

Department Reports for February & March 2024

Administrative Services

February

- Phone Records Report for February: 1,989 calls

Internal – 485	Town Hall – 288	Parks and Recreation – 191
Police Department – 421	Fire Department – 48	Outgoing totals – 556
- Building permits sold for February: 55 residential/commercial combined; \$9,074.75 total fees collected (includes 12 re-inspections)
- 175 Building inspections processed/13 Fire Inspections processed
- 91 Various receipts processed
- 289 ONWASA payments processed; 2 New Service Setups, 0 Other transactions
- 3 Work Orders generated for Public Works
- 12 Notarizations performed
- Created Visitor Center schedule for March
- Admin staff worked at Visitor's Center
- US Census Report Submitted – Permits
- Finalized January Departments Report
- Scheduled Annual Clean Sweep Week – April 1st to 5th
- New Advisory Board appointments processed
- Provided support to the Planning Department for numerous matters
- 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
 - Submitted operating budget
- Set up Chamber Business showcase (Alissa & Aliette)
- Finalized all details for Advisory Board Appreciation Reception
- Alissa attended the 5th week of the 8 week Municipal & County Administration course through the UNC School of Government in Chapel Hill
- Swansboro hosted the Mayors Association meeting at Saltwater Grill on February 21st
- Fulfilled Public Records Request:
 - SmartProcure Public Records Request for purchasing records
 - Gaudreau request
 - Open the Books request
 - Emmerton School request
- Issued New Releases/Constant Contact for:
 - BOC 2/13/2024 Meeting

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- News Release – Downtown Sidewalk Maintenance
- BOC 2/27/2024 Meeting
- Researched Sewer easement for Rec Center
- Several IT tickets submitted and or support provided

March

- Phone Records Report for March: 2,141 calls

Internal – 439	Town Hall – 354	Parks and Recreation – 312
Police Department – 392	Fire Department – 68	Outgoing totals – 576
- Building permits sold for March: 61 residential/commercial combined; \$6,058.06 total fees collected (includes 12 re-inspections)
- 159 Building inspections processed/27 Fire Inspections processed
- 103 Various receipts processed
- 289 ONWASA payments processed; 0 New Service, 1 other requests
- 3 Work Orders generated for Public Works
- 7 Notarizations performed
- Created Visitors Center Schedule for April
- Admin staff worked at Visitor's Center
- 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 Advisory Board Banquet
- Budget preparations, ongoing
- Provided support to the Planning Department for numerous matters
- Alissa attended the 5th week of the 8 week Municipal & County Administration course through the UNC School of Government in Chapel Hill
- Fulfilled Public Records Requests:
 - Tursi/Williams request
 - Dusty Rhodes request
 - 1058 W. Corbett Avenue request
- Linda attended the Building Code Law & Administration course
- Several IT tickets submitted and or support provided
- Issued New Releases/Constant Contact for:
 - Annual Clean Sweep Week
 - Blood Drive at Swansboro Public Safety

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- Stormwater Master Plan Public Input Meeting
- Reminder: Stormwater Master Plan Public Input Meeting
- Weather Alert March 23-25
- BOC 3/26/2024 Meeting
- Easter Holiday Closures
- Weather Alert March 27-29

Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Last 30 days Website Home Page defaults: 1,965

