



# MANAGER'S REPORT

February 20, 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, March 6.**

## **Administration Department**

- Staff prepared the agenda packet for the Feb. 24 Town Council meeting.
- Communications Director Abbey Ball participated in an episode of Gaston County's Savvy Citizen Podcast along with communications professionals from Union County and Hendersonville to continue the conversation about the importance of storytelling in local government. The podcast continues the panel discussion that occurred at the North Carolina City and County Management Association's (NCCCMA) Winter Conference in January. The podcast episode will air later this month.
- 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:
  - Several staff members completed a four-part accessible document training on Feb. 9.
  - 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.
- All staff members participated in Emotional Intelligence Training on Feb. 18.
- Chris Meadows accepted the Maintenance Technician – Building and Grounds position and will begin his employment on March 11.
- Staff extended an offer for a part-time position. It is currently pending.

## **Finance & Tax Departments**

- Overall tax collection is 97.86% (tax revenue budget: 103.25% collected; stormwater revenue budget: 105.62% collected).
- Property tax payment plans are available for those who need assistance. They can contact the tax office at 704-821-5401 for more details.
- Natasha Melton and Damiani Perez attended the School of Government's Fundamentals of Property Tax Collection training.
- The Finance Director and Assistant Finance Director attended the spring NCGFOA Conference.
- Staff are working on the FY 2027 budget. The Finance Director, Assistant Finance Director, and Town Manager met with department heads this week to review requests.
- 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**

- Touch A Truck is on Saturday, March 7, at Chestnut Square Park from 10 a.m. to 2 p.m. This event will feature over 20 different vehicles, including law enforcement, fire, construction, and maybe even a helicopter! We welcome the community out to enjoy hands-on fun, a foam party, and a special sensory-friendly hour during the last hour of the event that will feature no lights or sirens - just smiles!
- The Town partnered with Union West Rotary to bring the Harlem Wizards to Sun Valley High School on Saturday, Feb. 7. The game drew over 1,000 people and brought attention to the Parks and Recreation Department! We will be able to communicate with ticket purchasers and invite them to upcoming programs, events, and activities!

## Parks & Recreation Department - Cont.

- Indian Trail Parks and Recreation hosted its annual Love Bug Dance on Friday, Feb. 13. This year, we sold out in record time, with over 50 people on the waitlist. This continues to show the importance of growing programs and facility needs within the Parks and Recreation system.
- Dinner Theatre, a partnership with Matthews Playhouse, will take place this Friday and Saturday. We anticipate hosting nearly 300 community members as they join in to see another amazing murder mystery dinner and showcase arts and culture in the community. We have had to increase the number of seats/tickets available for this show due to community demand.
- Indian Trail Parks and Recreation continues to work on and finalize our Community Center feasibility and business study. We anticipate presenting this to the Mayor and Council individually and then as a group on March 10. We encourage residents to attend the March 10 meeting to see the results of the community survey and other public engagement initiatives.

## Planning Department

- CZ 2026-0020 – Beacon Partners is requesting to rezone 18.82 acres from RBD (Regional Business District) to LI (Light Industrial) for two large light industrial buildings.
- ZM 2026-0008 – 131 Business Park Drive is requesting to rezone from GBD (General Business District) to LI (Light Industrial). On Feb. 17, the Planning & Zoning Board voted unanimously to recommend approval of this request. The Public Hearing before the Town Council is scheduled for March 10.
- 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). On Feb. 17, the Planning & Zoning Board voted unanimously to recommend approval of this request. The Public Hearing before the Town Council is scheduled for March 10.
- ZM 2026-0019 – 6018 Secrest Shortcut Road is requesting to rezone from RSF (Rural Single Family) to SF-1 (Low Density Single Family) to subdivide one parcel for two new single-family structures.
- 319 Plyler Road has submitted for site plan review for an indoor climate-controlled self-storage facility.
- Planning staff have been working with Engineering staff and development teams on challenges with Townhome developments related to driveways, utilities, and street tree conflicts.
- Planning staff assisted the MPA program at UNC-Charlotte on a survey they are working on related to a staffing analysis being conducted for the Town of Matthews.
- Planning staff are working with the Town Attorney on several large code enforcement cases.

## Engineering Department

- Indian Trail Road Complete Street Phase 1: Staff are waiting on CSX's review and are still working on the last few condemnation cases.
- Indian Trail Road Complete Street Phase 2: The utility design team continues working on the water/sewer design for the project. Union County Water wants to install a new 8" watermain along the corridor at their expense.
- Chestnut Parkway Phase 3: The contractor is installing pavement markings this week. The Gribble roundabout should be fully paved and striped by the middle of March to open the Town's portion of the Parkway shortly afterward.
- Chestnut Square Park Phase 2B: The project is on hold until the Community Center site analysis is complete.
- Chestnut Square Park New Access Road: The hydraulic analysis of the culvert has been delayed due to contractual reasons. The plan is to get this completed next week. The erosion control plans have been submitted to NCDWQ for review.
- Pickleball Courts at Crooked Creek Park: If temperatures stay consistent, the contractor plans to wrap up the project by the end of March.
- Bow Brook Trail and Pioneer Lane Culvert Replacements: Bow Brook Trail culvert utility relocations have begun.

## Engineering Department - Cont.

- Additional Items:
  - Staff are actively approving housing C/Os on five active subdivisions.
  - Several homebuilding constructions inside older subdivisions have been occurring. Staff are working with builders on some lots that may potentially have existing streams/channels. We are hoping to finalize these approvals soon.
  - Staff are still working with developers to close out subdivisions (Poplin Trace Phases 2 and 3, Heritage, and Springshire).
  - ARPA Stormwater Improvements Phase 2 Project: It appears the remediation work on the newly installed sewer mains has been completed. The goal is to get the landscaping completed 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.
  - The Stormwater Advisory Committee met on Feb. 19.

## Public Works Department

- Solid Waste:
  - Staff have begun working on the RFP for the next solid waste vendor selection.
  - Staff set up a meeting with the existing Solid Waste vendor to discuss contract extension options.
  - Staff have had several phone calls and email exchanges with Waste Connections about the level of service issues and complaints from citizens over the past few weeks.
- Parks:
  - Staff completed repairs of several broken water fountains at the parks.
  - Staff completed a warranty review of several ongoing issues with the newly installed windscreen at Crooked Creek Park.
  - Staff began pressure washing all features at the parks for the session opening.
  - Staff completed ongoing maintenance, including equipment and daily field preparation.
- Streets and Drainage:
  - Staff completed three large pavement repairs around Town.
  - Staff continue channel maintenance.
  - Staff cleaned all equipment that was used in the winter maintenance. This is needed to extend the life of all equipment.
- Right-of-Way:
  - Staff continue litter collection along several NCDOT and Town-maintained roadways.
- Buildings/Grounds:
  - Staff completed the running of ethernet lines needed for additional computers at the Public Works shops.
  - Staff performed maintenance on several vehicles and pieces of equipment.
  - Staff completed ongoing maintenance and all daily tasks.

## Upcoming Events

Events	Day/Time	Location
Abilities in Action	March 21   11 a.m. to 1 p.m.	Chestnut Square Park

## Stay Connected!

Check us out on social media and our website!