

## Town Operations

April 13 | 6:30 to 9 p.m. | Durham Tech

### Session Description

The town's mission is that "We are stewards of the public trust who exist to make the vision for Hillsborough a reality. We manage and provide the infrastructure, resources, and services that enhance the quality of life for the living beings and land within our town." This vision unifies and guides town operations.

During this session, representatives will provide overviews of their respective departments/divisions. There will be an opportunity for questions at the end of each half.

### Recommended Readings

- ✓ Town Operations: Human Resources/Town Clerk (17 pages)
- ✓ Hillsborough Communicates Flier (1 page)
- ✓ Citizen Newsletter (10 pages)
- ✓ Collections Calendar (2 pages)
- ✓ Excerpt from FY16 Budget Message (1 page)
- ✓ Street Resurfacing List (2 pages)
- ✓ Proposed Stormwater Utility (21 pages)
- ✓ Stormwater Management Division Flier (1 page)
- ✓ Stormwater Fact Sheet: "It" Flows Downhill (2 pages)
- ✓ Do you Like to Fish Flier (2 pages)
- ✓ Stormwater Fact Sheet: Lawn Care to Protect Water Quality (2 pages)
- ✓ Stormwater Fact Sheet: Illicit Discharge and Connections (2 pages)
- ✓ Stormwater Almanac (2 pages)
- ✓ Comprehensive Stormwater Management Plan (27 pages)

# Human Resources/Personnel



Employee	Phone Number	Email Address
<b>HR Director/Town Clerk Katherine Cathey</b>	919-732-1270 Ext. 71	Katherine.Cathey@hillsboroughnc.org
<b>HR Analyst/Deputy Town Clerk Sherri Ingersoll</b>	919-732-1270 Ext. 76	Sherri.Ingersoll@hillsboroughnc.org

# Town Operations: Human Resources/Town Clerk

Human Resources Director/Town Clerk Katherine Cathey and Town Manager Eric Peterson

## Administration Department Coordination/Cooperation

- Twice-weekly update meetings with Town Manager
- Weekly update meetings with Management Analyst/Assistant PIO
- Bi-weekly update meetings with Safety and Risk Management Officer
- Monthly meetings with Administration and Management Teams (including agenda review)

## Town Clerk Functions

- Prepare for, attend and provide follow-up for Board of Commissioners monthly meetings, monthly work sessions, and special meetings
- Maintain records, including minutes and ordinances, and respond to public records requests
- Maintain and file reports with the state
- Develop volunteer/advisory board orientation program

## Human Resources Functions

### Recruitment and Selection (**Attachment 1**)

- Conduct recruitment for vacant positions
  - Develop job announcements
  - Identify advertising resources and budget and place ads
  - Assist applicants with the application process
  - Screen employment applications and refer to hiring department
  - Assist with assessment centers and traditional interviews
  - Conduct background checks
  - Make employment offers
  - Maintain documentation
- Conduct new employee orientations
- Attend job fairs

### Classification, Pay and Benefits

- Process biweekly payroll and benefits changes
- Work with benefits consultants to evaluate benefits
- Evaluate classification and pay systems
- Complete internal classification and pay studies
- Complete salary and benefits surveys for other jurisdictions and professional organizations
- Communicate with employees regarding employee benefits, classification, and pay
- Manage FMLA leave
- Conduct retirement meetings and submit retirement applications on behalf of employees
- Conduct exit interviews
- Conduct annual benefits open enrollment
- Attend quarterly EACP meetings

### Employee Relations (**Attachment 2**)

- Assist supervisors and department heads with evaluating and implementing proposed disciplinary actions and documentation
- Investigate employee complaints

# Town Operations: Human Resources/Town Clerk

Human Resources Director/Town Clerk Katherine Cathey and Town Manager Eric Peterson

- Ensure appropriate steps are followed in grievance procedures and assist with resolving causes
- Respond to unemployment insurance claims

## Performance Management (Attachment 3)

- Develop and maintain employee performance evaluation system
- Assist supervisor and employees with performance evaluation process
- Ensure timelines are met
- Evaluate for consistency and effectiveness

## Employee Training and Development

- Develop and deliver employee training programs
- Host webinars that promote employee development

## Employee Communication

- Maintain employee handbook (369 pages)
- Maintain human resources and wellness intranet sites
- Develop and distribute employee emails, bimonthly newsletters, flyers, etc.

## Policy

- Develop and update employment-related policies

## Wellness

- Lead wellness team in the development and implementation of a results-oriented wellness program
- Coordinate annual employee health fair

## Safety and Risk Management

- Supervise Safety and Risk Management Officer
- Participate in monthly safety committee meetings

## HRIS

- Utilize CSI/SmartFusion, Neogov, and various systems and spreadsheets to maintain and analyze employment-related data

# Assessment Centers

## WHAT IS AN ASSESSMENT CENTER?

Assessment centers provide a systematic, reliable, and potentially valuable tool for assessing employee potential. The approach relies heavily on exercises, questions, and activities that attempt to simulate different work situations and look specifically at how an employee might perform in those situations. Instead of looking back at past performance, an assessment center looks at how employees respond to certain questions or specific tasks in a controlled environment. The assessment center process also relies on carefully selected and trained observers who monitor behavior, rate performance, and compare how different people perform different tasks under the same circumstances. The result of an effectively designed and implemented assessment center can be a fairly clear and valid picture of various individual's potential to do a specific job.

## THE ROLE OF THE ASSESSOR

The role of an assessor is to objectively observe, record, and evaluate the behaviors of the candidates in an assessment center. In some exercises, the assessors also take a more active part by posing questions or problems to which the candidates are expected to respond.

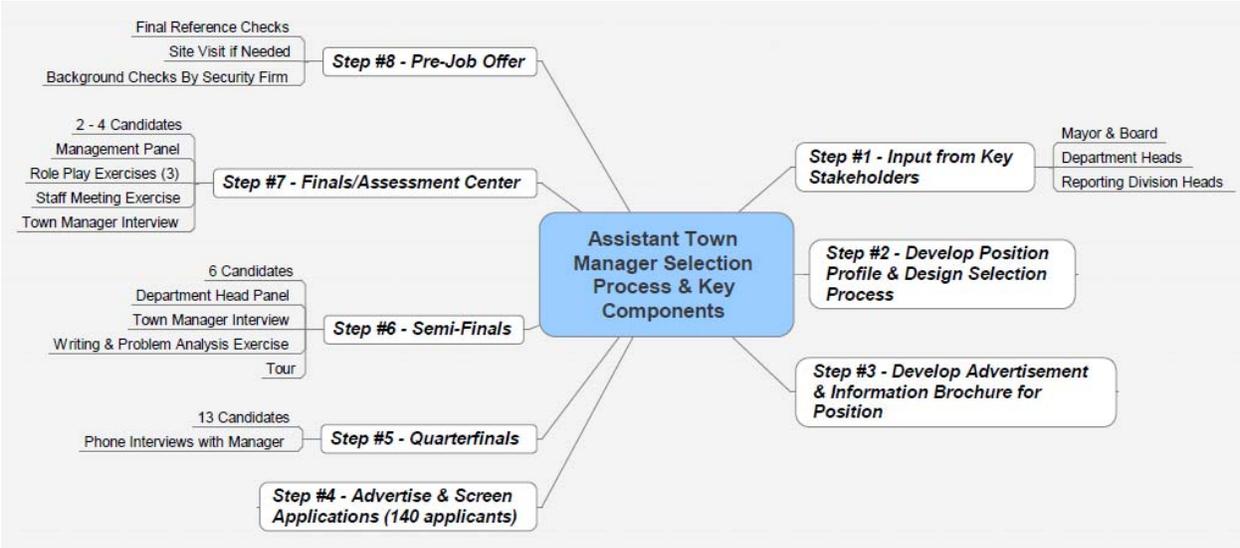
The success of an assessment center is directly related to the assessor's level of commitment in fulfilling their roles and in the objectivity, since they provide the vital communication link between the exercises in the center and the managers who must make the selection or promotion decision. If the assessors take their role seriously; if they observe objectively; if they record their observations clearly and accurately; and if they evaluate based on the recorded observations, the assessment center will provide invaluable information for the selection decision. If not, serious errors with long range consequences can result.

This assessment center has been carefully designed with numerous safeguards built in to create a selection tool which will be as objective and as fair as possible. Among these are the following which we ask each assessor to observe:

1. The assessment center concept is based as much as possible on actual observed behaviors.
2. The assessment center is in fact a test.
3. Try to assume the same demeanor, expression and tone of voice when asking questions of the candidate.
4. Try not to indicate to a candidate that he or she is doing well or poorly by smiling, nodding your head, or giving other nonverbal clues.
5. Be aware that part of the purpose of the assessment center is to evaluate each candidate by standard measures.
6. Candidates should not be rated relative to each other.
7. Be constantly aware of what a participant doesn't say or do.
8. Try to avoid letting observations from one question or exercise influence your observation on another.
9. Don't be overly influenced by "leadership."
10. After each participant completes an exercise, the assessors will complete an individual rating form. Then, the lead assessor will help all assessors reach a consensus agreement on each dimension for the candidate. All assessors should be assertive in contributing their observations and rating opinions to the consensus discussions. Do not discuss the candidate until all assessors have completed their individual rating forms.

# Assessment Centers

## SAMPLE SELECTION PROCESS



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## **ARTICLE V. DISCIPLINARY ACTIONS AND NONDISCIPLINARY SUSPENSIONS**

Counseling employees on their performance is a normal part of every supervisor's responsibility. Supervisors will work with employees on areas of their performance which may need improvement as well as give feedback and praise on areas where employees are doing well.

If job performance falls below standard over a period of time, or if there is a problem with misconduct or poor work habits, corrective or disciplinary action may be taken. Corrective action may include, but is not limited to, an oral or written warning, taking away responsibilities or requiring an employee to supply the supervisor with more information on work being done. Disciplinary actions can include, but are not limited to: oral warnings, written warnings or reprimands, suspension for one or more days without pay, demotion or even terminations.

### **Sec. 4-41. Imposed by Whom; reasons**

- A. Disciplinary action may be taken against an employee by that employee's Department Head, except that only the Town Manager may dismiss any employee or suspend an employee without pay for more than three working days.
- B. Except as otherwise provided in Section 4-8(b) for probationary employees, disciplinary action may be taken against an employee for any reason deemed sufficient by the Department Head including, but not limited to, unsatisfactory performance of work, personal conduct which is disruptive or detrimental to performance of work, or any violation of any of the policies in this chapter.

### **Sec. 4-42. Warnings**

When practicable, before disciplinary action is taken, an employee should be counseled that a particular course of conduct or pattern of performance will result in disciplinary action (*typically unpaid suspension, demotion, or termination*), and efforts should be made to assist the employee in improving his conduct or performance. The Department Head generally shall keep a written record of all steps taken to counsel or assist an employee. Warnings given under this section shall be in writing whenever practicable.

### **Sec. 4-43. Notification**

In most circumstances before any discipline is imposed, an employee shall be informed by his Department Head of the precise nature of the discipline, the reasons for it, and the date and time the discipline is to become effective. Whenever practicable, this notification shall be given in writing before the discipline is imposed, and if this is not possible, then this written notification shall be given to the employee as soon thereafter as feasible.

### **Sec. 4-44. Effective Date and Time**

A Department Head generally shall provide an employee with at least three days' notice before proposed disciplinary action is to take effect, unless the Department Head determines that any delay in

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the imposition of discipline would diminish its effectiveness or would be detrimental to the Town, Town employees, or others.

### **Sec. 4-45. Recommendations to Town Manager of Disciplinary Actions, Dismissal**

- A. A Department Head may recommend to the Town Manager disciplinary action that is solely within the prerogative of the Town Manager (i.e., suspension without pay in excess of 3 days or dismissal) be taken. Such a recommendation shall be made in writing, and a copy shall be given to the affected employee. If the recommendation is for dismissal, it shall contain a proposed dismissal date, which shall be not less than 10 Days after a copy of the recommendation is furnished to the affected employee.
- B. If a Department Head suspends an employee without pay for three days and recommends to the Town Manager that the employee be dismissed, the Town Manager may, upon the recommendation of the Department Head, continue the suspension without pay pending the outcome of the appeal (if any). The Town Manager (or his designee) shall notify the employee and the Department Head in writing at the earliest possible time that the suspension is being continued.

### **Sec. 4-46. Appeal**

- A. An employee may appeal any disciplinary action or proposed disciplinary action to the Town Manager. Employees who elected to appeal a disciplinary action or proposed disciplinary action (referred to in this section as “Appellants”) are required to submit a written explanation (formal summary) for the appeal. The appeal may be decided by the Town Manager after a review of any written documents submitted by the Appellant and the Department Head who imposed the discipline. At the request of the Appellant, Department Head, or Town Manager, a hearing shall be held by the Town Manager in accordance with this section.
- B. An Appellant must submit their written appeal within three work days after receiving notice of proposed disciplinary action. If the disciplinary action becomes effective immediately (i.e., without a three-day delay provided for in Section 4-43), within three days after such disciplinary action becomes effective. An appeal is perfected by filing with the Town Manager, or the Human Resources Director, a written Notice of Appeal briefly stating the action appealed from and the reasons for the appeal. A copy of this Notice of Appeal shall be furnished to the Department Head imposing or recommending the discipline.
- C. If the discipline has not taken effect at the time an appeal is perfected, then the appeal stays the disciplinary action until after the appeal is decided; provided, however, that the Town Manager may place the employee on non-disciplinary administrative leave while the appeal is pending.
- D. An appeal shall be considered by the Town Manager, or his/her designee, at the earliest convenient time but not later than 15 work days after the appeal is filed. The appeal (or hearing) can be considered via hearing or other means after 15 work days if the Town Manager determines that circumstances warrant and all parties are informed of the reasons.

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- E. If a hearing is requested, the employee shall be given at least three days' notice of the date, time and location of hearing.
- F. If a hearing is requested, then unless the appellant is a department head, the department head (or their designee) shall present the reasons why the discipline is justified. The employee shall then have an opportunity to ask questions, present evidence, or otherwise argue to the Town Manager that the disciplinary action is not justified. When the Appellant is a Department Head, the Town Manager shall present to the Department Head the reasons for the discipline, and the Department Head shall then have an opportunity to respond in the same manner as other Appellants. Appellant is required to submit their written summary at the hearing.
- G. The appellant may be represented by counsel.
- H. The Town Manager shall decide the appeal as expeditiously as possible. In particular, every effort shall be made to decide any appeal of disciplinary action that has not yet taken effect before the proposed effective date of such action.
- I. The Town Manager may take any action with respect to disciplinary appeals that he deems appropriate, consistent with this Article, including, but not limited to, increasing or decreasing the disciplinary action. The Town Manager shall inform the Appellant of this decision and the reasons for it. The Town Manager's decision shall be final. Decisions will be made as expeditiously as possible, but preferably no longer than 15 work days after a hearing, unless the Town Manager communicates the reasons that additional time is needed.
- J. If an employee has been suspended without pay and the Town Manager finds the suspension to have been unwarranted, then the employee shall be entitled to receive any lost wages.
- K. If the Town Manager sustains an employee's appeal, at least in substantial part, then the Town Manager may authorize partial or full payment of fees incurred by the employee for representation.

### **Sec. 4-47. Non-Disciplinary Suspension**

- A. With the approval of the Town Manager, a Department Head may impose a non-disciplinary suspension, with pay, on any employee who has been accused of some action which, if the accusation is substantiated, would constitute cause for disciplinary action. There may be no appeal of a non-disciplinary suspension.
- B. If a non-disciplinary suspension is imposed, the employee shall be notified in writing:
  1. That the suspension is non-disciplinary;
  2. That the suspension is temporary in nature (for example, pending the outcome of a criminal trial or internal investigation);
  3. What the accusation or allegations are that triggered the non-disciplinary suspension; and
  4. Why a non-disciplinary suspension has been imposed in this particular case.

### **Sec. 4-48. Department Heads**

The Town Manager may take disciplinary action against or impose non-disciplinary suspensions upon Department Heads. In taking such actions, the Town Manager shall be guided to the extent feasible by

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the procedures set forth in this article for disciplinary actions or non-disciplinary suspensions initiated by Department Heads.

### **Sec. 4-49. Violations of Policy Provisions**

An employee violating any of the provisions of this Chapter shall be subject to suspension and/or dismissal, in addition to any civil or criminal penalty which may be imposed for violation of same.

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## ARTICLE VI. GRIEVANCE PROCEDURE

### Sec. 4-50. Purpose

The purpose of this grievance procedure is to:

- A. Provide employees a procedure by which their complaints can be considered in a timely manner, fairly, and without reprisal.
- B. Encourage employees to express themselves about the conditions of work which affect them as employees.
- C. Promote better understanding of policies, practices, and procedures that affect employees.
- D. Instill in employees confidence that personnel actions are taken in accordance with established, fair, and uniform policies and procedures.
- E. Develop in supervisors a greater sense of responsibility in their dealings with employees.

### Sec. 4-51. Procedure

When an employee or group of employees wishes to process a grievance, the following successive steps shall be taken. The number of days indicated at each level should be considered as the maximum number of working days unless otherwise provided, and every effort should be made to expedite the process. However, when mutually agreed upon, the time limits given in this Section may be extended.

#### A. Step 1

The employee or group of employees with a grievance shall present the matter orally or in writing to their immediate supervisor within ten working days of the time the employee learns of the event or circumstance which is the subject of the grievance, with the objective of resolving the matter informally. The supervisor should and is encouraged to consult with any Town employee or officer deemed necessary to reach an appropriate, impartial, and equitable determination and shall give the employee an answer as soon as possible but within ten working days of receipt of the grievance. The grievance and answer shall be reported to the supervisor's immediate superior.

#### B. Step 2

If the grievance is not resolved to the grievant's satisfaction following the process outlined in Step 1, the employee or group of employees may file the grievance in writing within ten working days of completion of the process outlined in Step 1 above with the Department Head, who shall hear the grievance within ten working days and render a decision in writing within a maximum of ten working days. If the supervisor with whom the grievance is filed under the steps outlined in Step 1 is a Department Head, the Department Head need not hear the grievance again, but the grievance and the Department Head's response should be stated in writing.

#### C. Step 3

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If the grievance is not resolved to the satisfaction of the employee or group of employees, they may within ten working days of receipt of the written decision prescribed by Step 2 above, refer the grievance to the Town Manager (or his or her designee) who shall arrange a time to hear and give an answer in writing within twenty (20) working days. The Town Manager's decision shall be final.

**Secs. 4-52, 4-53. Reserved**

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### Sec. 4-10. Employee Performance Evaluation Policy

#### A. Purpose

To establish an equitable system of evaluating the job performance of town employees, based on job-related criteria, with the goals of improved performance and greater accountability for results.

Revised:  
7/1/15

*Note:* When evaluating an employee's success in meeting goals and completing performance plans for the previous year, any unforeseen actions, budgetary constraints, or new priorities, which have inhibited progress, will be taken into consideration by the supervisor.

#### B. Objectives

1. To define work expectations and to emphasize performance planning.
2. To promote open communications on a routine basis between employees and supervisors.
3. To provide recognition and show appreciation for job performance.
4. To provide employees with timely feedback on needed improvements, including plans for developmental activity (training), etc., which address the area targeted for improvement.
5. To document personnel decisions (promotions, performance-based pay increases, granting of regular status, transfers, reduction-in-force, etc.).
6. To provide a formal opportunity for the employee and supervisor to discuss career development where appropriate.

#### C. Job Categories

The town's performance evaluation system categorizes position classifications by occupational group, a means of arranging similar positions for evaluation. The position classes for the town are listed below according to the occupational group to which they have been assigned. Employees will be evaluated by their direct supervisors. Department heads will approve performance evaluations before they are submitted to human resources.

Updated:  
11/9/15

#### ***Officials and Administrators (Management Team)***

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Assistant Town Manager/Planning Director

Budget Director

Finance Director

Human Resources Director/Town Clerk

Management Analyst/Assistant PIO

Police Chief

Adopted: September 9, 2013

Last revised: November 9, 2015

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Public Information Officer (PT)  
 Public Works Director  
 Town Engineer/Utilities Director  
 Town Manager

### ***Professionals (Supervisory)***

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Assistant Finance Director  
 Billing and Collection Supervisor  
 Fire Marshal/EMS Coordinator

### ***Professionals***

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Economic Development Planner  
 Financial Analyst  
 Fire Inspector (PT)  
 Human Resources Analyst/Deputy Town Clerk  
 Management Analyst  
 Project Planner  
 Safety and Risk Management Officer  
 Senior Planner  
 Stormwater Manager  
 Utilities Analyst  
 Web Developer/Assistant PIO

### ***Technicians/Paraprofessionals/Administrative Support***

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Accounting Technician  
 Accounts Payable Clerk  
 Administrative Assistant  
 Administrative Support Specialist  
 Billing and Collection Clerk  
 Customer Services Representative

### ***Protective Service (Supervisory)***

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Police Lieutenant  
 Police Sergeant

### ***Protective Service***

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Police Corporal  
 Police Senior Corporal  
 Police Officer  
 Police Officer 1<sup>st</sup> Class

### ***Skilled Craft/Service-Maintenance (Supervisory)***

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Assistant Public Works Supervisor  
 Assistant Utilities Director  
 Chief Wastewater Treatment Plant Operator  
 Chief Water Treatment Plant Operator  
 Fleet Maintenance Supervisor  
 Meter Reader Supervisor  
 Utility Maintenance Supervisor  
 Utility System Supervisor  
 Wastewater Plant Superintendent  
 Water Plant Superintendent

### ***Skilled Craft/Service-Maintenance***

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Backflow/FOG Specialist  
 Equipment Operator I  
 Equipment Operator II  
 Equipment Operator/Crew Leader  
 Fleet Mechanic  
 Lab Specialist/Operator III  
 Laboratory Supervisor  
 Utilities Inspector  
 Utility Maintenance Tech I  
 Utility Maintenance Tech II  
 Utility Maintenance Tech III  
 Utility Mechanic I  
 Utility Mechanic II  
 Utility Mechanic III  
 Water/Wastewater Plant Operator I  
 Water/Wastewater Plant Operator II  
 Water/Wastewater Plant Operator III

- D. Responsibilities.
1. Town Manager.

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The town manager will communicate organizational goals and objectives to department heads and will support the performance evaluation system. Periodically, the town manager will review information regarding success of the overall program and will work with department heads to make any needed improvements. One major factor considered in the performance evaluation of members of the management occupational group will be the quality of the administration of the performance program of their department.

### 2. Human Resources Director.

The human resources director will act as a resource person for department heads as they manage the performance evaluation program in their department. In addition, the human resources director will review the progress and success of the implementation and administration of the system. The human resources director will review the staff's use of the system for adherence to the performance evaluation policy and for needed changes in the administrative procedures.

### 3. Department Heads and Supervisors.

The department heads will work with their employees to explain the performance evaluation process, communicate departmental goals and objectives, support training efforts in the program, and ensure that the policy, procedures, and system are implemented in their departments. They will communicate expectations to their employees, monitor employee performance and provide ongoing performance feedback, maintain a current follow-up system, and ensure that evaluations are completed in a timely manner. They will meet with employees and set priorities for each performance goal and competency identified on the performance evaluation. They will monitor the performance evaluations and recommend changes necessary to maintain an accurate and fair system.

When a change in supervision occurs, supervisors are required to submit performance evaluation information for each employee who will no longer be under their supervision.

### 4. Employees.

Employees are responsible for working with their supervisor on a mutual understanding of work expectations and providing input and feedback into the performance evaluation.

### E. Performance Rating Scale.

There is a performance rating scale for each goal and competency. The performance ratings are:

1. Most Effective
2. Highly Effective
3. Good Competent
4. Needs Development
5. Marginal

### F. Goals Evaluation (Effective July 1, 2016).

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Special projects and initiatives as well as major ongoing duties and responsibilities of employees will be represented in individual performance goals. Employees' annual performance goals will be linked to the town strategy map.

1. At the beginning of the evaluation period, the supervisor and employee will establish three to five performance goals. Employees will be evaluated on the accomplishment of these specific goals.
2. Goals will be prioritized and weighted according to their significance in terms of time commitment and impact. The combined weight of individual goals should equal 100.00.
3. Supervisors and employees will monitor and track progress for each goal to ensure milestones are met within the performance period.

