



# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission  
From: Dave Denny, City Manager  
Subject: Weekly Courtesy Report  
Date: May 23, 2014

**CITY MANAGER'S OFFICE** thru 05/23/2014

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

- Posted the following information to Facebook & Twitter: Building Services closes early Friday; Simulcast concert; Adult Soccer Signups; Memorial Day Click It Or Ticket; Public's Help Sought in Identifying Dog-Bit Intruder; Normandy/Saxon lane closures; Object on Roadway/Crash at Exit 111; Hurricane Preparedness class at Lyonia Environmental Center (LEC); Edible Florida class at LEC; and Popcorn and a Movie at LEC.
- Updated the entryway signs with information about City Hall closure on Memorial Day.
- Created a Simulcast Concert flyer/poster; added information about the concert to DeltonaTV; created a Facebook event for the concert.
- Posted information about Adult Soccer 6v6 registration on Deltona TV, sent out via E-blast.
- Met with ProSound and Information Technology (ITSD) staff regarding a Request for Proposal (RFP) for upgrades to DeltonaTV station.
- Met with Final Mile Race Management, the Economic Development Manager, and Parks & Recreation Director regarding a new route for the Pink Feet 5K/10K run.
- Met with Finance Department staff regarding the Budget Round Table details, setup and publicity.
- Updated DeltonaTV schedules and programming for the week of May 25<sup>th</sup>.
- Live broadcast of the May 19<sup>th</sup> Commission meeting, and recorded for later broadcast.
- Attended the Volusia County Hurricane Exercise at the Emergency Operations Center, on Wednesday May 21<sup>st</sup>.
- Continued post-production on the following programs: Parks Update: Simulcast Concert Preview; Parks Update: City Volunteers; Code Enforcement Notebook: Permitting; Economic Development: County Health Rankings.
- Researched costs for broadcast field production equipment for the FY2014-15 Budget Capital Improvement Plan.
- Researched information to have DeltonaTV carried on AT&T U-verse and expanding the internet presence, to include "video on-demand."
- Met with Volusia County school representatives to the present City's proposal for an Internship Program for digital media students.
- Attended and assisted Economic Development Manager with the Halifax Health Ribbon Cutting event for its clinic on Saxon Blvd.
- Videotaped a training session for new message boards, via teleconference and internet/web conferencing.
- Met with City Manager and staff to prepare final submission of the FY2014-15 City Manager Budget.

**Media Relations:**

- Provided information regarding dog-bite incidents to *Patricio Balona/Daytona News Journal*.
- Provided public record regarding a former employee to *Mark Harper/Daytona News Journal*.
- Provided information regarding the Special Commission Workshop for selecting a new City Manager to *Mark Harper/Daytona News Journal*.

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

- Prepared and submitted final FY214-15 OED budget.
- Attended the Halifax Health clinic ribbon cutting and grand opening ceremony at 2090 Saxon Boulevard.
- Met with Eli Schaperow, Audubon Society liaison; prepared the Great Florida Birding Trails application for Audubon Park and sent to team members for final review prior to sending to the Florida Wildlife Commission.
- Met with Paris Peña of the Volusia Hispanic Chamber of Commerce to discuss City membership dues for the chamber; also corresponded with the Deland Area Chamber of Commerce and the West Volusia Regional Chamber of Commerce regarding memberships.
- Lee Lopez (PIO), Steve Narvaez (ITSD), and I met with Kate Vandervoort (Career & Technical Education & Career Academies Specialist) and Kelly Amy (Coordinator of CTE & the Arts for Volusia County Schools) to discuss school academies and workforce preparation.
- Met with Chris Bowley, Planning & Development Director, to discuss projects that have already entered the P&D work cycle and projects still in the OED arena.
- Steve Moore (Parks & Rec Director), Lee Lopez and Wendi Jackson (PIO), and I met with Jennifer Florida of Final Mile Race Management to discuss the proposed route for the October Pink Feet 5K/10K run.
- Attended the annual meeting of the Blue Spring Alliance to discuss the "Current Development Affecting Blue Spring". Addressed the group on Deltona's past, present, and planned achievements to protect the Blue Spring Watershed. The presentation was well received and several members complimented the City on the work being done.
- Met with Nick Conte (Executive Director, Deland Area Chamber of Commerce) and Bob Turk (OED, City of Sanford), to discuss how NW Seminole/SW Volusia can better work together to improve opportunities in the shared region.
- Prepared a list of items for the Mayor's use when meeting with the middle school essay winners.
- Met with Morgan Wiseman, commercial broker and developer representative (Reality Capital, out of Orlando) to discuss the "commerce park".

