



# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission  
From: Dave Denny, City Manager  
Subject: Weekly Courtesy Report  
Date: August 22, 2014

CITY MANAGER'S OFFICE thru 08/22/2014

**Public Information Office (PIO):** (Lee Lopez, Public Information Officer)

- Posted the following information on Twitter: Mosquito Control service request information; Volusia County Sheriffs Office (VCSO) surveillance video of robbers; 5 D's from Mosquito Control; educational program with ECHO rangers; several back to school driving related messages from the VCSO; join Citizen's Observer Program; back-to-school tips available from VCSO Web site; Caribbean Crew to play Music in the Amphitheater; shark program at the library; Tiny Trekkers program at the Lyonia Preserve; share your back-to-school photos with Volusia Parent; Atlantic tropical weather outlook; picnic in the preserve; basic computer classes at the library; Construction Services closes early.
- Shared the following on Facebook: missing/lost/found pets; Southeast Humane Society's adoption fee reduced in August; Deltona Little League Fall Ball registration; Mallary needs adopting from Southeast Volusia Humane Society; use library eResources; couponing class at the library; West Volusia Youth Baseball Fall Ball registration; Caribbean Crew event.
- Spoke to the TV production teachers at the Volusia County Schools Digital Video Production Preplanning meeting.
- Broadcast the City Commission meeting for August 18<sup>th</sup>.
- Met with the Housing Office to discuss using social media.
- Met with professors from Bethune-Cookman University regarding TV production interns, and working with the Human Resources Department to complete the intern process.
- Created poster/flyer for Caribbean Crew Music in the Amphitheater.
- Updated DeltonaTV schedules and programming for the week of August 24<sup>th</sup>.
- Post production for "Economic Development: Volusia County Health Rankings/Pt. 2."
- Videotape session on Thursday August 14<sup>th</sup>:
  - Production for "Fire & Safety Bulletin: Children in Hot Cars" – Steve Parris/Safe Kids was the guest and Chief Rhame was the talent;
  - "Parks & Rec Update: Disability Awareness" – members of the Citizen Accessibility Subcommittee were guests and Steve Moore was the talent.
- Field video production of handicap parking violations for "Parks & Rec Update: Disability Awareness."
- Worked with returning TV production volunteer John Skerret.
- Worked with Clerk's Office for the online Registration process for "Get Fit for '15" Fitness Challenge.
- Met with Jerry Mayes to review the event calendar and volunteer scheduling for the "Get Fit for '15" Fitness Challenge.
- Began work on the September issue of The Pride.
- Worked on the Mayor's "Get Fit for '15" Fitness Challenge:
  - Created new "Registration is Open" posters and flyers.
  - Contacting selected businesses and organizations to host the weekly seminars.
- Working with Purchasing Department, the Information Technology Department, and ID Solutions-vendor to create a Purchase Order and establish a work date for the installation of the ATT U-verse hardware.

- Working with Purchasing, IT, and Command Corp-vendor to establish a work date for the TV Room Equipment Upgrade project.
- Met with staff from Public Works, Parks, Planning, Deltona Fire, VCSO and the City Manager to review the logistics for 2014 Christmas Parade.

**Press Release/s:**

- Mayor's Get Fit for '15 Fitness Challenge "Registration is Now Open."

**Media Relations:**

- Provided various photos of Deltona to Money Magazine Online.

**Office of Economic Development (OED):** (Jerry Mayes, Economic Development Manager)

- Participated in the Team Volusia (TVEDC) "Monday Practitioner's Conference Call" to obtain updates on leads, deals, prospects, and to review upcoming meetings and events.
- Worked on preparing solicitation "Restaurant & Fooderies" maps, showing all the grocery stores and restaurants in the City. Planning & Development Department/GIS will prepare maps which will be used while attending next week's International Council of Shopping Centers conference in Kissimmee.
- Met with PIO staff to continue planning and preparation for the Mayor's "Get Fit by '15" fitness challenge. Volusia County School District (VCSO) Healthcare Academy volunteer students will perform the basic medical functions that may be requested by event participants.
- Met with Steve Moore (Director, Parks & Recreation), Steve Roland (Building Official and ADA Compliance Officer), and Lee Lopez (co-Team Leader on the Commission assigned EcoTourism Project) to discuss trail expansion at Thornby Park and a crossing area over the "drainage ditch", as suggested by St. Johns River Water Management District (SJRWMD).
- Met with Rick Demeter, DEDAB and DEDAB Ed/Med Sub-committee Chair regarding the selection of a Vice Chairperson for that sub-committee.
- Selected maps from OED library for use while attending next week's International Council of Shopping Centers conference in Kissimmee.

