

## Department Reports for March 2023

### Administrative Services

- Phone Records Report for March: 2,316 calls
 

Internal – 513	Town Hall – 374	Parks and Recreation – 324
Police Department – 380	Fire Department – 77	Outgoing totals – 648
- Building permits sold for March: 54 residential/commercial combined; \$8,774.42 total fees collected (includes 4 re-inspections)
- 159 Building inspections processed/22 Fire Inspections processed
- 93 Various receipts processed
- 330 ONWASA payments processed; 7 New Service, 8 other requests
- 10 Work Orders generated for Public Works
- 12 Notarizations performed
- Created Visitors Center Schedule for April
- Admin staff worked at Visitor's Center 3 days each week (Darla, Alissa, Ali, and Lisa)
- 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 at the Rec Center
- Budget preparations, ongoing
- Provided support to the Planning Department for numerous matters
- Scheduled/Arranged for Mandatory Harassment Class to be presented by Ward & Smith on April 11, 2023
- Assisted with scheduling employees for Wellness Checks through NCLM – April 21st
- Reviewed ADA Transition plan for updates/edits
- Town Newsletter created and shared through Constant Contact and on Facebook
- Reviewed Emergency Preparedness and Operations Plan for updates/edits
- Scheduled and sent invitations for Queens Creek traffic light ribbon cutting
- Pulled records related to One Way Street traffic movement for Moore Street
- Sidewalk Easements taken to Register of Deed for recordation
- Alissa & Aliette received continuing education at the UNC School of Government on Building Code Law & Administration
- HR Hours: 15.75
- Several IT tickets submitted and or support provided
- Tyler Technologies Permitting Program
  - Received training for contractor's online access module
- Records Request
  - Dog Waste bags/Station purchases
  - Collier & Associates
- Issued New Releases/Constant Contact for:

## Department Reports for March 2023

- Hammocks Beach Road Closure
- Weather Alert #1 – Strong Cold Front
- Hammocks Beach Road Closure (Update – time extended)
- BOC 3/13/2023 Meeting
- One Way Traffic Movement – Church Street
- BOC 3/27/2023 Meeting
- March 2023 Newsletter
- Weather Alert #1 – Saturday Strong Cold Front
- Garbage & Recycle Collection Delay 3/30/2023
- Weather Alert #2 – Saturday Strong Cold Front
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page defaults: 4,452 Top 5 pages viewed in March:

Employment Opportunities 630 | Government 345 | Police Department 281

Questions 250 | Fire Department 246 |

### Finance

- Sales & Use Tax received in March 2023 is \$131,004
- Accounts Payable Summary for March 2023:
  - 241 Invoices-Totaling \$238,233
  - 19 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (kWh) for March 2023 (841.0)
- Processed payroll- 03/10/23 & 03/24/23
- Stormwater Fees Collected-March 2023-\$245-updated Stormwater spreadsheet
- February 2023 Bank Reconciliation-Town accounts
- February 2023 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks.
- Gathered financial information for March 27, 2023 regular meeting.
- Preparing year-end projections for FY 22/23/updating operating budget spreadsheet
- Entering operating budget requests for FY 23/24 in budget spreadsheet
- Updating Capital Improvement Plan
- Submitted- LGC-131: Notice of Debt Principal & Interest-Municipal Building & Tanker Truck
- Attended the RMS Spring Lunch & Learn
- Attended the NCGFOA Spring Conference
- Attended Tyler Technologies Utility Billing (CFSA)-Current Future State Analysis

### Fire Department

#### *Incidents*

- 69 Total Incidents
  - 52 EMS Incidents
  - 17 Fire Incidents

## Department Reports for March 2023

- 41 incidents occurred in the Swansboro (City Limit District)
- 18 incidents occurred in the White Oak Fire District
- 10 incidents were automatic or mutual aid to other jurisdictions.
  - Automatic Aid (initially dispatched): 7 of those 10 incidents
  - Mutual Aid (requested later): 3 of those incidents.
- Response Statistics
  - Average Turnout Time (Dispatch to Enroute)
    - 2:17
  - Average Response Time (Dispatch to On Scene)
    - Swansboro Fire District (City Limits): 4:34
    - White Oak Fire District: 5:41
    - Mutual or Automatic Aid Districts: 7:20
  - Average Number Personnel Responding to Incidents (Overall):
    - 2.76
  - Average Number Personnel Responding to Incidents (Time Range):
    - 0700-1700: 5.4
    - 1700-0700: 2.8

