

Department Reports for January 2024

Administrative Services

- Phone Records Report for January: 2,310 calls

Internal – 462	Town Hall – 426	Parks and Recreation – 244
Police Department – 460	Fire Department – 88	Outgoing totals – 650
- Building permits sold for January: 39 residential/commercial combined; \$8,447.04 total fees collected (includes 18 re-inspections)
- 159 Building inspections scheduled/3 Fire Inspections processed
- 94 Various receipts processed
- 1 Code Enforcement violation
- 330 ONWASA payments processed; 1 New Services; 3 Other
- 3 Work Orders generated for Public Works
- 11 Notarization's performed
- Created Visitor Center Schedule for February
- Admin Staff worked at Visitor's Center 3 days each week (Aliette, Linda, and Jackie)
- US Census Report Submitted – Permits
- Finalized December Departments Report
- Began Business Expo planning & coordination of attendance
- Began planning of Advisory Board Appreciation reception
- Provide planning support for numerous matters
- Began budget preparation for Admin Services, Governing Body, Legal & Permitting
- Worked with Computer Warriors on Streaming services setup
- New advisory board appointments processed
- Essentials of Municipal Government Course
 - Travel arrangements handled for all attending
 - Bill, Joe and Aliette attended the Wilmington Session January 18th & 19th
 - Doug and Alissa attended in the Rocky Mount Session January 25th & 26th
- Alissa attended the 4th week of the 8 week Municipal & County Administration course through the UNC School of Government in Chapel Hill
- Public Records Request
 - Dusty Rhodes TDA
 - Frank Tursi/Jimmy Williams EOC/PSB
 - Smart Procure – PO /Vendor Information
 - Open Books – Payment Transactions
- Issued News Releases for
 - BOC 1/9/2024 Meeting
 - Weather Alert #1 January 9-10
 - Weather Alert # 2 January 9-10
 - MLK Holiday Closures
 - Rescheduled BOC Meeting from 1/9/2024 to 1/16/2024

Department Reports for January 2024

- Town Building closures notice due to weather
- Yard Waste Collection Day change
- Weather Alert #1 January 12-13
- BOC 1/23/24 Meeting
- Developed monthly and special meeting notices/hearings, agenda items, packets, and minutes/distributed for meetings. A staff representative(s) attended each meeting and prepared meeting minutes/follow-up
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.). Website Home Page defaults: 2,362.

Top 5 pages viewed in December

Employment Opportunities 631 | Government 318 | Departments/permitting 279
Departments/Police 232 | Departments/Commissioners 187

Finance

- Sales & Use Tax received in January 2024 is \$120,608
- Accounts Payable Summary for January 2024:
240 Invoices-Totaling \$142,384
26 Purchase Orders Issued
- Processed payroll- 1/12/2024 & 1/26/2024
- Stormwater Fees Collected-January 2024-\$183
- Processed W-2, 1099-Misc & 1099-NEC
- December 2023 Bank Reconciliation-Town accounts
- December 2023 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 12.5 hours
- Processed Swansboro TDA checks.
- Gathered financial information for January 23, 2024 regular meeting
- Attended the budget review meeting with Computer Warriors
- Attended the Swansboro LASII Stormwater Master Plan monthly progress meeting
- Budget instructions for FY 24/25 distributed to Department Heads
- Preparing Year End Projections FY 23/24/updating operating budget spreadsheet.
- Attended a meeting with NCLM to review the property appraisal results
- Attended Utility Billing training session with Tyler Technology
- Public Records Request-Sunshine Request
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- The Finance Director received the financial report. The Auditor submitted the report to the Local Government Commission (LGC) and received confirmation it has been reviewed by the LGC staff.
- Submitted the Participant Application for the Certificate of Achievement Award to the Governmental Finance Officers Association.
- Submitted the following reports:

Department Reports for January 2024

- HUBSCO Report (Historically Underutilized Businesses State Construction Office) Construction Reporting System.
- LGC203-North Carolina State Treasurer-Cash Deposits and Investments for Town and Swansboro TDA
- State Capital and Infrastructure Fund Grant (SCIF) -Quarterly report
- (October 1,2023 - December 31, 2023)
- 941 Employer's Quarterly Federal Tax Return
- NC-3 Annual Withholding Reconciliation