**BUILDING & ENFORCEMENT SERVICES** (Dale Baker, Director/Deputy City Manager) thru 08/15/2014

**Building Services Division:**

|                                                      |              |
|------------------------------------------------------|--------------|
| Building Permits issued for the week .....           | 97           |
| Valuation of work permitted for the week .....       | \$458,793    |
| Building Inspections completed for the week .....    | 202          |
| Total Permits issued for Fiscal Year 13/14 .....     | 3,366        |
| Valuation of work permitted for the year 13/14 ..... | \$58,042,629 |
| Fire plan review completed for the week .....        | 19           |
| Fire Inspections completed for the week .....        | 84           |
| Permits Issued:                                      |              |
| A/C Change Out .....                                 | 23           |
| Addition .....                                       | 1            |
| Commercial Build-out .....                           | 1            |
| Deck .....                                           | 1            |
| Door Replacement .....                               | 2            |
| Electrical .....                                     | 7            |
| Exterior Renovation .....                            | 1            |

|                                  |           |
|----------------------------------|-----------|
| Fence .....                      | 8         |
| Fire Sprinkler Underground ..... | 1         |
| Garage Door Replacement .....    | 4         |
| Other .....                      | 1         |
| Plumbing Re-pipe .....           | 1         |
| Reroof .....                     | 17        |
| Right of Way .....               | 7         |
| Screen Enclosure .....           | 1         |
| Shed .....                       | 4         |
| Sign .....                       | 1         |
| Sign Temporary .....             | 1         |
| Solar Panel Installation .....   | 2         |
| Water Heater Replacement .....   | 4         |
| Window Replacement .....         | 9         |
| <b>Total</b>                     | <b>97</b> |

**Enforcement Services Division:**

|                                                                   |         |                        |
|-------------------------------------------------------------------|---------|------------------------|
| Requests for services this week .....                             | 268     |                        |
| Animals impounded at the humane societies .....                   | 29      |                        |
| Citation warnings issued .....                                    | 15      |                        |
| Courtesy notices .....                                            | 88      |                        |
| Abatement notices .....                                           | 59      |                        |
| Citations issued .....                                            | 1       |                        |
| Code Enforcement telephone calls .....                            | 166     |                        |
| Animal Control calls .....                                        | 95      |                        |
| Solid Waste calls .....                                           | 80      |                        |
| Citizen walk in requests for Code Enforcement assistance .....    | 4       |                        |
| Citizen walk in requests for Animal Control assistance .....      | 14      |                        |
| Citizen walk in requests for Solid Waste assistance .....         | 2       |                        |
| Properties requiring grass to be cut by contractors .....         | 32      | (at a cost of \$1,280) |
| Certified mailings sent out .....                                 | 93      | (at a cost of \$605)   |
| Money collected for Animal tags, liens and return to owners ..... | \$4,179 |                        |
| Foreclosures for this week: Deltona                               | 13      |                        |
| County                                                            | 79      |                        |
| Total                                                             | 92      |                        |

**CITY CLERK'S OFFICE** (Joyce Raftery, City Clerk) thru 008/15/2014

|                                             |    |           |
|---------------------------------------------|----|-----------|
| 2nd Floor HR/CC Walk-In Customers .....     | 24 |           |
| 2nd Floor calls Answered .....              | 31 |           |
| Packages Received .....                     | 34 |           |
| Packages Picked Up .....                    | 5  |           |
| A/P Invoices Opened .....                   | 49 |           |
| Newspapers .....                            | 15 | (6 hours) |
| Public Records Requests Received .....      | 6  |           |
| Public Record Request Amount Received ..... | 3  |           |
| Documents imaged or modified, pages .....   | 64 |           |
| Large scale drawings imaged, pages .....    | 0  |           |

**FINANCE DEPARTMENT** (Bob Clinger, Finance Director) thru 08/22/2014

- Finalizing the budget document for September 3<sup>rd</sup> Commission meeting.
- Working on final documents for Wells Fargo bank note for the Utility.
- Working on bid for switches for Information Technology (IT) Department.
- Working with the Selection Committee on the Lakeshore Trail Project; held conference call regarding Avcon proposal.
- Completing IT inventory; all other departments are completed and reconciled.

