



## **Department Reports for April 2025**

### **Administrative Services**

- Phone Records Report for April: 2,535 calls
  - Internal – 454                      Town Hall – 447                      Parks and Recreation – 398
  - Police Department – 413              Fire Department – 102              Outgoing totals – 721
- Building permits sold for April: 36 residential/commercial combined; \$5,490.48 total fees collected (includes 12 re-inspections)
- 126 Building inspections processed/39 Fire Inspections processed
- 116 Various receipts processed
- 1 Code enforcement violations
- 295 ONWASA payments processed, 2 New Service Setups, 2 Other transactions
- 5 Work Orders generated for Public Works
- 14 Notarization's performed
- 24 Beer & Wine Privilege Licenses renewed
- US Census Report Submitted – Permits
- Finalized March Departments Report
- Processed on-boarding of Tamara Pieratti for vacant Commissioner seat
- 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.
- Fulfilled Public Records Request
  - Construction Monitor for building permit records
  - Constriction on the Rise – Building Permits issued with values March 2025
  - Henderson – Building Permits issued with values March 2025
  - Carolina Permits – New Homes building in March 2025
  - Parks Zeigler, PLLC – Freeman/Rubio Police Reports
  - Terri Herbert – Board packet material copies
  - Keith Walsh – Structural Changes records for Cornerstone Square
- Received and responded to 8 emails from Jimmy Williams for information
- Received and handled 5 “Contact Us” request from the Website
- Continued FY 25/26 Budget Preparations
- Advisory Board Banquet arranged, scheduled for May 1<sup>st</sup>
- Alissa attended a Master Municipal Clerks workshop in Wilmington on April 25th
- Clean Sweep Week
  - Answered numerous calls, Facebook messages and comments and emails about coverage
  - Posted daily details related to the event for visibility
- Attended PirateFest Logistics meeting
- Issued New Releases/Constant Contact for:
  - State Burn Ban Lifted
  - BOC 4/8/2025 Meeting
  - Easter Holiday Closures



## **Department Reports for April 2025**

- BOC 4/22/2025 Meeting
  - Notice of Multi-Agenda Fire Service Training Exercise
  - Reminder of Multi-Agenda Fire Service Training Exercise
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page: 1,975 views.

Top 5 pages viewed – Employment Opportunities: 556 | Departments-Permitting: 314  
Departments-Police: 231 | Contacts: 216 | Government: 205

### **Finance**

- Sales & Use Tax received in April 2025 is \$112,822
- Accounts Payable Summary for April 2025:
  - 270 Invoices-Totaling \$205,626
  - 41 Purchase Orders Issued
- Processed payroll- 4/4/2025 & 4/18/2025
- PEV ChargePoint Station-Accumulated (kWh) for April 2025 (717)/Session fees collected-\$152.29
- Stormwater Fees Collected-April 2025-\$894
- March 2025 Bank Reconciliation-Town accounts
- March 2025 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 15 hours
- Processed Swansboro TDA checks
- Swansboro TDA-Prepared and submitted the Budget Message/Proposed Budget for FY 25/26 to the Swansboro TDA members
- Gathered financial information for April 22, 2025 regular meeting & April 29, 2025 special meeting.
- Preparing Year End Projections FY 24/25 updating operating budget spreadsheet.
- Updating Capital Improvement Plan
- Submitted the following expenditure reports: (Grant Funds)
  - Office of State Budget & Management-State Capital and Infrastructure Fund Directed Grant (SCIF Grant) for quarter ending 3/30/2025
  - US Treasury- State and Local Fiscal Recovery Funds (SLFRF) for period 4/01/2024 - 3/30/2025
- Submitted the following reports:
  - Submitted HUBSCO for quarter ending 3/31/2025- (Historically Underutilized Businesses State Construction Office) Construction Reporting System
- Swansboro TDA – Meeting was held on Thursday, April 10, 2025. Prepared the Agenda and quarterly financial report. The next meeting is scheduled to be held on Thursday, July 10, 2025 at 2:30 pm in the Community Room



## Department Reports for April 2025

### Fire Department

#### *Incidents*

<u>District/Response Type</u>	<u>Call Volume {Monthly}</u>	<u>Annual Total (To Date)1/1 – 4/3030</u>
Swansboro Town {17A}	90	323
Swansboro County {17B}	25	98
Aid Given	18	71
Total Call Volume	133	500
Aid Received	6	14
Overlapping Incidents	20	131
{% of Volume}	{15%}	{26.2%}
Missed Incidents (Overlapping)	3	3

<u>Dispatched Incident Type</u>	<u>Swansboro – Town {Zone 17A}</u>	<u>Swansboro – County {Zone 17B}</u>
Fire	1	0
EMS & Rescue	68	20
Hazardous	2	1
Materials/Conditions	11	2
Service Calls	0	0
Wildland	0	0
Emergency Management	1	0
{Deployments}		
Other – False	7	1
Alarm/Canceled		
Total	90	25