**BUILDING & ENFORCEMENT SERVICES** (Dale Baker, Director) thru 05/16/2014

**Building Services Division:**

Building Permits issued for the week .....	91
Valuation of work permitted for the week.....	\$565,122
Inspections completed for the week .....	266
Total Permits issued for Fiscal Year 13/14 .....	2,267
Valuation of work permitted for the year 13/14.....	\$49,490,495
Permits Issued:	
A/C Change Out .....	24
Addition .....	3
Demolition .....	1
Door Replacement .....	3
Electrical .....	5
Fence.....	14
Fire Alarm.....	1
Garage Door Replacement.....	2
Generator .....	1
Mechanical.....	1

Plumbing.....	1
Pool Above-ground.....	1
Pool In-ground.....	1
Reroof.....	14
Right of Way.....	2
Screen Enclosure.....	1
Shed.....	1
Siding.....	1
Sign.....	1
Sign Temporary.....	2
Solar Panel.....	3
Water Heater Replacement.....	5
Window Replacement.....	3
<b>Total</b>	<b>91</b>

**Enforcement Services Division:**

Requests for services this week.....	314	
Animals impounded at the humane societies.....	47	
Citation warnings issued.....	22	
Courtesy notices.....	146	
Abatement notices.....	36	
Citations issued.....	5	
Code Enforcement telephone calls.....	128	
Animal Control calls.....	123	
Solid Waste calls.....	113	
Citizen walk in requests for Code Enforcement assistance.....	1	
Citizen walk in requests for Animal Control assistance.....	14	
Citizen walk in requests for Solid Waste assistance.....	3	
Properties requiring grass to be cut by contractors.....	14	(at a cost of \$560)
Certified mailings sent out.....	67	(at a cost of \$435)
Money collected for Animal tags, liens and return to owners.....	\$6,177	
Foreclosures for this week: Deltona	35	
County	<u>110</u>	
Total	145	

**CITY CLERK'S OFFICE** (Joyce Raftery, City Clerk) thru 05/16/2014

2nd Floor HR/CC Walk-In Customers.....	42	
2nd Floor calls Answered.....	37	
Packages Received.....	41	
Packages Picked Up.....	1	
A/P Invoices Opened.....	75	
Newspapers.....	16	(6.0 hours)
Public Records Requests Received.....	3	
Public Record Request Amount Received.....	0	
Documents imaged or modified, pages.....	1,168	
Large scale drawings imaged, pages.....	0	

**FINANCE DEPARTMENT** (Bob Clinger, Finance Director) thru 05/23/2014

- Met with Deltona Water and Baskerville-Donovan, Inc. regarding Davis-Bacon compliance on the Eastern Wastewater Treatment Plant project, and continued working on a Davis-Bacon monitoring and enforcement guideline checklist for federally funded City construction projects.
- Met with staff regarding on-going bond compliance documentation.
- Working with Directors addressing various FY2014-15 budget preparation questions and data entry.
- Attended preconstruction on-site meeting for the Wastewater Rib site.
- Attended Request for Qualification solicitation meeting for the Lakeshore Loop project.
- Attended the ECHO advisory committee grant project ranking meeting.
- Attended the River-to-Sea TPO (formerly known as Volusia County TPO) Bicycle Pedestrian project scoring meeting.
- Received six responses for Auditing Services, and prepared evaluation packets for Selection Committee.

**FIRE/RESCUE DEPARTMENT** (Acting Fire Chief Robert Rogers) thru 05/19/2014

**Mark Rhame, Fire Chief:**

- Met with City Manager and Human Resource Director regarding FYI2014/15 Budget planning and staffing requests.
- Met with ITSD regarding FY2014/15 technology, software and equipment maintenance.
- Met with New Smyrna Beach Fire Chief/VCFCA President David McCallister regarding County wide operations and association programs and projects.

