

Department Reports for September 2022

Administrative Services

- Phone Records Report for September: 2,192 calls

| | | |
|-------------------------|-----------------------|----------------------------|
| Internal – 512 | Town Hall – 434 | Parks and Recreation – 308 |
| Police Department – 371 | Fire Department – 101 | Outgoing totals – 466 |
- Building permits sold for September: 113 residential/commercial combined; \$14,013.08 total fees collected (includes 2 re-inspections)
- 101 Building inspections scheduled/29 Fire Inspections processed
- 815 Various receipts processed (large amount of Stormwater payments processed)
- 295 ONWASA payments processed; 1 New Services; 5 other requests
- 7 Work Orders generated for Public Works
- 13 Notarization's performed
- Admin Staff worked at Visitor's Center 3 days each week (Alissa, Darla, Aliette, and Lisa)
- US Census Report Submitted – Permits
- Planning related items
 - Emerald Coast Rezoning
 - Scooters Coffee
 - Starbucks
 - WAWA
 - 209 Water Street SUP research
 - 1. Met with homeowner and Realtor to discuss options for historic property
 - 1435 W. Corbett Ave
 - 206 Elm Street (report of porch repair)
 - 212 Elm Street (expired COA research)
 - SHPC new member orientation with Elaine Justice & Gregg Casper
 - Pine Bluff Shores Recombination
 - Met with Withers and Ravnell regarding stormwater grant/project
 - Received/reviewed Architectural Survey
 - Hosted CLG Training Sept 22
 - NCDOT Living Shoreline Project Construction Meeting #1 Sept 23
 - Research on Chevy Dealership property division
 - Interview participation for ESHPF Project Architect selection
 - Stormwater Credit Application Field Inspections
- Finalized August Departments Report
- Annexation – Swansgate
 - Processed Ordinance and recording requirements
 - Issued FYI notice to residents of neighborhood
 - Arranged for garbage billing & services
- Hurricane/ Tropical Storm Ian
 - Attended County Storm Briefing Calls
 - Issue State of Emergency

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- 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 12.5 hours
- Attended Mullet Festival Logistics Meetings
- Mullet Festival Parade Preparations (processing applications, handling inquiries, contacting affected businesses, etc.)
- Issued New Releases/Constant Contact/Facebook posts for:
 - Tunnel to Towers
 - BOC 9/8/2022 Meeting
 - Sam Bland Award Nominations
 - BOC 9/26/2022 Meeting
 - Weather Alert # 1 – Hurricane/Tropical Storm Ian
 - Weather Alert # 2 – Hurricane/Tropical Storm Ian, State of Emergency
 - Mayor Davis Community Letter
- 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 – Online Payments 3,322 | Employment Opportunities 1,568 | Board of Commissioners Agendas 1,378 | Police Department 1,044 | Permitting 1,025

Finance

- Sales & Use Tax received in September 2022 is \$125,797
- Accounts Payable Summary for September 2022:
 - 249 Invoices-Totaling \$272,438
 - 37 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (MWh) for September 2022 (1.07)
- Processed payroll- 9/9 & 9/23
- Stormwater Fees Collected-September 2022-\$87,533-updated Stormwater spreadsheet
- August 2022 Bank Reconciliation-Town accounts
- August 2022 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks
- Submitted the Grant Funding Request and Advertising/ Marketing report to TDA Members
- Prepared August 2021 monthly financial report
- Gathering financial information for annual audit FY 21/22-Town and Swansboro TDA
- Auditors are conducting the audit. Once fieldwork is completed, auditors will begin drafting the financial report. Draft will be reviewed by the Finance Director, and then sent to the LGC
- Attended Tyler Technologies Core Financials configuration on Executime (Time and Attendance system)

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- Attended Tyler Technologies Executime (Time & Attendance system) and Tyler Content Manager end user training sessions
- Gathering information for the Workers Comp Self Audit
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR

Fire Department

Fire Calls

- 77 Total Calls
 - 55 Calls in Town including – 39 EMS Calls, 3 Structure Fires, 2 Motor Vehicle Accident Calls, 1 Gas Leak Call, 1 Electrical Problem Call, 2 Public Service Calls, 1 Smoke Removal Call, 1 Unauthorized Burning Call, 1 Good Intent Call, 1 Smoke Scare Call, 3 False Alarm Calls
 - 11 Calls in White Oak District – 9 EMS Calls, 1 Good Intent Call, 1 False Alarm Call
 - 11 Calls Mutual Aid – 1 Structure Fire Call, 1 Mobile Home Fire Call, 1 Grass Fire Call, 1 Good Intent Call, 3 Canceled Calls, 2 Smoke Scare Calls, 2 Lightning Strike Calls
- 41.25 Training hours - Paid Staff
- 12.75 Training hours – Volunteer Training

