

CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Faith G. Miller, City Manager
Subject: Weekly Courtesy Report
Date: December 21, 2012

2nd Annual Deltona Christmas Parade:

We ended up with close to 100 entries in our 2nd Annual Christmas Parade and 20,000 – 25,000 people in attendance per the VCSO. Awards for the parade winners will be presented at the January 7th Commission meeting. We did have one minor incident involving a young participant with one of the entries, and we have had a follow-up meeting and discussed ways to further improve safety along the parade route in the future. Overall, we feel that this was another very successful event for our residents and a great deal of thanks go out to all involved in making this event so special!

Waste Pro Holiday Collection Schedule:

Reminder - There will be no solid waste collection service provided on Christmas Day, December 25th or New Year's Day, January 1st. All services will be rescheduled for the following day.

Open for Business:

Through efforts of our staff, namely Jerry Mayes, Economic Development Manager; Steve Roland, Building Official; and Tom Pauls, Planning Manager, the City recently received our Certification as "Open for Business" from myregion.org. We are now allowed to use the Open for Business logo on official City documents and our WebPage.

The "Open for Business" initiative was led by a group of Volunteer Leaders, representing a broad-based coalition; working together on behalf of thousands of employers across a seven-county service area including: Brevard, Lake, Orange, Osceola, Polk, Seminole, and Volusia Counties. Jerry Mayes represented the City at the meetings of this regional group and throughout this process.

"Open for Business" was successfully advanced by the following Founding Partners: the *Associated Builders & Contractors*, the *Central Florida Partnership*, the *Home Builders Association of Metro Orlando*, the *Metro Orlando Economic Development Commission*, the *Orlando Regional REALTOR Association*, and *Workforce Central Florida*; with Shelley Lauten, President of *myregion.org* serving as Project Director.

The shared goal of this group from the very beginning of "Open for Business," has been to help advance the region's economic recovery, by helping to put "working families back to work".

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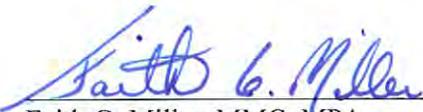
Out of Office:

I will be out of the office during the holidays and for a couple of vacation days beginning Monday, December 24th and returning on Wednesday, January 2nd. Dave Denny will serve as Acting City Manager in my absence. If the need arises, I will be in town and easily accessible via email or cell phone.

Wishing you, your families and friends the very best of the holidays
and a very Happy New Year!

Ongoing/Upcoming Events:

- **Christmas Holidays** – City Administrative Offices closed on Monday, December 24th and Tuesday, December 25th
- **New Year's Holiday** – City Administrative Offices closed on Tuesday, January 1, 2013
- **Regular City Commission Meeting** – Monday, January 7th, 6:30 p.m. – Commission Chambers
- **Commission Workshop Meeting** – Monday, January 14th, 6:30 p.m. – 2nd flr. Conference Room; Topics: aerial fire truck; fire-based emergency transport; and scheduling of future Commission workshop topics
- **Regular City Commission Meeting** – Tuesday, January 22nd, 6:30 p.m. – Commission Chambers
- **Commission Workshop Meeting** – Monday, January 28th, 6:30 p.m. – Commission Chambers; Topic: Status Report from Rate consultants on Water/Sewer Rate Study



Faith G. Miller, MMC, MPA
City Manager



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CITY MANAGER'S OFFICE thru 12/21/2012

Communications (Lee Lopez, Public Information Officer):