**Robert Rogers, Assistant Fire Chief:**

- Alarm summary 5/13/2014 to 5/19/2014
  - Structure fire 0
  - Vehicle Fire 0
  - Wild land, grass, trash 3
  - Misc. Fire 1
  - ALS Medicals 42
  - BLS & Misc. Medicals 81
  - Hazardous Condition 3
  - Service Calls 8
  - Good Intent 19
  - False Alarms 9
  - TOTAL 166

**Russel Rafferty, Deputy Chief:**

- Met with Chief Debose regarding Training.
- Set up EMS Week activities and picked up supplies in Sanford.
- Worked on New Hire applications/process.
- Installed Opticom Units at Fire Station 61.
- Set up for and instructed the American Heart Association Pediatric Training Class.
- Attended EMS Committee meeting.
- Conference call with County EMS Manager.
- Completed and delivered COPCN (Certificate of Public Convenience and Necessity) Application.

**Dean Debose, Assistant Deputy Chief:**

- Facilitated In-Service on new engine and Bow Ring tool for all crews.

**HUMAN RESOURCES DEPARTMENT** (Tom Acquaro, Director) thru 05/21/2014

- Performance Evaluations processed: 10
- Deltona JOBS Program Folders
  - 2<sup>nd</sup> Floor lobby – (0) added
  - Total # of Deltona JOBS Program folders taken – (0 this week; 1,700 to date)
- Applications received:
  - (18) Utility Customer Service & Billing Manager
  - (04) Administrative Assistant II
  - (04) Wastewater Operator
- Coordinated with several Department Directors regarding personnel actions and labor relations issues.
- Setting up 9 interviews for Logistics Clerk.
- Set-up 1 interview for Wastewater Operator.
- Assisted an employee with a Vision coverage issue.
- Processed (1) FMLA request.
- Participated in telephone hearing for an unemployment claim for a former employee.
- Preparing FY 2014/15 budget cost impact estimates regarding merit increases and pay scale adjustment.
- Working with Halifax Health to coordinate start of Employee Wellness Program.
- Coordinating with City's EEOC attorney regarding a claim filed by a former employee.
- Participated with Budget Reclassification/Requisition Review Committee in reviewing final requests by department directors.
- Completed final department budget submission.
- Staff certified in the federal E-Verify program; the City of Deltona is now an E-Verify employer.

**Risk Management/Safety:**

- Conducted Driver and Vehicle Information Database (DAVID) training class.
- Working on three 3<sup>rd</sup> party claims, and processing insurance renewal.

**PARKS AND RECREATION DEPARTMENT** (Steve Moore, Director) thru 05/21/2014

**Administration:**

- Working with department staff to prepare our budget submission FY2014/15.
- Prepared budget reclassification correspondence.
- Met with Duct Z to clean the ducts at Wes Crile Park.
- Met with Schwenn for inspection and maintenance at park facilities.
- Conducted the 4<sup>th</sup> of July pre-planning meeting with staff.
- Met with City Manager to discuss planning with Daytona State College.
- Met with Pride to discuss benches at City Hall.
- Met with Lamphier Painting to discuss painting the gutters at City Hall.
- Met with Volusia County Parks & Recreation Directors at Embry Riddle University.
- Credit card payments processed week of 5/12: 2
- Processed 10 permits for pavilion and field rentals.

**Facility Use Permits (05/11/14—05/17/14):**

- |                                    |                  |                         |
|------------------------------------|------------------|-------------------------|
| • Deltona Community Center         | 3 permits issued | Weekly attendance – 939 |
| • Harris M. Saxon Community Center | 2 permits issued | Weekly attendance – 505 |
| • Wes Crile Park                   | 7 permits issued | Weekly attendance – 500 |
| • Skate Park                       | 6 new passes     | Weekly attendance - 184 |

**Special Events/Programs:**

- Amphitheater Concert: Simulcast, June 14th at 7:00 p.m.
- City Hall: Community Health Expo, Saturday, June 7th, 10:00–1:00 pm
- Deltona Community Center: Senior Breakfast, Saturday, July 26th, 8:30-10:30am
- Dewey Boster Sports Complex: 4th of July Extravaganza, 6:00-10:00pm.
- Harris Saxon Community Center: Boys and Girls Club After-School Program continues.

