

# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: December 9, 2011

## Summary - Business Forum II:

On November 30<sup>th</sup>, Deltona's BUSINESS FORUM II was held to provide a platform for Deltona business to meet other Deltona business people, address the City on items of concern, learn the steps that have been taken on previous items of concern, and to meet "Volunteer Participants" offering assistance to the private business sector.

The Forum opened with an introduction and welcome by Mayor Masiarczyk; Commissioners Carmolingo and Denizac were also in attendance. The first session was a review of the issues raised in May, 2011 during the first Deltona Business Forum, outlining the progress made on those issues. The second session was a Panel Discussion followed by audience questions to a panel consisting of Beth Kassab, Business Reporter for the Orlando Sentinel, Barb Shepherd, Editor of the Beacon, and Pat Rice, Editor of the Daytona News-Journal. The panel discussion was well received and pertinent questions were asked and answered.

The third session was a chance for the businesses of Deltona to put new issues before the City. The issues raised in FORUM II were as follows; the City needs to:

- (1) Help small businesses succeed and expand;
- (2) Develop a micro-incubator;
- (3) Study major non-commercial intersections toward future commercial use;
- (4) Develop more services type businesses;
- (5) Develop a commerce park;
- (6) Put on a "happy face" when greeting City Hall visitors;
- (7) Develop a parking facility for 'over-the-road vehicles';
- (8) Provide better street lighting, both public and private;
- (9) Build a City identity... a label;
- (10) Develop a brochure and a campaign to promote Deltona's 'quality of life' . . .  
*Build on assets, not liabilities.*

Our sign-in sheets show that we had 26 attendees from over 50 RSVPs. Over 3,000 invitations were sent out to every known business in Deltona, from stand-alone- to store front- to home-based businesses.

CITY MANAGER'S OFFICE

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**Florida Ethics Conference:**

As City Manager, I attended the day and a half Florida Ethics Conference in Lake Mary yesterday and this morning. This conference is hosted by the Florida Institute of Government and this year's theme was "A Public Office Is a Public Trust". A copy of the topics covered at this conference is attached for your information as Exhibit A.

**Mark Your Calendars:**

Cheryl Atkins, Grants Coordinator, is working to bring forth a Water and Energy Conservation Exposition for our residents to come and meet professionals in the water and energy fields that can help them lower their utility consumption at home and work, thus saving them money. So Mark Your Calendars for *Friday, February 24, 2012, 9:00 a.m. – 4:00 p.m.*, City Hall Commission Chambers. More details will follow as plans are finalized.

**1<sup>st</sup> Annual Deltona Christmas Parade Update:**

As of this afternoon, the cut-off day for parade entries, we are up to 105 entries for our 1<sup>st</sup> Annual Christmas Parade scheduled for Saturday, December 17<sup>th</sup>, at 6:00 p.m. Parade route: along Providence Blvd. from Fort Smith Blvd. to City Hall. Any questions about this event, please let me know.

**Ongoing/Upcoming Events:**

- **Santa's North Pole** – Saturday, December 10<sup>th</sup>, 5:00 – 8:00 p.m., Deltona Regional Library
- **Regular City Commission Meeting** – Monday, December 12<sup>th</sup>, 6:30 p.m., Commission Chambers (only one meeting in December)
- **Deltona's 1<sup>st</sup> Annual Christmas Parade** – Saturday, December 17<sup>th</sup>, 4:00 p.m. line-up, 6:00 p.m. parade along Providence Blvd, from Ft. Smith to City Hall; Christmas concert, photos with Santa, and award of parade trophies following the parade in the City Hall courtyard
- **City Hall & Deltona Water Offices Closed** – Friday, December 23<sup>rd</sup> and Monday, December 26<sup>th</sup>
- **Farmer's Market** – Every Saturday, 1649 Providence Blvd., 9:00 a.m. – 2:00 p.m.



