



# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission  
From: Dave Denny, Acting City Manager  
Subject: Weekly Courtesy Report  
Date: September 27, 2013

**CITY MANAGER'S OFFICE** thru 09/27/2013

**Normandy Blvd. Work Efforts:**

Beginning Monday, September 30<sup>th</sup>, there will be water main crossings across Normandy Blvd. Work will start at Normandy Blvd. at Paco Ct., and will continue with crossings at all the courts along Normandy Blvd. to Ft. Smith Blvd. In order to complete these crossings, lane closure setups will be implemented, and two message boards will be set up – one at Saxon & Normandy, and the other at Ft. Smith & Normandy, advising drivers of the need for caution.

**Bethune-Cookman University, Deltona Campus Open House:**

You are cordially invited to attend an Open House event at Bethune-Cookman University's newly opened Deltona campus on Monday, September 30<sup>th</sup>, between 11:00am and 7:00pm. The campus is located at 1555 Saxon Blvd, Suite 103. Enrollment is open now for October classes, which are offered evenings, weekends and online for working adults. For more information call 386-481-2137 or email [nievesl@cookman.edu](mailto:nievesl@cookman.edu).

**"Pink Heals":**

The Pink Fire Trucks will be rolling into Deltona this Sunday, September 29<sup>th</sup>, at approximately 12:00 noon, to Fire Station 65, at 2983 Howland Blvd., in the Howland Crossings business park, to celebrate "Pink Heals" movement, which supports the fight against women's cancer. The public is invited to join this community event to share in fun, food and hope.



**Deltona Fire's 29<sup>th</sup> Annual Open House:**

The City of Deltona Fire Department will host its 29<sup>th</sup> annual Open House from 11 a.m. to 3 p.m. Sunday Oct. 6<sup>th</sup>, at Deltona Fire Station 65. There will be safety displays and demonstrations, including how the Fire Department frees people who are trapped in a wrecked vehicle. There will be face-painting for the younger visitors, while their parents can get their blood pressure checked and receive fire and life-safety information. Waste-Pro will also provide free hot dogs and drinks for the attendees. For more information call the Deltona Fire Department at 386-575-6901.

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

- Assisted Construction Services with the creation of signage for areas on the first floor of City Hall.
- Submitted information about the Friends of the Deltona Library's Authors Book Fair to the City Clerk's Office for the online Event Calendar, and distributed via our email subscribers list.
- Working with the Public Works Director/City Engineer to plan a public forum on the Eastern Wastewater Treatment Facility.
- Working with the Office of Economic Development (OED) to plan a ribbon cutting for the newly opened Dunkin Donuts/Baskin Robbins, and begin preparing for the next Business Forum.
- Created outdoor signage and posted information on Facebook & Twitter about FLOWmobile's cancellation of their Oct. 20<sup>th</sup> visit.

- Created slides for the DeltonaTV community calendar for Annual Safety Day, the next Deltona Business Forum, the Feed Our Community event and the next Access West Volusia event.
- Posted the following to Facebook & Twitter: a reminder about POW/MIA ceremony, an agenda for the Commission Workshop, a reminder about Construction Services closing early, and a reminder about Teen Game Night.
- Preparing posters for: Then2Now Concert, the upcoming Teen Dance event, and Spooktacular.
- Updated DeltonaTV schedules and programming—(local) Economic Development Report, Parks & Recreation Update, Code Enforcement Notebook, Deltona Fire Bulletin, Deltona Audubon Report; (syndicated) Grill Sergeants, Fit for Duty, Battleground, Armed Forces Boxing, White House Chronicle, American Veteran, MetroCenter Outlook, Global Perspective, On the Issues, Arts Performances, Acoustic Spotlight, nature and environmental programming—for the week of September 29<sup>th</sup>.
- Video production for October episodes of Economic Development Report, Code Enforcement Update, Deltona Audubon Report.
- Post-production for October episodes of Economic Development Report, Parks & Recreation Update, Code Enforcement Notebook, Deltona Fire Bulletin, Deltona Audubon Report, and the Waste Pro Automated Trucks PSA.
- Working on October issue of The Pride.
- Updated list of City Job Vacancies.
- Working with City Clerk's Office to plan presentation of Think Before You Throw poster contest student artists/Deltona Middle School, for the October 21<sup>st</sup> Commission meeting.
- Picked up the student posters for Think Before You Throw poster contest from Deltona Middle School.
- Provided City logo to Rep. David Santiago's office, for use with a Food Drive event.
- Provided information regarding the HAZMAT/narcotics incident at Deltona Water, to Gary Davidson with the Volusia County Sheriff's Office.

