

**Town of Marshville
Town Council Meeting
Monday, March 18, 2013, 7:00 PM
Marshville Town Hall**

REGULAR MEETING MINUTES

Council Members Present: Mayor Franklin Deese, Mayor Pro-Tempore Matthew Jefferson, Council Members Norma Carpenter, Margaret Bivens, Dora Bridget and Gary Huntley.

Staff Present: Town Manager, Amanda Reid; Town Clerk/Finance Officer, Tonya Johnson; Town Attorney, Bobby Griffin and Chief of Police, Carl Webber.

Call to Order/Invocation/Pledge of Allegiance

Mayor Deese called the meeting to order at 7:01 pm. The invocation was offered by Council Member Bivens. The Pledge of Allegiance was offered by all in attendance.

Adoption of Agenda for the Meeting

A motion to adopt the agenda as presented was made by Council Member Bivens. The motion was seconded by Council Member Huntley and passed unanimously.

Public Comment

There were no public comments.

Consent Agenda

- Budget Report for February 2013
- March 4, 2013 Town Council Minutes

A motion to adopt the consent agenda and approve the items thereon was made by Council Member Bivens. The motion was seconded by Council Member Carpenter and passed unanimously.

Discussion and possible action regarding Local Resolution to Amend Town of Marshville Charter

The Town Manager commented that as discussed at the budget retreat this amendment will remove Section 6.1. Utility Billing and Termination from the Town of Marshville Charter. The Town of Marshville Utility Policies and Ordinances, in compliance with North Carolina General Statutes, will address utility billing issues and procedures. The Town Manager stressed the need to narrow the window of billing and disconnection to reduce the number of bad debts the Town carries. Mayor Deese reminded the Town Council that this at the budget retreat and the consensus of the Town Council was to proceed. A motion to approve the Town of Marshville Resolution Requesting the North Carolina General Assembly Ratify Amendment to the Town of Marshville Charter and to direct the Town Manager to forward the resolution to the General Assembly was made by Council Member Carpenter, seconded by Council Member Bridget and passed unanimously.

Resolution to Remove Certain Described Property from the Corporate Limits

The Town Manager reported that the annexed property consists of 118.95 acres and is not contiguous to the corporate limits of the Town of Marshville. This property was annexed in 2002, but has not been developed and the Town of Marshville provides no services to the property. Also, this property is in the farm deferral program resulting in very little tax benefit to the town and deannexation of the property would not substantially, if at all, impact the property value. The Town Manager informed the Town Council that the deannexation process requires an act of the General Assembly. A motion to approve the Town of Marshville Resolution Requesting North Carolina General Assembly to Remove Certain Described Property from the Corporate Limits and to direct the Town Manager to forward the resolution to the General Assembly was made by Mayor Pro-Tempore Jefferson, seconded by Council Member Huntley and passed unanimously.

Resolution and Application for State Revolving Fund Loan

The Town Manager stated that the staff is looking at completing an application to apply for state loan assistance through the State Revolving Fund for the Automated Meter Reading System Project. The

application would include funding at a 0% interest with the Town applying for principal forgiveness. Neither 0% interest nor principal forgiveness is guaranteed. The application is another avenue for funding the project which the Town Council identified as a top priority. The Town Manager reported that she and the Public Works Director met with engineers to discuss logistics and budgetary aspects of the project such as a phased approach or a complete system installation. Council Member Carpenter asked if the Town's application is approved is it obligated to accept it. The Town Manager stated that if the Town Council approves going through the application process it should be serious about the funding opportunity and completing the project. Mayor Deese stated this will be money well spent and stated that if awarded the loan final approval would come before the Town Council for approval. Mayor Pro-Tempore Jefferson commented although he prefers the Town remain debt free, the benefit of completing the project will be substantial. A motion to pass the resolution supporting an application for a State Revolving Fund loan to be used toward Automated Meter Reading System upgrades and to direct the Town Manager to commence work on the application was made by Council Member Bridget, seconded by Council Member Bivens and passed unanimously.

Discussion regarding Draft of Fiscal Year 2013 -2014 Goals and Priorities

The Town Manager referenced a draft of the FY 2013-2014 Goals and Priorities summarized from the budget retreat and asked if any council member had questions, comments, or if they had anything to add. Mayor Deese commented that a lot of ideas were discussed at the budget retreat. Council Member Bivens stated that after some thought she doesn't feel landlords should be responsible for their tenant's utility bill. Some discussion ensued regarding utility accounts and the town's legal responsibility to the account holder. Mayor Deese commented that the Town Council might consider a tiered deposit depending upon whether the account holder is an owner or a tenant.