Faith G. Miller, MMC, MPA  
City Manager



# Florida Ethics Conference

## “A Public Office Is a Public Trust”

December 8-9, 2011

Lake Mary, Florida

### Thursday, December 8:

**9:00 – 9:25 a.m.      Opening Session “A Public Office is a Public Trust”**  
John Hubbard: Yacavone, Metz & Dalgneault, LLP

This session, led by attorney John Hubbard, will set the tone for the conference by focusing on the importance for public officials and employees to follow a high standard of personal ethics and promote a culture of ethics within their organizations. Following ethics laws and drafting ethics policies are necessary, but in order to maintain public trust a commitment to ethics must be expressed by each and every public servant, no matter their title, position or responsibilities.

**9:30 – 11:00 a.m.      Sunshine Law and Public Records**  
Pat Gleason: Office of the Attorney General Pam Bondi

Pat Gleason from the Office of the Attorney General will provide essential updates on Government-in-the-Sunshine and Public Records laws. This session will provide new information for long-time public servants and will be a good introduction for new public servants.

**11:00 – 11:15 a.m.      Break**

**11:15 a.m. – 12:00 p.m.      Technology and Public Records**  
Michelle Gardner: UCF Florida Institute of Government  
Keith Hammond: Jackson, Lewis, LLP

Michelle Gardner and Keith Hammond will combine their expertise on technology and law to discuss the intersection of social media and Florida’s public records laws. With growing use of Facebook, Twitter, and other social media sites, elected officials and employees need to be informed of the proper ways to use such sites in compliance with the law and should know the questions that should be considered before an organization decides to integrate social media into its communications plan.

**12:00 – 1:00 pm      Lunch**

**1:00 – 2:00 p.m.      Honest Services Act**  
Herb Thiele: Leon County

Not governing oneself in the best interests of constituents is deemed to be depriving them of “honest services” and can, depending on the circumstances, amount to bribery, mail fraud, embezzlement, and undisclosed secret personal interests. There is not a concrete definition of “honest services” and thus not a concrete explanation of how constituents are deprived of them. One federal court has described it as follows: “The typical case of honest services fraud is that the public is not getting what it deserves: honest, faithful, disinterested service from a public official. This concept applies whether the official is bribed or fails to disclose a conflict of interest. Finally, the scheme or artifice must lead to actual or intended actual injury. That is, the official must be performing a discretionary function which the scheme or artifice is intended to influence because it is the exercise of a discretionary function (the “service”) which must be the target of the scheme.” Herb Thiele, county attorney for Leon County, will provide an overview of this legislation and its implications for Florida public officials.

**2:00 – 2:15 p.m.      Break**

**Thursday, December 8 continued:**

- 2:15 – 3:15 p.m.**            **Making Transparency Happen**  
Pat Curtis: Leon County  
Clark Jones: City of New Port Richey  
Brad Schuette: City of North Port

Transparency, open government and social media are just a few issues of governance that require proper management by all leaders in a government organization, perhaps most importantly the organization's technology leader. The public has a right to be informed about the workings of their government at all levels, but what is the best way to make use of available technologies? How can HIPPA and other confidentiality laws and policies be maintained in an "open" environment? How do the types of information released and the media used to share information impact department business processes? This session will discuss some of the practical aspects of "making transparency happen" and provide some key questions all organizations should consider in their move toward openness and transparency.

- 3:15 – 4:15 p.m.**            **The Role of the Media in Ethics and Open Government Initiatives**  
Dean Ridings: Florida Press Association  
Cory Lancaster: Daytona Beach News-Journal  
Mark Russell: Orlando Sentinel

The media are an integral part of our system of government. Media and "new media" are a means for the voices of both government and citizens to be heard. This session, moderated by Dean Ridings of the Florida Press Association, will explore the relationship between government and the media, including a discussion of how to balance the media's commitment to the public's right to know with a respect for confidentiality constraints faced by government employees and officials.

