

Department Reports for August 2022

Administrative Services

- Phone Records Report for August: 2,665 calls

Internal – 532	Town Hall – 394	Parks and Recreation – 378
Police Department – 347	Fire Department – 73	Outgoing totals – 941
- Building permits details for August are currently unavailable due to software conversion
- 187 Building inspections processed/20 Fire Inspections processed
- 92 Various receipts processed
- 341 ONWASA payments processed; 8 New Services; 10 other requests
- 15 Work Orders generated for Public Works
- 8 Notarization's performed
- Admin Staff worked at Visitor's Center (Alissa, Darla, Aliette and Lisa)
- US Census Report Submitted - Permits
- Public Records Request
 - 105 W. Church Street
 - SmartProcure
 - 147 Front Street
- Finalized July Departments Report
- 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 24 hours
- Issued New Releases/Constant Contact/Facebook posts for:
 - BOC 8/8/2022 Meeting
 - BOC 8/22/2022 Meeting
 - Labor Day Closing
- Attended Clerks Annual Conference in Ashville 8/21-24
- Copied 2021 BOC minute book for microfilming with NC Dept of Archives
- Planner related items handled:
 - Emerald Coast Rezoning
 - 144 Franklin Drive mobile home allowances
 - Research on use options for lots owned by Casper family
 - Signage research for Pogies
 - Initial discussion on Special Use Permit inquiry from Scooters Coffee
- Attended Mullet Festival Logistics Meetings
- Attended Tunnel 2 Towers Logistics Meetings
- Communicated with NC Department of Natural and Cultural Resources on Certified Local Government Training – Scheduled for September 22.
- Completed investigation of petition for Voluntary Annexation from Swansgate subdivision
- Attended Elected Officials Luncheon on MCB Camp Lejeune

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- Stormwater Annual Snapshot completed and distributed
- EOC Committee RFQ creation and distribution
- Annual Occupational Safety Health Report submitted
- ProudCity website upgrade/change over
 - Attended bi-weekly meeting
 - Continued work on Department pages & information
 - Personnel Policy migration
 - FAQ's
 - Document uploading for permitting & forms
 - Events creation
- Municode agenda software process/implementation
 - Attending weekly meeting
 - Received system training
 - Provided documents for system uploads for workflow
 - Completed 1 full packet for test run
- Tyler Technologies
 - Provided cashiering training to 4 employees
 - Cashiering went live August 8, 2022
- Town website updates continue (including Homepage articles/minutes/agendas/calendar, special events, projects, plans, etc.). Website Home Page defaults: 7,885. Top 5 pages viewed in August – Occupancy Tax Information and Forms 2,319 | Employment Opportunities 1,788 | Board of Commissioners Agendas 1,401 | Permitting: Planning, Inspections and Code Enforcement 1,235 | Police Department 956

Finance

- Sales & Use Tax received in August 2022 is \$115,443
- Accounts Payable Summary for August 2022:
 - 210 Invoices-Totaling \$220,919
 - 17 Purchase Orders Issued
- PEV ChargePoint Station-Accumulated (kWh) for August 2022 (688.0)
- Processed payroll-8/12 & 8/26
- Stormwater Fees Collected-August 2022-\$384 and updated Stormwater spreadsheet
- July 2022 Bank Reconciliation-Town accounts
- July 2022 Bank Reconciliation-Swansboro TDA
- Processed Swansboro TDA checks
- Submitted the Powell Bill Expenditure Report
- Gathering financial information for annual audit FY 21/22-Town and Swansboro TDA
- Auditor, Greg Redman will be conducting an annual audit for FY 2021/2022 during the week of September 19-September 21, 2022.
- Tyler software go-live sessions for the following modules:

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- Cashiering
- Personnel Management-Position Budgeting
- Fixed Assets
- Project Accounting
- Attended Tyler Technologies Transfer to Support meeting
- Attended Tyler Technologies Transitional Services meeting
- Attended Tyler Technologies meeting to discuss future state-current state for Executime (Time & Attendance module)
- Stormwater utility billing data was submitted for processing

Fire Department

Fire Calls

- 59 Total Calls
 - 39 Calls in Town including – 32 EMS Calls, 3 Motor Vehicle Accident Calls, 1 Public Service Call, 3 False Alarm Calls
 - 11 Calls in White Oak District – 9 EMS Calls, 1 Water Rescue Call, 1 Cancellation Call
 - 9 Calls Mutual Aid – 8 Cancelled Enroute Calls, 1 Service Call
- 104 Training hours - Paid Staff
- 31 Training hours – Volunteer Training

Paid staff

- Staff continues to conduct daily operations and station duties.
- AC Stanley conducted technical rescue training with the Ladder 1717 at the fire station and Walmart with all department staff. The training familiarized staff on how to use the aerial ladder, patient litter basket, and life safety rope for the purpose of securing and lifting a victim from an elevated platform safely to the ground. All personnel will be tested on this operation as part of required job performance standards.
- AC Stanley conducted performance testing on proper ground ladder carries and deployment for all personnel as part of required job performance standards.