Fire Department

Incidents

- 117 Total Incidents
 - 72 EMS Incidents
 - **44** Fire Incidents
 - **18 Overlapping Incidents (Two or More Calls Simultaneously)**
 - 91 incidents occurred in the Swansboro (City Limit District)
 - 18 incidents occurred in the White Oak Fire District
 - 8 incidents were automatic or mutual aid to other jurisdictions.
- Response Statistics
 - Average Turnout Time (Dispatch to Enroute): 2:28
 - 90th Percentile (Less Than 80 Seconds)
 - 60.98% - EMS Incidents
 - 41.86% - Fire Incidents
 - Average On-Scene Time for EMS incidents
 - **20.39** minutes (EMS Incidents)
 - **2 Hours & 6 Minutes** (Longest On-Scene Time)
 - **1** (Incidents On Scene over 1-hour)
 - **12** (Incidents On Scene over 20-minutes)
 - **11** (Incidents On Scene 30-minutes or Greater)

Training

- Two Firefighters obtained their NC Office of EMS – EMT Certification
- Three personnel obtained their NC Office of State Fire Marshal, Fire Investigation Technician

Vehicle repairs

- Turbo Actuator on Squad 17 (1703)

Department Reports for January 2024

Department activities

- Training Personnel
- Preparing for ISO inspection, requesting date to follow.

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

- Began preparing end of year projections
- 2024 vendor policies and applications revised and posted.
- Applications are beginning to come in for Arts by the Sea and Mullet Festival.
- Sponsorship packet revised and sent to previous sponsors. Began soliciting new sponsors.
- Continue to train a Recreation Aide that will be assisting with festival planning.
- Began collecting quotes for all 2024 festivals: Portable toilets, sound, tents, golf carts, shuttles, security, and other logistics.
- Contacted Onslow County Code officer for permit application for July 3 fireworks.
- Working with Hampton Inn to provide discount codes for Arts by the Sea and Mullet Festival vendors and patrons.

Mullet-

- All bands have been booked, finalizing contracts to send out

ARP Projects

Splashpad Renovation

- The splashpad area will include concrete bench seating, a patio area with large shade structure and seating options (benches, picnic tables), The patio area will connect to the playground area. The concept is to provide a cohesive area while still having splashpad separate from the playground.
- Conceptual drawings received for concrete work for the area.
- Met with Task Contracting, waiting on quote
- Obtaining quotes shading and seating options.

Commercial Toilets & Drinking Fountain w/ bottle fillers.

- Install new toilets in the outdoor restrooms: Municipal Park, Pirates Den, and Bicentennial Park.
- Met with plumber that completed the concession stand project. Site visit was conducted and proposal was to be sent. Never received information after the site visit and vendor would not return calls.
- Currently looking for a new plumber for the project.

Completed

- Utility Terrain Vehicle
- Church Street Dock Cameras

Department Reports for January 2024

- Rope Climber in Municipal Park
- Parks Maintenance Truck Replacement

Miscellaneous

- Met with Pickleball committee to review 2024 league information. Fees remain the same for this year, membership packet updated, new ladder league to begin in February, and reviewed supplies and equipment needed for next fiscal year.
- Began planning for the annual PirateFest in partnership with Onslow County Parks and Recreation.
- Executed annual contracts for on-going reservations and instructor contracts.
- Executed annual contract for playground maintenance and software application.
- Attended webinar for a weather safety software application to monitor on-site weather and an alert system.
- Began preparing for the Program and Event Manager vacancy.
- Attended quarterly review meeting with Computer Warriors.
- Attended the annual Recreation Resources Directors Conference.
- Began preparing budget for 2024-25 fiscal year.
- Worked with Onslow County Board of Elections to offer early voting at the Recreation Center.
- Met with Swansboro High School Marching Band Volunteer Coordinator to discuss ways to have the band involved in departments special events and festivals.
- Attend bi-weekly departmental managers' meeting.
- Continue to manage staff timesheets, hours tracking, and schedules.
- Continue to manage and monitor budget and funds.
- Continue to manage on-going weekly and monthly reservations.
- Continue to manage parks, repairs, and work with the Public Works Department for maintenance.
- Serve on the Onslow County Senior Games Committee, meetings held once a month.
- Attend weekly Zoom meetings with NCRPA (North Carolina Recreation and Park Association) Director's call.
- Serve on the Jacksonville Onslow Sports Commission board as a liaison. Attend quarterly meetings, update the board on the department's programs, events, and festivals.
- Attend quarterly meetings for the Onslow County Tourism Board.
- Attend Board of Commissioner meetings.
- Conduct Parks Advisory Board meetings.