### G. Competency Evaluation.

Competency evaluation is provided to evaluate the employee's level of performance while keeping in mind the standards for his or her position. Competencies consist of general characteristics important to all town employees. Each competency has a written performance standard (or expectation) by which an employee will be evaluated and has been assigned a competency weight based upon the competency's importance in that job to the town and the department. Guidelines for each competency are included in the performance evaluation.

### H. Development Plan.

The development plan allows for the supervisor and employee to outline and track progress for a plan to achieve assigned goals and competencies, which builds the strength, overcomes weakness, and develops the employee's potential. In addition, employees may create notes and attachments, which provide the supervisor with feedback.

### I. Procedures.

#### 1. Evaluation Dates.

Performance evaluation of all town employees will be conducted annually within 30 days of the employee's anniversary date (date of hire) or of the date of the most recent promotion. The evaluation will be conducted by the employee's immediate supervisor and will address the performance of the employee during the most recent 12 months. Supervisors are encouraged to conduct additional performance evaluations as needed during the year to help define expectations and to give employee feedback, especially during periods of transition within the department. Note: When an employee is affected by a personnel action involving a change in position or a change in supervisor (lateral transfers, reclassification, police career advancement, etc.), that employee will be evaluated on his old evaluation date as if nothing had changed.

#### 2. Probationary Evaluation.

Probationary evaluations for new employees will be conducted prior to the end of the probationary period (six months for general employees; 12 months for sworn law enforcement employees). Supervisors are encouraged to conduct informal evaluations more often, as needed. Probationary employees must receive no "needs development" ratings in

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order to move from probationary to regular status. After the successful completion of the probationary period, the employee will be eligible for a salary increase of six percent unless a different amount has been set by the Board of Commissioners or town manager. The probationary evaluation scoring will only be used as a guideline for future performance and goal setting - not to calculate the monetary increase. Upon successful completion of the probationary period, the individual would then continue to be eligible for merit increases on the employee's anniversary date or of the date of the most recent promotion.

### 3. Mid-Year Performance Review.

Mid-year performance reviews should take place 6 months after the annual performance evaluation. During the mid-year performance review conference, the supervisor will make notes on the discussion. The supervisor will document the discussion by entering notes on the employee's performance evaluation form and/or attaching notes to the employee's performance record in Neogov. The employee may also enter notes in his or her performance record.

### 4. Improvement Plan.

If an employee receives a "needs development" or "marginal" rating on one or more competencies, the supervisor and employee must create an Improvement Plan. The supervisor and the employee will share the responsibility for providing and accepting the necessary training and feedback in order to improve performance. Employees working with an Improvement Plan should generally be reviewed informally at four-week intervals to judge the success of the improvement effort. At the end of 12 weeks, the employee will be demoted or terminated if he fails to achieve a "good competent" overall.

## J. Merit Bonus Plan.

1. The purpose of the merit bonus plan is to reward employees who have reached the top of the salary range for their particular salary grade with a merit bonus when their work performance continues to be meritorious, and is evaluated as such.
2. All regular employees of the town are eligible for a merit bonus payment as a percentage of the employee's base salary after reaching the top of the employee's salary range. The merit bonus payment shall be awarded based on the performance of the employee as reflected on their annual performance evaluation, as if they were not at the top of their salary range. Merit bonuses may be awarded only after the employee reaches the top of the salary range for their position classification. Merit bonus payments shall be separate from base pay and will be payable in a lump sum. Merit bonus payments shall not be included in any benefit computations based on an employee's gross salary.

## K. System Maintenance.

1. The performance evaluation system may be reviewed annually for needed update in order to maintain current and accurate performance criteria. The department heads and

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supervisors will be responsible for initiating this process of formal review and adjustment. The human resources director will provide support in assuring that revisions include criteria which are objective, observable and job related. The human resources director is responsible for maintaining a record of due dates for performance evaluations in the Neogov PE system. Department heads will ensure that the evaluations are completed within 30 days of their review date, unless extenuating circumstances cause delay. When delay is unavoidable, the department head or supervisor will notify the human resources director in writing, including a projected date by which the evaluation will be completed.

2. The human resources director will be responsible for monitoring the performance evaluation program in terms of consistency in approach across departments, adherence to performance evaluation policy, and equitable administration within departments. Additionally, the human resources director will periodically audit the system to ensure that evaluations meet town requirements for completeness, accuracy, and timeliness, and that they are supported by appropriate documentation.

L. Performance evaluation salary adjustments.

Performance evaluation salary adjustments will be based on the town's merit pay policy which is outlined in Appendix B of this section.

M. Documentation.

All performance evaluations will be digitally signed by the employee, supervisor, and department head in the Neogov PE system. After reviewing for completeness and accuracy, the human resources director will forward the documents to the town manager for approval. Performance evaluations and supporting documentation will be maintained within the Neogov PE system.

N. Appeals.

Any employee who believes that his or her performance evaluation is unfair or inaccurate may appeal by using the town's established grievance procedure, which may be found at article VI of this handbook. A hard copy of the grievance procedure may be obtained from your supervisor or from the human resources director. At no time shall any disagreement or grievance regarding performance appraisal be discussed outside the supervisory channels. All formal grievances must be filed in accordance with the town's personnel policy.

# Public Information Office



Employee	Phone Number	Email Address
<b>Public Information Officer</b> Catherine Wright	919-732-1270 Ext. 82	Catherine.Wright@hillsboroughnc.org
<b>Website</b> <b>Coordinator/Assistant PIO</b> Jonathan Rickard	919-732-1270 Ext. 60	Jonathan.Rickard@hillsboroughnc.org
<b>Management</b> <b>Analyst/Assistant PIO</b> Jen Della Valle	919-732-1270 Ext. 81	Jen.DellaValle@hillsboroughnc.org



# Hillsborough Communicates

The Town of Hillsborough provides information through the following means:

## **Social Media**

Twitter: @HillsboroughGov

Facebook: [www.facebook.com/hillsboroughgov](http://www.facebook.com/hillsboroughgov) YouTube:  
Town of Hillsborough, NC

## **TV Channel**

Hillsborough Gov TV: Time Warner Cable Channel 97-4 or Channel 18 for cable customers who use a digital converter box.

## **Newsletters**

Receive town news via email by signing up on the town's Newsletter Subscriptions webpage.

## **Emergency Notifications**

Hillsborough Alerts! is the town's mass notification service that can contact citizens through various methods. Visit the Emergency Information page on the town website to sign up.

# TALK OF THE TOWN

Spring 2015 Citizens Newsletter



**Work of Art:** This is the view from inside the Waterstone elevated water tank as work continues.

## WATER TANK NEARS FINISH

Construction of the pedestal for the elevated water tank in southern Hillsborough is complete and can be seen above trees from Interstate 40.

Work on the tank portion is nearly finished. The bowl was constructed at the pedestal's base and was expected to be raised the first week of June. Installation of piping will follow.

The tank, which is located in the Waterstone development by UNC Hospitals, will be filled with water for testing in late September or early October. It should be ready for service in late October.

The elevated tank will be a more cost-effective way to supply water to Hillsborough's south zone. Using gravity to create pressure will eliminate the need to run water pumps hourly.

## Expanding Reservoir Now Saves Money

Preliminary work has started to complete a planned expansion of Hillsborough's reservoir before permitting expires at the end of 2018.

The expansion, expected to start in early 2017, will nearly double the reservoir's 200 acres of surface water and more than double its volume of 786 million gallons. The town will save several million dollars by expanding the reservoir now under the permit obtained in 1998 from the Army Corps of Engineers.



Wetlands and water quality impoundments are inspected in April at the reservoir.

# WHAT'S PROPOSED IN THE TOWN BUDGET?

*The Hillsborough Board of Commissioners is expected to vote on the proposed budget at its June 8 meeting.*

## Key Proposed Expenditures

Wastewater Treatment Plant Expansion and Upgrade — \$1.3 million in debt payments on an \$18.8-million loan.

West Fork Reservoir — \$700,000 to continue design work on the Phase II expansion, an estimated \$8.3 million project.

Fire Truck — \$480,000, with an annualized debt of \$106,311, to replace a 20-year-old pumper truck that will be used as backup.

Street Repaving — \$350,000 to complete the final year of a four-year prioritization of street repaving, totaling nearly \$2 million.

Eno River Sewer Outfall — \$200,000 to fund the second half of repairs through sliplining to the pipe's western half. Sliplining involves installing a smaller pipe into a larger existing pipe to repair leaks or restore stability.

Police Vehicles — \$130,000 to replace four aging vehicles, including equipment, and to add a vehicle for a new Community Oriented Policing officer.

Property Acquisition — \$125,000 for a down payment on property at 101 E. Corbin St. for relocating the Town Hall Annex and other operations. Property is being leased with payments applied toward the principle.

Proposed FY2015-16 Budget	
General Fund Expenses	\$9.2 million
Water / Sewer Fund Expenses	\$10.5 million
<b>Total Operating Expenses</b>	<b>\$19.7 million</b>

Proposed Rates	
<b>Property Tax Would Remain Same</b>	
<i>68 cents for every \$100 of assessed value</i>	For property owners, each penny means \$10 for those with a \$100,000 home and \$25 for those with a \$250,000 home.
<b>Minimum Water Usage Would Decrease</b>	
<i>2,600 gallons</i>	This continues a phased-in approach to lower the monthly minimum usage for which Hillsborough charges to 2,500 gallons. This brings cost savings to lower-volume users.
<i>In Town (0 to 2,600 gallons)</i>	<i>Water:</i> \$20.98
	<i>Sewer:</i> \$31.54
<i>Out of Town (0 to 2,600 gallons)</i>	<i>Water:</i> \$40.92
	<i>Sewer:</i> \$61.49
<b>Water Rates Would Remain Same</b>	
<i>In Town</i>	\$8.07 per 1,000 gallons over the minimum
<i>Out of Town</i>	\$15.74 per 1,000 gallons over the minimum
<b>Sewer Rates Would Increase 8.8 percent</b>	
<i>In Town</i>	\$12.13 per 1,000 gallons over the minimum (additional 98 cents per 1,000 gallons)
<i>Out of Town</i>	\$23.65 per 1,000 gallons over the minimum (additional \$1.91 per 1,000 gallons)

### Want more information?

See the Town Budget page online:  
[www.ci.hillsborough.nc.us](http://www.ci.hillsborough.nc.us)

Contact Budget Director Emily Bradford:  
919-732-1270 Ext. 88  
[emily.bradford@hillsboroughnc.org](mailto:emily.bradford@hillsboroughnc.org)

## PRISON LABOR HELPS STRETCH TOWN DOLLARS

Did you know the town participates in a work program that helps give inmates work experience and also helps the town provide more service with fewer dollars?

Through the program, six inmates work with the town's water distribution crew performing jobs like traffic control and the digging of trenches for water line repairs and installations. Those working with the town longer also learn how to perform repairs and to operate equipment, like a backhoe.

The town pays \$1 per day per inmate, which goes toward restitution and fines or use upon release. Through the program, inmates also may become eligible for the N.C. Division of Prisons Work Release Program, which allows them to earn at least a minimum wage and to transition to life outside of prison with a possible job upon release.



Hillsborough Utility Maintenance Technician 3 Waddell Jacobs (left) works with Walter Jackson to lower a water meter at a house in town. Jackson is among six inmates from the Orange Correctional Center who work with the town.



Walter Jackson

"They're a big help to the town," notes Hillsborough Utility Maintenance Technician 3 Waddell Jacobs, one of four water distribution crew members for the town. Without the help of inmates, the crew would have to stop all other work during an emergency. The work program also allows the town to reduce money spent on overtime as participating inmates can be called upon to help in water emergencies after hours.

"The town gives back to us, too," says Walter Jackson, who started working in the program this year. Town employees pick him and other inmates up at 7 a.m. and return them to the Orange Correctional Center at 4 p.m. "They treat us like we're human beings. Whatever we're doing, they're willing to do, too. There's a good set of guys in that department."

Jackson is to be released next spring. He hopes to get a job in his hometown of Durham using some of the experience he has gained in Hillsborough.

"The good thing is these guys are learning a trade so when they get out, they can hopefully get a job somewhere in a good field," says Assistant Utilities Director Will Baker, who supervises the work program. "They're seeing that this could actually be a career because as long as there are people, there will be water and sewer."

The town currently is seeking an additional training opportunity for inmates who will be working with Hillsborough for two years. Under the proposal, town employees traveling to Raleigh for certification classes would be able to allow inmates to drive with them to the classes if the inmates have sponsors paying for their enrollment.

"This is a great program for the Town of Hillsborough," Baker says. "They can be proud to be part of a program that's helping people with rehabilitation so they can become productive citizens again."

## TALK ABOUT DEDICATION: MEET 2 EMPLOYEES WITH 30+ YEARS WITH THE TOWN

### *CAROLYN GLASGOW: ASSISTANT FINANCE DIRECTOR*

**Joined Town:** August 1982, eight months after the textile mill where she worked as a knitter and training operator closed in Alamance County.

**Flashback:** She recalls town water bills were \$9 a month when she started working as a customer service representative collecting water bill payments at Town Hall. At the time, she also answered the phone for the town and dispatched calls for sanitation and water service.

Glasgow loves working with numbers and has worked various accounting positions in the Finance Department — from clerk and technician to supervisor. In 2013, she served as the town’s interim finance director.

**The Present:** She was named assistant finance director in 2004 and is responsible for the department’s day-to-day functions, including payroll, accounts payable, business licensing, purchase orders, fixed assets, financial reporting and audits. She enjoys her current job most. “I think everybody wants to feel like they’re advancing and moving forward,” she says. “But the more I move forward, the more I feel like I have to offer the employees who come behind me. I want to pay it forward. I want to train and teach employees.”

**Why Hillsborough?** Glasgow says she’s proud to say she works for the Town of Hillsborough. She notes that she couldn’t wait to return to work after having quadruple bypass surgery in 2010 and that the town management wanted her back. “I’m very thankful the town still wants me to be a part of this Finance Department,” she says. “I don’t think a lot of older employees feel that way where they work. It’s nice to be there and know you have options.”

**Fun Facts:** Some citizens know her as “the flower lady” — the town employee responsible for adding color to the Town Hall Annex’s outdoor flower beds in her spare time.

The Town Hall Annex, located at the corner of Churton and Tryon streets, formerly was a bank, restaurant and service station. Glasgow’s eldest brother managed the service station when it was Johnson’s Colonial 66. She can still see remnants of the station in the building.



Carolyn Glasgow has received six five-year milestone coins marking her service to the town.

### Interested in working for the town?

View job listings on the town website or contact Human Resources Director Katherine Cathey: 919-732-1270, ext. 71, or [katherine.cathey@hillsboroughnc.org](mailto:katherine.cathey@hillsboroughnc.org)

## ***RUSSELL BATEMAN: WATER TREATMENT PLANT SUPERINTENDENT***

**Joined Town:** July 1984, as a wastewater plant operator after starting a family. “I thought it would be something that would be secure, and it turns out that I was right because 30 years later, I’m still here,” he says. “I figured everybody has to have water.”

**Flashback:** The town’s water and wastewater plants and its distribution and collection system were handled by one person when Bateman joined the town. It stayed that way until 1992 when the utilities chief retired after about 35 years with the town. “This day and time, nobody could run all those operations,” Bateman says.

Bateman moved to the Water Treatment Plant in 1986 as an operator because the plant was short-staffed. He stayed and became chief operator and superintendent and also served as the town’s safety officer for about eight years.

**The Present:** Bateman took over day-to-day operations of the water plant in 1992, ensuring the plant is compliant with state and federal regulations. “This profession is getting harder every year,” he notes. He and his staff are meeting stricter standards in cost-effective, innovative ways that other plants are seeking to emulate. In addition, each of his employees has obtained the highest licensing available in water treatment. “I feel like the better your staff is educated, the easier your job is going to be,” he says. “What’s that old saying: You’re only as strong as your weakest link. If you don’t have any weak links, you’re pretty strong.”

**Why Hillsborough?** Bateman says he enjoys the good work environment and team atmosphere in the Utilities Department. He notes that although he wanted to return to work as soon as possible following a heart transplant in 2013, he never worried about the plant, knowing his staff was capable and that his chief operator, Howard Hobson, would serve without a hitch as interim superintendent. The two have worked together for 27 years.

**Fun Facts:** While in high school, Bateman worked for current Hillsborough Commissioner Evelyn Lloyd and her father at James Pharmacy on Churton Street. Bateman used to deliver medication to homes in Mr. Lloyd’s Ford Falcon.

When the current water plant was being built in the early 1970s, he and his friends would take a shortcut along the construction site’s edge to a swimming hole on the Eno River. Bateman later would work at the plant for the utilities chief who scolded them and said he would call their parents.



Russell Bateman leads a tour of the Water Treatment Plant in March.

## REASONS TO SERVE: HILLSBOROUGH'S LOOKING FOR VOLUNTEERS

### *HISTORIC DISTRICT COMMISSION*

**Vacancies:** Three seats will be open in the fall, including that of Mark Bell, a 10-year resident of the town who has volunteered for the commission the past eight years. "I'm a sucker for volunteering," he says.

**Duties:** The commission reviews applications for exterior changes within the Historic District, including demolition and new construction. Bell believes the group has been successful in preserving the core character of the town's historic district, its architecture and history, while allowing for growth and modern structures. "If you think about all the different centuries of architecture, we're not frozen in time," Bell says. "We'd be foolish to think one way or the other is the right way."

The commission also works to educate people about preservation, including through awards presented each May during Preservation Month.

**Experience:** In addition to an abiding interest in history, Bell lives in and renovated a historic house on West King Street in Hillsborough. The commission has a good mix of volunteers with hands-on and professional experience, he says.

**The Need for Volunteers:** "Volunteers are important to keeping the town in touch with itself," Bell notes. "We could hire staff to do all of this, but that would really take the voice of the citizen out of the process. It's much better to have people volunteering and providing input, offering solutions based on their experiences of living in town. I encourage anyone who lives in Hillsborough to check out the various volunteer opportunities the town has to offer."

**The Personal Gain:** Bell counts the connections he's made to the people in Hillsborough as a benefit to volunteering. "You can't take the buildings out of the context of the people who have lived in them historically and those who live in them now," he says. "I've met so many."



Mark Bell has served on the Hillsborough Historic District Commission for eight years, with six as chairman. He lives in the historic house Twin Chimneys, which he renovated with his wife.

**Volunteer!**

Complete an application on the town website or contact Town Clerk Katherine Cathey:  
919-732-1270, ext. 71, or [katherine.cathey@hillsboroughnc.org](mailto:katherine.cathey@hillsboroughnc.org)

## TREE BOARD

**Vacancies:** Two seats will be open by summer, including that of Greg Yavelak, who has served for six years.

**Duties:** The board regulates the planting, maintenance and removal of trees and shrubs on town property and rights-of-way. It helps to select, plant and water trees. It is big on education, providing information to citizens through brochures and at events — with topics like pollinator trees and ways to avoid killing a tree.

**Experience:** Yavelak is a certified arborist and works as an urban forestry technician for the City of Durham. A love of trees and a commitment to serving are all that's needed, he says. "The common denominator is that we love Hillsborough and we love all the town trees. We'd like to see that they grow and that we maintain what we have."



Greg Yavelak has served as chairman of the Tree Board this past year. He stands before one of the trees the board has planted at Gold Park.

**Award Winners:** This active board received recognition as an outstanding tree board with a 2014 Urban Forestry Award from the N.C. Urban Forest Council for its commitment to the town's tree canopy and management. It also helped the town receive its 11th Tree City Award last year.

**On the Horizon:** "We have so many ideas!" Yavelak says. Current and planned projects include working with a forest ranger to develop a forest management plan for the Riverwalk greenway; conducting an inventory of town trees; and exploring ways to restore the American chestnut to forests, possibly through growing a hybrid species that has been cross-bred with a Chinese chestnut.

**The Personal Gain:** Volunteers have a chance to learn more about trees while also helping their community. "It's not required to dig holes or plant trees," Yavelak says. "Some people can't water — no problem. Just show up to the meetings, give input and listen to everybody's ideas."

*The following volunteers have served for significant lengths of time and recently have or will cycle off boards:*



### Historic District Commission

- Mark Bell: 8 years (6 as chairman)

### Parks and Recreation Board

- Mary Donegan: 6 years
- Kevin McKenna: 6 years (2 as chairman)
- Emily McNally: 6 years

### Planning Board

- Mary Donegan: 5 years

### Tree Board

- Karen MacAulay: 6 years
- Pascal Mittendorf: 6 years
- Mary Jewell: 6 years
- Greg Yavelak: 6 years (1 as chairman)

The Board of Adjustment is looking for a volunteer from Hillsborough's extraterritorial jurisdiction.

# How to Read Your Water/Sewer Bill

### Top

**Your account number**

ACCOUNT NUMBER	SERVICE ADDRESS		
12345	123 MAIN ST		
BILLING DATE	DATE FROM	DATE TO	DAYS
12/01/14	10/17/14	11/19/14	33

**The date the bill was issued**

The billing cycle for this bill

ACCOUNT NUMBER: 12345 SERVICE ADDRESS: 123 MAIN ST

BILLING DATE: 12/01/14 DATE FROM: 10/17/14 DATE TO: 11/19/14 DAYS: 33

Town of Hillsborough  
UTILITIES STATEMENT  
137 N. Chatham Street • P.O. Box 429  
Hillsborough, N.C. 27278-0429  
(919) 732-2104

### Center

PREVIOUS READING	CURRENT READING
232550	240400
232550	240400

**Sewer and water meter readings from the last and current billing cycles**

SEQUENCE	TRAVELER NUMBER	CURRENT NUMBER	QUANTITY	UNIT	DATE	DESCRIPTION	AMOUNT
123456789	232550	240400	7850	L	12/01/14	BALANCE FORWARD	131.66
123456789	232550	240400	7850	L	12/01/14	LATE FEE/PENALTY DUE NOW	19.75
						RES IN TOWN SEWER	87.53
						RES IN TOWN WATER	63.35

**Amount still owed from previous bill, plus late fee**

DESCRIPTION	AMOUNT
BALANCE FORWARD	131.66
LATE FEE/PENALTY DUE NOW	19.75
RES IN TOWN SEWER	87.53
RES IN TOWN WATER	63.35

**Amounts owed for new cycle's use**

SEE REVERSE SIDE FOR MORE INFORMATION

THE TOWN OF HILLSBOROUGH MUNICIPAL OFFICES WILL BE CLOSED DECEMBER 24, 25 AND 26 TO OBSERVE THE CHRISTMAS HOLIDAY. TOWN OFFICES WILL ALSO BE CLOSED THURSDAY, JANUARY 1, 2015 TO OBSERVE NEW YEAR'S DAY. \*\*NO GARBAGE COLLECTION ON DEC. 24, 25, AND 26. \*\* GARBAGE WILL BE COLLECTED ON MONDAY, DECEMBER 22, TUESDAY, DECEMBER 23 AND MONDAY, DECEMBER 29. \*\*HAPPY HOLIDAYS!

**A way the town provides information to citizens**

USAGE	
Sewer and water usage in gallons	7850
	7850

**Amount still owed from previous bill, plus late fee**

Previous Balance	131.66
Late Fee/Penalty	19.75
<b>Total Due</b>	<b>302.29</b>

### Bottom

**The same information from the top of the bill**

ACCOUNT NUMBER	SERVICE ADDRESS		
12345	123 MAIN ST		
BILLING DATE	DATE FROM	DATE TO	DAYS
12/01/14	10/17/14	11/19/14	33

**TO PAY ONLINE PIN IS 9999**

**Your personal identification number (PIN) to pay online.**

ACCOUNT NUMBER: 12345 SERVICE ADDRESS: 123 MAIN ST

BILLING DATE: 12/01/14 DATE FROM: 10/17/14 DATE TO: 11/19/14 DAYS: 33

AUTO PAY  
 PAID AFTER DUE DATE

**DUE DATE 12/25/14 PAY 302.29**

**IF PAID AFTER DUE DATE 12/25/14 PAY 324.92**

MAKE CHECK PAYABLE TO:  
TOWN OF HILLSBOROUGH  
PO BOX 429  
HILLSBOROUGH NC 27278

**Total amount due if paid by due date**

DUE DATE / FECHA DE PAGO	12/25/14	PAY / PA GO	302.29
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**Total amount due if paid after due date**

IF PAID AFTER / DESPUES DEL VENCIMIENTO	12/25/14	PAY / PA GO	324.92
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## DON'T BE A VICTIM OF SCAMS

Police are reminding citizens of fraudulent calls from people claiming to represent utility companies.