**Press Release/s:**

- Fire Department Open House

**Media Relations:**

- Explained and clarified that the City does not have a list of Lobbyist candidates yet, to Al Everson/West Volusia Beacon.
- Provided information regarding the proposed City sports stadium, to Mark Harper/Daytona News Journal.
- Directed Lyda Longa/Daytona News Journal and Al Everson/West Volusia Beacon to contact the VCSO regarding the recent HAZMAT/narcotics incident at Deltona Water.

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

- Attended the Florida League of Cities' "Building Momentum for Community Revitalization" symposium.
- Visited the Deltona United Church of Christ to discuss the potential of selling the vacant land just north of the church's parking lot, as an out-of-town business client is interested in finding an internal lot for new development.
- Filmed an interview for a DeltonaTV episode entitled "Fall Migration", with Eli Schaperow—Audubon Society liaison, regarding birding and eco-tourism in Deltona.
- Met with Public Information Officer Lee Lopez to discuss production of an economic development solicitation DVD.
- Met with Gary Heckel of Dunkin' Donuts to prepare for an economic development interview regarding his experiences in developing in Deltona, which will be broadcast on Deltona TV.
- Supplied area and demographic information to a local Batteries Plus franchisee preparatory to meeting with them.
- Attended the "2013 Symetra Tour", hosted by Team Volusia EDC.

- Met with Paige Webster, President of Webster Global Site Selectors to discuss opportunities in Deltona, and met with a silkscreen printing company that might be interested in expanding from the Midwest to Central Florida and discussed opportunities in Deltona.
- As municipal representative for the City, attended the School Advisory Council for Deltona Middle School.
- Completed the Economic Development DVD Project white paper and submitted same to Lee Lopez for review.
- Met with Kathy Burley and Lou Parrish of the Center for Business Excellence (Workforce Florida, District 11) to discuss training, seminars, labor statistics, etc.
- Attended a “Pre-Application” meeting with a potential retail store developer who is looking to develop a new 8,320 sq. ft. discount retail store at the SW corner of Mallard and Courtland.

**BUILDING & ENFORCEMENT SERVICES** (Dale Baker, Director) thru 09/20/2013

**Building Services Division:**

Building Permits issued for the week .....	55
Valuation of work permitted for the week.....	\$1,328,738
Inspections completed for the week .....	162
Total Permits issued for Fiscal Year 12/13 .....	3095
Valuation of work permitted for the year 12/13 .....	\$38,906,607
Permits Issued:	
A/C Change Out .....	13
Addition .....	1
Building Residential.....	2
Door Replacement .....	3
Driveway.....	1
Electrical.....	3
Exterior Renovation/Repair .....	1
Fence.....	8
Fire Sprinklers.....	1
Garage Door Replacement.....	2
Mechanical.....	1
Other .....	1
Patio Cover .....	1
Pool Enclosure .....	1
Reroof .....	3
Right of Way.....	4
Screen Enclosure.....	1
Water Heater Replacement .....	5
Window Replacement .....	3
Total .....	55

**Enforcement Services Division:**

Requests for services this week .....	409
Animals impounded at the humane societies .....	28
Citation warnings issued .....	18
Courtesy notices .....	139
Abatement notices .....	74

