

# CITY OF DELTONA

CITY MANAGER'S OFFICE

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To: Mayor and Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: March 25, 2011

## **Lake Windsor Update from City Attorney:**

Appraisals are due to the City Attorney the middle of next week.

## **NSP Update:**

Our second NSP closing occurred on Thursday, March 24<sup>th</sup>. This property is located at 1141 Matterhorn.

## **Emergency Management Training:**

Deputy Fire Chief Bob Rogers will be conducting emergency management training for all EOC position personnel, this includes the City Manager, Deputy City Manager, all department directors, and other key personnel (total of 44 individuals will participate in this training) on Tuesday and Wednesday of next week from 8:30 to 4:00 p.m. on Tuesday, and from 8:30 to 5:00 p.m. on Wednesday. The two classes include:

1. Rapid Assessment training which is used to determine the impact and needs after a disaster.
2. Local Government's Role in A Disaster – designed around what the City's responses and responsibilities are before, during and after a disaster.

The training will be conducted in the Commission Chambers should you wish to participate or listen in to a portion of this training event.

## **Fire Station #65 Signage:**

Attached please find three (3) design samples based on the Commission's input for the signage for Fire Station #65. Please advise which sign design you prefer. Thank you.

## **Ongoing/Upcoming Events:**

- **City Commission Workshop Meeting** – Tuesday, March 29<sup>th</sup>, 4:30 p.m., 2<sup>nd</sup> flr. Conference Room;
- **Regular City Commission Meeting** – Monday, April 4<sup>th</sup>, 6:30 p.m., Commission Chambers

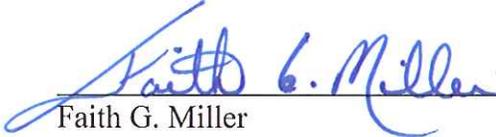
CITY MANAGER'S OFFICE

2345 Providence Boulevard, Deltona, Florida 32725

(386) 878-8100 Fax (386) 878-8851

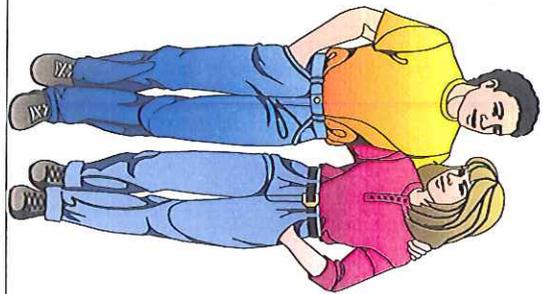
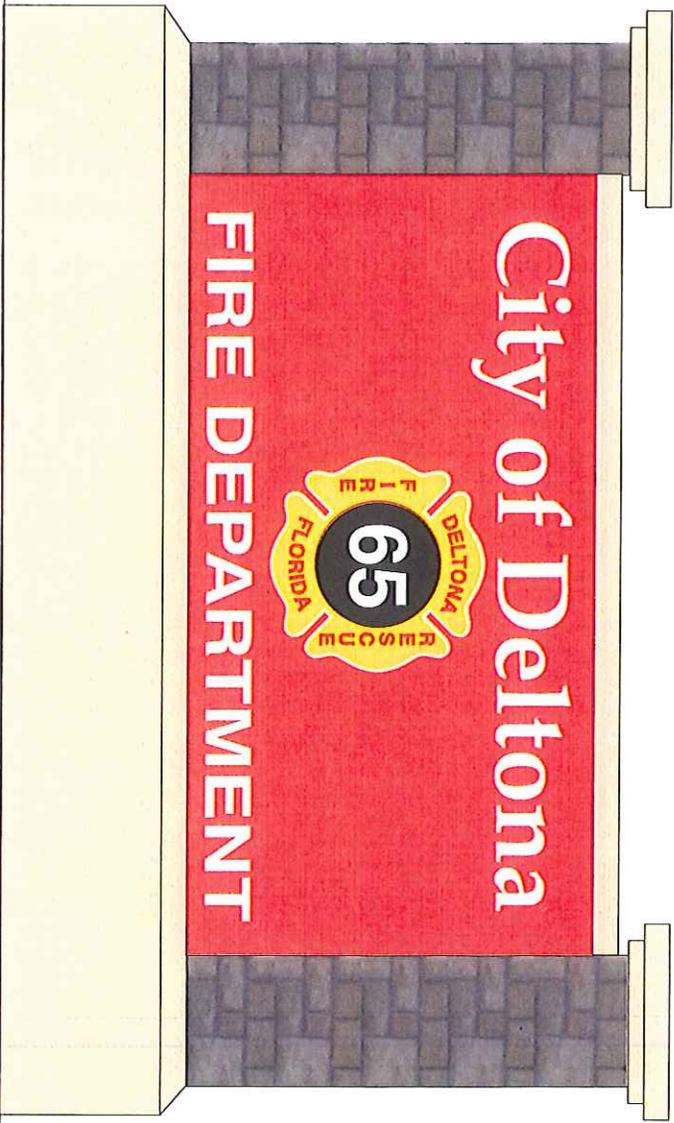
Webpage: [www.Deltonafl.gov](http://www.Deltonafl.gov)

