

Department Reports for September 2023

Administrative Services

- Phone Records Report for September: 2,467 calls
 - Internal – 480 Town Hall – 422 Parks and Recreation – 365
 - Police Department – 430 Fire Department – 67 Outgoing totals – 703
- Building permits sold for September: 52 residential/commercial combined; \$9,000.75 total fees collected (includes 16 re-inspections)
- 129 Building inspections scheduled/30 Fire Inspections processed
- 733 Various receipts processed (large amount of Stormwater payments processed)
- 8 Code Enforcement Violations
- 300 ONWASA payments processed; 6 New Services; 2 other requests
- 4 Work Orders generated for Public Works
- 12 Notarization's performed
- Admin Staff worked at Visitor's Center 3 days each week (Alissa, Aliette, Linda and Jackie)
- US Census Report Submitted – Permits
- Provided support to the Planning Department for numerous matters
- Finalized August Departments Report
- Submitted Annual Appointment Reporting for Local Government Boards
- 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 15.75 hours
- Attended Mullet Festival Logistics Meetings
- Ordinance Amendments sent to American Legal for Codification
- Alissa & Aliette attended the Eastern Regional Clerk Academy held in Jacksonville
- Mailed Sam Bland Award Nominations information to all area churches, schools and rotary
- Mullet Festival Parade Preparations (processing applications, handling inquiries, contacting affected businesses, etc.)
- Issued New Releases/Constant Contact/Facebook posts for:
 - Tunnel to Towers
 - Yard Waste Collection Delay 9/7/2023
 - Weather Alert #1 – Hurricane Lee
 - Sam Bland Award Nominations
 - BOC 9/11/2023 Meeting
 - Live Burn Fire Departments Training
 - Highway 24 Traffic Alert
 - Weather Alert – Coastal Low
 - Live Burn Fire Department Training – Date Change
 - Weather Alert #1 – Potential Tropical Cyclone Sixteen
 - Weather Alert #2 – Potential Tropical Cyclone Sixteen

Department Reports for September 2023

- SOE Tropical Storm Ophelia
- September Newsletter
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page defaults: 8,653

Top 5 pages viewed in September – FAQ 3,746 | Welcome 1,905 | Payments 595 |
Employment Opportunities 432 | Permitting 276

Finance

- Sales & Use Tax received in September 2023 is \$137,930
- Accounts Payable Summary for September 2023:
 - 240 Invoices-Totaling \$471,105
 - 47 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (MWh) for September 2023 (2.13)
- Processed payroll- 09/08/23 & 09/22/23
- Stormwater Fees Collected-September 2023-\$70,289
- August 2023 Bank Reconciliation-Town accounts
- August 2023 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks.
- Gathering financial information for annual audit FY 22/23-Town and Swansboro TDA
- Submitted Equitable Sharing Agreement and Certification for FY 22/23
- Attended meeting with Computer Warriors IT Support
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- Attended Tyler Technologies Tyler Payments end user training sessions.
- The Auditor is conducting the audit. Once fieldwork is completed, the auditor will begin drafting the financial report. Draft will be reviewed by the Finance Director, and then sent to the LGC.

Fire Department

Incidents

- **133** Total Incidents
 - 119 (**INCREASE**) EMS Incidents
 - **14** Fire Incidents
 - **17 Overlapping Incidents (Two or More Calls Simultaneously)**
 - 126 incidents occurred in the Swansboro (City Limit District)
 - 26 incidents occurred in the White Oak Fire District
 - 12 incidents were automatic or mutual aid to other jurisdictions.
 - Automatic Aid (initially dispatched): 9 of 12 incidents
 - Mutual Aid (requested later): 3 of those incidents.
- Response Statistics

Department Reports for September 2023

- Average Turnout Time (Dispatch to Enroute): **2.21 Minutes**
 - 90th Percentile (Less Than 60 Seconds)
 - 37.11% (EMS Incidents)
 - 77.85% (Fire Incidents)

Training

- Conducted a *Successful Live Burn with all Mutual or Automatic Aid Agencies.*

Volunteer staff

- Two Volunteers completed their Fire Academy.

Vehicle repairs

- Squad 17, Electrical V-Mux Module Repaired.

Department activities

- Finishing full implementation of new software.
- All personnel are completing training to improve, sharpen, refine, and develop skills.
- Hydrant painting continues. Flow testing will be initiated now we are out of the ONWASA no-flow period.

Upcoming Events

- Open House, October 28th

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

Mullet-

- Vendor spaces were added to accommodate more vendors.
- Partnering with Jones Onslow Sports Commission to host the Movin Mullet 5K on October 7. The run will be in Downtown Swansboro. Logistical meeting with Department Directors.
- Posters distributed in Swansboro and Cape Carteret.
- Social media posts created and began posting daily.
- Military static displays confirmed.
- Updated festival website and RecDesk event page with current festival information, entertainment schedule, etc.
- Began preparing financial requests.
- Prepared miscellaneous documents, forms, signs, final checklist, and timeline needed for festival weekend.