Callers claim money is owed and threaten to disconnect service if payment is not sent immediately. Elderly citizens appear to be targeted. Report suspected scams by calling 911.

Police warn citizens:

- Do not share personal, bank or credit card information with callers.
- Do not send money to callers via wire services such as Western Union.
- If a call seems suspicious, hang up and call the utility company for confirmation. Duke Energy customers should call 800-777-9898; Piedmont Electric customers should call 800-222-3107.

## Public Works Reminders

**Rollout Carts** — Rollout recycling and garbage carts should be removed from the curbside by 6 a.m. the day after collection. They may be placed at the curb as early as 4 p.m. the day before collection.

**Loose Leaves** — Loose leaf collection season has ended. It will resume Nov. 1. Until then, leaves must be placed in biodegradable bags for collection.

Leaves are collected with brush on your garbage collection day. Brush collection is every two weeks. Check the curbside collections calendar on the town website or call 919-732-1270, ext. 73, for a copy.

## Hillsborough Police 5K Fun Run/Walk

Help raise funds for Special Olympics!

Date: June 13, 2015

Run Time: 8:30 a.m.

Location: Main police station,  
127 N. Churton St.



\$30 registration fee includes a t-shirt.

Registration forms at police stations.

Pets are welcome at event!

Questions? Call 919-732-2441, ext. 26

## JUST SAY NO to Flushable Wipes and Bags

Did you know that “flushable” wipes can clog the town’s pump stations and cause sewer spills? The wipes do not degrade in a timely manner in the sewer system and can result in extra labor and costs for cleanup and removal as well as the possibility of state fines for large spills.

Town staff expect similar results with “flushable” pet waste bags now on the market. Pet waste that is placed in bags should be disposed of in the trash. If pet waste is flushed, flush only the waste and no cat litter, bags or other substances.

Please place those “flushable” wipes in the trash as well!

The nonprofit Solarize Hillsborough is organizing Hillsborough and Orange County neighborhoods together for group discounts on installation of solar panels.

Sign up by June 12 for a free assessment and to qualify for a group discount. For more information or to sign up, visit [SolarizeHillsborough.org](http://SolarizeHillsborough.org).



**TOWN OF HILLSBOROUGH**

PO Box 429  
 Hillsborough, NC 27278  
 919-732-1270, ext. 81 or 82

**Ways We Communicate**

- Sign up for Town News emails
- www.ci.hillsborough.nc.us
- @HillsboroughGov
- www.facebook.com/hillsboroughgov
- www.youtube.com/user/TownOfHillsboroughNC
- Cable Channel 97-4 or 18 (government access channel)

**Public Information Office:**

catherine.wright@hillsboroughnc.org  
 jonathan.rickard@hillsboroughnc.org  
 jen.dellavalle@hillsboroughnc.org

PRE SORT STD  
 US POSTAGE  
 PAID  
 HILLSBOROUGH, NC  
 PERMIT NO. 24

**INSIDE**



*Take a quick look at how to read your water/sewer bill on Page 8.*

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**WHAT'S GOING UP?**

Look for information soon on a public open house in June for UNC Health Care's Hillsborough Campus in the Waterstone development by Interstate 40.

Expected to open this year on the Hillsborough campus are: the Emergency Department in July, outpatient surgery in August and inpatient services in September. The medical office building already is open.

*See the town website for information on proposed and approved development in Hillsborough.*

# Public Works



Employee	Phone Number	Email Address
<b>Public Works Director Ken Hines</b>	919-732-1270 Ext. 78	Ken.Hines@hillsboroughnc.org
<b>Asst. Director Craig Tollison</b>	919-732-1270 Ext. 79	Craig.Tollison@hillsboroughnc.org
<b>Public Works Support Specialist Jamie Johnson</b>	919-732-1270 Ext. 73	Jamie.Johnson@hillsboroughnc.org

# Curbside Collections

## *2016 Calendar of Collection Services for Hillsborough Residents*

### Garbage Collection Schedule

**Monday Route:** Alma Avenue, Cedar Street, Cedar Grove Road, Central Avenue, N. Churton Street, Cleo Court, W. Corbin St., Cornelius Street, Dalton Street, Daphne Drive, Daye Street, Dixie Avenue, Faucette Mill Road, Forrest Street, Freeland Drive, Harper Street, Hill Street, Homemont Avenue, Lakeshore Drive, Lawndale Avenue, Locust Street, McAdams Road, Oak Street, Rainey Avenue, Revere Road, Riddle Avenue, Sherwood Lane, Terrell Road, Torain Street, Tuliptree Road, Turner Street, Westdale Court and Wildaro Court

**Tuesday Route:** Allen Ruffin Avenue, Barracks Road, Bellvue Avenue, Benton Street, Brownville Street, Cheshire Drive, Childsberg Way, Collins Avenue, Constitution Way, Dana Court, Durham Street, Eno Street, Exchange Park Lane, Faribault Lane, Foust Street, Hayes Street, W. Hill Avenue, Jamie Court, Jones Avenue, Latimer Street, Magnolia Lane, Murdock Drive, Murray Street, Oakdale Drive, Pond Lilly Court, Red Oak Court, Regulators Way, Rhonda Road, Robert Court, Sand Court, Spring Street, Spruce Street and Waterstone Estates

**Wednesday Route:** 311 St. Mary's Road, Ashe Street, Boundary Drive, Burnside Drive, Claytor Drive, Coley Circle, Combs Circle, E. Corbin Street (past Mitchell Street), East Drive, Forest Ridge, N. Hillsborough Avenue, Holt Street, E. King Street, Knight Street, Maplewood Drive, Morelanda Drive, Mobile Home Park on Nash Street, N.C. 86, Piney Lane, Riley Avenue, Short Street, South Street, Sunset Circle, Waddell Street, Warner Lane and Webb Street

**Thursday Route:** Caine Street, Calvin Street, Cameron Street, N. Churton Street (Tryon Street to E. Corbin Street), E. Corbin Street, Hassel Street, S. Hillsborough Avenue, Huddle Street, W. King St., Margaret Lane, Mitchell Street, Nash Street, Occoneechee Street, Orange Street, Queen Street, St. Mary's Road, Thomas Ruffin Street, Tryon Street, Union Street and Wake Street

**Friday Route:** Baycourt Trail, Beckett's Ridge Drive, Bonaparte Drive, Brick Hearth Drive, Chandler Court, County Seat Drive, Hardwood Drive, High Court, Hooper Court, Ingram Court, Kennesaw Court, Lafayette Drive, Myrtle Lane, Nutbush Court, Oakhurst Trail, Patriot Place, Pointe Place, Savannah Court, Scotsburg Trail, Smallwood Court, Summit Drive, Sweetgum Drive, Town Crier Court, Twisted Court, Uphill Court and Woodbury Drive

*See next page for calendar with holiday changes.*

### Loose Leaf Collection

- Loose leaf collection season starts in November and ends Jan. 31.
- After leaf season, place leaves in biodegradable paper bags for collection — limit of 10 bags per property per pickup day.

### Brush Collection

- Collection is weekly beginning Feb. 1.
- Place small amounts of brush in biodegradable paper bags or — if the amount is less than 30 pounds — tie into bundles using jute, sisal or hay baling twine (no plastic or cotton twine). Residents with a few sticks should allow a bagful or several armfuls to accumulate before placing brush at the curb.

### Bulk Items Collection

- Bulk items are collected on your garbage collection day during the second full week of each month that begins with Sunday. If the day falls on a town-observed holiday, bulk items will be removed the following business day.
- Place bulk items at the curb no earlier than one week before collection. The town is enforcing this policy with fines.
- Special pickup outside the normal collection schedule may be arranged by placing a work order. A fee will be charged.
- Items that are too bulky, heavy or cumbersome may require a fee based on the nature and amount of the materials and the estimated time to perform the service.

## 2016 Collections Calendar

<p><b>January</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td style="background-color: red;">1</td><td>2</td></tr> <tr><td style="background-color: #d2b48c;">3</td><td style="background-color: #d2b48c;">4</td><td style="background-color: #d2b48c;">5</td><td style="background-color: #d2b48c;">6</td><td style="background-color: #d2b48c;">7</td><td style="background-color: #d2b48c;">8</td><td style="background-color: #d2b48c;">9</td></tr> <tr><td style="border: 1px dotted gray;">10</td><td style="border: 1px dotted gray;">11</td><td style="border: 1px dotted gray;">12</td><td style="border: 1px dotted gray;">13</td><td style="border: 1px dotted gray;">14</td><td style="border: 1px dotted gray;">15</td><td style="border: 1px dotted gray;">16</td></tr> <tr><td style="background-color: #d2b48c;">17</td><td style="background-color: #0000ff;">18</td><td style="background-color: #0000ff;">19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	S	M	T	W	T	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p><b>February</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr><td style="border: 1px dotted gray;">14</td><td style="border: 1px dotted gray;">15</td><td style="border: 1px dotted gray;">16</td><td style="border: 1px dotted gray;">17</td><td style="border: 1px dotted gray;">18</td><td style="border: 1px dotted gray;">19</td><td style="border: 1px dotted gray;">20</td></tr> <tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr><td>28</td><td>29</td><td></td><td></td><td></td><td></td><td></td></tr> </table>	S	M	T	W	T	F	S		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29						<p><b>March</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td></td></tr> <tr><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td></tr> <tr><td style="border: 1px dotted gray;">13</td><td style="border: 1px dotted gray;">14</td><td style="border: 1px dotted gray;">15</td><td style="border: 1px dotted gray;">16</td><td style="border: 1px dotted gray;">17</td><td style="border: 1px dotted gray;">18</td><td style="border: 1px dotted gray;">19</td></tr> <tr><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td style="background-color: red;">25</td><td>26</td></tr> <tr><td>27</td><td style="background-color: #008000;">28</td><td>29</td><td>30</td><td>31</td><td></td><td></td></tr> </table>	S	M	T	W	T	F	S		1	2	3	4	5		6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			<p><b>April</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td style="border: 1px dotted gray;">10</td><td style="border: 1px dotted gray;">11</td><td style="border: 1px dotted gray;">12</td><td style="border: 1px dotted gray;">13</td><td style="border: 1px dotted gray;">14</td><td style="border: 1px dotted gray;">15</td><td style="border: 1px dotted gray;">16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> </table>	S	M	T	W	T	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
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**Bulk Items, Brush and Loose Leaf Collection Key**

- Weekly loose leaf collection (November through end of January)
- Brush collection every other week in January. Weekly brush collection begins Feb. 1.
- Bulk items collection once a month (year-round)

**Holiday Garbage Collection Key**

- Town holiday — no garbage collection
- Monday and Tuesday routes combined
- Wednesday and Thursday routes combined
- Thursday and Friday routes combined
- Friday and Monday routes combined

**The town provides special solid waste collection for residents with disabilities on Wednesdays.**  
For more information, see Public Works' solid waste page on the town's website: [www.ci.hillsborough.nc.us](http://www.ci.hillsborough.nc.us)

**Orange County provides curbside pickup of recyclables on Wednesdays.**  
For more information on recycling in Hillsborough, visit the Orange County Solid Waste Management Department's webpages: [www.orangecountync.gov](http://www.orangecountync.gov)

**Avoid Fines on Rollout Carts, Bulk Items**

**Rollout Carts and Garbage**

- Place carts for garbage collection by the curb before 7 a.m. for pickup on the scheduled collection day or after 4 p.m. the preceding day.
- Remove all trash cans, recycling carts and uncollected waste by 6 a.m. the day after collection.
- All garbage should be contained in bags, and the cart's lid should close completely.

**Bulk Items, Brush, and Loose Leaf Collection**

- Collections occur on your normal trash collection day.
- Items must be curbside before 7 a.m. on the collection day.
- Bulk items may be placed at the curbside no earlier than seven calendar days prior to the scheduled collection date.

**Construction and Demolition Waste**

- Public Works does not collect construction or demolition waste. This includes anything related to remodeling or construction, such as drywall, plywood, painted or treated wood, pallets, concrete, bricks, rocks, carpet and plumbing items. Citizens are responsible for disposal of these materials. See the Orange County Solid Waste Management Department's webpages for recycling and disposal options: [www.orangecountync.gov](http://www.orangecountync.gov)

**Violations**

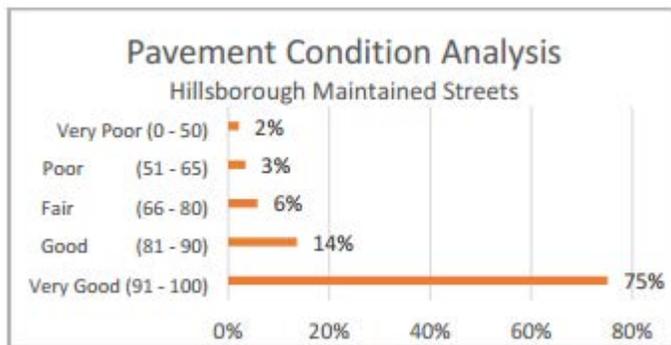
- Notice of violations will be delivered by town staff or sent through postal mail. Residents will have five days from the notice date to comply with the ordinance; otherwise, a fee of \$25 per day will be assessed for each day of noncompliance.

## Excerpt from FY16 Budget Message

Most of us have seen reports assigning grades to how well infrastructure is maintained. It's rare when governments receive higher than a "C" for maintaining the most important and expensive assets in their communities. In fact, the American Society for Civil Engineers, in its 2013 update, gives the country's infrastructure an overall rating of a "D+." The following chart shows grades for several areas of infrastructure, nationally and in North Carolina.

<i>Type of Infrastructure</i>	<i>U.S.</i>	<i>N.C.</i>
<i>Wastewater</i>	D	C
<i>Drinking Water</i>	D	C+
<i>Dams</i>	D-	D
<i>Roads</i>	D	C
<i>Stormwater</i>	n/a	C
<i>Parks &amp; Recreation</i>	C-	n/a

In the past 18 months, articles have appeared about the struggles of two major cities in the region to keep up with infrastructure maintenance. The repaving cycle for streets in one major city is approximately once every 50 years. Another city projects it's replacing about 0.5 to 1.0% of its water lines annually. This translates to a 100 to 200- year replacement cycle. As a reference, Hillsborough is on an approximate 20-year repaving cycle for its streets, hence the reason funds are budgeted to repave approximately 5% of the streets annually. This data was just confirmed and updated with the January 2015 pavement condition analysis and priority list of streets requiring paving and/or maintenance in the near future.



Staff is working on a replacement schedule and age/condition analysis to help track progress on maintaining the overall condition of Hillsborough's water and sewer lines, as well as other key assets (e.g., pump stations, water tanks, generators, etc.). While an exact figure is not available at this time, the Town has been aggressive in line replacements and repairs in recent years (e.g., replacement of the Orange Grove Road water main, complete replacement of the water lines in the Riverside and Crawford Road subdivisions, and many other areas). Other examples include repairs throughout the wastewater collection system that have significantly reduced inflow and infiltration into the system and thus dramatically decreased flow into the wastewater treatment plant and through many pump stations system wide, especially during periods of heavy rain).

## Preliminary Street Identification / Budgeting

Projected Paving Schedule Based on January 2015 Pavement Condition Analysis by Summit Engineering

Year	Street	From	To	Length	PCR	Miles	Avg. Cost	Total Length	Cumulative Cost
<i>Estimated FY for paving, subject to change depending on geographic location, condition, etc.</i>									
<b>FY2016</b>	OLD DOGWOOD	S CHURTON ST	END MAINT	430	34.7	0.081439	\$ 12,663.61	430	12,664
	QUEEN	OCCONEECHEE ST	NASH ST	700	39.6	0.132576	\$ 20,615.18	1,130	33,279
	ALLISON	BRG MAINT	BRIDGE	590	43	0.111742	\$ 17,375.65	1,720	50,654
	QUEEN	HASSELL ST	OCCONEECHEE ST	799	44.6	0.151326	\$ 23,530.76	2,519	74,185
	CEDAR	MCADAMS RD	MAPLEWOOD DR	657	45.1	0.124432	\$ 19,348.82	3,176	93,534
	UNION	CHURTON ST	WAKE ST	879	48.1	0.166477	\$ 25,886.78	4,055	119,421
	UNION	CHURTON ST	CAMERON ST	920	53	0.174242	\$ 27,094.24	4,975	146,515
	ORANGE	CHURTON ST	WAKE ST	874	54.5	0.16553	\$ 25,739.53	5,849	172,255
	CORBIN	OCCONEECHEE ST	NASH ST	728	58	0.137879	\$ 21,439.79	6,577	193,694
	WAKE	TRYON ST	W QUEEN ST	601	59.1	0.113826	\$ 17,699.60	7,178	211,394
	UNION	WAKE ST	HASSELL ST	861	61.5	0.163068	\$ 25,356.67	8,039	236,751
	WEST ORANGE	WAKE ST	HASSELL ST	851	63	0.161174	\$ 25,062.17	8,890	261,813
	HARDWOOD	OAKDALE DR	LAFAYETTE DR	828	64.1	0.156818	\$ 24,384.81	9,718	286,198
	ORANGE	HASSELL ST	OCCONEECHEE ST	987	65.5	0.186932	\$ 29,067.40	10,705	315,265
<b>FY2017</b>	CARDINAL	S CHURTON ST	MURDOCK RD	480	66.5	0.090909	\$ 14,136.12	11,185	329,401
	CARDINAL	MURDOCK RD	DEAD END	670	66.5	0.126894	\$ 19,731.67	11,855	349,133
	CAMERON	E KING ST	TRYON ST	590	69	0.111742	\$ 17,375.65	12,445	366,508
	QUEEN	CHURTON ST	CAMERON ST	912	69	0.172727	\$ 26,858.63	13,357	393,367
	EXECUTIVE	MEADOWLAND DR	CUL DE SAC	600	70.5	0.113636	\$ 17,670.15	13,957	411,037
	QUEEN	HASSELL ST	HASSELL ST	196	71.5	0.037121	\$ 5,772.25	14,153	416,809
	CALVIN	HILLSBOROUGH AVE	NASH ST	343	75	0.064962	\$ 10,101.44	14,496	426,911
	HILLSBOROUGH	MARGARET LN	CALVIN ST	618	75	0.117045	\$ 18,200.26	15,114	445,111
	MYRTLE	UNDERWOOD DR	CUL DE SAC	490	75.6	0.092803	\$ 14,430.63	15,604	459,542
	SWEET GUM	BONAPARTE DR	COUNTY SEAT DR	803	76.6	0.152083	\$ 23,648.56	16,407	483,190
	BONAPARTE	TWISTED CT	SWEET GUM DR	588	77.5	0.111364	\$ 17,316.75	16,995	500,507
	CORNERSTONE	CUL DE SAC	NC 86 HWY	850	78	0.160985	\$ 25,032.72	17,845	525,540
	ALMA	DAPHINE DR	TERRELL RD	635	79	0.120265	\$ 18,700.91	18,480	544,241
	COUNTY SEAT	CUL DE SAC	HOOPER CT	340	79	0.064394	\$ 10,013.09	18,820	554,254
	ELIZABETH BRADY	PVMT WIDTH CHG	END MAINT	780	79	0.147727	\$ 22,971.20	19,600	577,225
	ENO	DIMMOCKS MILL R	BELLVUE AVE	930	79	0.176136	\$ 27,388.74	20,530	604,614
	HASSEL	TRYON ST	QUEEN ST	624	79	0.118182	\$ 18,376.96	21,154	622,991
<b>FY2018</b>	HOOPER	CUL DE SAC	COUNTY SEAT DR	210	79	0.039773	\$ 6,184.55	21,364	629,175
	THOMAS RUFFIN	QUEEN ST	CAINE ST	774	79	0.146591	\$ 22,794.50	22,138	651,970
	CAMERON	ORANGE ST	CORBIN ST	561	81.5	0.10625	\$ 16,521.59	22,699	668,491
	WILLOWBROOK	BECKETTS RIDGE	BAYCOURT TRL	375	81.5	0.071023	\$ 11,043.85	23,074	679,535
	WOODBURY	BECKETTS RIDGE	BECKETT'S RIDGE	2250	81.5	0.426136	\$ 66,263.08	25,324	745,798
	COUNTY SEAT	SWEET GUM DR	BRICK HEARTH DR	774	82.5	0.146591	\$ 22,794.50	26,098	768,593
	HARDWOOD	LAFAYETTE DR	MYRTLE LN	232	82.5	0.043939	\$ 6,832.46	26,330	775,425
	LAFAYETTE	NUTBUSH CT	SWEET GUM DR	470	82.5	0.089015	\$ 13,841.62	26,800	789,267
	ALLEN RUFFIN	W KING ST	BENTON ST	593	84	0.112311	\$ 17,464.00	27,393	806,731
	CEDAR	MAPLEWOOD DR	CEDAR GROVE RD	401	84	0.075947	\$ 11,809.55	27,794	818,540
	CORBIN	REVERE RD	OCCONEECHEE ST	984	84	0.186364	\$ 28,979.05	28,778	847,520
	LATIMER	N NASH ST	PRIVATE DRIVE	159	84	0.030114	\$ 4,682.59	28,937	852,202
	LATIMER	PRIVATE DRIVE	HAYES ST	740	84	0.140152	\$ 21,793.19	29,677	873,995
	MCADAMS	TURNER ST	END PVMT	230	84	0.043561	\$ 6,773.56	29,907	880,769
	QUEEN	CHURTON ST	WAKE ST	885	84	0.167614	\$ 26,063.48	30,792	906,832
	WADDEL	LATIMER ST	END OF PVMT	165	84	0.03125	\$ 4,859.29	30,957	911,692
	ALMA	NASH ST	DAPHINE DR	342	85	0.064773	\$ 10,071.99	31,299	921,764
	CAMERON	CAINE ST	ORANGE ST	165	85	0.03125	\$ 4,859.29	31,464	926,623

**Preliminary Street Identification / Budgeting**

Year	Street	From	To	Length	PCR	Miles	Avg. Cost	Total Length	Cumulative Cost
<i>Estimated FY for paving, subject to change depending on geographic location, condition, etc.</i>									
<b>FY2019</b>	CORPORATE	CUL DE SAC	MEADOWLAND DR	960	85	0.181818	\$ 28,272.25	32,424	954,895
	LAFAYETTE	OLD NC 86 HWY	BONAPARTE DR	522	85	0.098864	\$ 15,373.03	32,946	970,268
	SPRUCE	HAYES ST	DEAD END	325	85	0.061553	\$ 9,571.33	33,271	979,840
	CENTRAL	FREELAND DR	CORNELIUS ST	1317	86.5	0.249432	\$ 38,785.99	34,588	1,018,626
	HASSEL	KING ST	TRYON ST	661	86.5	0.125189	\$ 19,466.62	35,249	1,038,092
	LEAH	CUL DE SAC	MILLSTONE DR	1650	86.5	0.3125	\$ 48,592.93	36,899	1,086,685
	PATRIOT	CUL DE SAC	BRICK HEARTH DR	522	86.5	0.098864	\$ 15,373.03	37,421	1,102,058
	CAINE	CAMERON ST	MITCHELL ST	569	87.5	0.107765	\$ 16,757.20	37,990	1,118,815
	CAMERON	QUEEN ST	UNION ST	629	87.5	0.119129	\$ 18,524.21	38,619	1,137,339
	CAMERON	UNION ST	CAINE ST	167	87.5	0.031629	\$ 4,918.19	38,786	1,142,258
	LAFAYETTE	BONAPARTE DR	NUT BUSH CT	402	87.5	0.076136	\$ 11,839.00	39,188	1,154,097
TOTAL							\$ 1,154,096.69		

**Pavement Condition Ratings (PCR)/General Condition**

- 91 - 100 Very Good
- 81 - 90 Good
- 66 - 80 Fair
- 51 - 65 Poor
- Below 50 Very Poor

Goal is to pave streets before or not long after they get to "Poor" (51 - 65)

# Stormwater Management



Employee	Phone Number	Email Address
<b>Stormwater Manager</b> <b>Terry Hackett</b>	919-732-1270 Ext. 77	Terry.Hackett@hillsboroughnc.org

The Town of Hillsborough is proposing the creation of a stormwater utility and associated fee beginning July 1, 2016. This fee is not a tax and would apply to all properties within the town limits, including tax-exempt parcels. The initial analysis was detailed in the town's [Stormwater Utility Fee Analysis & Report](#) dated November 2015. This document provides an update to that report.

