

## Department Reports for July 2023

### Administrative Services

- Phone Records Report for July: 2,356 calls
 

Internal – 482	Town Hall – 352	Parks and Recreation – 457
Police Department – 455	Fire Department – 84	Outgoing totals – 526
- Building permits sold for July: 34 residential/commercial combined; \$5,479.31 total fees collected (includes 6 re-inspections)
- 76 Building inspections processed/5 Fire Inspections processed
- 3 Code Enforcement Violations
- 131 Various receipts processed
- 311 ONWASA payments processed; 5 New Services; 3 other requests
- 5 Work Orders generated for Public Works
- 9 Notarization's performed
- Admin Staff worked at Visitor's Center 3 days each week (Alissa, Aliette)
- Ongoing Admin Assistant and Permit Technician training
- US Census Report Submitted - Permits
- Public Records Request
  - SmartProcure – PO/Vendor Information
- Finalized June Departments Report
- Updated and certified the town zoning map
- Provided support to the Planning Department for numerous matters
- Created Candidate information packet for those running for Election in November
- All departments participated in a EOC stand up at the Methodist Church
- Issued New Releases/Constant Contact/Facebook posts for:
  - Weather Alert - Dangerous Heat and Severe Risk July 3, 2023
  - Highway 24/Corbett Avenue Traffic Notice
  - Board of Commissioners Regular Meeting July 10, 2023
  - Landing Zone Class for Fire Departments Training Exercise
  - Board of Commissioners Regular Meeting July 24, 2023
  - Newsletter July 2023
- 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.
- HR-related items estimated at 13.75 hours
- Submitted Powell Bill Certified Statement
- Submitted Annual Demographic Surveys for the NC Office of State Budget and Management
- Tyler Technologies
  - Completed credit card payment system training
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

## Department Reports for July 2023

Website Home Page defaults: 7,090.

Top 5 pages viewed in July – Employment Opportunities 1,088 | Department – Planning 572  
| Department – Police 512 | Contact 453 | Questions/search 389

### Finance

- Sales & Use Tax received in July 2023 is \$113,233
- Accounts Payable Summary for July 2023:
  - 293 Invoices-Totaling \$401,202
  - 55 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (MWh) for July 2023 (1.82)
- Processed payroll- 07/14/23 & 07/28/23
- Stormwater Fees Collected-July 2023-\$330.
- June 2023 Bank Reconciliation-Town accounts
- June 2023 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks.
- Prepared the Agenda and quarterly financial report for the TDA Quarterly Meeting held on Thursday, July 20, 2023: The next scheduled meeting will be held on Thursday, October 12, 2023, at 2:30 pm in the Community Room
- Attended Tyler Technologies Utility Billing software end user training sessions.
- Billing
- Go-live
- Manually entered stormwater accounts in the Utility Billing software
- Attended NC GFOA summer conference.
- Submitted HUBSCO for quarter ending 6/30/23- (Historically Underutilized Businesses State Construction Office) Construction Reporting System
- Submitted LGC-203 for period ending 06/30/23 (Town and Swansboro TDA)- Report of Deposits and Investments
- Auditor, Greg Redman will be conducting an annual audit for FY 2022/2023 during the week of September 18-September 20, 2023.

### Fire Department

#### *Incidents*

- 103 Total Incidents (*Increased*)
  - 69 EMS Incidents
  - 34 Fire Incidents
  - 69 incidents occurred in the Swansboro (City Limit District)
  - 18 incidents occurred in the White Oak Fire District
  - 16 incidents were automatic or mutual aid to other jurisdictions.
    - Automatic Aid (initially dispatched): 15 of those 16 incidents
    - Mutual Aid (requested later): 1 of those incidents.

