

Department Reports for July 2025

Administrative Services

- Phone Records Report for July: 2,002 calls

Internal – 412	Town Hall – 342	Parks and Recreation – 333
Police Department – 463	Fire Department – 90	Outgoing totals – 362
- Building permits sold for July: 33 residential/commercial combined; \$3,585.00 total fees collected (includes 8 re-inspections)
- 97 Building inspections processed/17 Fire Inspections processed
- 3 Code Enforcement Violations
- 92 Various receipts processed
- 337 ONWASA payments processed; 1 New Services; 2 other requests
- 3 Work Orders generated for Public Works
- 8 Notarization's performed
- Provided support for July 3 Independence Day celebration
- US Census Report Submitted - Permits
- Public Records Request
 - Jonathan Balog – short term rental records
 - Lauren Brown – CAMA Land Use plan maps
 - Steven Overby – Email correspondence related to vacancy & special election
 - Brian Archer – Building permit records for 115 Forest Lane
 - Wayne Herbert – List of approved residential & commercial developments (1yr)
 - Forever Clean Portable Toilets – GFL contract & billing information
 - Terri Herbert – Copy of Flybridge TIA & Traffic engineers notes
 - Terri Herbert – Cost of 2019 CAMA Land Use Plan Update
 - Onslow County – Permit records for project mapping purposes
 - Construction Monitor – Building Permits issued with values June 2025
 - Constriction on the Rise – Building Permits issued with values June 2025
 - Henderson – Building Permits issued with values June 2025
 - Carolina Permits – New Homes building in June 2025
- Finalized June Departments Report
- Attended Tunnel 2 Towers Logistical meetings
- Attended National Night Out logistical meeting
- Attended meetings with Onslow County IT to discuss change over
- Received and handled 9 “Contact Us” request from the Website
- Received and responded to 5 emails from Jimmy Williams for information
- Began Mullet Parade prep – secured DJ
- RFQ for Deslign Build EOC/PSB published on website and sent to contractors on bidders list
- Located records needed to assist with a grant for Main Street dock repairs
- Issued New Releases/Constant Contact/Facebook posts for:
 - Notice of Acquired Structure Fire Training

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- BOC 7/22/2025 Regular Meeting
- Yard Waste collection delay
- 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.
- Submitted Powell Bill Certified Statement
- Submitted Annual Demographic Surveys for the NC Office of State Budget and Management
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.).

Website Home Page views: 1,566

Top 5 pages viewed in July – Employment Opportunities 633 | Department – Permitting 239
Department – Police 213 | Government 174 | Board of Commissioners 152

Finance

- Sales & Use Tax received in July 2025 is \$135,847
- Accounts Payable Summary for July 2025:
 - 267 Invoices-Totaling: \$581,638
 - 93 Purchase Orders Issued
- Processed payroll- 7/11/2025 & 7/25/2025
- PEV ChargePoint Station-Accumulated (MWh) for July 2025 (1.03)/Session fees collected-\$265.33
- Stormwater Fees Collected-July 2025-\$250
- Attended staff meetings
- June 2025 Bank Reconciliation-Town accounts
- June 2025 Bank Reconciliation-Swansboro TDA
- HR-related items estimated at 6 hours
- Processed Swansboro TDA checks
- Gathered financial information for 7/22/2025 regular meeting.
- Began process to generate Stormwater Billing in Utility Billing/gathered financial information for the Stormwater Annual Snapshot/updated
- Submitted the following reports:
 - HUBSCO for quarter ending 6/30/25- (Historically Underutilized Businesses State Construction Office) Construction Reporting System
 - LGC-203 for period ending 06/30/25 (Town and Swansboro TDA)- Report of Deposits and Investments
 - State Capital and Infrastructure Fund Grant (SCIF) -Quarterly report (April 1, 2025 – June 30, 2025)
- Auditor, Greg Redman, will be conducting an annual audit for FY 2024/2025 on August 25-August 26, 2025.

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Fire Department

Incidents

District/Response Type	Call Volume {Monthly}	Annual Total (To Date) <i>January 1 – June 30</i>
Swansboro Town {17A}	93	588
Swansboro County {17B}	26	178
Aid Given	13	120
Total Call Volume	127	898
Aid Received	2	23
Overlapping Incidents {% of Volume}	17 {13.39 %}	178 {19.82% }
Missed Incidents (Overlapping)	0	3

Dispatched Incident Type	Swansboro – Town {Zone 17A}	Swansboro – County {Zone 17B}
Fire	0	0
EMS & Rescue	76	22
Hazardous Materials/Conditions	1	0
Service Calls	7	2
Wildland	0	0
Emergency Management {Deployments}	0	0
Other – False Alarm/Canceled	10	2
Total	93	26