### **Update Summary**

The Town of Hillsborough began its *Stormwater Management Program* in 2005 as required by state and federal regulations. The primary purpose of the town's stormwater management program is to reduce stormwater runoff pollution from entering local streams and the Eno River. Reducing stormwater runoff pollution is a valuable service provided to town citizens.

Funding for the stormwater management program has been provided by the town's general fund through the current fiscal year. However, expanding state and federal requirements make it necessary for the town to find alternative funding options. These state and federal requirements are unfunded mandates.

Staff conducted an outreach campaign to solicit input on the initial proposed stormwater fees. This input resulted in some changes to the proposed rate structure. Budget figures were also refined while more precise parcel data was analyzed to provide a more accurate revenue projection. Details of these changes are provided in this document and are linked below:

- [Public Outreach Highlights](#)
- [Stormwater Budget Changes](#)
- [Stormwater Utility Fee Determination](#)
- [Proposed Fees, Revenue & Expenditures](#)
- [Stormwater Utility Fee Options](#)

Proposed stormwater utility fees would be collected annually, assessed through property tax bills. Residential properties would pay a flat rate. Rates for non-residential properties would be based on the amount of impervious surface (such as buildings, driveways and parking lots) for each property. Please see the section, [Stormwater Utility Fee Determination](#) for details on how fees were determined.

Based on the public input and refined data, revenue projections are significantly lower than originally presented. Two reasons for this include the change in non-residential tiers and rates and the decision to not charge a fee for undeveloped land, open space and land owned by homeowner associations. These changes were a direct result of public input.

To account for lower revenues, the proposed FY17 budget was reduced, resulting in fewer stormwater services being provided by the town over the next two fiscal years. Adding those cuts back into the budget in FY19 creates a significant shortfall. This necessitates consideration of optional fee structures to address the shortfall. Three [options](#) are included with this document.

### **Public Outreach Highlights**

The initial Stormwater Utility Fee and Analysis was presented to the town board at its November 30, 2015 workshop meeting. At that meeting the town board directed staff to begin a public outreach campaign to disseminate information about the proposed stormwater utility. Public outreach included, press releases, articles, an informational mail out and a public informational meeting. Public outreach efforts are summarized below:

- Four press releases, two in December and one in January were issued describing the proposed stormwater utility and announcing the public informational meeting; one press release was issued in February that summarized the informational meeting, including updates to the stormwater utility FAQ
- Press releases also posted to the town’s Facebook and Twitter accounts;
- An article was written for the town’s stormwater newsletter, *The Stormwater Almanac*, highlighting the proposed stormwater utility.
- Information regarding the proposed Stormwater Utility and Fee was posted on the town’s website; this included the Stormwater Utility Analysis and Report, summary document and a “frequently asked questions” page;
- Developed and mailed (~2,500) an informational postcard to all property owners within town limits; the card summarized the proposed stormwater utility and included a notice for the public informational meeting;
- Stormwater Program Manager, Terry Hackett appeared on the WHUP “Lunch Crunch” radio show on January 25, 2016 hosted by Will Baker; Terry spoke about the utility and reminded folks about the public informational meeting
- Hosted a public informational meeting in the town Barn on January 26, 2016 that included 21 citizens;
- Stormwater Program Manager has emailed, spoke on the phone, and spoke in person with about 12-14 citizens regarding the proposed stormwater utility.
- Provided an update to the town board at their February 8, 2016 meeting regarding outreach efforts and to keep schedule on track;
- Presented information about the stormwater program and proposed utility to the Exchange Club on February 25, 2016;
- Updated FAQ page based on citizen questions received during the informational meeting and through email and personal communication.

### ***Stormwater Budget Changes***

The Stormwater Fund budget and revenue has changed considerably from the initial [stormwater utility fee analysis](#). Changes resulted from refinement of budget estimates as well as more accurate parcel data. Public input regarding the initial proposed fees raised various inequities and a new tier structure for non-residential fees has been proposed. These changes decreased expected revenue. Changes to expected revenue and expenditures are summarized below.

1. *Expected revenue significantly dropped due to:*
  - a. Change in tier structure for non-residential properties to meet public input and more equitably assess fee on impervious surface or “stormwater impact;”
  - b. Recommendation to only assess fee on properties with impervious surface; no fee to be assessed on HOA owned lands, open space and undeveloped parcels;
  - c. Zoning layer used in initial assessment greatly over estimated the number of both residential and non-residential properties;
  - d. Typical estimates indicated only a 97% collection rate of fees, thus reducing revenue projection by 3%.
2. *Budget numbers increased due to:*
  - a. Decision to list new Public Works and Stormwater positions as full FTEs for the entire year;
  - b. Added amounts for private drainage cost share program, Falls Lake rules, targeting 10% maintenance of stormwater infrastructure annually;
  - c. Inclusion of UNRBA dues in Stormwater instead of Utilities;
  - d. Confirmation that billing and collection would cost 3% of expected revenue.
3. *Proposed changes to the Stormwater budget to address shortfalls include:*
  - a. Delay new Public Works equipment operator allocated to Stormwater by 6 months with a start date in January 2017;
  - b. Delay new Stormwater Coordinator position 6 months with a start date in January 2017;
  - c. Reduce pipe replacement & other stormwater maintenance to \$35,000 which is close to what was spent in FY15;
  - d. Reduce the Field & ROW inspections “contract services” to \$15,000...which will necessitate assessing only 1 area per year;
  - e. Keep Monthly Street Sweeping as shown...town streets are being added this year and cannot reduce this budget line item;
  - f. Reduce Storm Drain Cleaning to target 1-3%; eventually increase to reach 10% in future years;



- g. Eliminate the amount for the Private Drainage Cost Share for the first or second year but include it in year 3 of the budget;
- h. Reduce Miscellaneous Maintenance which was earmarked for the maintenance identified in Field & ROW inspections which will reduce the work to one “neighborhood” a year and possibly need 2-3 years to complete depending;
- i. Reduce the Consulting Services; with the proposed new Stormwater Program position, less reliance on consulting services may be possible;
- j. Move the UNRBA dues back to Utilities budget;
- k. Reduce/eliminate the Stage 1 Falls Lake budgeted amount for FY17 and possibly FY18 since no projects will need to be completed in FY17 due to delays by the state; add the full amount in the year 3 of the budget.

The following tables compare changes between the initial analysis in the November 2015 report and the current analysis. The first table compares the number of properties estimated in the initial analysis and the current analysis. Originally zoning data was used to determine the number of properties by type. This data over estimated the number of properties and in the initial analysis, all properties were included in the estimation of fees. Since then town properties were designated as “not applicable” and designated open space or undeveloped parcels are not proposed to have a stormwater fee. Also note that the initial analysis used projections provided to staff for new residential properties. It does not appear that the number of new residential properties in FY16 and FY17 will be as high.

*Table 1. Comparison of Number of Property Types Zoning versus Parcel Data*

<b>Property Type</b>	<b>Initial Analysis Based on Zoning Data*</b>	<b>Current Analysis Based on Parcel Data</b>
Residential	3190	2360
Non-Residential	730	336
Open/Undeveloped	0	576
Not Applicable	0	22
<i>Total</i>	3920	3294

*\* Residential data included projections based on approved projects under construction*

Table 2 compares the difference between the original 3-Tier rate structure versus the current 5-Tier approach for non-residential properties. The table uses the more accurate parcel data which is the current estimation for the number of non-residential properties. Interestingly, there is not a big difference between the projected revenue, but the 5-Tier approach is much more equitable in terms of charging properties based on impervious surface.



Table 2. Comparison of 3-Tier versus 5-Tier Rate Structure for Non-Residential Properties

Non-Residential Tier	Annual Fee	Number of Properties	Projected Revenue
Tier 1 (below 30,000 square feet)	\$500	242	\$121,000
Tier 2 (30,001-90,000 square feet)	\$1,500	64	\$96,000
Tier 3 (over 90,000 square feet)	\$2,500	30	\$75,000
<i>Totals</i>		336	\$292,000

Non-Residential Tier	Annual Fee	Number of Properties	Projected Revenue
Tier 1 (below 10,000 square feet)	\$100	129	\$12,900
Tier 2 (10,001-30,000 square feet)	\$400	106	\$42,400
Tier 3 (30,001-100,000 square feet)	\$1,200	72	\$86,400
Tier 4 (100,001-200,000 square feet)	\$2,700	17	\$45,900
Tier 5 (over 200,000 square feet)	\$8,600	12	\$103,200
<i>Totals</i>		336	\$290,800

Table 3 highlights budget items that were reduced significantly or cut from the initial FY17 budget draft submitted to the town board. A reduction of approximately \$310,000 was necessary to balance with projected revenue. The two biggest cuts/reductions came from money earmarked for capital projects to comply with stage 1 of the Falls Lake rules, and systematic infrastructure maintenance. The private drainage cost share program was also cut and Upper Neuse River Basin Association (UNRBA) dues were moved back to the Sewer & Water fund.

Included on page 7 is a comparison of all stormwater budget line items. The first column includes the budget as provided in the November 2015 stormwater utility analysis. The second column is the more refined FY17 budget reviewed by the town board in February and the third column is the currently proposed FY17 budget showing reductions and cuts.



Table 3. Comparison of Budget Items with Significant Cuts

Budget Item	Original	Current	Notes
Personal Services Subtotal	\$213,619	\$163,368	Postpone hiring both new stormwater positions for 6 months
Pipe Replacement & System Maintenance	\$45,000	\$35,000	General stormwater maintenance by Public Works staff
Field & ROW Inspections	\$25,000	\$15,000	Contract engineering assessment of infrastructure for systematic maintenance
Miscellaneous Maintenance	\$125,000	\$25,000	Contract infrastructure maintenance as identified by Field & ROW Inspections
Monthly Street Sweeping	\$20,000	\$20,000	Increase in number of streets that must be swept so no change
Storm Drain Cleaning	\$10,000	\$5,000	Required by NPDES Permit but target 1% instead of 3-5%
Private Drainage Cost Share	\$10,000	\$0	Hold off funding the cost share program
C.S./Engineering	\$15,000	\$9,000	Consulting/engineering services stormwater inspection and preliminary retro-fit design
UNRBA Dues	\$19,000	\$0	Moved fees back to Sewer & Water Fund
Capital Infrastructure <i>Stage 1 Falls Lake</i>	\$100,000	\$0	Funding for stormwater retro-fit design and construction and other mitigation required by Falls Lake Rules
<i>Totals</i>	<i>\$582,619</i>	<i>\$272,368</i>	<i>A reduction in \$310,251</i>

# Proposed Stormwater Utility – March 2016 Update



<b>STORMWATER</b>				
	November FY17	Initial FY17	Current FY17	
<b>Account Name</b>	<b>Projection</b>	<b>Projection</b>	<b>Projection</b>	<b>Comments</b>
<b>Personal Services</b>				
Salaries - Regular	82,579	74,556	74,566	4% annual increase
FICA	6,606	5,704	5,704	4% annual increase
Hospitalization	10,442	9,613	9,613	10% annual increase
Life/Disability/Vision	382	484	484	2% annual increase
Dental Insurance	340	299	299	2% annual increase
Retirement	5,802	5,406	5,406	4% annual increase
Supplemental Retirement - 401K	4,098	3,728	3,728	4% annual increase
Personnel Expansion - Salaries	77,149	113,829	63,568	
<i>Equipment Operator - FY17</i>	15,897	66,530	39,918	
<i>Stormwater Position - FY17</i>	61,252	47,299	23,650	
<b>Personal Services Subtotal</b>	<b>187,398</b>	<b>213,619</b>	<b>163,368</b>	
<b>Operations</b>				
Travel & Training	2,000	2,000	2,000	
License Fees	450	0	0	
Telephone/Internet	1,560	840	840	(2) Smartphone Stipends
Fuel	2,000	1,500	1,500	10% annual increase
Supplies - Office	300	300	300	
Supplies - Departmental	500	500	500	
Supplies - Data Processing	0	0	0	
Maintenance - Infrastructure	85,000	235,000	100,000	Street sweeping, stormdrain pipe replc, etc.
<i>Pipe Replacement &amp; Other Sys Maint.</i>	45,000	45,000	35,000	General stormwater maintenance by Public Works
<i>Field &amp; ROW Inspections</i>		25,000	15,000	Contract systematic infrastructure inspection
<i>Monthly Street Sweeping</i>	20,000	20,000	20,000	Increase due to adding additional streets
<i>Storm Drain Cleaning</i>	10,000	10,000	5,000	Required by NPDES Permit
<i>Private Drainage Cost Share</i>	10,000	10,000	0	Hold off funding for 2 years
<i>Miscellaneous Maintenance</i>		125,000	25,000	Contract infrastructure maintenance as identified by inspections above
Uniforms	200	200	200	
Data Processing Services	3,000	3,000	2,500	Utility Cloud fee & application development
C.S./Engineering	15,000	15,000	9,000	Contract assistance for field inspections, etc.
C.S./Inspection	15,000			Moved to Field & ROW Inspections above
Dues & Subscriptions	19,500	20,000	1,000	
<i>UNRBA Dues</i>	18,000	19,000	0	Moved back to Utilities
<i>Miscellaneous Dues</i>	1,500	1,000	1,000	
Collection Expense			12,264	3% billing/collection charge from OC
Clean Water Education Partnership	2,800	2,800	2,500	
Miscellaneous	5,000	5,000	5,000	
Vehicle Tax & Tags	0	0	0	
Leaf Collection	21,850	0	0	Stays in Public Works
Personnel Expansion - Op Expenses		6,950	6,950	
<i>Stormwater Program Coordinator - FY17</i>		5,750	5,750	
<i>Equipment Operator - FY17</i>		1,200	1,200	
<b>Operations Subtotal</b>	<b>174,160</b>	<b>293,090</b>	<b>144,554</b>	
<b>Capital Outlay</b>				
Capital - Vehicles	0		0	
Capital - Equipment	8,000	8,000	8,000	Jet/Vac truck attachment
Capital - Infrastructure	100,000	0	0	Push this back due to delay by state
<i>Nutrient Reduction Falls Lake - Stage I</i>	100,000	0	0	Stormwater retro-fits; mitigation projects, etc.
<b>Cost Allocations Subtotal</b>	<b>108,000</b>	<b>8,000</b>	<b>8,000</b>	
<b>Cost Allocations</b>				
Cost Allocation - Governing Body	5,150	5,164	5,164	2% allocation (SW is 2 % of FTEs)
Cost Allocation - Administration	22,023	23,189	23,189	2% allocation (SW is 2 % of FTEs)
Cost Allocation - Finance	24,076	11,926	11,926	2% allocation (SW is 2% of Town rev/exp)
Cost Allocation - Ruffin-Roulhac	14,042	18,226	18,226	8% allocation (SW is 8% of TH staff)
Cost Allocation - Safety & Wellness	3,256	3,174	3,174	2% allocation (SW is 2% of FTEs)
Cost Allocation - Information Services	4,784	6,915	6,915	2% allocation (SW is 2% of Town computers)
Cost Allocation - Fleet Maintenance	7,454	7,337	7,337	2% op costs & facility debt pymt; 100% maint costs
Cost Allocation - Streets	12,589	0	0	
Cost Allocation - Solid Waste	15,415	0	0	
Cost Allocation - WW Collections	2,850	0	0	
<b>Cost Allocations Subtotal</b>	<b>111,639</b>	<b>75,931</b>	<b>75,931</b>	
<b>Stormwater Total</b>	<b>\$ 581,197</b>	<b>\$ 590,640</b>	<b>\$ 391,853</b>	
% Change	0.0%	1.6%	-33.7%	
Projected Revenue	796,500	796,500	396,536	Based on \$50 annual fee and corresponding ERU
Surplus / (Deficit) at Current Rate	215,303	205,860	4,683	
Ret. Earn. Needed to Balance Budget	0	0	0	
<b>Available Retained Earnings Remaining</b>	<b>\$ 215,303</b>	<b>\$ 205,860</b>	<b>\$ 210,543</b>	Goal of 17-33% with a target of 25%; excess funds can be used to fund
Retained Earnings as % of Op Expenditur	37.0%	34.9%	53.7%	infrastructure improvements

**Stormwater Utility Fee Determination**

The *Stormwater Utility Fees* are based on impervious surface. The amount of impervious surface directly affects the amount of stormwater runoff generated on a parcel. The higher the impervious surface, the more stormwater runoff. Likewise the type of property also impacts the potential for stormwater runoff pollution. In general an industrial, commercial or even institutional property has higher traffic volumes and increased activity than a single family residence. For this reason non-residential properties tend to have a higher risk of stormwater runoff pollution than single family, residential properties.

*Something to consider...* 1000 square feet of impervious surface generates 623 gallons of runoff from one inch of rainfall. Table 4 compares the amount of stormwater runoff that would be generated by one inch of rainfall for various amounts of impervious surface and then multiplied by amount of stormwater runoff generated by the total amount of rainfall recorded for Hillsborough in 2015\*, which was 49.07 inches.

*Table 4. Comparison of Stormwater Runoff Generated*

<b>Impervious Surface (square feet)</b>	<b>Runoff 1-inch Rainfall (gallons)</b>	<b>Runoff 2015 Total (gallons)</b>
5,000	3,115	152,853
10,000	6,230	305,706
50,000	31,150	1,528,531
100,000	62,300	3,057,061
500,000	311,500	15,285,305

\*Calendar year 2015 as recorded by the Town of Hillsborough’s rain gage located at the town

**Stormwater Utility Fees**

Generally, stormwater utilities assess either flat fees, tiered fees, calculate the fee based on exact amount of impervious surface or some combination. Flat fees are the simplest to administer and have the lowest cost to collect. Fees calculated on the exact impervious surface, while equitable, take the most time to administer and can be extremely costly to maintain up to date impervious data. Most Stormwater Utilities choose a simple flat rate to start, so that additional personnel do not need to be hired simply to administer the fee assessment and collection.

In order to start simply and keep administrative costs to a minimum, town staff initially selected to assess a flat fee for residential properties and a higher flat fee for non-residential properties. However after input from the town’s management team, elected officials and citizens, staff recommended a simple tiered approach to more equitably assess fees on non-residential properties. For additional details, please consult the [Stormwater Utility Fee Analysis and Report](#) available on the town’s website.

### Residential Fees

A residential property is defined as a single family residence and includes individually owned townhomes and condominiums. For the purpose of the stormwater fee, apartment complexes are considered non-residential (i.e. commercial properties). To determine the fee, town staff used recent aerial photography as well as actual as-built surveys to determine the average impervious surface for each primary, single family residential area within the town limits. Interestingly, there did not seem to be a significant difference in impervious surface average across neighborhoods. Often, neighborhoods with small house foot prints had larger driveways while larger homes had smaller driveways. Based on this analysis, it was determined a flat fee is appropriate and would allow simple administration. The amount of the fee was based on analyzing the average of all stormwater utilities across North Carolina. Staff wanted the fee to be near the average while allowing enough revenue to meet proposed budget needs.

### Non-Residential Fees

As indicated above, input from the town's management team, elected officials and citizens guided staff to propose a simple tiered approach. Tiers allow assessing fees to a range of impervious surfaces and are therefore more equitable since they are based on impact. However, tiers are also relatively simple to administer since it is not anticipated that properties will change tiers frequently as property owners add or remove impervious surface.

Initially staff proposed three tiers, but input from local businesses showed a need for either assessing a fee based on the actual amount of impervious surface or at a minimum adding tiers so that properties are assessed a fee that is more equitable based on impervious surface. While assessing fees based on the exact amount of impervious surface, is equitable, it also costs more in administrative fees. Other municipalities that opted for this method incurred significant costs. Choosing this method would require fees to go up substantially over those currently proposed.

With that in mind, staff chose to stay with a tiered approach for non-residential properties, but expand the tiers from three to five. By expanding the tiers, properties with smaller impervious surfaces would not be charged similarly to those with larger impervious surfaces. After researching the matter, staff determined that there was not a standard way to determine tiers. Instead staff used scatter plots showing impervious surface by parcel and professional judgment to determine "break points" between tiers. Based on staff's professional opinion the proposed tier structure is:

- *Tier 1..... Less than 10,000 square feet impervious surface*
- *Tier 2..... 10,001 square feet to 30,000 square feet impervious surface*
- *Tier 3..... 30,001 square feet to 100,000 square feet impervious surface*
- *Tier 4..... 100,001 square feet to 200,000 square feet impervious surface*
- *Tier 5..... More than 200,000 square feet impervious surface*



Arguably the tiers are somewhat arbitrary but clearly properties falling within Tier 5 will have significantly more stormwater impact than Tier 1. The middle tiers were determined on “similar” impact and where there seemed to be “groupings” or “break points” of impervious surface amounts.

Fees for each tier were approximated based on the equivalent residential unit (ERU). An ERU is simply a way to equate a non-residential property to a residential property. The average impervious surface for a single family residential property in Hillsborough is about 2,800 square feet. Using the mid-point of impervious surface for each tier, the number of ERUs were calculated and multiplied by the proposed annual residential fee. This number was rounded to the nearest \$100.

*Something to consider...*

Stormwater utility fees for a residential property varies widely across the United States and North Carolina. Based on available information the average annual stormwater fee for a single family residential property are:

<i>National Average</i> .....	\$70
<i>(based on 2014 Black &amp; Veatch Survey)</i>	
<i>North Carolina Average</i> .....	\$49
<i>(based on 2013 UNC School of Government Stormwater Dashboard)</i>	
<i>Communities within Falls Lake Watershed</i> .....	\$78
<i>(based on 2016 fees)</i>	

Most stormwater utilities then assess non-residential properties on their “equivalent residential unit” and amount of square footage of impervious surface.

**Proposed Fees, Revenue & Expenditures**

Both the proposed residential and non-residential fees were multiplied by the number of each property type and analyzed against the proposed budget. The proposed rate structure is provided in Table 5:

*Table 5. Number of Properties based on Current Parcel Data*

Property Type	Annual Fee	Number of Properties
Residential	\$50	2360
Non-Residential, Tier 1	\$100	129
Non-Residential, Tier 2	\$400	106
Non-Residential, Tier 3	\$1,200	72
Non-Residential, Tier 4	\$2,700	17
Non-Residential, Tier 5	\$8,600	12

Updated budget and revenue figures are provided in the Table 6. Total projected revenue is based on a 97% collection rate fees which is considered typical. The projected revenues are based on a residential flat rate of \$50 and corresponding ERU rates for non-residential property tiers as shown above. Proposed expenses are from the current draft FY17-19 budget. The FY17 budget was reduced significantly to meet projected revenues. As indicated, the fee schedule above shows a shortfall in FY18 and FY19. This necessitated the need to consider optional rate structures. Proposed options are provided in the following section (page 11).

*Table 6. Updated Proposed Budget Figures and Estimated Revenue*

		FY17	FY18	FY19
<b>Estimated Revenue</b>	Residential Properties	\$118,000	\$137,600	\$149,950
	Non-Residential Properties	\$290,800	\$310,100	\$310,600
	<i>Sub Total</i>	\$408,800	\$447,700	\$460,550
	<i>Total Projected Revenue*</i>	\$396,536	\$434,269	\$446,734
<b>Proposed Expenses</b>		\$391,853	\$450,891	\$725,361
<b>Surplus/Deficit</b>		\$4,683	(\$16,622)	(\$278,628)

\*Assumes a 97% collection rate of fees

**Stormwater Utility Fee Options**

Currently the proposed fee for Residential property is \$50 annually. Non-residential fees are based on the “equivalent residential unit” or ERU for the midpoint of the tier. For Hillsborough the average impervious surface for residential properties is about 2,800 square feet. That equates to roughly \$0.02 per square foot.

However, as noted above there is a significant reduction in revenue resulting in a budget shortage. This will require fees to be increased at some point in time. The question is whether fees should remain as proposed and raised later, raise fees now or incrementally increase fees over a few years. This document proposes three options. All options include a flat fee for residential and a 5-tier fee structure based on the ERU and the midpoint of the tier. Tiers are based on impervious surface as described previously. None of the options include fees for undeveloped parcels, open space or lands owned by homeowner associations. The three options proposed are:

- Option 1      Keep Fees as Proposed*
- Option 2      Increase Fees 64%*
- Option 3      Increase Fees Incrementally 10%*

Each option is described below and includes a list of advantages and disadvantages; a table showing the fee structure for each option; and charts comparing the fees to other municipalities with stormwater utilities within the Falls Lake watershed.