Department Reports for January 2024

Metrics-social media

Media Outlet	Followers	Page Reach	Post Engagement	Page Visits	New Followers
Facebook	16,063	19,756	2,745	3292	208
Instagram	775	10		20	15

Activity Report

Organization Activity					
From 1/15/2024 to 2/14/2024					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	139	35	15	0	76
Resident	20	6	4	0	5
Non-Resident	119	24	11	0	71
No Residency Set	0	0	0	0	0
Demographics					
< 18	6	1	0	0	8
18 - 65	92	23	8	0	54
65+	41	6	7	0	14
Male	45	10	10	0	28
Female	94	20	5	0	48
Other Genders	0	0	0	0	0
Online vs In-House					
Online	25	0	0	N/A	32
In-Person	114	30	15	N/A	44

Revenue

Slip Fee - Town Dock	\$1,305.50
Rental Fees-Parks	\$25
Rentals Rooms	\$2805
Rec Program Fees	\$14,555
Gym Memberships	\$345
Dog Park Memberships	\$170
Vendor Fees	\$560
Festival Sponsorship	\$2,000

Program/Event Manager Monthly Report

- Processed Payments/Refunds for programs and special events
- Emailed monthly distribution list the upcoming programs/events for the department
- Created program proposals
- Dock Slip reservations/Pump Outs
- Compiled daily deposits

Department Reports for January 2024

- Advertised/promoted all programs/special events on social media platforms: Facebook, Instagram, JD News
- Created all programs/events in RecDesk for registration
- Created program proposals for new programs to be approved by Director
- Completed instructor payouts for recently finished programs

Planned Programs

Tennis and Pickleball Lessons – December 12-February 4

- Not ran by Swansboro Parks and Recreation
- Posted on RecDesk with link to their website to register
- Printed flyers

Tai Chi Class – January 4-February 8

- Instructor made the decision to make max number of participants to 10 due to overcrowding.
- 6 week series
- Program maxed out at 10 participants

HIIT Bootcamp Fitness Class – January 6-January 27

- 4 week series
- As of 1/24/24 – 5 drop ins, 3 series registrations

POUND Fitness Class – January 6-February 3

- 5 Week Series
- As of 1/24/24 – 20 drop ins, 6 series registration
- Will move into multipurpose room if available due to increased participation

Wooden Snowman Box Workshop – January 11

- Program by Susan Swain
- Program cancelled due to no registrations

Fellowship Night – January 15

- Theme: New years

Paint and Sip ENCORE: Hydrangeas – January 18

- Finger painting class for adults
- As of 1/1/24 - 7 registered
- As of 1/24/24 – 9 registered

Teacher Workday Camp – January 22-23

- 1/1/24 - 11 participants registered for both dates
- Completed program maxed at 12 participants for both dates

HIIT Bootcamp Fitness Class – February 3-February 24

Department Reports for January 2024

- 4 weeks series

Play with paper Pulp – February 10

- Art program for kids in the works by Carolyn McDearmon

POUND Fitness Class – February 10-March 9

- 5 week series
- Series starting directly after January series ends per instructor request

Teacher Workday Camp – February 19

- Cancelled due to no one being about to oversee the program

Cook with your Kid: Pie Making – ~~January 20~~ February 24

- As of 1/1/24 - 12 participants, 5 on waitlist
- Instructor had to cancel due to COVID, rescheduled to 2/24/2024
- Informed participants and refunded those who requested for one; filled their spot with waiting list

Tai Chi Class – March 7-April 11

- 6-week series

Tennis and Pickleball Lessons – March 16-May 11

- Not ran by Swansboro Parks and Recreation
- Posted on RecDesk with link to their website to register
- Printed flyers

HIIT Bootcamp Fitness – March 2-March 23

- Would be a 5-week series, however, instructor will be out of town the last week so he requested to have a 4 week series

Teacher workday Camp – April 1

- As of 1/24/24 – 2 participants registered

Teacher Workday Camp – April 29

- As of 1/24/24 – 1 participant registered

Tai Chi Class – May 9-June 13

- 6 week series

Department Reports for January 2024

Permitting

Planning Board

- The Planning Board meeting was held a Special meeting on January 10th, 2024.
 - The Planner presented a Zoning Map Amendment to rezone a parcel on Swansboro Loop Road from RA to R20SF Conditional Zoning. The case was continued to March 5th.
 - Projects/ Planning Coordinator presented a text amendment to Landscape Standards in the Unified Development Ordinance, Historic District Standards. The text amendment was recommended unanimously to the Town Board.

Swansboro Historic Preservation Commission

- The January 17 regular meeting was canceled.