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Incident Response	90 th Percentile Time {Monthly}	90 th Percentile Time {Previous Month}	Difference from Previous	Benchmark	Gap {Monthly}
Call Handling Time {911 Call to Dispatch}	2:12	1:48	(0:24)	1:06	(0:42)
Turnout Time {Dispatch to Enroute}	2:33	2:39	(0:06)	1:20	(1:19)
Travel Time {Enroute to Arrival}	5:43	6:40	(0:57)	4:00	(2:40)
Total Response Time {911 Call to Arrival}	8:37	9:59	(1:22)	7:06	(2:53)

Community Risk Reduction - Inspections

Inspection Type	Monthly	Annual <i>January 1 to June 30</i>
Standard Fire Inspection	13	173
New Business Inspection	1	2
Fire Suppression – Hoods	9	67
Special Event – Tents	0	2
Plan Review	3	15
Code Violation/Complaint	0	2
Total	26	261

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Agency Training

Training Category	Monthly	Annual (To Date) <i>January 1 – May 31</i>
Company Training	471	2296
Facilities	0	16
Fire Arson Investigator	0	0
Fire Prevention Inspector	0	31
Fire Life Safety Educator	0	17
Hazardous Materials	9	21
Officers	0	25
New Driver	0	22
New Recruit	0	21
Existing Driver	2	123
EMS	8	40
Emergency Management	2	2
Total	254	1725

Parks and Recreation **DIRECTOR'S REPORT**

Festivals

- Festival website updates-ongoing

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- Held after action meeting for Independence Day Celebration
- Applications are still being accepted for the Mullet Festival and Christmas Flotilla. Mullet there are only a few spots remaining.
- Securing fireworks for 2026.
- Reimbursements for Onslow County and Swansboro TDA funds.
- Completed the last couple of band contracts for the Mullet Festival; processed required deposits.
- Completed Marine Event Application for Blessing of the Fleet and Christmas Flotilla.
- Continue working with Front Row Communications for festival advertising. Festivals will now be included in Beach guide.
- Continue to work with the Tideland news on advertising.

Miscellaneous

- Closing 2024-25 fiscal year receipts, financials, and begin prepared documents for the new fiscal year.
- Calls with several fence companies to obtain quotes of fencing for dedicated pickleball courts. Gathering all information received for pickleball courts to present to Town Manager for review.
- Drafted letter to Recreation Resources requesting removal of skatepark equipment and reviewed with Town Manager.
- Revising job descriptions for park and recreation staff positions-ongoing until completed and approved.
- Trained with the Finance Department in Tyler system on receipting/cashiering processes.
- Reviewing contracts with three soccer groups for the use of Municipal Park Athletic Fields.
- Serving on America's 250 planning committee for Onslow County.
- Serving on the Tunnel to Towers committee. Attending planning meetings.
- Manage on-going reservations.
- 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.
- Manage community service work program.
- 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.
- Serve on the Onslow County Senior Games Committee, meetings held once a month.

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- 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.
- Attending quarterly meetings for the Onslow County Tourism Board
- Attend Board of Commissioner meetings.
- Conduct Parks Advisory Board meetings.

Activity Report

Organization Activity						
From 7/5/2025 to 8/4/2025						
	Registrations	Reservations	Memberships	Check-Ins	Profiles Created	POS Transactions
All	214	39	9	0	169	0
Resident	38	3	7	0	18	
Non-Resident	176	32	2	0	151	
No Residency Set	0	0	0	0	0	
Demographics						
< 18	58	5	0	0	31	
18 - 65	125	27	7	0	123	
65+	31	3	2	0	15	
Male	83	11	3	0	63	
Female	131	24	6	0	106	
Other Genders	0	0	0	0	0	
Online vs In-House						
Online	96	0	0	N/A	97	
In-Person	118	35	9	N/A	72	

Metrics-social media

Media Outlet	Followers	Reach	Page Visits	Page Views	New Followers
Facebook-Parks & Rec	189,019	50,745	10,918	321,012	199
Facebook-Festivals	9,220	8,355	822	20,864	32

Revenue

Slip Fee - Town Dock	\$1,409
Rental Fees-Parks	\$425
Rentals Rooms	\$5,210.83
Rec Program Fees	\$1,607.69

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Sponsorship-Programs & Events	\$500
Gym Memberships	\$86.25
Dog Park Memberships	\$40
Festival Vendor Fees	\$960
Sponsorships-Festivals	\$5000

PROGRAM/EVENT MANAGER MONTHLY REPORT

- Processed Payments/Refunds for programs and special events
- Emailed monthly distribution list the upcoming programs/events for the department
- 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 monthly reservation receipts
- Ordered supplies for upcoming programs and events
- Planned and managed Tiny Trekkers and Sprout Scouts
- Managed staff scheduling for Rec Center, events, and reservations
- Created and painted Safety Town buildings
- Managed and executed Safety Town
- Managed and completed all Parks & Recreation Month Programs
- Executed Independence Day Celebration
- Attended National Night Out Logistical Meeting
- Attended Parks & Recreation Advisory Board Meeting
- Completed Mullet Festival Military Application
- Attended Tunnel to Towers Logistical Meeting
- Contacted potential vendors/businesses for National Night Out
- Attended finance training for Tyler
- Confirmed new TennisBloc schedule and created new flyers.
- Created and sent surveys for program feedback.
- Attended 2 online seminars for supervisors and athletics.
- Began planning upcoming programs and completed program proposals.
- Attended Tunnel to Towers volunteer interest meeting.