Town Manager's Report

The Town Manager reported work was being completed on the budget and new structure. Staff is also reviewing contracts to prepare for the new fiscal year as well. The Town Manager informed the Town Council of a meeting with a possible intern with a background in Planning/GIS.

Mayor and Town Council Member Comments

The Town Clerk/Finance Officer reported this is a very busy time of year for Town Hall Staff with budget preparation and preparing for fiscal year-end.

Council Member Carpenter commented on a possible development. Mayor Deese replied that any discussion is speculation at this time and that care has to be taken regarding economic development projects. Mayor Deese assured the Town Council that at the appropriate time they will be apprised of any development.

Council Member Huntley thanked everyone for their prayers and reminded everyone to remember the Passover season.

Adjourn

A motion to adjourn was made by Council Member Bivens. The motion was seconded by Council Member Carpenter and passed unanimously. There being no further comments the meeting adjourned at 7:49 pm.

These minutes approved this the 1st day of April, 2013.

By: _____

Franklin Deese
Mayor

Attest: _____

Tonya D. Johnson
Town Clerk

TOWN OF MARSHVILLE
BUDGET vs ACTUAL
Ending Date: 02/28/2013

Description	Budget	MTD	YTD	Variance	Percent
Expenditures					
10-4100 ELECTED OFFICIALS	104,711.13	7,070.47	63,570.11	41,141.02	60%
10-4200 ADMINISTRATION	109,020.58	7,028.44	67,022.91	41,997.67	61%
10-4210 ANNEXATION	500.00	0.00	0.00	500.00	
10-4220 TOWN MANAGER	109,227.59	7,092.64	58,201.34	51,026.25	53%
10-4300 ELECTIONS	2,500.00	0.00	378.50	2,121.50	15%
10-4600 TAX COLLECTIONS	2100.00	0.00	1001.60	1,098.40	47%
10-4700 LEGAL	8,902.00	600.00	4,800.00	4102.00	53%
10-5000 PUBLIC BUILDINGS	64,464.95	3,245.70	35,253.03	29,211.92	54%
10-5100 POLICE	647,805.93	42,844.31	454,305.96	193,499.97	70%
10-5300 FIRE	15000.00	0.00	673.97	14,326.03	4%
10-5310 SAFETY PROTECTION	0.00	0.00	0.00	0.00	
10-5600 STREETS & HIGHWAYS	114,873.73	8,807.42	70,956.08	43,917.65	61%
10-5700 POWELL BILL	84500.00	343.76	40116.14	44,383.86	47%
10-5800 SANITATION	155,570.88	12,103.81	90,198.68	65,372.20	57%
10-6200 PARK	86,822.90	4,554.78	49,862.40	36,960.50	57%
10-6300 COMMUNITY CENTER	8,250.00	694.73	4,178.52	4,071.48	50%
10-6400 CEMETERY	7,100.00	0.00	2,895.57	4,204.43	40%
10-6600 CONTINGENCY	8,333.33	0.00	0.00	8,333.33	
10-7000 TRANSFERS	0.00	0.00	0.00	0.00	
10-9800 TRANSFER TO ENT FUND	51,851.28	0.00	0.00	51,851.28	
10-9840 TRANSFER TO 40 FUND	0.00	0.00	0.00	0.00	
Total Expenses for Fund 10	1,581,534.30	94,386.06	943,414.81	638,119.49	60%
Revenues Over/(Under) Expenses:		(45,555.39)	171,981.19		

