

# ***Hillsborough University – Citizens Academy***

## ***Objectives & Course Summary***

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### **Objectives:**

- ✓ Increase citizen knowledge, interest, and ability to influence as well as participate in town government.
- ✓ Reduce barriers to participating in and influencing town government decisions through increased understanding of key processes and operations.
- ✓ Assist in building a pipeline of citizens interested in serving the community through future service (e.g., sharing of perspectives during public hearings; participation in neighborhood watch associations; avocation for key issues; service on advisory committees, volunteer town boards, and the Hillsborough Board of Commissioners).
- ✓ Learn from the citizens attending the academy.

**Dates/Times:** Classes will take place 6:30 to 9 p.m. Wednesdays, March 16-April 20, with one Saturday class from 8 a.m. to 1 p.m. April 2 for a utilities system tour.

**Locations:** Classes will be at Durham Tech’s Orange County Campus in the Waterstone development, 525 College Park Drive. The April 6 class will take place at the Orange Rural Fire Department’s downtown fire station, 206 S. Churton St. The weekend tour of the water and sewer system will take place throughout Hillsborough; transportation will be provided.

**Eligibility:** The academy is limited to 25 attendees, with priority going to residents who live and/or work within the corporate limits of Hillsborough as well as customers connected to the Hillsborough water system.

**Application:** An online application can be found on the town’s website, [www.ci.hillsborough.nc.us](http://www.ci.hillsborough.nc.us). Paper copies will be available at Town Hall, 101 E. Orange St.; the Town Hall Annex, 137 N. Churton St.; the police station, 127 N. Churton St.; and the downtown fire station, 206 S. Churton St. Paper copies should be mailed to Town of Hillsborough, Attn: Management Analyst/Assistant Public Information Officer Jen Della Valle, PO Box 429, Hillsborough, NC 27278. Paper copies also may be delivered to the Town Clerk’s Office on the Town Hall campus, 101 E. Orange St.

**Graduation Requirements:** Attendance at five of the seven sessions. Graduates will receive a Hillsborough University T-shirt and diploma.

### **Course Outline (Detailed class descriptions and locations are attached):**

Class 1 — *Foundation of Town Government* (March 16)

Class 2 — *Advisory Boards* (March 23)

Class 3 — *Planning* (March 30)

Class 4 — *Utilities System Tour* (Saturday, April 2)

Class 5 — *Police and Fire Departments* (April 6)

Class 6 — *Town Operations* (April 13)

Class 7 — *Budget Management* (April 20)

Graduation — Hillsborough Board of Commissioners meeting (May 9)

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## Course Details

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### **Class 1—Foundation of Town Government (March 16)**

- Citizen introductions.
- Council-manager form of government (origins and reasons for its use); role/expectations of mayor, Board of Commissioners, volunteer boards, manager, and staff — *Mayor Tom Stevens and Town Manager Eric Peterson*
- Strategy Map: Organizational structure of advisory boards, town board committee assignments, and town departments — *Mayor and Manager*
- Conducting the public’s business: open meetings law, public records laws, types of meetings, public hearings and how to get on a meeting agenda — *Town Attorney Bob Hornik*
- Making law and providing direction: the difference between ordinances, resolutions, policies, and direction — *Town Attorney*

#### BREAK

- Interactions with other governments and organizations (e.g., Orange County, Chapel Hill, Carrboro, OWASA, State of North Carolina, federal government, Triangle J Council of Governments, North Carolina League of Municipalities) — *Mayor and Manager*
- How can citizens attend a board meeting, contact board members, propose ideas, and share concerns? — *Mayor*
- Town board panel: The mayor and each commissioner briefly share why they ran for election/relection to the Board of Commissioners. Q&A. — *Mayor, Mayor Pro Tem Kathleen Ferguson, Commissioners Brian Lowen, Evelyn Lloyd, Jenn Weaver, and Mark Bell*

### **Class 2 — Advisory Boards (March 23)**

The chair, vice chair, or a representative from each advisory board presents a brief five-minute overview of respective board’s purpose, priorities, challenges, and opportunities. A 20- to 25-minute Q&A session follows

before the break. The same format will be repeated for the second half of the evening.