**Parks Maintenance:**

*Weekly tasks include opening and closing all the parks; cleaning and stocking restrooms; picking up and emptying trash at parks and facilities; 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.*

- Mowed, edged, weed-whacked and picked up trash for: Deltona Community Center, Dewey Boster, Festival, Firefighters Memorial, Keysville Dog Park, Skate Park, Thornby, Timber Ridge, Vann Park and Veterans Memorial.
- Picked up message boards and returned to Dewey for recharging.
- Took tents and tables to Dewey for soccer tournament; took chairs, tents and podium to Harris Saxon for ribbon cutting ceremony, and then returned them to City Hall.
- Sprayed various parks for fire ants.
- Sealed two picnic tables.
- Campbell Park – Replaced rotten/damaged boards on boardwalk; repaired benches and mulched; pressure washed building for repainting.
- Dwight Hawkins – Concreted fence back in place.
- Festival Park – Box bladed parking lot from Public Works back gate all the way through entrance.
- Harris Saxon – Repaired exit gate; removed fallen pine tree by restroom.
- Lake Gleason – Removed silt fence.

**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; replenishing restroom and other supplies throughout the entire building; cleaning and maintaining all restrooms, water fountains and refrigerators; replacing light bulbs and ceiling tiles as needed throughout the building, courtyard and walkway; 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; performing other miscellaneous tasks as needed.*

- Removed supports from newly installed benches.
- Escorted Electrical Solutions to the Sheriff's Office to change ballasts and check lights and floor receptacles.

**Sports Turf Maintenance:**

- Normal routine maintenance at: Dewey Boster Sports Complex, Baseball and Pony League Fields, Vann Park, Dupont Lakes and Wes Crile Park.
  - Mowed Campbell, DuPont Lakes, Vann Park and Wes Crile Parks.
  - Weed-whacked Dupont Lakes and Vann Park.
  - Sprayed Dupont Lakes with Round-Up.
  - Raked Wes Crile and Dupont Lakes.
  - Repaired door at Campbell Park damaged by vandals.
  - Targeted 6.6 herbicide at Campbell Park.
  - Sprayed Wes Crile with 15-0-0 with chelated iron.
  - Added irrigation and valve at Campbell Park.
  - Fertilized Vann Park with 15-0-15.
- Sports Complex including Pony League:
  - Mowed, edged and weed-whacked fields at Complex.
  - Mowed outskirts of Complex and Pony League.
  - Mowed and edged Pony League and overflow parking.
  - Sprayed with 15-0-0 with chelated iron.
  - Painted and lined fields 7, 8, & 9 for soccer tournament, as well as fields 4, 5, & 6.
  - Sprayed Pony League with TB3000.
  - Used Trimec Southern (herbicide) on parking lots.

**PLANNING & DEVELOPMENT SERVICES** (Christopher Bowley, Director) thru 05/21/2014

**Executive Summary:**

The Planning and Development Services Department is focused on updating housing policies to ensure that they reflect current operations and are properly reviewed by the Affordable Housing Advisory Committee (AHAC). The policies are within the Housing Element of the Comprehensive Plan, the SHIP Local Housing Assistance Plan, the NSP Procedures Operations Manual, and the CDBG Annual Action Plan.

**Planning:**

The Planning Section received a series of submittals this week for the following projects: Tractor Supply Company (TSC) Final Site Plan; TSC Final Plat; Lake Baton Estates Phase II Final Plat; IMED Church Conditional Use Permit; plus bids for a mobility and safety analysis for key intersections in the City that are experiencing constrained conditions, particularly at morning and evening peak periods. These include the intersections at Howland Blvd./Catalina Blvd.; Providence Blvd./Elkcam Blvd.; Saxon Blvd./Normandy Blvd.; Saxon Blvd./Finland Drive; and Howland Blvd./Elkcam Blvd. The purpose of the study is to identify improvements to intersections prior to applications coming forward, so that the City can be ready in advance with solutions, and information can be provided to an applicant to assist in their planning, saving them time. Specifically, the study will include the following:

1. Quantify whether the intersection is operating at an acceptable level of service;
2. Determine needed right-of-way or design to accommodate the improvements, if any;
3. Propose improvements to ensure proper function of the intersection and provide safety; and
4. Propose potential funding sources.