## Department Reports for July 2023

- Response Statistics
  - Average Turnout Time (Dispatch to Enroute)
    - 2:31 (increased) was 1:31
  - Average Response Time (Dispatch to On Scene)
    - Swansboro Fire District (City Limits): 3:43(Increased); was 3:41
    - White Oak Fire District: 8:45 (Increased) was 6:07
    - Mutual or Automatic Aid Districts: 13:15 (Increased); was 9:13
  - Average Number of Personnel Responding to Incidents (Overall):
    - 3.87 (Increased); was 3.47
  - Average Number of Personnel Responding to Incidents (Time Range):
    - 0700-1700: 3.696 (Decreased) was 4.118
    - 1700-0700: 3.65 (Decreased); was 3.685

### *Training*

- Training hours: 713.50 (Increased); was 384.75
  - Career Personnel: 522.50 (Increased); was 356.75 Hours
  - Volunteer Personnel: 180 (Increased); was 28 Hours

### *Paid staff*

- Captain Position Started July 31, 2023.
- Remain Full-Staff
- One Full-Time Employee starting EMT in August

### *Volunteer staff*

- One Pending Application for Volunteer.
- Three Volunteers are being sponsored through two different Fire Academies.
- Volunteers have started or starting their EMT training.

### *Vehicle repairs*

- Truck 17, cab lift cylinders repaired.
- Marine 17 and Truck 17 have received their annual mechanical service.
- ISO required pump, aerial, and ground ladder testing to be scheduled soon.
- Annual preventative maintenance pending for Squad 17, Engine 17, and Tanker 17.

### *Department activities*

- Various types of training occurring over the coming weeks to months.
- Conducted Mutual/Automatic Aid training with all our agency partners except for one.
- All personnel are completing training to improve, sharpen, refine, and develop skills.
- Hydrant painting continues. Flow testing will be initiated soon.

### *Upcoming Events*

- Tunnel to Towers 9/9/2023

## Department Reports for July 2023

- Hometown Heroes Banquet, 9/10/2023

### Parks and Recreation

#### DIRECTOR'S REPORT

##### **Festivals/Events**

###### *Mullet*

- Continue to accept vendor applications, although the spots are very limited. Vendors will be added to side streets within the festival area to accommodate more vendors.
- Band contracts completed
- Partnering with Jones Onslow Sports Commission to host the Movin Mullet 5K on October 7. The run will be in Downtown Swansboro.
- Finalizing poster design
- Met with Down East Cyclist to host a 60/30/10-mile bike ride. Possibly on festival weekend. Event would not interfere with any festival activities.

###### *Misc.*

- Continue to update website for each upcoming festival
- Beginning to plan marketing efforts for Mullet and Flotilla. Meeting with two firms in August to finalize plans.

###### *Miscellaneous*

- Received event application for a fundraiser, will meet with Parks Park for recommendations.
- Preparing to open concession stand the first weekend of August.
- Revise and finalize Dockmaster/Facility Supervisor job description. Position has been posted and received applications. Interviews to begin soon.
- Conducted interviews for Recreation Program Supervisor position. Candidate was selected and begins at the end of August.
- Attended Tunnels to Towers planning meeting.
- Serve on the Onslow County Senior Games Committee, meetings held once a month.
- Continue to manage Church Street Dock- monitor docks daily, on-call on weekends to take reservations and handle docking issues that arise.
- Continue to work at the Visitors Center twice 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.
- Continue to manage and monitor budget and funds.
- Attend Board of Commissioner meetings.
- Conduct Parks Advisory Board meetings.

## Department Reports for July 2023

### *Metrics-social media*

Media Outlet	Followers	Page Reach	Post Engagement	New Followers
Facebook	15,012	36,515	5620	136
Instagram	752			8

### *Activity Report*

<b>Organization Activity</b>					
From 7/9/2023 to 8/8/2023					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	126	66	9	0	136
Resident	12	11	5	0	11
Non-Resident	114	49	4	0	125
No Residency Set	0	0	0	0	0
Demographics					
< 18	47	3	1	0	29
18 - 65	51	42	6	0	90
65+	27	15	2	0	16
Male	54	33	5	0	65
Female	72	27	4	0	71
Other Genders	0	0	0	0	0
Online vs In-House					
Online	23	0	0	N/A	45
In-Person	103	60	9	N/A	91

