



Pickleball Court Construction



MANAGER'S REPORT

January 23, 2026

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, February 6.

Administration Department

- Staff prepared the agenda packet for the Jan. 27 Town Council meeting.
- Mayor Cohn, the Town Manager, and Communications Director met with members of several HOA boards on Jan. 20. While the meeting was at the Town Hall, it was coordinated by a resident and HOA board president who wanted to provide an opportunity for HOAs to meet, ask questions of the Town, and support each other. Similar meetings will occur in the future.
- Mayor Cohn, the Town Manager, Parks and Recreation Director, and Communications Director met with a representative from the Charlotte Knights on Jan. 23 to begin discussions for this year's Town Takeover event, which will be on June 26. Additional details will be shared once the logistics are finalized.
- WSOC TV/Channel 9 News interviewed the Town Manager about how the Town is preparing for Winter Storm Fern. The interview aired on Jan. 21.
- The Communications Director and Communications/Parks and Recreation Intern attended a free virtual training on Local Government Social Media hosted by the League of Municipalities on Jan. 14.
- The Town hosted Coffee with the Mayor on Jan. 22 at Rockhounds Coffee. Approximately 20 people attended.
- The Town hosted Facebook Live on Jan. 22, featuring a one-on-one with Town Manager Adam McLamb.
- Website Redesign and Accessibility:
 - The final training session on how to create accessible documents and remediate existing documents is on Jan. 26. Once complete, staff can begin creating accessible documents for the website and remediating relevant documents.
 - The internal website team reviewed the homepage design and sent some minor changes back to CivicPlus.
- The Town Manager and HR Director met with the Town's benefit broker, The Laymon Group, to discuss the Town's upcoming health insurance renewal.
- Staff conducted several in-person interviews with candidates for the Maintenance Technician- Buildings and Grounds position.
- Two part-time employees were hired for the Parks Assistant position within Parks and Recreation. Whitney Reed and Iuliia Kamasheva began their new roles in January. Two other part-time offers were extended and are pending.

Finance & Tax Departments

- Overall tax collection is 96.31% (tax revenue budget: 101.64% collected; stormwater revenue budget: 103.73% collected).
- Staff are actively working to contact all delinquent property tax accounts.
- Staff will mail second notices the week of Feb. 2.
- Payment plans are available for those who need assistance. Contact the tax office at 704-821-5401 for more details.
- Staff are accepting proposals for auditing services. They are due by Jan. 23 at 3 p.m.
- The transition from Truist to SouthState should be complete by the end of the month.
- J. B. Watson presented the FY 2025 Audit to the Town Council at the Jan. 13 meeting.
- Staff completed LGC 203 reporting.
- Staff sent out FY 2025 Audited Financial Statements to satisfy debt covenants.
- Staff are working on 1099s and will mail them by Jan. 31.
- 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

- **Event Planning & Preparation:** Staff have spent significant time planning for the next 12 months of community events. This includes securing vendors, entertainment, sponsors, and food trucks, as well as reviewing and executing contracts for large-scale items such as fireworks, bands, and specialty services. Several new events will be introduced this year, and staff anticipate a strong community response to these additions.
- **Program Demand & Early Sellouts:** Camps and programs continue to fill up more quickly each year, both in timing and volume. A strong example is the upcoming Love Bug Dance—for 2026, the event reached maximum capacity by Jan. 14 and already has a waitlist of more than 32 participants. At the same point in 2025, the event was less than 50% full. All internal summer camps for older children are already filled. The department continues to evaluate ways to expand program offerings, both by increasing the number of programs and the number of participants served, in response to clear community demand.
- **Long-Range Planning:** Staff continue to evaluate the future of the Parks and Recreation Department through long-range planning efforts. Work is ongoing on the Community Center feasibility study, as well as the evaluation of additional park development options to meet current and future community needs.

