



MANAGER'S REPORT

December 19, 2025

Prepared by:
Town Manager Mike McLaurin

The Manager's Report is distributed twice monthly on the weeks opposite the Town Council meetings. The purpose of the report is to provide the Town Council and Indian Trail residents with an update on projects and other activities happening throughout the Town.

The next Manager's Report is scheduled for Friday, January 9.

Administration Department

- During a special meeting on Dec. 15, the Town Council voted unanimously to hire Adam McLamb as the next Town Manager, effective Jan. 1.
- The Town hosted Facebook Live on Dec. 18. It was a special one-on-one with Town Manager Mike McLaurin to recognize his service to the Town before he retires at the end of the year.
- Staff continue to work with CivicPlus on the redesign of the Town's website. CivicPlus is developing a new homepage design for the website. This will be ready for internal review in January. In addition to the redesign, staff continue to implement accessibility updates to the site. We are investing in CommonLook software to help staff remediate existing PDFs to ensure accessibility and create new accessible documents. We are also exploring the use of a tool called ReciteMe to help ensure language equity and provide screen reading and color accessibility for the website and associated documents.
- Staff are recruiting for a Buildings and Grounds Maintenance Technician position.
- The HR Director and the Assistant Finance Director participated in a webinar on the No Tax on Overtime provision, introduced in the One Big Beautiful Bill.
- A retirement celebration was held for Town Manager Mike McLaurin on Dec. 9.
- On Dec. 10, several staff members helped pack and sort food with Food for Families.
- On Dec. 11, the Town held its annual holiday luncheon.
- On Dec. 16, the HR Director participated in a webinar on NC 401 (k)/457 plans.

Finance & Tax Departments

- Overall tax collection is 70.57% (tax revenue budget: 75.09% collected; stormwater revenue budget: 70.87% collected).
- Staff are accepting proposals for auditing services. They are due by Jan. 23 at 3 p.m.
- The FY 2025 Financial Statements were approved by the Local Government Commission (LGC).
- Staff completed and submitted the Powell Bill Fiscal Data Report and AFIR.
- Staff are working on transitioning banking services to SouthState.
- Staff have made progress in setting up a few vendors for EFT payments and continue to work on converting others.
- Staff continuously complete journal entries, process account payables, and budget amendments as needed.

Parks & Recreation Department

- **Athletic Facility Permits & Demand:** All athletic amenity permits for Chestnut Square Park have been issued. The department continues to see an increase in requested field hours. Permits issued for the first six months at Chestnut Square Park include 728 athletic rentals totaling 2,422 permitted hours. Residents received 93% of total reservations and 83% of total permitted hours, confirming that current rental procedures are working as intended and are being consistently followed by Parks and Recreation staff. Continued demand supports the need to explore additional athletic amenities, specifically a multi-purpose athletic field, as identified in the Parks and Recreation Master Plan and the Land Design study.

Parks & Recreation Department - Cont.

- **Holiday Programming & Community Engagement:** Indian Trail Parks and Recreation delivered a robust slate of holiday programming. Breakfast with Santa served 300 community members and sold out, with over 91% of participants rating the event as Excellent or Very Good. The Letters from Santa program delivered over 760 personalized letters, consistently cited by families as a holiday highlight. The department also hosted the annual Christmas Parade, supported by Union West Rotary (parade lineup coordination) and the Indian Trail Lions Club (parade judging), along with senior trips, holiday craft classes, and seasonal gatherings. Despite the cancellation of Winterfest due to weather, staff successfully pivoted to host a Christmas Tree Lighting at Chestnut Square Park featuring s'mores, hot chocolate, letters to Santa, snow effects, and the lighting of the Town's 32-foot Christmas tree.
- **Unmet Demand for Services:** Waitlists and consistently sold-out programs continue to demonstrate unmet demand for Parks and Recreation services, reinforcing the need to evaluate future program capacity and facility investments.
- **Senior Programs:** Senior programming continues to be highly anticipated. Registration for the first six months of senior trips opened on Dec. 10 at 9 a.m., and all 156 available trip spots filled within the first day, with more than 20 seniors currently on a waitlist. Demand for senior programs continues to grow alongside Indian Trail's expanding senior population.
- **Upcoming Program Registration:** Registration for 2026 Parks and Recreation programs will open in early January. Full program offerings are available for preview online at www.itsparksandrec.com and in the 2026 Program Guide.