- **City Commission Workshop Meeting** – Tuesday, April 5<sup>th</sup>, 4:30 p.m., Commission Chambers
- **Impasse Hearing, FF Collective Bargaining Agreement** – Friday, April 8<sup>th</sup>, 4:30 p.m., Commission Chambers
- **Farmer's Market** – Every Saturday, 1649 Providence Blvd., 9:00 a.m. – 2:00 p.m.
- **Flu Shots** – Available at Fire Station 61, Monday thru Friday, 9:00 a.m. – 4:00 p.m., and Saturdays from 9:00 a.m. – Noon. Cost is \$25/person. Cash, check, Visa and MasterCard are accepted; the only insurance accepted is Medicare part B.

  
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Faith G. Miller  
City Manager

COPY AREA 56" X 108"  
COLUMNS 22" X 22"  
OVERALL SIZE APPROX. 93" X 154"

1.



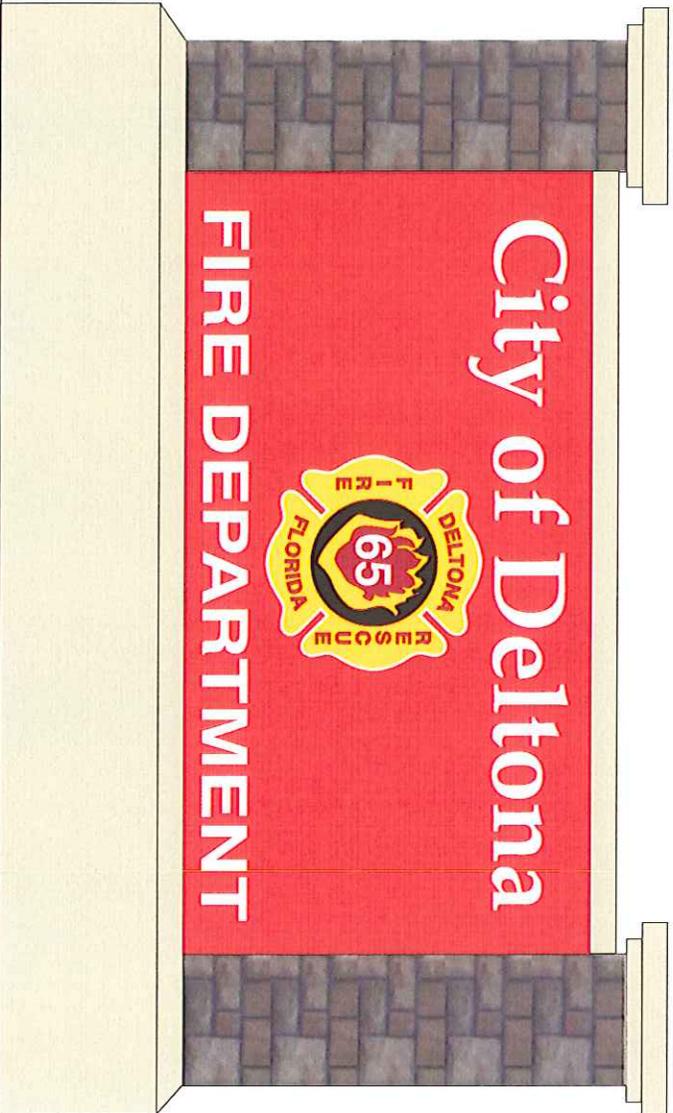
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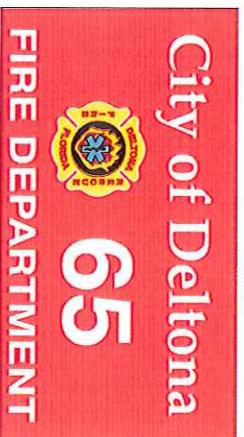
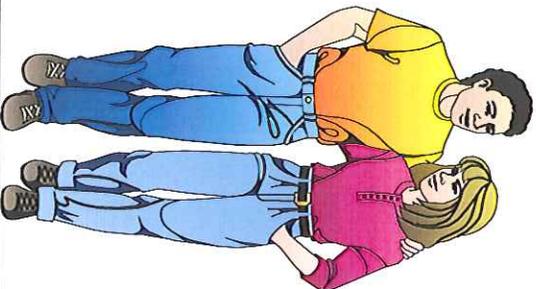
MORRIS SIGN COMPANY 386-736-1600

