

Department Reports for December 2024

Administrative Services

- Phone Records Report for December: 1,631 calls

Internal – 423	Town Hall – 252	Parks and Recreation – 171
Police Department – 372	Fire Department – 60	Outgoing totals – 353
- Building permits sold for December: 38 residential/commercial combined; \$12,338.95 total fees collected (includes 13 re-inspections)
- 82 Building inspections scheduled/26 Fire Inspections processed
- 104 Various receipts processed
- 346 ONWASA payments processed; 0 New Services; 4 Other
- 6 Work Orders generated for Public Works
- 7 Notarization's performed
- US Census Report Submitted – Permits
- Finalized November Departments Report
- Sam Bland Award items finalized
- Assisted with numerous Planning department matters
- Received and handled 7 “Contact Us” request from the Website
- Received and responded to 7 emails from Jimmy Williams for information
- Created 2025 recycle calendar
- Town Employee Christmas Party planned and held at By the Bridge on December 7th
- Public Records Requested processed
 - Landmark Homes – 244 River Reach Drive
 - Construction Monitor – Building permits issued with values November 2024
 - Carolina Permits – New homes built in November 2024
 - 1450 W. Corbett Ave owner information
 - Ward Farm Foundation Survey copies for all built homes
- Issued News Releases for
 - BOC 12/11/2024 Meeting
 - Advisory Board Call for Applications
 - Christmas & News Years Closures
- 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

Finance

- Sales & Use Tax received in December 2024 is \$123,731
- Accounts Payable Summary for December 2024:
 - 238 Invoices-Totaling \$195,354
 - 51 Purchase Orders Issued
- Processed payroll- 12/13/2024 & 12/27/2024

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- PEV ChargePoint Station-Accumulated (kWh) for December 2024 (912)/Session fees collected-\$293
- Stormwater Fees Collected-November 2024-\$6,738
- November 2024 Bank Reconciliation-Town accounts
- November 2024 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 6 hours
- Processed Swansboro TDA checks
- Submitted the Fiscal Data Report to the NCDOT for FY 23/24.
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- Compiled the necessary information for the preparation of the Annual Comprehensive Financial Report (ACFR).
- Submitted the Participant Application & Annual Comprehensive Financial Report (ACFR) for the Certificate of Achievement for Excellence in Financial Reporting Award to the Governmental Finance Officers Association.

Fire Department

Incidents

District/Response Type	Call Volume {Monthly}	Call Volume {Annual} <i>January 1 to December 31st</i>
Swansboro Town {17A}	84	1,091
Swansboro County {17B}	26	236
Aid Given	22	196
Total Call Volume	132	1,423
Aid Received	0	17
Overlapping Incidents {% of Volume}	44	272

Dispatched Incident Type	Swansboro – Town {Zone 17A}	Swansboro – County {Zone 17B}
Fire	0	0
EMS & Rescue	71	20
Hazardous Materials	2	1

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Service Calls	7	5
Wildland	0	0
Emergency Management {Deployments}	0	0
Other – False Alarm/Canceled	3	0
Total	83	26

Incident Response	90 th Percentile Time {Monthly}	90 th Percentile Time {Annual} <i>January 1 to December 31</i>	Benchmark	Gap {Monthly}
Call Handling Time {911 Call to Dispatch}	2:10	2:09	1:06	<i>(1:23)</i>
Turnout Time {Dispatch to Enroute}	2:13	2:17	1:20	<i>(0:44)</i>
Travel Time {Enroute to Arrival}	6:15	6:05	4:00	<i>(2:15)</i>
Total Response Time {911 Call to Arrival}	8:54	8:49	7:06	<i>(1:48)</i>

Community Risk Reduction - Inspections

Inspection Type	Monthly	Annual <i>January 1 to December 31</i>
Standard Fire Inspection	5	178
New Business Inspection	2	23
Fire Suppression – Hoods	0	90

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Special Event – Tents	0	6
Plan Review	-	-

Training

Training Category	Monthly	Annual <i>January 1 to November 30</i>
Company Training	571	4,222.50
Facilities	216	625
Fire Arson Investigator	0	360
Fire Prevention Inspector	0	42
Fire Life Safety Educator	0	1
Hazardous Materials	16	149
Officers	46	339
New Driver	10	1083.50
New Recruit	27	134
Existing Driver	10	101.5
Total	452	8,438.50

Department Reports for December 2024

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

- Held after action meeting for Flotilla. Meeting for first of the year needs to be scheduled to discuss all 2025 dates.
- Closed out all 2024 festival invoices.
- Requesting all media after action reports
- Gathering social media reports
- Festival website updates-ongoing
- Began revisions for 2025 sponsorship package.
- Met with WITN to review digital media reports for 2024. Advertising plans for 2025 discussed, potential for TV commercials.

ARP Project Updates

Basketball Courts

- Purchase order submitted for asphalt work and new basketball equipment (backboards, goals, and nets). Resurfacing will take place after the first of the year, weather conditions need to be warmer.

Replacement of outdoor toilets/water fountains:

- Work to begin after the first of the year.

Splashpad

- Remaining amenities ordered.

Miscellaneous

- Began preparing documents and gathering information for end of year projections for 2024-25 fiscal year.
- Assisted with facilitating Santafest. The event was revamped and was a remarkable success and had record-setting attendance.
- 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.
- 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.
- 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.

