

CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Dave Denny, Acting City Manager
Subject: Weekly Courtesy Report
Date: February 15, 2013

Teen Game Night:

Attached as Exhibit A is a flyer for Teen Game Night which is scheduled for Friday, February 22nd at Harris M. Saxon Community Center. Free admission, free refreshments, board games—good teen fun!

Healthy Start Coalition of Flagler and Volusia Counties Recognizes Deltona

The Healthy Start Coalition of Flagler & Volusia Counties' annual meeting was held on February 11th in Daytona Beach, and it was an opportunity for them to show appreciation to those who have given support to that organization over the past year. At that meeting, Deltona was honored to receive the **Taking Strides Donor Award** in recognition of our donation of space at the Deltona Community Center Craft building at 964 Lakeshore Drive. Commissioner Herzberg represented the City at the luncheon, accepting a plaque which will be hung proudly at City Hall.

Ongoing/Upcoming Events:

- **Regular City Commission Meeting** – Monday, February 18th, 6:30 p.m., Commission Chambers
- **Fire Department Pinning and Employee Recognition Ceremony** – Tuesday, February 19th, 6:00 p.m., Commission Chambers
- **Teen Game Night** – Friday, February 22nd, 7:00 p.m., Harris M. Saxon Community Center
- **City Commission Workshop Meeting** – February 25th, 6:30 p.m., Commission Chambers
- **Joint Meeting with Firefighters' Pension Plan, Board of Trustees** – February 25th, 7:30 p.m., 2nd floor conference room
- **Regular City Commission Meeting** – Monday, March 4th, 6:30 p.m., Commission Chambers

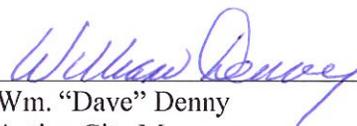
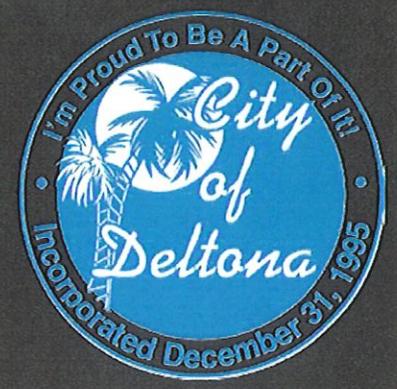

Wm. "Dave" Denny
Acting City Manager

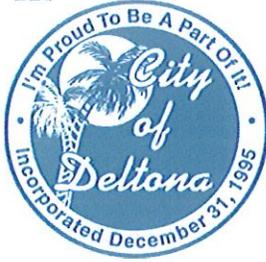
EXHIBIT A

TEEN GAME NIGHT

7 PM
FRIDAY, FEB 22
2013

HARRIS M. SAXON
COMMUNITY CENTER
2329 CALIFORNIA STREET
ADMISSION IS FREE
FREE
REFRESHMENTS





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Subject: Weekly Courtesy Report
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CITY MANAGER'S OFFICE thru 02/015/2013

Communication (Lee Lopez, Public Information Officer):