Top 5 pages viewed: Employment Opportunities 514 | Departments/Permitting 304

Departments/Government 230 | Departments/Police 227 | News 220

Finance

February

- Sales & Use Tax received in February 2024 is \$126,520
- Accounts Payable Summary for February 2024:
265 Invoices-Totaling \$228,742
22 Purchase Orders Issued
- Processed payroll- 2/9/2024 & 2/23/2024
- Stormwater Fees Collected-February 2024-\$770
- January 2024 Bank Reconciliation-Town accounts
- January 2024 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 17 hours
- Processed Swansboro TDA checks.
- Gathered financial information for February 27, 2024, regular meeting
- Public Records Request-SmartProcure
- Met with new Swansboro TDA members
- Entering operating budget requests for FY 24/25 in budget spreadsheet
- Preparing Year End Projections FY 23/24/updating operating budget spreadsheet.
- Updating Capital Improvement Plan
- Prepared the Agenda and quarterly financial report for the TDA Quarterly Meeting held on Thursday, February 22, 2024: The next scheduled meeting will be held on Thursday, April 11, 2024, at 2:30 pm in the Community Room
- Submitted Report-TR-2: 2023 Municipal Certification-Valuation and Property Tax Levies for Fiscal Year ending June 30, 2024.

March

- Sales & Use Tax received in March 2024 is \$141,754

Department Reports for February & March 2024

- Accounts Payable Summary for March 2024:
 - 245 Invoices-Totaling \$284,652
 - 29 Purchase Orders Issued
- Processed payroll- 3/8/2024 & 3/22/2024
- Stormwater Fees Collected-March 2024-\$1,346
- February 2024 Bank Reconciliation-Town accounts
- February 2024 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 9 hours
- Submitted Census to the Laymon Group for healthcare insurance
- Processed Swansboro TDA checks.
- Swansboro TDA- Preparing Year End Projections for FY 23/24 & Proposed Budget for FY 24/25
- Gathered financial information for March 26, 2024, regular meeting
- Entering operating budget requests for FY 24/25 in budget spreadsheet
- Preparing Year End Projections FY 23/24/updating operating budget spreadsheet.
- Updating Capital Improvement Plan
- Submitted- LGC-131: Notice of Debt Principal & Interest-Municipal Building & Tanker Truck
- Attended the NCGFOA Spring Conference
- Attended the Onslow County Fire Rescue Commission budget meeting
- Completed required loan document for the Cab Tractor and Dump Truck scheduled to close on April 3, 2024.
- Submitted the closeout documents for Hurricane Dorian to NC Department of Public Safety, Division of Emergency Management.

Fire Department

February

Incidents

- **106** Total Incidents
 - 58 EMS Incidents
 - 48 Fire Incidents
 - **25 Overlapping Incidents (Two or More Calls Simultaneously)**
 - 80 incidents occurred in the Swansboro (City Limit District)
 - 26 incidents occurred in the White Oak Fire District
 - 15 incidents were automatic or mutual aid to other jurisdictions.
- Response Statistics
 - Average Turnout Time (Dispatch to Enroute): 2:33

Department Reports for February & March 2024

- 90th Percentile (Less Than 80 Seconds)
 - 78.79% - EMS Incidents
 - 78.51% - Fire Incidents
- Average On-Scene Time for EMS incidents
 - **18:03** minutes (EMS Incidents)
 - **1 Hour 3 Minutes** (Longest On-Scene Time)
 - **2** (Incidents On Scene over 1-hour)
 - **16** (Incidents On Scene over 20-minutes)
 - **5** (Incidents On Scene 30-minutes or Greater)

Fire Life Safety – Operations

- Fire Prevention Inspections
 - New Business
 - General Fire Inspections: 6
 - Fire Suppression Systems:

Training

- Total Training Hours: **477**
 - Company Training: 297
 - Existing Driver: 23
 - Facilities: 112
 - Fire Arson Investigation: 4
 - Fire Life Safety Education: 1
 - Fire Prevention Inspection: 1
 - New Driver: 18
 - Officers: 21

March

Incidents

- **126** Total Incidents
 - 86 EMS Incidents
 - 40 Fire Incidents
 - **15 Overlapping Incidents (Two or More Calls Simultaneously)**
 - 95 incidents occurred in the Swansboro (City Limit District)
 - 31 incidents occurred in the White Oak Fire District
 - 13 incidents were automatic or mutual aid to other jurisdictions.
- Response Statistics
 - Average Turnout Time (Dispatch to Enroute): 02:30
 - 90th Percentile (Less Than 120 Seconds)
 - 82.96% - EMS Incidents
 - 81.58% - Fire Incidents
 - Average On-Scene Time for EMS incidents
 - **18:06** minutes (EMS Incidents)

