

Department Reports for December 2022

Administrative Services

- Phone Records Report for December: 1,914 calls

Internal – 440	Town Hall – 268	Parks and Recreation – 270
Police Department – 323	Fire Department – 112	Outgoing totals – 501
- Building permits sold for December: 39 residential/commercial combined; \$3,011.03 total fees collected (includes 4 re-inspections)
- 101 Building inspections scheduled/8 Fire Inspections processed
- 62 Various receipts processed
- 295 ONWASA payments processed; 0 New Services; 1 Other
- 7 Work Orders generated for Public Works
- 2 Notarization's performed
- Created Visitor Center Schedule for January
- Admin Staff worked at Visitor's Center 3 days each week (Aliette, Darla, Alissa, and Lisa)
- US Census Report Submitted – Permits
- Finalized November Departments Report
- Sam Bland Award & Employee of the Quarter plaques purchased
- New advisory board appointments processed
- Issued News Releases for
 - BOC 12/12/2022 Meeting
 - Christmas and New Year's Holiday closures
 - Weather alert # 1 – freezing temperatures
 - Christmas Tree Collection
 - Weather alert # 2 – freezing temperatures
- Tyler Technologies Permitting Program
 - Provided hands on work with admin services to get training in system
 - Began inputting details of all active properties with permits into system
- 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 7.5 hours
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.). Website Home Page defaults: 3,253. Top 5 pages viewed in December

Government 448 | Services 322 | Employment Opportunities 308
 Search/Question 296 | Departments/police 230

Finance

- Sales & Use Tax received in December 2022 is \$116,758
- Accounts Payable Summary for December 2022:
 234 Invoices-Totaling \$232,425

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17 Purchase Orders Issued

- PEV ChargePoint Station-Accumulated (kWh) for December 2022 (478.0)
- Processed payroll- 12/2, 12/16 & 12/30
- Stormwater Fees Collected-December 2022-\$2,305-updated Stormwater spreadsheet
- November 2022 Bank Reconciliation-Town accounts
- November 2022 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks
- The financial report was submitted to the Local Government Commission (LGC) and approved.
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- Tyler Technologies software training: Payroll/ Executime (Time & Attendance) and Permitting Module.

Fire Department

2022 Fire Department Calls

- 813 Total Calls
 - 557 Calls in Town including – 14 Fire Calls, 408 EMS Calls, 5 Rescue Calls, 8 Gas Emergency Calls, 4 Electrical Arcing Calls, 37 Agency Assist Calls, 25 Cancelled Calls, 56 False Alarm Calls
 - 147 Calls in White Oak District – 2 Fire Calls, 116 EMS Calls, 2 Rescue Calls, 1 Gas Emergency Call, 2 Electrical Arcing Calls, 3 Agency Assist Calls, 9 Cancelled Calls, 13 False Alarm Calls
 - 109 Calls Mutual Aid – 37 Fire Calls, 7 EMS Calls, 4 Rescue Calls, 2 Electrical Arcing Calls, 4 Agency Assist Calls, 41 Cancelled Calls, 14 False Alarm Calls
- 1469 Training hours - Paid Staff
- 245 Training hours – Volunteer Staff

Paid staff

- The department made significant progress in 2022 with the hiring of Assistant Chief Will Stanley and the addition of three additional full-time firefighters. I am please to report that we have recently hired two firefighters to fill those new positions and rehired a former employee to replace a firefighter who accepted a position with Camp Lejeune Fire Department.
- The department also saw a 51% increase in call volume in 2022. This increase is directly attributed to the agreement with Onslow County EMS for assistance with medical emergency calls in our jurisdiction.
- I am pleased to report that we have received all American Rescue Plan (ARP) fund purchases and all equipment will be in service by the end of January 2023.

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- The department continues to work closely with Coastal Carolina Community College by hosting fire certification courses and utilizing their services to obtain free certification training for our personnel.
- Department leadership will be meeting in January to set annual goals and develop strategies for professional development for staff.

Volunteer staff

- Our volunteer members continue to be of great assistance and value to the department and we experienced an uptick in membership towards the end of 2022.
- To increase inclusiveness between paid and volunteer staff, department leadership have reached out to Coastal Carolina Community College and will be offering the complete course to any volunteer wishing to obtain their NC State Fire Driver/Operator certification. This will significantly improve our response to fire emergencies and benefit those volunteers wishing to make firefighting a full-time career.

Vehicle repairs

- All vehicles in good working order.
- Minor repairs and preventative maintenance continue, and we are confident that we can respond to all fire and EMS emergencies.