Volunteer staff

- Volunteer staff have been on summer vacations and military deployment.

Vehicle repairs

- All vehicles in good working order.
- Annual apparatus servicing has been completed. All apparatus received oil and transmission fluid changes, engine servicing and a federal safety inspection. As part of the servicing, it was documented that the some of the tires on our apparatus will need mandatory replacement due to age limits set forth in NFPA Standard 1002. Apparatus tires must be replaced every 7 years regardless of condition.

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Department activities

- The department continues to perform regular, annual fire code inspections at businesses in the jurisdiction and have started the task of updating all our fire pre-plans for all commercial structures in our fire district.
- The department is still seeking three full-time driver/operator positions. These positions will add one extra person to each shift daily and help provide more staffing to emergency calls and OSFM required duties.
- The department has chosen MSA as the manufacturer to provide the new SCBA for our members. They have been ordered and the total cost came in well below the allotted amount from the ARPA funds granted to the department. Delivery is expected within the next 3 months. The old SCBA will be sold on govdeals.

Parks and Recreation

DIRECTOR'S REPORT

Festivals/Events

Mullet Festival

- Submitted marine event permit for the fireworks, for October 8
- Worked with graphic designer on poster design.
- Followed up with current sponsors, benefits, and upcoming events.
- Continue to accept vendors and are close to being sold out, about 20 remain.
- Held logistical meeting.
- Secured four golf carts

Tunnels 2 Tower 5K

- Attended a logistical meeting for event.
- Met with event organizer several times throughout the month
- Confirmed use of commercial business parking lots for event parking.
- Secured golf carts for the event.

Comprehensive Master Plan Update

- Submitted feedback to McAdams of the draft of three chapters and met with firm to discuss specific questions and concerns.
- Submitted all department financial information from the past five years for analysis.
- Worked with Program Supervisor to finalize financial information of program revenues and expenses for the past three years. Submitted data collection to firm.
- The firm will continue to make revisions to the first three chapters and send draft of the remaining chapters to the department by mid-September.

ARP Funding Projects

- Rope Climber-obtaining quotes to replace Rope Climbing Tower in Municipal Park.

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- Splashpad- Researching other recreation departments that have requested RFQ's specifically for splashpads to begin drafting an RFQ.
- Utility Terrain Vehicle-requested new quote from John Deer representative. Researched similar UTV's and have contacted three other vendors for quotes.
- Cameras at Church Street Dock -contacted Computer Warriors to schedule a consultation.
- GMC Sierra Replacement-spoke with Public Works Director to inquire what features, accessories, brand/model that Parks Maintenance would need. Received requested information, reviewing, and will begin the search from state contractors.

Miscellaneous

- Met with Town Manager and Finance Director regarding staff hourly wages.
- Riverview Park-scheduled a consultation with Larion, structural engineering, and construction consultant for Riverview Park boardwalk.
- Obtaining quotes to replace the power pedestal and electrical installation on Church Street Dock.
- Processed playground equipment orders for repairs in Municipal Park.
- Updated staff orientation information.
- Interviewed individuals for Special Event Attendant and hired two; conducted orientation and training.
- Conducted training for implementation of new financial software.
- Processed and submit special event application for the Swansboro Rotary 5'O Fishing tournament.
- Began executing contract for Playground Guardian-quarterly playground maintenance contractor.
- 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.
- 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.