Citations issued .....	6	
Code Enforcement telephone calls .....	157	
Animal Control calls .....	120	
Solid Waste calls .....	100	
Citizen walk in requests for Code Enforcement assistance .....	11	
Citizen walk in requests for Animal Control assistance .....	19	
Citizen walk in requests for Solid Waste assistance .....	6	
Properties requiring grass to be cut by contractors .....	31	(at a cost of \$1,240)
Certified mailings sent out .....	103	(at a cost of \$635)
Money collected for Animal tags, liens and return to owners .....	\$325	
Foreclosures for this week: Deltona	44	
County	<u>74</u>	
Total	118	

**CITY CLERK'S OFFICE** (Joyce Kent, City Clerk) thru 09/20/2013

2nd Floor HR/CC Walk-In Customers .....	24	
2nd Floor calls Answered .....	36	
Packages Received .....	57	
Packages Picked Up .....	2	
A/P Invoices Opened .....	90	
Newspapers .....	17	(5.25 hours)
Public Records Requests Received .....	6	
Public Record Request Amount Received .....	\$.44	
Documents imaged, pages .....	3,582	
Large scale drawings imaged, pages .....	0	

**FINANCE DEPARTMENT** (Bob Clinger, Finance Director) thru 09/27/2013

- Attended seminar "Conflict Management Skills for Women".
- Went to the Mapleshade Drainage Project job site to conduct site monitoring.
- Participated in Florida Emergency Management webinar on being prepared for the "Next Big Storm".
- Attended Volusia/Flagler Homeless Coalition meeting to discuss Emergency Solutions Grant.
- Preparing FY 13/14 budget document for final printing & distribution.
- Attended Department of Financial Services' webcast regarding completion of the Uniform Chart of Accounts Survey and Project.
- Reposted Request for Proposal (RFP) for General Contractors for NSP.
- Posted bid for Realtors for NSP.
- Posted quotes for Housing Counselors, Inspectors and Appraisers for NSP.
- Posted bid for dumping/landfill services.

**FIRE/RESCUE DEPARTMENT** (Fire Chief Robert Staples) thru 09/24/2013

**Fire Chief Staples:**

- Attended a 2-day Human Patient Simulator training provided by Laerdal Medical as part of our purchase of the Simulator Family earlier this year.

- Reviewed the new Collective Bargaining Unit Agreement with the Acting City Manager, Human Resources Director and Finance Director.

**Deputy Chief Rogers:**

• Alarm summary 9/17/2013 to 9/23/2013	
Structure fire	0
Vehicle Fire	1
Wild land, grass, trash	1
Miscellaneous Fire	3
ALS Medicals	44
BLS & Misc. Medicals	74
Hazardous Condition	4
Service Calls	11
Good Intent	5
False Alarms	7
TOTAL	150

**Deputy Chief Rafferty:**

- Uniform Committee meeting.
- Attended Retirement Breakfast for Chief Snyder.
- Attended 2-day Laerdal Human Patient Simulator Training.
- Met with Dr. Springer (Protocol issues).
- Met with Port Orange Fire Rescue (American Heart Association).

**HUMAN RESOURCES DEPARTMENT** (Thomas Acquaro, Director) thru 09/25/2013

- Performance Evaluations processed: 11
- Deltona JOBS Program Folders
  - 2<sup>nd</sup> Floor lobby – (05) added
  - Total # of Deltona JOBS Program folders taken – (05 this week; 1,565 to date)
- Applications received:
  - (2) Waste Water Operator
  - (6) Parks Maintenance Tech I
  - (0) Network Analyst
- Coordinated with several Department Directors regarding personnel actions.
- Posted 3 job openings – Waste Water Operator, Parks Maintenance Tech I, and Network Analyst.
- Attended Drug & Alcohol Policy meeting.
- Continuing to coordinate with Halifax Health regarding the City's FY 2013/14 Wellness Program.
- Processing Open Enrollment insurance and AFLAC changes.
- Preparing status change forms for general employee FY 2013/14 merit increases (0 to 3% merit).
- Preparing status change forms for Local 2913 Union FY 2013/14 pay increases (3%).
- Processed 1 FMLA application.