**Friday, December 9:**

- 9:00 – 10:00 a.m.**        **Litigation Trends**  
Mark Herron: Messer, Caparello & Self, PA

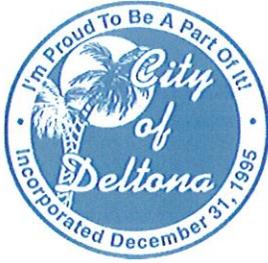
In recent years, it seems that the number of ethics complaints and arrests is on the rise. This session will provide an overview of the trends around the state, including a look at the types of complaints most frequently being litigated, the outcomes, and the reasons underlying the litigation trends.

- 10:00 - 10:15 a.m.**        **Break**

- 10:15 - 11:45 a.m.**        **Alternative Models for Promoting and Enforcing Ethics Laws, Policies and Procedures**  
Joseph Centorino: Miami-Dade Commission on Ethics & Public Trust  
Alan Johnson: Palm Beach Commission on Ethics  
Carla Miller: Jacksonville-Duval County  
John Scott: Broward County

The conference will close with a look at the regional Inspector General and Ethics Commissions. Established to add an extra layer of commitment, policy and enforcement, these four regional entities can help us explore new ways to ensure that we build a culture of ethics not only within each individual government organization, but in the whole of government in Florida. Representatives from Miami-Dade County, Palm Beach County, City of Jacksonville-Duval County, and Broward County will explain how the history and purpose of their organizations and share best practices and lessons learned as they have worked to promote ethics in their regions through education and policy.





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**CITY MANAGER'S OFFICE** thru 12/09/2011

**Communication:**

- Posted Elkcam Boulevard resurfacing online and on social networking sites.
- Updated the Fort Smith project link on the City Web site.
- Emailed the City News e-mail group about the Lyonia "Cut Your Own Tree" event and the Christmas parade.
- Added Santa's North Pole and the next Energy Wise seminar to the home page.
- Posted the Energy Wise seminar on social networking sites.
- Created and sent out an invitation to the Lohman Funeral Home ribbon cutting on December 9<sup>th</sup>.
- Updated schedule for the week of Dec 11<sup>th</sup> for DeltonaTV.
- Updated programming for White House Chronicle for DeltonaTV.
- Met with Public Works staff to finalize technical requirements for broadcast of the Christmas Parade.
- Finished the December issue of the Pride Newsletter.
- Pre-production for the Christmas Parade.
- Pre-production for the City Directors' Holiday Greetings.
- Approved the final revisions for the CGI video vignettes for the City website.
- Pre-production for the 2<sup>nd</sup> Energy Wise Seminar, Winterize Your Home.
- Worked with Deltona Water regarding a complaint registered with the Better Business Bureau.

**Media Relations:**

- Responded to questions from Mark Harper of the Daytona Beach News-Journal regarding the City's new Deputy Fire Chief.
- Responded to questions from Ron White of the Daytona Beach News-Journal regarding the Christmas Parade.
- Pointed out an error to staff of the Daytona Beach News-Journal's Accent section regarding the date of the Christmas Parade.
- Provided information on proposed Solid Waste contract to Jeff Deal with WFTV Ch. 9.
- Provided info regarding the number of food banks requesting donations, and the paving company for the Elkcam Rd. resurfacing project to Al Everson/West Volusia Beacon.

**Press Releases:**

- Christmas Parade

**Business Development:**

- Attended the Volusia County School District’s Career cadre meeting in Daytona to discuss career education within Deltona and Volusia County.
- Worked with DEDAB Education Campus Sub-committee Chairperson Harry Wilkins and Kerry Symolon of Team Volusia on a solicitation for Lincoln Tech.
- Met with DEDAB Commerce Park & SunRail Sub-committee Chairperson Joe Cerrato regarding the agenda for the upcoming December 16<sup>th</sup> meeting.
- Met with DEDAB Educational Campus and Medical Complex Sub-committee Chairperson Harry Wilkins regarding the agenda for the upcoming December 15<sup>th</sup> meeting.
- Met with a Central Florida urgent care provider who is considering locating an urgent care facility in Deltona.
- Met with a local businessperson who owns several parcels of land on Howland Boulevard; the owner is planning to develop two parcels in 2012 and he and I met with the Planning and Development staff.
- Met with Nick McRay, Economic Development Director for the City of Sanford.
  - We discussed mutual support of projects that could benefit both Sanford and Deltona/West Volusia.
  - Nick will visit with me and staff next week here at City Hall for further discussion.
- Met with Maria Squeteri-Lanier of Exit Realty and her client regarding opening a business in the “Jena Plaza” on Howland Boulevard.
  - Planning & Development staff and Steve Roland contributed Best Practices recommendations and directions for where to obtain further information and processes.
- Met with a landowner who owns property that is bordered by I-4 and Normandy Boulevard, south of the Activity Center, to discuss the potential of a Commerce Park on his and adjoining land.
- Attended the ribbon cutting celebration at Lohman Funeral Home on Providence Boulevard.