Table 10 on the last page of this document shows a comparison of projected revenue for each of the next three fiscal years based on differing stormwater utility rates. The rates are based on a residential flat rate and corresponding ERU for non-residential rate for each of the 5 tiers.

*Something to consider...* a 2014 survey of stormwater utilities across the United States found that funding adequacy is a major concern. According to the study,

*“Lack of adequate funding continues to plague even those municipalities that have a dedicated stormwater user fee. Out of a total of 78 respondents that participated in this survey and indicated having a stormwater user fee, 62% did not have adequate funding to meet most of their utility needs. The survey continues to highlight a growing funding gap. Despite funding inadequacy, 31% of the respondents indicated not having any rate increases since 2004, which can further exacerbate the funding gap<sup>1</sup>.”*

\*2014 Stormwater Utility Survey, A Black & Veatch Report



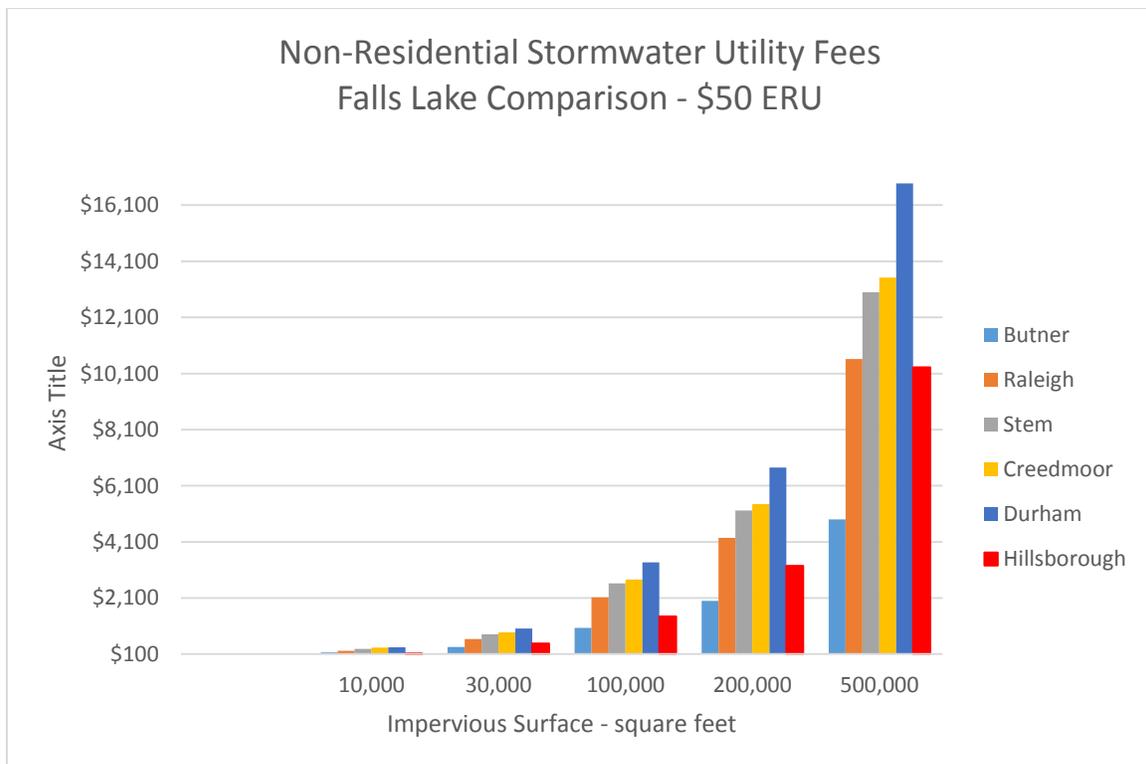
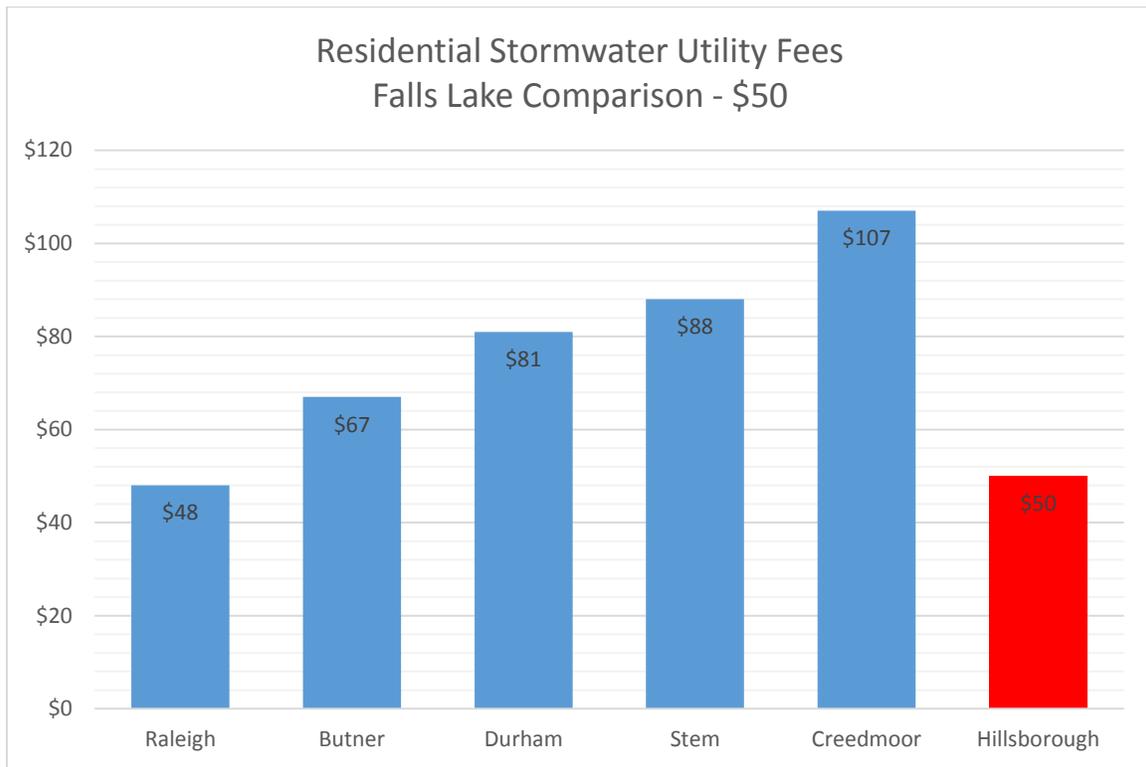
Option 1 – Keep Fees as Proposed for FY17 & FY18

- Residential properties – flat fee of \$50/annually
- Non-residential properties – 5 Tiers with fees based on \$50 ERU
- Analyze revenue and budget expenditures during FY17 and FY18
- Increase fees significantly in FY19 based on analysis
- Advantages:
  - \$50 residential flat fee is the same as originally proposed
  - Keeps fees well below average compared to other Falls Lake municipalities
  - Allows time for additional analysis and refinement of data
- Disadvantages:
  - Requires significant budget cuts including:
    - Postpones hiring new stormwater positions for 6 months
    - No funding for private drainage cost-share program
    - Reduced funding for storm drain cleaning from 3-5% target to 1%
    - Reduced funding for routine stormwater system maintenance and replacement by Public Works
    - Reduced funding for engineering assessment of stormwater infrastructure from 2 areas annually to 1.
    - Significantly reduced funding for contract services to complete stormwater infrastructure improvements identified in the engineering assessment.
    - No funding for Falls Lake nutrient reduction design/construction of projects
    - No retained earnings/fund balance
  - Requires a large increase in FY19

*Table 7. Proposed Option 1 Fees*

<b>OPTION 1 FEES</b>	
<b>Property Type</b>	<b>FY17 Annual Fee</b>
Residential	\$50
Non-Residential, Tier 1	\$100
Non-Residential, Tier 2	\$400
Non-Residential, Tier 3	\$1,200
Non-Residential, Tier 4	\$2,700
Non-Residential, Tier 5	\$8,600

Option 1 (continued)



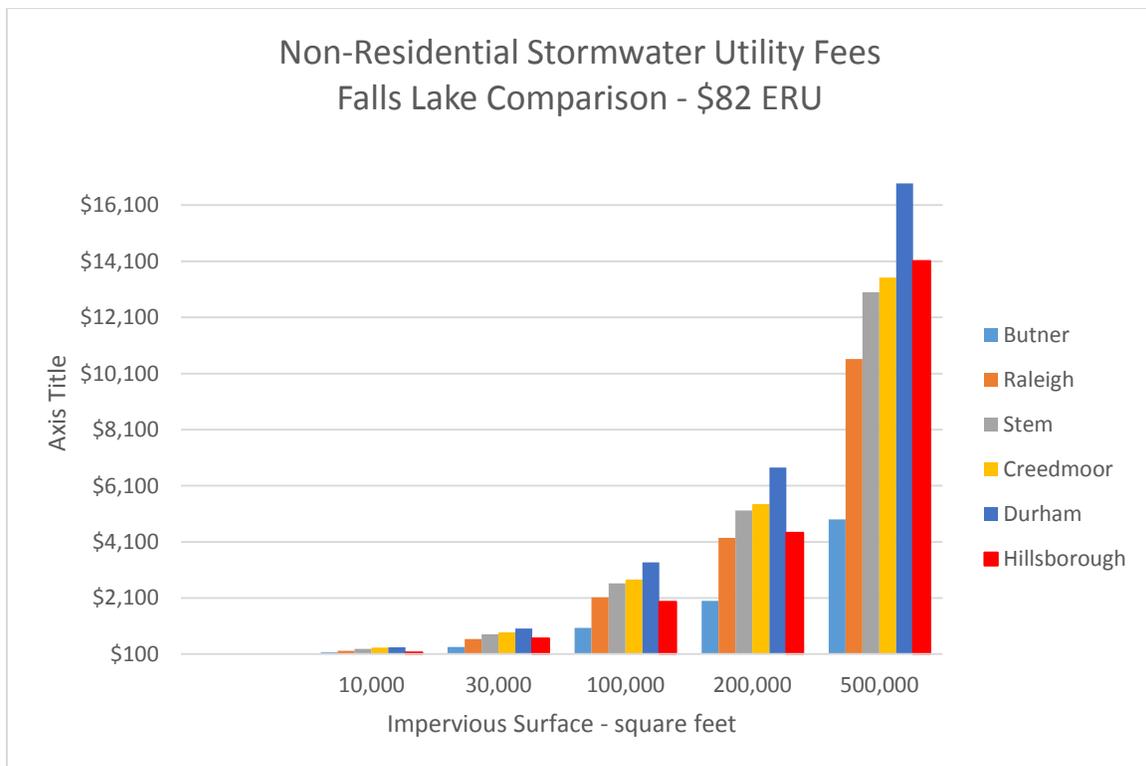
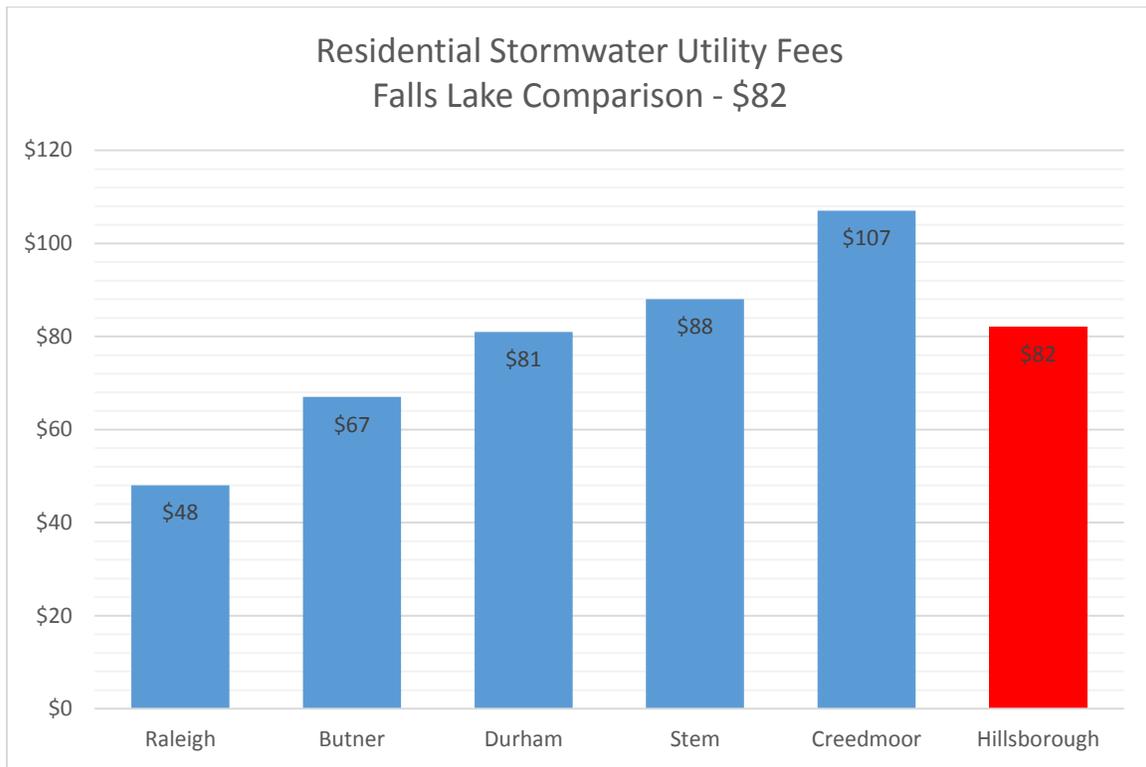
Option 2 – Increase Fees by 64% for FY17

- Residential properties – flat fee of \$82/annually
- Non-residential properties – 5 Tiers with fees based on \$82 ERU
- Advantages:
  - Funds all components of the original stormwater budget
  - Provides full stormwater services to citizens
  - Will not require an increase during the 3 year budget plan
  - Allows assessment and possible early project implementation towards Falls Lake compliance; early project implementation may get extra credit from the state
- Disadvantages:
  - Significantly higher fees than originally proposed
  - May not be well received by the public

*Table 8. Proposed Option 2 Fees*

<b>OPTION 2 FEES</b>	
<b>Property Type</b>	<b>FY17 Annual Fee</b>
Residential	\$82
Non-Residential, Tier 1	\$164
Non-Residential, Tier 2	\$656
Non-Residential, Tier 3	\$1,968
Non-Residential, Tier 4	\$4,428
Non-Residential, Tier 5	\$14,104

Option 2 (continued)





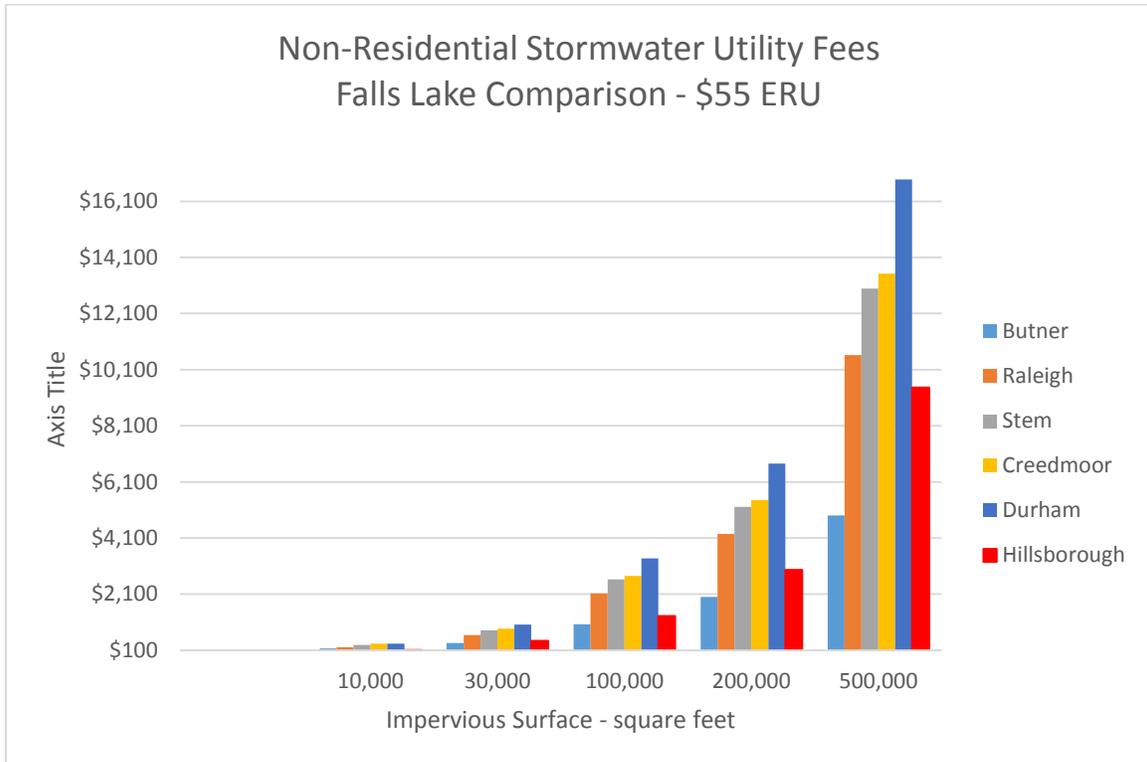
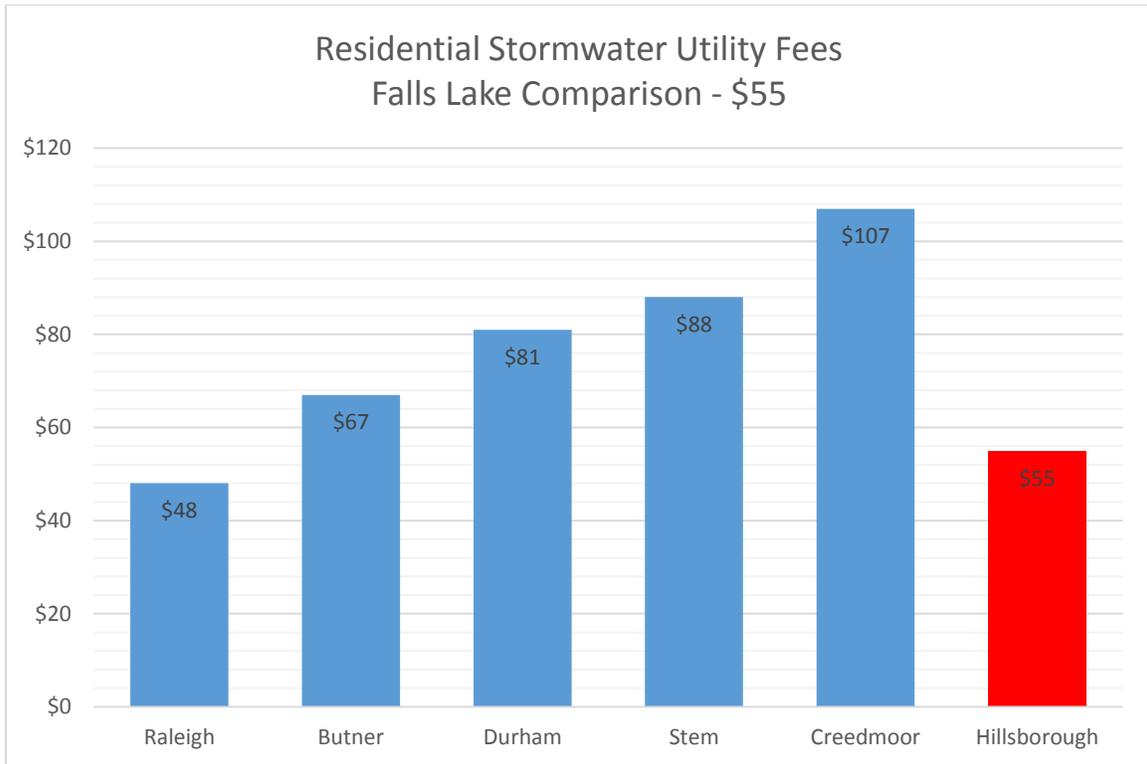
Option 3 – Increase Fees Incrementally 10% for FY17, FY18, FY19

- Residential properties – increase flat fee 10% to \$55/annually in FY17 and raise 10% each following year until target is reached; that would be \$55/\$60/\$66 the first 3 years
- Non-residential properties – 5 Tiers with fees based on \$55/\$60/\$66 ERU the first 3 years
- Analyze revenue and budget expenditures each year to determine adjustments
- Advantages:
  - Keeps fees well below average compared to other Falls Lake municipalities for the first 3 years
  - Provides retained earnings in FY17 of \$44,337
  - Reduces shortfall in FY19 to \$135,000
  - Will allow stormwater infrastructure services to be increased incrementally
  - Will allow some funding for private drainage cost share
  - Will allow some funding for Falls Lake compliance
  - Allows time for additional analysis and refinement of data
- Disadvantages:
  - Still requires significant budget cuts outlined earlier for FY17 and some cuts in FY18
  - Does not fully fund expected expenditures in FY19
  - Will take 5 to 6 years with a 10% increase in fees each year to fully fund the stormwater budget

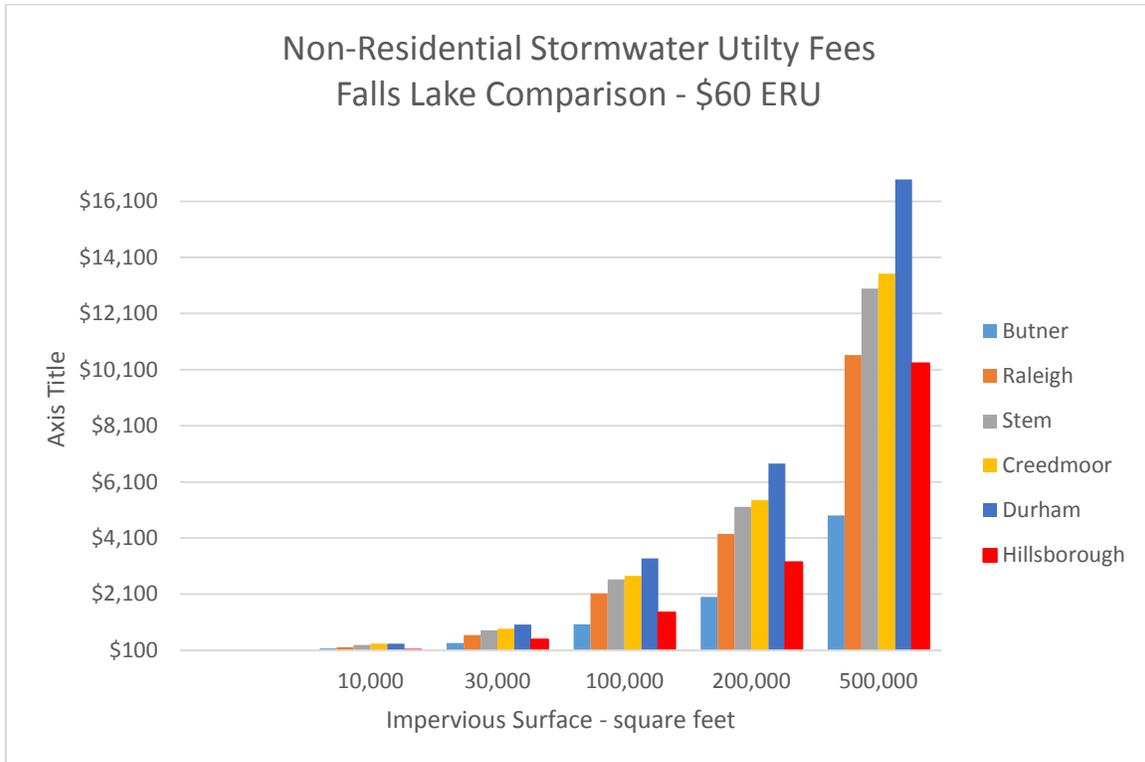
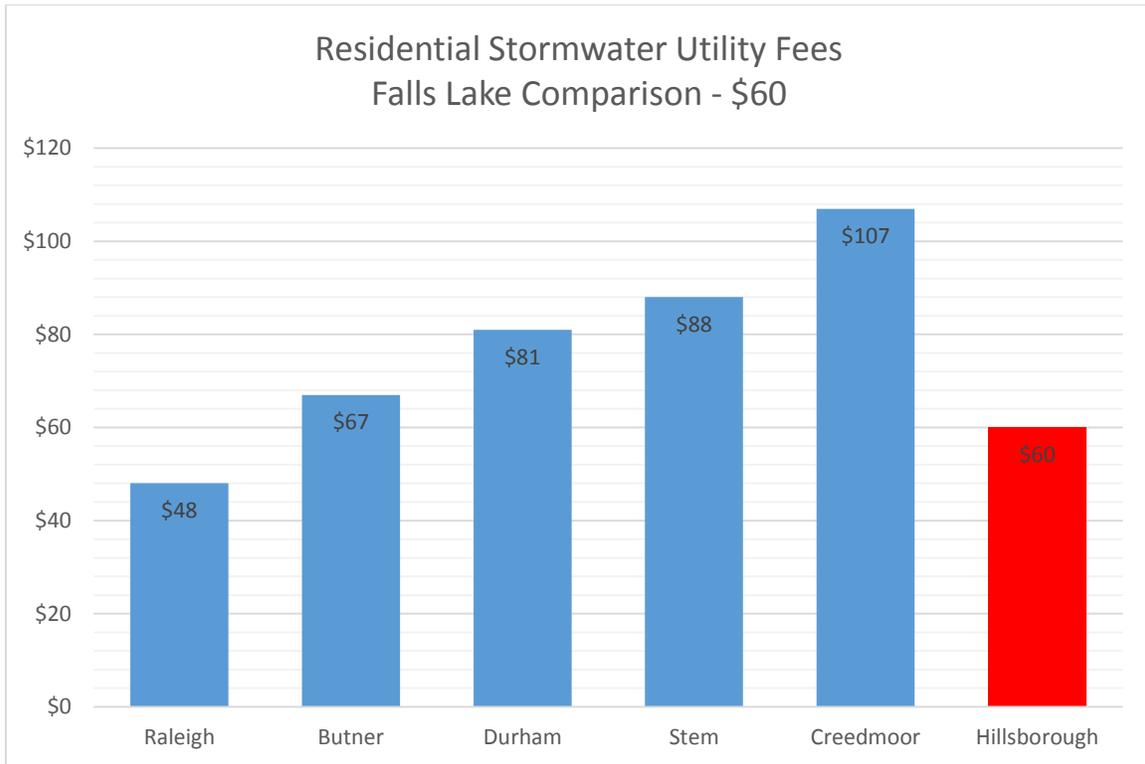
*Table 9. Proposed Option 3 Fees*

