

Department Reports for March 2025

Administrative Services

- Phone Records Report for March: 1,979 calls

Internal – 392	Town Hall – 335	Parks and Recreation – 448
Police Department – 332	Fire Department – 93	Outgoing totals – 379
- Building permits and Flood Development permits sold for March: 40 residential/commercial combined; \$5,603.60 total fees collected (includes 7 re-inspections)
- 127 Building inspections processed/70 Fire Inspections processed
- 78 Various receipts processed
- 2 Code enforcement violations
- 299 ONWASA payments processed; 1 New Service, 2 other requests
- 4 Work Orders generated for Public Works
- 6 Notarizations performed
- US Census Report Submitted – Permits
- Finalized February Departments Report
- 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.
- Setup/hosted/attended Sam Bland Banquet held March 20th
- Budget preparations, ongoing
- Received and responded to 17 emails from Jimmy Williams for information
- Received and handled 6 “Contact Us” request from the Website
- Updated Projects brief
- Provided election details to Board of Elections
- Finalized plans for Advisory Board Appreciation Reception
- Received and validated applications for vacant commissioner seat
- Processed on boarding for new commissioner Tamara Pieratti
- Updated Onslow County GIS with zoning changes that occurred
- Gather details and photographs for Swansboro to be included in the “A Guide to Onslow County” publications created by Onslow County.
- Fulfilled Public Records Requests:
 - Construction Monitor – Building Permits issued with values February 2025
 - Constriction on the Rise – Building Permits issued with values February 2025
 - Henderson – Building Permits issued with values February 2025
 - Carolina Permits – New Homes building in February 2025
 - Stacy Barnes Realtor – 405 Holly Lane
 - SmartProcure – PO\Vendor Information
 - Open The Books – All payment transactions for FY23/24
 - Fastapp Appraisal Management – Records On Short-Term Rental Properties
- Several IT tickets submitted and or support provided
- Issued New Releases/Constant Contact/Facebook post for:

Department Reports for March 2025

- Highway 24 Traffic Alert
- Weather Alert – Strong Cold Front
- Yard Waste Collection Delay – 3/5/2025
- BOC 3/11/2025 Meeting
- Yard Waste collection Delay – 3/19/2025
- Closure – Main Street Dock
- BOC 3/25/2025 Meeting
- State Burn Ban
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page defaults: 1,558 Top 5 pages viewed in March:

Employment Opportunities 598 | Town Limits Map 343 | Police Department 229

Permitting Department 207 | Clean Sweep Week Flyer 189

Finance

- Sales & Use Tax received in March 2025 is \$145,678
- Accounts Payable Summary for March 2025:
 - 227 Invoices-Totaling \$424,639
 - 46 Purchase Orders Issued
- Processed payroll- 3/7/2025 & 3/21/2025
- PEV ChargePoint Station-Accumulated (MWh) for March 2025 (1.17)/Session fees collected-\$227
- Stormwater Fees Collected-March 2025-\$992
- February 2025 Bank Reconciliation-Town accounts
- February 2025 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 7 hours
- Processed Swansboro TDA checks
- Swansboro TDA- Preparing Year End Projections for FY 24/25 & Proposed Budget for FY 25/26
- Gathered financial information for March 25, 2025 regular meeting
- Preparing Year End Projections FY 24/25 updating operating budget spreadsheet.
- Entering operating budget requests for FY 25/26 in budget spreadsheet
- Submitted quoting census to the Laymon Group for Health Insurance in preparation for the upcoming Health Insurance renewal and rate analysis
- Updating Capital Improvement Plan
- Attended the Onslow County Fire Rescue Commission budget meeting
- Submitted- LGC-131: Notice of Debt Principal & Interest-Municipal Building & Tanker Truck

Fire Department

Incidents

Department Reports for March 2025

District/Response Type	Call Volume {Monthly}	Annual Total (To Date) <i>January 1 – March 31</i>
Swansboro Town {17A}	90	233
Swansboro County {17B}	25	70
Aid Given	28	59
Total Call Volume	143	362
Aid Received	5	14
Overlapping Incidents {% of Volume}	31 {21%}	78 {22%}

Dispatched Incident Type	Swansboro – Town {Zone 17A}	Swansboro – County {Zone 17B}
Fire	1	0
EMS & Rescue	68	20
Hazardous Materials/Conditions	2	1
Service Calls	11	2
Wildland	0	0
Emergency Management {Deployments}	1	0
Other – False Alarm/Canceled	7	1
Total	90	25

Incident Response	90 th Percentile Time {Monthly}	90 th Percentile Time {Previous Month}	Difference from Previous	Benchmark	Gap {Monthly}
Call Handling Time {911 Call to Dispatch}	1:22	2:00	0:38	1:06	(0:16)
Turnout Time {Dispatch to Enroute}	1:44	2:03	0:19	1:20	(0:24)
Travel Time {Enroute to Arrival}	5:52	5:30	(0:22)	4:00	(1:52)