- Finalizing the 2012 Annual Report.
- Working with Final Mile Race Management, Pelican Productions and staff on the final details for the Love Your Heart 5K. Posted reminders about the race on Facebook and Twitter and sent an e-mail announcement out to area elected officials, business partners and economic development advisory board members.
- Met with Florida's Blood Centers donation coordinator to discuss future blood drives, promotions and fundraising ideas.
- Posted the upcoming Teen Game Night to the City's Web site and e-blasted the poster and info to the Parks & Recreation e-mail group.
- Created a ribbon cutting invitation for State Representative David Santiago's District Office. E-mailed it, created a Facebook event for it, and "tweeted" about it.
- Updated DeltonaTV broadcast schedules and programming for the week of February 17th.
- Production session: videotaped two programs to air on DeltonaTV:
 - A one-on-one interview with US Congressman John Mica discussing Sunrail and economic development;
 - A round table discussion with Cong. Mica, Mayor Masiarczyk and State Representative Santiago, discussing the municipal history of Deltona, from pre-incorporation through today with its own dedicated State representative district.
- Post production for Open and Close graphics for above mentioned local programs.
- On-Air tests for new programs from The Pentagon Channel.
- On-Air test for VA Weekly News, capturing the program video file online as opposed to receiving a DVD copy.
- "Love Your Heart" 5K Race site visit with video director.
- Sent Talent Production notes to Amanda Melito, on-camera talent for the "Love Your Heart" 5K Race TV program.
- Finalized 2013 Program Expansion Proposal/DeltonaTV.
- Discussions with FCC and frequency coordination company in Daytona Beach, regarding the process to move the City AM radio station to City Hall, and the application for the FCC license modification.
- Revised/updated print work for the 2013 Job Fair.
- Met with Dan O'Hanlon to review audio and video needs for the upcoming FDEP training sessions on February 20th & 21st.
- Quality tested all audio cables used for broadcast and AV productions.
- Photographed Safety Committee's Safety Awards Presentation for the March issue of the Pride.
- Updated the Welcome signs on Howland and Saxon Blvds.

Press Releases:

- Teen Game Night

Media Relations:

- Responded to questions from *Al Everson of the DeLand-Deltona Beacon* regarding staff at the Commission Workshop, Feb. 11th.
- Provided information regarding two pending Code Enforcement cases to *Mark Harper/Daytona News-Journal*.
- Assisted in arranging interview with Dave Denny for *Mark Harper/Daytona News-Journal*.
- Provided information regarding the City's recruiting efforts for a permanent City Manager to *Erika Webb/Hometown News*.

Business Development (Jerry Mayes, Economic Development Manager):

- Met with City staff and County Councilmember Pat Northey to discuss the Community Redevelopment Area (CRA) plan.
- Prepared and submitted the proposed agendas for the Deltona Economic Development Advisory Board (DEDAB) Sub-committees, for the March 8th meetings.
- Met with City staff to discuss the potential dedication of the Audubon Park (Doyle Road and Lush Lane) to better utilize and enhance "Eco-Economic Tourism" in the south side of Deltona.
- Met with Planning & Development staff to assist with the mandatory upcoming housing study; provided potential contacts to serve on the boards that the plan requires.
- Met with Joe Cerrato, DEDAB Sub-committee member, to discuss membership, agenda planning, and other areas of concern for DEDAB.
- Met with Ryan Rinaldo, intern from Stetson University, who is interested in serving an internship in economic development.
- Attended the welcoming breakfast for the Philadelphia Union Major League Soccer team that is using Dewey O. Boster Park as their "spring training" location.
- Attended the final staff meeting for the "Deltona Run for Your Heart 5K" run to be held on Saturday, February 16th. The run starts at Deltona Middle School, follows the "River-2-Sea Trail" to Thornby Park and then returns.
- Attended a "State of the Region" luncheon in Sanford; Mayor Bob Apgar of Deland was a guest speaker.
- Worked on directional signage to help direct traffic to the Business Assistance Center for business education classes being held there.
- Working on the issue of Brighthouse connection for wireless in the Business Assistance Center. This wireless connection is being paid for by the Deltona Community Business Association to support their Monday evening classes, and will not incur any obligation to the City.
- Working on the formation of a "Business Team" to help develop and market the I-4 Commerce Park. The current list of potential participants includes the City of Deltona, Progress Energy/Duke Energy, Brighthouse, Florida Natural Gas, and Team Volusia.
- Met with Team Volusia staff to work on the March 11th Commission Workshop presentation regarding incentives and the best uses for incentives; we also addressed building a team to work on the I-4 Commerce Park solicitation for development.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 02/08/2013

Building Services Division:

Building Permits issued for the week61

Valuation of work permitted for the week.....	\$214,038
Inspections completed for the week	192
Total Permits issued for Fiscal Year 12/13	986
Valuation of work permitted for the year 12/13	\$13,629,906

Permits Issued:

A/C Change Out	9
Demolition	1
Door Replacement	2
Driveway.....	1
Electrical	1
Fence.....	9
Garage Door Replacement.....	3
Interior Repair.....	1
Other	1
Plumbing.....	2
Pool In-ground	1
Reroof	7
Right of Way.....	6
Screen Enclosure.....	2
Shed	1
Sign	1
Water Heater Replacement	10
Window Replacement	3
Total	61

Enforcement Services Division:

Requests for services this week	331
Animals impounded at the humane societies	32
Citation warnings issued	6
Courtesy notices	176
Abatement notices	7
Citations issued	6
Code Enforcement telephone calls	120
Animal Control calls	118
Solid Waste calls	84
Citizen walk in requests for Code Enforcement assistance	5
Citizen walk in requests for Animal Control assistance	10
Citizen walk in requests for Solid Waste assistance	0
Properties requiring grass to be cut by contractors	0
Certified mailings sent out	31
Money collected for Animal tags, liens and return to owners	\$1,054
Foreclosures for this week: Deltona	87
County	27
Total	114

(at a cost of \$0)
 (at a cost of \$189)

CITY CLERK'S OFFICE (Joyce Kent, City Clerk) thru 02/08/2013

2nd Floor HR/CC Walk-In Customers	87
2nd Floor calls Answered	26

Packages Received	25	
Packages Picked Up	3	
A/P Invoices Opened	137	
Newspapers	18	(10 hours)
Public Records Requests Received	1	
Public Record Request Amount Received	\$44	
Documents imaged, pages	4,829	
Large scale drawings imaged, pages	79	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 02/13/2013

- Conference call with Volusia/Flagler FGFOA to discuss Local Option Gas Tax distribution calculation.
- Auditors on-site all week performing FYE 2012 audit work.
- Working on 1st quarter FY 12/13 financial and investment statements.
- Attended Pre-bid meeting for Keys Lane Drainage Improvements-Phase 2.
- Attended Pre-bid meeting for Normandy Section B Roadway Improvement and Utility locates pre-bid.
- Met with Guardian Fueling Technologies regarding fuel tank purchase for Public Works and Fuelmaster purchase for Fire Department.
- Proposals for Insurance Consultant Services due February 21st.
- Working with Engineer to put out bid for Holston Drive Drainage Project.

FIRE/RESCUE DEPARTMENT (Fire Chief Robert Staples) thru 02/12/2013

Fire Chief Staples:

- Completed a 2-week program at the National Fire Academy as part of the Executive Fire Officer Program (EFOP). This first class, Executive Development, focused on team building, decision making, problem solving and research methodologies. As part of this course, an Applied Research Project will be completed looking at an area that requires change. The topic I have chosen is Compressed Air Foam Systems (CAFS), a not-so-new technique that mitigates fires more rapidly than traditional firefighting methods while reducing water damage, Firefighter fatigue and injuries associated with standard firefighting tactics. Deltona currently has one Engine equipped with CAFS but does not regularly deploy it due to the additional training, education and data needed to fully implement its use.
- Completed the Homeland Security Exercise Evaluation Program (HSEEP) offered by the Florida Department of Emergency Management and Volusia County Emergency Management.
- Met with the Union to discuss ongoing issues and brain-storm future challenges within the department.

Deputy Chief Rogers:

- Alarm summary 2/5/2013 to 2/11/2013

Structure fire	3
Vehicle Fire	2
Wild land, grass, trash	1
Misc. Fire	4
ALS Medicals	51
BLS & Misc. Medicals	75
Hazardous Condition	3
Service Calls	8

Good Intent	9
<u>False Alarms</u>	<u>10</u>
TOTAL	166

- Apparatus Update:
 - E61 FD-1233 Out of Service at Fleet – preventive maintenance and miscellaneous repairs.
 - E62 FD-0655 In Service at Station 62.
 - 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 In Service at Station 61.
 - Resv C FD-0214 In Service at Fleet.
 - Ladder FD-0300 Out of Service at Fleet – hydraulic issues.
 - R61 FD-0910 In Service at Station 61.
 - R62 FD-0754 In Service at Station 62.
 - Brush 61 Out of Service at Fleet – wiring problems.
 - Brush 62 Out of Service at Fleet – pump problems (1981 International, difficulties getting parts).
 - Brush 63 In Service at Station 63.
 - Brush 64 Out of Service at Fleet – oil leak.

