



CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Dave Denny, Acting City Manager
Subject: Weekly Courtesy Report
Date: November 1, 2013

CITY MANAGER'S OFFICE thru 11/01/2013

Acting City Manager Comments:

Attached is a memo from Dale Baker, Building and Enforcement Services Director, providing an update of the Halifax Humane Society (HHS) Deltona Days. "Deltona Days" is a 3 month program in which HHS provided spay and neuter surgeries for Deltona residents' dogs and cats.

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

- Updated DeltonaTV schedules for the week of November 3rd.
- Updated DeltonaTV programming—(TPC) Grill Sergeants, Armed Forces Boxing, Fit for Duty, Battleground, (UCF) Global Perspectives, MetroCenter Outlook, On the Issues, Acoustic Spotlight, Arts Performance, (other) White House Chronicle, The American Veteran, nature and environmental programming for the week of November 3rd.
- Attended City CEMP Training Session on Wednesday October 30th.
- Field production session at Lyonia Preserve for the January episode of Deltona Audubon Report.
- Video production session for the Deltona Audubon Report/January: Visit to Lyonia, Code Enforcement Notebook/December: When You Get a Code Violation Notice, Fire Bulletin/November: Holiday Safety Tips, Fire Bulletin/December: Cold Weather Safety Tips, Parks & Rec Update/November: Christmas Parade Preview.
- Post production for local programs—Code Enforcement Notebook/November: Pets & Holidays, Economic Development Report/November: Attracting Business to Deltona, Parks & Rec Update: Christmas Parade Preview, Fire Bulletin/November: Holiday Safety Tips, Deltona Audubon Report/November: Winter Birding Tips.
- Met with Jerry Mayes for planning session for upcoming Eco-Develop Solicitation DVD and January TV special.
- Met with Jerry Mayes and Steve Narvaez to discuss options for "video on demand" availability on the City website.
- Prepped video field equipment for use at Spooktacular.
- Reviewed video field equipment and digital still camera ops with Ryan Rinaldo.
- Videotaped and photographed events at Spooktacular on Saturday.
- Working on securing judges and emcee talent for the City Christmas Parade.
- Created DST Ends TV slide.
- Created City Hall Closed for Veterans Day TV Slide.
- Working on the November issue of The Pride.
- Contacting the principal and staff at Galaxy Middle School for the December "Think Before You Throw" poster contest.
- Front loading the broadcast schedules for DeltonaTV, through November 7th.
- Working with HR Dept. and the Acting City Manager to finalize the Media Policy, for City employees.

- Worked with Eco-Develop Dept. on the Eastern Water Reclamation Plant Ground-breaking
- Sent out invitations to the Quest Diagnostics Lab Ribbon-Cutting on November 13th.

Press Releases

- Deltona Arts & Crafts Festival
- Eastern Water Reclamation Plant Ground-breaking

Media

- Provided information regarding the 2013 Fall Business Forum to Bob Koslow/Daytona News Journal.
- Provided information regarding the Eastern Water Reclamation Plant Forum to Erika Webb/Hometown News.
- Provided information regarding City Planning & Zoning agendas to Cecil Brumly/Hometown News.
- Provided information regarding the Scrub Jay Mitigation project to Mark Harper/Daytona News Journal.
- Provided information regarding the status of Project Dial to Mark Harper/Daytona News Journal.
- Provided information regarding the resignation of Chief Robert Staples to Mark Harper/Daytona News Journal.
- Provided information regarding the City Charter Committee actions: Commission Term Limits & Charter Officer Residency Requirements to Jesse Rogers/WFTV-TV Ch. 9.
- Provided information regarding the City's Holiday Food Drive to Al Everson/West Volusia Beacon.

