



MINUTES

The Holly Springs Town Council met in a workshop session on Tuesday, October 14, 2025 at the Law Enforcement Center and via livestreaming. Mayor Mayefskie presided, calling the meeting to order at 6:00 p.m. A quorum was established as the Mayor and four Council members were present in the room as the meeting opened.

Council Members Present in the room: Mayor Sean Mayefskie, Council members Tim Forrest, Danielle Hewetson, Annie Drees, and Chris Deshazor.

Council Members Absent: Mayor Pro Tem Dan Berry.

Staff Members Present in the room: Randy Harrington, Town Manager; Linda McKinney, Town Clerk (recording the minutes); Daniel Weeks, Assistant Town Manager; Scott Chase, Assistant Town Manager; John Schifano, Town Attorney; Kameron Womack, IT; Corey Petersohn, Director, Office of Budget and Strategic Planning; Cassie Hack, Director, Communications and Marketing; George Brown, Director, Office of Customer Care; Tina Stroupe, Director, Finance; LeeAnn Plumer, Director, Parks and Recreation; Kristen Denton, Parks and Recreation; Paige Scott, Director, Public Works.

Mayor Mayefskie called the meeting to order at 6:00 p.m.

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

2. 311 Update

George Brown, Director, Office of Customer Care, said this item was an update on the Office of Customer Care, or 311 program. He outlined the history of the 311 Holly Springs Connect program from strategic initiative by Town Council in 2022 to the launch in 2023. He said the goals were to simplify the customer experience, reduce non-emergency 911 calls, and reach tech-savvy residents. He said that Holly Springs is a leader in this service, joining larger jurisdictions such as Winston-Salem, Durham, Cary, and Charlotte. He said since the launch registered users are up 65%, and app downloads, service requests, and daily average calls are also up by 30% or more.

Mr. Brown outlined the most common requests and said that his office is seeing an increase currently in private utility right-of-way concerns, traffic, leaf season and the Clean Sweep, and street trees. He said the average wait time is 18 seconds and the average customer satisfaction score is 4.1 out of 5. It takes an average of 1.46 days to close out a ticket. These are on the high side of industry standards. He explained the benchmarking norms and how success is measured.

Council member Drees asked if the 1.46 was business days and Mr. Brown said it was.

Mr. Brown said industry standard was 20-50 calls per person per day. His staff takes 43-57 calls per day. The time between calls is 25 seconds. He said industry standard is 2 – 3 minutes, to allow for entering data, etc. But to keep the wait time low they have shortened this time. He would like to get closer to the industry standard.

Mr. Brown said that this success has created challenges as we grow and staff is getting stretched. The demand is higher, and additional request types coming in are stretching staff, but it is something they want to be able to take on. The workload for staff is increasing as they serve multiple roles, and there is a need for overflow coverage. He expressed how the utilization of data and organizational reinforcement are growing the department. He mentioned the chat bot that is pulling information from our website to help inform residents.

Council member Drees asked if they mapped where requests come from to identify “dark spots” that aren’t using 311. Mr. Brown said staff is working on that, but it is not possible yet. Council member Drees asked if the chat bot would take some of the pressure off 311 staff. Mr. Brown said that is part of it, but it is also to give 24/7 access to information when 311 is not open. Council member Drees said a complaint she heard about the app was tickets being closed prematurely. Is that something staff is working through? Mr. Brown said sometimes departments close a ticket when they are planning to do the work later that day, but it isn’t hasn’t been done yet. Staff is working on that.

Council member Hewetson asked if the website chat bot gives people a way to reach 311 if they don’t get the answer they want. Mr. Brown said you will not get a live agent from the chat bot but it will give you the way to reach 311.

Council member Deshazor asked if there was a way for the chat bot to pull data from past calls to make it more helpful. Mr. Brown said he was not sure but would check on that. Council member Deshazor asked about using AI to get a synopsis of a call to help staff document calls and ease their workload. Mr. Brown said they are looking at tools that will do that and analyze staff performance. He said he is working with IT to see which tool best fits our system and our team. Council member Deshazor asked about the ability to bring in a temporary worker in an emergency given the small staff size. Randy Harrington, Town Manager, said this is one of the biggest challenges right now. Staff members need to have training, and vacation, and they get sick. Sometimes the Finance Department helps them out when help is needed.

Council member Deshazor asked about how many voicemails come in after hours. Mr. Brown said they get 4 to 5 on weekdays and a few more over the weekend.