TOWN OF MARSHVILLE

Budget vs Actual

Ending Date: 02/28/2013

Description	Budget	MTD	YTD	Variance	Percent
Revenues					
10-3010-0000 AD VALOREM TAXES	620,647.58	7,628.52	630,806.26	10,158.68	101%
10-3010-0100 MOTOR VEHICLES	52,757.66	4,267.17	34,019.59	(18,738.07)	64%
10-3010-0500 PRIOR YEAR TAX COLLECT	14,500.00	304.44	6,536.03	(7,963.97)	45%
10-3170-0000 TAX PENALTIES & INTERE	3,700.00	381.22	2,497.06	(1,202.94)	67%
10-3250-0000 PRIVILEGE LICENSES	3,200.00	20.00	4,162.20	962.20	130%
10-3260-0000 VEHICLE RENTAL TAX	0.00	0.00	0.00	0.00	
10-3290-0000 INTEREST ON INVESTMENT	10,000.00	49.25	332.13	(9,667.87)	3%
10-3317-0000 CONTROLLED SUB TAX	600.00	0.00	31.25	(568.75)	5%
10-3318-0000 POLICE GRANT	2,259.31	0.00	8,341.09	6,081.78	369%
10-3319-0000 POLICE CALENDAR SALES	300.00	0.00	300.00	0.00	100%
10-3319-0100 Police Protection Rev	1,162.00	52.00	1,162.00	0.00	100%
10-3350-0000 MISCELLANEOUS	3,500.00	2.00	594.13	(2,905.87)	16%
10-3350-0100 SALE OF FIXED ASSETS	6,600.00	0.00	0.00	(6,600.00)	
10-3350-0200 Cash Short	0.00	0.00	(275.18)	(275.18)	
10-3360-0000 INSURANCE PROCEEDS	0.00	2,106.21	2,106.21	2,106.21	
10-3360-0100 Rev/Exp Recovery Proce	0.00	0.00	0.00	0.00	
10-3370-0000 UTILITIES FRANCHISE TA	181,200.00	0.00	90,286.54	(90,913.46)	49%
10-3370-0100 FRANCHISE TAX CABLE TV	2,100.00	801.00	2,373.00	273.00	113%
10-3370-0200 SOLID WASTE DISPOSAL T	1,750.00	402.20	1,178.85	(571.15)	67%
10-3430-0000 POWELL BILL ALLOCATION	65,000.00	0.00	68,296.18	3,296.18	105%
10-3450-0000 Local Option SalesTax	0.00	0.00	0.00	0.00	
10-3450-0010 SALES TAX ART. 39	42,000.00	4,806.54	37,340.46	(4,659.54)	88%
10-3450-0020 SALES TAX ART. 40	32,750.00	3,633.37	28,474.40	(4,275.60)	86%
10-3450-0030 SALES TAX ART. 42	25,000.00	2,563.25	19,967.44	(5,032.56)	79%
10-3450-0040 SALES TAX ART. 44	0.00	9.30	80.84	80.84	
10-3450-0050 SALES TAX HOLD HARMLES	47,864.68	3,713.15	36,278.67	(11,586.01)	75%
10-3450-0200 BEER & WINE TAX DISTR	11,500.00	0.00	0.00	(11,500.00)	
10-3491-0000 PLANNING/ZONING FEES	2,000.00	55.00	970.00	(1,030.00)	48%
10-3510-0000 COURT COSTS FEES & CHA	1,500.00	121.50	1,359.00	(141.00)	90%
10-3590-0000 REFUSE COLLECTION FEES	184,000.00	15,379.00	120,458.80	(63,541.20)	65%
10-3610-0000 CEMETERY REV SALE OF L	5,500.00	0.00	7,500.00	2,000.00	136%
10-3610-0100 CEMETERY REV DONATIONS	0.00	0.00	10.40	10.40	
10-3610-0200 CEMETERY REV GRAVE OPE	0.00	0.00	0.00	0.00	
10-3650-0000 RECREATION ACTIVITY FE	4,000.00	261.20	1,473.13	(2,526.87)	36%
10-3650-0100 GRANT FOR PARK	0.00	0.00	0.00	0.00	
10-3650-0120 Park Donation	0.00	0.00	0.00	0.00	
10-3650-0130 SKATEPARK DONATIONS	0.00	0.00	5.00	5.00	
10-3650-0200 PARK CONCESSIONS	1,000.00	0.00	0.00	(1,000.00)	
10-3650-0300 PARK FACILITIES RENTAL	3,500.00	0.00	900.00	(2,600.00)	25%
10-3834-0000 TOWN BLDG RENT	10,000.00	2,274.35	7,830.52	(2,169.48)	78%
10-3984-0000 TRANSFER FROM 40 FUND	0.00	0.00	0.00	0.00	
10-3990-0000 ENCUMBERED FUND BALANC	241,643.07	0.00	0.00	(241,643.07)	
Total Revenues for Fund 10	1,581,534.30	48,830.67	1,115,396.00	- 466,138.30	70%

