

Department Reports for November 2022

Administrative Services

- Phone Records Report for November: 2,527 calls
 - Internal – 512 Town Hall – 310 Parks and Recreation – 415
 - Police Department – 358 Fire Department – 118 Outgoing totals – 814
- Building permits sold for November: 36 residential/commercial combined; \$3,165.23 total fees collected (includes 5 re-inspections)
- 100 Building inspections scheduled/3 Fire Inspections processed
- 79 Various receipts processed
- 344 ONWASA payments processed; 5 New Services; 5 other requests
- 5 Work Orders generated for Public Works
- 1 Notarization's performed
- Created Visitor's Center Schedule for December
- Admin Staff worked at Visitor's Center 3 days each week (Darla, Aliette, Alissa, and Lisa)
- US Census Report Submitted – Permits
- Aliette Cuadro attended New Clerks Institute (1 day) and Master Municipal Clerks (1 ½ days) courses through the UNC School of Government
- Attended Chamber General Membership Meeting
- Attended Managers meeting in Jacksonville at the Landfill
- Planned and held Thanksmas Town employee party on Nov 30th
- Public Records Request
 - Shadow Creek
 - 632 W Corbett Avenue
 - SmartProcure Public Records Request
 1. Any and all purchasing records from 1/26/2022 to 11/7/2022.
 2. Any and all purchasing records from 8/4/2022 to 10/23/2022.
- Thanksmas Dinner event held November 30th
- Tyler Technologies Permitting Program
 - Worked with project supervisor to get the program up and running for all users
 - Received training for program functions
- Prepared Street Closures notice for Swansboro by Candlelight and Flotilla Events
- Issued New Releases/Constant Contact/Facebook posts for:
 - Swansboro PD shop with a copy event
 - Weather Alert # 1 – Subtropical Storm Nicole
 - Weather Alert # 2 – Subtropical Storm Nicole
 - Weather Alert # 3 – Subtropical Storm Nicole
 - Veterans Day Holiday Closures
 - Swansboro by Candlelight
 - New Release – Christmas Tree Lighting
 - BOC 11/14/2022 Meeting

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- Weather Alert # 4 – Tropical Storm Nicole
- Thanksgiving Holiday Closures
- News Release – Flotilla/Tree Lighting Postposed
- News Release – Highway 24 Traffic Movement
- Finalized October Departments Report
- Finalized Sam Bland Award nominations
- 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 9.25 hours
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.). Website Home Page defaults: 4,271. Top 5 pages viewed in November:

Employment Opportunities 389 | Government 346 | Search/questions 265
Departments/permitting 262 | Services 230

Finance

- Sales & Use Tax received in November 2022 is \$121,700
- Accounts Payable Summary for November 2022:
 - 233 Invoices-Totaling \$126,318
 - 26 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (kWh) for November 2022 (484.0)
- Processed payroll- 11/4 & 11/18
- Stormwater Fees Collected-November 2022-\$2,098-updated Stormwater spreadsheet
- October 2022 Bank Reconciliation-Town accounts
- October 2022 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks
- Prepared September 2022 monthly financial report
- Gathering financial information for annual audit FY 21/22-Town and Swansboro TDA
- The Finance Director received the draft of the financial report. The Draft will be reviewed by the Finance Director.
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- Tyler Technologies software training: Payroll/ Executime (Time & Attendance) and Permitting.

Fire Department

Fire Calls

- 66 Total Calls

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- 48 Calls in Town including – 34 EMS Calls, 2 Fire Calls, 2 Elevator Rescue Calls, 1 Electrical Wiring Call, 1 Unauthorized Burning Call, 3 Canceled Enroute Calls, 5 False Alarm Calls
- 11 Calls in White Oak District – 10 EMS Calls, 1 Canceled Call
- 7 Calls Mutual Aid – 2 Fire Calls, 1 Vehicle Accident Call, 4 Canceled Enroute Calls
- 96.5 Training hours - Paid Staff
- 44 Training hours – Volunteer Training

Paid staff

- Staff continues to conduct daily operations and station duties.
- Two new full-time firefighters have applied and have been accepted offers of employment. Firefighter Kyle Turley-Baker is currently serving with Onslow County Fire Rescue. He is first day with the department will be December 6. Firefighter Robert Hannon is returning to full-time employment starting on January 7. We are looking forward to bringing our staffing up and continue to search for three more full-time firefighters as approved by Commissioners this past June.