Paid staff

- Staff continues to conduct daily operations and station duties.
- Chief Degnan attended his last Driver/Operator course for NC State certification. This was a 40-hour course and the last of a 120 hour certification course required for a fire engine operators.
- Captain Taveirne attended and completed the NC Department of Insurance Fire Code Inspector Level 2 course. This will expand the capabilities of the fire department to ensure all businesses are following safe fire code practices
- Department members are preparing for the upcoming Fire Prevention Week, October 9 – 15 and will visit all elementary schools to speak on fire safety

Volunteer staff

- Volunteer staff have conducted monthly training and perform standby duties

Vehicle repairs

- All vehicles in good working order.
- The old incandescent lighting on Ladder 1717 has been completely update with LED fixtures. This will decrease the load on the electrical system and provide much better visibility when responding to emergencies

Department activities

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- 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
- All items approved by the Town Board of Commissioners from the ARPA funding have been ordered. So far, the turnout gear washer and dryer have arrived and will be installed as soon as possible

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

Mullet Festival

- Finalized and distributed posters/flyers to sponsors and businesses
- Vendor spaces sold out the 3rd week in September, 178 total vendors
- Held final logistical meeting
- Finalized all logistical details; tents, tables, utility vehicle, golf carts, portable toilets, and purchased supplies

Tunnels 2 Tower 5K

- Assisted with facilitation of event that was held at the Recreation Center
- 650 total registrants, approximately 1000 in attendance

Comprehensive Master Plan Update

- Meeting with McAdams of the draft of entire plan
- Discussed program and operational revenue and expenses, determined needed 2 more year of program revenue, expenses, and cost recovery
- Once above information is submitted, McAdams to send draft of completed plan

ARP Funding Projects

- Rope Climber- requested three quotes for rope climber in two sizes. There was concern that the larger climber may not fit properly with required distances. Vendor will make another site visit to determine which size climber will meet all the required distances from other features
- Cameras-met with Computer Warriors at Church Street Dock. Computer Warriors viewed the current internet and power equipment, so could devise a plan of what was needed and if any upgrades needed to be made. Computer Warriors sent quote and two other quotes need to be obtained

Miscellaneous

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- Submitted all quotes to replace the power pedestal and electrical installation on Church Street Dock. Finance Director will need to review and work with insurance companies for the next step
- Finalized new documents for tracking purchase orders, expenditures, parks and recreation staff hours, and festival staff hours
- Manage on going reservations with Onslow County Senior Services, Sylvan Learning Center, and several homeowners' association groups
- 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
- Continue to manage and monitor budget and funds
- Attend Board of Commissioner meetings
- Conduct Parks Advisory Board meetings

Metrics-Social Media

Facebook

Followers- 13,947
Page Reach- 17,290 up 23%
Post Engagement-6915
New Followers-136, up 77%

Instagram

Followers-542
Reach- 286, up 5.6K%
Profile visits- 31, up 106%
New Followers – 29, up 107%

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Activity Report for August

Organization Activity

From 9/5/2022 to 10/5/2022

| | Registrations | Reservations | Memberships | Check-Ins | Profiles Created | POS Transactions |
|--------------------|---------------|--------------|-------------|-----------|------------------|------------------|
| All | 90 | 36 | 1 | 0 | 87 | 0 |
| Resident | 6 | 7 | 0 | 0 | 9 | |
| Non-Resident | 84 | 29 | 1 | 0 | 78 | |
| No Residency Set | 0 | 0 | 0 | 0 | 0 | |
| Demographics | | | | | | |
| < 18 | 24 | 0 | 0 | 0 | 7 | |
| 18 - 65 | 55 | 29 | 1 | 0 | 72 | |
| 65+ | 11 | 7 | 0 | 0 | 8 | |
| Male | 32 | 15 | 0 | 0 | 37 | |
| Female | 58 | 21 | 1 | 0 | 50 | |
| Other Genders | 0 | 0 | 0 | 0 | 0 | |
| Online vs In-House | | | | | | |
| Online | 42 | 0 | 0 | N/A | 45 | |
| In-Person | 48 | 36 | 1 | N/A | 42 | |