<b>OPTION 3 FEES</b> Property Type	<b>Annual Fee</b>		
	<b>FY17</b>	<b>FY18</b>	<b>FY19</b>
Residential	\$55	\$60	\$66
Non-Residential, Tier 1	\$110	\$120	\$132
Non-Residential, Tier 2	\$440	\$480	\$528
Non-Residential, Tier 3	\$1,320	\$1,440	\$1,584
Non-Residential, Tier 4	\$2,970	\$3,240	\$3,564
Non-Residential, Tier 5	\$9,460	\$10,320	\$11,352

Option 3 (continued)



Option 3 (continued)



Option 3 (continued)

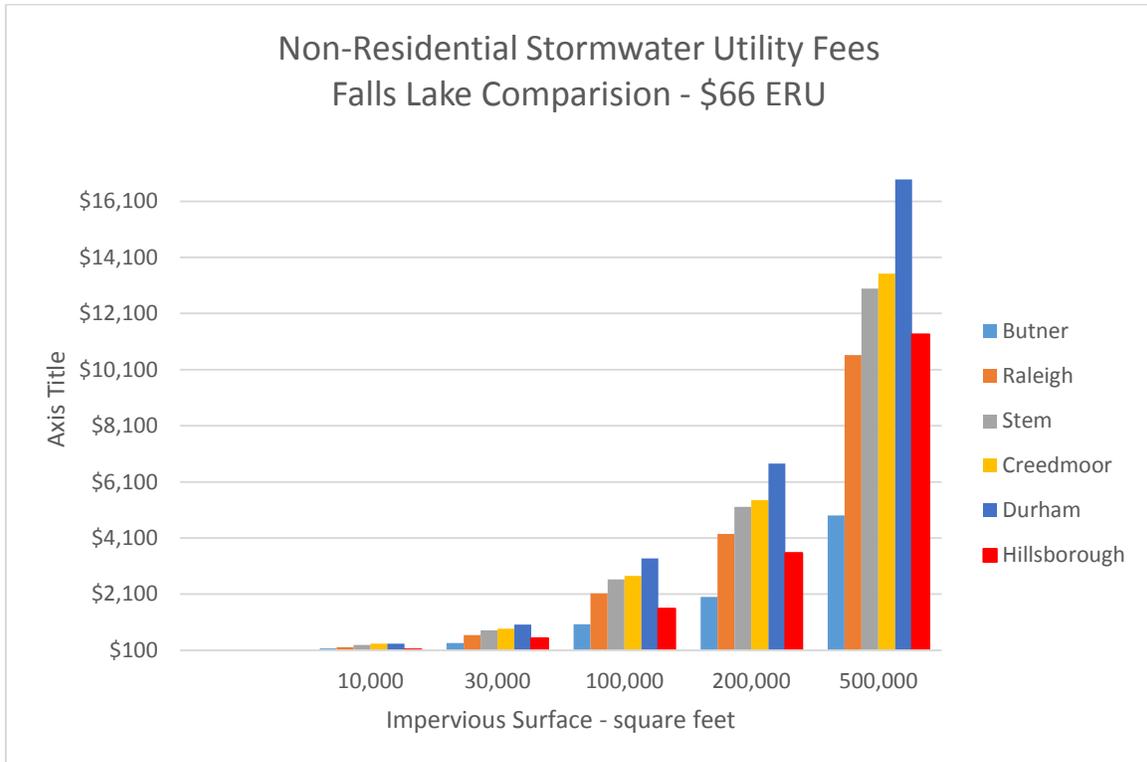
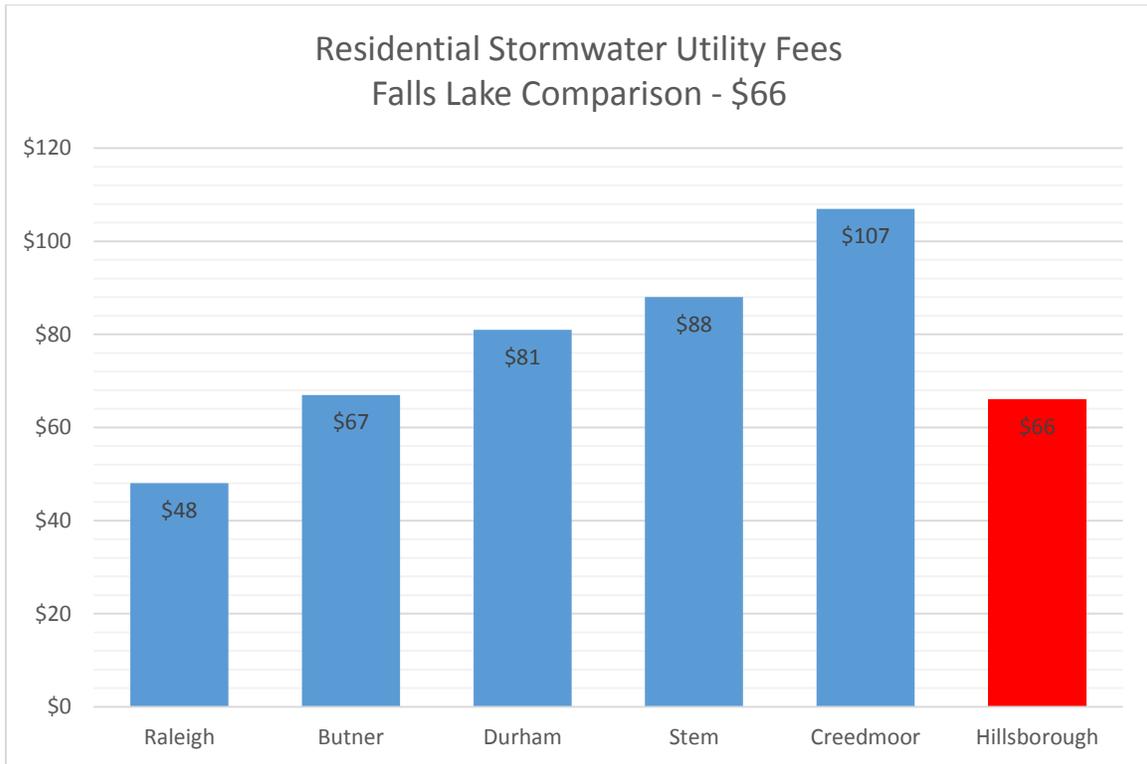


Table 10. Comparison of Projected Revenue for Various Fee Structures

		FY17	FY18	FY19
Proposed Expenses		\$391,853	\$450,891	\$725,361
Based on \$50 fee	Projected Revenue	\$396,536	\$434,269	\$446,734
	<i>Surplus/Deficit</i>	\$4,683	(\$16,622)	(\$278,628)
Based on \$55 fee	Projected Revenue	\$436,190	\$477,696	\$491,407
	<i>Surplus/Deficit</i>	\$44,337	\$26,805	(\$233,954)
Based on \$60 fee	Projected Revenue	\$475,843	\$521,123	\$536,080
	<i>Surplus/Deficit</i>	\$83,990	\$70,232	(\$189,281)
Based on \$66 fee	Projected Revenue	\$523,428	\$573,235	\$589,688
	<i>Surplus/Deficit</i>	\$131,575	\$122,344	(\$135,673)
Based on \$82 fee	Projected Revenue	\$650,319	\$712,201	\$732,643
	<i>Surplus/Deficit</i>	\$258,466	\$261,310	\$7,282

Town of Hillsborough Since 1754

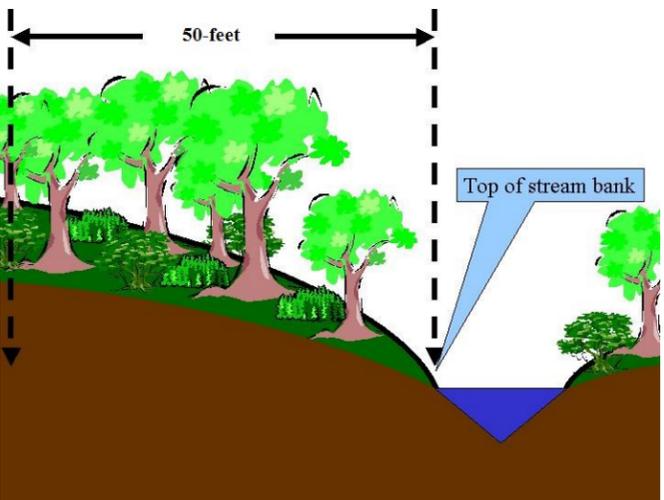
# Stormwater Management Division

## What we do...



### Stormwater Programs

- Stormwater management plan review, approval and inspection for new development
- Investigate and eliminate illegal discharges to streams and storm sewer systems
- Stormwater pollution prevention plans
- Provide education and outreach programs



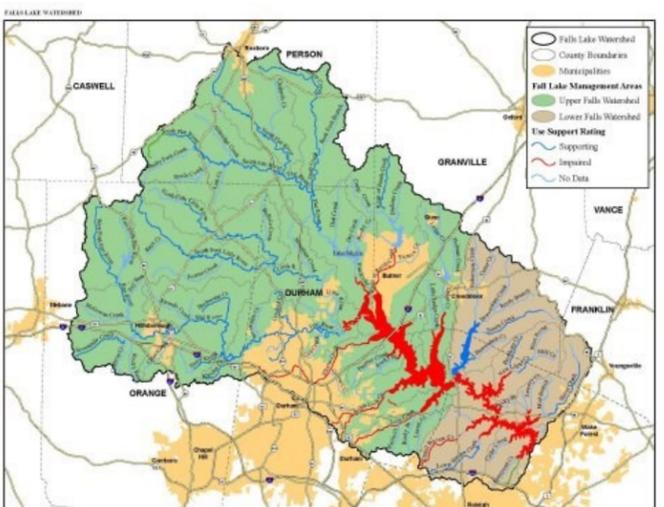
### Riparian Buffers

- Surface water identifications
- Riparian buffer impact review and approval
- Riparian buffer restoration planning and mitigation monitoring



### Environmental Support

- Support environmental permitting for Town construction projects
- Inspect Town construction projects for compliance
- Support Utility Department's Fats, Oil & Grease (FOG) and Hydrilla Management Programs



### Regional Partnerships

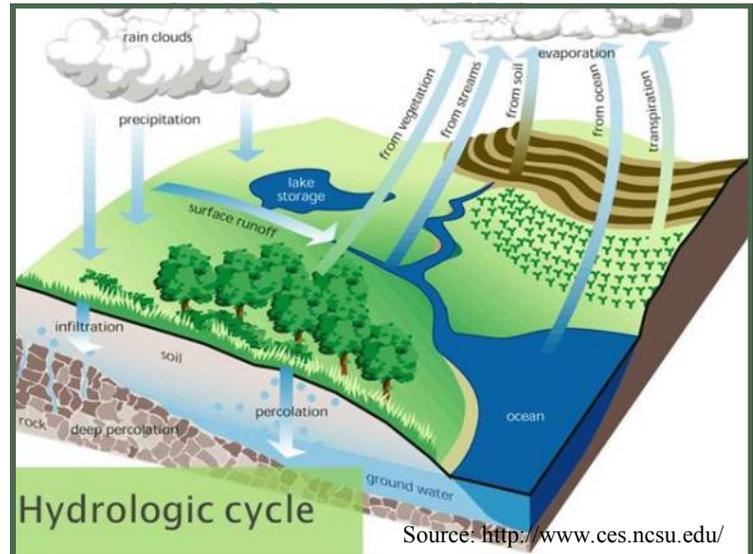
- Upper Neuse River Basin Association
- Clean Water Education Partnership
- Stormwater Association of North Carolina
- Eno River Hydrilla Management Task Force

...we reduce pollution to the Eno River

## “It” Flows Downhill

*“It” is stormwater runoff and it flows downhill.* That’s a law of nature; but what about laws of man? What do our laws say about stormwater runoff and drainage?

Generally in North Carolina this is governed by common law. Basically, a downhill property owner has to receive water coming from property uphill. In other words, water has a right to go where it wants to go...downhill.



This common law includes three components:

1. The easement of the upper owner includes the right to accelerate and increase the natural flow, but does not include the right to divert waters.
2. “Natural flow” of water means that the upper owner cannot divert the water or cause it to flow upon the lower land in a different manner, nor in a different place from which it would naturally flow.
3. The lower owner may not obstruct the natural flow from above in any way.

*Continued on back page*

### Who is Responsible for Maintenance?

While the Town of Hillsborough has a stormwater permit that allows the discharge of stormwater into the municipal separate storm sewer system (MS4), responsibility is limited in certain situations. The Town of Hillsborough is only responsible for maintaining stormwater conveyances (e.g. ditches, swales, pipes, culverts, catch basins, etc.) within town-owned property and street rights-of-way. Stormwater conveyances within state maintained roads, such as Churton Street, are the responsibility of NC DOT. Stormwater conveyances on private property are the responsibility of the property owner. In the case of a residential development the owner may be the homeowner’s association (HOA). Stormwater ponds, detention basins and other stormwater control measures installed on private property must also be maintained by the property owner or HOA. This even includes those installed to meet Town of Hillsborough development requirements. Additionally, the Town of Hillsborough has the right to inspect any aspect of the stormwater system to ensure proper function, even on private property.



*Illegal discharges to the storm drainage system are considered "unreasonable" and are subject to violations and civil penalties*



*Erosion and sedimentation from stormwater runoff may be considered "unreasonable" depending upon the individual situation*

Stormwater runoff is also governed by a principal known as "reasonable use" of property. A property owner has the legal right to make reasonable use of their property, even if their development alters the flow of water and causes some impact to downstream property owners. The upstream owner can incur liability but only when the change in runoff is **unreasonable and causes substantial damage**.

"Damage" may be caused by both a change in the **quantity** of stormwater water runoff (i.e. flooding/erosion) downstream or **quality** of the runoff (i.e. polluted runoff). Regardless, reasonable use and damage from runoff is determined on an individual, case by case basis.

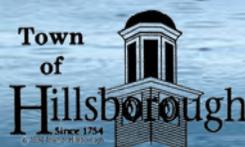
***A property owner has the legal right to make reasonable use of their property***

However, the Town of Hillsborough does require development to control stormwater runoff. Development subject to the town's Unified Development Ordinance (UDO) must "*control and treat the runoff generated from all surfaces from the first inch of rain*" as well as other standards. The UDO also requires undisturbed areas, known as riparian

buffers, along all streams. For existing development, Hillsborough's Town Code prohibits discharges to any stormwater conveyances—private or public—other than stormwater runoff. Violators are subject to fines and enforcement actions. Land disturbance and erosion control is also regulated. The Orange County Erosion Control Division implements and enforces an erosion control program for the town.

***Remember...  
Our Stormwater Drains  
to the Eno River!***

*For more information, contact:*



Stormwater Program Manager Terry Hackett  
PO Box 429, 101 E. Orange St.  
Hillsborough, NC 27278  
Phone: 919-732-1270 Ext. 77  
Email: [terry.hackett@hillsboroughnc.org](mailto:terry.hackett@hillsboroughnc.org)

# Do You Like to Fish?

## Do you want to improve your fishing?



Then please read more...because there's an evil villain lurking outside every time it rains, called **Storm-water Runoff Pollution**. When it rains some water soaks (infiltrates) into the ground, but what doesn't soak in flows across the land. This is called stormwater runoff.

## Did you know...

That North Carolina's number one water quality problem is stormwater runoff pollution?

## How does it get polluted?

As stormwater flows across impervious (i.e. paved) surfaces or exposed soil, it picks up various pollutants, such as oil & grease, excess nutrients, bacteria and sediment. Polluted stormwater flows down our storm drains and through our ditches where it is discharged, untreated, into our streams, rivers, and lakes...right on top of where fish live!

## What does it do to the fish?

That's the evil part! Excess pollutants in stormwater such as sediment, nutrients, toxic chemicals, trash and changes in temperature can reduce the number of fish to catch. **SEDIMENT** from land disturbing activities like construction, can pollute stormwater runoff which in turn can clog fish gills, and smother fish eggs. It also covers up the bottom of streams, rivers and lakes so that aquatic bugs and small fish have no place to live. Aquatic bugs and



small fish are eaten by bigger fish, ones we like to catch, and if the bugs and small fish don't have a place to live, the bigger fish will soon die.

Excess **NUTRIENTS** (like nitrogen) cause algae to grow quickly, making it hard to fish. What's worse...algae use a lot of oxygen in the water, oxygen fish need to survive. In fact, when algae die off, the oxygen in the water can drop so dramatically that it causes large fish kills!

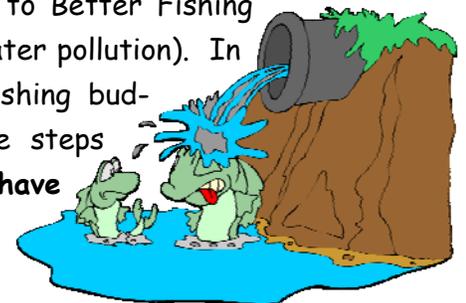
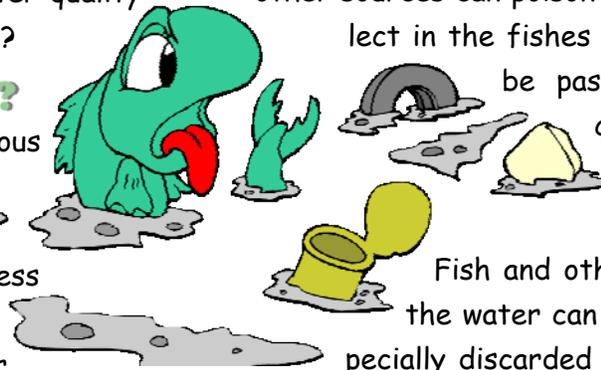
**TOXIC CHEMICALS** from pesticides, oil, grease, and other sources can poison fish. Those poisons can collect in the fishes bodies, and the poisons can be passed straight up the food chain to animals that eat the fish, including human beings!

Fish and other animals living in or near the water can get entangled in **TRASH**, especially discarded fishing line; not to mention that trash is just plain ugly!

And guess what? Stormwater also can increase the **TEMPERATURE** of streams, lakes and rivers. It's called thermal pollution. As stormwater runs off parking lots and roof tops it gets warmer. Warmer water has less oxygen for fish and other aquatic organisms. This is especially important for fish like freshwater trout that need cold, clean water to live.

## But How can you IMPROVE your fishing?

That's easy...help reduce stormwater pollution by following the 10 Steps to Better Fishing (by reducing stormwater pollution). In fact, ask all your fishing buddies to follow these steps and we will all have better fishing!



# Quite Simply... Stormwater Runoff Pollution Means Fewer Fish To Catch!



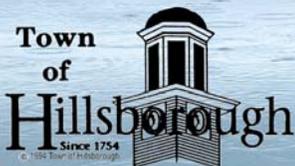
Redbreast Sunfish, caught on a popping bug from the Eno River  
Photograph by T.L. Hackett

## 10 Steps to Better Fishing

(by reducing  
Stormwater Runoff  
Pollution)

1. Pick up your trash and dispose/recycle appropriately
2. Maintain healthy forested buffers along all streams
3. Never dump anything down storm drains or into drainage ditches
4. Pick-up pet waste
5. Compost your yard waste
6. Have your septic system checked & pumped regularly
7. Vegetate bare spots in your yard
8. Avoid pesticides, find out about Integrated Pest Management (IPM)
9. Install a rain garden in your yard
10. Get Involved...be the solution to pollution

For more information, contact:



Stormwater Program Manager Terry Hackett  
PO Box 429, 101 E. Orange St.  
Hillsborough, NC 27278  
Phone: 919-732-1270 Ext. 77  
Email: [terry.hackett@hillsboroughnc.org](mailto:terry.hackett@hillsboroughnc.org)

## Lawn Care to Protect Water Quality

### Did You Know...

*North Carolina's number one water pollution problem is Stormwater Runoff?*

As stormwater flows across impervious surfaces or exposed soil, it picks up various pollutants, such as oil & grease, excess nutrients, bacteria, trash and sediment. Polluted stormwater flows down our storm drains and through our ditches where it is discharged, **UNTREATED**, into our streams, rivers, and lakes. Stormwater runoff pollution can adversely impact aquatic ecosystems and our **drinking water supplies**.