COPY AREA 56" X 108"  
COLUMNS 22" X 22"  
OVERALL SIZE APPROX. 93" X 154"

2

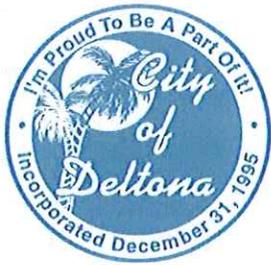


3



MORRIS SIGN COMPANY 386-736-1600

ANOTHER OPTION



# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Mayor and Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: March 25, 2011

## CITY MANAGER'S OFFICE:

### COMMUNICATION:

- Working to promote the City of Deltona Lake Cleanup and Action Day, the Concert and Car Cruise-In, a City-sponsored blood drive, new hours of the Farmer's Market, Friends of the Library lecture and the next Foreclosure Prevention Workshop at the Library.
- Working on the layout of a 2010 Annual Report.
- Broadcast the March 21 meeting of the Deltona City Commission.
- Created a poster for the April 17 Skate Competition.
- Updated DeltonaTV Schedule for print and online access.
- Preproduction for these PSAs: Arbor Day, Relay for Life, Eggstravaganza, 1<sup>st</sup> NSP House Ribbon Cutting.
- Video Production for these PSAs: Ability Fair, Thornby, Wags N Whiskers.
- Attended West Volusia Community Expo with City information on March 24<sup>th</sup>.
- Worked with Planning & Development to stage 1<sup>st</sup> NSP House Ribbon Cutting ceremony.
- Attended meeting with Frank Demarsh regarding a proposed groundbreaking event for the Epic Theatre construction project.
- Working with Jerry Mayes and the City Manager, to contact the Governor's Office for an appearance at the City's Business Forum on May 12<sup>th</sup>.

### Media Relations ~

- Provided information to Jason Allen with *WFTV/Ch. 9*, re: the City's Solar Water Heater Rebate program
- Provided information to Al Everson with the *DeLand Beacon* re: the Impact Fee Moratorium
- Provided information to Al Everson with the *DeLand Beacon* re: the Ft Smith Construction project
- Provided information to Jason Allen with *WFTV/Ch. 9*, re: NSP House Ribbon Cutting
- Provided information to Mark Harper with the *News Journal* re: NSP House Ribbon Cutting
- Provided information to Mark Harper with the *News Journal* re: Impact Fees Moratorium
- Provided information to Mark Harper with the *News Journal* re: Cy Butts employment files
- Provided information to Saul Saenz with *CFN13* re: NSP House Ribbon Cutting
- Provided information to Mark Harper with the *News Journal* re: the City Attorney Contract and Info

### Press Releases ~

- Lake Cleanup
- American Pop 60
- Blood Drive
- Solar Water Heater Rebate Program Ending