**BUILDING & ENFORCEMENT SERVICES** thru 12/2/2011

**Building Services Division:**

Building Permits issued for the week.....	61
Valuation of work permitted for the week.....	\$1,173,844.61
Inspections completed for the week .....	125
Total Permits issued for Fiscal Year 11/12 .....	429
Valuation of work permitted for the year 11/12 .....	\$4,404,045.95
Permits Issued:	
A/C change out .....	9
Building Residential.....	2
Door Replacement .....	3
Dumpster Enclosure.....	1
Electrical .....	3
Fence.....	7
Fire Wall .....	1
Gas Installation .....	1
Glass Room .....	1
Patio Cover .....	1
Reroof.....	13
Right of Way.....	4

Screen Enclosure.....	3
Shed .....	2
Sign .....	2
Solar Panel .....	2
Suppression System .....	1
<u>Water Heater Replacement</u>	<u>5</u>
<b>Total</b>	<b>61</b>

**Enforcement Services Division:**

Requests for services this week .....	240	
Animals impounded at the humane societies .....	22	
Citation warnings issued .....	29	
Courtesy notices .....	114	
Abatement notices .....	27	
Citations issued .....	10	
Code Enforcement telephone calls .....	257	
Animal Control calls .....	134	
Solid Waste calls .....	105	
Citizen walk in requests for Code Enforcement assistance .....	13	
Citizen walk in requests for Animal Control assistance .....	12	
Citizen walk in requests for Solid Waste assistance .....	2	
Properties requiring grass to be cut by contractors .....	0	(at a cost of \$0.00)
Certified mailings sent out .....	32	(at a cost of \$184.96)
Money collected for Animal tags, liens and return to owners .....	\$0.00	

**CITY CLERK'S OFFICE** thru 12/02/2011

**Department Staff:**

2nd Floor HR/CC Walk-In Customers .....	86	
2nd Floor calls Answered.....	19	
Packages Picked Up .....	4	
Packages Received .....	27	
A/P Invoices Opened.....	149	
Newspapers .....	16	(10 hours)
Public Records Requests Received .....	2	
Public Record Request Amount Received .....	\$ 0.15	
Documents imaged, pages.....	2.662	
Large scale drawings imaged, pages .....	103	

**FINANCE DEPARTMENT** thru 12/08/2011

- Preparing bid for citywide HVAC services.
- Qualification packets received from seven Landscape Architect companies. Packets are being reviewed by the Selection Committee.
- Completed November credit card processing.
- Calculating OPEB liability for FYE 09/30/11.
- Conducted staff meeting to discuss year end audit schedule and duties.
- Participated in ongoing Solid Waste contract negotiations.
- Participated in a FGFOA sponsored Webinar presenting “New Accounting and Auditing Standards Affecting State and Local Governments”.