- Scheduled Public Information Assistance Forms for Communicating the County's E-Notification System, Board Game Night for Teens, MLK events, Philadelphia Union Spring Training and clinics for children here in Deltona, "Achieving Success Through Exceptional Service" (a class taking place in the Business Assistance Center), and a Deltona High vs. Pine Ridge High alumni game to benefit Deltona's Anti-Bullying Campaign.
- Working with DeBary and Orange City to collect photos for our joint panel cover for the Southwest Volusia Map Project.
- Setup the "mock recording studio" with tables, signage, etc. on the parade route, assisted and coordinated the judges and shot video for the 2012 Christmas Parade. Tallied the scores from the judges after the parade.
- Created a poster/logo for the City's first ever 5K in collaboration with the Office for Economic Development.
- Sent the January, February, March City Newsletter to the City Manager's Office for review.
- Assisted with the setup and shot photos at a groundbreaking ceremony for Dunkin' Donuts/Baskin Robbins.
- Met with the Office of Economic Development and the City Manager to formalize communication responses related to confidentiality agreements.
- Creating a list for the City Manager/Commission with regard to the communications outlets used by our office.
- Updated DeltonaTV Schedule for the Week of December 23rd.
- Updated DeltonaTV programming—UCF(Global Perspectives, MetroCenter Outlook, On the Issues), White House Chronicle, VA Weekly News, the American Veteran—for the Week of December 23rd.
- Videotaped Deltona Christmas Parade for broadcast on DeltonaTV.
- Videotaped 100 Deputies event for broadcast on DeltonaTV.
- Photographed offices at City Hall and Deltona Water, for Holiday Decoration Contest
- Updated messages on Welcome signs.
- Updated DeltonaTV slide show for Community Calendar: "Holiday Parade of Homes".
- Production of City "Holiday Greetings" from VCSO, staff and Commissioners, for broadcast on DeltonaTV.
- Changed music on DeltonaTV Community Calendar, to Christmas themed music.
- Photographed employee White Elephant Gift Exchange for the Pride Newsletter.
- Tech testing for audio/video equipment for Deltona Christmas Parade.
- Coordinated TV production and editing of Christmas Parade with Pelican Productions.
- Added Open and Close Graphics to Deltona HS Christmas Chorale Concert for air on DeltonaTV.
- Attended Employee Emergency Plan Meeting with Risk Manager.
- Invited both Parade Judges and Emcees to please attend the January 7th Commission Meeting, to receive recognition and thanks from the City Commission.

Press Releases:

- Christmas Parade Winners

Media Relations:

- Provided information regarding injury at Christmas Parade to Mark Harper/Daytona News Journal.
- Provided information regarding resident complaint about ducks to Mark Harper/Daytona News Journal.
- Provided information regarding Holiday Parade of Homes to Kathleen Rasche/Daytona News Journal.
- Provided information regarding resident issue with past due water bill to Blaine Tolison/WFTV Ch. 9.

Business Development (Jerry Mayes, Business Development Manager):

- Coordinated and attended the groundbreaking for the Dunkin' Donuts/Baskin Robbins site on December 19th at 10:00 AM at Howland Blvd. and Roseapple Ave.
- Continued working on the scheduling of the groundbreaking ceremony for the new McDonalds Restaurant at Howland Boulevard and SR415.
- Met with Chris Bowley, Planning & Development Services Director, to discuss the continued streamlining of the permit and approval process for development and redevelopment projects within the City.
- Attended the Florida Brownfields Association's monthly teleconference discussing contamination remediation and economic development via the use of Brownfields.
- Met with G.G. Galloway, Coldwell Banker Commercial Realty, regarding development in Deltona.
- Met with the Deltona "Run for Your Heart" 5K planning meeting. This event is being planned to help expose the River-2-Sea Trail and the beauty of the Dirksen Boulevard corridor.
- Discussions with Carlos Valderrama, President of the Volusia Hispanic Chamber of Commerce, to enlist the Chamber's members in the campaign to bring a Sedano's Grocery to Deltona.
- Met with Derek Hudson, Small Business Development Center, to discuss classes to be offered at the new Business Assistance Center.
- Started preparation of both Deltona Economic Development Advisory Board Sub-committee agendas.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 12/14/2012

Building Services Division:

Building Permits issued for the week	62
Valuation of work permitted for the week.....	\$2,132,970
Inspections completed for the week	153
Total Permits issued for Fiscal Year 12/13	606
Valuation of work permitted for the year 12/13	\$7,474,955
Permits Issued:	
A/C Change Out	5
Addition	1
Building Commercial.....	3
Demolition	1
Door Replacement	1
Driveway.....	2
Electrical	5
Fence.....	6
Garage Enclosure.....	2
Other	1
Patio Cover	1
Photovoltaic	1

Plumbing.....	1
Reroof.....	12
Right of Way.....	4
Screen Rooms.....	1
Shed.....	2
Siding.....	1
Site Engineering.....	1
Solar Panels.....	3
Water Heater Replacement.....	3
Window Replacement.....	5
Total	62

Enforcement Services Division:

Requests for services this week.....	225	
Animals impounded at the humane societies.....	19	
Citation warnings issued.....	19	
Courtesy notices.....	73	
Abatement notices.....	13	
Citations issued.....	7	
Code Enforcement telephone calls.....	110	
Animal Control calls.....	148	
Solid Waste calls.....	68	
Citizen walk in requests for Code Enforcement assistance.....	12	
Citizen walk in requests for Animal Control assistance.....	11	
Citizen walk in requests for Solid Waste assistance.....	3	
Properties requiring grass to be cut by contractors.....	1	(at a cost of \$35)
Certified mailings sent out.....	35	(at a cost of \$201)
Money collected for Animal tags, liens and return to owners.....	\$695	
Foreclosures for this week: Deltona	20	
County	21	
Total	41	

CITY CLERK'S OFFICE (Joyce Kent, City Clerk) thru 12/14/2012

2nd Floor HR/CC Walk-In Customers.....	66	
2nd Floor calls Answered.....	20	
Packages Received.....	44	
Packages Picked Up.....	2	
A/P Invoices Opened.....	113	
Newspapers.....	18	(9 hours)
Public Records Requests Received.....	2	
Public Record Request Amount Received.....	0	
Documents imaged, pages.....	3,463	
Large scale drawings imaged, pages.....	41	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 12/19/2012

- Conference call planning session with Munis and internal Munis team to discuss conversion of Business Tax from TRAKit to Munis.
- Working on cash flow model.
- Preparing purchase orders for truck purchases.
- Posted quote for hardware and software maintenance agreement for IT.
- Posted quote for Actuarial Consulting Services. One response received.
- Testing new RFID tags for 2012/2013 inventory to begin in early 2013.
- Preparing agenda memo for fertilizer and chemical bid award.

FIRE/RESCUE DEPARTMENT (Robert Staples, Fire Chief) thru 12/19/2012

Fire Chief Staples:

- Met with the Chiefs of the southeast area (New Smyrna, Edgewater, Port Orange, Ponce Inlet & South Daytona) to discuss the formation of area-specific automatic aid and closest response agreements. The southeast has a template agreement that would be a good starting point to develop a regional agreement with Orange City and DeLand.
- Spoke with Orange City and DeLand about formation of an agreement to include the combining of our Light Technical Rescue Team (Light TRT) and the resources of all three agencies. This version of the agreement will have language on reimbursement if needed in the event of an imbalance of Fire alarms in excess of 50 per year. Proposed language would include the ability to barter services in lieu of payment if both parties agree.

Deputy Chief Rogers:

- Alarm summary 12/11/2012 thru 12/17/2012

Structure fire	2
Vehicle Fire	0
Wild land, grass, trash	4
Misc. Fire	2
ALS Medicals	76
BLS & Misc. Medicals	64
Hazardous Condition	3
Service Calls	7
Good Intent	15
False Alarms	7
TOTAL	180
- Apparatus Update:

E61 FD-1233	In Service at Station 61.
E62 FD-0655	Out of Service at Fleet.
E63 FD-1021	In Service at Station 63.
E64 FD-0654	In Service at Station 64.
E65 FD-0900	In Service at Station 65.
Resv A FD-9925	Out of Service at Fleet.
Resv C FD-0214	In Service at Station 62.
Ladder FD-0300	Available at Station 65.
R61 FD-0910	In Service at Station 61.
R62 FD-0754	Available at Station 62.
Brush 61	Out of Service due to pump problems
Brush 62, 63, 64	In Service.

Deputy Chief Rafferty:

- Picked up new Fire Department All-Terrain Vehicle unit.
- Instructed Advanced Cardiac Life Support Class.
- Instructed Healthcare Provider Class.
- Target Safety classes.
- Replaced out of date Controlled Substances.
- Repaired Heart Monitors on Engine 61.
- Worked on key secure boxes with KNOX Company.

Asst. Chief Debose:

- Attended the Health and Safety Conference in Orlando sponsored by the Florida Fire Chiefs Association.
- Finished transportability study for CPAT program.

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 12/19/2012

- Performance Evaluations processed: 4
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (1350)
- Applications received:
 - (04) Water Operator
 - (02) Utility Systems Tech
 - (19) Enforcement Service Officer
- Met with several Department Directors regarding personnel issues and coordination of personnel actions.
- Processed (1) FMLA action.
- Processed one short-term disability application.
- Processed one separation including exit interview: R. Trenholm (Stormwater Technician); resignation.
- Conducted a discipline hearing and executed a Continued Employment (last chance) Agreement pursuant to City policy.
- Preparing materials for Leadership Academy's Management Development Part 1 program.