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Metrics-Social Media

Facebook

Followers- 13,826
 Page Reach- 14,511
 Post Engagement-2,307
 New Followers-65

Instagram

Followers-514
 Reach- 5
 Profile visits- 15
 New Followers - 14

Activity Report for August

Organization Activity

From 8/7/2022 to 9/6/2022

	Registrations	Reservations	Memberships	Check-Ins	Profiles Created	POS Transactions
All	114	46	5	0	95	0
Resident	15	1	4	0	6	
Non-Resident	99	45	1	0	89	
No Residency Set	0	0	0	0	0	
Demographics						
< 18	7	3	1	0	4	
18 - 65	84	33	3	0	65	
65+	23	10	1	0	26	
Male	38	24	1	0	31	
Female	76	22	4	0	64	
Other Genders	0	0	0	0	0	
Online vs In-House						
Online	20	0	0	N/A	28	
In-Person	94	46	5	N/A	67	

August Revenue

- Slip Fee - Town Dock \$2,621
- Rental Fees-Parks \$365
- RentalsRooms \$2,215
- Dog Park Registrations \$15
- Rec Program Fees \$1,209
- Gym Memberships \$115
- Vendor Fees \$3,055

RECREATION PROGRAM SUPERVISOR

Routine monthly job responsibilities:

- Processed Payments/Refunds for programs and special events

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- 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:

Master Plan

- Completed spreadsheets for Masterplan for past 3 years that included program expenses, revenue, and cost recovery.
- Sorted program attendance from past 5 years into different program categories per request of Masterplan agency.

2022 Tunnel to Towers 5K Run & Walk

- Held meeting with Mary Pat Smey regarding volunteer request numbers, report time, jobs, and additional event volunteer information.
- Submitted volunteer requests through United Way.
- Posted to local run groups about volunteering for event on social media.
- Created flyer requesting volunteers and for High School SAT hours.
- Created volunteer spreadsheet for all registered.
- Attended logistic meeting on August 30.

Summer Day Camp

- Facilitated Summer Day Camp Week 8 program from August 8- August 12.
- Contacted all parents of field trip changes and sent out new schedule for Week 8 of Summer Camp.

Mullet Festival

- Attended logistical meeting on August 29.
- Requested volunteers from Single Marine Program, Volunteer Onslow, Family Team Building, and United Way for both days of festival.

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- Created spreadsheet for confirmed volunteers with tasks, report times, and volunteer contact information.
- Designed and created flyer for requesting volunteers for Mullet Festival for social media.

Halloweenie Roast

- Scheduled date and time for event.
- Researched and priced supplies, candy, food, and decorations for event.
- Reserved downtown Pug Pavilion for event.

New Staff Training

- Conducted newly hired staff training session on registration software, opening and closing procedures, and toured the Municipal Park/Recreation Center.

Kids Fishing Night

- Rescheduled program to from August 19th to August 25th due to inclement weather.
- Contacted all registered customers about rescheduled date and transferred or processed refunds if customer could not attend.

Kids Half-Day Adventure Camps

- Rescheduled
- Prepared snacks, rosters, water, and necessary program supplies prior to the program dates.
- Facilitated programs on August 17 & 24th from 8am-12pm.
- Created photo album and posted photos to Facebook.

Kids Holiday Camp

- Reviewed Onslow County school calendar and Swansboro employee holiday calendar to established camp dates (December 19-22 & December 28-30).
- Created all registration dates and series registration in RecDesk.
- Confirmed with staff members of commitment to work camp for selected dates.

Tennis Bloc

- Contacted about registration issues prior to start of programs.
- Discussed opening more spots for programs due to heavy demand for pickleball and tennis lessons.

Tai Chi Class

- Contacted instructor to confirm new class dates and schedule.
- Emailed all previous program participants about new series registration start date.

Pickleball

- Purchased more pickleballs for league play.

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- Discussed court painting with Volunteer Coordinators and pickleball council members.
- Reached out to other Recreation Departments for information/pricing on light installation on courts (Ocean Isle, Brunswick County, City of Jacksonville).

Be Inspired, Inc. - Half-Day Afternoon Art Camp

- Remained in constant contact with instructor, Carol about final week of camp and discussed change of theme and discounts for returning students.
- Rescheduled art camp week of August 15 to August 22.
- Discussed Art Scholarship provided by Be Inspired, Inc. for future returning art students.
- Reviewed Early Release Day program proposal with Director and discussed with instructor.

Wild Child Art Studio: Sea Glass Class

- Communicated with instructor about class registration numbers and requested additional spaces due to high demand
- Discussed future programming with instructor, Carla, for the fall/holiday classes.
- Posted photos to social media from Sea Glass Resin Class on August 18.

