



MINUTES

The Holly Springs Town Council held a workshop meeting on Tuesday, October 12, 2021 at the Law Enforcement Center and via video conferencing. Mayor Sears presided, calling the meeting to order at 6:00 p.m. A quorum was established as the Mayor and three Council members were present as the meeting opened, and one Council member was present via Zoom.

Council Members Present in the room: Mayor Sears, Mayor Pro Tem Dan Berry, and Councilman Aaron Wolff, Peter Villadsen, and Shaun McGrath and Councilwoman Christine Kelly

Council Members Absent: none.

Staff Members Present: Randy Harrington, Town Manager; Linda McKinney, Town Clerk (recording the minutes); Daniel Weeks, Assistant Town Manager; Scott Chase, Assistant Town Manager; Cassie Hack, Director Communications and Marketing; Jeff Wilson, IT Director; John Schifano, Town Attorney; LeeAnn Plumer, Director Parks and Recreation; Matt Beard, Parks and Recreation; Adam Huffman, Parks and Recreation; Antwan Morrison, Director of Finance; Chris Hills, Director of Development Services; John Mullis, Interim Director of Public Works; Aaron Levitt, Utilities and Infrastructure.

1. Overview: Randy Harrington, Town Manager, gave an overview of the meeting agenda.

2. Unified Development Ordinance Follow Up

Chris Hills, Director of Development Services, said that this item was to provide Council with an overview to proposed changes in the UDO following the September workshop and to receive feedback on proposed modifications.

Sean Ryan, Development Services, said that regarding Chapters 2 and 3 of the UDO, at the last workshop, Council had indicated a desire for decreasing the gap in lot area between Rural Residential (RR) and Suburban Residential (SR), an option for larger lots, and to adjust the lot area ranges in SR. He showed proposed changes, reducing the minimum lot area in RR to 2 acres and increasing the minimum lot area in SR to 15,000 square feet, as well as changing the distribution of lot sizes in SR with conditional zoning. He showed what this could look like and what areas of town would be compatible with SR and RR zoning according to the Land Use and Character Plan Map. Other changes to Chapter 2 were technical clean ups.

Mr. Ryan asked for Council feedback. MPT Berry asked about a sliding scale in the NR district. Consensus of Council was to add a sliding scale to the NR similar to the SR.

In Chapter 3, Mr. Ryan said the key issues were dealing with quasi-judicial hearings and transitioning the Board of Adjustment to handle some quasi-judicial matters, with projects with greater community impact remaining a Council decision. The proposed modification would require Conditional Zoning for K-12 schools, Bars, Hotels and Inns, Motels, Landfills, and Resource extraction uses which would require Town Council approval. Uses that would remain Special Exception Uses would be community support facilities, child care centers, campgrounds, outdoor entertainment facilities, drive-thrus, electronic gaming operations, and group homes. These would require a quasi-judicial proceeding. Two options for dealing with quasi-judicial decisions could be: Option 1, determined by the Board of Adjustment, or Option 2,

determined by the Planning Board sitting as the Board of Adjustment if the two groups were merged.

There was discussion about the process of merging the Planning Board and Board of Adjustment, including how many members would be the final goal, how long the merge process would take, and the desire to have a Citizens Academy that would be a prerequisite for applying.

Mr. Ryan said that for Chapter 4, the key issue raised was to incorporate comments from the Tree Advisory Committee. Changes which staff suggests should be incorporated are to add a purpose statement that tree preservation helps in mitigating the effects of climate change, to eliminate the Open Space Credit for proximity to schools and parks; clarify Significant Natural Resource Areas to include species of special concern, threatened, or endangered; to encourage continuous canopy areas; to define Critical Root Zone; and to address the penalties for removal of trees. He addressed suggested changes that should not, or could not statutorily, be incorporated. He discussed the reorganization of the section on Open Space to be clearer and more consistent, and the addition of flexibility for tree preservation that has been previously handled through waivers.