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

- Attended the Commission Workshop. Items of interest for OED were the status report by Team Volusia EDC on Project DIAL and the review of Planning & Development Service's (P&DS) revisions on City Ordinances.
- Attended the Florida Brownfields Association's booth at the Florida Local Environmental Resource Association's conference.
- Attended the City's 'staff event team' meetings regarding the proposed Deltona Business Forum, planned for November 14th, the Deltona Eastside Waste Treatment Facility, and other events and projects.
- Stephen Kintner (Audubon Society member and Lyonia Preserve volunteer staff) and I participated in the videotaping at Lyonia Preserve for Audubon Report. This program is scheduled for future airing on Deltona Television's Channel 199 Bright House. We filmed the interview to accompany the field videotaping.
- Met with Chris Bowley, P&DS Director, Ron Paradise, P&DS Assistant Director, and Tom Pauls, P&DS Planning Manager to discuss developer projects in the DuPont Lakes area and the way to try to expand or enhance the available property in that area.
- Met with Lee Lopez, Public Information Officer, to finalize the locations for the "Think Before You Throw" posters and plan delivery for the posters.
- Met with Steve Narvaez, Director, IT Department and Lee Lopez, Public Information Officer, to discuss the best options to build a video library for the public to be able to visit the City website and view Deltona Television's Channel 199 Bright House programs.
- Participated in the Team Volusia EDC Practitioners Marketing Update to discuss progress on leads provided via Team Volusia EDC.
- Met with Joe Cerrato, DEDAB Chairperson (2013) to discuss DEBAB planning items.
- Prepared and submitted the DEDAB Educational Campus and Medical Facilities Sub-committee workshop agenda for preparation and posting.
- Dave Denny, City Manager, and I met with a local businessperson to discuss his recent experience in dealing with City staff for the development and construction of his businesses building.
- Attended the SWV/NWS Regional Economic Development Practitioners' luncheon meeting to discuss regionally based economic development and regional assistance in this and other areas.

- Assisted in the preparation and ceremony for the groundbreaking at the Eastern Water Reclamation Facility, just off State Road 415.
- Met with Rob Keller, Realtor. Mr. Keller has the listing for the DuPont Lakes Park.
- Lee Lopez, Public Information Officer, and I met with Ms. Ann Flowers to discuss her plans to publish a magazine detailing happenings in Deltona and SW Volusia.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 10/25/2013

Building Services Division:

Building Permits issued for the week	77
Valuation of work permitted for the week	\$959,371
Inspections completed for the week	216
Total Permits issued for Fiscal Year 13/14	238
Valuation of work permitted for the year 13/14	\$1,977,070

Permits Issued:

A/C Change Out	15
Comm Build Out.....	2
Deck.....	1
Door Replacement	2
Electrical	1
Fence	4
Fire Alarm.....	1
Foundation Grout.....	1
Garage Door Replacement.....	2
Gas Installation.....	1
Glass room 1 2 3	1
Interior Renovation.....	1
Interior Repair	2
Other.....	2
Patio Cover.....	1
Reroof	19
Right of Way	4
Screen Enclosure	3
Shed I	3
Solar Panel Install.....	5
Water Heater Replacement	3

Total **77**

Enforcement Services Division:

Requests for services this week	275
Animals impounded at the humane societies	31
Citation warnings issued	25
Courtesy notices	106
Abatement notices	59
Citations issued	4
Code Enforcement telephone calls	127
Animal Control calls	109
Solid Waste calls	59

Citizen walk in requests for Code Enforcement assistance	11	
Citizen walk in requests for Animal Control assistance	17	
Citizen walk in requests for Solid Waste assistance	2	
Properties requiring grass to be cut by contractors	16	(at a cost of \$640)
Certified mailings sent out	61	(at a cost of \$373)
Money collected for Animal tags, liens and return to owners	\$4,448	
Foreclosures for this week: Deltona	21	
County	55	
Total	76	

CITY CLERK'S OFFICE (Joyce Raftery, City Clerk) thru 10/25/2013

2nd Floor HR/CC Walk-In Customers	27	
2nd Floor calls Answered	20	
Packages Received	36	
Packages Picked Up	0	
A/P Invoices Opened	83	
Newspapers	15	(4.0 hours)
Public Records Requests Received	01	
Public Record Request Amount Received	0	
Documents imaged, pages	5,889	
Large scale drawings imaged, pages.....	0	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 11/01/2013

- Completed filing all granting agencies quarterly reports for the period ending 9/30/13.
- Continued working on grant status reports for the upcoming auditor's visit.
- Drafted and submitted the certification of "not self-insured" signed by the Finance Director as required of the Santiago Legislative Appropriation.
- Participate in City's annual emergency management training drill.
- Participate in Host Committee conference call to help plan 2014 FGFOA conference.
- Attended Selection Committee Meeting to interview General Contractors for NSP.