PARKS AND RECREATION DEPARTMENT (Steve Moore, Director) thru 12/15/2012

Administration:

- Assisted with the Christmas Parade.
- Met with Planning and Development to discuss the Outrigger property.
- Met with Public Works to discuss the possibility of relocating the Wes Crile walking trail parallel to Ft. Smith.
- Met with 5K group to discuss their event.
- Met with City Manager's Office regarding food distribution.
- Processed 8 permits for pavilion rentals.

Facility Use Permits (12/09-- 12/15/12):

- | | | |
|------------------------------------|-------------------|---------------------------|
| • Deltona Community Center | 6 permits issues | Weekly attendance – 1,257 |
| • Harris M. Saxon Community Center | no permits issued | Weekly attendance – 256 |
| • Wes Crile Park | 2 permits issued | Weekly attendance – 1,142 |
| • Skate Park | 7 new passes | Weekly attendance – 532 |

Special Events/Programs:

- Harris M. Saxon Community Center:
 - Boys and Girls Club after school program continues.

City Leagues Currently Underway:

- Men's Polar Bear League begins in January.
- Senior spring league begins in March.

Partner Leagues Currently Underway:

- West Volusia Youth Baseball spring season begins in February.
- Deltona Little League spring season begins in February.
- Deltona Youth Soccer spring season begins in February.
- Florida Basketball & Volleyball Association (FBVA) winter season begins in January.

Parks Maintenance:

Mowed, edged and weed-eated:

- Dupont Lakes – Replaced net on basketball courts; removed graffiti from backboards and garbage cans; painted over graffiti on restrooms; repaired and painted picnic tables under pavilion; finished painted pavilion.
- Keysville Dog Park – Replaced worn basketball nets.
- Manny Rodriguez – Removed graffiti from playground; replaced damaged boards on perimeter fence; replaced worn basketball net.
- Skate Park – Replaced ripped basketball net and repaired leaking water fountain.
- Thornby Park – Installed baby swing and harness.
- Timber Ridge – Replaced worn basketball net.
- Tom Hoffman – Removed graffiti from playground.
- Vann Park – Filled in wash-out at entrance.
- Veterans Memorial – Replaced vandalized chains around monuments.
- Wes Crile – Removed dead palms from island; loaded in clam truck and took to landfill; painted pavilions; put up handicap swings with new harnesses.

Parks Maintenance – Miscellaneous:

Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks and facilities, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage, including seasonal items; 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 damaged paper towel and toilet paper dispensers.

- Completed Christmas decorations at City Hall.
- Picked up supplies at Ace Hardware.
- Picked up 50th cake at City Hall and took to Dewey for building float.
- Sanded and painted trailer floats.
- Picked up food donations from the Water Department.
- Assisted with food separation and distribution.

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 recycled bins from DSC classrooms and all City departments; setting up Commission Chambers for various meetings and resetting afterwards; checking temperature throughout the building; replacing flags, replenishing restroom supplies

throughout the entire building; replacing soap dispensers; cleaning all restrooms (floors, toilets, sinks, etc.); unclogging various toilets in restrooms on both floors; unclogging water fountains; replacing light bulbs throughout the building, courtyard and walkway; replacing restroom fresheners and batteries; moving or assembling furniture for various departments; hanging pictures (as requested) throughout City Hall; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrubbery; walking the grounds and picking up trash; emptying all trash receptacles outside; sweeping sidewalk and stairwells; cleaning front of building, retrieving supplies from storage at various times, polishing the elevator; delivering packages and heavy boxes to departments, repairing damaged paper towel and toilet paper dispensers.

Sports Turf Maintenance:

- Normal routine maintenance at:
 - Dewey Boster Sports Complex.
 - Baseball and Pony League Fields.
 - Vann Park.
 - Dupont Lakes.
 - Wes Crile Park.
 - Mowed Campbell, DuPont Lakes, Vann Park and Wes Crile Parks.
 - Mowed, raked and re-lined fields at Dupont.
 - Sprayed Wes Crile and Vann Park.

- Sports Complex:
 - Mowed fields and Pony League.
 - Picked up bleachers and fencing from Christmas Parade.
 - Sprayed Triplex Micro, Rx Supreme and Multipath wetting agent.
 - Spot sprayed Trimec for broadleaf weeds.
 - Trouble shoot pump.