**Economic Development ~**

- Progressed on locating an “urgent care facility” in Deltona with contacts to Central Florida Regional Hospital and to Prompt Urgent Care. Referred by Diane Dickenson of LAD Imaging.
- Initial meeting held re: Obtaining Audubon Certification for Deltona.
- Attended West Volusia Regional Chamber of Commerce meeting at Gateway to the Arts in Debary.
- Attended meeting with Frank DeMarsh of Epic Theatres, Deltona Village to start preliminary discussions on “groundbreaking ceremony”.
- Attended meeting with Al Hoffman of Quick Page, a Deltona business. Mr. Hoffman’s going to lease two additional suites in Saxon Plaza. We discussed B&Z, Permitting, and Fire.
- Inviting Governor Rick Scott as the City’s guest speaker for Deltona Business Summit. PIO will work on invitation and process.
- Volusia Day: Jobs rally in Tallahassee. Attendees from the City of Deltona were; Commissioner Lowry, M&C Admin Assistant, three Deltona high school students, and I. It was a chance to greet economic development compatriots, meet new economic development practioners, and to carry our message about JOBS to our legislators. We met with and were addressed by many of our Representatives and Senators with a special speaking appearance by Florida State Senate President Mike Haridopolos.
- Worked on improvements to economic development solicitation packages.
- Worked telephone and e-mails on solicitations to companies.
- Continued working with Business Retention and Issues Surveys.

**BUILDING & ZONING SERVICES: Week of 3/11/11 thru 3/18/11:**

• Building Permits issued for the week	90
• Valuation of work permitted for the week	\$306,001.42
• Inspections completed for the week	136
• Total Permits issued for Fiscal Year 10/11	1,368
• Valuation of work permitted for the year 10/11	\$13,363,218.18
• Solar Rebates Processed this week:	0
• Total Solar Rebates processed since 2/1/10:	80

**Permits Issued 03/11/11 – 03/18/11:**

AC Change Out	9
Addition	1
Building Res	1
Comm Build Out Small	1
Concrete Flat Work	4
Driveway	3
Electrical Repair	2
Electrical	6
Fence	14
Generator	1
Interior Repair	1
Mechanical	2

Plumbing	1
Pool Above Ground	1
Pool Enclosure	1
Reroof	13
Right Of Way	7
Screen Enclosure	4
Shed I	8
Siding	3
Sign	1
Water Heater Replacement	3
Window Replacement	3
Total	90

**CITY CLERK'S OFFICE: Week of 3/14/11 – 3/18/11**

**Department Staff:**

- 2<sup>nd</sup> Floor HR/CC Walk-In Customers: 92
- 2<sup>nd</sup> Floor calls Answered: 32
- Packages Picked Up: 4
- Packages Received: 24
- A/P Invoices Opened: 109
- Newspapers: 16 (11 hours)
- Public Records Requests Received: 3
- Public Record Request Amount Rec'd: \$.98
- Documents imaged, pages: 1,448
- Large scale drawings imaged, pages: 40

**ENFORCEMENT SERVICES DEPARTMENT:**

- Responded to 458 requests for services this week.
- Animals impounded at the humane societies: 43.
- Citation warnings issued: 16.
- Courtesy notices: 208.
- Abatement notices: 50.
- Citations issued: 3
- Code Enforcement telephone calls: 132.
- Solid Waste calls: 92.
- Citizen walk in requests for Code Enforcement assistance: 23.
- Citizen walk in requests for Solid Waste assistance: 6.
- Properties requiring grass to be cut by contractors: 4 at a cost of \$140.00.
- 49 certified mailings were sent out at a cost of \$271.46.
- Money collected for Animal tags, liens and return to owners: \$2,124.85.
- Foreclosures last week:
 

Deltona	4
Volusia County	<u>26</u>
Total	30

**FINANCE DEPARTMENT:**

- Met with Grants & Public Works regarding status of capital grant funded projects.
- Working to revise credit card and purchasing policies to address audit management comment regarding IT purchases.
- Attended Munis User's Group meeting hosted by City.
- Submitted Feb. 2010 Monthly Financial and Investment Report to City Manager.
- Bids due April 14, 2011 for Steel Building for Parks Maintenance at the Sports Complex.
- Completing update for Parks inventory.
- Started Fire Dept. physical inventory.