Planning Department

- Bypass Logistics has submitted for site plan review for two light industrial buildings, both more than 200,000 square feet. No business incentives were requested or received for this project, which adds large commercial tax value to our Town.
- Pebble Creek Golf Course on Highway 74 is under construction. The light industrial developers are demolishing the clubhouse and constructing a road, parking lot, and stormwater detention for the golf course. This is part of the agreement in the group developing the land behind the golf course for light industrial use. Phase 2 of this project is to redevelop the golf course and construct a new clubhouse/restaurant. However, we have not received plans for this phase. The golf course remains closed until the third quarter of 2026 due to the Phase 1 improvements.
- Text Amendment 2025-0119: Unified Development Ordinance amendments were proposed by staff during the Dec. 16 Planning and Zoning Board meeting and were unanimously approved. This request is scheduled to be considered by the Town Council on Jan. 13.
- 74 Junction (Indian Trail Fairview/Monroe Expressway) is under construction. This project includes two buildings with 110,000 square feet each. This is one of many projects planned in this area.
- CZ 2025-0080 – 1830 Waxhaw Indian Trail Road: A request to rezone from SF-1 to CZ-NBD for the redevelopment of the property for a neighborhood business. Community meetings were held on Aug. 25. There were a variety of concerns regarding this request, including traffic. The project was delayed so the applicant could work with NCDOT. The applicant has requested to move forward for Planning and Zoning Board consideration during their regularly scheduled meeting on Jan. 20.
- 125 Plyler (corner of Plyler and Unionville Indian Trail Road) has submitted for a rezoning from SF-1 to GBD. On Dec. 16, this request received unanimous approval from the Planning and Zoning Board. No community meeting is required due to the request being a conventional rezoning. A public hearing is tentatively scheduled for the Jan. 13 Town Council meeting.
- 5710 Secrest Shortcut has submitted for a rezoning from SF-1 to RSF. This is to resolve a code enforcement case that is active on the property. This rezoning will not begin until the site has been cleaned and semi-trucks and trailers have been removed.

Engineering Department

- Indian Trail Road Complete Street Phase 1: Staff received comments from CSX, and the design team is working to address them.
- Chestnut Square Park Phase 2B: The project is on hold until the Community Center site analysis is complete.
- Chestnut Square Park New Access Road: Staff should be hearing back from the culvert designer soon. The rest of the plan set is nearly complete. The goal is to advertise the project in the first quarter of next year.
- Chestnut Parkway Phase 3: The final lift of asphalt is complete. The culvert inspection came back with no comments. Staff are still working with NCDOT and the contractor on getting the Gribble roundabout finalized.
- Pickleball Courts at Crooked Creek Park: The shelter pad construction has begun. The contractor wants to pave the pickleball courts the first week of January if temperatures allow.
- Bow Brook Trail and Pioneer Lane Culvert Replacements: Erosion control has been installed in both culvert locations. The contractor wants to begin installing the box culvert at Pioneer Lane in early January.
- Additional Items:
 - Staff are actively approving housing C/Os on five active subdivisions.
 - Staff are working with two developers to close out subdivisions (Poplin Trace Phases 2 and 3 and Springshire).
 - Staff are still reviewing the overall data for the Stormwater Fee Assessment contract. We will be closing out this contract soon.
 - ARPA Stormwater Improvements Phase 2 Project: The sewer line remediation work is complete. The contractor is working with Union County Public Works on verifying pipe slopes.
 - Staff completed the Moores Farm bond review.
 - Staff issued a Stop Work Order for the Faith Church Industrial Project. This occurred a while back, and the order has not been lifted.

Public Works Department

- Solid Waste:
 - Staff have begun working on the RFQ for the next solid waste vendor selection.
- Parks:
 - Staff made several plumbing repairs at the parks.
 - Staff hauled structural fill material to Chestnut Square Park.
 - Staff completed ongoing maintenance, including equipment and daily field preparation.
- Streets and Drainage:
 - The Right-of-Way crew continued channel maintenance. This work will continue throughout the winter.
 - Staff performed maintenance on the street sweeper and winterized it for the season.
 - Staff repaired a sidewalk on Brandon Oaks Parkway
- Right-of-Way:
 - A new UTV upfit has been completed and will allow this equipment to be used on all rights of way.
 - Staff continue litter collection along several NCDOT and Town-maintained roadways.
- Buildings/Grounds:
 - Staff performed maintenance on several vehicles and pieces of equipment.
 - Staff completed ongoing maintenance and all daily tasks.
 - Staff repaired lights on the exterior of Town Hall along the front ramped areas.
 - Staff cleaned several additional areas of carpet at Town Hall.

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