<u>Incident Response</u>	<u>90<sup>th</sup> Percentile Time {Monthly}</u>	<u>90<sup>th</sup> Percentile Time {Previous Month}</u>	<u>Difference from Previous</u>	<u>Benchmark</u>	<u>Gap {Monthly}</u>
Call Handling Time {911 Call to Dispatch}	1:44	1:22	(0:22)	1:06	(0:48)
Turnout Time {Dispatch to Enroute}	2:11	1:44	(0:27)	1:20	(0:51)
Travel Time {Enroute to Arrival}	5:13	5:52	0:39	4:00	(1:13)
Total Response Time {911 Call to Arrival}	7:58	7:56	(0:02)	7:06	(0:52)



## **Department Reports for April 2025**

### *Community Risk Reduction - Inspections*

<u>Inspection Type</u>	<u>Monthly</u>	<u>Annual 1/1 to 4/30</u>
Standard Fire Inspection	42	119
New Business Inspection	0	2
Fire Suppression – Hoods	17	51
Special Event – Tents	0	0
Plan Review	2	2
Code Violation/Complaint	0	2

### *Agency Training*

<u>Training Category</u>	<u>Monthly</u>	<u>Annual (To Date) 1/1 to 4/30</u>
Company Training	308	1585
Facilities	0	16
Fire Arson Investigator	0	0
Fire Prevention Inspector	7	31
Fire Life Safety Educator	8	8
Hazardous Materials	0	12
Officers	0	25
New Driver	0	22
New Recruit	0	21
Existing Driver	15	117
Total	419	1,471

## **Parks and Recreation**

### **DIRECTOR'S REPORT**

#### Festivals

- Festival website updates-ongoing
- Sponsorships are being received. Many new sponsors this year, to date have raised \$40, 250
- Collaborating with graphic designer for 2025 marketing materials; rack card, sponsor graphic, Arts by the Sea (ABTS) and Independence Day Celebration.
- Held logistical meeting for ABTS
- Applications are still being accepted for all festivals, close to being full.
- Met with WITN to review marketing plan for ABTS and Independence Day Celebration.

#### ARP Project Updates

##### *Basketball Courts*

- Purchase order submitted for asphalt work and new basketball equipment (backboards, goals, and nets).
- Equipment has been received.



## Department Reports for April 2025

- Resurfacing will take place after the first of the year, weather conditions need to be warmer. **Resurfacing is complete. After the asphalt cures, it will then be sealed. New goals, nets, and backboards will be installed.**

*Replacement of outdoor toilets- Completed*

*Splashpad*

- Completed: tables and seating have been installed. Grand re-opening scheduled for May 17, 2025

Events

*PirateFest*

- Annual event is held on the second Saturday in May (May 10, 2025) in partnership with Onslow County Parks and Recreation.
- Accepting food vendor applications.
- Added new feature: Pirate Cruise on May 9, 2025. Partnering with the Lady Swans and pirate entertainers to host a sunset cruise. Max participants is 25.
- Held logistical meetings with Department heads.

*Miscellaneous*

- Receiving proposals for two options for dedicated pickleball courts. Met with Musco Lighting to discuss lighting options for new courts.
- Preparing for Onslow County Senior Games-work with county departments to hold annual games this May.  
Worked with Onslow County Tourism for Jacksonville-Onslow Chamber of Commerce Leadership Class. Provided an overview of the four festivals held each year and Parks and Recreation programs and events.
- Working with RecDesk to update website and add pages to existing site.
- Preparing documents for the annual Splashpad inspection.
- Met with an organization wanting to rent a small portion of athletic fields in the fall and spring of each year.
- Assisted with the annual Easter Egg Hunt.
- Attended online seminar: Reaching the Next Generation
- Attend Pool Committee meetings.
- 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.
- Continue to manage parks, repairs, and work with the Public Works Department for maintenance.
- Manage community service work program.



## Department Reports for April 2025

- 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

*April*

Media Outlet	Followers	Reach	Page Visits	Page Views	New Followers
Facebook-Parks & Rec	18,637	53,400	6,200	236,200	122
Facebook-Festivals	9,183	426	139	959	6

### Revenue

*April*

Slip Fee - Town Dock	\$6,616
Rental Fees-Parks	\$705
Rentals Rooms	\$2,995
Rec Program Fees	\$3,700
Gym Memberships	\$225
Dog Park Memberships	\$80
Festival Vendor Fees	\$1320
2025 Festival Sponsorships	\$17,000

### 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 monthly reservation receipts
- Ordered all supplies for upcoming programs and events
- Submitted Health Department application for PirateFest
- Completed all PirateFest social media posts