Department activities

- Our personnel participated in many public education and Town sponsored festivals promoting fire safety to children, adults, and senior citizens. We believe our focus on education, established fire code regulations and the ongoing “fire safe” mindset of our citizens makes Swansboro a safe place to live, work and play.
- The staff and I wish to thank our fellow employees, administration, commissioners, and citizens for their continued support. We will always strive to improve our services and we look forward to another great year.

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

- Mullet-met with Jacksonville Onslow Sports Commission (JOSC) to re-establish the Mullet 5K. JOSC would like to host a 5K around the Mullet Festival and add it to their race series for 2023. This a great opportunity for partnership and add to the current event offerings.

Sponsorship

- Finalized revision of the 2023 sponsorship packet.
- Sent 2023 packet to all previous sponsors.
- Secured presenting sponsor for 2023.

Flotilla

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- Met with Town Manager to discuss Flotilla event.
- Considering keeping tree lighting during the Flotilla.
- Closed out Flotilla invoices.

Comprehensive Master Plan Update

- Awaiting revisions to be sent from the first three chapters.
- Town Manager and I reviewing the final two chapters and recommendations.

ARP Funding Projects

- Rope Climber- Collected vendor forms, submitted PO and ordered climber
- Cameras-Selected Computer Warriors for the project, camera's order, and reviewed supplies/work that need to be completed prior to installation.
- UTV-submitted vendor forms, PO to be able to place order.
- Parks Maintenance Truck-Since I was only able to receive one quote from a I reached out to our festival sponsor, Team Chevrolet of Swansboro to see what options we may have. Discovered that the Town can qualify for Fleet Discount. Gather application, working with Finance to complete.
- Splashpad Improvement- begin drafting RFQ to submit for bids.

Miscellaneous

- Arranged meeting with Onslow County Tourism to discuss and develop new marketing strategies for the 2023 festivals. Will meet after the first of the year.
- Met with Front Row Communications to review marketing plan for the upcoming year.
- Continue to work with staff transition into new timesheet platform.
- Began researching and pricing new furniture for Recreation Center.
- Coordinated with Public Works to inventory current trash cans for the parks and assess how many needed to be replaced.
- Received report from Larion on Riverwalk Park and referrals to conduct work on the boardwalk. Contacted three companies for quotes on the project. Awaiting quotes.
- Began researching and pricing dog park features. Met with a local dog trainer for ideas and it was suggested that the department create another fenced in area (within current area) for smaller dogs. Having staff to contact other recreation departments and what they have in their parks and if have a separate area for smaller dogs.
- Met with Police Lieutenant Brim on Emergency Call Boxes for Municipal Park. Lt. Brim completed a project like this for the Camp Lejeune Naval Hospital. He has agreed to assist me with this project.
- Manage on going reservations with Onslow County Senior Services, Sylvan Learning Center, and several homeowners' association groups.
- Serve on the Onslow County Senior Games Committee, meetings held once a month.
- Facilitated Holiday Wreath Class.

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- Conducted interviews for vacant staff positions.
- 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	14,206	24,224	811	57
Instagram	595	173		14

Activity Report

Organization Activity

From 12/5/2022 to 1/4/2023

	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	165	28	11	0	99
Resident	30	2	3	0	9
Non-Resident	135	26	8	0	90
No Residency Set	0	0	0	0	0
Demographics					
< 18	59	2	0	0	22
18 - 65	66	21	9	0	58
65+	40	5	2	0	19
Male	67	16	5	0	46
Female	98	12	6	0	53
Other Genders	0	0	0	0	0
Online vs In-House					
Online	71	0	0	N/A	61
In-Person	94	28	11	N/A	38

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Revenue

Slip Fee - Town Dock	\$2446.50
Rental Fees-Parks	\$155
Rentals Rooms	\$1305
Dog Park Registrations	\$105
Rec Program Fees	\$3420.47
Gym Memberships	\$205
Vendor Fees	\$125
Festival Sponsorships	\$5500
Program/Event Sponsorships	\$1000
Donations	\$33

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
- 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:

Pickleball

- Contacted all previous year's members and informed them of changes to the 2023 year
- Created new membership packet with all membership information to give to newly registered members
- Researched job site containers for equipment storage for 2023 year
- Contacted Franklin representative to request quote for future purchase of pickleballs
- Placed order with Practice Sports for custom/new windscreens

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- Researched needed supplies and costs for pickleball court painting (tape, rollers, court paint, etc.)