<i>Activity</i>	<i>Count/Amount</i>
NOVEMBER 1-30, 2011    Local Business Tax	
RENEWALS	229
RESIDENTIAL RENTAL RENEWALS	242
NEW RESIDENTIAL BUSINESS	10
NEW RESIDENTIAL RENTALS	15
NEW COMMERCIAL	5
NON-PROFITS	3
EXEMPT/ISSUED	2
WALK-INS	68
BUSINESS TAX REVENUE COLLECTED	\$ 12,917.45
FIRE INSPECTIONS REVENUE COLLECTED	\$ 1,290.00
# OF 15% LATE NOTICES MAILED	572

**FIRE DEPARTMENT:** thru 12/08/2011

**Fire Chief:**

- Attended a planning meeting for the FFCA Fire-Rescue East conference which is scheduled for January in Daytona Beach at the Ocean Center.
- Attended the Firefighter Safety and Health conference presented by the Florida State Fire Marshal’s Office, Bureau of Fire Standards and Training.
- In addition to the usual alarm load, Tuesday afternoon, Dispatch advised that they had no transport units available (EVAC), when Engine 64 was dispatched to a possible stroke. Volusia County Fire Services Medic 36 was dispatched as a county transport unit with Engine 64. Our Rescue 61 was dispatched to the multi-vehicle accident along with other units. They treated two patients transporting one to Florida Hospital Fish.

**Training & Safety:**

- Assisted IT with installing the Smart Board software on the training laptop in the training room.
- Spoke with citizen on how to become a firefighter (Zachary Gadza).

- Administered relief driver exam to Fire Fighter Wyche and Fire Fighter Morgan.
- Worked on new hire orientation schedule and updated the orientation manual.
- Reviewed the safety analysis for the extrication training being conducted this week.
- Contacted Chief Darby about getting the Train the Trainer certifications out to our department personnel who completed the course.

**EMS:**

- Completed monthly quality assurance submittal and sent to County.
- Called and arranged appointment with Chad from Physio Control to repair LifePak 15.
- Scheduled basic CPR class for December 10<sup>th</sup> and secured instructor.
- Selected dates for CPR/First Aid classes for 2012, updated calendar and all material for distribution and web.

**HUMAN RESOURCES DEPARTMENT** thru 12/07/2011

- Performance Evaluations processed: 1
- Deltona JOBS Program Folders
  - 1<sup>st</sup> Floor lobby – (0) added
  - 2<sup>nd</sup> Floor lobby – (0) added
  - Total # of Deltona JOBS Program folders taken – (1083)
- Applications received:
  - (1) Equipment Operator
  - (8) Water Operator I
- Met with several Department Directors regarding personnel issues and coordination of personnel actions.
- Pre-employment physicals and drug screenings scheduled for (2) Firefighters.
- Distributed the 2011-2012 William S. Harvey Scholarship Application packets.
- FMLA requests: 1
- Conducted one interview for Water Operator.
- Posted internal position for Equipment Operator.
- Coordinating with VCSO final background/VECHS checks of current employees who have not gone yet.
- Participated with City negotiation team in reviewing the Union's most recent contract proposal.
- Preparing/updating several position job descriptions.
- Coordinating with Mercer Group, the consultant selected to review the City's classification plan, regarding a mid-January start date.

**Risk Management**

- Coordinating the installation and implementation of the new card access system in City Hall.
- Investigated two citizen complaints regarding City liability.
- Continuing to developing bid specs for security cameras.
- Conducting three training classes for City employees on Fall Protection.
- Working with Parks & Rec department to investigate parking lot lighting improvements.
- Working on recovery of City costs for repair of 3<sup>rd</sup> party damages to City property – 2 files.

**PARKS AND RECREATION DEPARTMENT** thru 12/03/2011

**Administration:**

- Farmers Market: 7 vendors, 124 cars.
- Met with Alternate Energy Technologies, Inc. to discuss solar opportunities at several City facilities.
- Met with All Solar Energy, Inc. to discuss converting from electric to solar water heaters.
- Met with Rexal Electric and Datacom Supplies to discuss occupancy sensors at several City facilities.
- Met with Volusia County Elections representative to discuss ADA requirements for the Community Center.
- Met with Watertronics, Inc. to evaluate the repair of the pump/motor for the irrigation at Dewey Boster.
- Met with Philadelphia Union representative to discuss field usage and training requirements.

