



FY 2015-16

**Manager Recommended Operating
Budget, Performance Plan**

Proposed Fees & Charges Schedule

Submitted to City Council May 26, 2015



Mission

The City of Concord partners with our community to deliver excellent service, and plans for the future while preserving, protecting, and enhancing the quality of life.

Core Values

Culture of Excellence: We *respect* members of the public and each other, and treat all with courtesy and dignity. We rely on *teamwork* to provide a seamless experience for all customers. We uphold high *ethical standards* in our personal, professional, and organizational conduct. We *continuously improve* by promoting innovation and flexibility to best meet the needs of customers with available resources.

Accountability: We accept responsibility for our personal and organizational decisions and actions, while delivering cost-effective and efficient services that are done right the first time.

Communication: We openly communicate with the public and each other by sharing information and soliciting feedback to achieve our goals.

Environment: We are concerned about our natural, historic, economic, and aesthetic resources and work to preserve and enhance them for future generations.

Safety: We use education, prevention, and enforcement methods to protect life and property in the community, and maintain our infrastructure and facilities to provide a safe environment in which to live, work, shop, and play.

Trust: We realize the perception of our organization is dependent upon the public's confidence in our commitment to our core values and to meeting the goals set collectively by the Mayor and City Council.

Team Concord's Principles of Excellent Service

Concern for the Individual
Professional Service
Timeliness

Customer Focus
Effective Communications
Teamwork

Fair and Equitable Service
Taking Ownership
Great Service Recovery

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FEES AND CHARGES SCHEDULE

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Mayor and City Council



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Term Expires: 12/17
Occupation: Retired Principal



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City Administration

W. Brian Hiatt	(704.920.5215)	City Manager
Merl Hamilton	(704.920.5330)	Deputy City Manager
Lloyd Payne	(704.920.5206)	Assistant City Manager
Kim Deason	(704.920.5205)	City Clerk
Valerie Kolczynski	(704.920.5115)	City Attorney

Department Directors/Managers

Pam Hinson	(704.920.5220)	Finance
Sue Hyde	(704.920.5403)	Engineering
Susan Sessler	(704.920.5380)	Buildings & Grounds Maintenance/Cemeteries
Bob Dowless	(704.920.5610)	Parks & Recreation
Angela Graham	(704.788.1139)	Public Housing
Merl Hamilton, Interim	(704.920.5008)	Police
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Daniel Nuckolls	(704.920.5432)	Fleet Services
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One-stop access to all questions or service needs: www.concordnc.gov or **(704) 920-5555**

CITY ORGANIZATIONAL CHART