Council discussed the penalty aspect and what the Town is statutorily permitted to do. John Schifano, Town Attorney, said that there are not many penalties allowed, but possibly delaying development could be looked at.

Mr. Ryan discussed the key issues for Chapter 11, including thresholds for review of subdivisions and development plans, and a Development Review Committee (DRC) versus a Technical Review Committee (TRC). He said a DRC was the common process in the region and would be a staff level committee that could provide a wider group of individuals to approve certain plans. Staff would suggest that in addition to the DRC there be a Land Use Advisory Committee (LUAC) that would function similarly to the current TRC and provide an opportunity for projects to seek input prior to submitting. This committee would have Town Council and Planning Board participation. The proposed modification would have all major subdivisions approved by Council in a quasi-judicial proceeding, with Development Plans under 40,000 square feet approved administratively by the DRC, and Town Council approving development plans in the Village District (DMX). Then either (option 1) the Planning Board could approve medium sized buildings, up to 75,000 square feet and Council approve buildings over 75,000 sq. ft., or (option 2) Council could approve both medium and larger buildings.

Council discussed what constitutes a major subdivision, and what a typical building in the between 20,000 sq. ft. and 40,000 sq. ft. would be used for. It was discussed that neighboring municipalities have higher thresholds and suggested that 50,000 sq. ft. might be a better benchmark, and the benefits of two rather than three options for developers.

Consensus was to go with Option 2, and to look at increasing the medium sized building threshold to 50,000 sq. ft.

Mr. Ryan said that over the entire UDO, staff is working on spelling, terminology and text consistency, reorganization and regrouping; clarifications; checking for alignment with the Land Use & Character Plan, and interdepartmental and legal review. He outlined next steps in the process, including a Public Hearing and adoption on November 16th, with a goal of the effective date of the new UDO being February 1, 2022, when the new zoning map will be approved.

Council discussed communication to property owners and how the changes will affect them. Chris Hills, Development Services, said that there will be lots of public outreach and discussion with residents and property owners.

Mr. Hills said that before Council moved to the next agenda item, he wanted to announce that Sean Ryan has been promoted to Planning Manager.

3. Cass Holt Road Park

Matt Beard, Parks and Recreation, said the purpose of this item was to provide Council with an update on the Cass Holt Road park design process, and present three concepts for feedback. He then introduced Zak Pierce from CLH Design. He introduced Bill Hamilton and Holly Waterman who would also present.

Mr. Pierce oriented the audience to the location of the property relative to other Town parks. He gave an overview of the Master Plan process, from information gathering, to creating possible concepts, to receiving community input on the concepts, to sending a final proposed Master Plan to Council, including phasing considerations. He showed the site area and what is nearby. Next, he discussed the site analysis, including existing structures (built and natural) and the topography of the land. Considerations of the site include protecting the existing pond, connectivity and pedestrian safety with the school site, improvements to Cass Holt Road, including road widening and a sidepath, and maintaining a minimum of 600 feet of separation between park entrance drives and the school drive. He said that the forested area provides options for conservation, trails, and education and the open fields provide flexibility for active and passive recreation opportunities, with a focus on viewsheds. He showed the size of the site by comparison with Ting Park.

Matt Beard, Parks and Recreation, updated Council on the outreach and input activities that have been conducted to date. Traditional public outreach techniques were modified to work in a COVID environment. He explained the need for a master plan, and that it would apply information from the Parks, Recreation, and Greenways Master Plan to this park. He gave an overview of key concepts learned from the Master Plan.

Mr. Hamilton discussed takeaways from the Community Input, including concerns about the site, values of the community, priorities, and opportunities. He listed popular amenities and activity ideas.

Ms. Waterman presented three possible concepts for the park. She said these would all require phasing, but that will be planned once a combined concept is decided upon.