3. Cultural Center Joint Use Agreement

LeeAnn Plumer, Director of Parks and Recreation, said she wanted to give Council background and proposed terms for a draft Joint Use Agreement (JUA) with Wake County for the Cultural Center / Holly Springs Branch Library. She explained that the JUA was not executed, although both parties have been operating by its terms. However, in the current situation it is important to the Town, due to certain assets reaching the end of life and a desire to be a good partner with the County in maintaining the facility, to execute an agreement. She said there was an Interlocal Agreement in 2004 with the Town conveying land to Wake County and sharing the construction costs for the building. This document references a future Joint Use Agreement. In 2006 a 99-year lease was recorded granting the Town 56% of the building space and the other 44% to the County/Library. This lease references shared obligations of construction, landscaping and grounds maintenance, and insurance. Two draft Joint Use Agreement (JUA) documents exist, both reference pro-rata expense sharing for major repairs and life-cycle replacements.

Ms. Plumer gave an overview of the use the Cultural Center has seen over the past year including programs, drop-in activities, festivals, performances, and other uses. She outlined how responsibilities are currently divided between the Town and Wake County. She said that draft terms for the JUA include documenting areas of responsibility, holding quarterly meetings on maintenance issues, including language around the Holly Springs Social District. Further, the

County is to provide landscape updating, there will periodic CIP and project planning meetings, and shared pro-rata expenses for life cycle and major building repairs, including common areas, on a reimbursement basis. The draft is worded such that the County would make the repairs and the Town would reimburse them on a pro-rata basis.

Ms. Plumer outlined anticipated Wake County / Library projects and the anticipated town share for those projects. These include renovations to the restrooms in the current fiscal year, roof replacement in FY 27, and HVAC system in FY28. She said next steps would be to bring the Joint Use Agreement to Council for approval at their November 18th business meeting. Wake County Board of Commissioners plan to consider it at their November 17th meeting.

Council member Hewetson asked if Wake County had other Joint Use facilities with other municipalities. Ms. Plumer said each community is a little unique. Paige Scott, Director of Public Works, said the reimbursement for life cycle items was similar in Apex to what we are discussing. Council member Hewetson asked why utilities would not be pro-rata instead of dividing each thing by one or the other. Ms. Plumer said we have been using the draft agreement. She is not sure why the original was drafted the way it was and it is a little unclear, which is why staff wants to firm this up. Parks & Recreation has a strong presence in the building so we are using it more than the library in general. Ms. Scott said the County has been doing maintenance and not requesting reimbursement for it. It is life cycle items for which they are asking for pro-rata reimbursement. Mayor Mayefskie asked about the reimbursement process, and if we were part of the bidding process. Ms. Plumer said they will pay upfront and we will budget to reimburse them after the work is done. They will manage the project through their project management. Mr. Harrington said the County will bid it the same way the Town would because they are subject to the same state regulations.

Council discussed the implications of a 99-year lease if the County moves the library or when the lease expires. They discussed the responsibility for specialized assets and the possibility of expanding the space. Council discussed setting aside money to reimburse the County for work in future fiscal years, and/or including language in the JUA that reimbursement be spread over years, rather than in a lump sum.

4. Legal / Clerk Quarterly Updates

a. Town Clerk

Linda McKinney, Town Clerk gave an overview of the activities in her office since the last update including rewriting the Board Appointment policy, which will come to Council for a vote next week, beginning the process to get the rest of the cemetery plots pinned, working on the 150th anniversary stories, creating mini workshops for staff on using CivicClerk's full features. She said that three or four new volunteers have been added to the front desk volunteer rotation. Professionally, she has earned her International Certification from IIMC, and serves on the We Share Our Services committee of the NC Municipal Clerk's Association, helping to pair mentors and new clerks across the state. Council member Drees asked about response time on Public Records requests and whether software existed to allow requestors to see the progress of their request. Ms. McKinney said that the vast majority of requests are fulfilled within 24 to 48 hours, so the software might not be the best use of taxpayer funds. She explained the current process. Council asked for updates on response times at a future workshop or the Clerk's annual review

b. Town Attorney

John Schifano, Town Attorney, asked Council to go into closed session for his update, to discuss *Lamar v. Town of Holly Springs*, *Town of Holly Springs v. Lamar*, and *Green Hawk v. Town of Holly Springs and McAdams*

6. Open Discussion: none

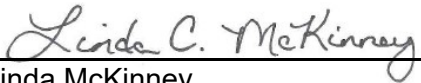
7. Closed Session: Council entered into closed session pursuant to N.C.G.S. 143-318.11(a)(3) to consult with the Town Attorney with a motion by Forrest and a second by Hewetson and a unanimous vote.

Motion to leave closed session was made by Council member Deshazor with a second by Council member Forrest and a unanimous vote.

8. Adjournment:

Motion to adjourn was made by Council member Deshazor seconded by Council member Forrest and passed with a unanimous vote. The October 14, 2025 workshop meeting of the Holly Springs Town Council was adjourned at 7:42 pm.

Respectfully submitted on Tuesday, November 18, 2025.



Linda McKinney
Town Clerk