Planning Department

- Bypass Logistics has quickly resubmitted for sketch plan review. This is a large light industrial project off Indian Trail Fairview Road and the 74 Bypass, with approximately 414,000 square feet of proposed buildings.
- Atlantic Pin Stripe, located off Matthews Indian Trail Road, has submitted for review of an expansion to an existing Light Industrial use.
- Pebble Creek Golf Course on Highway 74 is under construction. The light industrial developers have demolished the clubhouse and are 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 was recently submitted for review and includes a new clubhouse and improvements to the golf course. The golf course remains closed until the third quarter of 2026 due to the Phase 1 improvements.
- 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. A variety of concerns were raised regarding this request, including traffic. The project was delayed so the applicant could work with NCDOT. The applicant requested that the matter be moved forward to the Planning and Zoning Board, and on Jan. 20, the Board unanimously recommended denial of the project. Staff are working with the applicant to decide if they wish to move forward to the Town Council.
- 5710 Secrest Shortcut has submitted for a rezoning from SF-1 to RSF. This is to resolve an active code enforcement case on the property. This rezoning will not begin the rezoning process until the site has been cleaned up and semi-trucks and trailers removed.
- Planning staff have been working with the Urban Forester/County Arborist to review several light industrial sites for final inspection and approval.
- Planning staff are beginning to work with the Office of State Budget & Management to complete our legal boundaries for 2025. This is an annual requirement.
- Planning staff have spent a significant amount of time in training over the past two weeks with ADA Accessible Content Creation Training and training with our permit software provider on ways to be more efficient and new upgrades that are coming soon.

Engineering Department

- Indian Trail Road Complete Street Phase 1: The design team finalized CSX comments, and staff have finalized the construction contract based on those comments.
- Indian Trail Road Complete Street Phase 2: The utility design team began their part of the overall design of this project.
- Chestnut Square Park Phase 2B: The project is on hold until the Community Center site analysis is complete.

Engineering Department - Cont.

- Chestnut Square Park New Access Road: Staff are still waiting on the culvert hydraulic analysis. The rest of the plan set is complete.
- Pickleball Courts at Crooked Creek Park: The courts are paved, and all incidental concrete items are complete. We are hoping for good temperatures in a couple of weeks to be able to finish the project.
- Bow Brook Trail and Pioneer Lane Culvert Replacements: The contractor has started the box culvert construction at Pioneer Lane and should wrap up next week. The Bow Brook Trail culvert will begin soon afterward.
- Additional Items:
 - Staff are actively approving housing C/Os on five active subdivisions.
 - Several homebuilding constructions inside older subdivisions have been occurring.
 - Staff are still working with two developers to close out subdivisions (Poplin Trace Phases 2 and 3 and Springshire).
 - ARPA Stormwater Improvements Phase 2 Project: The contractor is working with Union County Water on the possibility of not having to do remediation work on the newly installed sewer mains.
 - Staff are finalizing a Google Fiber agreement so they can begin installing fiber optic lines in the Town limits.
 - 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.
 - Staff conducted several field investigations on issues/complaints related to solid waste.
- Parks:
 - Staff completed ongoing maintenance, including equipment and daily field preparation.
 - Staff completed several winter projects in the parks. Some of these tasks included maintenance along several fence lines, removal of dead trees, and the addition of new equipment.
 - Staff spread a large amount of mulch at Crooked Creek Park.
- Streets and Drainage:
 - Staff hauled structural fill material to Chestnut Parkway.
 - Staff continue channel maintenance.
 - Staff made several pothole repairs around Town.
 - Crews completed a large sight distance upgrade as you exit Bonterra onto Bonterra Village Way.
- Right-of-Way:
 - Staff continue litter collection along several NCDOT and Town-maintained roadways. A large spill of aluminum cans was cleaned up along Old Monroe Road.
- Buildings/Grounds:
 - Staff performed maintenance on several vehicles and pieces of equipment.
 - Staff completed ongoing maintenance and all daily tasks.
 - Staff removed a dilapidated home from a Town parcel on Old Monroe Road.
 - Staff completed several building maintenance items within Town Hall.
- Other:
 - Staff prepped for the incoming storm. This included gathering equipment for deployment if needed, spreading ice melt on several key locations around Town, making sure all life safety equipment is operational and functioning properly, working with Union County Emergency Management, and maintaining constant contact with other first responder partners.

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