Concept 1: Conservation and Community: This concept would use the existing buildings, and have a playground, nature play area, dog park, and picnic areas along with an amphitheater with event space, and greenway paths along the perimeter.

Concept 2: Play and Open Space: This concept would have a larger playground and a recreation center, a demonstration garden and a pump track, as well as outdoor workout space and mountain bike skills course and greenway paths along the perimeter.

Concept 3: Athletics, Adventure and Aquatics: This concept would have an aquatic center and recreation center, a playground with a splash pond, two multi-purpose fields, mini-golf and a skate park as well as picnic areas and greenway paths along the perimeter.

The three Concepts move from low impact on the site, to higher impact.

Mr. Pierce asked for feedback on the concepts at this time.

Council discussed parking and crosswalk safety. They discussed finding partners, and the need for structured facilities versus natural play areas, and whether the Town is focusing on Parks and Recreation as revenue generating, or will focus more on residents. Consensus was to look at more structured park and an aquatic feature, whether a splashpad, or a full aquatic center.

Mr. Beard said that next steps will include receiving feedback from Town Council and the Parks & Recreation Advisory Committee, a 2nd public engagement meeting on November 6th, community and staff stakeholder meetings and a second Council briefing in December, with a draft concept.

4. Yard Waste

John Mullis, Interim Public Works Director, said that the purpose of this item was to update Council on the Town's yard waste program and solicit feedback on potential operational adjustments. He explained the need for changes due to service demands and cost recovery; environmental and safety issues; aesthetics; and operational challenges, and then outlined the areas he would discuss. He showed Council examples of the problems caused by illegal dumping; impacts on stormwater and community appearance, especially as debris from grass is vacuumed up and get "vaporized." Material that is non-compliant damages equipment, and large piles of yard waste impede travel lanes and sidewalks. He discussed equity when some neighborhoods produce more yard waste than others, and the rising gap in cost recovery. He discussed the uncertainty of disposal rates and facilities and the rapid residential growth with its increased service demand, and other challenges.

Mr. Mullis explained the current operations and schedules, and the staffing and equipment needed to maintain current operations. He said that we currently bill \$4.00 per month, but estimated annual costs of the program produce a funding gap of \$5.90 per month per household. This funding gap has increased by 27% from 2019 to 2021, with the General Fund subsidizing 60% of program costs. This increase is the same as at our neighboring municipalities. He explained the Town's tagging system, and outlined the amount of non-compliant yard waste staff encounters. He discussed our peer communities, both their operations and their fees. He said options could be to move to a full bi-weekly schedule, the use of carts and leaf season use of equipment; addressing the pay model for excess yard waste; providing a convenience center and alternative disposal methods; and cost recovery for service demand. He suggested next steps of refining the service model and addressing costs in the FY23 budget, and community engagement with the neighborhoods most impacted by any change.

Council discussed how a cart system would work, that leaf season would not change, and that staff could work with Wake County to institute a composting program.

Council recessed for a brief break.

5. Customer Care Model

LeeAnn Plumer said the purpose of this item was to provide an overview and status update on the work of the 311 Steering Committee, and to confirm alignment with Town Council's objectives for the project. She defined a 311 Customer Care Model. It would be an inclusive way to empower customers and enhance the customer service experience and be a way to manage increasing service requests efficiently and effectively. It is a Smart cities strategy that promotes data collection, performance tracking, resource allocation, and transparency; reduces non-emergency 911 calls; and would be an information sharing resource for staff.

She said that the committee was multi-departmental, and members of the committee researched and interviewed people with Cary, Durham, Goldsboro, Greensboro, Salisbury, and Winston-Salem. Each of these municipalities operates a 311 Customer Care model in a different way, and showed such a system could be implemented in Holly Springs. She said that lessons learned are that it is most important to put people first, versus strictly metrics. Second, we should build the system gradually, starting with a single process and expanding. Staffing models could start with a dedicated supervisor with existing staff to begin, and then move to either an on-site center, or a work from home option. Communication methods would focus on phones, web, and app, and in-person, to serve residents today, and in the future. There needs to be

system integration planning (i.e. could CityWorks serve this purpose?) and a robust marketing plan to let the community know what it is and how to use it.

