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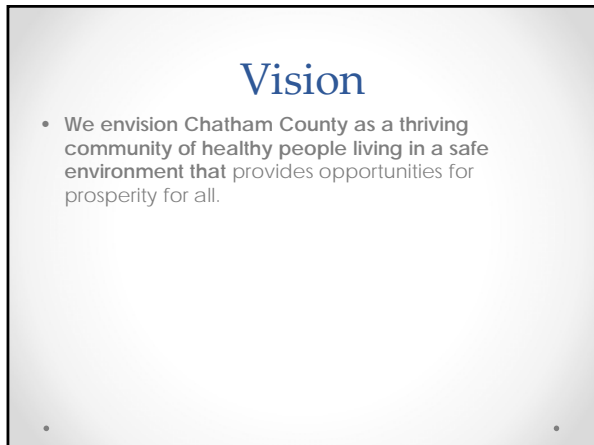
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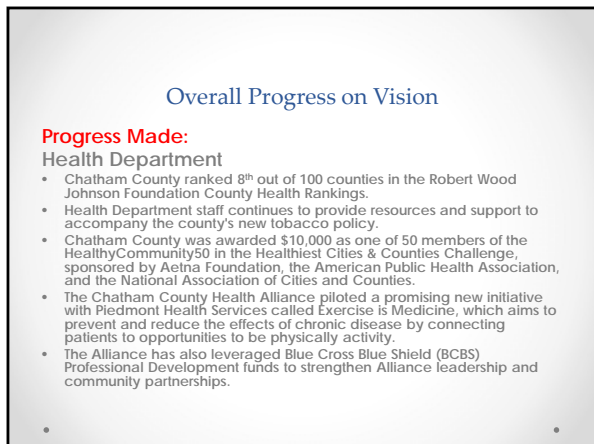
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Overall Progress on Vision

**Progress Made:**  
**Affordable Housing**

- Governing Board and County Manager worked with towns and Triangle J to form Affordable Housing Task Force. The committee, consisting of town and county representatives, will work to identify barriers to and best practices for affordable rental housing.
- Council on Aging established a collaborative database of home modification/repair needs, using Airtable software, that includes input from Rebuilding Together of the Triangle, the State Division of Vocational Rehabilitation (Independent Living), and the Council on Aging (as the principal contributors); also includes referrals from Habitat, DSS and NC Baptist Aging Ministry. Created a Memorandum of Agreement among these partners. Already producing reports from the database.
- Rebuilding Together of the Triangle is applying for a Project Reinvest: Neighborhoods grant to provide rehabilitation of owner-occupied houses in 3 census tracts in Siler City.

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Goal 1#

- Demonstrate sound fiscal stewardship and economic support to ensure we can meet the important service needs of our residents.

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Objective: Maintain AAA bond rating as key foundation for other goals & objectives

**Progress Made:**

- The AAA rating from Standard and Poor's and the Aa1 from Moody's has been maintained in Fiscal 2016-2017.

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Objective: Foster an environment that helps diversify the job base, encourage higher wages, and increase the commercial and industrial tax base from the baseline of FY 2015.

**Progress Made:**

- **Mountaire Farms** processing facility is coming to former Townsends facility in Siler City. (\$70.7 million investment)
- **Central Permitting** has completed 8 commercial fast track plan reviews for commercial projects with a revenue of \$8,000. The fast track commercial plan review reduces their wait time from 14 business days to 5 business days.

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Objective: Maintain the property tax rate at the lowest level possible while meeting critical needs of the community.

**Progress Made:**

- Chatham's FY 2017 tax rate is lower than the state average and lower than many surrounding counties.

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Objective: Support the development of the Chatham Siler City Advanced Manufacturing Center and the Moncure Super Park.

**Progress Made:**

- Each site received \$4 million in **Golden Leaf** funding
- **CAM Site** – NC Certified Site – received recertification for July 1, 2016 – June 30, 2018

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Objective: Maintain a business-friendly environment for new & expanding businesses

**Progress Made:**

- CVB launched a [website portal](#) to promote Chatham County Bed and Breakfasts, and the local beverage industry to support growth in those sectors.
- **Central Permitting** has completed 8 commercial fast track plan reviews for commercial projects with a revenue of \$8,000. The fast track commercial plan review reduces the wait time from 14 business days to 5 business days. 89 small project plan reviews have been conducted so far this fiscal year with revenue of \$2,225 and the customer was able to walk out the door with their permit the same day.

