

## Department Reports for November 2024

### Administrative Services

- Phone Records Report for November: 1,719 calls
 

Internal – 312	Town Hall – 308	Parks and Recreation – 375
Police Department – 359	Fire Department – 70	Outgoing totals – 295
- Building permits sold for November: 45 residential/commercial combined; \$9,539.90 total fees collected (includes 10 re-inspections)
- 142 Building inspections scheduled/18 Fire Inspections processed
- 105 Various receipts processed
- 1 code enforcement violation issue
- 294 ONWASA payments processed; 3 New Services; 3 other requests
- 5 Work Orders generated for Public Works
- 19 Notarization's performed
- US Census Report Submitted – Permits
- Christmas event scheduled and planned for December 7<sup>th</sup>
- Public Records Request
  - 204 Brandt Court
  - Smartprocure - requested a list of current staff/employees contact information
  - Construction Monitor – Building permits issued with values October 2024
  - Carolina Permits – New homes built in October 2024
  - Jimmy Williams – 1029 W Corbett Avenue sign permit
- Prepared Street Closures notice for Swansboro by Candlelight and Flotilla Events
- Issued New Releases/Constant Contact/Facebook posts for:
  - Veterans Day Holiday Closures
  - BOC 11/14/2024 Meeting
  - Thanksgiving Holiday Closures
  - BOC 11/28/2024 Meeting
- Finalized October Departments Report
- Received and handled 7 “Contact Us” request from the Website
- Received and responded to 2 emails from Jimmy Williams for information
- Finalized Sam Bland Award nominations and selection of recipient made
- Assisted with numerous Planning Department matters
- 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 November 2024 is \$132,853
- Accounts Payable Summary for November 2024:
  - 218 Invoices-Totaling \$127,372

## Department Reports for November 2024

### 40 Purchase Orders Issued

- Processed payroll- 11/1/2024, 11/15/2024, & 11/29/2024
- PEV ChargePoint Station-Accumulated (kWh) for November 2024 (562)/Session fees collected-\$181.58
- Stormwater Fees Collected-November 2024-\$5,955
- October 2024 Bank Reconciliation-Town accounts
- October 2024 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 9 hours
- Processed Swansboro TDA checks
- Created Funding Request for Nonprofit Organizations
- Gathered financial information for 11/26/2024, regular meeting
- Updating the statistical section of the Annual

### Fire Department

#### *Incidents*

District/Response Type	Call Volume {Monthly}	Call Volume {Annual} <i>January 1 to November 30</i>
Swansboro Town {17A}	84	1,017
Swansboro County {17B}	26	219
Aid Given	22	186
<b>Total Call Volume</b>	132	1,423
<b>Aid Received</b>	0	17
<b>Overlapping Incidents {% of Volume}</b>	44	242

Dispatched Incident Type	Swansboro – Town {Zone 17A}	Swansboro – County {Zone 17B}
Fire	0	0
EMS & Rescue	71	20
Hazardous Materials	2	1
Service Calls	7	5

## Department Reports for November 2024

Wildland	0	0
Emergency Management {Deployments}	0	0
Other – False Alarm/Canceled	3	0
<b>Total</b>	83	26

Incident Response	90 <sup>th</sup> Percentile Time {Monthly}	90 <sup>th</sup> Percentile Time {Annual} <i>January 1 to November 30</i>	Benchmark	Gap {Monthly}
Call Handling Time {911 Call to Dispatch}	2:10	2:29	1:06	<i>(1:23)</i>
Turnout Time {Dispatch to Enroute}	2:13	2:18	1:20	<i>(0:44)</i>
Travel Time {Enroute to Arrival}	6:15	6:25	4:00	<i>(2:15)</i>
Total Response Time {911 Call to Arrival}	8:54	9:19	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
Special Event – Tents	0	6

## Department Reports for November 2024

Plan Review	-	-
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### *Training*

<b>Training Category</b>	<b>Monthly</b>	<b>Annual <i>January 1 to November 30</i></b>
Company Training	308	3,651.50
Facilities	40	409
Fire Arson Investigator	0	360
Fire Prevention Inspector	0	42
Fire Life Safety Educator	0	1
Hazardous Materials	11	133
Officers	46	339
New Driver	10	1083.50
New Recruit	27	134
Existing Driver	10	101.5
<b>Total</b>	<b>452</b>	<b>8,438.50</b>

## Department Reports for November 2024

### Parks and Recreation

#### DIRECTOR'S REPORT

##### **Festivals/Events**

- Planned and executed annual Swansboro Christmas Flotilla
  - 15 boaters participated
  - Held awards breakfast, provided the top five with cash prize awards, total of \$2500 cash prizes.
  - Hayrides provided, over 1500 participants transported to downtown
  - Estimate 2500-3500 participants
- Festival website updates-ongoing
- Reviewing current sponsorship package to begin revisions for 2025 sponsorship package

##### **ARP Project Updates**

###### *Basketball Courts*

- Purchase order submitted for asphalt work and new basketball equipment (backboards, goals, and nets)

###### *Replacement of outdoor toilets/water fountains:*

- Final quotes received, submitting purchase order.

###### *Miscellaneous*

- Assisted in planning and executing Veterans Day Service on November 11, 24.
- Met with One Harbor Church regarding on on-going reservation beginning in January.
- Conducted interviews for Recreation Aide position.
- 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.
- 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.

## Department Reports for November 2024

- Conduct Parks Advisory Board meetings.