Payroll Section

Check Run Date:	10/10/2013
Total Employees	311
Time Sheets Processed	622
Checks Processed	22
Direct Deposits Processed	301
Total Payroll including benefits	\$ 731,363.31

Miscellaneous:

Flexible Spending Reimbursements	36
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Check Run Date:	10/24/2013
Total Employees	309
Time Sheets Processed	618
Checks Processed	22
Direct Deposits Processed	299
Total Payroll including benefits	\$ 759,731.27

Miscellaneous:

Flexible Spending Reimbursements	35
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Accounts Payable Section

Check Run Date:	10/11/2013		
Checks Processed	370	\$	2,304,550.20
Invoices Processed:			
Carol	197		1,101,613.51
Julia/Jacque	304		1,191,852.69
UB Refunds	210		11,084.00
	<u>711</u>	\$	<u>2,304,550.20</u>

Check Run Date:	10/25/2013		
Checks Processed	273		1,153,426.13
Invoices Processed:			
Carol	252		404,086.73
Julia/Jacque	209		741,804.73
UB Refunds	166		7,534.67
	<u>627</u>	\$	<u>1,153,426.13</u>

FIRE/RESCUE DEPARTMENT (Fire Chief Robert Staples) thru 10/29/2013

Fire Chief Staples:

- Attended the Volusia County Fire Chiefs' Association meeting.
- Recorded two Fire Bulletins with Lee Lopez for DTV
- Conducted a Staff meeting
- Met with Acting CM and HR Director to discuss the Fire Chief recruitment and hiring process.

Deputy Chief Rogers:

- Alarm summary 10/15/2013 to 10/21/2013

Structure fire	3
Vehicle Fire	0
Wild land, grass, trash	1
Misc. Fire	6
ALS Medicals	44
BLS & Misc. Medicals	70
Hazardous Condition	1
Service Calls	5
Good Intent	15
False Alarms	7
TOTAL	152

Deputy Chief Rafferty:

- Meeting with Chief Swisher (Special Ops Proposal)
- Meeting with Chief Rogers & Chief Staples (Special Ops)
- Filmed 2 Fire Safety sessions for City TV (Lee Lopez)
- Dept. Staff Meeting

- Meeting with Admin. Staff (Chief retirement notice)
- Worked Spooktacular events x 2
- Completed Target Safety x 1
- Attended Kaplan Training Demo
- Administered Flu Shots to City Employees x 4
- Set up MERV unit for Spooktacular event

Asst. Chief Debose:

- Continued working on Target Solutions assignments
- Attended Wellness Committee meeting
- Met with mentee at Discovery Elementary
- Revising New Hire packet

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 10/30/2013

- Performance Evaluations processed: 0
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (10 this week; 1,585 to date)
- Applications received:
 - (00) Waste Water Operator
 - (01) Utility Systems Tech
 - (00) Water Operator
- Coordinated with several Department Directors regarding personnel actions.
- Processed 1 FMLA request.
- Continuing to coordinate with Halifax Health regarding the City's FY 2013/14 Wellness Program meeting scheduled for 10/31/13 to review/discuss upcoming Employee Wellness Fair.
- Contacting vendors to participate in Employee Wellness Fair scheduled for 11/13/13.
- Participated in one interview for Network Analyst.
- HR Director and Manager participated in the Comprehensive Emergency Management Plan table top exercise.
- HR Manager and HR Analyst attended half day United Health Care sponsored insurance update training.
- Prepared recruitment action for the position of Fire Chief.

PARKS AND RECREATION DEPARTMENT (Steve Moore, Director) thru 10/26/2013

Administration:

- Hosted the Halloween Spooktacular 2 day event at Dewey Boster Sports Complex.
- Met with several citizens on park issues.
- Met with Stanley Door representatives for quote to replace the front glass doors at 1691 Providence Blvd.
- Attended Emergency Management Training.
- Contacted by the News Journal to provide a wrap-up of the Spooktacular event.
- Conducted the Senior Advisory Sub Committee Meeting.
- Provided logistical support for the ground breaking on the Eastern Waste Water Treatment Plant.
- Processed 10 permits for pavilion and field rentals.

