

Department Reports for February 2025

Administrative Services

- Phone Records Report for February: 1,738 calls

Internal – 420	Town Hall – 272	Parks and Recreation – 241
Police Department – 303	Fire Department – 64	Outgoing totals – 438
- Building permits sold for February: 44 residential/commercial combined; \$8,2699.63 total fees collected (includes 10 re-inspections)
- 127 Building inspections processed/20 Fire Inspections processed
- 85 Various receipts processed
- 1 Code Violation
- 289 ONWASA payments processed; 1 New Service Setups, 3 Other transactions
- 4 Work Orders generated for Public Works
- 10 Notarizations performed
- US Census Report Submitted – Permits
- Finalized January Departments Report
- Scheduled Annual Clean Sweep Week – April 5th – 11th
- Commissioner Vacancy
 - Researched prior vacancies
 - Published call for applications
- Received and handled 4 “Contact Us” request from the Website
- Received and responded to 7 emails from Jimmy Williams for information
- Updated Projects brief
- Sam Bland Reception confirmed for March 20th for the Shullers, invitations sent, budget amendment needed
- 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.
- Budget preparations, ongoing
- Began preparation for Advisory Board Appreciation Reception, budget amendment needed
- Aliette Cuadro attended the first 1-week session of 4 for the IIMC Clerks Certification Course in Chapel Hill
- Fulfilled Public Records Request:
 - Construction Monitor – Building Permits issued with values January 2025
 - Constriction on the Rise – Building Permits issued with values January 2025
 - Henderson – Building Permits issued with values January 2025
 - Carolina Permits – New Homes building in January 2025
 - Open the Books - All payment transactions for Town of Swansboro for fiscal year 2023-2024
 - Fastapp Appraisal Management – Records On Short-Term Rental Properties
- Issued New Releases/Constant Contact for:

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- Yard Waste Collection Delay
- BOC 2/11/2025 Meeting
- Weather Alert – Winter Weather Storm
- New Release – Delayed office opening
- BOC 2/25/2025 Meeting
- Town website updates continue (including Homepage articles/minutes/agendas/calendar/special events/projects/plans, etc.).

Website Home Page defaults: 1,891

Top 5 pages viewed: Employment Opportunities 647 | BOC Members page 313

Departments/Permitting 268 | Departments/Government 26 | Departments/Police 218

Finance

- Sales & Use Tax received in February 2025 is \$135,763
- Accounts Payable Summary for February 2025:
 - 216 Invoices-Totaling \$399,188
 - 38 Purchase Orders Issued
- Processed payroll- 2/7/2025 & 2/21/2025
- PEV ChargePoint Station-Accumulated (kWh) for February 2025 (723)/Session fees collected-\$140
- Stormwater Fees Collected-February 2025-\$1,290
- January 2025 Bank Reconciliation-Town accounts
- January 2025 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 5 hours
- Processed Swansboro TDA checks
- Prepared the Agenda and quarterly financial report for the TDA Quarterly Meeting held on Thursday, February 6, 2025: The next scheduled meeting will be held on Thursday, April 10, 2025, at 2:30 pm in the Community Room
- Swansboro TDA- Preparing Year End Projections for FY 24/25 & Proposed Budget for FY 25/26
- Gathered financial information for February 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
- Updating Capital Improvement Plan
- Submitted Report-TR-2: 2024 Municipal Certification-Valuation and Property Tax Levies for Fiscal Year ending June 30, 2024.
- Attended the NCGFOA Spring Conference

Fire Department

Incidents

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District/Response Type	Call Volume {Monthly}	Annual Total (To Date) <i>January 1 – February 28</i>
Swansboro Town {17A}	71	146
Swansboro County {17B}	16	42
Aid Given	16	18
Total Call Volume	103	222
Aid Received	3	8
Overlapping Incidents {% of Volume}	26 {25%}	47 {21%}

Dispatched Incident Type	Swansboro – Town {Zone 17A}	Swansboro – County {Zone 17B}
Fire	1	1
EMS & Rescue	56	12
Hazardous Materials/Conditions	3	0
Service Calls	5	1
Wildland	1	1
Emergency Management {Deployments}	0	0
Other – False Alarm/Canceled	6	1
Total	71	16