New Year's Paint & Sip

- Discussed possible dates and availability with staff/instructor
- Inventoried paint supplies on hand for class

Kids Holiday Camp

- Prepared daily schedule for the 7-day camp
- Reached out to camp staff and requested field trip ideas and preferences for camp
- Booked and confirmed field trips
- Reviewed supplies and gathered materials for staff to use for crafts during camp

Tennis Bloc

- Received spring marketing materials from organization
- Reviewed dates and times of spring Tennis and Pickleball programs
- Requested availability for pickleball clinic for 10-year anniversary celebration on Jan. 28

Santa Fest

- Prepared Recreation Center for event (game room, craft room, concessions, and candy cane hunt supplies.)
- Carried out supervised program with staff and volunteers
- Assigned staff/volunteers for different tasks at the event
- Confirmed with Santa Don of attending prior to event
- Completed contract with TapSnap for event details and setup information

Elf in the Woods

- Decorated facility and park for program
- Prepared recreation center, rooms, and all craft supplies for program

Fellowship Night- January 23

- Requested January date for program from staff/instructor
- Discussed program theme with staff/instructor and inquired about any supplies needed

Spring Break Youth Sports Camp

- Established dates and fees for 4-day camp in April

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- Created new program with registration dates in RecDesk

Swansboro Parks & Rec 10 Year Anniversary Celebration

- Scheduled date for event for January 28, 2023
- Contacted current program instructors and partners to request participation
- Researched other recreation departments and recreation center facility celebrations for ideas for event
- Contacted food trucks for availability for event
- Completed event organizer application and submitted to Onslow County Health Department
- Contacted other local business partners about participation in event

Theatre Trips

- Made final payment for tickets for the Christmas Cirque show on December 15 from Wilson Civic Theater
- Emailed theater about reserving seats and final payment dates with Legacy Theatre ticket office for Rehearsal for Murder show on February 26th.

Wild Child Resin Christmas Tree Workshop

- Prepared instructor payout for Dec. 1 Sea Glass Resin class

Open Position Interviews

- Assisted Director in interviewing new applicants

Pogie's Meeting – Dec. 14

- Meeting with business owner Ethan about summer program dates and new program ideas.
- Reviewed dates and times for proposed upcoming programs
- Discussed adjusting fees for previous programs and future programs

Teacher Workday Camps – Jan 23 & 24

- Emailed parents of previous camps and teacher workdays to inform them of new January dates.

Permitting

Planning Board

- **Dec. 1st** the text amendments related to Demolition by Neglect and Enforcement was unanimously recommended for approval to the Board of Commissioners.

Swansboro Historic Preservation Commission

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- **Dec. 20th** the Commission recommended to the Planning Board the recommended text amendments on Massing to the Planning Board. The next action was motion that fence review/approval remain with staff.

Technical Review Meeting

- **Dec. 13th** a technical review committee was held to discuss and provide comments on a site plan for the proposed coffee shop formerly known as Starbucks at 1117 W. Corbett Ave. and a sketch plan for Scooter's coffee shop proposed at 1117 W. Corbett Ave.

Regional Meetings

- **Dec. 8th** attended the JUMPO TAC meeting with Commissioner Philpot in Jacksonville.

Police Department

Patrol:

- 155 Reportable Events
- 22 Motor Vehicle Crashes
- 13 Misdemeanor Arrests
- 1 Arrest by Warrant Service
- 7 DWI Arrests
- 8 Arrests with transport to the Onslow County Jail
- 97 Citations
- 104 Verbal/Written Warnings
- 1 Felony Investigated (1-Fraud)
- 38 Misdemeanors Reported (14-Property Damage; 12-Larceny; 3-Break & Entering; 1-Trespassing; 1-Child Abuse; 1-Littering; 1-Domestic Violence Order Violation; 1-Assault; 4-Traffic)
- 6 Disputes/Public Disturbances
- 1 Domestic
- 1 Crisis Intervention with Mental Patient
- 23 Alarm/Open Door calls
- 22 Suspicious Person/Vehicle/Incident
- 1 Town Ordinance Violation
- 193 Requests by Other Agencies for Assistance
- 22 Requests by Citizens for non-crime related assistance

4,350 Total Events Performed by Patrol

Community Service/Training:

- 10 Vehicle Unlocks
- 1 Funeral Escort
- 6 Requests for Fingerprints

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- 28 Business Closing Standbys
- SPD conducted the 2nd annual Shop-with-a Cop event.
- Chief Taylor and Lt. Brim attended the monthly meeting of the East Carolina Association of Law Enforcement Executives held in Jacksonville.
- Chief Taylor and Lt. Brim attended the annual Crime Stoppers Awards luncheon held in Jacksonville.
- Chief Taylor and Lt. Brim attended the swearing in of new Onslow County Sheriff Chris Thomas.

Admin Services:

- Answered 251 phone calls during business hours.
- Assisted 126 walk in requests for assistance.
- Took 18 requests for reports.

Public Works

(no report provided)