Department Reports for February & March 2024

- 56 minute 13 seconds (Longest On-Scene Time)
- 0 (Incidents On Scene over 1-hour)
- 31 (Incidents On Scene over 20-minutes)
- 9 (Incidents On Scene 30-minutes or Greater)

Fire Life Safety – Operations

- Fire Prevention Inspections: 33
 - General Fire Inspections: 14
 - Fire Suppression Systems: 14
 - Re-Inspections (Violations): 5

Training

- Total Training Hours: 387
 - Company Training: 242.50
 - Existing Driver: 12
 - Facilities: 0
 - Fire Arson Investigation: 26
 - Fire Life Safety Education: 0
 - Fire Prevention Inspection: 0
 - New Driver: 78
 - Officers: 14.50
 - Hazardous Materials: 14
 - Automatic Aide Training: 0

Parks and Recreation

February & March Combined

DIRECTOR'S REPORT

Festivals/Events

- Finalizing end of year projections and 2024-25 budget.
- Continuing to collect applications for Arts by the Sea, Independence Day, and Mullet Festival.
- Collecting 2024 sponsorships
- Finalized all quotes for all 2024 festivals: Portable toilets, sound, tents, golf carts, shuttles, security, and other logistics.
- Completing permit applications for Coast Guard and Onslow County.

Mullet-

- All bands have been booked, contracts completed, and deposits paid

ARP Project Updates

Splashpad Renovation

Department Reports for February & March 2024

- The splashpad area will include concrete bench seating, a patio area with large shade structure and seating options (benches, picnic tables), The patio area will connect to the playground area. The concept is to provide a cohesive area while still having splashpad separate from the playground.
- Conceptual drawings received for concrete work for the area.
- Contract completed with Task Contracting to complete concrete work and seating wall.
- Shade structures have been selected, completing the contract so items can be ordered.

Completed

- Utility Terrain Vehicle
- Church Street Dock Cameras
- Rope Climber in Municipal Park
- Parks Maintenance Truck Replacement

Miscellaneous

- Finalizing entertainers for annual PirateFest in partnership with Onslow County Parks and Recreation.
- Sara Elliott, Program and Event Manager was hired March 18, 2024
- Began staff training for Program & Event Manager
- Attended webinar for a weather safety software application to monitor on-site weather and an alert system.
- Began preparing for the Program and Event Manager vacancy.
- Finalized first draft of the budget for 2024-25 fiscal year.
- 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.
- 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.

Department Reports for February & March 2024

- Conduct Parks Advisory Board meetings.

Metrics-social media

February

Media Outlet	Followers	Facebook Reach	Post Engagement	Page Visits	New Followers
Facebook	16,285	9000	554	2000	54
Instagram	793	3		12	4

March

Media Outlet	Followers	Facebook Reach	Post Engagement	Page Visits	New Followers
Facebook	16,87	42000	2,745	3600	206
Instagram	800	177		18	11

Activity Report

Organization Activity					
From 2/3/2024 to 3/4/2024					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	121	31	17	0	71
Resident	21	1	8	0	7
Non-Resident	100	25	9	0	64
No Residency Set	0	0	0	0	0
Demographics					
< 18	4	0	1	0	5
18 - 65	87	22	6	0	49
65+	30	4	10	0	17
Male	39	3	8	0	26
Female	82	23	9	0	45
Other Genders	0	0	0	0	0
Online vs In-House					
Online	16	0	0	N/A	15
In-Person	105	26	17	N/A	56

Organization Activity					
From 3/3/2024 to 4/2/2024					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	354	46	11	0	190
Resident	74	9	3	0	16
Non-Resident	280	36	8	0	174
No Residency Set	0	0	0	0	0
Demographics					
< 18	218	3	0	0	71
18 - 65	98	30	9	0	103
65+	38	12	2	0	16
Male	163	12	3	0	82
Female	191	33	8	0	108
Other Genders	0	0	0	0	0
Online vs In-House					
Online	160	0	0	N/A	120
In-Person	194	45	11	N/A	70