**FIRE DEPARTMENT:**

**Fire Chief:**

- Attended the Volusia County Fire Chiefs' Association meeting. Topics Discussed/Action Taken:
  - Modification and renewal of the countywide Mutual Aid agreement which expires September 2011.
  - Standardization of responses to structural fires; residential, commercial and commercial high rise buildings. The proposed response configurations are very similar to what Deltona, Orange City and DeBary currently dispatch, but will be adopted County wide for all areas of the County.
  - The group adopted a Model Operating Guideline (MOG) for Wildland Fires and revamped the MOG for Multi-agency Strike Teams and Task Forces to align with recommendation of the National Wildfire Coordination Group (NWCG) and Florida Division of Forestry (DOF). Both of these agencies recommend more training for firefighters on fire ground safety and combating wild fires safely and effectively. This additional training will cost approximately \$80.00 per employee.
- Attended a VCSO Communications Consolidation meeting. Items discussed included:
  - After 10/1/11 the County will no longer fund primary or Secondary Public Safety Answering Points (PSAP) and will route all 911 calls through VCSO Central. This means all query of callers, pre-arrival instructions and Emergency Medical Dispatch (EMD) will be handled there and remaining communication centers will only receive call address information from Central.
  - More information was presented on how data will be handled, calls will be routed to fire agencies, centralization of records and responsibility for Mobile Data Computers (MDC).
  - Meetings will continue next week and a Policy Makers' / Governance committee will be established in the near future.
- Four new probationary firefighters started with the City on Friday March 18<sup>th</sup>. These new firefighters will fill existing vacancies, aid in reducing overtime, and will fully staff station 65 with an engine once it opens in May.
- Preparing for two FEMA Emergency Management classes that will be held next week at City Hall on Tuesday and Wednesday from 8am – 5pm.
- Station 65 is moving along. The retaining wall has been completed; dry wall interior has started and roofing and shingles will begin next week.

**EMS:**

- New Recruit Orientation.
- Planning for EMS Week.

**Information, Communications & Education:**

- VCSO Dispatch Consolidation overview meeting (Faer & Rogers).
- 21 hour (7-week) CERT day course completed – Graduation (2 of 2).
- Pension update meeting hosted by Lisa Spriggs.

**HUMAN RESOURCES DEPARTMENT:**

- Performance Evaluations processed: 4
- Deltona JOBS Program Folders: 1<sup>st</sup> Floor lobby- (0) added, 2<sup>nd</sup> FL Lobby (0) added; (To date 3/2/11) total # of Deltona JOBS Program folders taken – (911).
- New hire orientation: (4) Firefighters.
- Served as staff liaison for the William S. Harvey Scholarship ranking meeting 3/22/11.
- Met with several department directors regarding personnel issues and coordination of personnel actions.
- Attended Munis user update training.
- Participated in 5 interviews at the Water Department for Water/Wastewater Operator.
- Finalized training agenda and training materials for Supervisor Development training sessions #3 (scheduled for April 7<sup>th</sup>) and session #4 (scheduled for April 29<sup>th</sup>).
- Met with Finance/Payroll to review “unpaid status” protocols regarding payroll deductions.
- Presented Supervisor Development program training session #2 make-up class.

**PARKS AND RECREATION DEPARTMENT: Week ending 3/18/11**

**Administration:**

- Farmers Market: 9 vendors, 140 cars.
- Met with DYSC president and Adult Soccer president to discuss ongoing programs and initiatives.
- Provided logistical support for the NSP First Home dedication.
- Met with Orlando City Soccer Club to discuss utilizing Dewey Boster Sports Complex as their pre-season training facility.
- Met with Infinity AV & Security to discuss video camera issues.

**Facility Use Permits include:**

- Deltona Community Center – no permits issued. Weekly attendance – 2,263.
- Harris M. Saxon Community Center – 2 permits issued. Weekly attendance – 465.
- Wes Crile Park – 1 permit issued. Weekly attendance – 1757.
- Skate Park – 17 new passes. Weekly attendance – 943.