Deputy Chief Rafferty:

- Attended Labor/Management meeting.
- Attended Telestaff Committee meeting.
- Attended FEMA HSEEP Training Class in Daytona.
- Met with Physio Control (12 lead transmission).

Assistant Chief Debose:

- Finished lesson plan on ventilation—crews perform negative, positive and hydraulic ventilation.
- Assisted Orange City Fire Department with their Lieutenant’s assessment.
- Met with mentee at Discovery Elementary School; discussed the Chinese New Year, Black History and the concepts of leadership.
- Continued to work with JTS on finalizing the Lieutenant assessments that will be conducted on February 19th and 20th.

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 02/13/2013

- Performance Evaluations processed: 2
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (1400)
- Applications received:
 - (01) Water Operator
 - (01) Utility Systems Tech
 - (26) Parks Maintenance Tech
- Met with several Department Directors regarding personnel issues and coordination of personnel actions.
- Corrected Munis errors in preparation for upgrade.
- Scheduling interviews & questionnaires for Public Works Tech position.
- Background & Drug Screening for Enforcement Service Officer & Plans Inspector.

- Participated in 12 interviews for Stormwater Technician.
- Participated in 10 interviews for Public Works Technician.
- Preparing for City's Job Fair 2013; participated in a planning meeting with the City project team assigned to parking for the Job Fair.
- Coordinating "HR on the Road" for February at Fire Department.
- Coordinated dates for formal Customer Service Training for March 20th.
- Participated in Union negotiation session.

PARKS AND RECREATION DEPARTMENT (Mark Manning, Assistant Director) thru 02/09/2013

Administration:

- Processed 7 permits for pavilion and field rentals.

Facility Use Permits (02/03/13—02/09/13):

• Deltona Community Center	3 permits issued	Weekly attendance – 914
• Harris M. Saxon Community Center	1 permit issued	Weekly attendance – 389
• Wes Crile Park	no permits issued	Weekly attendance – 2,056
• Skate Park	4 new passes	Weekly attendance – 608

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 has begun.
- Senior spring league begins in March.

Partner Leagues Currently Underway:

- West Volusia Youth Baseball spring season will begin this month.
- Deltona Little League spring season will begin this month.
- Deltona Youth Soccer spring season will begin this month.
- Florida Basketball & Volleyball Association (FBVA) winter season has started.

Parks Maintenance:

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.

- Mowed, edged and weed-whacked: CVS Park, Deltona Community Center, Manny Rodriguez, Skate Park and Veterans Memorial Park.
- Audubon Park – Repaired railing on front perimeter gate and removed fallen tree on trail.
- Campbell Park – Repaired windows on building (front and left side) and repaired ripped out slats on boardwalk, all due to vandalism.
- Deltona Community Center – Restroom repairs.
- Dewey Boster – Sanded, primed and painted front entrance gates; refurbished and painted picnic tables.
- Harris Saxon – Repaired outdoor restroom; removed broken front entrance gate stop; built and installed new one.

- Lake Gleason – Ran irrigation line around recently planted oak tree.
- Manny Rodriguez – Sanded, primed and painted front entrance gates.
- Miscellaneous:
 - Picked up chairs from the Sheriff's Department and dropped off at Depot.
 - Met with Ace Hardware to order PVC for banners for PIO office.

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/notice boards (as requested) throughout City Hall; cleaning several refrigerators; 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 and washing 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.

- Escorted Air Mechanical for quarterly inspection.
- Assisted PIO with chamber set up for show taping; brought tables and chairs from 2nd floor.

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.
- Raked and lined fields at Dupont every day.
- Sprayed Dupont and Wes Crile with Trimec Southern for weeds.
- Repaired valve at Vann Park.

Sports Complex:

- Mowed fields and Pony League.
- Repainted and set soccer fields for Philadelphia Union.
- Repaired fencing on fields 4 & 7.
- Sprayed fields 1-9 with TB3000 and Multipath.
- Added clay to Pony League.