### Did You Also Know...



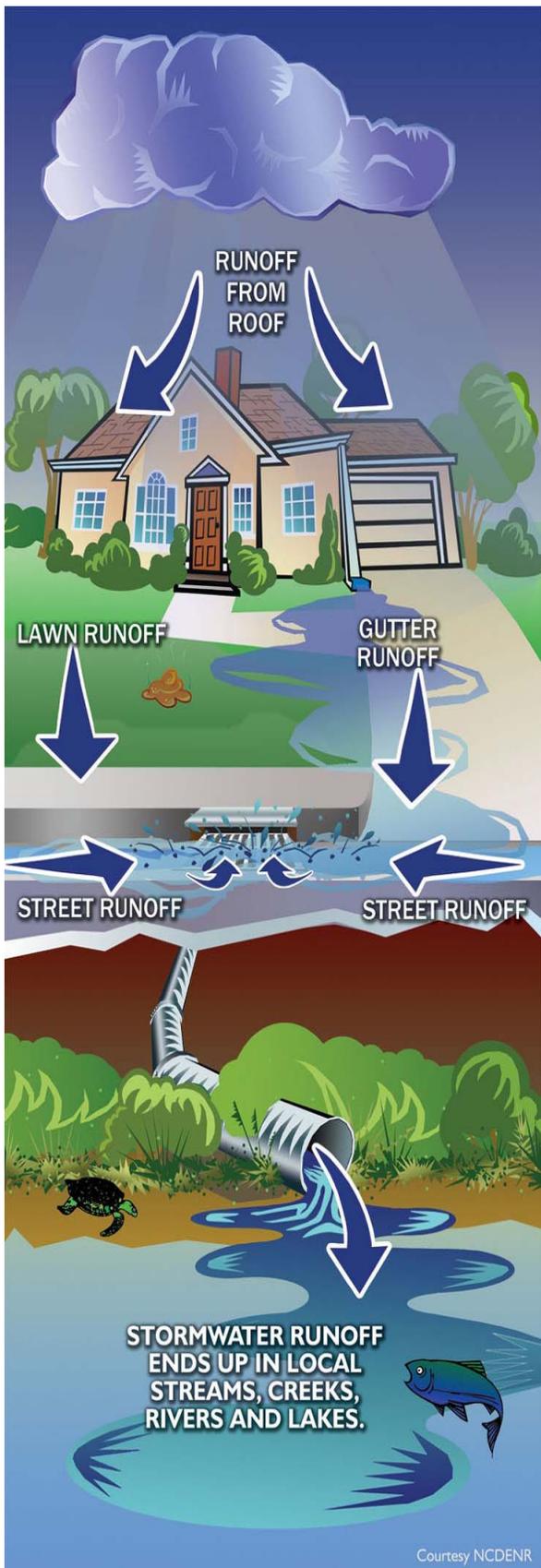
It is **ILLEGAL** to purposefully allow excess fertilizer, pesticides, lawn clippings and other yard waste to reach the Town of Hillsborough's stormwater system? The Town's stormwater system includes storm drains, catch basins, pipes, open channels, ditches, swales, as well as other man-made and natural stormwater runoff conveyances. This includes allowing chemicals and yard waste to reach streets and sidewalks where it can be washed into the stormwater system.

## A Few Words About Riparian Buffers

One of our best tools to protect water quality are riparian buffers. Riparian buffers are undisturbed, naturally forested areas along streams, lakes, ponds, rivers and other surface water bodies. In the Town of Hillsborough, that buffer is a minimum of 50-feet and is regulated from development. Riparian buffers provide important functions which include:

- Filters pollutants such as sediment, nutrients (nitrogen and phosphorus), pesticides and fertilizers;
- Reduces erosion and keeps stream banks from collapsing;
- Mitigates flooding downstream by absorbing stormwater and slowly releasing it;
- Moderates stream temperature and the amount of sunlight to the stream.

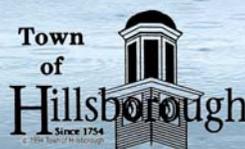
# 10 Ways YOU Can Protect Water Quality in YOUR Backyard!



1. Leave grass clippings on your lawn and/or use a mulching blade on your mower. Grass clippings are a natural, nontoxic fertilizer.
2. If you don't want to leave clippings on the lawn, compost them or dispose of them in your municipal yard waste collection.
3. Don't put grass clippings or other yard waste into street curbs or ditches. Yard waste washes into waterways and feeds problem-causing algae.
4. Get your soil tested so you know exactly what fertilizer you need.
5. Sweep up ANY fertilizer that falls on hard (impervious) surfaces such as driveways and sidewalks.
6. Use fertilizer, pesticides and herbicides sparingly, if at all.
7. DO NOT APPLY fertilizers, pesticides, or herbicides if the forecast calls for rain. If it rains, products will wash off into waterways before it has a chance to work.
8. Use mulch to keep weeds out of flower beds and landscape areas; learn about integrated pest management.
9. Maintain healthy riparian buffers and vegetate bare areas to reduce erosion.
10. Consider using native plants in your landscape which reduce the need for chemicals and are more drought resistant.

**Remember...**  
**Our Stormwater Drains to**  
**the Eno River!**

For more information, contact:



Stormwater Program Manager Terry Hackett  
PO Box 429, 101 E. Orange St.  
Hillsborough, NC 27278  
Phone: 919-732-1270 Ext. 77  
Email: [terry.hackett@hillsboroughnc.org](mailto:terry.hackett@hillsboroughnc.org)

## Illicit Discharge and Connections

### Did You Know...



*That North Carolina's number one water pollution problem is Stormwater Runoff?*

As stormwater flows across impervious surfaces or exposed soil, it picks up various pollutants, such as oil & grease, excess nutrients, bacteria, trash and sediment. Polluted stormwater flows



down our storm drains and through our ditches where it is discharged, **UNTREATED**, into our streams, rivers, and lakes. Stormwater runoff pollution can adversely impact aquatic ecosystems and our **drinking water supplies**.

### Did You Also Know...



That the Town of Hillsborough's stormwater system includes storm drains, catch basins, pipes, open channels, ditches, swales, as well as other man-made and natural stormwater runoff conveyances.

Dumping, discharging, disposing or placing ANY substance other than stormwater into this system is not only not only bad for the environment, it is **ILLEGAL!**



### It is also illegal...

To connect pipes to the stormwater system without approval. This includes piping non-stormwater discharges into catch basins, storm drains, or even ditches. As part of its stormwater management program, the Town is looking for illicit discharges and connections so that they can be eliminated. If found, the property owner will be notified and if it is not corrected the owner could face **civil penalties up to \$5,000!**

## What is an Illicit Discharge or Connection?

Illicit Discharges into the stormwater system essentially means placing any substance into the system that may be toxic to human, animal or plant life; or something that is flammable, explosive or corrosive; or more simply any discharge that adversely affects the State of North Carolina classification of the stream into which the discharge flows.

Illicit or illegal discharge may include but are not limited to the following:

- ⇒ Dumping of oil, anti-freeze, chemicals, garbage, paint or cleaning fluids;
- ⇒ Untreated animal waste;
- ⇒ Commercial car washes;
- ⇒ Industrial discharges;
- ⇒ Contaminated foundation drains;
- ⇒ Wash waters from commercial and industrial activities;
- ⇒ Sanitary sewer discharges;
- ⇒ Septic tank discharges;
- ⇒ Washing machine discharges;
- ⇒ Chlorinated backwash or draining swimming pools;

An illicit connection is ANY connection to the stormwater collection system which allows the discharge of non-stormwater (as described above), even if the connection existed previously.

## You Can Help!

If you think you've found an illicit discharge or see indications of illicit discharges in stormwater runoff such as:

- ◆ *Unusual color or cloudiness;*
- ◆ *Strong pungent or musty odor;*
- ◆ *Floating debris;*
- ◆ *Surface scum or foam;*
- ◆ *Oil Sheen;*
- ◆ *Excessive Algae;*
- ◆ *Storm pipes flowing in dry weather;*

Then Please contact the Town's Stormwater Department. To Report a suspected illicit discharge into our storm drainage system call (919) 732-1270 ext. 77.



### Town of Hillsborough's Stormwater Program

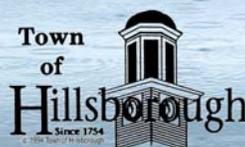
The Town of Hillsborough is allowed to discharge stormwater to creeks and the Eno River under its Phase 2 National Pollutant Discharge Elimination System (NPDES) stormwater permit. The NPDES stormwater program is a federal requirement administered by the state of North Carolina's Department of Environment and Natural Resources, Division of Water Quality. All residences and businesses must also comply with the Town's Phase 2 NPDES stormwater permit.

The Town's Stormwater Management Program operates as a separate division and works closely with the Town's Utilities, Public Works and Planning departments. The mission of the stormwater program is to:

- Protect the public and the ecosystem's health and safety.
- Address stormwater quality and quantity concerns.
- Meet or exceed federal and state mandates regarding stormwater.

Visit us online at [http://www.ci.hillsborough.nc.us/stormwater\\_management.asp](http://www.ci.hillsborough.nc.us/stormwater_management.asp)

*For more information, contact:*



Stormwater Program Manager Terry Hackett  
PO Box 429, 101 E. Orange St.  
Hillsborough, NC 27278  
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Email: [terry.hackett@hillsboroughnc.org](mailto:terry.hackett@hillsboroughnc.org)

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“Town Proposes Stormwater Utility and Fee ..... 1

“Adoption Timeline for Proposed Stormwater Utility Fee .....2



**NEWS & EVENTS ...**

**Informational Meeting:  
 Proposed Stormwater Utility**

7 to 9 p.m.  
 Jan. 26, 2016  
 Town Barn  
 on the Town Hall Campus,  
 101 E. Orange St.



This is a publication of the ...

**Town of Hillsborough  
 Stormwater Management  
 Program**

Issues available online at  
[www.ci.hillsborough.nc.us](http://www.ci.hillsborough.nc.us).



**Our Stormwater Drains  
 to the Eno River!**

**Town Proposes Stormwater Utility and Fee**

The Hillsborough Board of Commissioners has approved moving forward with an adoption process for a stormwater utility and associated fee.

Staff were directed to begin developing a plan for implementation when the board approved the current budget and financial plan for fiscal years 2015-18 in June. That month, Stormwater Program Manager Terry Hackett began analyzing information.



Spills like this one can contaminate stormwater runoff. Fortunately, this spill near Nash Street was contained and cleaned before any stormwater exposure. The Town of Hillsborough is required to implement programs to reduce potential stormwater runoff pollution like this.

He recently presented a draft *Stormwater Utility Fee Analysis & Report* to the board at its November workshop. During that meeting, the commissioners approved moving forward with the adoption process outlined on Page 2 of this newsletter. The proposed stormwater utility fee would be used to fund the town’s existing stormwater program, as well as new state requirements to reduce stormwater impacts to Falls Lake. Hillsborough is within a watershed that drains into the lake.

“These stormwater programs are unfunded mandates required by both federal and state law,” Hackett explains. “The state and federal government didn’t provide funding when they passed the rules, but the state did enable municipalities to create a stormwater utility.”

*Stormwater Utility continued on Page 2*

<b>Proposed Stormwater Utility Rates</b>	
<b>Property Type</b>	<b>Annual Fee</b>
<b>Residential Properties</b> .....	<b>\$50</b>
<b>Tier 1 Non-residential Properties</b> .....	<b>\$500</b>
(0 to 30,000 square feet impervious surface)	
<b>Tier 2 Non-residential Properties</b> .....	<b>\$1,500</b>
(30,001 to 90,000 square feet impervious surface)	
<b>Tier 3 Non-residential Properties</b> .....	<b>\$2,500</b>
(over 90,000 square feet impervious surface)	

## Adoption Timeline for Proposed Stormwater Utility and Fee

### December 2015

Finalize analysis; develop public outreach materials.

### January 2016

Send notice to property owners; hold informational meeting on Jan. 26.

### February 2016

Update town board on outreach results; draft stormwater utility ordinance.

### March 2016

Conduct public hearing for stormwater utility.

### April 2016

Vote on adoption of stormwater utility ordinance and fee schedule.

### May 2016

Vote on interlocal agreement for Orange County to provide billing and collection of stormwater utility fee.

### June 2016

Provide data to Orange County Tax Office to be sent out on tax bills due in January 2017.

Stormwater utilities are similar to other utilities, such as sewer and water. Money collected through a utility are fees, not taxes. Therefore, the proposed stormwater fee would apply to all properties, including tax-exempt properties such as schools, churches and government facilities. Fees collected through such a utility could be used only to fund stormwater-related expenses. Expenses include maintenance of town-owned stormwater infrastructure, street sweeping, water quality monitoring and review of new development plans.

“It is important to note that the primary purpose of the town’s stormwater program is to reduce pollution found in stormwater runoff,” Hackett states. Stormwater can become polluted as it flows across various surfaces. Pollu-

tants — such as oil, grease, pesticides, bacteria, sediment, excess nutrients and other chemicals — can mix with stormwater runoff. Polluted stormwater flows down storm drains and through pipes and ditches, where it is discharged — untreated — into local streams, riv-



Riverwalk entrance at Nash and Kollock Street

ers and lakes. Stormwater runoff pollution causes adverse impacts to aquatic ecosystems, poses human health risks, and can greatly increase the cost of treating drinking water.

In Hillsborough, stormwater runoff flows into the Eno River. The river is not only the source of the town’s drinking water, but it also is an important aquatic ecosystem and provides various recreational activities. It is the focal point of the Riverwalk greenway, a popular destination.

“Maintaining water quality within the Eno River is not just a regulatory requirement,” Hackett says. “It’s important to maintain water quality in the Eno so that our citizens and visitors can enjoy Riverwalk and all that Hillsborough has to offer. It’s important that we have the funds to protect such a valuable resource. I don’t think anyone can argue with that.”

Citizens are encouraged to attend an informational meeting at 7 p.m. Jan. 26 in the Town Barn to find out more about the proposed stormwater utility and to provide input.

*Learn more at [www.ci.hillsborough.nc.us/content/stormwater-management](http://www.ci.hillsborough.nc.us/content/stormwater-management).*

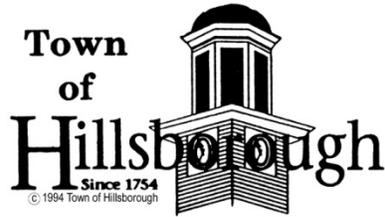
*For more information, contact:*

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PO Box 429, 101 E. Orange St.  
Hillsborough, NC 27278  
Phone: 919-732-1270, ext. 77  
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*Only Rain Down the Drain*

# Town of Hillsborough



## NPDES Phase II Stormwater Management Program



## Comprehensive Stormwater Management Plan

September 2014

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## **INTRODUCTION**

### ***Why Care About Stormwater?***

Adding impervious surface decreases the amount of stormwater that infiltrates into the ground. This increases the amount and velocity of stormwater runoff. This can cause accelerated erosion and downstream flooding. In addition, as stormwater flows across impervious surfaces, it picks up various pollutants. These include excess nutrients, oil and grease, bacteria and sediment. Polluted stormwater flows down storm drains and ditches where it is discharged, untreated, into local streams, rivers, and lakes. Stormwater runoff pollution causes adverse impacts to aquatic ecosystems, poses human health risks, and can greatly increase the cost of treating drinking water.

### ***Program Background***

In 1972, the National Pollutant Discharge Elimination System (NPDES) program was established under the authority of the Federal Clean Water Act. Phase I of the NPDES Stormwater program was established in 1990. It required NPDES permit coverage for municipalities with populations of 100,000 or more.

Phase II of the NPDES Stormwater program was signed into law in December 1999. The Phase II program extended permit coverage to smaller (< 100,000 pop.) communities and public entities that own or operate a municipal separate storm sewer system (MS4). It required these smaller communities to develop a stormwater program and obtain an NPDES permit for stormwater discharges.

In North Carolina, the Department of Environment and Natural Resources (NCDENR) administers the NPDES Stormwater program. NCDENR issued the Town of Hillsborough's (Town) initial Phase II permit, on October 1, 2005. The permit required the Town to develop, implement, and enforce a stormwater program designed to reduce the discharge of pollutants from the MS4 to the maximum extent practicable. The program was implemented in phases over five years of the initial permit. Pursuant to the permit the stormwater program included the following six minimum measures or best management practices (BMPs):

1. Public education and outreach on stormwater impacts;
2. Public involvement/participation;
3. Illicit discharge detection and elimination;
4. Construction site stormwater runoff control (Erosion Control);
5. Post-construction stormwater management for new development and redevelopment;
6. Pollution prevention/good housekeeping for municipal operations.

The Town's current permit, Number NCS000466, was issued on October 1, 2010. This comprehensive stormwater management plan was written to meet the permit requirements.

## 1. Storm Sewer System Information

### 1.1 Population Served

Estimated population served ..... 6,292<sup>1</sup>

### 1.2 Growth Rate

Estimated growth rate ..... 3.4%<sup>2</sup>

### 1.3 Jurisdictional Area

Town Limits ..... 5.6 sq. mi

ETJ ..... 5.1 sq. mi.

### 1.4 MS4 Conveyance System

Due to the age of the town, MS4 consists of a variety of stormwater conveyances and components. These range from typical curb and gutter systems conveyed by concrete pipes to simple sheet flow. The predominate conveyance components include grass lined swales and vegetated drainage ditches with various pipes and culverts. There are also various detention systems within the Town's jurisdiction, however these are on private property.

MS4 system components are periodically inspected to ensure proper function. The North Carolina Department of Transportation (NCDOT) maintains systems within state road rights-of-way. Systems located on private property, including detention facilities and other engineered stormwater controls, are maintained by the owner.

### 1.5 Land Use Composition

Estimated Land Use<sup>3</sup>

Residential ..... 27%

Commercial ..... 14%

Industrial ..... 4%

Open Space ..... 55%

Total ..... 100%

---

<sup>1</sup> July 2012 Data from North Carolina Office of Budget and Management, State Demographics Data, <http://www.osbm.state.nc.us/>.

<sup>2</sup> Percentage increase from 2010 to 2012 (North Carolina Office of Budget and Management, State Demographics Data, <http://www.osbm.state.nc.us/>.)

<sup>3</sup> Land use percentages were estimated from the Town of Hillsborough Land Use GIS database. Area of parcels for each designated land use type were summed and calculated for relative percentage of the planning jurisdictional area.

**1.6 TMDL Identification**

Currently, no streams flowing into or out of the Town of Hillsborough’s jurisdiction have an associated Total Maximum Daily Load.

**2. Receiving Streams**

The Town of Hillsborough lies entirely within the Falls Lake Watershed, which is part of the Neuse River Basin. Specifically, the town drains to the Eno River. Receiving waters are listed below.

Receiving Stream	Description	Classification	Index No.
Eno River (Corporation Lake, Lake Ben Johnston)	From a point 0.4 mile upstream of Dry Run to dam at Lake Ben Johnston (Orange County water supply intake & Town of Hillsborough water supply intake)	WS-II; HQW, CA, NSW	27-2-(3.5)
Eno River	From dam at Lake Ben Johnston to Orange County SR 1561	C; NSW, N	27-2-(7)
Seven Mile Creek	From a point 0.4 mile upstream of I-85 to Lake Ben Johnston, Eno River	WS-II; HQW, CA, NSW	27-2-6-(1.5)
Rocky Run	From a point 0.5 mile upstream of I-85 to Seven Mile Creek	WS-II; HQW, NSW	27-2-6-2-(2)
Cates Creek	From source to Eno River	C; NSW	27-2-8
Strouds Creek	From source to Eno River	C; NSW	27-2-9
Stony Creek	From source to a point 0.4 mile upstream of Orange County SR 1710	C; NSW	27-2-13-(1)

**3. Existing Water Quality Programs**

**3.1 Local Programs**

The following programs and ordinances are being implemented within the Town of Hillsborough’s jurisdiction.

*Unified Development Ordinance (UDO)* – regulates overall development and land use. Specific water quality aspects include riparian buffer rules and post construction stormwater requirements, including nutrient limits.

*Flood Damage Prevention* – through its UDO the Town protects water quality by preventing new development within flood hazard zones.

*Local Nutrient Sensitive Waters (NSW) Strategy* - through its UDO the Town adopted stormwater requirements for new development to meet the Falls Lake Nutrient Management Strategy (Falls Lake rules).

*Local Water Supply Watershed Program* – a portion of the Town’s jurisdiction includes designated Critical Area and WS-II classification. Protection measures are included in the Town’s UDO and are approved by the state.

*Delegated Neuse Riparian Buffer Program* – The Town of Hillsborough requested and received delegated authority from the state to enforce the states’ Neuse Riparian Buffer Program within the Town’s planning jurisdiction.

*Delegated Erosion And Sediment Control Program* - as noted in Section 6, the Town relies on Orange County to conduct an erosion control program. Orange County has local delegated authority from the state.

### **3.2 State Programs**

State programs, including the Neuse, Falls Lake, and Water Supply Watershed rules are implemented at a local level. The Town of Hillsborough does rely on NCDOT to maintain stormwater facilities and programs within state-owned road rights-of-way.

## **4. Permitting Information**

The Town’s Stormwater Program is under direction of the Town’s Stormwater Program Manager. The Stormwater Program Manager works closely with Utilities, Public Works and Planning departments, and is supervised by the Town’s Planning Director.

### **4.1 Responsible Party Contact List**

Overall implementation and oversight of the Town’s Stormwater Program is coordinated by:

Terry Hackett, Stormwater Program Manager  
Town of Hillsborough  
P.O. Box 429  
101 E. Orange Street  
Hillsborough, NC 27278  
Telephone: 919-732-1270  
Email: [terry.hackett@hillsboroughnc.org](mailto:terry.hackett@hillsboroughnc.org)

### **4.2 Organizational Chart**

The Town’s organization chart is included in the Appendix.

### **4.3 Signing Official**

The Town of Hillsborough operates under a council-manager form of government. The town manager is responsible for management and oversight of the Town's daily operations. Contact information is listed below:

Eric Peterson, Town Manager  
Town of Hillsborough  
101 E. Orange Street  
P.O. Box 429  
Hillsborough, NC 27278  
Telephone: 919-732-1270  
Email: [eric.peterson@hillsboroughnc.org](mailto:eric.peterson@hillsboroughnc.org)

### **4.4 Duly Authorized Representative**

Not applicable.

## **5. Co-Permit Status Information**

The Town of Hillsborough holds its own NPDES Phase II permit and does not co-permit with another entity.

## **6. Reliance on Another Entity**

The Town of Hillsborough utilizes Orange County to implement the Construction Site Stormwater Runoff Control (i.e. erosion control) portion of its stormwater program.

### **6.1 Name of Entity**

Orange County

### **6.2 Elements Implemented**

Construction site stormwater runoff control (erosion control).

### **6.3 Contact Information**

Orange County	Howard W. Fleming Jr., Erosion Control Supervisor
Erosion Control Program:	Orange County Planning and Inspections Department
	131 W Margaret Lane, Suite 201
	Hillsborough, NC 27278
	919-245-2586
	<a href="mailto:hffleming@orangecountync.gov">hffleming@orangecountync.gov</a>

### **6.4 Legal Agreement**

The Town maintains an inter-local agreement with Orange County to provide erosion control services. The current agreement was approved in October 2012.

## 7. Stormwater Management Program Plan

The following sections describe the Town's stormwater management program and measurable goals for each BMP. Measurable goals are based on the Town's current NPDES Phase II permit, original stormwater management plan, and modifications needed to best meet the objectives of the Town's Stormwater Program during its initial implementation. While the six BMPs are not expected to change over the life of this stormwater management plan, measurable goals may be modified, removed, or new goals added. Changes may be necessary to meet permit renewal requirements, changes in resources, or to be more effective in reducing impacts to the MS4. Modifications to these goals will be documented within the required annual report.

### 7.1 Public Education and Outreach

The Town's stormwater public education and outreach program includes dissemination of educational materials, stormwater newsletter, school programs centered on earth day celebrations, BMP demonstration site at Stillhouse Creek, and membership in the Clean Water Education Partnership.

#### **Target Pollutant Sources**

Land use within the Town's jurisdiction is composed primarily of residential and commercial uses. Target pollutant sources from these land uses include:

*Excess nutrients* – the Town is located within an NSW. Excess nutrients can lead to high algal growth in downstream waterbodies causing low oxygen levels.

*Sediment* – the Piedmont region of North Carolina is known for erodible clay soils. Sediment can adversely impact waterways and aquatic environments. Due to recent drought cycles, maintaining vegetative cover has been an issue. For new construction, erosion control is necessary to keep sediment on site.

*Litter/Yard Waste* – Litter and yard waste can block stormwater conveyances. As litter and yard waste decompose it introduces chemicals and additional nutrients into the storm system.

*General Household and Landscape Chemicals* – this includes fertilizers, pesticides, automotive chemicals, and detergents and can cause significant impacts to aquatic environments.

#### **Target Audience**

Two primary target audiences have been identified, local citizens and business owners. Local citizens include single-family residences, churches, schools, and other civic groups. Business owners, especially restaurants and developments with high impervious surfaces will be targeted.