### *Training*

- Training hours: 121.25
  - Career Personnel: 65.65 Hours
  - Volunteer Personnel: 55.6 Hours

### *Paid staff*

- Currently we have two full-time (Fire Engineer) vacancies.
- Hired a Firefighter, (Charles “Ray” McLean)

### *Volunteer staff*

- We currently have Ten volunteers on staff, four of which are interior firefighters the others are trainees.
- Recruitment efforts are underway to enhance the volunteer program.
- Volunteer Duty Crews: 7.94 Duty Hours
  - 24-hours Duty Shifts: 0

### *Vehicle repairs*

- Truck 17 (1717) has a power steering leak; work order ticket is in progress.
- Tanker 17 (1707) has a pump valve handle issue, that is also being addressed.

### *Department activities*

- New Chief Hired
- Completed 21 Occupancy Inspections
- Two career firefighters and one part-time worker are close to completing the NC Driver Operator Series.
- One Volunteer completed driver operator pumps, working on Emergency Vehicle Driver

## Department Reports for March 2023

- One volunteer is projected to complete the Coastal Fire Academy in May.

### *Upcoming Events*

- Touch a Truck event, Saturday, April 29th.
- Fire Department Open House, Saturday, May 27th.

## Parks and Recreation

### **Festivals/Events**

*Mullet*-Continue booking bands and procuring contracts. Researching new bands and new genera of music

### *Sponsorship*

- Sponsorships are still be collected
- Reaching out to previous sponsors and potential sponsors
- Met with Saltwater Grill for 2023 events, they will continue to provide golf carts for the festivals. Will assist in providing items to create packages for overnight visitors

### *Misc.*

- Secure toilets, shuttle services, and security services
- Met with DFS Agency to discuss marketing opportunities
- Meeting with Front Row Communications for upcoming advertising and discuss ideas for next fiscal year
- Vendor applications continue to come in for Arts by the Sea and Mullet Festival

### *Piratefest*

- Partnership with Onslow County Parks and Recreation to host Piratefest in Downtown Swansboro, May 13, 2023, 10am-4pm
- Confirmed entertainment and procuring contracts
- Researching new performers for event
- Collect certificate of insurance from performers
- Met with Chief Taylor to discuss street closures

### *Comprehensive Master Plan Update*

- Draft of plan is complete
- Reviewing for editor edits

### *ARP Funding Projects*

- Cameras-Cameras installed and working
- UTV-has come in, accessories being added, waiting on delivery confirmation

### *Miscellaneous*

- Submitted the 2023-24 Onslow County Tourism Assistance Grant and presented it to the committee
- Revisions of the 2023-24 budget for the department

## Department Reports for March 2023

- Completed equipment orders, docks and playgrounds
- Met with two vendors on Splashpad renovation project. Met with two concrete contractors for the concrete work and waiting for quotes
- Rope Climber was installed in Municipal Park
- Revising standard operating procedures for Church Street Dock
- Attended Advisory Board Appreciation Reception
- Webinar with Play Core : Infusing Nature to the Everyday Spaces
- Webinar with NRPA: Using Park Metrics
- 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
- 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*

Media Outlet	Followers	Page Reach	Post Engagement	New Followers
Facebook	14,511	29,654	4,418	177
Instagram	685	261		48

### *Activity Report*

Organization Activity						
From 3/6/2023 to 4/5/2023						
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created	P
All	233	45	12	0	257	
Resident	25	3	4	0	32	
Non-Resident	208	42	8	0	225	
No Residency Set	0	0	0	0	0	
Demographics						
< 18	144	3	0	0	107	
18 - 65	65	29	8	0	123	
65+	23	13	4	0	26	
Male	101	20	4	0	102	
Female	132	25	8	0	155	
Other Genders	0	0	0	0	0	
Online vs In-House						
Online	161	0	0	N/A	180	
In-Person	72	45	12	N/A	77	

## Department Reports for March 2023

### Revenue

Slip Fee - Town Dock	\$768.50
Rental Fees-Parks	\$895
Rentals Rooms	\$2,705
Dog Park Registrations	\$45
Rec Program Fees	\$3,395
Gym Memberships	\$425
Summer Day Camp	\$10,457
Vendor Fees	\$6,605
Festival Sponsorships	\$2,500

### **RECREATION PROGRAM SUPERVISOR**

#### **Routine monthly job responsibilities:**

- 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.
- 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
- Submitted weekly Community Service Work Program timesheets
- Submitted departmental work orders
- Parks advisory board monthly meeting – presented past, current, and future programs to board
- Create marketing materials for new programs and events