Police Department

Patrol:

- 167 Reportable Events
- 20 motor Vehicle Crashes
- 2 Felony Arrests
- 4 Misdemeanor Arrests
- 4 Arrests by Warrant Service
- 1 Felony Drug Arrest
- 2 DWI Arrests
- 9 Arrests with transport to the Onslow County Jail
- 144 Citations
- 73 Verbal/Written Warnings
- 6 Felonies Investigated (4-Fraud; 1-Obtaining Property by False Pretenses; 1-Sexual Assault)
- 17 Misdemeanors Reported (11-Property Damage; 1-Assault; 1-Sexual Assault; 1-Trespassing; 1-Communicating Threat; 1-Resist, Obstruct & Delay Police Officer; 1-Traffic Related)
- 6 Disputes/Public Disturbances
- 2 Domestic
- 2 Crisis Intervention with Mental Subject
- 24 Alarm/Open Door
- 34 Suspicious Incident/Person/Vehicle
- 4 Town Ordinance Violations

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- 186 Requests by Other Agencies for Assistance
- 127 Requests by Citizens/Motorists for non-crime-related assistance

3,479 Total Events Performed on Patrol

Community Service/Training:

- 7 Vehicle Unlocks
- 2 Funeral Escorts
- 65 Business Closing Standby's
- 53 Foot Patrols
- 5 Requests by Residents for Residence Check
- 7 Requests for Fingerprints
- SPD provided security for an event at the Rotary Civic Center
- SPD provided security for weekly SwanFest

Admin Services:

- Answered 315 phone calls during business hours
- Assisted 161 walk in requests for assistance during business hours
- Took 37 requests for reports

Public Works

Grass Cutting

- Town Hall
- Fire Dept
- The Pug
- Heritage Center
- Visitors Center
- All Parks
- Glancy and Walnut Street Ends
- Holly Lane Vacant Lot
- Broad Street Pump Station Area
- Both sides of HWY 24 (Corbett Ave)
- Bush hogged vthe DOT Roadside drainage ditches.
- Mowed the DOT right of ways on Hammocks Beach Rd, Old Hammocks Rd, Main Street Extension, Norris Road, Mount Pleasant Road and Swansboro Loop Road.

Town Buildings and Grounds

- Weekly Set Up and Tear Down of Town Hall Community Room for Church and Board of Commissioners Set Up
- Repaired flush handle on toilet in Men's bathroom at Bi-Park.

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- Repaired door lock at Visitors Center on the rear door.
- Patched holes and painted walls in Planners office at Town Hall.
- Patched hole in Concession Stand ceiling at Municipal Park.
- Sprayed sidewalks throughout downtown area for weeds.
- Sprayed sidewalks throughout all parks for weeds.
- Sprayed all Town Buildings grounds for weeds.

Vehicle Maintenance

- Regular maintenance performed on all vehicles

Storm Water

- All Town storm drains cleared in preparation of thunderstorms.
- Mowed, weed eaten, and cleared debris from Park Place Subdivision storm water easements.
- Mowed, weed eaten, and cleared debris from Halls Creek North Subdivision storm water easements.
- Cut drainage ditch on Hammocks Beach Road and at the Soccer Fields

Streets

- Edged roads, curbs and gutters throughout Swansboro Heights neighborhood
- Weed eaten causeway, picked up debris from sides of causeway
- Installed 3 stop signs in Park Place Subdivision at the Whistling Heron and Little Egret intersection
- Marked streets in Villages subdivision for patching of asphalt
- Filled in pothole's in Villages with rocks
- Trimmed trees throughout downtown/Historic District, that were hanging over the roadway, causing unsafe conditions for vehicles
- Filled several potholes around the Town with gravel and packed down until we are able to patch them

Yard Waste

- Collected 634 Bags and 823 Bundles during August with 13 Loads and 28 Man Hours Expended

Parks & Rec

- Daily routine maintenance of Splash Pad.
- Wood Tower removed from Skate Park for Inspection
- Twice Weekly Cleaning of All Park Bathrooms
- Daily Unlocking of All Park Bathrooms and Checking for Cleanliness and Supplies
- Deep Clean of Splash Pad system
- Replaced temporary fencing at the Splash Pad
- Replaced damaged sections of slide at Municipal Park

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- Repaired Track Ride at Municipal Park

SOLID WASTE

- Weekly Yard Waste Run
- Empty trash cans from all parks, downtown, the Pug, Church Street Dock, twice weekly
- Picked up several areas where GFL truck had deposited broken glass, rubber, etc. from hole in the bed of their recycle truck
- Prepped Ward Shore Park for new sod
- Made more repairs to Riverview Park Boardwalk and hand rails
- Portions of Riverview Boardwalk closed due to maintenance