Next steps include evaluating the results of the upcoming community survey; further defining the vision and customer service philosophy; and identifying technology and staffing investment needs, with a goal of presenting a final report at the Winter Retreat.

Council discussed service models, how to handle service requests that are the responsible of third parties, and having a way for residents to track the progress of their request, and the development of an app or the use of integrated software that would include an app.

6. Sugg Farm House

Adam Huffman, Parks and Recreation, said that Council member Kelly and MPT Berry toured the house at Sugg Farm Park yesterday and today. He said the purpose of this item was to discuss the current condition of the house and to discuss options and recommended next steps. He said there are restrictions on the property due to the Triangle Land Conservancy (TLC) easement which gives limited building areas for the park. The Sugg Farm Park Master Plan in 2013 suggested preserving the building for office and storage, but it needs major renovations for accessibility and stabilization. The utilities were disconnected because of code violations and it has been uninhabited for 9 years. There are issues with the building due to degradation which create safety and aesthetic problems, and the house has become a target for vandalism. There have been four vandalism incidents in the last few months. There would likely be a significant cost to rehab the building, and it is unclear what the strategic value of the end result would be. There are trade-offs with other Parks and Rec priorities given limited Parks and Recreation reserves. Staff has completed due diligence with Police, Fire and Code Enforcement. There was an asbestos inspection, and none was found. Capital Area Preservation has inspected the house and has no problem with it being removed. Triangle Land Conservancy would need to be informed, but no approval from them is required.

He said options include selling it, which would not produce much revenue because a buyer will have to spend a lot of money to take it away. It could be removed. It could be rehabbed, but the Town would need to look at what its end use would be and consider the cost to bring it up to code. The Town would still be allowed to have 30,000 square feet of building in this area under the TLC easement.

Council discussed the upcoming road improvements, and the desire to make a decision about the house before that time. They discussed possible uses for the building and what upgrades would be needs versus wants. Staff said that in 2014 it was estimated to take \$70,000 to bring the building up to code, which would probably be \$150,000 now. It would cost \$15,000 to \$20,000 to remove it using public works employees. Council discussed how the neighbors of the park feel about the house, and the fact that it has become a target for vandals. Council requested that staff bring back estimates on what it would cost to rehab and to maintain the building for a few potential uses, including staffing.

OPEN DISCUSSION

Mayor Sears asked if there was any open discussion.

Council member Wolff said because it was a census year, redistricting is going on. It is ongoing and livestreamed. One of the maps that is being presented splits Holly Springs into three different House Districts. This is just one of many proposals, but the Town enjoys a situation

now where we are represented by one Senator and one House District. If it is the will of the Council, he said that he and MPT Berry could reach out to our representatives to say that we would prefer that Holly Springs not be divided. Consensus was that they should.

Closed Session: The Council entered into closed session, pursuant to N.C.G.S. 143-318.11(a)(3) to consult with the attorney on a litigation matter, *Colony and Jaidip v. Holly Springs and Comtran*.

Motion by: Berry

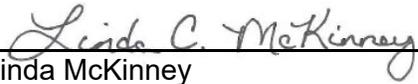
Second by: Villadsen

Vote: Unanimous

Council member Wolff made a motion to leave closed session. It was seconded by Council member Kelly and passed unanimously.

5. Adjournment: There being no further business, Motion to adjourn was made by Council member Wolff seconded by Council member Villadsen and passed with a unanimous vote. The October 12, 2021 workshop meeting of the Holly Springs Town Council was adjourned at 9:26 pm.

Respectfully Submitted on Tuesday, November 2, 2021.



Linda McKinney
Town Clerk