

Department Reports for September 2024

Administrative Services

- Phone Records Report for September: 2,002 calls
 - Internal – 365 Town Hall – 418 Parks and Recreation – 307
 - Police Department – 381 Fire Department – 55 Outgoing totals – 476
- Building permits sold for September: 46 residential/commercial combined; \$15,180.36 total fees collected (includes 11 re-inspections)
- 135 Building inspections scheduled/30 Fire Inspections processed
- 362 Various receipts processed (255 Stormwater payments processed)
- 3 Code Enforcement Violations
- 315 ONWASA payments processed; 0 New Services; 1 other requests
- 1 Work Orders generated for Public Works
- 19 Notarization's performed
- US Census Report Submitted – Permits
- Provided support to the Planning and Permitting Departments for numerous matters
- Finalized August Departments Report
- Submitted Annual Appointment Reporting for Local Government Boards
- Attended Mullet Run Logistics Meeting
- Attended Mullet Festival Logistics Meetings
- Hosted Swansboro High School class field trip
- Public Records Requests
 - 222 S Elm Street – Ray Loraine Forrest
 - Documents related to feeding ducks – Cynthia Lacorte
 - Construction Monitor – Building permits issued with values August 2024
 - Carolina Permits – New homes built in August 2024
- Received and handled 3 “Contact Us” request from the Website
- Ordinance Amendments sent to American Legal for Codification
- Mailed Sam Bland Award Nominations information to all area churches, schools and rotary, posted to constant contact and Facebook
- Mullet Festival Parade Preparations 26 Applications Processed (processing applications, handling inquiries, contacting affected businesses, etc.)
- Issued New Releases/Constant Contact/Facebook posts for:
 - 2024 Tunnel to Towers 5k Run/Walk
 - Call for nominations, Sam Bland 2024
 - Yard Waste Collection – Delay 9/4/2024
 - BOC 9/10/2024 Regular Meeting
 - BOC 9/24/2024 Regular Meeting
- 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.

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- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page defaults: 2,573

Top 5 pages viewed in September – Employment Opportunities 477

Departments – Police 207 | Departments – Permitting 203 | Mullet Parade Applications - 201
Government 188

Finance

- Sales & Use Tax received in September 2024 is \$145,267
- Accounts Payable Summary for September 2024:
 - 193 Invoices-Totaling \$266,696
 - 50 Purchase Orders Issued
- Processed payroll- 9/6/2024 & 9/20/2024
- PEV ChargePoint Station-Accumulated (MWh) for September 2024 (2.43)
- Stormwater Fees Collected-August 2024-\$69,246
- August 2024 Bank Reconciliation-Town accounts
- August 2024 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 5 hours
- Processed Swansboro TDA checks
- Gathered financial information for 9/24/2024, regular meeting
- Updating the statistical section of the Annual Comprehensive Financial Report-ACFR
- Gathering financial information for annual audit FY 23/24-Town and Swansboro TDA
- The Auditor is conducting the audit. The auditor is drafting the financial report. The Finance Director will review the draft, and then sent to the LGC.

Fire Department

- **136** Total Incidents
 - 120 EMS/Rescue Incidents
 - 16 Fire Incidents
 - **24 Overlapping Incidents (Two or More Calls Simultaneously)**
 - 95 Incidents occurred in the Swansboro (City Limit District)
 - 26 Incidents occurred in the White Oak Fire District
 - 15 Incidents were automatic or mutual aid to other jurisdictions.
- Response Statistics
 - 90th Percentile Turnout Time (Dispatch to Enroute): 2:11
 - Fire & Special Operation Incidents: 2:06
 - EMS Incidents: 2:15

Fire Life Safety – Operations

- Fire Prevention Inspections: 18
 - General Fire Inspections: 12
 - Initial Inspections: 4

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- Re-Inspections (Violations): 8
 - Fire Suppression Systems: 4
 - New Business (Certificate of Occupancy): 1
 - Tent/Special Event: 1

Training

- Total Training Hours: 135
 - Company Training: 135
 - Existing Driver: 0
 - Facilities: 0
 - Fire Arson Investigation: 0
 - Fire Life Safety Education: 0
 - Fire Prevention Inspection: 0
 - New Driver: 0
 - New Recruit: 0
 - Officers: 0
 - Hazardous Materials: 0
 - Automatic Aide Training Events: 0

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

- Mullet Festival vendor spaces are sold out
- Contracted with WITN for Mullet festival advertising
- Preparing final logistics for the Mullet Festival, re-confirming toilets, tents, shuttles, golf carts, and creating final task sheets for departments.
- Partnering with the Jacksonville Onslow Sports Commission to host the Movin' Mullet 5 K on October 5, 2024. Met with Jacksonville Onslow Sports Commission and staff to review final logistics for the race.
- Held final logistics meeting with town staff.

ARP Project Updates

Splashpad Renovation

- Concrete work complete: the 5ft addition around the splashpad, seating wall, and patio area. Shade structures were installed the first week in September. The amenities will be installed once the splashpad closes for the season.

Basketball Courts

- Collecting quotes from companies for the repair and asphalt overlay. Receiving quotes for new goals, backboards, and nets.

Replacement of outdoor toilets/water fountains

- Contacted recommended plumber to obtain quotes on toilets and water fountains.