**PARKS AND RECREATION DEPARTMENT** (Steve Moore, Director) thru 09/21/2013

**Administration:**

- Met with West Volusia Youth Baseball President to discuss the AAA fields and concessions.
- Met with Deltona Youth Soccer President to discuss the concession agreement at Dewey Boster.
- Met with Electrical Solutions to install lighting at City Hall.
- Prepared materials for the Commission Workshop presentation.
- Met with contractor to install the doors in the A/C room on the first floor.
- Met with VCSO officials to make repairs in Captain Brannon's office.
- Hosted the Teen Center Game Day at Harris Saxon Community Center.
- Attended the Dade Paper Company (janitorial products) meeting at City Hall.
- Met with Lake Gem Sod Farm to discuss installing sod at the AAA field at Dewey Boster.
- Met with Stormwater staff to discuss mowing park retention ponds.
- Coordinated the processing of a permit to Trinity Christian home football games for September 27<sup>th</sup>, October 11<sup>th</sup> and November 1<sup>st</sup>.
- Coordinated the processing of a permit for the Deltona Panthers football.
- Met with Jerry Mayes to discuss sports tourism.
- Met with Daktronics to install a horn on the scoreboard at Dewey Boster football field.
- Met with AMSCO to escort them to Dewey Boster concession and Vann Park concession.
- Processed 10 permits for pavilion and field rentals.

**Facility Use Permits (09/15/13—09/21/13):**

• Deltona Community Center	1 permit issued	Weekly attendance – 615
• Harris M. Saxon Community Center	no permits issued	Weekly attendance – 225
• Wes Crile Park	3 permits issued	Weekly attendance – 1,998
• Skate Park	6 new passes	Weekly attendance – 720

**Special Events/Programs:**

City Hall:

- Arts & Crafts Festival – Saturday, November 9<sup>th</sup> from 10:00 a.m. to 2:00 p.m.

Dewey Boster Sports Complex:

- Halloween Spooktacular Event, Friday and Saturday, October 25<sup>th</sup> & 26<sup>th</sup>.

Harris Saxon Community Center:

- Boys and Girls Club After-School Program continues.

Partner Leagues Currently Underway:

- Florida Basketball & Volleyball Association (FBVA) summer program has ended.
- Pop Warner football and cheerleading fall season continues.
- Deltona Youth Soccer fall season continues.
- Men's Senior Softball fall season at Dupont continues.
- Men's Fall League Softball has started.

**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 and weed-whacked: Campbell, Dewey Boster, Festival Park, Firefighters Memorial, Lake Gleason, Skate Park, Thornby, Timber Ridge and Veterans.
- Checked all playgrounds for vandalism and graffiti.
- Flags at half staff at Veterans and Wes Crile Parks.
- Deltona Community Center – Cleaned gutters, weeded planter beds, repaired sink in kitchen, trimmed trees.
- Dewey Boster – Repaired roof on 1<sup>st</sup> base dugout; re-attached fence on left field line of Triple A field.
- Harris Saxon – Transported supplies for Teen Game Day.
- Vann Park – Repaired swing.
- Veterans Memorial – Sanded and stained tables.

**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.*

- Escorted Stanley Door to check door on the DSC side.
- Escorted Schindler Elevator.
- Escorted Taylor, Cotton & Ridley to replace mechanical room door.

**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.
  - Sprayed clay area at Vann Park.
- Sports Complex:
  - Mowed all fields and outer perimeter, weed-whacked and edged.
  - Mowed and weed-whacked Pony League.
  - Fenced around the well at Pony League.
  - Repaired irrigation leak.

**PLANNING & DEVELOPMENT SERVICES** (Christopher Bowley, Director) thru 09/25/2013

**Executive Summary:**

The Planning and Development Services Department completed revisions to the data and analysis for the Community Assistance Visit (CAV), following comments from FEMA. Pending acceptance of this data, the City will proceed to close out the CAV with FEMA and move towards achieving a Community Rating System (CRS).