**FIRE/RESCUE DEPARTMENT** thru 08/18/2014

**Mark Rhame, Fire Chief:**

- Attended the Volusia County Fire Department Training meeting.
- Children in Hot Cars PSA filming.
- Met with representatives from Halifax Health on enhanced Firefighter training.
- Met with staff on emergency and non-emergency response changes.
- Met with Union and staff regarding Pink Heals event and FS 65 Open House.

**Robert Rogers, Deputy Fire Chief:**

- Alarm summary 8/12/2014 to 8/18/2014
  - Structure fire 0
  - Vehicle Fire 0
  - Wild land, grass, trash 1
  - Miscellaneous Fire 5
  - ALS Medicals 52
  - BLS & Misc. Medicals 87
  - Hazardous Condition 4
  - Service Calls 6
  - Good Intent 13
  - False Alarms 8
  - TOTAL 176

**Russell Rafferty, Deputy Fire Chief:**

- Met with Chief Rogers regarding dispatch issues.
- Met with Chief Rhame & Chief Rogers regarding personnel issues.
- Administrative meeting regarding run card and mutual aid program.
- Met with Union regarding Standard Operating Procedure #1501.
- Met with Physical Training Committee.
- Completed Target Safety class.
- Set up International Trauma Life Support Class for Southeast Agencies.
- Attended County EMS Backboard meeting.
- Met with Chief Debose regarding EMS Training for new hires.

**Dean Debose, Asst. Chief:**

- Conducted final probationary testing.
- Attended Volusia County Fire Chief's Training Committee meeting in New Smyrna.

- Conducted extinguisher class for Little Lambs day care.
- Taught citizen CPR class.

**HUMAN RESOURCES DEPARTMENT** (Tom Acquaro, Director) thru 08/20/2014

- Performance Evaluations processed: 9
- Deltona JOBS Program Folders
  - 2<sup>nd</sup> Floor lobby – (5) added
  - Total # of Deltona JOBS Program folders taken – (10 this week; 1,765 to date)
- Applications received:
  - (02) Wastewater Operator
  - (08) Parks Attendant
  - (03) Administrative Assistant II
- Coordinated with several Department Directors regarding personnel actions and labor relations issues.
- Scheduled physicals and drug screenings for 3 new employees.
- 1 new hire orientation: Water Operator III
- Separations processed including exit interview: C. Richmond (Water Operator), retired.
- FMLA applications processed: 1
- Participated in interviews for Purchasing Agent.
- Processing status change forms for pay grade adjustment for all employees that fall below the minimum of the new pay grade.
- Conducted 6 Open Enrollment sessions for all employees over three days. Participating vendors included United HealthCare, AFLAC, and Nationwide Insurance.
- Revising Section 15 of the Employee Personnel & Policies manual, Employee Awards.
- Coordinated with Halifax Health for additional employee Wellness Program screenings on August 14<sup>th</sup> (City Hall), August 21<sup>st</sup> (Water), and September 11<sup>th</sup> (City Hall).
- Coordinating with WastePro and City staff for the annual Employee Appreciation BBQ scheduled for August 22<sup>nd</sup>.
- Finalized FY 2015 health insurance premium cost sheet.

**PARKS AND RECREATION DEPARTMENT** (Steve Moore, Director) thru 08/16/2014

**Administration:**

- Met with Schwenn contractors to repair the air conditioning unit on the 2<sup>nd</sup> floor of City Hall.
- Met with Overhead Door Company to repair the overhead door in front of Building Services.
- Met with Deltona Youth Soccer's Assistant President to discuss scheduling issues.
- Met with IT to discuss planning for the installation of cameras at several parks.
- Met with Wiginton Fire Services to test several fire extinguishers.
- Met with Planning & Development Services to discuss the next Christmas Parade.
- Met with CBI contractors at Volusia County Sheriff's Office (VCSO) on Providence to quote flooring repair.
- Met with Debbie James, Contact Administrator, to develop a Facility Use Agreement.
- Met with HR about the Employee BBQ event.
- Processed 11 permits for pavilion and field rentals.