Revenue:

February

Slip Fee - Town Dock	\$1437
Rental Fees-Parks	\$50
Rentals Rooms	\$2095
Rec Program Fees	\$2380
Gym Memberships	\$965
Dog Park Memberships	\$30
Vendor Fees	\$4805
Festival Sponsorship	\$5250

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March

Slip Fee - Town Dock	\$1239
Rental Fees-Parks	\$705
Rentals Rooms	\$1364
Rec Program Fees	\$11,490
Gym Memberships	\$550
Dog Park Memberships	\$15
Vendor Fees	\$2115
Festival Sponsorship	\$6000

Permitting

February

Planning Board

- The Planning Board meeting was held a regular meeting on February 6, 2024.
 - Zoning Map amendment to rezone a parcel on Swansboro Loop Road from RA to R20SF Conditional Zoning was heard and tabled until March 5 when a legal opinion is expected from the Town Attorney.
 - A UDO Text Amendment to Massing Study Standards in the Historic District was recommended by the Planning Board in Appendix III Section 11.1 Historic District Design Standards for New Construction enable that if a small outbuilding is 150 square feet or less or if an addition of a home is 250 feet or less a massing study is not required. The text amendment forwarded by the Historic Commission was recommended unanimously to the Swansboro Board of Commissioners for consideration.

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission meeting was held on February 20, 2024.
 - The owner of 209 Water Street, also known as the Jesse Moore House, requested approval to construct a dock, platform and set pilings for a future boat lift. After reviewing the Commission found the request was consistent with the standards of Section 24 Docks, Piers, and Board walks voted unanimously for approval of the request.

Routine Activities:

- Answered questions from a structural engineering firm working on a new office in Ward Farm.
- Held new Planning Board members training sessions individually.
- Held new Historic Commissioner training session with new member.
- Thursday February 8th attended Jacksonville Metropolitan Policy Organization TCC meeting Rebecca virtually. Important items on the agenda are revisions to the of the FY24 Unified Planning Work Program and a draft of the FY25 Unified Planning Work Program.
- Rebecca attended mid-winter workshop for continuing education certification hours as a NC Zoning Official.

Department Reports for February & March 2024

- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.
- Continue working with TRC members and active commercial review projects:
 - El Catrin (waiting on fire lane installation)
 - New Bamboo Restaurant submittal with five shops.
 - Mavis Tire in the out parcel of food lion.

March

Planning Board

- The Planning Board regular meeting was on March 15, 2024.
 - Zoning Map amendment to rezone a parcel on Swansboro Loop Road from RA to R20SF Conditional Zoning was unanimously recommended to the Town Board of Commissioners with six conditions.

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission meeting was held on March 19, 2024.
 - Text amendments to Section 5: Windows and Doors and Section 3: Roofs were recommended unanimously by the Commission.

Routine Activities:

- The Planning Project Coordinator staffed the Community Stormwater meeting with the Public Works Director March 11 starting at 5:30 pm.
- Worked on development budget projections for the new budget with the Permit Technician.
- Worked preparing annual meeting summaries for the Planning Board and the Flood Review Board chairs for the advisory board banquet.
- Planning/Projects Coordinator attended webinars:
 - CAMA Planning Workshop
 - Historic Resilience Workshop
- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.