### *Revenue*

Slip Fee - Town Dock	\$2268
Rental Fees-Parks	\$535
Rentals Rooms	\$3895
Rec Program Fees	\$3161
Gym Memberships	\$250
Dog Park Memberships	\$25
Vendor Fees	\$2725

### *Recreation Programs*

- Summer Day Camp program has been full each week and is full till the end of summer.
- Partnering with Pogies Fishing Center to offer Kids Half Day Adventure Camps and Kids Fishing Nights throughout the summer. They will continue into August.
- Pound Fitness programs continue to be offered on Saturday mornings.
- Two theatre trips were offered.
- Pickleball Leagues continues to grow, currently 204 members and drop ins weekly.
- Began planning for the Fall Pickleball Tournament for league only.
- Partnered with Tennis Bloc for pickleball and tennis clinics. A new class session will begin in August.
- Offering Summer Art in the Afternoon camps throughout the summer.
- Conducted paint classes and will continue every other month, if not once a month.
- Continue to partner with American Red Cross to host blood drives.

## **Department Reports for July 2023**

- Continue to partner with the Down Syndrome Network of Onslow & Carteret County to offer Music Therapy.
- Continue to offer Fellowship Nights once a month.
- Thai Chi classes will begin at the end of August.
- Exploring new art and craft classes for the fall.

### **Permitting**

#### *Planning Board*

- A Special Planning Board meeting was held on July 11 because the regular meeting date was July 4<sup>th</sup>.
  - The Projects/ Planning Coordinator presented the text amendment to the Table of Permitted/Special Uses to allow accessory structures in the front yards of government/educational zoned properties.
  - The Planner presented an amendment to the CAMA Land Use Plan. The purpose of this land use plan amendment is to clarify the recommendations from Appendix A concerning environmentally sensitive areas.

#### *Swansboro Historic Preservation Commission*

- The regular meeting was held on July 18, 2023
  - The Projects/ Planning Coordinator presented the Certificate of Appropriateness for 210 S. Walnut Street for exterior alterations.
  - The Projects/ Planning Coordinator presented the Minor Work and Staff Approval Application Report.

#### *Jacksonville Urban Area Metropolitan Planning Organization*

- Attended meeting on the projects being discussed for recommendation to the State Transportation Improvement Program (P7.0)
- Attended meeting kick off for the 2050 MTP transportation plan for the Jacksonville metropolitan area.

#### *Routine Activities:*

- Continue fielding complaints and notifying property owners of violations.
- Local Historic District residences are now working with our Projects/Planning Coordinator on all historic matters.

### **Police Department**

#### *Patrol:*

- 229 Reportable Events
- 25 Motor Vehicle Crashes
- 2 Felony Arrests
- 13 Misdemeanor Arrests
- 3 Arrests by Warrant Service
- 2 Drug Arrests
- 5 DWI Arrests
- 10 Arrests with Transport to the Onslow County Jail

## Department Reports for July 2023

- 116 Citations
- 222 Verbal/Written Warnings
- 3 Felonies Reported (Break & Enter-1; Assault (sexual)-1; Forgery-1)
- 44 Misdemeanor Reported (Property Damage-14; Larcenies-14; Drug Related-4; Abandonment-2; Resist Public Officer-3; Assault-1; Concealed Weapon-1; Misuse of 911-1; Child Abuse-1; Trespassing-2; Traffic Related-1)
- 7 Disputes/Public Disturbances
- 5 Domestic
- 3 Crisis Intervention with Mental Subject
- 1 Drug Overdose
- 2 Death Investigations
- 28 Alarm/Open Door Reports
- 30 Suspicious Incident/Person/Vehicle
- 11 Town Ordinance Violations
- 212 Requests by Other Agencies for Assistance
- 48 Requests by Citizens for non-Crime Related Assistance