**Facility Use Permits:**

• Deltona Community Center	3 permits issued	Weekly attendance – 708
• Harris M. Saxon Community Center	2 permits issued	Weekly attendance – 394
• Wes Crile Park	3 permits issued	Weekly attendance – 1,240
• Skate Park	3 new passes	Weekly attendance – 503

**Special Events/Programs:**

- Amphitheater:
  - Santa's North Pole is scheduled for Saturday, December 10<sup>th</sup> 2011 from 5:00-8:00 p.m. at the Library Meeting Room.
- Dewey Boster Sports Complex:
  - Philadelphia Union is scheduled to train from February 5<sup>th</sup> through February 19<sup>th</sup>.
- Harris M. Saxon Community Center:
  - Zumba dance classes continue on Mondays at 7:00p.m.
  - Boys and Girls Club after school program continues.
- Wes Crile Park:
  - Flag football fall season continues.

**City Leagues Currently Underway:**

- Men's Winter league will start on Monday, January 9<sup>th</sup>.
- Men's senior league will start in March 2012.

**Partner Leagues Currently Underway:**

- Adult 6v6 soccer starts in January 2012.

**Parks Maintenance:**

*Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks, taking vehicles to Fleet for maintenance, replacing paper towel and toilet paper dispensers.*

- Mowed, edged and weed-eated: Dewey Boster Park, Thornby Park, Timber Ridge and Veterans Memorial.
- Sprayed for ants: Campbell Park, Keysville Dog Park, Skate Park and Tom Hoffman.
- Dupont Lakes – Repaired perimeter fence boards and paint.

- Dwight Hawkins – Repaired perimeter fence.
- Manny Rodriguez – Repaired/replaced perimeter fence.
- Vann Park – Replaced fence boards.
- Veterans Memorial – Re-attached sections of the plastic chain fence.
- Wes Crile Park – Re-attached sunscreen on tennis courts; sprayed for weeds and ants throughout park, to include the walking trail;
- Parks Maintenance – Miscellaneous:
  - Escorted Massey Services to various facilities for pest control maintenance.
  - Repaired faucet in gym restroom.
  - Assisted with Business Forum setup.

**City Hall, Fire Station, Sheriff's Department and 1691 Providence (Sheriff) Building Maintenance:**

*Weekly tasks include cleaning the Fire Station; inspecting Sheriff's building; vacuuming; emptying trash from DSC classrooms; emptying trash for different departments; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrubbery; walking the grounds and picking up trash; sweeping sidewalk; setting up Commission Chambers for various meetings and resetting afterwards; checking temperature throughout the building; replenishing restroom supplies throughout the entire building; cleaning restrooms; unclogging various toilets in restrooms on both floors; replacing light bulbs throughout the building, courtyard and walkway; cleaning front of building; replacing restroom fresheners and batteries; vacuuming Commission Chambers and hanging pictures (as requested) throughout City Hall.*

- Pressure-washed front of building and sidewalks at the Sheriff's Office.

**Sports Turf Maintenance:**

- Normal routine maintenance at:
  - Dewey Boster Sports Complex
  - Baseball and Pony League Fields
  - Vann Park
  - Dupont Lakes
  - Wes Crile Park
  - Overseeded Campbell Park
  - Sprayed Dupont Lakes, Wes Crile, Vann Park and Pony League with herbicide to suppress and control broadleaf weeds.
  - Irrigation check at Dupont, Wes Crile and Pony League.
- Sports Complex:
  - Repaired vents in restrooms.
  - Sprayed infield clay areas with herbicide to control weeds; overseeded with rye.

## **PLANNING & DEVELOPMENT SERVICES** thru 12/07/2011

### **Executive Summary:**

The Planning and Development Services Department is assisting Habitat for Humanity in their efforts to complete the homes contracted with them. Significant progress has been made on the house at 1242 Abigail and the family will have a place to call 'home' in early 2012. A second family has been qualified and Habitat plans to start construction at the 3064 Shallowford house following completion of the Abigail site.