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Objective: Support the marketing of the new Agriculture & Conference Center and advocate for lodging to accommodate overnight visitors.

**Progress Made:**

- Incentives for a 100+ bed hotel were approved in November by the Board of Commissioners. The hotel has agreed to serve as the conference center hotel and cross promote.

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**Goal 2#**

Ensure effective, efficient government that is responsive to the needs and input of all residents.

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Progress on Overall Goal #2  
Did not fit under specific objective

Progress Made:

- **Chatham Transit Network** has increased the number of stops along the Pittsboro-Chapel Hill route and has increased the number of trips that are made daily.
- **Facilities** successfully completed the transition of all county fleet vehicles to the joint bus garage.
- **Solid Waste & Recycling** trained all collection center attendants completed September 2016. Additional training will take place January 2017 specifically about commingled recycling.

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Objective: The goal is for our working departments to get to "yes" within our operating guidelines

Progress Made:

- **Parks and Recreation** managed the Siler City Parks and Recreation Department during their transition to hire a new director.
- **County Manager & Finance** Departments worked with CCS to define a lawful way to transfer the old bus garage to the county
- **County Manager** worked with colleagues at Chatham County Schools to develop Capital Improvements Plan schedule that would incorporate the school board's priorities but that the county could reasonably fund
- **CTN** working with Briar Chapel to establish a bus site at new Health Sciences Building

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Objective: Provide and measure strong customer service throughout county government, including contractors acting on behalf of the county

Progress Made:

- **DSS:** The Childcare Subsidy and Energy Assistance programs will be incorporated into NC FAST system, enhancing service delivery for clients with all benefits in one system and information shared across programs.
- **Communications:** Next Generation 911 allows residents to send text messages and videos to 911.
- **Human Resources** added a cultural competency course to Leadership Academy and new employee orientation
- **Solid Waste & Recycling** is assessing the feasibility of accepting mercury containing items such as fluorescent light bulbs at recycling centers
- **EOC and County Manager** negotiated a new contract with First Health to provide better accountability and customer service

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Objective: Review on-going processes to evaluate how the county does business to identify and make needed improvements

**Progress Made:**

- More than 60 forms and applications have been converted to Seamless.gov including water service application, volunteer committee application, vendor signups and customer service feedback forms.
- **Parks & Recreation** improved the distribution of recreation information to residents by working with Chatham County Schools to utilize their Peachjar e-flyer.
- **DSS** is implementing a Continuous Quality Improvement (CQI) plan in Child Welfare to formalize case record review procedures across the program.
- **EOC** Implemented software to expedite the damage assessment, evaluation and calculation of loss of life and property of citizens within the county.

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Objective: Seek and utilize partnership opportunities with municipalities, regional entities and the private sector that will enhance effectiveness and efficiency

**Progress Made:**

- **COA** Secured commitment of 5 years of support from **Carolina Meadows** for frozen meals program;
- **DSS** partnered with **Communities in Schools** to expand parenting services to include an additional evidenced based curriculum called Strengthening Families. This has shown to reduce substance abuse and aggression in youth ages 10-14.
- **Parks and Recreation** partnered with the **Friends of the Lower Haw River** to apply for and receive a \$100,000 grant from the Recreation Trail Program for the Haw River trail project
- **MIS** is participating in **Muni-Broadband** effort led by Triangle J
- **Parks and Rec** worked with **CCS** to expand youth volleyball program at schools.

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Objective: Seek and utilize partnership opportunities with municipalities, regional entities and the private sector that will enhance effectiveness and efficiency

**Progress Made:**

- **All County departments** partnered with the Board of Elections to cover the 2016 election during a staff shortage crisis.
- Employees from all departments helped staff polling places and process results
- **Parks and Recreation** provided space at Briar Chapel Park for a temporary voting place and managed heavy traffic (and tempers!) from voting combined with sports programs being held at the park.

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**Objective:** Provide a strong county voice on state-controlled mental health services in our county

**Progress Made:**

County staff is now represented on the OPC regional committee. We continue to meet regularly and have made major progress in the past few months to resolving local safety net provider issues, but can't say more at this time. We have conducted periodic surveys of agencies that refer clients for mental health services to provide quick feedback on problem areas and identify common themes in complaints.