Miscellaneous-

- Dockmaster/Downtown Supervisor hired, began September 5. Reviewed policies, procedures, and completed RecDesk Training. Created binder for Dockmaster/Downtown Facility Supervisor.

Department Reports for September 2023

- Special Event Applications
 - Swansboro Rotary Five-O King Mackerel Tournament, October 19-21, free concert in the Salt Water Grill parking lot on Oct 21.
 - Swansboro by Candlelight-November 11, 5-9am, Annual Tree Lighting
- Tunnel to Towers was held on September 9, over 600 runners participated.
- Assisted with the 2nd Annual Ty Worthington Memorial Pickleball Tournament.
- Continue to update the Recreation Center SOP.
- Began training Program & Event Manager, created training manual, reviewing programs and events.
- Serve on the Onslow County Senior Games Committee, meetings held once a month.
- Conducted interview for Recreation Assistant and Recreation Aide.
- Attend bi-weekly department meetings
- 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.

Metrics-social media

Media Outlet	Followers	Page Reach	Post Engagement	New Followers
Facebook	15,465	45,780	4700	263
Instagram	753	280		6

Activity Report

Organization Activity					
From 9/5/2023 to 10/5/2023					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	223	59	3	0	135
Resident	26	7	0	0	9
Non-Resident	197	51	3	0	126
No Residency Set	0	0	0	0	0
Demographics					
< 18	59	1	0	0	8
18 - 65	99	37	1	0	88
65+	65	20	2	0	39
Male	89	38	0	0	55
Female	134	20	3	0	80
Other Genders	0	0	0	0	0
Online vs In-House					
Online	96	0	0	N/A	52
In-Person	127	58	3	N/A	83

Department Reports for September 2023

Revenue

Slip Fee - Town Dock	\$2991
Rental Fees-Parks	\$425
Rentals Rooms	\$965
Rec Program Fees	\$3267
Gym Memberships	\$150
Dog Park Memberships	\$30
Vendor Fees	\$2650
Concessions	\$85
Donations	\$14

Program/Event Manager Monthly Report – September 2023

Routine Monthly Job Responsibilities:

- Processed Payments/Refunds for programs and special events
- Emailed monthly distribution list the upcoming programs/events for the department
- Dock Slip reservations
- Compiled daily deposits
- Advertised/promoted all programs/special events on social media platforms: Facebook, Instagram, JD News, Tideland News, local magazines
- Created all programs/events in RecDesk software for registration
- Created program proposals for new programs to be approved by Director
- Completed instructor payouts for recently finished programs
- Parks advisory board monthly meeting – presented past, current, and future programs to board

Planned Programs

Tai Chi - September 14-October 19 (Thursdays) Continuing Program

- Program ran by Sifu Dr. Harold McMillion
- Full Program of 12 participants

POUND Fitness Class – September 16-October 14 (Saturdays) Continuing Program

- Program ran by Karen Daly
- September 16 was cancelled and moved to the end of the program, October 21
- September 23 was cancelled and moved to end of program, October 28

Sunflower Paint and Sip – September 21

- Program ran by Carol Burt
- Paint supplies ordered for this program and future programs
- Reposted on Facebook and in hopes to get more registered
- Printed Flyers

Department Reports for September 2023

- 6 participants

Teacher Workday Camp – October 9, January 22-23, February 19, April 1, April 29

- All dates posted on RecDesk
- Posted on Facebook
- Flyer made for all dates and printed
- 10/5/2023 - currently 10 participants registered

Hammer and Stain - Mullet Gnome Door Hanger Workshop – October 13th

- Program ran by Susan Swain (new instructor)
- 10/5/23 - currently 9 participants registered

Fall Wreath making Class – October 17

- Program ran by Anna Stanley
- Program filled up in 2 weeks with 10 participants

Halloweenie Roast – October 20th

- Free for all
- Costume Contest
- Pumpkin Carving Contest
- Created potential expense report
- Met with Lighthouse Reality Group Sept. 18 to come on as a sponsor
- Lighthouse Reality Group donated \$282.47 worth of supplies
- Ordered candy/prizes
- Plan to buy hotdogs/buns/water on a later date
- 10/5/23 - currently 6 signed up for costume contest
- 10/5/23 - currently 5 signed up for pumpkin carving contest

Ricky's Retreat – December 12th

- Program ran by Wendy Kidwell for Mental Health
- Free for all

Ty Foxworthy Pickleball Tournament – ~~September 23~~ – October 7

- Created donation letters for prize donations
- Created poster template for donated raffle prizes
- Ordered food/beverages for the tournament participants
- Planned to use indoor facility on September 23 due to inclement weather, had to cancel due to state of emergency
- Scheduled new date to October 7
- Created spreadsheet of players that dropped out due to new date and their replacements

Department Reports for September 2023

Permitting

Planning Board

- The Planning Board meeting was canceled in September.