### **Planning:**

The Planning Section completed major efforts in the Land Development Code reorganization, the Capital Improvement Element, and a thorough review of the Urban Design Master Plan/Pattern Book. Staff continues to monitor the progress of site construction at the EPIC Movie Theatre site, and is communicating with Volusia County on the timing of required off-site improvements needed to open the theater. Other construction projects are underway and should be completed after the first of the year (Shops of DuPont Lakes and Family Dollar Doyle). The Lohman Funeral Home ribbon cutting ceremony on December 9<sup>th</sup> represents completion of that job.

### **Housing & Community Development:**

Staff continues to be impressed with the response of the local real estate market to the NSP properties. Contract offers continue to be received and there are nine pending contract offers in some stage working towards completion. The closure of the nine units in the first part of 2012 will represent 39 homes completed in the program, with Habitat's 1242 Abigail house providing the 40<sup>th</sup> unit completed. Staff is purchasing an additional home in NSP 1 and three homes in NSP 3; thus, significant progress is being made towards home purchase. Staff's attention will focus more on SHIP for an effort to spend over \$100,000 by the end of June 2012. Finally, the CAPER report for CDBG will be coming to the City Commission at the December 12, 2011 public hearing, which represents a summary of expenditures and progress.

## **PUBLIC WORKS** thru 12/2/2011

### **Traffic Operations:**

*Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.*

- **Signs:**
  - Completed 6 sign repair work tickets in the City.
  - Fabricated 14 new street name signs.
  - Installed 14 new street name signs.
  - Removed from stock 1 stop sign and installed at Wilburton & Cloudcroft.
- **Asphalt:**
  - Completed 5 asphalt repair work tickets – 1 ton.
  - 650 Lacy Cir – repaired 2'x 22' section of road for Stormwater – 1 ton.
- **Misc:** Assisted with building the Christmas float.

### **Field Operations:**

*Weekly tasks include evaluating work orders called in by residents.*

- **Concrete:**

- Sidewalk repair at 2220 Newmark – 3'x 5' & 4'x 5'; 2068 Newmark – 16'x 5'; 2798 Elkcam – 27'x 10'x 4' & 5'x 10'x 6"; 2949 Kessler – 8'x 4'.
- **Clam Truck:**
  - Debris – 37
  - Trimming – 12
- **Drop Offs**
  - Repaired drop off – 2500 Vespero.
  - Repaired drop off and placed ¼ pallet of sod – 2021 White Plains.
  - Repaired drop off and placed 1 ¾ pallet of sod – 2580 Tryon; 1047 Gage.
  - Placed ¼ pallet of sod – 2401 Tracy; 511 Blackstone.
  - Placed 1 pallet of sod – 2930 Belkton.
- **Slope Mowing:** 1365 Indian Rock - 120'; 2018 S Prairie – 80'; 1430 Elkcam – 100'; 2270 Shadow Ridge – 260'; 1285 Indian Rock – 260'; 2180 Shadow Ridge – 120'; E Prairie & Old Mill – 120'; 1275 Colorado – 120'; Heritage & Glover – 120'; 1409 Glover – 80'; 2086 E Prairie – 80'; 2097 E Prairie – 80'; 2047 S Prairie – 40'; 1141 Vicksburg – 80'; Elkcam & Firwood – 160'; 725 Armadillo – 95'; 2332 Fitzpatrick – 170'; 778 Arlene – 400'; 826 Fairbanks – 80'; 858 Fairbanks – 80'; 2289 Fairbanks – 560'; 2141 Detroit – 120'; 1011 Elkcam – 120'; Elkcam & Union – 120'; Union – 320'; Utica – 400'; 973 Utica – 320'; Venus – 320'.
- **Misc:**
  - 1141 Vicksburg – removed tree for resident and used stump grinder to remove stump.
  - Elkcam & Montecito – removed broken bench.
  - City Wide – emptied all trash containers.