Facility Use Permits (10/20/13—10/26/13):

- | | | |
|------------------------------------|-------------------|---------------------------|
| • Deltona Community Center | 3 permits issued | Weekly attendance – 1,002 |
| • Harris M. Saxon Community Center | no permits issued | Weekly attendance – 287 |
| • Wes Crile Park | 3 permits issued | Weekly attendance – 4,115 |
| • Skate Park | 14 new passes | Weekly attendance – 420 |

Special Events/Programs:

City Hall:

- Arts & Crafts Festival - Saturday, November 9th 10:00 a.m. to 2:00 p.m.

Harris Saxon Community Center:

- Boys and Girls Club After-School Program continues.
- Teen “Fall Dance” November 16th from 6:00-10:00 p.m.

Partner Leagues Currently Underway:

- Florida Basketball & Volleyball Association (FBVA) fall program continues.
- Pop Warner football and cheerleading fall season continues.
- Deltona Youth Soccer fall season continues.
- Men’s Senior Softball fall season at Dupont Lakes Park continues.
- Men’s Fall League Softball continues.

Parks Maintenance:

Weekly tasks include opening all the parks in the morning, 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.

- Checked all playgrounds for vandalism and graffiti.
- Delivered tents, tables, chairs, coolers, etc., to Dewey Boster Park for Spooktacular.

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; checking temperature throughout the building; replenishing restroom and other supplies throughout the entire building; cleaning and maintaining all restrooms (floors, toilets, sinks, spills, etc.); maintaining water fountains; 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; cleaning refrigerators; landscape maintenance; sweeping and washing sidewalks, main entrance, lobby, stairwells and elevators; delivering packages and heavy boxes to departments; filling vehicles at gas station.

- Checked the Sheriff Department’s front doors for blockage, none found – called Boyer Locksmith.

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 Dupont Lakes.
 - Repaired broken main at Campbell Park; irrigation repair.

- Repaired valves at Wes Crile.
- Over-seeded Campbell, Dupont Lakes, Vann Park and Wes Crile parks.
- Sports Complex including Pony League:
 - Mowed all fields and outer perimeter, weed-whacked and edged.
 - Mowed and weed-whacked Pony League.
 - Trimmed hedges at complex.
 - Set up trail for Spooktacular.
 - Cleaned up after Spooktacular.
 - Pony League: Over-seeded; repaired valve; added irrigation head at small field.
 - Painted restrooms at complex.
 - Checked irrigation at complex and Pony League.
 - Over-seeded soccer fields 4-9.
 - Painted back restroom wall with a soccer goal for kick wall.

PLANNING & DEVELOPMENT SERVICES (Chris Bowley, Director) thru 10/30/2013

Executive Summary:

The Planning and Development Services Department brought the Phase II-B Land Development Code Amendment package to the City Commission at a Commission Workshop. Staff appreciates all of the feedback and insight towards the voluminous document; the amendment package has been updated with those comments. Staff will process the document to be brought to the Planning and Zoning Board and ultimately to the City Commission.

Planning:

The Planning Section worked on the following this week:

- Submitted DRC comments to the applicant for the Halifax Health Medical Offices Overall Development Plan (ODP) within the Bella Vista BPUD.
- Processed comments for the application to vacate lots within the 2nd Addition to the Carnell Plat.
- Received the Tractor Supply Company rezoning application and began the staff report.
- Reviewed the Duke Energy Monastery Substation Conceptual/Final Site Plan and are generating comments.
- Coordinated with the State of Florida for closure on the Community Assistance Visit (CAV) and received positive comments.
- Met with the applicant on the Lake Gleason Reserve subdivision concerning going forward.
- Prepared for the November 4th City Commission hearing for the Goodwill Industries proposed collection center to be located within the Deltona Landings plaza.

Housing & Community Development:

The Housing and Community Development Section met with a group that included realtors, lenders, and housing counselors to both help get the word out about the need for Very Low Income applicants within the NSP program and solutions to facilitate applicants. The meeting was productive to be able to focus efforts and identify potential applicant sources. Staff was also notified by HUD that it has reached the 75% spending mark within the NSP 3 program. The City needs to expend 100% of the program grant funds, or \$1.96 million, by March 2014, and is on track to achieve that milestone.