**Facility Use Permits (08/10/14—08/16/14):**

- |                                    |                  |                          |
|------------------------------------|------------------|--------------------------|
| • Deltona Community Center         | 3 permits issued | Weekly attendance – 735  |
| • Harris M. Saxon Community Center | 1 permit issued  | Weekly attendance – 295  |
| • Wes Crile Park                   | 3 permits issued | Weekly attendance – 2084 |
| • Skate Park                       | 2 new passes     | Weekly attendance – 196  |

**Special Events/Programs:**

- Harris Saxon Community Center: Boys and Girls Club After School Care.
- Partner Leagues:
  - Tackle Football and Cheerleading – Pop Warner Panthers continues.
  - Deltona Youth Soccer continues.
  - Men’s Softball League starts on September 8<sup>th</sup>.
  - Men’s Senior League starts on September 15<sup>th</sup>.

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

*Weekly janitorial service includes cleaning the Fire Station and inspecting Sheriff’s building; opening and closing City Hall; vacuuming the Chambers and other areas; emptying trash and recycle bins; setting up Chambers for various meetings and resetting afterwards; monitoring temperature throughout the building; cleaning restrooms and replenishing supplies; cleaning and maintaining water fountains and refrigerators; replacing light bulbs and ceiling tiles as needed; moving or assembling furniture, cubicle panels and other items for various departments as needed; landscape maintenance; sweeping and washing sidewalks, main entrance, lobby, stairwells and elevators; other miscellaneous tasks as needed.*

- Escorted Schlinder to repair elevator.
- Picked up crowd control barriers from the Amphitheater.

**Parks Maintenance:**

*Weekly tasks include opening all the parks in the morning; cleaning restrooms; picking up trash and emptying garbage bins; taking goods to storage, including seasonal items; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.), playgrounds and sidewalks; taking vehicles to Fleet for maintenance; replacing or repairing any damaged property.*

- Mowed, edged and weed-whacked: Campbell Park, City Hall, Dwight Hawkins, Firefighters Memorial Park, Harris Saxon, Keysville Dog Park, Festival Park, Lake Gleason Park, Manny Rodriguez Park, Thornby Park, Timber Ridge Park, Vann Park.
- Relocated/ recharged message boards.
- Sprayed for weeds at playgrounds throughout the City.
- Picked up supplies at Ace Hardware.
- Campbell Park – Changed out dead bolt; replaced exit signs in building; replaced broken plexi-glass in restroom.
- Harris Saxon – Inspected both playgrounds;
- Parks Depot – Reattached windscreen,

**Sports Turf Maintenance:**

- Normal routine maintenance at: Dewey Boster Sports Complex, Baseball and Pony League Fields, Vann Park, Dupont Lakes and Wes Crile Park.
  - Raked and lined Dupont Lakes.
  - Replaced torn bases at Vann Park.
- Sports Complex including Pony League:
  - Replaced torn bases at Pony League.
  - Pressure washed concrete and sidewalks at Pony League.
  - Repaired drain near playground pavilion.

- Repaired metal vents at bathrooms.
- Sprayed insecticide around Sports Complex.
- Sprayed Rx Supreme and Triplex Micro at Sports Complex.

## **PLANNING & DEVELOPMENT SERVICES** (Christopher Bowley, Director) thru 08/22/2014

### **Executive Summary:**

The Planning and Development Services Department brought the Deltona Tractor Supply Final Plat to the Commission this week, and it was approved. The applicant had the Final Plat recorded, and the Building Plans have been reviewed. The pre-development and pre-construction meetings will be held on August 28<sup>th</sup> prior to commencement of construction activity on-site.

### **Planning:**

The Planning Section attended a Development Review Committee (DRC) meeting for the Lake Baton Estates Phase II project and received the recorded Meadowlark Drive Agreement that allows for legal connectivity to that right-of-way. The updated plan sets will allow for the Final Plat to be scheduled at a Commission hearing. Staff also completed the Agenda Memo package for the Halifax Crossings BPUD to bring it to the Commission for first reading of the ordinance on September 3<sup>rd</sup>. Staff closed out the J&J Security Final Site Plan and completed review of the Saxon Sterling Silver BPUD Final Site Plan, Final Plat, and Construction Plans.

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

The Housing and Community Development Section is focused on the continued affordability component of the grants through organization and tracking of past mortgages. This is as important as the issuance of second mortgages within the program. Staff is also beginning efforts to operate the Affordable Housing Advisory Committee (AHAC). Staff will be working with the State of Florida to complete all actions needed to secure the SHIP allocation for the City for this fiscal year. Finally, staff is working with applicants for the NSP program to be able to qualify them for Very Low Income eligibility.