**Fleet Maintenance Division:**

● Vehicles	PM – 4	Repairs – 17
● Equipment	PM – 2	Repairs – 26
● Road Calls	2	
● Parts Run/Vehicle Delivery	2	
● CDL Testing	0	

**Stormwater Division:**

*Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.*

- **Construction Crew:**
  - Elkcam/Florida – installed 160' of pipe; 2 concrete structures; hauled off material.
  - Lake Gleason – cleaned out ditch going to lake.
  - 1461 Coronet – repaired pipe going into box.
  - Fairbairn; Omaha; Coachman – filled in washouts.
- **Drainage Area Maintenance (Aebi Mowing):**
  - 5.8 acres mowed.
  - Ditches mowed – 3218 Buckland; 1509 Tubeck; 3256 Laurel; 1532 Bonview; 3292 Buckland; 1632 Roble; 3063 Blaine; 3041 Fayson; 2963 Fayson; 2899 Fayson; 2811 Conyers; 2825 Fayson; 2771 Summerfield; 677 Tradewinds; 489 Tradewinds; 699 Eldron; 2331 Greenbrier; 2461 Shiprock; 2628 Shiprock; 2400 Weatherford; 951 Lovington; 1333 Nadine; 1309 Montoya; 1400 Walton; 1118 Peak; 1072 Lyric; 1010 Treadway; 2901 Fish Cove; 3070 Keyport; 1311 Nadine; 3390 Goldenhills; 1076

- Gage; 3145 Telford; 1399 Hayward; 1341 Hayward; 651 Outrigger; 2903 Parkview; 380 El Camino; 2784 Kingsdale; 451 El Camino; 1003 DeCarlo.
- Ponds mowed – 2307 Greenwood; 932 Whitewood.
- **Right of Way Mowing Crew:**
  - 28 miles of right of way mowed.
  - Main Roads mowed – Courtland; Elkcam; Montecito; Normandy; Cloverleaf; Anderson; Alexander; Deltona Blvd.
  - Sectors mowed – 31.
- **Right of Way Litter Crew:**
  - 519.75 gallons of litter removed.
  - Main road trash pickup – Courtland; India; Humphrey; Newmark; Normandy; Ft Smith; Elkcam.
- **Misc:**
  - 679 Goodrich Dr E – trim back weeds around retention pond.
  - Renton St – mowed the right of way.
  - 1461 Coronet Dr – hand mowed around the fence.
  - Laid Sod – 1146 Whitewood; 2534 Omaha Dr – ½ pallet; 296 Fairbairn Dr S – ¼ pallet; 520 Lacy Cir N – ¾ pallet; 2700 Coachman Dr – 1 pallet.
  - City Wide – watered newly laid sod.

**UTILITIES** thru 12/04/2011

**Customer Service**

November / December 2011	28	29	30	1	2	3	4	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
DW – Lockbox	929	738	268	324	524	X	X	2780
Ebox	269	268	241	241	332	X	X	1351
Call Center Calls	803	508	446	332	446	X	X	2535
Walk-ins/Drop Box	532	286	275	343	387	X	X	1823
On-line Payments	184	183	227	200	197	171	152	1314

**Customers Disconnected for Non-Pay**

Nov. / Dec. 2011 Cycle	29	30	1	Total
	Tues	Wed	Thurs	
	5	6	7	
Total on Disconnect List	54	41	82	177
Off in error/DW error				
Off in error/Munis error				
Misapplied Payment				

**Construction Log & Service Orders**

Nov. / Dec. 2011	28	29	30	1	2	3	4	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Water Service								
Meter Sets	1		1					2
Reclaim Meters								
Fire Hydrant Installs								
Fire Hydrant Replacement								
Fire Hydrant Repair								
Replace Meter Box		1	1	3				5
Locates Received	7	12	13	6	9			47
Locates Completed	14	11	1	17	3			46
Main Leaks		2	2	2		1		7
Service Leaks	1			1	1			3
Sewer Repairs								
Sewer Blockage		2						2
KV2 Valves					3			3
Service Replacements	3	1			1			5
Meter Change Outs	6	4	9	6	10			35
Service Orders	68	129	92	107	121			517
Disconnects		54	41	82				177
Drainfield Leaks								
Meter Retirements	4		13	4	8			29