September Revenue

- Slip Fee - Town Dock \$1645
- Rental Fees-Parks \$252.50
- Rentals Rooms \$1400
- Dog Park Registrations \$0
- Rec Program Fees \$689
- Gym Memberships \$0
- Vendor Fees \$3,830

RECREATION PROGRAM SUPERVISOR

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/Pump Outs
- Compiled daily deposits

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- Advertised/promoted all programs/special events on social media platforms: Facebook, Instagram, JD News
- Created all programs/events in RecDesk software for registration
- Created program proposals for new programs to be approved by Director
- Completed disbursement forms and processed room reservations damage deposit refunds.
- Submitted weekly Community Service Work Program timesheets
- Submitted departmental work orders
- Completed instructor payouts for recently finished programs
- Parks advisory board monthly meeting – presented past, current, and future programs to board

Planned programs and other monthly work:

2022 Tunnel to Towers 5K Run & Walk

- Prepared materials and supplies for water station, course route
- Sorted t-shirts for distribution at packet pickup
- Set up arrows and course directional signs throughout the downtown Swansboro area.
- Setup tent, tables, and signs at 34 North for after run festivities/celebration
- Delivered leftover event supplies from recreation center to event organizer, Mary Pat
- Reviewed provided volunteer list from runsignup.com and emailed additional

Mullet Festival

- Continually updated spreadsheet for volunteers with tasks, report times, and volunteer contact information
- Designed and created flyer for requesting volunteers for Mullet Festival for social media
- Delivered all posters and flyers to festival sponsors and to local Swansboro businesses
- Contacted Lorenzo Abalos about recruiting High School athletes to help survey public attendees during festival
- Emailed volunteer waivers to High School family and consumer science teacher, Marlena Hall for volunteer's parents/guardians to sign prior to the event
- Created VIP tent schedule for High School volunteers for both Saturday and Sunday

Tropical Storm Preparation

- Meet with Public Works Department Head to discuss securing playground and park equipment
- Rolled down and tied wind screens at tennis courts to prevent tearing and fence damages
- Secured outdoor furniture and prepared recreation center facility for storm impacts

Theatre Trips

- Discussed upcoming shows and dates with program leader/chaperone Deb
- Contacted Theaters requesting group pricing for shows interested in

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- Scheduled trip to Mannheim Steamroller show on November 28 at the Wilson Center in Wilmington
- Scheduled trip to Magical Cirque Christmas on December 15 at the Wilson Center in Wilmington

Fellowship Night

- Discussed with program leader/instructor Jamie about dates and themes of upcoming Fellowship Night programs
- Scheduled Pumpkin Carving Fellowship night for October 17
- Established future Fellowship Night program dates and themes for months of November and December

Mullet Paint & Sip

- Contacted program staff/leader about
- Checked inventory for canvas and paint class materials
- Discussed needed supplies with instructor/staff

Halloweenie Roast

- Ordered supplies for Halloween giveaway bags at event
- Created program timeline and tasks to be completed lists
- Recruited volunteers for costume contest judges
- Coordinated grill pickup with Fire Chief and requested Fire staff to work the grill at event
- Created Sam's Club letter to request donations for food and prizes

Teacher Workday, Full-Day Program

- Created all dates for registration in recdesk software
- Created flyer for media distribution
- Advertised through Peachjar at local elementary schools to boost program registration

Tai Chi Class Workshop

- Held meeting with instructor about hosting Tai Chi workshop at Municipal Park on October 22

Pickleball Tournament – November 5

- Surveyed league members requested feedback on dates to hold the annual fall member tournament.
- Scheduled meeting with council/board members for October 13 at 1 pm
- Reviewed registered league members ages to help planning tournament age groups
- Discussed with local Onslow County pickleball Ambassador, Rick Laskey, about tournament details and reviews age groups

Be Inspired, Inc. – Art in the Afternoons: Teacher Workdays & Early Release Days

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- Held meeting with instructor Carol McDearmon and discussed half-day art programs for teacher workdays and early release days.
- Requested program details and themes for each program date from instructor
- Discussed winter camp dates and program details with instructor
- Worked with instructor to create flyers programs, including
- Emailed all previous program attendees' information about programs