Department Reports for March 2025

Total Response Time {911 Call to Arrival}	7:56	8:15	0:19	7:06	(0:50)
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Community Risk Reduction - Inspections

Inspection Type	Monthly	Annual <i>January 1 to March 31</i>
Standard Fire Inspection	37	51
New Business Inspection	2	2
Fire Suppression – Hoods	24	29
Special Event – Tents	0	0
Plan Review	1	2
Code Violation/Complaint	1	2

Agency Training

Training Category	Monthly	Annual
Company Training	373	1,292
Facilities	0	16
Fire Arson Investigator	0	0
Fire Prevention Inspector	0	24
Fire Life Safety Educator	0	0
Hazardous Materials	0	12
Officers	25	25
New Driver	0	21
New Recruit	0	21
Existing Driver	21	84

Department Reports for March 2025

Total	419	1,471
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Parks and Recreation

DIRECTOR'S REPORT

Updates in Red

Festivals

- Festival website updates-ongoing
- Sponsorships are being received. Several new sponsors for 2025.
- Working with Front Row Communications for the Crystal Coast Visitors Guide festival dates and descriptions.
- Submitted grant request for Onslow County Tourism Non-Profit Tourism Assistance Grant. Requested \$20,000.

ARP Project Updates

Basketball Courts

- Purchase order submitted for asphalt work and new basketball equipment (backboards, goals, and nets).
- Equipment has been received.
- Resurfacing will take place after the first of the year, weather conditions need to be warmer. **Resurfacing is complete. After the asphalt cures, it will then be sealed. New goals, nets, and backboards will be installed.**

Replacement of outdoor toilets

- Outdoor toilets-Replaced in Bicentennial, Pirates Den, and Municipal Parks. **All toilets have been installed and are working.**

Events

PirateFest

- Annual event is held on the second Saturday in May (May 10, 2025) in partnership with Onslow County Parks and Recreation.
- Presented event to the Board of Commissioners requesting to reinstate and allocate funds for PirateFest. Request was granted to allocate \$5000 to the event.
- Securing festival entertainers, hotel rooms, portable toilets, security, and beginning to prepare contracts.
- Accepting food vendor applications.
- Exploring new features to event, review logistical information.
- Letters to property owners for use of their property during the event.

Miscellaneous

- Prepared and submitted the 2025-26 budget, including CIP and staff requests. **Meet with Town Manager and Finance Director to review the first draft of the budget.**
- Gathering information to submit letter to North Carolina Department of Natural and Cultural Resources for change of use for the skatepark in Municipal.

Department Reports for March 2025

- Conducted a site visit with prospective vendor for the tennis and pickleball courts.
- Preparing for Onslow County Senior Games-work with county departments to hold annual games this May.

Attended the Kickoff to the games on April 15, 2025.

- Worked with Onslow County Tourism for state tourism office visits to Downtown Swansboro. Provided an overview of the four festivals held each year.
- Working with RecDesk to update website and add pages to existing site.
- Met with Swansboro Athletics Booster Club regarding a partnership to bring youth athletic programs to the community.
- Coordinated meeting between Pacer.ai, Fire Chief, and parks for a demonstration of the software.
- Assisted Fire Chief Randle with T-Mobile Community Grant.
- Site visit with Matt Reid, League of Municipalities.
- Began conducting interviews for Summer Day Camp.
- Conducted interviews for Recreation Aide.
- Preparing documents for the annual Splashpad inspection.
- Manage on-going reservations.
- 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.
- Manage community service work program.
- Recreation Center-answer phone calls, assist in managing Pickleball League, process dock, room, and park reservations, process memberships, and oversee day-to-day operations of the Recreation Center.
- 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.

Metrics-social media

March

Media Outlet	Followers	Reach	Page Visits	Page Views	New Followers
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Department Reports for March 2025

Facebook-Parks & Rec	18,522	46,200	5,100	204,200	96
Facebook-Festivals	9183	375	152	959	4

Activity Report

March

Organization Activity					
From 3/3/2025 to 4/2/2025					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	167	42	18	0	129
Resident	32	6	8	0	15
Non-Resident	135	33	10	0	114
No Residency Set	0	0	0	0	0
Demographics					
< 18	40	1	0	0	24
18 - 65	89	29	10	0	78
65+	38	9	8	0	27
Male	76	22	10	0	60
Female	91	17	8	0	69
Other Genders	0	0	0	0	0
Online vs In-House					
Online	54	0	0	N/A	60
In-Person	113	39	18	N/A	69