**Special Events/Programs:**

- Amphitheater:
- 2011 Concert Series begin on Saturday, April 9<sup>th</sup>.
- City Hall: Arbor Day – Friday, April 29<sup>th</sup> from 11:00am-1:00pm.
- Dewey Boster Sports Complex:
  - Little Linksters Spring session will begin on April 2<sup>nd</sup> and run thru May 7<sup>th</sup>.
  - The Orlando City Soccer Club continues pre-season training.
  - Deltona Spring Fest – April 9<sup>th</sup> and 10<sup>th</sup>.
  - Eggstravaganza – Saturday, April 16<sup>th</sup> from 10:00am-2:00pm.

- Harris M. Saxon Community Center:
  - Zumba dance classes continue.
  - Boys and Girls Club After-School program continue.
- Lake Butler Skate Park: Skate competition – Sunday, April 17<sup>th</sup>.
- Wes Crile Park: Youth Flag Football will begin on Saturday, March 26<sup>th</sup>.

**City Leagues Currently Underway:**

- Seniors Softball league continues.
- Men's and Church leagues will begin in April.

**Partner Leagues Currently Underway:**

- West Volusia Youth Baseball spring season continues.
- Deltona Little League spring season continues.
- Deltona Youth Soccer travel and in-house spring season continues.
- FBVA spring season begins in early April.

**Parks Maintenance:**

**Mowed, edged and weed-eated the following:** Campbell Park, City Hall, CVS Park, Festival Park, Lake Gleason and Skate Park.

**Box bladed the following:** Dupont Lakes Park, Dwight Hawkins; Lake Gleason and Vann Park.

- CVS Park – Repaired broken irrigation line.
- Dupont Lakes Park – Repaired score booth.
- Dwight Hawkins Park – Repaired fence slots.
- Festival Park – Painted restrooms; box-bladed entry.
- Harris Saxon Park – Dug ditch for conduit for security cameras; installed conduits on 4 poles; installed pipe straps every 4 ft.
- Keysville Dog Park – Installed trail sign; removed graffiti from basketball court.
- Lake Gleason Park – Washed pavilion and cleaned chimney due to vandalism; added fill dirt.
- Tom Hoffman – Sanded and sealed pavilion with clear coat; painted concrete due to vandalism; installed re-built picnic table.
- Veterans Memorial Park – Sprayed parking lot.

**Parks Maintenance – Miscellaneous**

Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks, replacing paper towel and toilet paper dispensers.

- Picked up and returned tables for the Ability Fair to Wes Crile Park.
- Took ball machine from Wes Crile to Fleet for repair.

**City Hall, Fire Station, Sheriff's Department and 1691 Providence (Sheriff) Building Maintenance:**

Weekly tasks include cleaning the Fire Station; inspecting Sheriff's building; vacuuming; emptying trash from DSC classrooms; emptying trash for different departments; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrub; walking the grounds and picking up trash; sweeping sidewalk; setting up commission chambers for various meetings and resetting

afterwards, vacuuming the chambers, replenishing restroom supplies throughout the entire building; cleaning restrooms; unclogging various toilets in restrooms on both floors; replacing light bulbs throughout the building, courtyard and walkway; cleaning front of building; replacing restroom fresheners and batteries; vacuuming Commission Chambers and hanging pictures (as requested) throughout City Hall.

- Escorted Irvine Mechanical.
- Set flags at half mast.
- Installed blinds for Captain Brannon.

**Sports Turf Maintenance:**

- Normal routine maintenance at:
  - Dewey Boster Sports Complex.
  - Baseball and Pony League Fields.
  - Vann Park.
  - Dupont Lakes.
  - Wes Crile Park.
  - Checked irrigation at Wes Crile, Dupont Lakes and Pony League.
  - Sprayed Vann Park, Campbell Park and Wes Crile Park.
- Sports Complex:
  - Repainted soccer fields for Orlando City Soccer.
  - Removed tree from trail.
  - Sprayed for weeds and mole cricket.