**Planning Section:**

The Planning Section issued the Final Site Plan Development Order (DO) for the Greater Faith AME Church located at 800 Deltona Boulevard. The DO is only for site work and the building permit remains to be issued

following the applicant satisfactorily addressing comments on the building redesign. Staff is also in the process of recording both the Bella Vista BPUD written development agreement and the preliminary plan together that creates the Master Development Plan (MDP), which completes that zoning amendment act. Staff is meeting with the applicant this week concerning the Overall Development Plan (ODP). The Department also received an application for a BPUD amendment to convert the outparcel within the Deltona Landings shopping center (the former bank) to a Goodwill collection center. Finally, staff worked on the draft for the Deltona Business Plan and began a vacant land analysis, which is a precursor to revising the Comprehensive Plan.

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

The Housing and Community Development Section completed the draft Memorandum of Understanding (MOU) with the Neighborhood Center of West Volusia, Inc. (Center), which worked out the contractual details of the City's subrecipient to operate the Emergency Solutions Grant (ESG). Staff worked with the Department of Children and Families (DCF) and the Volusia Flagler County Coalition for the Homeless (Coalition). The City's contract was drafted by the local DCF office and sent to the State for review. Upon completion, the contract and MOUs with both the Center and the Coalition will need to be approved by the City Commission prior to moving forward.

#### **PUBLIC WORKS** (Gerald Chancellor, Public Works Director/City Engineer) thru 09/20/2013

#### **Traffic Operations:**

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

- **Signs:**
  - Completed 14 sign repair work tickets in the City.
  - Fabricated and installed 29 new street name signs.
  - Fabricated and replaced one 30"x 30" W1-4R right & left curve sign at 3206 Courtland Blvd.
  - Fabricated and replaced one 30"x 30" R1-1 stop sign at Beckwith & Courtland Blvd.
  - Fabricated and replaced one 24"x 30" R2-1 40 mph sign at 3290 Courtland Blvd.
- **Asphalt:**
  - Completed 1 asphalt repair work ticket – ¼ tons.
  - Renton & Providence – repaired 20'x 20' section of road for Stormwater – 5 ½ tons.
  - 870 S Atmore – repaired 3'x 2' section of road for Deltona Water – ¼ tons.
- **Message Boards:** Ft Smith @ Elkcam and Ft Smith @ Providence – removed message boards.
- **Thermoplastic Striping:**
  - 24" white stop bar – 0
  - 12" crosswalk – 0
  - 6" white – 1610'
  - 6" yellow – 615'
- **Miscellaneous:**
  - 2502 Cardena – replaced battery in school flasher #7.
  - Public Works Depot – ground old thermo; blew off parking lot; restriped parking lot.

#### **Field Operations:**

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

- **Beautification:**
  - Medians –
    - Providence Blvd – routine maintenance.
    - Normandy Blvd – removed new growth from crepe myrtles.
    - Howland Blvd – weed-whacked curb; removed growth from crepe myrtles.
  - City Land – Saxon & I4; Hastings.
  - City Signs – Saxon Welcome Sign.

- **Concrete:**
  - Sidewalks – 718 Hager – 3’x 4’, 4’x 4’; 3’x 4’; Boxelder – 5’x 4’; 3244 Boxelder – 4’x 7’; 3248 Boxelder – 12’x 4’, 4’x 5’; Piedmont & N Wellington – 22’x 4’.
  - Grinding – 1019 Cobblestone – 1.
- **Clam Truck:**
  - Debris – 13
  - Trimming – 4
- **Slope Mowing:** 1470 Lambert - `60’; 1406 Lambert – 80’; 1417 Lambert – 80’; O’Hara & Pine Bluff – 240’; 1406 Coronet – 80’; 761 Pine Bluff – 80’; 790 Pine Bluff – 80’; 817 Pine Bluff – 240’; 850 Pine Bluff – 140’; 871 Abby – 60’; 950 Picasso – 240’; 929 Abby – 80’; 949 Abby – 80’; Coronet & Abby – 160’; Picasso & Coronet – 140’; 981 Picasso – 80’; 908 Picasso – 80’; 901 Picasso -80’; 875 Abby – 80’; 1629 Matheson – 80’; 1659 Montague – 80’; 1672 Montague – 80’; 1670 Nantucket – 80’; 1541 Jupiter – 80’; 1494 Keeling – 80’; Roble & Keeling – 160’.
- **Drop Offs & Sod:**
  - 1606 Ainsworth – repaired drop off.
  - 2507 Otis – repaired drop off.
  - 2932 Beal – repaired drop off.
  - Ft Smith between Elkcarn & Providence – repaired drop off.
- **Miscellaneous:**
  - N Normandy – sprayed for weeds along concrete wall at Firwood & Saxon.
  - Public Works Depot – cut asphalt and dug footers for ballards to be installed.