Swansboro Historic Preservation Commission

- The regular meeting was held on September 19, 2023
 - The Projects/ Planning Coordinator presented the Minor Work and Staff Approval Application Report.
 - Discussion on NC Coastal Landscaping presented by Gloria Putman, coastal Resources and Communities Specialist from NC Sea Grant presented a summary of “NC Coastal Landscaping”. The SHPC recommended for staff to return at a future meeting with a draft Text Amendment to the UDO for adding Landscaping Standards in Appendix III-Historic District Design Standards.
 - An application for a Certificate of appropriateness was submitted for exterior rear alterations at 204 Walnut St. The request was approved.

Routine Activities:

- The technical review committee met on September 18th to discuss a partial review of WaWa. A stormwater design was omitted from the submittal so partial comments were provided.
- Continue fielding complaints and notifying property owners of violations.
- Continue working with development inquiries.
- Worked on developer assurances and worked with the Public Works Director on inspected sites prior to releasing assurances.
- Projects/Planning Coordinator attended session 1 of Planning & Development Regulation course.

Police Department

Patrol:

- 183 Reportable Events
- 20 Motor Vehicle Crashes
- 4 Felony Arrests
- 16 Misdemeanor Arrests
- 6 Arrests by Warrant Service
- 4 DWI Arrests
- 14 Arrests with Transport to the Onslow County Jail
- 41 Citations
- 144 Verbal/Written Warnings
- 7 Felonies Reported (3-Obtaining Property by False Pretenses; 1-Break & Enter; 1-Larceny; 1-Possession of Stolen Vehicle; 1-Counterfeit)

Department Reports for September 2023

- 33 Misdemeanors Reported (12-Larcenies; 8-Property Damage; 4-Assaults; 4-Drug Related; 1-Trespassing; 1-Stalking; 1-Communicating Threat; 1-Misuse of 911; 1-Traffic Related)
- 12 Disputes/Public Disturbances
- 6 Domestic
- 2 Drug Overdoses
- 10 Alarm/open Door reports
- 35 Suspicious Person/Incident/Vehicle
- 2 Town Ordinance Violations
- 156 Requests by Other Agencies for Assistance
- 51 Requests by Citizens for non-Crime Related Assistance

3,715 Total Events Performed by Patrol

Community Service/Training:

- 10 Vehicle Unlocks
- 6 Requests for Fingerprinting
- 11 Business Closing Standby's
- 48 Foot Patrols
- 574 Business Checks
- Provided security for the final SwanFest event.
- Provided security for an event at the Rotary Civic Center.
- Provided traffic control for the 3rd Tunnel 2 Towers 5k event.
- Attended the 2nd Hometown Heroes dinner held at the Rotary Civic Center.
- Officer McLean, Officer Hult, Officer Wruble and Officer Candidate Hipps attended Taser Certification training held at Coastal Carolina Community College.
- Chief Taylor attended the local Chiefs meeting held at MCB Camp LeJeune.
- Chief Taylor and Lieutenant Brim attended the monthly meeting of the East Carolina Association of Law Enforcement Executives held in Jacksonville.
- Detective McNeil and Detective Ray attended the monthly Crime Stoppers meeting held in Jacksonville.

Admin Services:

- Answered 322 phone calls during business hours.
- Assisted 181 walk in requests for assistance during business hours.
- Took 47 requests for reports during business hours.

Public Works

- Weekly Yard Waste Run every Wednesday.
- Bi-weekly trash pick up and bathroom cleaning at the Parks and downtown area, Monday and Friday mornings.

Department Reports for September 2023

- Grass mowing at all parks and public grounds
- Worked on the repairs at Riverview Park, both months.
- Weekly set-up of Church and meetings at the Community Room at Town Hall.
- Cut the sides of all DOT roads within the Town.
- Cut Stormwater easements in various subdivisions.
- Took possession of 3 new Town vehicles, 3, 2023, Dodge Ram 1500, Crew Cab, 4-Wheel Drive, 5.7L Hemi's, 2 for the Public Works Department and one for the Parks & Rec Department.
- Edged downtown streets from Front Street and Hwy 24, back to Shore Drive and Hwy 24, and all streets in between.
- Cut sidewalk areas on Old Hammocks Beach.
- Continued the effort to reduce the Muscovie Duck population.