



MANAGER'S REPORT

February 6, 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 20.

Administration Department

- Staff prepared the agenda packet for the Feb. 10 Town Council meeting.
- Town Manager Adam McLamb attended the North Carolina City and County Management Association's (NCCCMA) Winter Conference Jan. 28 and 29.
 - Communications Director Abbey Ball participated in a panel discussion during one of the NCCCMA sessions, alongside communications professionals from Union County, Gaston County, and Hendersonville. The session was titled "Taking Back the Narrative: Rebuilding Trust Through Storytelling."
- The February newsletter was distributed digitally on Jan. 30. A [copy of the newsletter](#) is available on the Town's website.
- The Town launched a new social media series called "Did You Know" on Feb. 4. The series will highlight interesting facts about Indian Trail, its history, projects, and more.
- Mayor David Cohn, the Town Manager, and Communications Director met with Clayton Whitson, the new President/CEO of the Union County Chamber, on Feb. 5. The meeting included a tour of Indian Trail, highlighting our parks, development projects, transportation initiatives, and businesses.
- The next Facebook Live is on Thursday, Feb. 26, at 11 a.m. with Council Member Marcus McIntyre as the guest.
- Website Redesign and Accessibility:
 - Due to weather-related delays, the final training session on how to create accessible documents and remediate existing documents was postponed until Feb. 9. Once complete, staff can begin to create accessible documents for the website and remediate relevant documents.
 - CivicPlus completed the design changes, and staff approved the final design. CivicPlus will now work on designing the new site. The Town's current site will be completely operational until the switch-over.
- Staff continue to interview for the Maintenance Technician - Buildings and Grounds position.
- A part-time Parks position was filled. Kris Kirwan began working with the Parks crew on Feb. 3.

Finance & Tax Departments

- Overall tax collection is 97.27% (tax revenue budget: 102.61% collected; stormwater revenue budget: 105.18% collected).
- Staff are actively working on making contact with all delinquent property tax accounts.
- Staff mailed second notices on Feb. 5.
- Payment plans are available for those who need assistance. They can contact the tax office at 704-821-5401 for more details.
- Staff are working on the FY 2027 budget. The deadline for department submissions is Feb. 6.
- Staff are reviewing audit RFPs and will make a recommendation to the Council on Feb. 24.
- Staff continue to move vendors to ACH payments.
- The banking transition from Truist to SouthState is almost complete.
- Staff continuously complete journal entries, process account payables, and budget amendments as needed.

Parks & Recreation Department

- **Community Center Business Plan Study:** Parks and Recreation staff continue working toward finalizing the Community Center business plan and feasibility study. This work will help guide long-term planning, operational modeling, and service delivery options. Staff look forward to sharing the study results with the community and Town leadership once completed.
- **Program Guide Published:** The annual [Parks and Recreation Program Guide](#) has been published and is now available to the community. Residents, businesses, organizations, Mayor, and Council are encouraged to review the full year of programs and events and plan their participation in advance. Staff welcome coordination with the Mayor and Council regarding attendance and involvement opportunities at upcoming events.
- **Tournament Season Scheduling:** Crooked Creek Park baseball and softball tournament schedules have been established. Staff anticipate another highly active and well-attended tournament season and continue coordinating field use to balance tournaments, rentals, programs, and Town events.

Planning Department

- Bypass Logistics has received sketch plan approval! 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.
- ZM 2026-0008 – 131 Business Park Drive is requesting to rezone from General Business District (GBD) to Light Industrial (LI). The request is scheduled to be heard by the Planning and Zoning Board on Feb. 17.
- ZM 2026-0010 – Pickett Circle (Corner of Pickett Circle and Old Monroe Road) is requesting to rezone from SF-1 (Single Family Residential) to General Business District (GBD). The request is scheduled to be heard by the Planning and Zoning Board on Feb. 17.
- 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 had requested to move forward to the Planning and Zoning Board, and on Jan. 20, the Board unanimously recommended denial of the project. The applicant has indicated they wish to withdraw, and this request will not 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. Fines have begun accruing on this property.
- Staff have been working with the Engineering Department and development teams on challenges with townhome developments related to driveways, utilities, and street conflicts.

Engineering Department

- Indian Trail Road Complete Street Phase 1: CSX responded with an additional comment regarding the VFW sign. Staff responded, informing CSX that this comment was addressed a year or so ago. We are waiting for CSX confirmation. Staff are also working on the second round of reimbursement for the ongoing right-of-way acquisition.
- Indian Trail Road Complete Street Phase 2: The utility design team began its part of the overall design of this project. Staff are working with Union County Water on new watermain betterments along this corridor that will be their responsibility to pay for in the future.
- Chestnut Parkway Phase 3: The project should be fully completed by early March. The contractor has been unable to install pavement markings due to the recent cold temperatures.
- 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 are still waiting on the culvert hydraulic analysis, as the hydraulic consultant has been delayed. The plan is to have this performed during the week of Feb. 9.
- Pickleball Courts at Crooked Creek Park: We are still waiting for warmer temperatures to move forward with this project. No work has progressed in the last two weeks.

Engineering Department - Cont.

- Bow Brook Trail and Pioneer Lane Culvert Replacements: The contractor finished installing a new culvert along Pioneer Lane. They have moved on to the Bow Brook Trail culvert. The contractor is setting up traffic control and has located all third-party utilities.
- Additional Items:
 - Staff are actively approving housing C/Os on five active subdivisions.
 - Several home construction projects are underway in older subdivisions. Staff are working with builders on some lots that may potentially have existing streams/channels.
 - 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. They won't know for sure until next week.
 - Windstream plans to install new underground fiber in some subdivisions soon.
 - 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 RFP for the next solid waste vendor selection.
 - Staff conducted several field investigations on issues/complaints related to solid waste.
 - Staff worked with our solid waste vendor during the past two winter storms to provide the highest level of services for our citizens.
- Parks:
 - Staff completed several fence and gate repairs at the parks.
 - Staff completed ongoing maintenance, including equipment and daily field preparation.
 - The restroom building at the Crooked Creek Park nature playground has been winterized for the season.
 - A busted water line pipe was repaired at the bathroom/water fountain at Crooked Creek Park.
- Streets and Drainage:
 - Staff worked to prep, manage, and clean up during both past winter storms. This included spreading salt, managing phone calls and other communications, and plowing several streets.
 - Staff continue channel maintenance.
- Right-of-Way:
 - Staff continue litter collection along several NCDOT and Town-maintained roadways.
- Buildings/Grounds:
 - Staff installed new lights in the Public Works shop.
 - Staff made several building repairs to Town Hall.
 - Staff performed maintenance on several vehicles and pieces of equipment.
 - Staff completed ongoing maintenance and all daily tasks.
- 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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www.indiantrail.org