**Fleet Maintenance Division:**

• Vehicles	PM – 3	Repairs – 9
• Equipment	PM – 4	Repairs – 25
• Fire Dept Station Checks	6	
• Road Calls	4	
• Parts Run/Vehicle Delivery	5	
• 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:**
  - Renton St/Providence Blvd – dug up road crossing and wrapped the joints on the concrete pipe; backfilled with recycle concrete and compacted.
  - Saxon Blvd/Matheson St – filled in the ruts with dirt and sodded with Bahia where the lining crew drove.
  - Merrimac St/Urbana – repaired the structure that was hit by a vehicle.
- **Drainage Area Maintenance (Aebi Mowing):**
  - Drainage Right of Way mowed – 186 Tanner Ct; 1910, 825 Lehigh Dr; 1909 Coble Dr; Hastings & Zinnia; 1751 Catalina; 815 Trumbull; 1102 Sherbrook; 1770 Amero; 1728 Bavon; 1961 Chapel; 1945, 1977 Acadian; 753 Arlene; 2349 Fitzpatrick; 2017 Appian; 640 Sullivan; 2140, 2032 Parkton; 1868 Plumtree; 1731, 1590 Finland; 1942, 1896, 1810, 1782 Concert; 2149 Vance; 2293 Asbury; 1660 Dublin; 2348 Statler; 1583 Carmona; 2280, 2160 Clearwater; 1933 Monterey; 820 Alex Ln; 951 Lovington; 2400 Weatherford; 1307 Whitewood..
  - Ponds mowed – 632 Armadillo; 2036, 2049, 783, 2078 Atmore; Seagate; Catalina; 593 Tradewinds; 3275 Tallwood; 3045 Courtland; 1820 Elwood.

- **Right of Way Mowing Crew:**
  - Main roads mowed – Normandy Blvd; India Blvd; Humphrey Blvd; Newmark Dr; Catalina Blvd; Haulover Blvd; Captain Dr.
  - Sectors mowed – 8; 9; 10; 11; 12; 13; 14; 15.
  - Alleys mowed – 484; 1021; 1023; 1024; 1898.
- **Right of Way Litter Crew:**
  - Main road trash pickup – Deltona Blvd; Anderson Dr; Cloverleaf Blvd; Alexander Dr; Ft Smith Blvd; Elkcam Blvd; Courtland Blvd; India Blvd.
- **Miscellaneous:**
  - 1450 Gainesville Dr – mowed and trimmed around the pump station.
  - Corrigan/Austin – cut up tree that was down in the road and put in the Right of Way.
- 185 Sheryl Dr – mowed and trimmed the approach to the water control structure.

**UTILITIES** (Gerald Chancellor, Public Works Director/City Engineer) thru 09/22/2013

**Customer Service**

September 2013	Total week ending 09/22/2013
DW – Lockbox	1715
Ebox	1334
Call Center Calls	1359
Walk-ins/Drop Box	1087
On-line Payments	1098
IVR	508

**Customers Disconnected for Non-Pay**

September 2013	Total week ending 09/22/2013
Total on Disconnect List	185
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

**Construction Log & Service Orders**

September 2013	Total week ending 09/22/2013
Water Service	0
Meter Sets	0
Reclaim Meters	0
Fire Hydrant Installs	0
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	15
Locates Received	105
Locates Completed	108
Main Leaks	5
Service Leaks	9

Sewer Repairs	0
Sewer Blockage	10
KV2 Valves	4
Service Replacements	2
Meter Change Outs	9
Service Orders	467
Disconnects	185
Drainfield Leaks	0
Meter Retirements	52