### **4,624 Total Events Performed on Patrol**

#### *Community Service/Training:*

- 14 Vehicle Unlocks
- 6 Requests for Fingerprinting
- 19 Business Closing Standby's
- 60 Foot Patrols
- 523 Business Checks
- Provided security for Independence Day Fireworks Event.
- Provided security at an event at the Rotary Civic Center.
- Officer Shotwell completed Leadership in Public Safety Organizations Training. 120 hours training by the International Association of Chiefs of Police and conducted at Jacksonville Public Safety.
- Officer Edwards completed At Scene Crash Investigation Training. 80 hours training conducted by the NC Justice Academy.
- Det. McNeil and Det. Ray completed Interdiction for the Protection of Minors Training. 16 hours training conducted by the Onslow County Sheriff's Office.
- Chief Taylor and Lt. Brim attended the monthly Crime Stopper's Meeting held in Jacksonville.
- Chief Taylor and Lt. Brim attended the monthly East Carolina Association of Law Enforcement Executives meeting held in Jacksonville.

## Department Reports for July 2023

### *Admin Services:*

- Answered 380 Phone Calls during business hours.
- Assisted 217 walk in requests for assistance.
- Took 45 requests for reports.

### **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–HVAC Service, Stemmed condensation drips from HVAC vents in office area, repaired two breezeway/foyer doors, removed clog in drain path of right side HVAC system servicing the Community Room, re-arranged Finance Clerk office, put together desk and table and two chairs in Finance Clerk office.
- Old Town Hall – Replaced batteries in smoke detectors.
- Visitors Center – Cleaned HVAC vents and replaced HVAC filters. Serviced sump pump underneath building. Installed AED box and unit.
- Concession Stand – Cleaned, painted and prepped for use.
- Public Works Shop – Installed new ceiling fans

#### *PUBLIC STREETS*

- Replaced damaged street signs.
- Cleaned curb and gutters and streets downtown in preparation for Independence Day/Fireworks celebration.
- Asphalt patch work conducted on Shore Drive
- Painted over graffiti, underneath the causeway bridge linking the two sides of Bi-Park, twice.
- Cut the grass on both the east and west lanes of Hwy 24.
- Conducted DOT Contract Maintenance on the following DOT roads:
  - Hammocks Beach Road
  - Old Hammocks Road
  - Main Street Extension
  - Swansboro Loop Road
  - Mount Pleasant Road
  - Norris Road
  - Deer Island Road

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- Painted the curbing at each intersection, downtown, in yellow, the required length, by DOT standards

### *STORM WATER*

- Continued routine maintenance on various stormwater easements throughout the town.
- Performed major clean out of easement that runs in between Sabiston and Broad Streets
- Bi-weekly clearing of all storm water drains
- Mowed and cleared storm water easements in the following subdivisions:
  - Forest Brooke
  - Foster Creek
  - Halls Creek 3
  - Holly Lane Easement
  - Swansboro Acres
  - River Reach
  - Halls Creek North
  - Park Place

### *SOLID WASTE*

- Twice weekly trash pick up 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.

### *PARKS & REC*

- Daily maintenance of Splash Pad
- Repair of Start Button at Splash Pad.

### *GRASS CUTTING & GROUNDS MAINTENANCE*

- Trimmed and cut back vegetation at Riverview Park.
- Trimmed and cut back vegetation around Concession Stand at Municipal Park.
- Trimmed back areas of overgrowth on Broad Street
- Trimmed back areas of growth at PSB parking lot
- Mowed grass and trimmed weeds in Ward Cemetery.
- Weekly grass cutting of all Town Parks.
- Weekly grass cutting of all grounds, in and around all Public Buildings.
- Mowed Town properties on Holly Lane and Glancy Street End.

### *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,

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battery replacement, fuse replacement, lube various areas, and washed and vacuumed all vehicles.

### *MISCELLANEOUS EFFORTS*

- Set up and tore down areas of downtown, in prep for the Fireworks Celebration
- Assisted Fireworks Company in the loading and off loading and transportation of all necessary hardware for fireworks show, from Caspers Marina to the island
- Prepped Island for Fireworks Show