### Metrics-social media

November

Media Outlet	Followers	Reach	Post Engagement	Page Visits	Page Views	New Followers
Facebook	18,215	100,000	8,493	7,700	357,900	137

### Activity Report

November

Organization Activity					
From 11/2/2024 to 12/2/2024					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	136	81	5	0	115
Resident	11	8	0	0	5
Non-Resident	125	70	5	0	110
No Residency Set	0	0	0	0	0
Demographics					
< 18	21	3	2	0	14
18 - 65	91	53	3	0	74
65+	24	22	0	0	27
Male	60	47	3	0	61
Female	76	31	2	0	54
Other Genders	0	0	0	0	0
Online vs In-House					
Online	40	0	0	N/A	39
In-Person	96	78	5	N/A	76

### Revenue

November

Slip Fee - Town Dock	\$7,002
Rental Fees-Parks	\$900
Rentals Rooms	\$1,535
Rec Program Fees	\$1,149
Gym Memberships	\$265
Dog Park Memberships	\$40
Festival Vendor Fees	\$7516.50

## Department Reports for November 2024

### 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
- Planned and managed Tiny Trekkers and Sprout Scouts
- Handled staff scheduling for Rec Center, events, and reservations
- Coordinated with Marine Corps Band, Swansboro Military Affairs Community, Swansboro Middle School, and local artists for Veterans Day Service
- Completed Veterans Day Service including wreath order, food pick up, program distribution, and securing participants and volunteers
- Brainstorm meeting for SantaFest with Lighthouse Realty Group
- Began social media calendar for SantaFest
- Organized, bought supplies and created Handmade Holidays program flyers and event page
- Arranged interview for new staff members and completed offers
- Attended Parks & Recreation Board Meeting
- Attended Flotilla meeting
- Collected and organized Flotilla donations for Awards Breakfast
- Continued to plan and post Flotilla on social media
- Executed Flotilla, including Captain's Meeting, the event itself, and Awards Breakfast

### Planned Programs

#### *Fellowship Night- November 18th*

- 10 attended

#### *Tiny Trekkers- November 22nd*

- 8 registered, and 7 attended

#### *Sprout Scouts- November 15th*

- 10 registered and 9 attended
- 2 waitlisted

#### *POUND! – September 28th – November 2nd*

- 18 drop-ins
- 2 series

## Department Reports for November 2024

### *POUND! – November 9th – December 7th*

- 16 drop-ins
- 5 series

### *Handmade Holidays; Snowman – November 8th*

- 8 registered and 8 attended

### *Tai Chi – October 31st – December 12th*

- 10 registered
- 6 waitlisted

### *Veterans Day Service – November 11th*

- 100 attended
- 2 local artists
- 6 local wreath layers
- 3 local speakers

### *Flotilla – November 29th*

- 15 boaters
- Roughly 5,000 people attended

## **Planning**

### *Planning Board*

- The Planning Board regular meeting for November 5, 2024, was canceled due to lack of agenda items and it falling on Election Day.

### *Swansboro Historic Preservation Commission*

- The Swansboro Historic Preservation Commission regular meeting was on November 19, 2024.
  - Historic Resilience Project Update. After two Swansboro Historic Preservation Commission members and staff attended the Historic Resilience Workshop held by the NC School of Government back in December of 2023, using “A Handbook for Historic Resilience Community Planning”, Step 1 of Identifying Flood- Hazard Areas in the Community has been completed.
  - Staff Approval Application Report: October-November 2024

### *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.



## Department Reports for November 2024

- Continue assisting the Projects Coordinator with ongoing grant projects.

### **Police Department**

#### **Patrol:**

- 150 Reportable Events
  - 29 Wrecks
  - 1 Felony Arrest
  - 8 Misdemeanor Arrests
  - 3 DWI Arrests
  - 4 Arrests with Transport to the Onslow County Jail
  - 53 Citations
  - 134 Verbal/Written Warnings
  - 8 Felonies Investigated (2-Larcenies; 2-Fraud; 1-Prescription Fraud; 1-Break & Enter; 1-Fleeing to Elude; 1-Drug Investigation)
  - 46 Misdemeanors reported (14-Property Damage; 8-Drug Investigations; 7-Larcenies; 4-Trespassing; 1-Assault; 1-Domestic Violence Protective Order Violation; 1-Indecent Exposure; 10-Traffic Related)
  - 7 Disputes/Public Disturbances
  - 24 Alarm/Open Door Reports
  - 32 Suspicious Incident/Person/Vehicle
  - 6 Crisis Intervention with Mental Patient
  - 2 Death Investigations
  - 5 Town Ordinance Violations
  - 138 Requests by Other Agencies for Assistance
  - 82 Requests by Citizens for non-Crime Related Assistance
  - 8 Vehicle Unlocks
- 4,339 Total Patrol Events Performed

- Community Service/Training:
- 5 Requests for Fingerprinting.
- 18 Business Closing Standby's conducted
- 56 Foot Patrols conducted.
- 503 Business Checks conducted.
- 42 Business Walkthroughs conducted.
- 3 Requests by residents for Residence Check.
- 1 RU Ok? Participant.
- Provided security for annual Swansboro by Candlelight Event.
- Provided security for annual Flotilla Event.
- Participated in Veteran's Day Memorial Ceremony.

## **Department Reports for November 2024**

- Provided security for two events at the Rotary Civic Center.
- Provided security for Walmart Black Friday Event.
- Participated in handing out meals for families in 4 apartment complexes on Thanksgiving Day.
- Deputy Chief Brim attended the monthly East Carolina Association of Law Enforcement Executives meeting held in Swansboro.
- Chief Taylor attended the Swansboro Area Chamber of Commerce member's breakfast.
- Chief Taylor attended the monthly Crime Stoppers meeting held in Jacksonville.

### *Admin Services:*

- Answered 271 phone calls during business hours.
- Assisted 131 walk in requests for assistance during business hours.
- Took 96 requests for reports during business hours.

### **Public Works**

(no report provided)