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- 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

December

Media Outlet	Followers	Reach	Post Engagement	Page Visits	Page Views	New Followers
Facebook	18,274	19,500	8,493	3,500	104,800	71
Instagram	895	333		20	1800	16

Activity Report

December

Organization Activity					
From 12/8/2024 to 1/7/2025					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	125	22	13	0	43
Resident	21	5	6	0	5
Non-Resident	104	14	7	0	38
No Residency Set	0	0	0	0	0
Demographics					
< 18	18	2	1	0	6
18 - 65	49	14	9	0	29
65+	58	3	3	0	8
Male	53	13	8	0	19
Female	72	6	5	0	24
Other Genders	0	0	0	0	0
Online vs In-House					
Online	29	0	0	N/A	18
In-Person	96	19	13	N/A	25

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Revenue

December

Slip Fee - Town Dock	\$2,198
Rental Fees-Parks	\$30
Rentals Rooms	\$1,445
Rec Program Fees	\$2,694
Gym Memberships	\$135
Dog Park Memberships	\$45
Festival Vendor Fees	\$260

PROGRAM/EVENT MANAGER MONTHLY REPORT

- Processed Payments/Refunds for programs and special events.
- Emailed monthly distribution list the upcoming programs/events for the department.
- Dock Slip reservations
- 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 weekly Community Service hours.
- Completed monthly reservation receipts.
- Planned and managed Sprout Scouts
- Managed staff scheduling for Rec Center, events, and reservations.
- Completed SantaFest social media scheduling, finalized orders and activities for SantaFest.
- Executed SantaFest and made notes to plan for a larger attendance.
- Began completing 2025 instructor contracts.
- Attended meeting with pickleball players to begin brainstorming for March tournament.
- Executed and completed Handmade Holidays program.
- Planned staff Christmas Party and Secret Santa exchange.
- Organized 2025 Pickleball League registrations
- Began planning 2025 programs and events.

Planned Programs

- Fellowship Night- December 16th, 8 attended.
- Sprout Scouts- December 13th, 10 registered, 9 attended, and 2 waitlisted.
- POUND! – November 9th – December 7t, 17 drop-ins and 5 series
- POUND! – December 14th – January 11th, 6 drop-ins and 2 series
- Holiday Wreath Class, 7 registered and 7 attended.

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- Handmade Holidays: Christmas Tree – December 10th, 10 registered and 10 attended.
- Handmade Holidays: Reindeer – December 17th, 10 registered and 10 attended.
- Tai Chi – October 31st – December 12th, 10 registered and 6 waitlisted
- SantaFest- December 7th, 350+ attended.
- Offered crafts, games, pictures with Santa, hayrides, hot cocoa, and popcorn bar.
- Ugly Christmas Sweater Contest
- Much larger attendance than last year
- Lighthouse Realty Group sponsored.

Planning

Planning Board

- The Planning Board regular meeting was on December 3, 2024.
 - UDO Text Amendment to Appendix III Historic District Design Standards, Section 14: Fences and Walls. The Historic Preservation Commission has recommended an amendment to Appendix III Historic District Design Standards, Section 14: Fences and Walls to make clarifications on fence guidelines. The Planning Board recommended this text amendment for approval.
 - Re-zoning Request- 1149 Hammocks Beach Road. Shannon Weaver, PE, on behalf of property owners David and Linda Camp has submitted a rezoning request for 1149 Hammocks Beach Road from RA (Rural/Agricultural) to B-1 (Business). The property is further identified as tax parcel ID 1319-66 and the total acreage requested for rezoning is +/-0.77 acres. The Planning Board recommended approval of this rezoning based on consistency with the CAMA Land Use Plan.

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission regular meeting on December 17, 2024, was cancelled due to lack of agenda items.

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.
- Completed annual Certified Local Government report due to the State Historic Preservation Office.

Police Department

Department Reports for December 2024

Patrol:

- 151 Reportable Events
 - 25 Wrecks
 - 2 Felony Arrests
 - 9 Misdemeanor Arrests
 - 5 Arrests by Warrant Service
 - 7 DWI Arrests
 - 14 Arrests with Transport to the Onslow County Jail
 - 51 Citations
 - 96 Verbal/Written Warnings
 - 9 Felonies Investigated (3-Fraud; 2-Larcenies; 2-Fleeing to Elude; 1-Drug Related; 1-Assault)
 - 23 Misdemeanors Reported (7-Property Damage; 5-Larcenies; 2-Resist, Obstruct, Delay Public Officer; 2-Trespassing; 1-Communicating Threat; 1-Child Abuse; 5-Traffic Related)
 - 4 Disputes/Public Disturbances
 - 15 Alarm/Open Door Reports
 - 26 Suspicious Incident/Vehicle/Person
 - 2 Crisi Intervention with Mental Patient
 - 3 Town Ordinance Violations
 - 153 Requests by Other Agencies for Assistance
 - 61 Requests by Citizens for non-Crime Related Assistance
 - 8 Vehicle Unlocks
- 4,090 Total Events Performed by Patrol

Community Service/Training:

- 1 Funeral Escort
- 6 Requests for Fingerprinting
- 11 Business Closing Standby's
- 483 Business Checks
- 36 Foot Patrols
- 4 Requests for Residence Checks
- 1 RU Ok? Participant
- Conducted its annual Shop-with-a-Cop event.
- Participated in Santa Fest held at Swansboro Parks & Rec.
- Participated in Operation Deployed Santa.
- Assisted with the Richlands Christmas Parade.
- Provided security for an event at the Rotary Civic Center.

Department Reports for December 2024

Admin Services:

- Answered 272 phone calls during business hours.
- Assisted 123 walk in requests for assistance during business hours.
- Took 87 requests for reports during business hours.

Public Works

(no report provided)