## **PUBLIC WORKS** (Gerald Chancellor, Public Works Director/City Engineer) thru 08/15/2014

### **Traffic Operations:**

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

- **Signs:**
  - Completed 19 sign repair work tickets throughout the City..
  - Fabricated and installed 9 street name signs.
  - Fabricated and installed one 24"x 30" R2-1 25 mph sign at 1095 Outlook.
  - Fabricated one 48"x 24" W1-6L Left Directional Arrow and one 18"x 18" OM1-3 Yellow Warning sign at Pepperwood & Caribbean.
  - Fabricated and installed one 30"x 30" R1-1 Stop sign at W Page & Hastings.
  - Fabricated and installed one 12"x 18" No Parking sign at Amherst & Elkcam.
  - Remove 2013 and installed 2013 & 2014 on all 13U Champion Welcome signs.
- **Asphalt:**
  - Completed 6 asphalt repair work tickets using 1 ¼ ton of asphalt.
  - 1250 Baton – installed asphalt berm for stormwater – ¼ ton.
  - Luck Ln – repaired 5'x 7' section of road for stormwater – ½ ton.

- **Speed Trailer:** Sagamore & Water Dept, Sagamore & Ft Smith – installed speed trailers for speeding traffic.
- **Message Boards:**
  - Windbrook & Mobley, Pioneer & Alexander – message boards still used for controlled burn.
  - Howland & Wolfpack – removed message board.
  - Howland & SR 415, Doyle & Deltona Blvd – message boards used for back to school traffic.
- **Thermoplastic Striping:** 6” White Thermoplastic – 245’.

**Field Operations:**

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

- **Beautification:**
  - Medians:
    - Howland Blvd N – routine maintenance; checked irrigation and repaired as needed.
    - Howland Blvd S – routine maintenance.
    - Providence Blvd – routine maintenance; checked irrigation and repaired as needed.
    - Normandy Blvd – routine maintenance.
    - Elkcarn Blvd – routine maintenance; checked irrigation and repaired as needed.
  - City Land: 3280 Dellbrook; 1177 Hastings; Saxon & Normandy – empty lot.
  - City Signs: Howland Blvd Welcome sign; Saxon Blvd Welcome sign.
- **Concrete:**
  - Sidewalks – Wolfpack Run – 24’x 8; 2871 Delaware – 43’x 4’; 1408 W Hartley – 5’x 4’ & 4’x 4’; 1427 Hartley – 4’x 4’, 4’x 4’, 4’x 4’.
  - Grinding: 1427 Hartley – 1 hazardous location.
- **Clam Truck:**
  - Debris – 13
  - Trimming – 15
- **Slope Mowing:** Outrigger & Ft Smith – 80’.
- **Drop Offs:**
  - Repaired drop off and placed sod – 1461 Baxley – ¼ pallet; 1451 Baxley – ¼ pallet; 517 Chestnut – ¼ pallet; 1291 Sacramento – ¼ pallet; 1281 Voyager – ½ pallet; 501 Apollo – ¼ pallet; 394 Champlain – ¼ pallet; 458 Champlain – ¼ pallet; 466 Champlain – ¼ pallet; 474 Champlain – ¼ pallet; 401 Champlain – 1 pallet; 1320 Gage – ¼ pallet; 836 Alder – ¼ pallet.
  - Placed sod at sidewalk – 2663 Delaware – ¼ pallet; 2181 Kent – ¼ pallet.
  - Repaired washout and installed sod – Wolf Pack Run – ¼ pallet.
  - Repaired drop off – Leland; 735 Leland.
- **Miscellaneous:** City wide – completed trash route.

**Fleet Maintenance Division:**

- |                              |        |              |
|------------------------------|--------|--------------|
| • Vehicles                   | PM – 5 | Repairs – 9  |
| • Equipment                  | PM – 3 | Repairs – 17 |
| • Fire Dept Station Checks   | 7      |              |
| • Road Calls                 | 3      |              |
| • Parts Run/Vehicle Delivery | 3      |              |
| • CDL Testing                | 0      |              |