**PLANNING & DEVELOPMENT SERVICES DEPARTMENT:**

**Executive Summary ~**

The Planning and Development Services Department greatly appreciates the support received from the Mayor, City Commission, City Manager, and staff for the ribbon cutting ceremony on Monday located at 2713 Sweet Springs within Commissioner Denizac's District 1. The new homeowners expressed thanks for all of the positive attention they received from the City, Channel 9, and La Prensa, and their move-in marks a significant milestone in the program to complete all three basic steps to complete the project – purchase, rehabilitate, and sell a home. The proceeds from the sale get reinvested in the NSP as Program Income for additional operating expenses. A second closing on an NSP house at 1141 Matterhorn is scheduled for Friday.

**Planning ~**

The Planning Section is focused on four projects through completion: the proposed Lohman's Funeral Home, the Shops of DuPont Lakes, the Family Dollar at Howland and Catalina, and the Epic Movie Theater. The former two have submitted Final Site Plans for review and staff will be bringing them forward to the Development Review Committee. The latter two are underway with a level of site construction. The former PNC Bank building was demolished and is being replaced with an approximately 8,000 SF retail building for the Family Dollar. Finally, site work continues on the Epic Theater site with mass-grading being conducted to raise the elevation of the property to create the building pad for the theater and out parcels. Areas set-aside for scrub jay protection are undisturbed and limits work on a portion of the site. As a result, the southernmost outparcel is not being included in site preparation work.

### **Housing & Community Development ~**

The Housing and Community Development Section remains vigilant in the listing and sale of property within the NSP 1 program. The aforementioned home closing at 2713 Sweet Springs was the precursor to a larger effort to sell the units as quickly as possible to reduce the carry of the properties, as well as to have the units working for new homeowners to achieve home ownership to stabilize the neighborhoods. Getting occupancy of the units will reduce vacancy rates Citywide. Staff continues to focus on needed efforts within NSP 3, SHIP, and CDBG to ensure that those projects are underway and completed per State and Federal regulations, respectively, and that spending occurs to assist the community.

### **PUBLIC WORKS: 3/14/2011 to 3/18/2011**

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

- **Signs:**
  - Removed garage/yard sale signs throughout the City.
  - Completed 39 sign repair work tickets throughout the City.
  - Replaced (1) Double Arrow warning sign and (1) Square warning sign from stock at Captain Dr & Courtland Blvd.
  - Fabricated & installed (1) No Dumping and Littering sign at 1921 S Old Mill Dr.
  - Fabricated & installed (1) 35 mph sign at each of the following: 481 Deltona Blvd; across from 481 Deltona Blvd; 682 Deltona Blvd; 849 Deltona Blvd; 1532 Deltona Blvd; Deltona Blvd & Hummingbird St; Deltona Blvd & Dartmouth St.
- **Asphalt:** Completed 15 asphalt repair work tickets throughout the city – 5 tons.
- **Message Boards:**
  - Removed message boards at Providence Blvd & City Hall east and west bound.
  - Installed message boards at Ft Smith Blvd & Normandy Blvd and Ft Smith Blvd & Providence Blvd for meeting being held for second phase of Ft Smith road widening project on 3/22/2011.

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

- **Beautification:**
  - Medians – Howland Blvd; N Normandy Blvd.
  - Misc:
    - Howland Blvd – set up MOT and assisted Beautification Advisory Board with litter pick up.
    - Saxon & I-4 – mow; weedat; edge; pick up litter.
    - Saxon Blvd at Welcome Sign – assisted Beautification Advisory Board install new plants.
- **Concrete:** Sidewalks – 726 Hartley – 4'x 4'; 740 Hartley; 1464 W Wellington – 4'x 4'; 1464 N Normandy Blvd – 6'x 4'; 1440 W wellington – 8'x 4'; 1488 W Wellington – 6'x 4' & 4'x 4'; 1463 W Wellington – 4'x 4'; 1480 W Wellington – 4'x 4'.
- **Clam Truck:**
  - Debris – 5.
  - Trimming – 27.
- **Drop Off's & Sod:**
  - Installed sod on drop offs – Comstock 6 ¾ pallets; Lynn River 1 ½ pallets; Stallings 2 ¼ pallets; Alamanda 3 pallets; Elkcam 4 pallets.
  - Repaired drop offs – 2189 S Old Mill; Pear Av.
  - Repaired drop off and replaced sod; Quincy Av 3 pallets.
  - Replaced 6 pieces of sod at 132 Larchmont Dr.