Routine Activities:

- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.
- Continue working with TRC members and active commercial review projects:
 - Wawa (3rd submittal)
 - El Catrin (waiting on fire lane installation)

Police Department

Patrol:

- 174 Reportable Events
- 13 Wrecks
- 7 Misdemeanor Arrests
- 3 Arrests by Warrant Service
- 5 DWI Arrests
- 8 Arrests with Transport to the Onslow County Jail
- 31 Citations
- 90 Verbal/Written Warnings
- 2 Felonies Reported (1-Forgey; 1-Fraud)
- 25 Misdemeanors Reported (8-Larcenies; 7-Property Damage; 4-Trespassing; 1-resist, Obstruct & Delay Police Officer; 1-Stalking; 1-Assault; 1-Child Abuse; 2-Traffic Related)
- 3 Domestic
- 2 Disputes/Public Disturbances
- 1 Overdose (1-Fatality)
- 1 Death Investigation
- 15 Alarm/Open Door Reports
- 16 Suspicious Incident/Person/Vehicle
- 6 Town Ordinance Violations
- 214 Requests by Other Agencies for Assistance

Department Reports for January 2024

- 41 Requests by Citizens for non-Crime Related Assistance

3,549 Total Patrol Events Performed

Community Service/Training:

- 9 Vehicle Unlocks
- 8 Requests for Fingerprinting
- 2 Funeral Escorts
- 26 Business Closing Standbys
- 2 Requests by Citizens for Residence Checks.
- Chief Taylor and Lt. Brim attended the monthly East Carolina Association of Law Enforcement Executives meeting held in Havelock.
- Chief Taylor and Det. McNeil attended the monthly Crime Stoppers meeting held in Jacksonville.
- Chief Taylor and Lt. Brim attended the General Members meeting of the Swansboro Area Chamber of Commerce.

Admin Services:

- Answered 393 Phone calls during business hours.
- Assisted 209 walk in requests for assistance during business hours.
- Took 51 requests for reports during business hours.

Public Works

Public Buildings

- Twice weekly cleaning of all park bathrooms, conducted on Monday and Friday mornings.
- Weekly set-up and tear down of Town Hall Community Room for various meetings to include:
- Bi-weekly Board of Commissioners Meetings, Planning Board Meetings, Historic Board Meetings, TDA Meetings, etc.
- Weekly set-up and tear down of Town Hall Community Room for One Harbor Church services.
- Minor repairs conducted to the following Public Buildings:
- Town Hall – Repaired and adjusted two interior doors that were not closing or locking properly. Repaired 2nd commode in Mens bathroom from where the leak originated.
- Old Town Hall – repaired plastic lock cover over thermostat in Community Gathering Room. Repaired side entrance to the Heritage Center.
- Visitors Center – Repaired commode inner fixture.
- PSB – Repaired Mens bathroom, running toilet, inner fixture replaced. Replaced several overhead light bulbs.
- Cleaned out all outside HVAC units at all public buildings.

Public Streets

Department Reports for January 2024

- Took down all holiday lighted ornaments from West Corbett Avenue and downtown area.
- Removed all holiday wreaths and banners from downtown area.
- Edged the curbs, gutters and sidewalks in the following neighborhoods:
 - Swansboro Heights
 - Deer Run
 - Downtown area from Walnut Street west to Shore Drive and Shore Drive north to Sabiston.
- Cleaned debris from West Corbett Avenue along curbs and center of roadway
- Cut, weed eaten and cleaned sidewalks along Deer Island Road and Old Hammocks Road.
- Applied Asphalt Cold Patch to several potholes throughout the town streets.

Stormwater

- Continued routine maintenance on various stormwater easements throughout the town., to include:
 - Pineland Drive easement
 - Halls Branch
 - Piggly Wiggly easement
 - Jones Funeral Home easement
 - Main Street Extension easement
 - Cleared stormwater drains throughout the town.

Solid Waste

- Twice weekly trash pickup at all parks and Downtown areas, conducted on Monday and Friday mornings.
- Weekly Yard Waste Run
- Litter sweep and pick up conducted at all town parks.

Grass Cutting & Grounds Maintenance

- As necessary throughout all town public grounds and parks, during off season mowing.

Vehicle & Equipment Maintenance

- Performed basic maintenance, when required, on all Department vehicles and equipment, to include oil changes, wiper blade replacement, vehicle bulb replacement, tire inflation/repair, battery replacement, fuse replacement, lube various areas, and washed and vacuumed all vehicles.

Miscellaneous Efforts

- Took down Holiday Marquee's at Town Hall and Rec Center.
- Removed Holiday decorations from Pug Pavilion, Visitors Center and Town Hall.
- Removed Christmas tree and inside decorations from Community Room at Town Hall.