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}	2:00	4:19	2:19	1:06	(0:54)
Turnout Time {Dispatch to Enroute}	2:03	1:58	(0:05)	1:20	(0:43)

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Travel Time {Enroute to Arrival}	5:30	5:55	0:25	4:00	(1:30)
Total Response Time {911 Call to Arrival}	8:15	7:25	(0:50)	7:06	(0:18)

Community Risk Reduction - Inspections

Inspection Type	Monthly	Annual <i>January 1 to February 28</i>
Standard Fire Inspection	3	4
New Business Inspection	0	0
Fire Suppression – Hoods	5	0
Special Event – Tents	0	0
Plan Review	1	1
Code Violation/Complaint	1	1

Agency Training

Training Category	Monthly	Annual
Company Training	316	754
Facilities	16	16
Fire Arson Investigator	0	0

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Fire Prevention Inspector	0	24
Fire Life Safety Educator	0	0
Hazardous Materials	9	9
Officers	7	7
New Driver	27	27
New Recruit	0	0
Existing Driver	73	73
Total	448	910

Parks and Recreation DIRECTOR'S REPORT

Festivals

- Festival website updates-ongoing
- Revisions for 2025 sponsorship package are finalized and began sending out to businesses. Created new level of sponsorship, Title Sponsor \$7500. Packets were sent out to all previous sponsors and funds are being received. Title Sponsorship has been sold.
- Contacted Hampton Inn regarding hotel links for festival attendees and vendors to be posted on our websites.
- Prepared and submitted grant for Swansboro TDA-\$6500 requesting funds for Swansboro Festivals 2024-25 fiscal year. Presented and requested \$6500 for Swansboro Festivals. The grant was awarded.
- Working with Front Row Communications for the Crystal Coast Visitors Guide festival dates and descriptions.
- Submitted permit application to US Coast Guard for the Independence Day Celebration fireworks.

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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 planned for the first week in May.

Replacement of outdoor toilets/water fountains:

- Refillable water bottle and fountains replaced in Recreation Center
- Outdoor toilets-Replaced in Bicentennial, Pirates Den, and Municipal Parks. The contractor is working with ONWASA for plumbing issues.

Splashpad

- Remaining amenities ordered and received
- Amenities will be installed March/April timeframe. The department will hold a ribbon cutting in May after the Splashpad opens for the season. Date and event detail TBD.

Events

PirateFest

- Annual event held the second Saturday in May (May 10, 2025) in partnership with Onslow County Parks and Recreation.
- Scheduled and attended the first meeting to establish a projected budget for the 2025 PirateFest.
- Prepared, submitted, and presented to Swansboro TDA requesting \$2000 and the STDA approved the request for \$2000 for the annual event.
- Began preparing presentation to the Board of Commissioners to reallocate funds needed to host the annual PirateFest event.

Miscellaneous

- Prepared and submitted the 2025-26 budget, including CIP and staff requests
- Began reaching out to vendors for Pickleball court quotes.
- Contacted consultant inquiring about stormwater permit for Municipal Park.
- Gathering information to submit letter to North Carolina Department of Natural and Cultural Resources for change of use for the skatepark in Municipal.
- Attend Recreation Resource Services Annual Directors Conference.
- 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.

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- Continue to manage parks, repairs, and work with the Public Works Department for maintenance.
- 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

February

Media Outlet	Followers	Reach	Page Visits	Page Views	New Followers
Facebook	18,398	38,800	4,100	1624,400	120
Instagram	902	276		1900	

Activity Report

February

Organization Activity					
From 2/1/2025 to 3/3/2025					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	194	29	9	0	102
Resident	30	7	1	0	5
Non-Resident	164	22	8	0	97
No Residency Set	0	0	0	0	0
Demographics					
< 18	33	4	2	0	14
18 - 65	108	18	6	0	70
65+	53	7	1	0	18
Male	57	14	1	0	35
Female	137	15	8	0	67
Other Genders	0	0	0	0	0
Online vs In-House					
Online	59	0	0	N/A	59
In-Person	135	29	9	N/A	43

