

Department Reports for August 2023

Administrative Services

- Phone Records Report for (August 2023): 2,765 calls

Internal –571	Town Hall –573	Parks and Recreation – 330
Police Department –502	Fire Department –111	Outgoing totals –502
- Building permits sold for (Month): 64 residential/commercial combined; \$19,660.64 total fees collected (includes 17 re-inspections)
- 162 building inspections processed/ 44 Fire Inspections processed.
- 295 various receipts processed.
- 1 Code Enforcement Violations
- 318 ONWASA payments processed, 0 New Service Setups, 2 Other transactions.
- 4 Work Orders generated for Public Works
- 13 Notarization performed. Ali 13, Alissa
- Admin Staff worked at Visitor’s Center (Alissa, Alette, Linda, Jackie)
- US Census Report Submitted – Permits
- Finalized July 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.
- HR-related items estimated at 16.50 hours
- Prepared and distributed Candidate Packets
- Issued New Releases/Constant Contact/Facebook posts for:
 - Garbage Collection Delay
 - Weather Alert - August 7th Heat and Severe Weather Risk
 - Weather Alert #2- August 7th Heat and Severe Weather Risk
 - Weather Alert - August 10th Severe Weather Potential
 - BOC Regular Meeting August 14, 2023
 - Weather Alert - August 15th Hot with Severe Weather
 - News Release - Swansboro Residents Garbage Changes
 - Weather Alert - Tropical Cyclone Franklin
 - BOC Regular Meeting August 28, 2023
 - Weather Alert - Tropical Storm Idalia
 - Labor Day Closing
 - Weather Alert #2 - Tropical Storm Idalia
 - New Release - Town Facility Closures and Garbage Collection
 - Partial Road Closure - Main Street Extension
- Attended Clerks Annual Conference in Wilmington 8/21-24
- Attended Mayor's Association August meeting
- Jackie Stephens attended Notary Public Course at Coastal Carolina Community College
- Copied 2022 BOC minute book for microfilming with NC Dept of Archives

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- Provided support to the Planning Department for numerous matters
- Attended Mullet Run Logistics Meetings
- Attended Tunnel 2 Towers Logistics Meetings
- Attended storm preparedness meetings for Tropical Idalia
- Attended TRC for a proposed minor subdivision along Hammock Beach Road
- Stormwater Annual Snapshot completed and distributed
- Tyler Technologies
 - Received credit payment system training
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page defaults: 12,832

Top 5 pages viewed in August – FAQ 4,472 | Welcome 2,279 | Payments 526 |
Employment Opportunities 456 | Permitting 264

Finance

- Sales & Use Tax received in August 2022 is \$115,443
- Accounts Payable Summary for August 2022:
 - 210 Invoices-Totaling \$220,919
 - 17 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (kWh) for August 2022 (688.0)
- Processed payroll-8/12 & 8/26
- Stormwater Fees Collected-August 2022-\$384 and updated Stormwater spreadsheet
- July 2022 Bank Reconciliation-Town accounts
- July 2022 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks
- Submitted the Powell Bill Expenditure Report
- Gathering financial information for annual audit FY 21/22-Town and Swansboro TDA
- Auditor, Greg Redman will be conducting an annual audit for FY 2021/2022 during the week of September 19-September 21, 2022.
- Tyler software go-live sessions for the following modules:
 - Cashiering
 - Personnel Management-Position Budgeting
 - Fixed Assets
 - Project Accounting
- Attended Tyler Technologies Transfer to Support meeting
- Attended Tyler Technologies Transitional Services meeting
- Attended Tyler Technologies meeting to discuss future state-current state for Executime (Time & Attendance module)
- Stormwater utility billing data was submitted for processing

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Fire Department

Fire Calls

- 59 Total Calls
 - 39 Calls in Town including – 32 EMS Calls, 3 Motor Vehicle Accident Calls, 1 Public Service Call, 3 False Alarm Calls
 - 11 Calls in White Oak District – 9 EMS Calls, 1 Water Rescue Call, 1 Cancellation Call
 - 9 Calls Mutual Aid – 8 Cancelled Enroute Calls, 1 Service Call
- 104 Training hours - Paid Staff
- 31 Training hours – Volunteer Training

Paid staff

- Staff continues to conduct daily operations and station duties.
- Assistant Chief Stanley conducted technical rescue training with the Ladder 1717 at the fire station and Walmart with all department staff. The training familiarized staff on how to use the aerial ladder, patient litter basket, and life safety rope for the purpose of securing and lifting a victim from an elevated platform safely to the ground. All personnel will be tested on this operation as part of required job performance standards.
- Assistant Chief Stanley conducted performance testing on proper ground ladder carries and deployment for all personnel as part of required job performance standards.

Volunteer staff

- Volunteer staff have been on summer vacations and military deployment.

Vehicle repairs

- All vehicles in good working order.
- Annual apparatus servicing has been completed. All apparatus received oil and transmission fluid changes, engine servicing and a federal safety inspection. As part of the servicing, it was documented that the some of the tires on our apparatus will need mandatory replacement due to age limits set forth in NFPA Standard 1002. Apparatus tires must be replaced every 7 years regardless of condition.

Department activities

- The department continues to perform regular, annual fire code inspections at businesses in the jurisdiction and have started the task of updating all our fire pre-plans for all commercial structures in our fire district.
- The department is still seeking three full-time driver/operator positions. These positions will add one extra person to each shift daily and help provide more staffing to emergency calls and OSFM required duties.
- The department has chosen MSA as the manufacturer to provide the new SCBA for our members. They have been ordered and the total cost came in well below the allotted amount

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from the ARPA funds granted to the department. Delivery is expected within the next 3 months. The old SCBA will be sold on govdeals.