- Planning Board
- Board of Adjustments
- Historic District Commission
- Water/Sewer Advisory Committee

#### BREAK

- Parks and Recreation Board
- Cemetery Committee
- Tree Board
- Tourism Board and Tourism Development Authority

### **Class 3 — Planning: Development Review, Land Use, Unified Development Ordinance, Zoning, Historic District and Code Enforcement (March 30)**

- Information covering the UDO, how development decisions are made, public hearings, special-use and conditional-use permitting processes.
- Current development in Hillsborough (proposed and in process)
- Code enforcement
- Other
- Group exercise reviewing a hypothetical development in town

*Presenters: Planning Director Margaret Hauth; Project Planner Stephanie Trueblood; and Town Attorney Bob Hornik*

### **Class 4 — Utilities System Tour (8 a.m. to 1 p.m. Saturday, April 2)**

- West Fork Eno Reservoir
- Water Treatment Plant and Lake Ben Johnston
- Mayo Street Water Pump Station
- Elizabeth Brady Road Sewer Pump Station
- Wastewater Treatment Plant
- Lunch and Q&A with staff

*Utilities Director/Town Engineer Kenny Keel; WTP Superintendent Russell Bateman; Utility System Maintenance Supervisor Sammy Lankford; and WWTP Superintendent Jeff Mahagan*

### **Class 5 — Police and Fire Departments (April 6)**

- Police (6:30 to 8 p.m.): Overview of Hillsborough Police Department operations, future operational needs/challenges, crime statistics and why Hillsborough's numbers appear unusually high; Q&A; tour of police cars — *Chief Duane Hampton*
- Fire (8:15 to 9:30 p.m.): Overview of Orange Rural Fire Department operations, ORFD-town partnership, operational needs, challenges of pending growth; Q&A; tour of fire station, trucks and equipment. — *Chief Jeff Cabe*

### **Class 6 — Town Operations (April 13)**

Panel discussions: Five-minute overview from each department/division, then Q&A for about 25 minutes. The same format will be used for each half of the session.

- Public Works (streets, solid waste, cemeteries) — *Public Works Director Ken Hines*
- Stormwater — *Stormwater Manager Terry Hackett*
- Finance/Billing and Collections — *Finance Director Heidi Lamay*
- Fire Inspections and Emergency Management — *Fire Marshal and Emergency Management Coordinator Jerry Wagner*
- Fleet Maintenance — *Fleet Maintenance Supervisor David Wisely*

BREAK

- Town Clerk/Human Resources — *Human Resources Director/Town Clerk Katherine Cathey*
- Personnel: How does the town hire, evaluate, coach, counsel, and terminate employees? — *Human Resources Director/Town Clerk and Town Manager Eric Peterson*
- Safety — *Safety and Risk Management Officer David Moore*
- Public Information — *Public Information Officer Catherine Wright and Management Analyst/Assistant Public Information Officer Jenifer Della Valle*

### **Class 7 — Budget: Preparing a balanced budget, multi-year financial plans, and balanced scorecard (April 20)**

- General Fund and Water/Sewer Fund operations
- Where does the money come from to pay for town government?
- What options does the town have for raising additional revenue when needed?
- Budget process, key parts, and purposes of budget
- Balanced scorecard — what is it, how is it used?
- Multi-year budget, financial, and operational planning — why a three-year plan? Benefits?
- Priorities and strategies in funding operations when there are more requests than money
- How do the town manager and budget director develop a balanced budget?
- Q&A

Group budget exercise: Your group is the Hillsborough Board of Commissioners. You have two scenarios to solve. Scenario 1: Determine how to close a budget deficit (e.g., cuts, reductions, deferments, increase in taxes or fees, or use of savings). Scenario 2: New revenue projections indicate additional funds likely are available for spending, reducing taxes, or building savings. What will you do? Details of the exercise will be passed out in Class 6. Groups will work together and then present their responses to the class for discussion.

*Budget Director Emily Bradford, Management Analyst/Assistant Public Information Officer Jenifer Della Valle and Town Manager Eric Peterson*

### **Graduation — Hillsborough Board of Commissioners Meeting, 7 p.m. May 9 in the Town Barn**