TOWN OF MARSHVILLE

Budget vs Actual

Ending Date: 02/28/2013

Description	Budget	MTD	YTD	Variance	Percent
Revenues					
30-2290-0100 CONTRIB SPEC REV FUND	0.00	0.00	0.00	0.00	
30-3290-0000 INTEREST ON INVESTMENT	12,000.00	24.39	158.43	(11,841.57)	1%
30-3350-0000 MISCELLANEOUS INCOME	1,200.00	125.00	625.00	(575.00)	52%
30-3350-0100 SALE OF FIXED ASSETS	0.00	0.00	0.00	0.00	
30-3350-0300 DONATED ASSETS	0.00	0.00	0.00	0.00	
30-3350-0400 Grants	0.00	0.00	0.00	0.00	
30-3350-0500 TOWER RENT	35,000.00	1,518.38	24,058.60	(10,941.40)	68%
30-3360-0000 INSURANCE PROCEEDS	0.00	0.00	0.00	0.00	
30-3710-0000 CHARGES UTILITIES WATE	453,000.00	29,179.85	291,376.47	(161,623.53)	64%
30-3710-0100 CHARGES UTILITIES SEWE	467,000.00	33,083.67	305,845.17	(161,154.83)	65%
30-3710-0300 RECONNECT CHARGES	10,000.00	610.00	20,130.00	10,130.00	201%
30-3730-0000 CONNECTION FEES WATER	12,000.00	0.00	14,630.00	2,630.00	121%
30-3730-0100 CONNECTION FEES SEWER	22,000.00	0.00	19,200.00	(2,800.00)	87%
30-3740-0000 BAD DEBTS	0.00	0.00	0.00	0.00	
30-3800-0000 CAPITAL CONTRIBUTIONS	0.00	20,000.00	20,000.00	20,000.00	
30-3940-0000 TRANSFER FROM GEN FUND	51,851.28	0.00	0.00	(51,851.28)	
30-3990-0000 ENCUMBERED FUND BALANC	152,500.00	0.00	0.00	(152,500.00)	
Total Revenues for Fund 30	1,216,551.28	84,541.29	696,023.67	(520,527.61)	57%

Expenditures

30-5310 SAFETY	0.00	0.00	0.00	0.00	
30-6601 ENTERPRISE CONTINGENCY	2,000.00	0.00	0.00	2,000.00	
30-7000 TRANSFER	0.00	0.00	0.00	0.00	
30-8280 WATER OPERATIONS	683,645.62	32,003.19	373,676.37	309,969.25	54%
30-8290 SEWER OPERATIONS	505,380.74	71,789.98	291,648.07	213,732.67	57%
Total Expenses for Fund 30	1,191,026.36	103,793.17	665,324.44	525,701.92	55%
Revenues Over/(Under) Expenses:		(19,251.88)	30,699.23		

TOWN OF MARSHVILLE
RESOLUTION REQUESTING THE NORTH CAROLINA GENERAL
ASSEMBLY RATIFY AMENDMENT TO THE
TOWN OF MARSHVILLE CHARTER

WHEREAS, the General Assembly of North Carolina through Session Law 2011-70, Senate Bill 295 ratified an act to Revise and Consolidate the Charter of the Town of Marshville.

WHEREAS, the revised Charter of the Town of Marshville under Article VI. Miscellaneous, includes the following section:

"Section 6.1. Utility Billing and Termination. The Town may provide that any fee imposed pursuant to G.S. 160A-314 for the purpose of G.S. 160A-311(2), 160A-311(3), and 160A-311(6) may be billed together in one itemized statement. The Town Council may provide by ordinance the order in which partial payments are to be applied among services. In the case of nonpayment within a period of not less than 30 days, the town may terminate any or all such service for which full payment has not been made."

WHEREAS, the Town of Marshville Town Council wishes to revise local policies and ordinances regarding Utility Billing and Termination in compliance with North Carolina General Statutes and utility law.

WHEREAS, the Town of Marshville Town Council requests removal of Section 6.1. Utility Billing and Termination from the Charter of the Town of Marshville in order to complete such revision.