#### **Planned programs and other monthly work:**

##### *Spring Pickleball Tournament*

- Discussed with pickleball volunteer board with details of tournament
- Researched medal and t-shirt options for purchasing for tournament winners

##### *Summer Camp 2023*

- Created design for camp t-shirt
- Requested quote from team connection for t-shirts
- Reviewed camp field trips and schedule with summer camp staff

##### *Onslow County Senior Games*

- Attended meeting on March 21 with Onslow County Parks & Recreation

##### *Touch-a-Truck*

- Continued contacting potential participants and emailed event registration forms
- Contacted food trucks for participation, confirmed Kona Ice and Capones

## Department Reports for March 2023

- Emailed Special Event Application Form to Onslow County for approval of food trucks on site
- Requested services quote from DJ Sam Lewis for event
- Prepared military vehicle request form and submitted to MCCS for participation in event

### *Summer Teen Adventure Camp*

- Contacted potential sites for field trips (rock wall, kayaking w Pogies, and Swamp Park-Shalotte)
- Set camp dates for August 14-18
- Reviewed field trip prices and locations online
- Contacted Roanoke River Partners about paddle near Williamston, NC

### *Spring Break Youth Sports Camp (April 3-6)*

- Completed daily schedule for camp with activities and timeline
- Contacted High School and sent flyer to for volunteers for the program

### *Easter Egg Hunt*

- Reached out to Scouts of America for volunteering with event
- Planned setup and event details with Gigi Robles of Southern Coast Realty
- Purchased candy from Sam's Club for stuffing easter eggs
- Submitted work order to Public Works for staking and taping off fields for egg hunt

### *Body Basics: Flex & Flow Fitness Class*

- Planned next class offering with instructor
- Changed day, time, and location of program to downtown Pug Pavilion
- Discussed with instructor drop in participant fee collection program registration protocol

### *Be- Inspired 24 Hour Art-A-Thon*

- Meeting with instructor about individual classes offered at the Rec Center
- Helped instructor with designing flyer and setting up event and programs on Facebook
- Recorded video for Art-a-Thon and shared on social media

### *Tennis Bloc Spring Pickleball/Tennis Lessons*

- Attending phone meeting with company CEO Lee Kincheloe and Jackson Bowen about dates, times, questions and registration information about programs and offerings

### *Teacher Workday Kids Camp*

- Instructed full day program on March 10
- Emailed camp schedule to all parents prior to program date
- Created program for registration for April 10 camp

### *Dog Park Fence Project*

## Department Reports for March 2023

- Requested separate quotes for fencing project in the dog park from Anchor Fencing, Clays Fencing, and Fences Unlimited for new fence install and repairs to damaged fence

### *Bob Ross Paint-n-Sip*

- Meeting with instructor Carol McDearmon to discuss upcoming paint programs
- Inventoried all paint class supplies and discussed needed supplies for class
- Set date for April 27 for the class
- Prepared program proposal for director to review
- Researched pricing for paint, brushes, and canvas supplies needed for class

### *Summer Art in the Afternoons Camp*

- Discussed pricing, weeks offered with instructor Carol McDearmon
- Set up all weeks offered in RecDesk for registration

### *Love Fur Exercise – Carrie White*

- Reviewed program dates with instructor and adjusted start dates for Power in the Park and Every Body Move fitness programs

### *Pogie's Fishing & Kayaking Center*

- Meeting with owner Ethan Johnson about summer schedule and programs offered
- Requested new contract and liability insurance certificate for current year
- Discussed new program descriptions and requested detailed descriptions for newly offered programs (Senior Fishing, Bird Watching, & Teen Summer Camp Kayak Paddle trip)

### *American Red Cross Blood Drive*

- Emailed region representative, Bryson Schmidt, new contract form and discussed times available for future blood drives
- Scheduled blood drive for July 26 in the multipurpose room

## **Permitting**

### *Planning Board*

- The March Planning Board meeting was canceled

### *Swansboro Historic Preservation Commission:*

- The March 21st SHPC meeting included issuing a Certificate of Appropriateness on a request by Carol Lanier to move/demolish the home at 224 Water Street

### *Routine Activities:*

- Worked with the applicant for submittal of a Special Use Permit application for a ground floor one-unit Bed and Breakfast near Bicentennial Park to be heard by the Planning Board in April
- Work with the applicant of a rezoning on Hammocks Beach to be heard by the Planning Board in April
- Continue fielding complaints and notifying property owners of violations