PUBLIC WORKS (Gerald Chancellor, Public Works Director/City Engineer) thru 10/25/2013

Traffic Operations:

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

- **Signs:**
 - Completed 2 sign repair work tickets in the City.
 - Fabricated 20 new street name signs.
 - Installed 20 new street name sign.
 - Fabricated one 36"x 36" R1-1 Stop sign and placed it at Golden Hills & Howland Blvd.
 - Fabricated two 12"x 6" \$250 fine/F.S 318.14 signs for Parks & Recreation.
 - Removed from stock and installed on channel two 12"x 18" handicap no parking signs for Parks & Recreation.
- **Asphalt:**
 - Repaired eight asphalt repair work tickets – 1 ½ tons.
 - 11th Av – repaired driveways with asphalt for stormwater – 1 ½ tons.
- **Speed Trailer:**
 - 2612 Kimberly – installed speed trailer to catch traffic heading towards Lawler.
 - Trumbull between Urbana & Normandy - installed speed trailer to catch traffic coming from Normandy.
- **Message Boards:**
 - Howland & Graves – installed message board for Spooktacular.
 - Saxon & Normandy Blvd N – installed message board for Spooktacular.
 - Saxon & Renton – repositioned message from Howland & Graves.
 - Saxon & Maximilian – repositioned message board from Saxon & Normandy Blvd N.
- **Thermoplastic Stripping:**
 - 24" white stop bar – 10'; 10'; 13'; 13'; 9'; 10'.
 - 12" crosswalk – 47'; 72'; 64'; 47'; 55'; 62'; 48'; 52'.
- **Misc:**
 - Public Works Depot – loaded cones and barricades needed for Spooktacular.
 - Spooktacular – installed and removed cones and barricades.
 - Normandy & Antilles – installed yellow high intensity to the end of the guardrails.
 - 2564 Courtland – removed shopping cart and brought back to Lowes.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
 - Medians -
 - Providence Blvd – routine maintenance; sprayed weeds.
 - Elkcam Blvd – routine maintenance.
 - Normandy Blvd – routine maintenance.
 - N Howland Blvd – routine maintenance; weedeat curve and fix tire marks in front of Station 65.
 - S Howland Blvd – routine maintenance.
- **Concrete:**
 - Sidewalks – 1420 Courtland Blvd – 18'x 5', 7'x 5'; 17'x 10'.
- **Clam Truck:**
 - Debris – 18.
 - Trimming – 3.
- **Slope Mowing:** 423 Ft Smith – 564'.

• **Drop Offs & Sod:**

- Repaired drop off with fill dirt at 1505 Piedmont.
- Installed sod at repaired sidewalk – Cloverleaf & Gaucho – ¼ pallet; 680 N Wellington – ¼ 2251 Danforth – ¼ pallet; Albury & Elkcam – ¼ pallet; 2240 Conway – ¼ pallet.
- Installed sod in repaired ruts at 2899 India – ¼ pallet.
- Installed sod at drop off – 2924 Beal – ½ pallet; 2523 Otis – ¼ pallet; 2932 Beal – ½ pallet; 2948 Beal – ½ pallet; 2956 Beal – ½ pallet; 2469 Shiprock – ¾ pallet; 3233 Quail – ¾ pallet.

• **Misc:**

- City wide – emptied all city trash containers.
- Boswell – edged & removed dirt and grass from road edge.
- 3146 Pigeon Cove – removed glass along street.

Fleet Maintenance Division:

- Vehicles PM – 0; Repairs – 5
- Equipment PM – 5; Repairs – 18
- Fire Dept. Station Checks 12
- Road Calls 3
- Parts Run/Vehicle Delivery 4
- 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:**

- 1955 Gaucho Cir – filled in washout in the ditch with dirt and lay down tree pallets of rip rap bags to stop erosion.
- 1170 Elkcam Blvd – reshaped the swale so the water will drain off the driveway and sodded back with floritam.
- 2826 Red Bud Ct – filled in the washout next to the driveway with dirt; compacted and sodded with bahia.
- 1602 Horseshoe Ter – installed 140' of 15" HDPE pipe; mudded in drainage box and formed up two driveways for concrete.