PLANNING & DEVELOPMENT SERVICES (Chris Bowley, Director) thru 02/13/2013

Executive Summary:

The Planning and Development Services Department made a presentation at this week's Commission Workshop, which was also considered a Joint Meeting with the Planning and Zoning Board. The Workshop included a review of Phase IIA of the Land Development Code (LDC) Amendments and a discussion of the Providence Boulevard Small Scale Comprehensive Plan Amendments proposed last year. Staff received feedback and input on the LDC Amendments, which are being revised, and will adjust the previously

projected schedule. Staff anticipates that the Phase IIA Amendments will be adopted by the Commission by the end of 2013.

The Commission also discussed the history of the concept of doing administrative Comprehensive Plan Amendments and a desire to concentrate that effort in a few key strategic locations to be determined. Discussion ensued about the need for community consensus, neighborhood compatibility, traffic generation, and utility provision to support such amendments. The Commission decided not to continue with the proposed Small Scale Comprehensive Plan Amendments along Providence Boulevard.

Planning:

The Planning Section is meeting with the Volusia County Technical Review Staff concerning the rezoning and subsequent construction of the Eastern Wastewater Treatment Plant at the City's eastern edge. Staff is also meeting with Volusia County on the proposed Community Redevelopment Area plan to determine the potential to move forward with that concept. Staff signed-off on the Certificate of Occupancy (CO) for the Dollar General located along Howland Boulevard for that facility to open. Finally, staff received approval from the Commission at the Commission Workshop to move forward with amendments to Chapter 86, Concurrency Management.

Housing & Community Development:

The Housing and Community Development Section is assembling the Affordable Housing Advisory Committee (AHAC), which will be in place and operational within 2013. The AHAC will review the actions by staff and the policies used to govern operations of the section to provide insight and recommendations to best run the programs in-place. Staff also completed the acquisition of an NSP 3 home located at 711 Nardello, which advances us closer to the goal of completing acquisition in the NSP 3 program.

PUBLIC WORKS (Glenn Whitcomb, Director) thru 02/08/2013

Traffic Operations:

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

- **Signs:**
 - Completed 16 sign repair work tickets in the City.
 - Fabricated two S4-5a "20 mph School Zone Ahead" signs; installed one at 1080 Hathaway and one at 965 Hathaway.
 - Fabricated decals for Deltona Water.
 - Fabricated decals for Fleet Maintenance.
 - Fabricated (4) 24"x 30" R201 "40 mph" signs for stock.
 - Fabricated (2) 12"x 18" "No Parking" signs for stock.
 - Fabricated (2) 24"x 18" "Neighborhood Watch" signs for stock.
- **Asphalt:**
 - Completed 5 asphalt repair work tickets – 1 ton.
 - Repaired cross cut on Overton for Stormwater – 5 tons.
- **Speed Trailer:** Installed speed trailer at 805 Adler.
- **Message Board:** Installed message boards at Graves & Howland, and Saxon & Normandy, for 5k Run.
- **Thermoplastic Striping:**
 - 12" white crosswalks – 105'; 190'; 190'; 90'; 100'; 95'; 95'; 205'; 105'; 95'; 95'.
- **Miscellaneous:**
 - Public Works Depot – moved (30) 10" channels next to stormwater shed.
 - 1137 Normandy Blvd – set up Traffic Monitoring equipment for concrete crew.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
 - Medians:
 - Elkcarn Blvd – routine maintenance; checked irrigation and repaired six 6” pop up irrigation heads.
 - Providence Blvd – routine maintenance.
 - Miscellaneous:
 - Howland Blvd medians – checked irrigation and replaced (10) 12” pop up irrigation heads.
- **Concrete:** 1357 E Normandy Blvd – 24’x 5’; 1586 Brady – 12’x 4’
- **Clam Truck:** Debris – 1
- **Slope mowing:** 2845 Kirkland – 200’; 2452 Academy – 240’; 2428 Academy – 240’; 2347 Academy – 160’; 2428 Ainsworth – 160’; 2440 Ainsworth – 240’; Elkcarn between Academy & Ainsworth – 240’; 3040 Elkcarn – 80’; 2942 Greynolds – 40’; 2861 Kimberly – 240’; 2559 Juliet E – 80’; 2985 Bond – 80’; 2548 Albury – 80’; 2557 Albury – 80’; 2469 Albury – 80’; 2595 Otis – 240’; 2917 Beal – 240’; 2948 Beal – 160’; 3012 Beal – 120’; 2526 Ainsworth – 240’; 2638 Ainsworth – 80’; 2579 Ainsworth – 240’; 2561 Ainsworth – 80’.
- **Drop Offs:**
 - Lagoon – installed 3 ¼ pallets of sod.
 - Bonkirk – installed 8 ¼ pallets of sod.
- **Miscellaneous:**
 - Public Works Depot – hauled fill dirt from Tallwood.
 - Sunbelt – dropped trencher off.
 - Diamond – used bobcat to move some pallets and miscellaneous material for Deltona Water.