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Revenue

February

Slip Fee - Town Dock	\$1,620
Rental Fees-Parks	\$1,275
Rentals Rooms	\$3,045
Rec Program Fees	\$3,419
Gym Memberships	\$155
Dog Park Memberships	\$30
Festival Vendor Fees	\$4,483
2025 Festival Sponsorships	\$7,500

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
- 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 TAC meeting
- Continued to work on 2025 instructor contracts
- Reorganized several spaces in Recreation Center
- Gathered several festival quotes for the 2025 festivals
- Finalized first draft of 2025-26 budget
- Executed both Valentine's programs including Game Night and Galentine's Craft Night
- Attended Parks & Recreation Advisory Board meeting
- Attended Senior Games meeting and finalized game managers
- Posted and planned several new programs including Spring Break Camp, STEM MineCraft Camp, First Aid and CPR class, Spring Blooms Wreath Class, and Mindfulness Programs
- Planned and scheduled 3 theatre trips
- Began planning and posting Easter Egg Hunt
- Completed grant for sports equipment for Tiny Trekkers and Sprout Scouts
- Submitted Health Department application for Touch-A-Truck
- Began securing vendors and contracts for PirateFest
- Partnered with Navy Federal Credit Union to offer free financial workshop
- Distributed 2025 Festival packets and met with new potential sponsors

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Planned Programs

Tiny Trekkers – February 14th

- 10 registered and 10 attended

Sprout Scouts- February 7th

- 10 registered and 9 attended
- 4 waitlisted

POUND! – January 18th – February 15th

- 15 drop-ins
- 5 series

POUND! – February 22nd – March 22nd

- 13 drop-ins
- 2 series

Tai Chi – January 9th – February 13th

- 10 registered
- 4 waitlisted

Tai Chi – March 6th – April 10th

- 10 registered
- 3 waitlisted

Valetine’s Game Night – February 8th

- 6 couples registered, 6 attended

Galentine’s Craft Night – February 13th

- 15 registered, 12 attended
- 1 waitlisted

Touch-A-Truck – April 26th

- 18 vehicles registered
- 2 food vendors

Permitting

Planning Board

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

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission regular meeting was on February 18, 2025.

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- Certificate of Appropriateness/218 Elm Street. The owners of 218 Elm Street or the “Moore-Pritchard House” have requested a Certificate of Appropriateness for exterior alterations of the home. This home is contributing to the Swansboro Historic District and is zoned R6SF
- Minor Work/Staff Approval Application Report: January-February

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.
- Attended the mid-winter workshop with the North Carolina Association of Zoning Officials.

Police Department

Patrol:

- 123 Reportable Events
- 15 Wrecks
- 1 Felony Arrest
- 9 Misdemeanor Arrests
- 7 Arrests by Warrant Service
- 2 DWI Arrests
- 10 Arrests with Transport to the Onslow County Jail
- 33 Citations
- 100 Verbal/Written Warnings
- 4 Felonies Reported (1-Larceny; 1-Embezzlement; 1-Drug Related; 1-Sexual Assault)
- 25 Misdemeanors Reported (9-Larcenies; 6-Property Damage; 4-Drug Related; 4-Assaults; 1-Domestic Violence Protective Order Violation; 1-Traffic Related)
- 9 Disputes/Public Disturbances
- 11 Alarm/Open Door Calls 17 Suspicious Incidents/Persons/Vehicles
- 6 Crisis Intervention with Mental Patient
- 3 Town Ordinance Violations
- 112 Requests from Citizens for non-Crime Related Assistance

3,385 Total Events Performed on Patrol

Community Service/Training:

- 1 Funeral Escort
- 6 Requests for Fingerprinting.

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- 7 Business Closing Standby's
- 392 Business Checks
- 26 Foot Patrols
- 40 Residence Checks
- 1 RU Ok? Participant
- Officer Gates completed Basic Radar Operator Training. 40 hours training conducted at Cape Fear Community College.
- Chief Taylor and Deputy Chief Brim attended the Swansboro Area Chamber of Commerce Members breakfast.
- Chief Taylor attended the monthly Crime Stoppers meeting held in Jacksonville.

Admin Services:

- Answered 227 phone calls during business hours.
- Assisted 127 walk in requests for assistance during business hours.
- Took 42 requests for reports during business hours.

Public Works

(no report provided)