• **Drainage Area Maintenance (Aebi Mowing):**

- Drainage r.o.w. mowed – 2331 Greenbrier; 2516 Weatherford; 1381 Thrush; 3000 Croton; 870 Humphrey; 798 Weller Ct; 781, 1030, 1001, 973 Courtland Blvd; 860, 981 Hanford; 3060 Hoban; 3027 Etta Cir; 2971 Norvell Ct; 3001 O'Bannion; 1220 Polk Ct; 3163 Post Ct; 3115 Noah; 928 Hugo; 2901 Fish Cover; 1072 Lyric; 1072, 118 Peak Cir; 1298, 1372 Tartan; 1400 Walton; 2880 Ulmer; 1309 Montoya; 1333, 1311 Nadine; 3070 Keyport; 1310, 1391 Bladon.
- Ponds mowed – 1129, 1048 Ft Smith; 1901 Marlow; 1902 Palomar; 1912 Worthington; 3205 Shallowford; 1649 Akron; 2869 Slater; 2150 Deck Ct; 3289 Tallwood; 1541 Laramore.

• **Right of Way Mowing Crew:**

- Main roads mowed – Cloverleaf Blvd; Anderson Dr; Alexander Ave; Deltona Blvd; Normandy Blvd.
- Sectors mowed – 8; 9; 10; 11; 12; 13; 14.
- Alleys mowed – 484; 618; 632; 1023; 1024; 1898.

- **Right of Way Litter Crew:**
 - Main road trash pickup – Courtland Blvd; Normandy Blvd; Elkcarn from Howland to Providence; India Blvd; Humphrey Blvd; Newmark Dr; Haulover Blvd; Captain Dr; Catalina Blvd.
- **Misc:**
 - Ft Smith/Courtland Blvd – sprayed sidewalks and curbs.
 - Abby Ter – installed a “No Trespassing” sign at each end of the ditch at Manny Rodriguez Park.
 - Newmark Dr – picked up trash in r.o.w. from Laredo to Howland.
 - Deltona Blvd – used the bobcat with a sweeper attachment to sweep the center lane of Deltona Blvd.
 - Courtland Blvd – used the bobcat with a sweeper attachment to sweep the left turn lane at Doyle.
 - 1391 Agatha – weedeat the tall grass around the headwall.
 - 2500 Gregory – mowed the r.o.w. and picked up trash.

UTILITIES (Gerald Chancellor, Public Works Director/City Engineer) thru 10/27/2013

Customer Service

October 2013	Total week ending 10/27/2013
DW – Lockbox	1637
Ebox	983
Call Center Calls	1322
Walk-ins/Drop Box	931
On-line Payments	1078
IVR	554

Customers Disconnected for Non-Pay

October 2013	Total week ending 10/27/2013
Total on Disconnect List	106
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

Construction Log & Service Orders

October 2013	Total week ending 10/27/2013
Water Service	0
Meter Sets	0
Reclaim Meters	0
Fire Hydrant Installs	0
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	16
Locates Received	79
Locates Completed	82

Main Leaks	2
Service Leaks	6
Sewer Repairs	0
Sewer Blockage	2
KV2 Valves	2
Service Replacements	2
Meter Change Outs	11
Service Orders	450
Disconnects	106
Drainfield Leaks	0
Meter Retirements	51

Memo

To: Dave Denny, Acting City Manager
From: Dale Baker, Building and Enforcement Services Director
Date: October 29, 2013
Subj: **HALIFAX HUMANE SOCIETY DELTONA DAYS**

In July the Commission approved providing a truck to Halifax Humane Society (HHS) to be used to pull their mobile transfer vehicle. In exchange, HHS would provide spay/neuter surgeries to Deltona residents.

“Deltona Days” started July 18th and ran through October 17th. During the 3 month program HHS provided surgeries on 80 cats and 126 dogs for a total of 206 animals. The money used for the surgeries was the cost of the truck, which was valued at \$8,034.00. The cost of the 220 surgeries was \$9,546.00, over budget by \$1,512.00. Due to the success of the program HHS included the \$1,512.00 in the value of the truck.

We charge a \$10.00 reservation fee in order to qualify for the program. To date we have sold 253 certificates and collected \$2,530.00, which is being put back in the program. I plan on continuing the program as long as the funds last. We have completed surgeries on an additional 4 cats and 10 dogs bringing the total to 220 animals.

The next scheduled surgery day is Thursday, November 14th.