Miscellaneous

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- Tunnel to Towers event held September 7, 2024. 818 participants registered for the event, estimated attendance over 2,000.
- Held planning meetings for the Veterans Day Service.
- Met with One Harbor Church to discuss potential partnerships for future programs and events.
- Conducted a meeting with Program and Special Event Manager and pickleball members. Introductions to the new staff, fees for 2025, review of policies, and tournaments were discussed.
- Conducted quarterly staff meeting.
- Assisted with first Barkfest event in Municipal Park. This free special event was dedicated to our beloved four-legged friends and promises a fun-filled day of activities, K9 demonstrations, dog products & services, and a doggie red carpet.
- 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.
- Conduct Parks Advisory Board meetings.

Metrics-social media

September

Media Outlet	Followers	Reach	Post Engagement	Page Visits	New Followers
Facebook	18,078	96,800	3,038	5,700	191

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Activity Report

September

Organization Activity					
From 9/7/2024 to 10/7/2024					
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created
All	175	34	7	0	124
Resident	16	5	5	0	10
Non-Resident	159	29	2	0	114
No Residency Set	0	0	0	0	0
Demographics					
< 18	38	1	1	0	18
18 - 65	118	28	2	0	93
65+	19	5	4	0	13
Male	80	15	3	0	61
Female	95	19	4	0	63
Other Genders	0	0	0	0	0
Online vs In-House					
Online	70	0	0	N/A	54
In-Person	105	34	7	N/A	70

Revenue

September

Slip Fee - Town Dock	\$1117
Rental Fees-Parks	\$495
Rentals Rooms	\$1760
Rec Program Fees	\$1435
Gym Memberships	\$135
Dog Park Memberships	\$0
Festival Vendor Fees	\$650

Permitting

Planning Board

- The Planning Board regular meeting was on September 3, 2024.
 - UDO Text Amendment to § 152.179 Table of Permitted/Special Uses, § 152.180 Notes to the Table of Permitted/Special Uses, and § 152.016 Definitions of Basic Terms. After direction from the Board of Commissioners at their August 13th regular meeting, Staff was asked to propose a text amendment to limit new vape shops and similar establishments coming to Town. The Planning Board did recommend this amendment to the Board of Commissioners.

Department Reports for September 2024

Swansboro Historic Preservation Commission

- The Swansboro Historic Preservation Commission meeting was on September 17, 2024.
 - Certificate of Appropriateness/ 205 S Walnut Street (Lot 47). The owners of 205 S Walnut Street, Lot 47, requested a Certificate of Appropriateness for the construction of a new home on the empty lot. This lot is zoned R6SF. This COA was approved by the SHPC.
 - Certificate of Appropriateness/ 204 S Walnut Street. The owners of 204 S Walnut Street requested a Certificate of Appropriateness for demolition of the existing block shed located in the back yard as well as construction of a new accessory structure in its place. The property is zoned R6SF, and the home is contributing to the Historic District, but the existing block shed is not. This COA was approved by the SHPC.

Flood Management Appeal Board

- The Flood Management Appeal Board held a special meeting on September 23, 2024.
 - Variance Request/ 119 Water Street. In accordance with the Flood Damage Prevention Ordinance Section 152.405 Definitions; Substantial Improvement, Melissa Anderson sought a Variance as provided under (2) Any alteration of a historic structure, provided that alteration will not preclude the structure's continued designation as a historic structure and the alteration is approved by variance issued pursuant to Section 152.429. The home at 119 Water Street is zoned B-2HDO and is a contributing structure to the Historic District. The variance was granted by the FMAB.

Routine Activities:

- Discussed code requirements with new commercial developments.
- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.
- Continue assisting the Projects Coordinator with ongoing grant projects.

Police Department

Patrol:

- 163 Reportable Events
- 26 Wrecks
- 2 Felony Arrests
- 9 Misdemeanor Arrests
- 2 Arrests by Warrant Service
- 1 DWI Arrest
- 5 Arrests with Transport to the Onslow County Jail
- 14 Citations
- 109 Verbal/Written Warnings
- 6 Felonies Investigated (1-Larceny; 1-Forgery; 1-Identity Theft; 1-Human Trafficking; 1-Sexual Assault; 1-Drug)

Department Reports for September 2024

- 36 Misdemeanors Reported (6-Property Damage; 6-Larcenies; 3-Assaults; 2-Communicating Threat; 2-Trespassing; 1-Assault with Deadly Weapon; 1-Drug; 15-Traffic Related)
- 4 Disputes/Public Disturbances
- 23 Alarm/Open Door
- 22 Suspicious Incident/Person/Vehicle
- 1 Crisis Intervention with Mental Patient
- 1 Death Investigation
- 3 Town Ordinance Violations (2-Animal Complaints; 1-Noise Complaint)
- 135 Requests by Other Agencies for Assistance
- 76 Requests by Citizens for non-Crime Related Assistance

4,248 Total Events Performed on Patrol

Community Service/Training:

- 8 Vehicle Unlocks
- 2 Requests for Fingerprinting
- 17 Business Closing Standby's
- 90 Foot Patrols
- 8 Residence Checks
- 1 RU Ok? Participant
- Assisted with weekly SwanFest event.
- Provided security for two events at the Rotary Civic center.
- Participated in the annual Tunnel 2 Towers 5k.
- Provided a presence for the Friday Night Lights event at the Swansboro Baptist Church.
- Hosted a group of Exceptional Children for a tour of the Police Department and a patrol vehicle.
- Participated in BarkFest sponsored by the Swansboro Parks and Recreation Department.
- Chief Taylor attended the monthly Crime Stoppers meeting held in Jacksonville.
- Lt. Brim attended the monthly East Carolina Association of Law Enforcement Executives meeting held in Morehead City.

Admin Services:

- Answered 288 phone calls during business hours.
- Assisted 204 walk in requests for assistance during business hours.
- Took 62 requests for reports during business hours.

Public Works

No report provided.