

Town Manager's Office Progress Report

Reporting Period: April 20, 2026 – July 31, 2026

Report Date: August 3, 2026

Goals and Objectives

Building Stronger Staff Relationships and Reinforcing the Organizational Structure

I. Strengthening Staff Relationships

Regular Staff Engagement

- Conduct weekly staff check-ins to improve communication and collaboration.
- Facilitate team-building activities that strengthen trust, teamwork, and employee morale.

Improving Communication

- Hold regular one-on-one and departmental feedback sessions to encourage continuous improvement.
- Provide timely and transparent updates from the Board of Commissioners and Town administration through email and staff meetings.

Cross-Functional Collaboration

- Encourage interdepartmental projects to strengthen relationships and improve organizational knowledge-sharing.
- Develop mentorship opportunities by pairing experienced employees with newer staff members to support professional growth and knowledge transfer.

II. Enhancing Organizational Structure

Role Clarity and Accountability

- Review and update job descriptions to ensure responsibilities align with current operational needs and Town priorities.

Process Improvement

- Develop and implement Standard Operating Procedures (SOPs) to improve consistency and efficiency.
- Conduct quarterly workflow assessments to identify operational improvements and eliminate inefficiencies.

Leadership Development

- Invest in leadership training for current and emerging supervisors.
 - Develop succession plans to ensure long-term organizational stability and continuity of leadership.
-

Major Accomplishments

Reporting Period: April 20, 2026 – July 31, 2026

Board of Commissioners

- Adopted the FY 2026–2027 Annual Budget.
 - Approved salary increases for the Board of Commissioners.
 - Reduced the property tax rate from \$0.75 to \$0.72 per \$100 of assessed valuation.
 - Implemented a 3% Cost-of-Living Adjustment (COLA) for all employees.
 - Approved Blue Cross Blue Shield health insurance coverage for employees.
 - Significantly reduced water billing complaints.
 - Began implementation of livestreaming Board meetings through YouTube.
 - Initiated recruitment for a new Town Clerk.
-

Town Manager's Office

- Promoted the Town Clerk to Assistant Town Manager.
- Completed the Quarterly SOC Report for submission to the Local Government Commission (LGC).
- Met with PE Contracting (Raleigh) to discuss vacuum truck services needed to assist the Town in meeting requirements to lift the wastewater moratorium.
- Organized Town Hall meetings for all districts and at-large residents, beginning July 29, 2026, at St. Mark Free Will Baptist Church.
- Reorganized the following departments:
 - Public Works
 - Finance
 - Development Services
 - Utilities Division

Enhanced Community Partnerships

Mount Olive Pickle Company

- Negotiated an agreement for the company to fund the replacement of the pump at Lift Station No. 2.
- Coordinated meetings between Town staff and Mount Olive Pickle Company executives to improve communication regarding water and wastewater operations.

University of Mount Olive

- Scheduled the Board of Commissioners Semi-Annual Retreat for September 23, 2026, at the University of Mount Olive.

Southern Bank

- Host sight for communication meetings with town and partners.
-

Police Department

- Filled two of three vacant officer positions, bringing staffing to 15 of 16 authorized positions.
 - Continued management of the Town's fleet program through Enterprise Fleet Management.
-

Fire Department

- Implemented a comprehensive fire hydrant testing program.
 - The Fire Chief will serves as the Emergency Response Coordinator in the event of a weather-related disaster.
-

Human Resources

- Restructured job duties and responsibilities for the Assistant Town Manager, Public Works Director, and four Public Works Superintendents.
- Continued developing updated job descriptions for all employees.
- Completed organizational charts for the Town and each department/division.
- Continued drafting updated personnel policies and procedures.
- Continued development of a new Employee Handbook.

- Currently, recruitment for a Human Resources Director.
-

Public Works

Glenn Holland – Public Works Director

- Overseas all Utilities: Water, Sewer and Stormwater

Steven Whitfield – Wastewater Reclamation Facility (WRF)

- Maintained zero sanitary sewer overflows year-to-date.

Deems Blanton – Water Treatment Plant (WTP)

- Continued the townwide water meter replacement program, with completion anticipated by October 2026.

Sorome Applins – Utilities (Collection and Distributions)

- Responded to a sanitary sewer overflow in the downtown area following approximately 10 inches of rainfall for one week (July 24, 2026).

Calvin Morrissey – Streets, Signs, Refuse, Limbs, and Stormwater

- Responded to a petroleum release impacting storm drainage at Center Street and Maple Street.
 - Issued an invoice totaling approximately \$37,000 for cleanup costs.
 - Initiated NCDOT pavement markings on S. Church Street, sink hole repair on Main Street, and cleaning out ditches on the south side of County Road from Church Street ~ Brookwood Apartments.
-

Finance Department

Primary responsibilities include:

- Utility billing and customer payments
- Procurement and vendor payments
- Accounts receivable
- General accounting

Key Accomplishments

- Prepared and presented the FY 2026–2027 balanced budget for the Board of Commissioners' consideration.
 - Eliminated water and sewer surcharges for both in-town and out-of-town customers effective July 1, 2026.
 - Began designing a second notice process for delinquent utility accounts.
 - Reduced water service disconnections from approximately 200 to 70 through improved billing procedures and customer outreach.
 - Significantly reduced water billing complaints.
 - Scheduled meetings with financial consultants to discuss Local Government Commission purchasing requirements and leasing opportunities.
 - Met with DEQ Compliance Officers Autumn and David Maye regarding compliance issues.
 - Met with the Town's CPA to finalize the FY 2026–2027 Annual Audit Agreement.
 - We will continue weekly Finance Department meetings to address utility billing concerns and improve customer service.
-

Development Services

- Consolidated Inspections, Planning, Code Enforcement, and Cemetery operations into one department.
 - Hosted CPR training for Town employees.
-

Parks and Recreation

- Hosted the Town Employee and Family Appreciation Cookout at Westbrook Park.
- Hosted the Juneteenth Celebration.
- Hosted the Fourth of July Celebration.
- Conducted Summer Basketball Camps.
- Hosted the Big Dill Pickleball Tournament.
- Continued senior programming throughout the community.
- Hosted Carver Alumni Weekend.

Community Partnerships in Progress

- Adala Youth Programs
 - Mount Olive Friends of the Parks Foundation
 - Pickle Festival Committee
 - Fellowship of Christian Athletes – Hurricanes
 - Leora Samuela "Sam" Jones
-

Mount Olive Municipal Airport

- Coordinated with the North Carolina Department of Environmental Quality (DEQ) to obtain the required erosion control permit for the taxiway improvement project, which has now been completed.
-

Summary

During this time frame, the Town made measurable progress toward strengthening its organizational structure, improving internal communication, enhancing customer service, and building stronger partnerships throughout the community. Key accomplishments included adoption of a balanced budget with employee investments, departmental restructuring, significant reductions in utility billing complaints and water service disconnections, expansion of community engagement initiatives, and continued progress toward resolving infrastructure and regulatory challenges. Moving forward, the Town Manager's Office will continue focusing on operational excellence, leadership development, employee engagement, fiscal responsibility, and delivering high-quality services to the citizens of Mount Olive.