NOW THEREFORE, BE IT RESOLVED that the Town of Marshville Town Council requests that the North Carolina General Assembly amend the Charter of the Town of Marshville removing Section 6.1 Utility Billing and Termination which is addressed through the Town of Marshville Utility Policies and Ordinances, in compliance with North Carolina General Statutes.

IN WITNESS THEREOF, I have hereunto set my hand and caused the Seal of the Town to be affixed this 18th day of March, 2013.

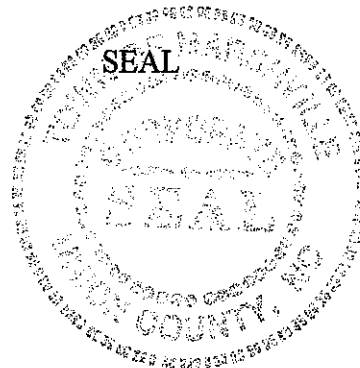


 Franklin Deese, Mayor

ATTEST:




 Tonya Johnson, Town Clerk



TOWN OF MARSHVILLE
CERTIFICATION OF DOCUMENTS

The undersigned duly qualified and acting as the Town Clerk for the Town Council of the Town of Marshville does hereby certify: That the attached resolution is a true and accurate copy of the resolution requesting the North Carolina General Assembly ratify amendment to the Town of Marshville Charter, as adopted at a legally convened meeting of the Marshville Town Council held on March 18, 2013; and, further, that such resolution has been fully recorded in the official minutes in my office.

IN WITNESS WHEREOF, I have hereunto set my hand and have caused the official corporate seal of the Town of Marshville to be affixed this the 18th day of March, 2013.



Tonya D. Johnson
Town Clerk



**TOWN OF MARSHVILLE RESOLUTION
REQUESTING NORTH CAROLINA GENERAL ASSEMBLY
TO REMOVE CERTAIN DESCRIBED PROPERTY FROM THE
CORPORATE LIMITS**

WHEREAS, the Town Council of the Town of Marshville passed an ordinance of satellite annexation for the property identified as Union County Tax Parcel Number 02180003 located off Old Highway 74, Marshville, NC described in Exhibit A in the North Carolina General Warranty Deed filed with the Union County Register of Deeds, Book 3577 Page 769, reference to which is hereby made for a more complete and accurate description of the aforesaid lot.

WHEREAS, the property is not contiguous to the current Town of Marshville corporate limits and is approximately 1.3 miles from the closest point of corporate boundary.

WHEREAS, the Town Council of the Town of Marshville is requesting that a total of 118.95 acres of property be deannexed from the corporate limits of the Town of Marshville.

WHEREAS, the property contains no development and no access or need for Town of Marshville public utilities, and is currently participating in the State of North Carolina's present-use value ("PUV") property tax exclusion program for farms and other favored properties. As such, deannexation of the above described property will not significantly affect the value of the property.

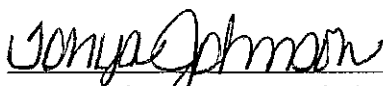
NOW THEREFORE, BE IT RESOLVED that the Town of Marshville Town Council request that the North Carolina General Assembly adopt special legislation to deannex the above mentioned property from the corporate limits of the Town of Marshville.

IN WITNESS THEREOF, I have hereunto set my hand and caused the Seal of the Town to be affixed this 18th day of March, 2013.

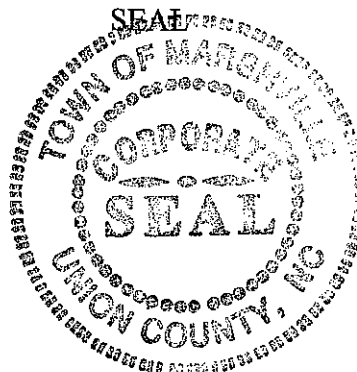


Franklin Deese, Mayor

ATTEST:



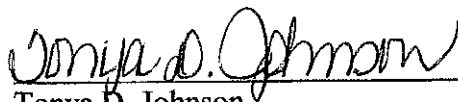
Tonya Johnson, Town Clerk



TOWN OF MARSHVILLE
CERTIFICATION OF DOCUMENTS

The undersigned duly qualified and acting as the Town Clerk for the Town Council of the Town of Marshville does hereby certify: That the attached resolution is a true and accurate copy of the resolution requesting the North Carolina General Assembly to de-annex certain described property from the corporate limits, as adopted at a legally convened meeting of the Marshville Town Council held on March 18, 2013; and, further, that such resolution has been fully recorded in the official minutes in my office.