Wild Child Art Studio: Sea Glass Christmas Tree Workshop

- Discussed with instructor Carla: available dates to hold class, pricing, maximum/minimum registrants

Santa Fest

- Contacted Santa's about availability for event
- Scheduled event for December 10th

Tennis Bloc Lessons

- Contacted by organization and discussed adjustment of schedule for youth Tennis Lessons.
- Added Saturday afternoons youth tennis Lessons at 1:30 PM due to high volume of registrations on Mondays

Permitting

No Report Provided

Police Department

Patrol:

- 192 Reportable Events
- 14 Motor Vehicle Crashes
- 1 Felony Arrest
- 6 Misdemeanor Arrests
- 4 Arrests by Warrant Service
- 2 DWI Arrests
- 7 Arrests with Transport to the Onslow County Jail
- 88 Citations
- 57 Verbal/Written Warnings
- 4 Felonies Investigated (2-Fraud; 1-Larceny; 1-Fleeing to Elude)
- 24 Misdemeanors Reported (12-Property Damage; 3-Assaults; 2-Larceny; 1-Trespassing; 1-Harrassment; 1-Communicating Threat; 1-Drug; 3-Traffic)
- 3 Disputes/Public Disturbances
- 4 Domestic
- 5 Crisis Intervention with Mental Patient

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- 34 Alarm/Open Door Reports
- 41 Suspicious Incident/Person/Vehicle
- 6 Town Ordinance Violations
- 249 Requests by Other Agencies for Assistance
- 81 Requests by Citizens for non-crime-related assistance

3,721 Total Events Performed on Patrol

Community Service/Training:

- 9 Vehicle Unlocks
- 1 Funeral Escort
- 10 Requests for Fingerprints
- 73 Foot Patrols
- 31 Business Closing Standbys
- 6 Requests by Residents for Residence Check
- SPD participated in the Tunnel 2 Towers 5k run/walk

Admin Services:

- Answered 347 phone calls during business hours
- Assisted 172 walk in requests for assistance during business hours
- Took 52 requests for reports during business hours

Public Works

Grass Cutting

- Town Hall
- Fire Dept
- The Pug
- Heritage Center
- Visitors Center
- All Parks
- Glancy and Walnut Street Ends
- Holly Lane Vacant Lot
- Both sides of HWY 24 (Corbett Ave)
- Sidewalk easement on Old Hammock Rd.
- Ward Cemetery
- Swansboro Acres Easements

Town Buildings and Grounds

- Weekly Set Up and Tear Down of Town Hall Community Room for Church and Board of Commissioners Set Up
- Set up Community Room for Planning Board meeting

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Vehicle Maintenance

- Regular maintenance performed on all vehicles
- Repair work on John Deere tractor and Finish Mower

Storm Water

- All Town storm drains cleared in preparation of remnants of Hurricane Ian
- Prep work begun on Pineland Easement
- Bush hog ditch and easement bank at Pineland easement.
- Performed stormwater work in Swansboro Acres behind Channel Marker loop Road.
- Removed major blockage in stormwater pipe that runs from the back of Swansboro Hills townhome complex to manifold box in the back yard of 822 Dogwood.
- Installed stormwater pipe “screens” on the openings of two access drains to prevent further blockages from occurring in the storm water pipe that runs from the back of Swansboro Hills townhome complex to the manifold box in the back yard of 822 Dogwood.

Streets

- Edged and cleaned the gutters of both west bound and east bound sides of Hwy 24.
- Weed Eated remainder of causeway and edged sidewalks and gutter of causeway.

Yard Waste

- Collected 608 Bags and 732 Bundles during September with 14 Loads and 28 Man Hours Expended

Parks & Rec

- Daily routine maintenance of Splash Pad.
- Splash Pad closed for season and prepped for winter
- Twice Weekly Cleaning of All Park Bathrooms
- Daily Unlocking of All Park Bathrooms and Checking for Cleanliness and Supplies
- Prepped Ward Shore for sod
- Laid 9 pallets of sod at Ward Shore.
- Laid a ¼ pallet of sod at the Visitors Center.
- Laid a ¼ pallet of sod at Bi-Park II
- Set up for Tunnel to Towers Event
- Breakdown of Tunnel to Towers event.

Solid Waste

- Weekly Yard Waste Run
- Empty trash cans from all parks, downtown, the Pug, Church Street Dock, twice weekly.