Volunteer staff

- Volunteer staff have conducted monthly training and perform standby duties
- The department advertised for new volunteer members, and I am happy to announce that we have hired four new members. Jazmine Yelerton, Scott Fields, Jacob Rife, and Kaitlin Hojna have successfully passed the hiring process and have begun training and orientation.

Vehicle repairs

- All vehicles in good working order.
- All apparatus have been outfitted with new VHS radios that allow us to communicate with Carteret County mutual aid departments. The new radios were needed after Carteret County Communications changed the radio repeater on the west end of the county.
- Minor repairs and preventative maintenance continue, and we are confident that we are able to respond to all fire and EMS emergencies.

Department activities

- Captain Taveirne has successfully completed North Carolina requirements for his Fire Code Inspector Level 2 certification. Congratulations Kevin!

Parks and Recreation **DIRECTOR'S REPORT**

Festivals/Events

Sponsorship

- Sent thank you letters to all sponsors (monetary & in-kind) that included a re-cap of the year.
- Began revising the 2023 sponsorship packet.

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- Aiming to begin soliciting sponsors the beginning of December.

Mullet

- Held after action meeting to review event, discuss improvements and how to make improvements, and what was successful.
- Collected approximately \$17,600 in vendors fee's which equates to half of the available spots being sold.
- Closed out festival invoices.

Flotilla

- Met with Front Row Communications to review marketing plan specifically for Flotilla event.
- Finalized logistics: Coast Guard permits, Captain's Breakfast, solicit sponsors for boat prizes, purchased supplies, booked DJ, coordinated with volunteer to solicit door prizes and facilitate the judging, secured portable toilets, and coordinated with departments for support.

Comprehensive Master Plan Update

- Met with Town Manager to discuss the draft and changes/recommendations.
- Met with McAdams to discuss those changes.

ARP Funding Projects

- Rope Climber- Reviewed three quotes and selected Carolina Recreation and Design.
- Cameras-met with Met with two companies, Secured Lock and Down East Protection Systems. Both companies sent quotes. Reviewed quotes, followed up with each company with additional questions.
- UTV-received quotes from two other companies, narrowed to two vendors and called each with specific questions about the features. Selected Quality Equipment of Jacksonville and received final quote.
- Parks Maintenance Truck-Followed up with dealerships previously contacted. Received quote for a 2023 Chevrolet Silverado. Attempted to contact the other dealerships, but received no response by phone or email.
- Commercial Toilets/Bottle Filler Fountains- local plumber conducted site visit to all locations to assess what types of toilets can be installed with current plumbing.
- Splashpad Improvement- Crystal Coast Engineering-reviewed potential project, he gave suggestions that would not require revisions for current stormwater permit. Once concept is developed, he can review and provide further guidance.

Miscellaneous

- Worked with Downtown Merchants on logistics for Swansboro by Candlelight.
- Worked with staff transition into new timesheet platform.

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- 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.
- 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	13,954	56,989	11,540	226
Instagram	590	329		26

Activity Report

Organization Activity

From 11/5/2022 to 12/5/2022

	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	171	69	2	0	189
Resident	33	5	1	0	16
Non-Resident	138	64	1	0	173
No Residency Set	0	0	0	0	0
Demographics					
< 18	61	4	0	0	46
18 - 65	79	46	2	0	112
65+	31	19	0	0	30
Male	77	39	1	0	87
Female	94	30	1	0	102
Other Genders	0	0	0	0	0
Online vs In-House					
Online	104	0	0	N/A	120
In-Person	67	69	2	N/A	69

