

**CHAPIN TOWN COUNCIL
SPECIAL CALLED MEETING – STRATEGIC PLANNING SESSION
SALUDA SHOALS PARK – RIVER CENTER**

**Tuesday, February 28, 2023
9:30 a.m.**

Members Present: Mayor Al Koon, Mayor Pro Tem Mike Clonts, Council Member Gregg White, Council Member Vicky Shealy, Council Member Leland Teal

Staff Present: Town Administrator Nicholle Burroughs and Town Clerk Shannon Bowers

Meeting Facilitator: Holly Hayes, ISI Consulting

Call to Order: Mayor Koon called the meeting to order at 10:05 a.m. Mayor Koon then determined there was a quorum and acknowledged the appropriate notifications in compliance with the SC Freedom of Information Act had been met.

Items of Discussion

Before inviting Ms. Hayes to begin the session, Mayor Koon offered an update on where the Town is currently, citing personnel/legal challenges that he has observed in the first year of his administration. He expressed the importance of addressing these challenges. He stated that his level of involvement has not changed, but having an administrator has been critical in the day-to-day operations of the Town. He informed the Council that the unified zoning and development ordinance re-write is in progress, and with the high development level in the Chapin community, it was important for this Council to narrow down priorities to work towards.

Strategic Planning Session – Holly Hayes, ISI Consulting: Holly Hayes presented a goal setting session for council. The purpose of the session was to present an overall view of where the Town is now, a more detailed view from the Town Administrator, and compiling a list of high priorities.

Administrator Burroughs gave department and mid-level management updates from Administration (Council, Finance, Planning & Zoning), Utility (Public Works & Utility Billing), Police, and Court Administration. She explained the current status of each department, challenges that the departments face, and future goals and potential future challenges. She noted that coordination in staff has been essential in identifying problems and solutions for Council to discuss. The next portion of her presentation included an Administrator's audit, explaining the strengths and weaknesses of the organization and opportunities for improvement.

Council participated in several activities to develop a priority list based on information received from the administrator's presentation. Priorities listed were:

- Access to systems – Current process does not give Town Administrator access to bank accounts and accounting software for budget management
- Policies and procedures – Town currently do not have effective safety policies, medical leave policies.
- Technology – accounting software needs an update, electronic meeting management, and other technologies to help in procurement, office management, and records retention.

- Staffing – as the Town grows, staffing continues to be an issue, some will be eligible for retirement, while most are young and working towards certifications
- Training/managing experience – Staff that have achieved higher certifications and qualifications can go work for other organizations for higher pay, making staff retention a challenge.
- Safety – There are several safety concerns, not only with Town Hall, but establishing an effective safety policy for the overall health and safety for Town employees.

Council took a break for lunch at 12:30 p.m. and resumed the session at 1:15 p.m.

Ms. Hayes then worked through some activities with Council to get a better understanding of goals and priorities based off the priorities listed earlier. Some items that Administrator Burroughs noted needed direction from council were: Town owned property, live streaming meetings, expanding Community Service Day/Mayor's Prayer Breakfast/Chapin Hall of Fame/oyster roast, Town investments, fiscal goals, annexation, and utility service provider for water. Council discussed and decided to table the oyster roast, rebranding and wayfinding, and Chapin Hall of Fame at this time. Annexation was still a high priority for Council and Administrator Burroughs advised that the process would be able to begin once the unified zoning and development ordinances are complete. Council also identified that an evaluation of the budget would be a priority to determine possible solutions for technology, equipment, and staffing. Mayor Koon felt the appropriate action to take to start this review was to add Town Administrator, Nicholle Burroughs, to access the Town bank accounts (signature authority and viewing), and access to the Town's financial software (QuickBooks and QS1) for viewing.

Adjournment: Mayor Koon adjourned the session at 3:42 p.m.

COUNCIL APPROVED: March 21, 2023