## Department Reports for March 2023

- Continue working with local Historic District residences but transitioning with the Projects/Planning Coordinator to be the primary contact on historic matters
- The Projects/Planning Coordinator has worked diligently answering questions from potential buyers on saving the homes at 224 Water Street and 209 Water Street from demolition and helping to have them restored in place
- Development review, including:
  - Worked with permit technician approving decks, docks, additions and accessory structures

### Police Department

#### *Patrol:*

- 154 Reportable Events
- 24 Motor Vehicle Crashes
- 1 Felony Arrest
- 10 Misdemeanor Arrests
- 3 Arrests by Warrant Service
- 3 DWI Arrests
- 1 Felony Drug Arrest
- 7 Arrests with Transport to the Onslow County Jail
- 37 Citations
- 90 Verbal/Written Warnings
- 9 Felonies Investigated (4-Fraud; 2-Sex Offenses; 2-Felony to Elude; 1-Larceny by Employee)
- 23 Misdemeanors Reported (11-Property Damage; 6-Larceny; 4-Traffic Related; 1-Assault; 1-Trespassing)
- 3 Disputes/Public Disturbances
- 3 Domestic
- 1 Crisis Intervention with Mental Subject
- 1 Death Investigation
- 3 Town Ordinance Violations
- 10 Alarm/Open Door
- 37 Suspicious Person/Vehicle/Incident
- 204 Requests by Other Agencies for Assistance
- 39 Requests by Citizens for non-Crime Related Assistance

#### **3,578 Total Events Performed by Patrol**

#### *Community Service/Training:*

- 7 Vehicle Unlocks
- 3 Funeral Escorts
- 12 Requests for Fingerprinting
- Provided security for two events at the Rotary Civic Center

## **Department Reports for March 2023**

- Chief Taylor and Det. McNeil attended the monthly meeting of the Swansboro Area Chamber of Commerce General Members

### *Admin Services:*

- Answered 383 phone calls during business hours
- Assisted 151 walk in requests for assistance
- Took 32 requests for reports

## **Public Works**

### *Public Buildings*

- Twice weekly cleaning of all park bathrooms, conducted on Monday and Friday mornings
- Weekly set-up and tear down of Town Hall Community Room for various meetings
- HVAC filters changed in all Public Buildings

### *Public Streets*

- Edged and cleaned gutters on both sides of Corbett Ave (HWY 24), the length of the Town limits, from the Causeway to the traffic light at HWY 24 and Belgrade/Swansboro Road
- Converted Church Street to One Way, travelling east to west, from Water Street to Walnut Street
- Installed all necessary signs on Church Street, Walnut Street, Elm Street and Water Street, indicating new traffic pattern
- Designated and marked, four Handicap Parking spaces in and around the Downtown area
- Applied over 11 tons of asphalt patches to four separate spots in Halls Creek North
- Repainted parking spaces at the Rec Center Parking Lot
- Sprayed all Public Sidewalks for weeds

### *Storm Water*

- Repaired and shored up storm water erosion wash out on bank of Halls Branch near Country-Aire Rentals
- Reconstructed and repaired storm water easement in Halls Creek 3
- Reconstructed and repaired storm water easement in River Reach

### *Solid Waste*

- Twice weekly trash pick up at all parks and Downtown areas, conducted on Monday and Friday mornings.
- Weekly Yard Waste Run
- Placed 6 new trash cans in Downtown areas where heavy foot traffic occurs on weekends and during Town Festivals/Events
- Spring cleaning of Ward Cemetery

### *Grass Cutting & Grounds Maintenance*

- Grass cut on all shoulders of all DOT Roads to include:
  - Old Hammocks Road

## Department Reports for March 2023

- Hammocks Beach Road
- Norris Road
- Main Street Extension
- Swansboro Loop Road
- Deer Island Road
- Mount Pleasant Road
- Bi-weekly grass cutting of all Town Parks
- Bi-weekly grass cutting of all grounds, in and around all Public Buildings
- Cleaned, weed removal and spray, and applied fresh mulch to all flower beds, mulch beds and rain garden areas, in and around all Public Buildings

### *Vehicle & Equipment Maintenance*

Performed basic maintenance, when required, on all Department vehicles and equipment, to include oil changes, wiper blade replacement, vehicle bulb replacement, tire inflation/repair, battery replacement, fuse replacement, lube various areas, and washed and vacuumed all vehicles.