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Revenue

Slip Fee - Town Dock	\$3766
Rental Fees-Parks	\$315
Rentals Rooms	\$1280
Dog Park Registrations	\$25
Rec Program Fees	\$2201
Gym Memberships	\$125
Vendor Fees	\$674
Donations	\$92

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:

2022 Annual Pickleball Tournament

- Purchased fruit, snacks, refreshments for tournament
- Meeting with Pickleball ambassador Rick Laskey about tournament layout, registration process, and other tournament details
- Compiled full list of players for tournament and created brackets for age groups
- Recruited volunteer court managers to use for tournament
- Conducted and managed tournament on November 5

Pickleball Volunteer Coordinator/Committee Meeting

- Discussed 2023 fees and adjustments

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- Discussed, voted, and reviewed changes to make to the annual league membership
- Purchased new nets, balls, and researched storage bins for 2023 season
- Meeting with friendly/beginner pickleball group coordinators to inform them of the new league changes
- Researched paint layouts/options for pickleball courts and presented to committee for review

Tennis Court Windscreens

- Researched and contacted companies for quotes on windscreen replacement for tennis courts
- Reviewed quotes with Director

Onslow County Senior Games

- Contacted Golfin' Dolphin/MacDaddy's about reserving for mini golf for the 2023 Onslow County Senior Games
- Requested quote/pricing per individual for golf

Flotilla

- Purchased Christmas gift items to give away to kids for the event
- Requested volunteers to assist with event
- Transported supplies to downtown area and visitor center
- Assisted with setup, breakdown, and cleanup

Holiday Wreath Making Class

- Discussed dates for program with staff/instructor and scheduled program for December 6

Santa Fest

- Requested volunteers through Swansboro High School
- Purchased giveaway items for event and candy cane hunt online and at local stores
- Booked and confirmed Santa Don for event
- Inventoried craft items and game supplies for event
- Ordered necessary supplies and crafts for event
- Requested quote from Tap Snap for pictures with Santa at the event, booked for event
- Created flyer for advertising on social media
- Finalized games, crafts, and food and beverages for event
- Started to prepare daily program schedule and event timeline
- Contacted Card my Yard to have them come set up an event sign for Santa Fest

Tennis Bloc

- Discussed winter pickleball/tennis lesson dates with organization
- Listed program information on RecDesk with link for registration
- Discussed previous lesson payout with Tennis Bloc contacts

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Elf in the Woods

- Inventoried supplies on hand for program
- Requested volunteers from Swansboro High School to help with games and program setup/breakdown
- Prepared to-go gift bags for participants of the program
- Discussed craft ideas with program staff and purchased supplies needed

Theatre Trips

- Meeting with staff/program leader about upcoming theatre trip opportunities
- Scheduled trip to Rivertowne Players production of “Shrek” on March 12
- Scheduled trip to Legacy Theater Co. for a production of “Rehearsal for Murder” on February 26
- Made deposit payments for November and December shows at the Wilson Civic Theater

Be Inspired Programs

- Meeting with instructor Carol about new program offerings
- Created survey to send to previous participants about interest in youth art offerings

Pound Fitness

- Discussed holiday scheduling with instructor Karen
- Adjusted schedule for 5-week class due to facility closings and holiday conflicts

Wild Child Art Studio: Sea Glass Christmas Tree

- Contacted instructor Carla to give updates on number of registrations for class throughout the month of November.

Permitting

Planning Board

- **Nov. 1st** the Zoning Map amendment (rezoning) along Water Street was heard and recommended for approval from B2HDO to R6SF. Discussion of the request from the Board of Commissioners for review of the Table of Permitted/Special Uses was tabled until more direction from the Board of Commissioners was received.

Swansboro Historic Preservation Commission:

- **Nov. 15th** a request for a metal roof at 206 Walnut St. COA 2022-07 was approved. The Commission reviewed the proposed UDO Demolition by Neglect text amendments and recommended them to the Planning Board with an additional reference to the penalty section of the UDO should someone not comply.

Police Department

Patrol:

- 155 Reportable Events

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- 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
- 28 Business Closing Standbys
- 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