Police Department

February

Patrol:

- 145 Reportable Events
- 15 Wrecks
- 9 Misdemeanor Arrests
- 4 Arrests by Warrant Service
- 4 Arrests with Transport to the Onslow County Jail
- 50 Citations

Department Reports for February & March 2024

- 111 Verbal/Written Warnings
- 6 Felonies Investigated (3-Fraud; 1-Obtaining Property by False Pretenses; 1-Larceny; 1-Counterfeit)
- 23 Misdemeanors Reported (10-Property Damage; 4-Assaults; 4-Trespassing; 2-Domestic Violence Protective Order Violations; 1-Child Abuse; 1-Bomb Threat; 1-Traffic Related)
- 4 Domestic
- 9 Disputes/Public Disturbances
- 1 Overdose
- 13 Alarm/Open Door Reports
- 16 Suspicious Incident/Person/Vehicle
- 3 Town Ordinance Violations
- 126 Requests by Other Agencies for Assistance
- 31 Requests by Citizens for non-Crime Related Assistance

3,251 Total Patrol Events Performed

Community Service/Training:

- 6 Vehicle Unlocks
- 8 Requests for Fingerprinting
- 48 Business Closing Standbys
- 3 Requests by Citizens for Residence Checks
- Officer Wruble completed Intoxylizer Certification Training. 40 hours training conducted at Craven Community College
- Chief Taylor and Lt. Brim attended monthly East Carolina Association of Law Enforcement Executives meeting held in Cape Carteret
- Chief Taylor attended monthly Crime Stoppers meeting held in Jacksonville

Admin Services:

- Answered 198 phone calls during business hours
- Assisted 104 walk in requests for assistance during business hours
- Took 27 requests for reports during business hours
- Welcome SPD's new Admin Assistant, Tom Peluso

March

Patrol:

- 175 Reportable Events
- 13 Wrecks

Department Reports for February & March 2024

- 11 Misdemeanor Arrests
- 1 Arrest by Warrant Service
- 1 Misdemeanor Drug Arrest
- 2 Arrests with Transport to the Onslow County Jail
- 64 Citations
- 101 Verbal/Written Warnings
- 8 Felonies Reported (2-Larcenies; 2-Fraud; 2-Obtaining Property by False Pretenses; 1-Break & Enter; 1-ID Theft)
- 36 Misdemeanors Reported (14-Larcenies; 11-Property Damage; 3-Assaults; 2-Trespassing; 1-Domestic Violence Protective Order Violation; 1-Misuse of 911; 4-Traffic Related)
- 1 Public Disturbance
- 3 Overdoses
- 2 Death Investigations (1-Suicide)
- 24 Alarm/Open Door Reports
- 4 Crisis Intervention with Mental Subject
- 27 Suspicious Incidents/Persons/Vehicles
- 4 Town Ordinance Violations
- 191 Requests by Other Agencies for Assistance
- 37 Requests by Citizens for non-Crime Related Assistance

3,559 Total Events Performed by Patrol

Community Service/Training:

- 4 Vehicle Unlocks
- 1 Funeral Escort
- 10 Requests for Fingerprinting
- 20 Business Closing Standby's
- 6 Foot Patrols
- 2 Requests by Citizens for Residence Check
- Officer Wruble completed Medical Foundations of Visual Systems Testing. 24 hours training conducted at Cape Fear Community College
- Officer Hipps completed First Watch Child Interview for Patrol Officers Training. 16 hours training conducted at Cape Fear Community College
- Officer Hipps completed Basic Radar Operator Training. 40 hours training held at Cape Fear Community College

Department Reports for February & March 2024

- Officer Hult completed Basic Lidar Operator Training. 8 hours training held at Cape Fear Community College
- Provided security for the Rotary Oyster Roast held at the Rotary Civic Center
- Provided security for a private event held at the Rotary Civic Center
- Participated in Career Day held at Swansboro Elementary School
- Chief Taylor and Officer Hipps read to students at the Swansboro Elementary School as part of National Reading Day
- Chief Taylor attended the monthly Crime Stoppers meeting held in Jacksonville
- Chief Taylor and Lt. Brim attended the monthly East Carolina Association of Law Enforcement Executives meeting held in New Bern

Admin Services:

- Answered 329 phone calls during business hours
- Assisted 106 walk in requests for assistance during business hours
- Took 10 requests for reports during business hours

Public Works

(no report provided)