IN WITNESS WHEREOF, I have hereunto set my hand and have caused the official corporate seal of the Town of Marshville to be affixed this the 18th day of March, 2013.



Tonya D. Johnson
Town Clerk



RESOLUTION BY GOVERNING BODY OF APPLICANT

Town of Marshville SRF (State Revolving Fund) Loan

WHEREAS, The Federal Clean Water Act Amendments of 1987 and the North Carolina the Water Infrastructure Act of 2005 (NCGS 159G) have authorized the making of loans and grants to aid eligible units of government in financing the cost of construction of drinking water distribution system project, and

WHEREAS, The Town of Marshville has need for and intends to construct a drinking water distribution system project described as Automatic Meter Reading System, and

WHEREAS, The Town of Marshville intends to request state loan assistance for the project,

NOW THEREFORE BE IT RESOLVED, by the Town Council of the Town of Marshville:

- That Town of Marshville, the Applicant, will arrange financing for all remaining costs of the project, if approved for a State loan award.
- That the Applicant will adopt and place into effect on or before completion of the project a schedule of fees and charges and other available funds which will provide adequate funds for proper operation, maintenance, and administration of the system and the repayment of the debt.
- That the governing body of the Applicant agrees to include in the loan agreement a provision authorizing the State Treasurer, upon failure of the Town of Marshville to make scheduled repayment of the loan, to withhold from the Town of Marshville any State funds that would otherwise be distributed to the local government unit in an amount sufficient to pay all sums then due and payable to the State as a repayment of the loan.
- That the Applicant will provide for efficient operation and maintenance of the project on completion of construction thereof.
- That Franklin D. Deese, Mayor, the Authorized Official, and successors so titled, is hereby authorized to execute and file an application on behalf of the Applicant with the State of North Carolina for a loan to aid in the construction of the project described above.
- That the Authorized Official, and successors so titled, is hereby authorized and directed to furnish such information as the appropriate State agency may request in connection with such application or the project: to make the assurances as contained above; and to execute such other documents as may be required in connection with the application,
- That the Applicant has substantially complied or will substantially comply with all Federal, State, and local laws, rules, regulations, and ordinances applicable to the project and to Federal and State grants and loans pertaining thereto.

Adopted this the 18th day of March, 2013 at the Marshville Town Hall, 201 West Main Street, Marshville, North Carolina.

SIGNED:

Franklin D. Deese

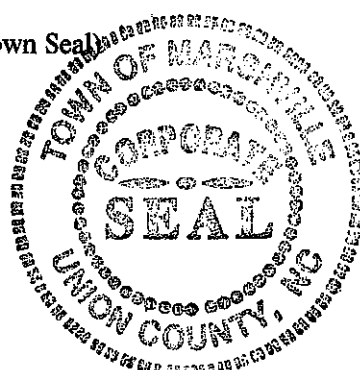
Mayor

(Title)

ATTEST:


Tonya Johnson
Tonya Johnson, Town Clerk

(Town Seal)



CERTIFICATION BY RECORDING OFFICER

The undersigned duly qualified and acting as the Town Clerk for the Town Council of the Town of Marshville does hereby certify: That the above/attached resolution is a true and correct copy of the resolution authorizing the filing of an application with the State of North Carolina, as regularly adopted at a legally convened meeting of the Marshville Town Council duly held on the 18th day of March, 2013; and, further, that such resolution has been fully recorded in the journal of proceedings and records in my office. IN WITNESS WHEREOF, I have hereunto set my hand this 18th day of March, 2013.


(Signature of Recording Officer)
Tonya Johnson, Town Clerk

(Town Seal)





Town of Marshville FY 2013 – 2014 Goals & Priorities

*** DRAFT ***

1. Fiscal Responsibility: Establish productivity goals, contain costs and ensure financial stability and resiliency in a period of economic decline.