Planned Programs

Tiny Trekkers – July 25th

- 11 registered and 7 attended

Sprout Scouts- July 11th (2 sessions)

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- 21 registered and 16 attended
- 10 waitlisted

POUND! – June 21st- July 26th

- 12 drop-ins
- 1 series

Independence Day Celebration – July 3rd

- Estimated 20,000+ in attendance
- 14 vendors

Safety Town – July 14th – 18th

- 32 registered and 30 attended

Summer Art in the Afternoon – July 28th – August 1st

- 12 registered and 12 attended

Paddles & Pizza – July 23rd

- 44 registered and 36 attended

Parks & Recreation Month Events/Programs

- Popsicles in the Park – 20 attended
- Country Music BINGO – 46 registered and 36 attended
- Chalk the Park – 5 attended
- Doggie & Me – 35 attended
- Tie Dye Tuesday – 22 registered and 13 attended
- 2000's Music BINGO – 33 registered and 23 attended
- Summer Canvas – 26 registered and 24 participated – had over 350 votes
- Aquatic Adventure – 20 attended, had to reschedule

Permitting

Planning Board

- The Planning Board regular meeting was on July 1, 2025.
 - Upcoming training presentation-August 5th regular meeting. With upcoming board appointments by the board of commissioners in July for 2 vacant seats on the planning board (one ETJ seat and one regular seat) as well as a recent appointment of a new member, staff feel it would be beneficial to give the board an updated training/overview on the duties and functions of the planning board. Please be present at the August 5th, 2025, meeting for this presentation.
 - Staff Report on recent/upcoming activity regarding the planning board.

Swansboro Historic Preservation Commission

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- The Swansboro Historic Preservation Commission regular meeting on July 15, 2025, was cancelled due to lack of agenda items.

Routine Activities:

- Discussed code requirements with new commercial developments.
- Attended monthly transportation meeting with JUMPO.
- Attended TCC P8 Subcommittee meeting with JUMPO.
- Continue working with development and zoning inquiries.
- Continue resolving code enforcement issues.
- Continue assisting the Projects Coordinator with ongoing grant projects.
- Continued work with ongoing Stormwater Master Plan grant and Emmerton School rehabilitation grant.
- Attended Damage Assessment Training
- Attended the Flybridge Community meeting.

Police Department

Patrol:

- 696 Calls for Service
- 219 Reportable Events
- 22 Wrecks
- 4 Felony Arrests
- 11 Misdemeanor Arrests
- 5 Arrests by Warrant Service
- 1 DWI Arrest
- 10 Arrests with transport to the Onslow County Detention Center.
- 78 Citations
- 66 Verbal/Written Warnings
- 9 Felonies Reported (3-Fraud; 2-Identity Theft; 1-Prescription Medication Fraud; 1-Obtaining Property by False Pretenses; 1-Maintaining a Vehicle for Manufacture, Sale, and Deliver Narcotics, 1-Sexual Assault))
- 51 Misdemeanors Reported (11-Property Damage; 11-Larcenies; 8-Assaults; 5-Trespassing; 2-Narcotics; 2-Harassment; 1-Child Abuse; 1-Defraud the Innkeeper; 1-Communicating Threat; 9-Traffic Related)
- 8 Disputes/Public Disturbances
- 15 Alarm/Open Door
- 9 Domestic
- 1 Crisis Intervention with Mental Patient
- 20 Suspicious Incident/Person/Vehicle

Department Reports for July 2025

- 17 Town Ordinance Violations
- 155 Request by Other Agencies/Departments for assistance.
- 87 Requests by Citizens for non-crime related assistance.

4,545 total events performed by Patrol

Community Service/Training:

- 5 Funeral escorts.
- 5 requests for fingerprinting.
- 14 business closing standbys.
- 374 Business checks.
- 36 foot patrols.
- 2 RU Ok? Participants.
- Participated in Parks & Recreation Department's Safety Town.
- Provided security for weekly SwanFest.
- Provided security at two events held at the Rotary Civic Center.
- Officer Hipps completed Crisis Intervention Team Training. 40 hours training held at Pitt Community College.

Admin Services:

- Answered 294 phone calls during business hours.
- Assisted 137 walk-in requests for assistance during business hours.
- Took 76 requests for report copies during business hours.

Public Works

No report provided.