### **Measurable Goals**

- **Develop and Distribute Materials**

Develop educational materials or modify/utilize existing materials available from other agencies. Distribute educational materials through educational programs, local events (such as Hog Day, Eno River Festival, Last Friday's, etc.) and place informational flyers at Town Hall and the Orange County Library. Materials will also be distributed electronically through email and electronic lists, and made available on the Town's website.
- **Stormwater Newsletter**

Write articles and publish *The Stormwater Almanac* a local newsletter developed by stormwater staff, two to four times annually. Paper copies of the newsletter will be distributed at various events and educational programs. Work with the Town's public information officer to post the newsletter on the Town's website and send a notification when a new issue is available to those subscribed to the Town's email notification list.
- **School Programs**

Partner with other local government departments conducting environmental education to conduct school programs. This includes participation in established Earth Day and Earth Walk programs coordinated by Orange Soil and Water Conservation District (OSWCD). Support other agencies such as Orange County Department of Environment, Agriculture, Parks and Recreation (OCDEAPR) that also conducts school programs. Continue support of the "eco-classroom" at C.W. Stanford and Orange High Schools, which has a strong stormwater education component. Participate in the Outdoor Science Club, an after school enrichment program focusing on water quality issues. Participate in annual field trip to the Eno River by the Orange High School AP Environmental/Earth Science class.
- **Stillhouse Creek Program**

Continue collaboration with OSWCD, OCDEAPR, and Hillsborough's Public Works department on the stormwater BMP demonstration project. Since this is a highly visible location, staff will continue developing an educational program centered on this area. This may include a rain garden workshop(s) and possibly other outreach events promoting these stormwater BMPs. Educational materials will be installed within the information kiosk that is part of the demonstration project.
- **Additional Educational Programs**

The Town of Hillsborough is a member of the Clean Water Education Partnership (CWEP). CWEP leverages resources from multiple local governments to conduct educational and outreach programs geared towards reducing stormwater runoff pollution and clean water. Programs include mass

media campaigns such as television, radio, internet, and printed materials. Stormwater staff will continue serving on the CWEP steering committee.

Continue providing educational programs to scout groups, homeowner associations, and other civic groups as requested. Provide educational information to local business, and evaluate the feasibility of conducting workshops for local business targeting illicit discharge and good housekeeping practices.

### **Evaluation**

The Town's Public Education and Outreach program will be evaluated by assessing progress towards each measurable goal listed above. Information and data towards completion of each measurable goal will be tracked. Progress will be reported each year in the annual report to the state.

## **7.2 Public Involvement and Participation**

The Town's stormwater public involvement and participation program includes maintaining an informational website with contact information, participation in local events and festivals, participation in NC Big Sweep, volunteer stream monitoring at two locations, input from the Town board, and a rain garden program.

### **Measurable Goals**

- **Public Meeting**

The Town of Hillsborough will conduct one public meeting to allow local citizens to review and provide input on the stormwater management plan.

- **Informational Website and Hotline**

Provide stormwater content and information for the Town maintained website. Include contact information for citizens to report concerns or make requests. Respond to citizen request as warranted.

- **Outreach Events/Festivals**

Participate in various local events and festivals. This may include Hog Day Festival, Eno River Festival, Last Friday's and other events/festivals. Hand out information to the public regarding stormwater impacts and answer citizen questions.

- **NC Big Sweep**

Coordinate the Town's participation in the annual NC Big Sweep event each fall.

- **Volunteer Stream Monitoring**

Currently there are two volunteer groups conducting stream monitoring within the Town's jurisdiction. Triangle Fly Fishers a local Trout Unlimited and Federation of Fly Fishers affiliate, has started monitoring a section of the Eno

River, as well as adopting the Town's stormwater wetland in Gold Park; another volunteer group made up from students from C.W. Stanford Middle School has begun monitoring the stream flowing through their eco-classroom.

Continue providing assistance to volunteer groups currently conducting stream monitoring. Assistance may include training, providing materials (as resources allow), and reviewing collected data to determine possible water quality trends. As part of this goal, information will be disseminated to other volunteer groups interested in starting a stream monitoring program.

- Town Board and Planning Board Input

Once annually, present an update to Hillsborough's Town Board regarding the stormwater program and seek input on pertinent issues. Once annually, present information to the Town's Planning Board and/or Board of Adjustment regarding stormwater impacts from development.

- Rain Garden Program

Distribute handouts and information on rain gardens to local citizens through events, festivals, and information requests. As resources allow, conduct a rain garden workshop, centered on the rain garden at Stillhouse Creek. Coordinate with other local staff to promote installation of rain gardens, and provide technical expertise in designing and constructing rain gardens as needed and as time and resources allow.

### **Evaluation**

The Town's Public Involvement and Participation program will be evaluated by assessing progress towards each measurable goal listed above. Information and data towards completion of each measurable goal will be tracked. Progress will be reported each year in the annual report to the state.

### **7.3 Illicit Discharge Detection and Elimination**

The Town's stormwater illicit discharge detection and elimination program is outlined in its *Illicit Discharge Detection and Elimination Plan*. This plan details measures that Town staff follows to find and eliminate illicit discharges and connections to the MS4. Other components of this program include employee cross-training, updating mapping, and evaluating funding sources to expand the program. A copy of the plan is included in the Appendix.

### **Storm Sewer System Map**

The Town of Hillsborough maintains a Geographic Information System (GIS) database that includes drainage areas, receiving streams, land use information, zoning, soils, floodplain data, water quality designations, impervious cover and other pertinent data. This information is updated periodically often based on actual site reconnaissance, such as on site surface water identifications.

Pursuant to the Town of Hillsborough's current permit, components of their MS4 were mapped using Global Positioning System (GPS) technology and are

included in the GIS. This information is updated periodically based on changes in development and during routine inspections if warranted.

### **Regulatory Mechanism**

Prohibition of illicit discharges and connections are regulated through *Chapter 11, Article V Control of Illicit Discharges into the Stormwater System* of the Town of Hillsborough's Municipal Code.

### **Measurable Goals**

- **Procedures for Illicit Discharge Detection and Elimination**

Continue implementing the Town's *Illicit Discharge Detection and Elimination Plan*. This includes identifying at least one new priority area annually and conducting dry weather inspections of the area identified. Update the IDDEP to include enforcement response procedures.

- **Conduct Employee Cross-training**

Conduct at least one training session for Town Public Works and Utility employees annually. Provide information regarding appropriate training sessions provided by other entities. Identify other Town employees that can be cross-trained.

- **Update Mapping**

Update the GIS stormwater mapping system to reflect changes to the MS4 as necessary. This may include updating stormwater system components for new development, repairs, and maintenance, in addition to updating stream data based on surface water identification requests. Mapping updates of the MS4 is solely the Town's responsibility.

- **Local Stream Monitoring**

Evaluate the need for additional stream sampling/monitoring. Identify possible partnerships for collaborative sampling/monitoring efforts.

- **Public Education and Reporting**

Generally, this portion of the stormwater management plan is included in sections 1 and 2 above and will include distribution of an illicit discharge fact sheet to residences and businesses through events described above.

- **Explore funding**

Provide input to the Town Manager so that funding sources and funding options can be fully explored. Discuss funding options with the Town Board.

### **Evaluation**

The Town's Illicit Discharge Detection and Elimination program will be evaluated by assessing progress towards each measurable goal listed above. Section 7 of the Town's Illicit Discharge Detection and Elimination Plan (included in the

Appendix) details how the program will be evaluated. Generally, inspection and complaint information will be logged and tracked. Assessments will be made toward completion of the goals listed above. Progress will be reported each year in the annual report to the state.

#### **7.4 Construction-Site Stormwater Runoff Control**

Orange County implements and enforces construction site stormwater runoff control for the Town of Hillsborough through its erosion control program. Orange County has local delegated authority from the state to implement an erosion control program.

##### **Regulatory Mechanism**

The Town of Hillsborough and Orange County have an inter-local agreement in place allowing Orange County to enforce its sedimentation and erosion control ordinance within the Town's jurisdiction.

##### **Measurable Goals**

- **Plan Review**

Orange County will review and approve erosion control plans for proposed new development projects within the Town's jurisdiction to ensure compliance with the county's erosion control ordinance. Plan review will be conducted in conjunction with the Town's Technical Review Committee.

- **Inspections**

Orange County will inspect permitted construction sites within the Town's jurisdiction to ensure compliance with approved erosion control plans. As needed, request corrective actions, issue notice of violations and stop work orders as outlined in the county's erosion control ordinance.

- **Site Audits**

As required through its NPDES Phase II permit, Town stormwater staff will periodically inspect active construction sites to confirm that county staff are inspecting sites and ensuring compliance with approved erosion control plans.

##### **Evaluation**

The Orange County Erosion Control Division maintains a database and inspection reports on each permitted construction site. Information regarding number of sites, acreage of disturbance, compliance, notice of violations, and enforcement actions are tracked and will be included in the annual report to the state for sites within the Town's jurisdiction. Information on site audits will also be included.

## 7.5 Post-Construction Stormwater Management

The Town's post-construction stormwater program includes four primary components: new development review, stormwater BMP inspection, education and outreach, and retro-fit opportunities.

### **Regulatory Mechanism**

The Town of Hillsborough combined its zoning and development ordinances into a Unified Development Ordinance (UDO). The Town's UDO was adopted on February 28, 2011. Section 6.20 of the UDO includes post-construction stormwater requirements. Post-construction requirements were updated in the UDO to reflect additional standards to meet the state's Falls Lake Nutrient Management Strategy (15A NCAC 02B .0277) on December 10, 2012.

### **Post-Construction Stormwater Requirements**

The Town of Hillsborough utilizes both structural and non-structural BMPs to treat and control post-construction stormwater. Non-structural BMPs include stream buffers, flood hazard zone protection, landscape requirements, and educational materials as described in Section 7.1.

Structural stormwater BMPs include those listed in the NCDENR *Stormwater BMP Manual*. Since the Town's jurisdiction falls within a NSW, most structural BMPs being installed are designed to reduce nutrients, including bioretention, stormwater wetlands, filter strips and grassed swales.

Through its UDO, the Town requires structural BMPs to have a recorded restrictive covenant, a signed operations and maintenance agreement, and certification by a licensed engineer that the BMPs have been properly constructed. These measures are in place to ensure proper operation of the BMP.

Pursuant to Section 6.20 of the Town of Hillsborough's UDO and the State of North Carolina's Falls Lake Rules (15A NCAC 2B .0277), stormwater standards apply to all development and re-development projects that:

- Add 10,000 square feet or more of impervious surface
- Disturb 10,000 square feet or more of land for purpose of development
- Disturb ½ acre or more for a single lot residential projects (not part of a larger project)
- Disturb ½ acre or more for recreational facilities on a single lot

Projects may be developed as either low-density or high density with the following standards:

Low-density development (less than 24% impervious) requirements include:

- Use vegetative conveyances;
- Minimum riparian buffers (50-feet);

- No net increase in peak flow for the 1-year, 24-hour storm
- Meet Falls Lake Rules nutrient loading requirements:  
*Total Nitrogen, 2.2 pounds/acre/year*  
*Total Phosphorous, 0.33 pounds/acre/year*
- Must have an operation and maintenance agreement and restrictive covenants for structural BMPs.

High-density development (24% impervious or higher) requirements include:

- Minimum riparian buffers (50-feet)
- Requires structural stormwater control (i.e. wet pond, bioretention, wetland, etc.)
- Must have an operation and maintenance agreement and restrictive covenants for structural BMPs.
- Control/treat runoff from all surfaces generated from first inch of rain
- Runoff volume drawdown 48-120 hours
- 85% Total Suspended Solids (TSS) reduction
- Meet applicable stream buffers
- No net increase in peak flow for the 1-year, 24-hour storm
- Meet Falls Lake Rules nutrient loading requirements:  
*Total Nitrogen, 2.2 pounds/acre/year*  
*Total Phosphorous, 0.33 pounds/acre/year*

### **Other Related Policies, Practices, Regulations**

In addition to the specific post-construction stormwater requirements listed above, the Town of Hillsborough employs other policies, practices and regulations that help protect water quality of its receiving waters. Measures currently in place help to protect natural resources, protect open space, preserve trees, regulate redevelopment and street design. Through current policies the Town addresses green infrastructure elements and practices including low impact development and improved site design. A detailed list and description of these measures is included in the appendix.

### **Measurable Goals**

- New Development Review  
Review and approve proposed new development projects to ensure compliance with the Town's stormwater post-construction requirements. This includes addressing nutrient loading since the Town is within an NSW (Neuse Basin and Falls Lake Watershed).

- BMP Inspections

Inspect new structural stormwater BMPs at the time the project is complete to ensure compliance with approved plans. Map new BMPs using GPS/GIS technology. Review required annual inspection reports submitted by the BMP owner. Conduct follow-up inspections as warranted and provide inspection reports to owner outlining follow up actions. Issue notices of violations if warranted.

- Education/Outreach

This portion of the post-construction stormwater management program is part of the overall education/outreach component described in items 1 and 2 above. Primarily this includes providing information to businesses, homeowner associations and other stormwater BMP owners about maintenance and inspection requirements.

- Retro-fit Opportunities

Identify at least one new possible stormwater retro-fit location annually. Evaluate sites already identified based on land availability, willing ownership, potential for pollution reductions, and other pertinent variables. Rank these sites and evaluate grant availability and/or other funding sources to implement retro-fits. Identify potential partnerships to develop and fund retro-fit projects.

### **Evaluation**

The Town of Hillsborough maintains an electronic database used to track approved stormwater management plans, BMP inspections and other pertinent information for its post-construction stormwater program. This information is included in the annual report to NCDENR. Additionally, the Town submits similar information to NCDENR as part of its Falls Lake Rules annual report.

## 7.6 Pollution Prevention/Good Housekeeping for Municipal Operations

The Town's pollution prevention/good housekeeping program includes four primary components: evaluate Town operations, corrective action, employee training, and public awareness. A Good Housekeeping plan has been developed and a copy is included in the Appendix.

### **Town Operations**

The following facilities are owned by the Town and included in the Good Housekeeping plan:

- |                              |                                 |
|------------------------------|---------------------------------|
| 1. Community Policing Center | 9. Public Works                 |
| 2. Cemetery                  | 10. Riverwalk Greenway          |
| 3. Gold Park                 | 11. Town Hall                   |
| 4. Motor Pool                | 12. Town Hall Annex             |
| 5. Murray Street Park        | 13. Turnip Patch Park           |
| 6. Orange County Museum      | 14. Water Treatment Plant       |
| 7. Police Department         | 15. Waste Water Treatment Plant |
| 8. Public Parking Lot        | 16. Water Distribution          |

The Town also maintains public road rights-of-way (ROW) in portions of their jurisdiction that are not owned by NCDOT.

### **Measurable Goals**

- **Evaluate Town Operations**  
Conduct annual Good Housekeeping inspections at each of the Town's facilities and maintain inspection information in an electronic database. Provide inspection reports to each facility manager as well as the Town Manager. Provide input during the budget process as necessary to address stormwater runoff management at Town facilities being considered for capital improvements.
- **Corrective Action**  
Correct deficiencies noted during the Good Housekeeping inspections. Conduct follow-up inspections to ensure corrective actions have been completed.
- **Roadway/Drainage Maintenance**  
Within non-NCDOT road ROW, inspect stormwater conveyance components and complete repairs as warranted. Periodically sweep "curb and gutter" streets to remove debris. Annually remove fallen leaves from streets, ditches and from private residences that rake leaves to roadsides.

- Employee Training

Conduct Good Housekeeping training for new employees and provide “refresher” training to employees as warranted. As staff time and resources allow, expand Good Housekeeping training to all Town employees, even those not directly involved with Good Housekeeping requirements.

- Public Awareness

This portion of the Town’s Good Housekeeping Plan will continue to be part of the public outreach and education component described above.

**Evaluation**

Inspection data is maintained in an electronic database that includes a list of facilities, inspection dates, results, and corrective actions. The number of facility inspections will be noted, along with corrective actions and when completed. Assessments will be made toward completion of the goals listed above. Progress will be reported each year in the annual report to the state.

**ANNUAL REPORTING**

In order to help evaluate the effectiveness of the Town’s NPDES Phase II stormwater program, NCDENR requires the submittal of an annual report. The annual report submitted to NCDENR is an online report that quantifies program elements completed in the previous permit year. Additionally, stormwater staff prepares a narrative annual report containing the same information as submitted online, but is made available to Town staff, elected officials and citizens.

## **STORMWATER PROGRAM BMP SUMMARY TABLES**

The following tables summarize the six program elements, BMPs, measurable goals and responsible entity.

The following tables summarize the six program elements, BMPs, measurable goals and responsible person/entity. Abbreviations used in the following tables include:

SPM – Stormwater Program Manager

PIO – Public Information Officer

TM - Town Manager

TB – Town Board

PW – Public Works staff

UD – Utility Department staff

OCED – Orange County Erosion Control Division staff

OSWCD – Orange Soil and Water Conservation District staff

### 1. Education and Outreach

BMP	Measurable Goal	Responsible Party
Develop and Distribute Materials	Develop educational materials or modify existing materials as needed	SPM
	Distribute educational materials through educational programs and local events	SPM
	Place informational flyers at appropriate locations	SPM
Stormwater Newsletter	Write articles and publish <i>The Stormwater Almanac</i> two to four times annually.	SPM
	Distribute paper copies of newsletter at various events and educational programs	SPM
	Post newsletter on the Town's website; send notification when a new issue is available via the Town's email notification list	PIO
School Programs	Partner with other local government departments to conduct school programs	SPM, OSWCD, OCED
	Work with OSWCD to expand existing educational programs	SPM
	Develop additional educational programs based on interest from local schools	SPM
	Support of the "eco-classroom" at C.W. Stanford and Orange High Schools	SPM
Stillhouse Creek Program	Continue developing an educational program centered on Stillhouse Creek	SPM, OSWCD
	Place educational materials within the kiosk that is part of the demonstration project	SPM, OSWCD
	Periodically hold workshops or other events highlighting the project	SPM, OSWCD
Additional Educational Programs	Maintain membership in CWEP	TM, SPM
	Represent the Town's interests on the CWEP steering committee	SPM
	Provide educational programs to civic groups as requested	SPM
	Provide educational information to local businesses	SPM
	Evaluate the feasibility of workshops for local business targeting illicit discharge and good housekeeping practices; if feasible develop and hold workshop(s)	SPM
Evaluation	Assess progress towards each measurable goal listed above. Track information and data towards completion of each measurable goal. Report progress each year in the annual report to the state.	SPM

## 2. Public Involvement and Participation

<b>BMP</b>	<b>Measurable Goal</b>	<b>Responsible Party</b>
Informational Website and Helpline	Maintain and update a stormwater informational website and helpline	PIO
	Provide content and updates for the website	SPM
	Respond to citizen request for assistance through the website/helpline	SPM, PW
Outreach Events/Festivals	Participate in local events and festivals and hand out information to the public regarding stormwater impacts and answer citizen questions	SPM, PW, UD
NC Big Sweep	Coordinate the Town's participation in the annual NC Big Sweep event each fall	SPM
Volunteer Stream Monitoring	Assist current volunteer groups in monitoring efforts	SPM
	Disseminate information to other civic groups, schools and business to expand volunteer stream monitoring program	SPM, PIO
Town Board and Planning Board Input	Once annually, present an update to Hillsborough's Town Board regarding the stormwater program and seek input on pertinent stormwater issues	SPM, TM, TB
	Once annually, present information to the Town's Planning Board and/or Board of Adjustment regarding stormwater impacts from development	SPM, TM
Rain Garden Program	Distribute handouts and information on rain gardens to local citizens through events, festivals, and information requests	SPM
	Promote installation of rain gardens at local government buildings, business and private residences	SPM
	Provide technical information and expertise in designing and constructing rain gardens for local citizens, as needed and as time and resources allow	SPM
Evaluation	Assess progress towards each measurable goal listed above. Track information and data towards completion of each measurable goal. Report progress each year in the annual report to the state.	SPM

### 3. Illicit Discharge Detection and Elimination

BMP	Measurable Goal	Responsible Party
Illicit Discharge Detection and Elimination	Continue implementing the Town's <i>Illicit Discharge Detection and Elimination Plan</i> .	SPM, PW, UD
	Identify one new priority area annually and conduct dry weather inspections.	SPM
	Conduct dry weather inspections of identified priority area	SPM
Conduct Employee Cross-Training	Identify other Town employees that can be cross-trained.	SPM
	Conduct at least one training session for Town employees annually, or provide information regarding appropriate training sessions provided by other entities.	SPM
Local Stream Monitoring	Stormwater staff will evaluate the need for additional stream sampling/monitoring.	SPM
Public Education and Reporting	This portion of the stormwater management plan is included as part of the overall education and outreach program	SPM
Explore Funding	Provide input to the Town so that funding sources and funding options can be fully explored.	SPM, TM, TB
	Follow-up on recommendations and implement funding	SPM, TM, TB
Update Mapping	Update the GIS stormwater mapping system to reflect changes to the MS4 as necessary	SPM
Evaluation	Assess progress towards each measurable goal listed above. Track information and data towards completion of each measurable goal as detailed in the Town's "Illicit Discharge Detection and Elimination Plan. Report progress each year in the annual report to the state.	SPM

**4. Construction-Site Stormwater Runoff Control**

<b>BMP</b>	<b>Measurable Goal</b>	<b>Responsible Party</b>
Implement Erosion Control Program	Review and approve erosion control plans for new development projects within the Town's Jurisdiction	OCED
	Inspect permitted construction sites to ensure compliance with approved erosion control plans	
	Request corrective actions, issue notice of violations and stop work orders as necessary.	
	Conduct construction site audits to help ensure compliance	SPM
Evaluation	Maintain a database and inspection reports on each permitted construction site. Track information regarding number of sites, acreage of disturbance, compliance, notice of violations, and enforcement actions. Include this information in the annual report to the state for sites within the Town's jurisdiction.	OCED

### 5. Post-Construction Stormwater Management

BMP	Measurable Goal	Responsible Party
New Development Review	Review proposed new development projects to ensure compliance with the Town's stormwater post-construction requirements	SPM
BMP Inspections	Inspect new structural stormwater BMPs at the time the project is complete to ensure compliance with approved plans	SPM
	Map new BMPs using GPS/GIS technology	SPM
	Review required annual inspection reports submitted by the BMP the owner	SPM
	Conduct follow-up inspections as warranted and provide inspection reports to owner outlining follow up actions	SPM
	Issue notice of violations if warranted	SPM
Education/Outreach	This portion of the post-construction stormwater management program is part of the overall education/outreach component described in items 1 and 2 above	SPM
Retro-fit Opportunities	Identify at least one new possible stormwater retro-fit location annually	SPM
	Evaluate sites already identified based on land availability, willing ownership, potential for pollution reductions, and other pertinent variables	SPM
	Rank these sites and evaluate grant availability and/or other funding sources to implement retro-fits	SPM
	Provide this information to the state and identify potential partnerships to develop and fund retro-fit projects	SPM
Evaluation	Maintain an electronic database to track approved stormwater management plans, BMP inspections and other pertinent information. Include information in the annual report to NCDENR.	SPM

**6. Pollution Prevention/Good Housekeeping for Municipal Operations**

<b>BMP</b>	<b>Measurable Goal</b>	<b>Responsible Party</b>
Evaluate Town Operations	Conduct annual Good Housekeeping inspections at each of the Town’s facilities	SPM
	Maintain inspection information in a database	SPM
	Provide inspections reports to facility managers and the Town Manager.	SPM
	Provide input during the budget process to address stormwater runoff management at Town facilities being considered for capital improvements	SPM, TM
Roadway/Drainage Maintenance	Within non-NCDOT road ROW, inspect stormwater conveyance components and completes repairs as warranted. Periodically sweep streets to remove debris. Annually remove fallen leaves from streets, ditches and from private residences that rake leaves to roadsides.	PW
Corrective Action	Correct deficiencies noted during the Good Housekeeping inspections.	PW, UD
	Conduct follow-up inspections to ensure corrective actions have been completed.	SPM
Employee Training	Conduct Good Housekeeping training for new employees or provide information on training opportunities provided by other entities	SPM
	Provide “refresher” training to employees as warranted	SPM
	Expand training to all Town employees (as staff time and resources allow)	SPM
Public Awareness	This portion of the Town’s Good Housekeeping Plan will continue to be part of the public outreach and education component described above.	SPM
Evaluation	Maintain facility inspection data in an electronic database, including corrective actions completed and those pending. Report number of facilities inspected, number of inspections conducted and corrective actions taken in the annual report to the state.	SPM

## **APPENDICES**

Organization Chart

Illicit Discharge Detection and Elimination Plan

Good Housekeeping Plan

Stormwater/Water Quality Related Policies, Practices and Regulations

# TOWN OF HILLSBOROUGH

## Organization Chart