- Establishment of a comprehensive Fee Schedule that incorporates the cost to the Town to provide services.
 - Research and implement user based fees to relieve town citizens and tax payers the burden of paying for services provided primarily to out of town residents or specific services not utilized by all.
 - Balance costs to the Town for providing services with appropriate and affordable fees for citizens. Work to balance revenues and fees with the rising cost of services.
 - Enforce collections for services (garbage collection, utilities, and nuisance abatement) to balance the burden on those pay. Pursue bad debt to the extent allowed. Investigate penalties for nonpayment (i.e.) liens on properties, Debt Set off Program) and new ways of billing to limit losses and additional bad debts:
 - i.e.) trash collections through property taxes
 - i.e.) property owner/utility account holder
 - i.e.) enforce ordinance requiring trash collection (every property)
- Evaluate current services, amenities, and assets and compare cost versus *town citizen* benefits. Eliminate those that are not cost effective. Review and renegotiate contracts.
 - i.e.) Recycle Center (cost vs. benefits)
- Adhere to asset management schedule & replace capital needs as appropriate to ensure needs are met and to reduce the possibility of the financial burden of multiple department capital needs in the same fiscal years
 - i.e.) vehicles, computers, technology needs)
- Continue to look for alternative sources of funding, conduct creative planning, and coordination of matching grant funds.

2. Legal Responsibility: Complete review of Code of Ordinances and update the same to ensure compliance with recent legislative action. Work to establish enforceable, current, and Marshville specific ordinances. Remove outdated ordinances and fees and consolidate the same into policies and fee schedule to be reviewed annually.

- Focus on enforcement of Land Use Ordinance and Code of Ordinances. Establish and enforce process and consequences for noncompliance.
- Enforcement of minimum housing ordinances and complete demolition and clearance where appropriate. Establish process and consequences for inaction.
- Utility Billing – complete policy, calendar for process, and appropriate fees/penalties

3. Public Utilities and Infrastructure: Invest in technology to provide better service for customers and more efficient processes for staff. Reduce opportunities for human errors. Invest in needed infrastructure to ensure future ability to provide essential services.

- Radio Read Technology – Continue to look for grant and other funding sources to complete the project and/or investigate possibilities of a phased approach
- Assess/evaluate infrastructure system and establish priorities based on needs and available grant funding.

4. Focus on Customer Service and Professional Staff Service Levels: Invest in Employees

- Continue to strive for excellent customer service and positive interactions with Town staff
- Continue to cross train to allow for immediate attention to needs and questions of public
- Budget appropriately for training to allow for enhanced skills and knowledge, greater levels of efficiency, and to ensure compliance with legislative changes.
- Investigate and invest in new technology and/or equipment to assist employees in meeting expectations of high service levels, ensure employee safety and allow to greater efficiency of operations
- Work toward strengthening organizational structure and distinguishing roles and responsibilities of employees
- Establish part time or temporary staff as necessary and prudent
 - i.e.) internship program
 - i.e.) seasonal assistance

5. Increase Citizen Involvement/Awareness: Act as catalyst for additional citizen support and participation in Town activities and needs.

- Work toward addressing technology needs – update website, online payment options
- Possible creation of a quarterly volunteer project that will be coordinated by the Town to assist citizens in need.
- Streamline local government processes and investigate possibility of transition to one council meeting per month.
- Educate the public on changes and new changes (i.e.) utilities, billing, disconnection of service) and establish what to expect and when
- Educate the public on government finance and need for fee based approach (i.e.) Alternative solutions – increase in taxes). Develop literature showing what tax dollars are paying for.
 - i.e.) \$1 divided pays for...



**Town of Marshville
Town Council Meeting**

**Monday, March 18, 2013, 7:00 PM
Marshville Town Hall**

2566f

REGULAR MEETING AGENDA

1. Call to Order/Invocation/Pledge of Allegiance

2. Adoption of Agenda for the Meeting

3. Public Comment

Please sign in at the podium. Before speaking, state your name and address. Please limit comments to two minutes.

4. Consent Agenda

- Budget Report for February 2013
- March 4, 2013 Town Council Minutes

5. Discussion and possible action regarding Local Act requests to NC General Assembly

- Resolution to Amend Town of Marshville Charter
- Resolution to Remove Certain Described Property from the Corporate Limits

6. Discussion and possible action regarding application for State Revolving Fund Loan

- Resolution by Governing Board of Applicant - State Revolving Fund Loan

7. Discussion regarding Draft of Fiscal Year 2013 -2014 Goals and Priorities

8. Town Manager's Report

9. Mayor and Town Council Member Comments

10. Adjourn

** A brief recess may be called every 45-60 minutes, as desired by Council.*