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

Mullet

- Continue to accept vendor applications, although the spots are very limited. Vendors were added to side streets within the festival area 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.
- Poster design finalized, will be distributed in September.
- Begin creating social media material and schedule posts.
- Submitted request for military static displays.

Misc.

- Met with DFS Agency to plan marketing efforts for Mullet and Flotilla.
- Continue to update website for each upcoming festival

Miscellaneous

- Concession Stand opened August 5. Conducted staff meeting to review procedures.
- Conducted interviews for Dockmaster/Downtown Supervisor
- Attended quarterly meeting with Town staff and Computer Warriors.
- Met with Computer Warriors regarding other camera options for Municipal Park.
- Attended Downtown Merchants Candlelight meeting.
- Researching educational signage for wildlife in the parks.
- Received Special Event Application for the Rotary 5'O Fishing Tournament.
- Attended Tunnel to Towers planning meetings.
- Began updating the Recreation Center SOP.
- Began creating an Employee Handbook.
- Created training schedule for Program & Event Manager and preparing a binder of program information.
- Created binder for Dockmaster/Downtown Facility Supervisor.
- Met with RecDesk account rep to inquire setting up online reservations. The process is not as simple as originally thought. Will work with Dockmaster to implement.
- 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.
- Attend bi-weekly department meetings

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- 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.
- Attended Board of Commissioner meetings.
- Conduct Parks Advisory Board meetings.

Metrics-social media

Media Outlet	Followers	Page Reach	Post Engagement	New Followers
Facebook	15,199	22,821	3010	160
Instagram	751	261		9

Activity Report

Organization Activity					
From 8/6/2023 to 9/5/2023					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	166	66	12	0	112
Resident	25	6	6	0	15
Non-Resident	141	50	6	0	97
No Residency Set	0	0	0	0	0
Demographics					
< 18	8	3	0	0	3
18 - 65	97	41	8	0	81
65+	61	12	4	0	28
Male	59	35	3	0	59
Female	107	21	9	0	53
Other Genders	0	0	0	0	0
Online vs In-House					
Online	29	0	0	N/A	25
In-Person	137	56	12	N/A	87

Revenue

Slip Fee - Town Dock	\$3070.50
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Rental Fees-Parks	\$695
Rentals Rooms	\$3160
Rec Program Fees	\$1903
Gym Memberships	\$300
Dog Park Memberships	\$0
Vendor Fees	\$3295
Concessions	\$60

RECREATION PROGRAMS

- Summer Day Camp concluded August 11. Conducted after action meeting with Summer Day Camp staff.
- Pound Fitness programs continue to be offered on Saturday mornings.
- Pickleball Leagues continues to grow, currently 20 members and drop ins weekly.
- Continue to plan for the Fall Pickleball Tournament for league only.
- Partnered with Tennis Bloc for pickleball and tennis clinics. A new class session began August 28.
- 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 September 14.
- Exploring new art and craft classes for the fall.

Permitting

Planning Board

- A Planning Board meeting was held on August 1st, 2023.
 - The Projects/ Planning Coordinator presented the text amendment to define marinas.
 - The Planner gave an update on the work on the business cluster text amendment.

Swansboro Historic Preservation Commission

- The regular meeting was held on August 18, 2023
 - The Projects/ Planning Coordinator presented the Minor Work and Staff Approval Application Report.
 - The Planner lead discussion:
 - Local Landmark Status
 - Landscape Standards
 - Modifying the Color Palette Standards

Routine Activities:

- Continue fielding complaints and notifying property owners of violations.
- Continue working with development inquiries.

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- TRC meeting for minor subdivision at Hammocks Beach.
- Worked on developer assurances and inspected sites prior to releasing assurances.

The Projects/ Planning Coordinator is now a NC Certified Flood Plain Manager (CFM).

Police Department

Patrol:

- 167 Reportable Events
- 20 motor Vehicle Crashes
- 2 Felony Arrests
- 4 Misdemeanor Arrests
- 4 Arrests by Warrant Service
- 1 Felony Drug Arrest
- 2 DWI Arrests
- 9 Arrests with transport to the Onslow County Jail
- 144 Citations
- 73 Verbal/Written Warnings
- 6 Felonies Investigated (4-Fraud; 1-Obtaining Property by False Pretenses; 1-Sexual Assault)
- 17 Misdemeanors Reported (11-Property Damage;1-Assault; 1-Sexual Assault; 1-Trespassing; 1-Communicating Threat; 1-Resist, Obstruct & Delay Police Officer; 1-Traffic Related)
- 6 Disputes/Public Disturbances
- 2 Domestic
- 2 Crisis Intervention with Mental Subject
- 24 Alarm/Open Door
- 34 Suspicious Incident/Person/Vehicle
- 4 Town Ordinance Violations
- 186 Requests by Other Agencies for Assistance
- 127 Requests by Citizens/Motorists for non-crime-related assistance

3,479 Total Events Performed on Patrol

Community Service/Training:

- 7 Vehicle Unlocks
- 2 Funeral Escorts
- 65 Business Closing Standby's
- 53 Foot Patrols
- 5 Requests by Residents for Residence Check
- 7 Requests for Fingerprints

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- SPD provided security for an event at the Rotary Civic Center
- SPD provided security for weekly SwanFest

Admin Services:

- Answered 315 phone calls during business hours
- Assisted 161 walk in requests for assistance during business hours
- Took 37 requests for reports

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.
- 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.
- Prepped and staged in preparation for 2 Hurricane's, about a week apart.
- Continued painting curbs and repairing curbs and done sidewalks downtown.
- Took possession of a 2023 Polaris Ranger for the Public Works Department.
- Continued the effort to reduce the Muscovie Duck population.