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**Objective:** Provide more opportunities for citizen engagement and participation

**Progress Made:**

- A new website was rolled out in December of 2016 with enhanced mobile device access and browser capability. Features that will be introduced in 2017 include quick polls and a business directory for those offering discounts to veterans.
- COA is creating a new Meals on Wheels route in Bear Creek/Bennett area with support from Tyson Creek Baptist Church.
- RoD introduced the Thank A Vet program, with 56 businesses offering discounts and 70 veterans participating as of December.
- MIS is leading a team including EDC, CCS, CCCC & Library to seek technical assistance from state and survey residents concerning satisfaction with broadband coverage

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## Goal 3#

Be proactive in protecting natural resources and promoting responsible growth and land use, while recognizing the differing needs and factors across the county.

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Objective: Develop and adopt a Comprehensive Land Use Plan, including revised land use policy, with input from community stakeholders representing all geographic areas.

**Progress Made:**

**Planning** department continues to coordinate the comprehensive plan update leading to completion in FY17.

**Health Department** staff has been working with the comprehensive plan consultant and provided grant funds that expanded the scope of the contract

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Objective: Serve as an effective voice for Chatham County on urgent environmental issues, such as coal ash disposal, fracking and water quality of Jordan Lake

**Progress Made:**

**Land and Water Resources** met with Charah several times throughout the year to discuss coal ash and contracted with consulting firm for ongoing monitoring; incorporated all legislative changes into our Ordinances as required by State law

Staff coordinated a BOC one-on-one session to visit the Brickhaven site

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Objective: Ensure that the county has effective protections of water resources

**Progress Made:**

- Water quality of Nature Trail Mobile Home Park will be protected with the replacement of the distribution system (**Water Department**).
- **Land and Water Resources** partnered with Clean Jordan Lake on cleanup efforts.
- The **Soil and Water Conservation** staff is presently assisting 26 customers with resource protection planning on an additional 1,487 acres. Acres of natural resource protection planning completed during 7/1/16-12/12/16 has been 5565 acres.
- **Solid Waste & Recycling** expects to being co-mingled recycling in late January 2017, to divert more material from waste stream. A waste sort will be conducted to measure diversion.

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**Objective:** Continue to conduct and use the results of energy audits of county facilities

**Progress Made:**  
Staff continues to conduct energy audits for County facilities through our contractor. Staff has been working with the Climate Change Advisory Committee to use the energy audits for the preparation of an emissions inventory for the County.

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**Objective:** Design all new buildings to achieve high energy efficiency.

**Progress Made:**  
Staff continues to promote energy efficient design with all new facilities. The Climate Change Advisory Committee has proposed options for "Sustainable Design" for County facilities going forward.

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**Objective:** Explore partnerships with our towns on a regional approach to planning our future water and wastewater infrastructure needs.

**Progress Made:**

- **Public Works/Water Department** is working with Jordan Lake Partnership and Western Intake Partners to support long-range water supply planning and expand/update information on potential raw water sources. The county has continued discussions with the Town of Pittsboro staff regarding potential interconnection options.

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### Goal 4#

Support Pre-K through 12 and the community college in providing a quality education for all students.

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Objective: Provide safe & healthy school communities

**Progress Made:**

DSS is changing job description of Child Victim Services Coordinator to include responsibility of providing sexual abuse awareness program in Chatham County Schools. DSS is anticipating providing second round of Incredible Years Baby Program in spring 2017 for parents of younger children.

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Objective: Strengthen relationship between county staff and education leaders.

**Progress Made:**

County Manager continued to meet with Chatham County Schools and Central Carolina Community College staff to strengthen our partnership. County Manager worked with Schools to resolve the concerns with the sexual abuse awareness program in the schools; county agreed to use revamped Child Victim Services Coordinator to provide programming and develop a new curriculum.

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Objective: Support initiatives that foster an educated workforce

**Progress Made:**

- Governing Board approved a CIP to include a new Health Sciences Building at Briar Chapel
- CCCC introduced an Associate in Engineering degree in Fall 2016

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Objective: Publicize positive achievements of Chatham County School and CCCC

**Progress Made:**

- County Manager: We include major CCCC and Chatham Public Schools highlights in our annual State of the County, including school facility projects and key new initiatives.

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