Fleet Maintenance Division:

• Vehicles	PM – 2	Repairs – 3
• Equipment	PM – 5	Repairs – 15
• Fire Dept Station Checks	2	
• Road Calls	3	
• Parts Run/Vehicle Delivery	4	
• CDL Testing	1	

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:**
 - 150 Citation Av – installed 240’ of 15” HDPE pipe and tied into existing drainage box; built 2 drainage boxes with grate and ring; installed one prefab drainage box; mudded in drainage box and reshaped swales.
 - Abby Ter & Overton St – completed reshaping swales and placed sod in swales; dug out road crossing for asphalt patch.
 - 1620 Matheson – installed 100’ of 18” HDPE pipe; dug up road crossing; wrap all the joints on the concrete pipe; repaired one drainage box.
- **Drainage Area Maintenance (Aebi mowing):**
 - 1.2 acres maintained.
 - Drainage Right of Ways mowed – 625 Leland Dr; 989 9th St.

- Ponds mowed – 2250 Enterprise/Osteen Rd; 926 Whitewood Dr; 850 Farrington Dr; 675 Malaga; 2036 Atmore Cir.
- **Right of Way Mowing Crew:**
 - Main roads mowed – Newmark Dr; Haulover Blvd; Captain Dr.
- **Right of Way Litter Crew:**
 - 767.25 gallons of litter removed.
 - Main road trash pickup – India Blvd; Courtland Blvd; Normandy Blvd; Elkcam Blvd; Ft Smith Blvd; Deltona Blvd; Cloverleaf Blvd; Anderson Dr.
 - Trash pickup in sectors – 1; 2; 3.
- **Miscellaneous:**
 - City Wide – watered newly laid sod at 657 Hartley; 1557 Seahorse; 936 Utica; 1235 Seybold Ter; Abby Ter.
 - Ledford Property – pumped water out of the pond at Ledford and into the empty pond to water the tree there.
 - 1345 Gaynor Ct – removed downed tree that was cut down by the power company and hauled off.
 - 201 Howland Blvd – did maintenance on the aqua tech.
 - 2138 Gloria – Jetted pipe under driveway to clear the dirt out.

UTILITIES (Glenn Whitcomb, Director) thru 02/10/2013

Customer Service

February 2013	Total week ending 2/10/13
DW – Lockbox	2347
Ebox	1435
Call Center Calls	1140
Walk-ins/Drop Box	1490
On-line Payments	1159
IVR	756

Customers Disconnected for Non-Pay

February 2013	Total week ending 2/10/13
Total on Disconnect List	148
Off in error/DW error	
Off in error/Munis error	
Misapplied Payment	

Construction Log & Service Orders

February 2013	Total week ending 2/10/13
Water Service	
Meter Sets	1
Reclaim Meters	
Fire Hydrant Installs	
Fire Hydrant Replacement	

Fire Hydrant Repair	
Replace Meter Box	8
Locates Received	60
Locates Completed	69
Main Leaks	2
Service Leaks	5
Sewer Repairs	3
Sewer Blockage	3
KV2 Valves	2
Service Replacements	1
Meter Change Outs	9
Service Orders	442
Disconnects	148
Drainfield Leaks	
Meter Retirements	63