## **Department Reports for April 2025**

- Planned and managed Tiny Trekkers and Sprout Scouts
- Managed staff scheduling for Rec Center, events, and reservations
- Attended Parks & Recreation Advisory Board meeting
- Attended Senior Games meeting
- Event Manager for Senior Games
- Created PirateFest Most Wanted
- Met with potential Contract Instructors
- Executed Touch-A-Truck Event
- Executed Easter Egg Hunt
- Worked and managed Spring Break Camp
- Completed all purchases for Easter Egg Hunt
- Continued planning Splash Pad Reopening Event
- Executed Earth Day program with Swansboro High School Eco Club

### **Planned Programs**

#### *Tiny Trekkers – April 25<sup>th</sup>*

- 10 registered and 9 attended
- 4 waitlisted

#### *Sprout Scouts- April 11th*

- 10 registered and 10 attended
- 2 waitlisted

#### *POUND! – March 29th – May 3rd*

- 11 drop-ins
- 1 series

#### *First Aid & CPR Training*

- 6 registered and 6 attended

#### *Theatre Trip- Ain't Misbehaving'*

- 11 registered and 11 attended
- 3 waitlisted

#### *Tai Chi – March 6th – April 10th*

- 10 registered
- 3 waitlisted

#### *Touch-A-Truck – April 26th*

- 33 vehicles registered
- 2 food vendors
- Estimated 2,000 in attendance

#### *Spring Break Camp – April 14th – April 16th*

- 9 registered and 9 attended



## **Department Reports for April 2025**

### *Spring Blooms Wreath Class- April 1st*

- 9 registered and 9 attended

### *Fellowship Night- April 14<sup>th</sup>*

- 3 attended

## **Permitting**

### *Planning Board*

- The Planning Board regular meeting on April 1, 2025, was cancelled due to lack of agenda items.

### *Swansboro Historic Preservation Commission*

- The Swansboro Historic Preservation Commission regular meeting was on April 15, 2025.
  - Training Opportunity/Update. The goal of this update is to provide details on recent and upcoming training opportunities involving the SHPC.
  - Minor Work/Staff Approval Application Report March-April.

### *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.
  - Continued work with ongoing Stormwater Master Plan grant and Emmerton School rehabilitation grant.
  - Submitted grant request through the Resilient Coastal Community Program for a CAMA Land Use Plan update.
- Planner attended the North Carolina Association of Floodplain Managers Spring Annual Conference for required continued education credits.
- Planner and member of the SHPC attended CLG training in New Bern.

## **Police Department**

### *Patrol:*

- 565 Calls for Service
- 171 Reportable Events
- 34 Wrecks
- 10 Felony Arrests
- 14 Misdemeanor Arrests
- 5 Arrests by Warrant Service
- 2 DWI Arrests
- 17 Arrests with transport to the Onslow County Detention Center





## **Department Reports for April 2025**

- 63 Citations
- 62 Verbal/Written Warnings
- 16 Felonies Investigated (6-Narcotics related; 1-Larceny; 1-Break & Enter; 1-Sexual Assault; 1-Elder Abuse; 1-Uttering Forge Document; 1-Identity Theft; 1-Fleeing to Elude Arrest; 1-Extortion; 1-Possession of Firearm by a Felon; 1-Possession of Stolen Goods)
- 33 Misdemeanors Investigated (7-Property Damage; 5-Larcenies; 4-Narcotics related; 3-Trespassing; 2-Indecent Exposure; 1-Misuse of 911; 1-Harassment; 1-Violation of Protective Order; 1-Communicating Threat; 8-Traffic related)
- 6 Disputes/Public Disturbances
- 10 Alarm/Open Door
- 4 Crisis Intervention with Mental Subject
- 7 Domestic
- 1 Death Investigation
- 17 Suspicious Incidents/Persons/Vehicles
- 136 Requests by Other Agencies for Assistance
- 8 Vehicle Unlocks
- 69 Residence Checks
- 3 Town Ordinance Violations

### **4,686 Total Events Performed by Patrol**

#### *Community Service/Training:*

- 1 Funeral Escort
- 6 Requests for fingerprinting.
- 17 Business Closing Standbys.
- 538 Business Checks. 24 Foot Patrols.
- 3 RU Ok? Participants.
- Provided security at an event at the Rotary Civic Center.
- Participated in Tiny Trekkers Event held at the Municipal Park.
- Participated in the Touch-a-Truck Event held at the Municipal Park.
- Participated in Career Day held at the Swansboro Elementary School.
- Participated in the Career Day held at the Swansboro Middle School.
- Participated in the Job Fair held at the Swansboro High School.
- Chief Taylor and Deputy Chief Brim attended the monthly Crime Stoppers meeting held in Jacksonville.

#### *Admin Services:*

- Answered 326 phone calls during business hours.
- Assisted 102 walk-in requests for assistance during business hours.
- Took 64 requests for reports during business hours.

### **Public Works**

*No report provided*