- **Misc:**
  - Lynn River & Portview – removed stump with stump grinder.
  - Colchester & Pamona – removed sand from roadway.

**Fleet Maintenance Division ~**

- **Vehicles:** PM – 7; Repairs – 8.
- **Equipment:** PM – 2; Repairs – 9.
- **Road Calls** – 2.
- **Parts Run/Vehicles Delivery:** 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:**
  - Courtland Blvd/Glencove – poured concrete around basins and sidewalk; reworked swale; placed sod.
  - 1143 E Hancock – installed 120’ of 15” sock pipe; put in 1 nyloplast basin; built 1 box; repoured driveway; reshaped swales; placed sod.
  - 322 Champlain Ct – extended pipe on each side of driveway; built 2 boxes; placed sod.
  - 937 Elkcam – placed 1 pallet sod.
  - 1980 E Chapel – repaired 2 grates.
- **Drainage Area Maintenance ( Aebi Mowing);**
  - 1.7 acres mowed.
  - Ponds mowed – Corrigan; Beal/Juliet; Galahad; Slater Dr; Kangaroo; Tipton; Summit Hill; Atmore Cir; Chicken Farm.
- **System Cleaning (Vac Truck):**
  - 140 feet of Stormwater System cleaned.
  - 14 yards of debris removed.
  - Storm systems cleaned – 700-799 Deltona Blvd; Pamona; Rhonda ditch; 1117 E Hancock.
  - Watered new sod.
- **Right of Way Mowing Crew:**
  - 11.5 miles of right of way mowed.
  - Sectors mowed – 19; 24.
  - Main Roads mowed – Montecito Dr; Elkcam Blvd; Ft Smith Blvd.
- **Right of Way Litter Crew:**
  - 1410.75 gallons of litter removed.
  - Main roads – India; Newmark; Humphrey; Ft Smith; Alexander; Anderson; Cloverleaf; Deltona Blvd; Welcome Center Rd; Elkcam Blvd; Montecito; Captain; Haulover..
  - Sectors & Alleys – Sector 16; 17; 18; 26; Alleys 484; 485; 498; 570; 1915.
- **Misc:**
  - 188 Courtland Blvd – filled in holes in right of way with dirt.
  - 1158 Buccaneer Av – replaced missing deflectors near headwall.
  - Ramble Ave – take off lids for lining crew.
  - 1641 Houston Dr E – trimmed trees and underbrush in pond.
  - 2022 Galahad Dr – located property pins in ditch and trimmed tree.
  - Chicken Farm – put up fence at main gate and Doyle entrance.

**UTILITIES: Customer Service**

March 2011	14	15	16	17	18	19	20	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
DW – Lockbox	798	468	346	295	398	X	X	2305
Ebox	261	314	189	150	234	X	X	1148
Call Center Calls	428	364	337	285	282	X	X	1696
Walk-ins/Drop Box	389	225	216	166	185	X	X	1181
On-line Payments	147	198	160	121	189	88	109	1012

**Customers Disconnected for Non-Pay**

March 2011	15	16	Total
	Tues	Wed	
<b>Cycle</b>	<b>3 &amp; 4</b>		
Total on Disconnect List	50	85	135
Off in error/DW error		3	3
Off in error/Munis error			
Misapplied Payment			

**Construction Log & Service Orders**

March 2011	14	15	16	17	18	19	20	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Water Service								
Meter Sets								
Reclaim Meters								
Fire Hydrant Installs								
Fire Hydrant Replacement								
Fire Hydrant Repair								
Replace Meter Box	14	1	21	12	4			53
Locates Received	13	15	13	13	6			60
Locates Completed	9	15	12	14	8			58
Main Leaks	1							1
Service Leaks	2	1	2		2	2	1	10
Sewer Repairs								
Sewer Blockage	1		1	1				3
KV2 Valves	3	2			4	2		11
Service Replacements	1	1			2	2		6
Meter Change Outs	10	5	5	6	7			33
Service Orders	106	90	148	112	99			555
Disconnects		50	85					135
Drainfield Leaks								
Meter Retirements		1		1	1			3