PLANNING & DEVELOPMENT SERVICES (Chris Bowley, Director) thru 12/19/2012

Executive Summary:

The Planning and Development Services Department greatly appreciates the City wide team effort for the Dunkin Donuts to be located at 3140 Howland Boulevard. The project is a highlight for the City in taking the applicant through due diligence and site acquisition process, development review, site plan approval, and ultimate construction. The end result will be a well-used facility that is attractive retail space and, most importantly, will provide jobs to our residents. The new development, along with Top Shelf Car Wash, Family Dollar, Dollar General, RaceTrac, and Fire Station 65, has the potential to attract projects along Howland Boulevard for a well-designed corridor with good commercial building stock.

Planning:

The Planning Section spent the week completing the Land Development Code (LDC) amendment package for Phase II-A, which will be distributed to the Commission and the Planning and Zoning Board (P&Z) in advance of a scheduled Commission Workshop/Joint Meeting with the P&Z Board on February 11, 2013. A potential schedule projects the LDC Phase II-A amendments to be adopted in May 2013 and Phase II-B amendments starting immediately following Phase II-A adoption.

Staff also began work on Live Oak Estates residential subdivision located east of the intersection of Providence Boulevard and Doyle Road to add three lots not initially included within the overall master planned project. This requires a revision to the Final Plat that results in review of the stormwater management system, impervious surface ratio, and access management to ensure that inclusion of the three

lots can be accommodated within the overall design of the project. Approval of the plat will allow D.R. Horton homebuilders to construct three new homes within the project.

Finally, staff took the updated sheets of the Capital Improvements Element of the City's Comprehensive Plan to the P&Z Board this week to be brought to the Commission for first reading of Ordinance No. 26-2012 at the January 7th Commission Public Hearing.

Housing & Community Development:

The Housing and Community Development Section is working with potential home buyers awaiting the closing of four houses. This will bring the total units sold within NSP 1 to 50 and within NSP 3 to three. As previously mentioned, the sale of the remaining homes should be to very low income buyers and will bring the NSP 1 program to a 95% completion rate. Staff anticipates purchasing another five homes in the NSP 3 program going forward to complete home acquisition for NSP 3 program funds.

PUBLIC WORKS (Glenn Whitcomb, Director) thru 12/16/2012

Traffic Operations:

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

- **Signs:**
 - Completed 24 sign repair work tickets in the City.
 - Fabricated and installed 1 new street name sign.
 - Fabricated numbers 1301, 1302, and 1303 for fleet maintenance.
 - Fabricated 4 Enforcement logos for fleet maintenance.
 - Fabricated (4) 11.5" City logos for fleet maintenance.
 - Repaired (1) 30"x 30" R1-1 Stop sign.
 - Fabricated and installed 4 "West Volusia Jr. Midget National Football Champions" acknowledgement signs at Graves & Howland; Saxon & Firwood; Doyle & Deltona Blvd; Howland & SR415.
- **Asphalt:**
 - 1690 E Normandy Blvd – repaired pothole with ¼ bag of cold patch.
 - Paco & E Normandy Blvd – repaired pothole with ½ bag of cold patch.
- **Speed Trailer:**
 - Removed both speed trailers on Elkcam Blvd near Arrowhead Av.
 - Installed speed trailer at 2841 Beal St.
- **Message Boards:**
 - Programmed both message boards for the Christmas Parade and placed them at Providence Blvd & Tivoli and Providence Blvd & Eustace.
- **Miscellaneous:**
 - Assisted with Christmas float.
 - Picked up A frame barricades from Deltona Water and loaded all lit barricades; cones; A frame barricades and detour for Christmas parade.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
 - Medians:
 - Providence Blvd – routine maintenance.
 - Normandy Blvd – routine maintenance; straightened and tied crepe myrtle that was hit near 1948 N Normandy.
 - Miscellaneous:

- Picked up plants at Osteen Garden nursery.
- Installed plants at Diamond St Water building.
- **Concrete:** Sidewalk Repairs – 1208 Catalina – 8’x 5’.
- **Clam Truck:**
 - Debris – 2
 - Trimming – 8
- **Drop Offs:** Providence & Dunlap – repaired drop off with fill dirt.
- **Slope mowing:** 3224 N Covington – 180’; E Slater & N Covington – 130’; 3163 N Covington – 270’; 3146 N Covington – 90’; 3107 N. Covington – 90’; 3125 Wainwright – 90’; 3089 Wainwright – 90’; W Elston between Coventry & Wainwright – 100’; W Elston between Wainwright & Mandeville – 80’; W Elston between Mandeville & Pigeon Cove – 90’; 296 W Elston – 180’; 3216 Pigeon Cove – 90’; 3201 Pigeon Cove – 90’; 3171 Pigeon Cove – 90’; 3147 Pigeon Cove – 90’; 2871 Beckwith – 180’; 2962 Beckwith – 180’; 2972 Beckwith – 150’; 2870 Chalmer – 90’; 2861 Chalmer – 180’; Chalmer & Fifer – 320’; 2901 Irondale – 180’; 2950 Gillmor – 90’; 2860 Fifer -90’; 2936 Carmela – 90’; 2931 Harper – 90’; 2921 Harper – 90’; 3132 N Covington -90’; 3156 N Covington – 90; 3178 Snow – 180’; 3150 Tiburon – 120’; 3229 Utah – 90’; 3280 Utah – 90’; 2698 Bentley – 90’; 2685 Bentley – 90; 2607 Bentley – 180’; 2701 Beckwith – 580’; 2761 Beckwith – 90’; 2780 Beckwith – 90’; 3130 Snow – 320’; 2391 Whitehorse – 120’; 2398 Whitehorse – 90’; 2326 Whitehorse – 200’; 3213 Urmev – 200’; 2273 Whitehorse – 90’; 2155 St James – 120’; 3184 St James – 180’; 3240 St James – 90’; 3330 Buttonwood – 45’; 2277 Fox Chapel – 260’; 2570 Hendricks – 90; 3010 Snow – 180’; 309 Snow – 670’.
- **Miscellaneous:** Borinquen & Courtland – removed trash from Right of Way.

Fleet Maintenance Division:

- | | | |
|------------------------------|--------|--------------|
| • Vehicles | PM – 3 | Repairs – 4 |
| • Equipment | PM – 1 | Repairs – 10 |
| • Fire Dept. Station Checks | 6 | |
| • Road Calls | 3 | |
| • Parts Run/Vehicle Delivery | 3 | |
| • 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:**
 - Conyers/Amboy – reshaped swales and prepped area for sod.
 - Elkcam/Florida – filled in washout.
 - 1933 Monterey – filled in washout.
 - 770 Cloverleaf – repaired around basins and filled in holes and placed sod.
 - 997 Sweetbriar – filled in washout next to driveway.
 - 239 Rabenton – filled in washout around box.
- **Right of Way Litter Crew:**
 - 742.5 Gallons of litter removed.
 - Main road trash pickup - Ft Smith twice; Providence from Tivoli to Eustace; Normandy; Montecito; India; Haulover; Captain; Catalina; Elkcam; Courtland.
- **Miscellaneous:**
 - Elkcam Blvd – edged sidewalks from Courtland to Normandy.
 - City Wide – cleaned debris from grates; raked all the ruts out in retention ponds; picked up trash in retention ponds.
 - Applegate Ter – spread seed at the retention pond and raked it in and covered with hay.

- Wheeling Av – reprimed the pump and replaced the cap to fill the pump with water.
- 201 Howland Blvd – cleaned all 4 gators for the parade.
- 1640 Oxford Dr S – filled in washout next to basin.

UTILITIES (Glenn Whitcomb, Director) thru 12/16/2012

Customer Service

December 2012	Total week ending 12/16/12
DW – Lockbox	1767
Ebox	1072
Call Center Calls	1423
Walk-ins/Drop Box	1094
On-line Payments	1084
IVR	409

Customers Disconnected for Non-Pay

December 2012	Total week ending 12/16/12
Total on Disconnect List	90
Off in error/DW error	
Off in error/Munis error	
Misapplied Payment	

Construction Log & Service Orders

December 2012	Total week ending 12/16/12
Water Service	
Meter Sets	
Reclaim Meters	
Fire Hydrant Installs	
Fire Hydrant Replacement	
Fire Hydrant Repair	
Replace Meter Box	23
Locates Received	53
Locates Completed	63
Main Leaks	1
Service Leaks	6
Sewer Repairs	
Sewer Blockage	4
KV2 Valves	
Service Replacements	
Meter Change Outs	8
Service Orders	434
Disconnects	115
Drainfield Leaks	2
Meter Retirements	47