**Housing & Community Development Section:**

The Housing and Community Development Section processed Community Development Block Grant (CDBG) payments to purchase the Dwight Hawkins playground equipment for \$59,362, and fund the Danforth Avenue

Drainage Project for \$4,363. The equipment at Dwight Hawkins Park will be used for a much-needed playground for the neighborhood and the Danforth project alleviates potential drainage impacts to that area. Staff is also prepared for the sale of the NSP home located at 1049 Angora, which is scheduled to close next week. Upon closing, the City will have sold 69 homes within the NSP, with 13 homes for sale and 1 under construction; for a total of 83 homes. This shows a level of commitment by the City to assist families in having quality housing, while improving our housing stock and property values.

**PUBLIC WORKS** (Gerald Chancellor, Public Works Director/City Engineer) thru 05/16/2014

**Traffic Operations:**

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

• **Signs:**

- Completed 3 sign repair work tickets throughout the City of Deltona.
- Fabricated and installed one 30"x 30" R1-1 Stop sign at each location – Dewberry & Irondale; Irondale & Somerset; Fair Oaks & Hazelwood; 2643 Fair Oaks & Irondale; Hazelwood & Coachman; India & Lovington; 2649 Fair Oaks & Irondale; Dewberry & Irondale; Hazelwood & Irondale.
- Fabricated and installed one 24"x 18" W1-6L left arrow sign and one 18"x 18" OM1-3 yellow warning diamond at Braganza & Somerset.
- Fabricated and installed one 30"x 30" W1-1a right curve with 15 mph at 3354 Dewberry.
- Fabricated and installed one 30"x 30" W14-1 Dead End sign at Dewberry & Irondale.
- Fabricated and installed one 24"x 48" W1-6R right arrow sign and one 18"x 19" OM1-2 yellow warning diamond sign at Braganza & Coachman.

• **Asphalt:**

- Repaired 6 asphalt work tickets – 2 tons.
- 164 Perimeter – repaired 16'x 15' section of road for Deltona Water – 3 tons.
- 1512 Merrick Dr E – repaired 10'x 6' section of road for Deltona Water – ½ ton.
- Tansboro & Vaughn – repaired road edge for Stormwater Department – 1 ½ tons.
- 1627 Ferguson – repaired 13'x 7' section of road for Deltona Water – 1 ton.
- Tivoli & Wheeling – repaired 5'x 7' section of road for Stormwater Department – ½ ton.

• **Thermoplastic Striping:** 24" white stop bars – 12'; 15'; 12'; 14'; 10'; 11'.

• **Miscellaneous:** Normandy & Quincy – set up MOT (Maintenance of Traffic) for engineering firm taking core samples.

**Field Operations:**

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

• **Beautification:**

- Medians:
  - Howland Blvd N, Normandy Blvd, Providence Blvd – routine maintenance.
  - Elkcam Blvd – weeded mulch beds.
- City Land: Normandy Blvd & Saxon Blvd.
- City Signs: Howland Welcome Sign.

• **Concrete:**

- Sidewalks  
1460 Olde Kensington – 3'x 4'; 1575 Catalina – 3'x 5' & 5'x 5'; Catalina – 5'x 68'; 1540 Catalina - 11'x 5'; 1431 Olde Kensington – 4'x 4' & 4'x 4'.
- Grindings, hazardous locations: 1755 Catalina, 1469 & 1470 Lavilla, 1469 Daroca.

- **Clam Truck:**
  - Debris – 1
  - Trimming – 8
- **Slope Mowing:** 761 E Fairbanks – 30'; E Fairbairn & S. Fairbairn – 20'; 755 Dan River – 80'; 773 Dan River – 80'; Red Coach – 320'; Kinlock & Red Coach – 260'; 713 Dan River – 240'; 284 Dolin – 160'; Belltower & Hummingbird – 320'; 609 Belltower – 320'; 681 Belltower – 200'; 698 Ciro – 100'; Caribbean & Pepperwood – 200'; Pepperwood – 1360'; Caribbean & Belltower – 200'; 770 Whitmarsh – 200'; 142 Caribbean – 200'; 587 Belltower – 1300'; 142 Belltower – 200'.
- **Drop Offs & Sod:** Repaired drop offs with fill dirt – India & Humphrey; 2536 Tansboro; 2519 Tansboro.
- **Miscellaneous:**
  - Ft Smith & Stanton – removed weeds from retaining wall.
  - City Wide – emptied all trash containers.
  - 1880 Snook – removed litter from Right of Way.

