-522 provides cities and counties the authorization to establish loan programs to finance the installation of distributed generation renewable energy sources or energy efficiency improvements that are permanently affixed to residential or commercial property with a cap on the annual interest rate charged of 8%.

Based on this meeting and further discussion among Goal Team members, it was decided that 1) incentives beyond the recent State incentives for individual properties/property owners should be of the magnitude to be attractive for relatively larger scale developments, 2) perhaps the most attractive incentive may be a program that essentially provides a financial benefit on the utility side (i.e., deferments), 3) review other jurisdictions' efforts, and 4) invite Jerry Pierce, Utility Director and Ann Hardy, Finance Director, to be part of the Goal Team and provide input on the possibility and impact(s) and feasibility of item #2. Invitations to the Utility Director and Finance Director will be forthcoming.

Vice-Chairman Norris inquired about the goal to develop and implement a strategy to expand the county and regional water and wastewater infrastructure indicating that neighboring counties seem to have more available infrastructure and progress seems to be moving slowly. Vice-Chairman Norris asked staff to expedite this process.

Vice-Chairman Norris also questioned the progress of the goal to develop ordinances and programs to include development incentives to encourage the incorporation of "green" development and construction practices asking if any progress had been made and the Manager answered that the committee has recommended to follow the state statutes and more information will be forthcoming.

Chairman Sue inquired about the request of delaying water and sewer impact fees until the builder requests a certificate of occupancy. The Manager indicated that this would probably not have a major impact on finances informing that he had received this request just this morning and it would be very simple to draft a policy if the Board would consider such a policy. Staff would have to explore the legalities of differentiating between commercial and residential for this consideration. The Board directed the Manager to come back with recommendations.

VIII. BOARD APPOINTMENTS

1. **Hospital Authority (District 2 appointment, at-large appointment)**
Commissioner Cooke moved to table the District 2 appointment and Commissioner Warren moved to table the at-large appointment. The vote of approval was unanimous.
2. **Southport Board Planning Board (ETJ appointment)**

Vice-Chairman Norris moved to table this appointment until further information is received. The vote of approval was unanimous.

IX. COUNTY ATTORNEY'S REPORT

1. Closed Session

Vice-Chairman Norris moved to enter Closed Session at 7:46 p.m. pursuant to NCGS 143-318.11 (a) (3) to consult with the attorney to protect the attorney-client privilege, to consider and give instructions concerning a potential or actual claim, administrative procedure pertaining to Eastern Municipal Power Service., and to consider and give instructions concerning a judicial action specifically the Property Tax Commission appeal of Thomas and Wife and (a) (4) to discuss matters relating to the location or expansion of business in the area served by this body. The vote of approval was unanimous.

The Chairman called a five-minute break.

Reconvened

Chairman Sue called the Open Session back to order at 8:54 p.m. and announced that no action was taken in Closed Session and other matters will wait for notification from opposing parties before disclosure.

Commissioner Warren moved to approve appropriation of \$2,005,000 to the Airport under the advanced grant funding agreement for expansion established on July 16, 2007 and the associated budget amendment and capital project ordinance. The vote of approval was unanimous.

Commissioner Cooke moved to authorize staff to appeal the matter of Thomas and Wife from the Property Tax Commission. The vote of approval was unanimous.

X. OTHER BUSINESS/INFORMAL DISCUSSION

School Liaison Committee Meeting Update (Added Under Adjustments to the Agenda)

Commissioner Phillips updated the Board of the October 14, 2009 School Liaison Committee meeting.

Chairman Sue gave an update of the Transportation Advisory Committee regarding the proposed Skyway Bridge issue and spoke favorably of the proposed new route. After discussion it was consensus of the Board to move forward with the new route and final design but there was no interest in purchasing any right-of-way. Vice-Chairman Norris stated that he had concerns with House Bill 881 and asked the Attorney to research this House Bill.

Commissioner Warren informed that he had received calls from citizens who wish to serve on some of the county boards but were unable to as the same members were reappointed time after time and thinks these terms should be limited. The Board asked the Attorney to research this matter and offer recommendations.

The County Manager reminded of the United Way Kick-off to be held on October 21, 2009 at 11:30 a.m. in the cafeteria.

XI. ADJOURNMENT

Vice-Chairman Norris moved to adjourn the Regular Meeting at 9:26 p.m. The vote of approval was unanimous.

William M. Sue, Chairman

Deborah (Debby) Gore, Clerk to the Board