**Stormwater Division:**

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

- **Construction Crew:** 2620 Keysville Ave – installed 40’ of 15” HDPE pipe; one U wall, and dug a pond to hold water.
- **Drainage Area Maintenance (Aebi Mowing):**
  - Drainage Right of Ways mowed:  
 928 Hugo Cir; 2901 Fish Cove Ct; 1010 Treadway Dr; 1072 Lyric Dr; 1072, 1118 Peak Cir; 1298, 1372, Tartan Ave; 1410 Walton Ave; 2880 Ulmer Ct; 1309 Montoya Dr; 1333, 1311 Nadine Dr; 3070 Keyport St; 1310, 1391 Bladon Ave; Station 63; 963 Waycross Ct; 2472 Lackland Dr; 1510 Page Dr; 1201 Oldmill Dr; 1568 Zinnia Dr; 2344 Fitzpatrick Ter; 1383 Rural Hall St; 2498 Roseboro Dr; 1570 Catalina Blvd.
  - Ponds Mowed:  
 2068 Atmore Cir; 3275 Tallwood Dr; 3045 Haulover Blvd; 201 Howland Blvd; Cloudcroft Dr; Kangaroo; Akron Dr; 608 Tradewinds Dr; 1447 Summit Hill Dr; 2810 Loblolly Dr; 2755 Roseapple Dr.
- **Storm System Cleaning ( Vac Truck):** Storm System Jetted and Cleaned – 1127 Prescott Blvd; 2096 Parkton Dr; 1240 Indian Rock Ct; 2780 O’Bannion Ter.
- **Right of Way Mowing Crew:**
  - Main roads mowed – India Blvd; Courtland Blvd; Humphrey Blvd; Newmark Dr; Haulover Blvd; Captain Dr; Catalina Blvd.
  - Sectors mowed – 3; 4; 5; 6; 7; 8.
  - Alleys mowed – 977; 1184; 1185; 1578; 1590; 1898; 1915.
- **Right of Way Litter Crew:** Main road trash pickup – Courtland Blvd; India Blvd; Humphrey Blvd; Newmark Dr; Haulover Blvd; Captain Dr; Catalina Blvd.
- **Miscellaneous:**
  - Ft Smith Blvd – filled the water bags around all the newly planted trees at the ponds.
  - City Wide – checked all electric pumps for proper operation and vandalism.
  - Gatling Ave – weed-whacked the area around the fence, mowed the top of the bank of the pond.
  - 1068 Norwood Dr; 3236 Sky St – mowed and trimmed around the pump station.
  - 1045 Brady Dr – mowed the Right of Way in front of the two ditches.
  - 2813 Kraft Dr – removed the fallen tree from the drainage ditch and hauled off.
  - 976 Millenbeck Ave – removed debris from the drainage ditch and hauled off.
  - 1486 Renton St – mowed around the high grass around the drainage box.
  - 1314 Ferendina Dr – replace the bad motor on the electric pump with a rebuilt one.
  - Seagate/Winterville – removed the pile of dirt that was in the Right of Way.

**UTILITIES** (Gerald Chancellor, Public Works Director/City Engineer) thru 08/17/2014

**Customer Service**

| August 2014       | Total week ending<br>8/17/2014 |
|-------------------|--------------------------------|
| DW – Lockbox      | 1429                           |
| Ebox              | 1076                           |
| Call Center Calls | 1269                           |
| Walk-ins/Drop Box | 951                            |
| On-line Payments  | 1383                           |
| IVR               | 731                            |

**Customers Disconnected for Non-Pay**

| <b>August 2014</b>       | <b>Total week ending<br/>8/17/14</b> |
|--------------------------|--------------------------------------|
| Total on Disconnect List | 76                                   |
| Off in error/DW error    | 0                                    |
| Off in error/Munis error | 0                                    |
| Misapplied Payment       | 0                                    |

**Construction Log & Service Orders**

| <b>August 2014</b>       | <b>Total week ending<br/>8/17/14</b> |
|--------------------------|--------------------------------------|
| Water Service            | 2                                    |
| Meter Sets               | 1                                    |
| Reclaim Meters           | 0                                    |
| Fire Hydrant Installs    | 0                                    |
| Fire Hydrant Replacement | 0                                    |
| Fire Hydrant Repair      | 0                                    |
| Replace Meter Box        | 18                                   |
| Locates Received         | 88                                   |
| Locates Completed        | 85                                   |
| Main Leaks               | 0                                    |
| Service Leaks            | 9                                    |
| Sewer Repairs            | 0                                    |
| Sewer Blockage           | 2                                    |
| KV2 Valves               | 5                                    |
| Service Replacements     | 4                                    |
| Meter Change Outs        | 11                                   |
| Service Orders           | 445                                  |
| Disconnects              | 76                                   |
| Drainfield Leaks         | 3                                    |
| Meter Retirements        | 28                                   |