**Fleet Maintenance Division:**

- |                              |        |              |
|------------------------------|--------|--------------|
| • Vehicles                   | PM – 5 | Repairs – 5  |
| • Equipment                  | PM – 2 | Repairs – 23 |
| • Fire Dept Station Checks   | 14     |              |
| • Road Calls                 | 4      |              |
| • Parts Run/Vehicle Delivery | 4      |              |

**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:**
  - 1514 Monica Ct – installed 200' of 15" HDPE pipe and three nyloplast basins.
  - 858 Abby Ter – used the aquatech to suck down and repair the pipe; back filled and compacted with dirt.
  - Tivoli/Wheeling – used the aquatech to suck down and repair the pipe in the road and backfilled and compacted and asphalted back.
  - Aaron/Pioneer – replaced 80' of failed 36" CMP pipe; replaced with 80' of 30" HDPE pipe; installed one junction box and began reshaping swales.
- **Drainage Area Maintenance (Aebi Mowing):**
  - Drainage Right of Ways mowed:  
Brady; 3281 Lackland; 221 Elkcam; 3202 Tulsa; 2664 Hoover; 3089 Riverhead; 2657, 2617 Courtland; 2972 Windsor Heights; 2848 Jewel; 2800 Elston; 2765, 2897 Huron; 3110 Dow Ct; 2801 Belkton; 2180, 3271, 3280 Utah; 2860 Flynn; 2579 Beckwith; 2319 White rose; 2280 Bahama; 3308 Vancouver; 2250 St Augustine; 3351 St James; 3245, 3208, 3066, 3005, 2970 Parma; 3101 Yorkshire; 3372 Quail; 2072 Blanton; 3254 Agar; 1489 Elkcam; 2472 Lackland; 2498 Roseboro; 1383 Rural Hall; 625 Leland; 756 Red Coach; 1068 Mayflower; 317 Shadydale Ct; 1501 Merrick; 1003 De Carlo; 1640 Bloomfield; 1124 Page.
  - Ponds Mowed:  
2056 Courtland Blvd; 2808 Huron; 3081 Courtland; 1541 Laramore; 783 Atmore Cir; 1049 Sylvia; 608 Tradewinds; 201 Howland.
- **Right of Way Mowing Crew:**
  - Main roads mowed: Courtland Blvd; Part of Elkcam Blvd; Ft Smith Blvd.
  - Sectors mowed: Sector 18; 28; 29; 30; 31.

- **Right of Way Litter Crew:** Main road trash pickup – Courtland Blvd; Haulover Blvd; Ft Smith Blvd; India Blvd; Montecito Ave; Elkcam Blvd; Humphrey Blvd; Newmark Dr.
- **Miscellaneous:**
  - 11<sup>th</sup> Ave; 1045 Brady Dr – mowed the Right of Way and picked up trash.
  - 1104 Norwood Dr; 1638 Bloomfield; 1250 Wheeling Ave – mowed and trimmed around the pump station.

**UTILITIES** (Gerald Chancellor, Public Works Director/City Engineer) thru 05/18/2014

**Customer Service**

May 2014	Total week ending 05/18/2014
DW – Lockbox	1547
Ebox	1275
Call Center Calls	1222
Walk-ins/Drop Box	1006
On-line Payments	1287
IVR	573

**Customers Disconnected for Non-Pay**

May 2014	Total week ending 05/18/2014
Total on Disconnect List	73
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

**Construction Log & Service Orders**

May 2014	Total week ending 05/18/2014
Water Service	2
Meter Sets	2
Reclaim Meters	0
Fire Hydrant Installs	1
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	51
Locates Received	117
Locates Completed	120
Main Leaks	3
Service Leaks	3
Sewer Repairs	0
Sewer Blockage	2
KV2 Valves	9
Service Replacements	3
Meter Change Outs	6

Service Orders	364
Disconnects	73
Drainfield Leaks	0
Meter Retirements	25