Revenue

March

Slip Fee - Town Dock	\$2,414
Rental Fees-Parks	\$990
Rentals Rooms	\$1,915
Rec Program Fees	\$4,174.67
Gym Memberships	\$465
Dog Park Memberships	\$80
Festival Vendor Fees	\$4,005
2025 Festival Sponsorships	\$6,000

PROGRAM/EVENT MANAGER MONTHLY REPORT

- Processed Payments/Refunds for programs and special events
- Emailed monthly distribution list the upcoming programs/events for the department
- Compiled daily deposits

Department Reports for March 2025

- Advertised/promoted all programs/special events on social media platforms: Facebook, Instagram
- Created all programs/events in RecDesk for registration
- Completed instructor payouts for recently finished programs
- Completed weekly Community Service hours
- Completed monthly reservation receipts
- Planned and managed Tiny Trekkers and Sprout Scouts
- Handled staff scheduling for Rec Center, events, and reservations
- Attended Leadership Workshop
- Attended PirateFest meeting with Onslow County
- Executed Luck of the Paddle Pickleball Tournament
- Attended Parks & Recreation Advisory Board meeting
- Attended Senior Games meeting and finalized game managers
- Secured more Touch-A-Truck vehicles
- Continued planning Easter Egg Hunt
- Completed all purchases for Easter Egg Hunt
- Began planning Splash Pad Reopening Event
- Finalized PirateFest entertainment
- Partnered with Swansboro High School Eco Club for Earth Day program

Planned Programs

Tiny Trekkers – March 14th

- 12 registered and 12 attended

Sprout Scouts- March 21st

- 10 registered and 10 attended
- 3 waitlisted

POUND! – February 22nd – March 22nd

- 20 drop-ins
- 2 series

POUND! – March 29th – April 26th

- 3 drop-ins
- 1 series

Luck of the Paddle Pickleball Tournament

- 40 participants
- 3 waitlisted

Welcome Rock Workshop- March 11th

- 10 registered and 10 attended

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Theatre Trip- Ain't Misbehavin'

- 11 registered
- 3 waitlisted

Tai Chi – March 6th – April 10th

- 10 registered
- 3 waitlisted

Touch-A-Truck – April 26th

- 29 vehicles registered
- 2 food vendors

Spring Break Camp – April 14th – April 16th

- 8 registered

Spring Break Minecraft STEM Camp – April 14th – April 17th

- 1 registered

Permitting

Planning Board

- The Planning Board regular meeting on March 4, 2025, was cancelled due to lack of agenda items.

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission regular meeting on March 18, 2025, was cancelled due to lack of agenda items.

Routine Activities:

- Discussed code requirements with new commercial developments.
- Attended monthly transportation meeting with JUMPO.
- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.
- Continue assisting the Projects Coordinator with ongoing grant projects.
 - Worked with grant writer from Eastern Carolina Council of Government on submitting a HMGP project.
 - Continued work with ongoing Stormwater Master Plan grant and Emmerton School rehabilitation grant.
- The SHPC and Planner hosted an educational presentation on the historic district and related ordinances at the Swansboro Library on March 27th at 4pm.

Police Department

Patrol:

- 193 Reportable Events
- 21 Wrecks
- 3 Felony Arrests

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- 14 Misdemeanor Arrests
- 4 Arrests by Warrant Service
- 3 DWI Arrests
- 10 Arrests with transport to the Onslow County Jail
- 62 Citations
- 120 Verbal/Written Warnings
- 15 Felonies Investigated (4-Fraud; 4-Narcotics Related; 2-Larcenies; 2-Counterfeit Bills; 1-Embezzlement; 1-Assault; 1-Break & Enter)
- 29 Misdemeanors Reported (9-Property Damage; 6-Larcenies; 7-Narcotics Related; 3-Trespassing; 1-Domestic Violence Protective Order Violation; 3-Traffic related)
- 5 Disputes/Public Disturbances
- 6 Alarm/Open Door reports
- 2 Crisis Intervention with Mental Patient
- 4 Town Ordinance Violations
- 4 Domestic
- 2 Death Investigations (1-Suicide)
- 127 Requests by Other Agencies/Departments for Request
- 154 Requests by Citizens for non-Crime Related Assistance
- 9 Vehicle Unlocks
- 67 Residence Checks

4,400 Total Events Performed by Patrol

Community Service/Training:

- 2 Funeral Escorts
- 14 Requests for Fingerprinting
- 12 Business Closing Standbys
- 518 Business Checks
- 20 Foot Patrols
- 2 RU Ok? Participants
- Officer Wilson completed Basic Radar Operator Certification. 40 hours training conducted at Carteret Community College
- Provided security for two events held at the Swansboro Rotary Civic Center
- Chief Taylor attended monthly Crime Stoppers meeting held in Jacksonville

Admin Services:

- Answered 274 phone calls during business hours
- Assisted 130 walk in requests for assistance
- Took 48 requests for copies of reports

Public Works