



CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Dave Denny, City Manager
Subject: Weekly Courtesy Report
Date: February 7, 2014

CITY MANAGER'S OFFICE thru 02/07/2014

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

- Posted information about CPR classes on Facebook, Twitter, as well as sent out an E-blast about the class.
- Working with a graphic artist on two rack cards for the Office of Economic Development (OED). One rack card is a birding checklist and the other highlights Deltona's most eco-logical friendly parks. Posters were printed for use at the Florida Scrub Jay Festival, February 8th.
- Working with OED on organizing a ground breaking for RaceTrac.
- Updated a promotional piece for OED focusing on Deltona as a desired development location.
- Working with OED to make sure documents conform to "Deltona Means Business" brand styles.
- Met with representatives from the University of Florida regarding an event in the Chambers next week.
- Created bus shelter posters for printing and pickup by 20/20 Media.
- Posted information to Facebook & Twitter about: a Living with Bees seminar, news about the Philadelphia Union practicing and scrimmaging at Dewey O. Boster, Navigators (Affordable Care Act facilitators), Audubon birding workshop, Fire Department CPR training, traffic related to a tractor-trailer incident, Old Mill Drive re-paving, nature Valentines, Commission meeting agenda, Halifax Health news in Deltona, the Sweetheart Italian Dinner Dance, children's Sand & Sea Camp at Lyonia, and Dr. Steve Noll to speak on Florida's Spanish legacy.
- Updated DeltonaTV programming- (TPC) Grill Sergeants, Fit for Duty, Battleground, Armed Forces Boxing, (UCF) Global Perspective, MetroCenter Outlook, On the Issues, Arts Performances, Acoustic Spotlight, (other) White House Chronicle, American Veteran, Road to Recovery, nature and environmental programming, for the week of February 9th.
- Finished the February issue of the Pride.
- Collaborated with the Mayor's Office for Nomination Letter for Volusia League of Cities (VLOC) "Citizen of the Year" award.
- Preparation of presentation items for the City booth at the February 8th Scrub Jay Festival.
- Completed "Love Your Heart" 5K Race TV slide.
- Videotaped the March episode of Deltona Audubon Report/Winter Birding Update.
- Met with Jerry Mayes to review plans for City participation in March 20-21 Eco-Tourism event.
- Met with Florida Hospital, Jerry Mayes, John Wanamaker and Final Mile Race Management to plan 10K Race "Pink Feet" for October 2014.
- Videotaped an interview with Volusia County School Superintendent Dr. Margaret Smith, for the Economic Development Solicitation DVD.
- Working with vendor IT Products, to inspect/adjust the settings for the TV Room Panasonic MX70 switcher.
- Contacted Heritage Middle School, for preparations for the 3rd Think Before You Throw Poster presentations at the February 17th Commission meeting.
- Live broadcast of the February 3rd Commission meeting and recorded for later broadcast.

Press Release/s:

- 2nd version/Love Your Heart 5K Race
- RaceTrac Ground Breaking Ceremony
- Sweetheart Italian Dinner
- Fire Department Life Support & CPR Training

Media Relations:

- Provided information regarding commercial development at the Saxon Blvd/Sterling Court intersection, to the Assignment Editor/WKMG-TV Ch. 6, and to Mark Harper/Daytona News Journal.
- Provided information regarding residents' meeting with Representative David Santiago about water surcharges, to Mark Harper/Daytona News Journal.
- Provided information regarding residential business licenses, to Mark Harper/Daytona News Journal.

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

- Met with Eli Schaperow to discuss Audubon alliance and birding pictures for use on DeltonaTV, as well as marketing materials for the City's Eco-Tourism display.
- Attended the February 3rd Commission meeting for the Deltona Economic Development Advisory Board (DEDAB) Quarterly report presented by Rick Demeter, and the second reading on Tractor Supply.
- Attended the West Volusia Summit on February 1st, and co-presented on the topic of a "West Volusia Incubator".
- Attended a breakfast meeting of the NW Seminole/SW Volusia Regional Economic Development Council in Orange City.
- Participated in a filmed interview with Dr. Margaret Smith, Superintendent of the Volusia County Schools as part of the 'Solicitation DVD Project'.
- Met with staff and Mr. Damon Kruid, CEO of DBK Inc. regarding his property on Deltona Boulevard.
- On January 30th, attended a Team Volusia EDC meeting to present Deltona, SW Volusia, and Volusia County to a site selection consultant, to bolster economic development in the City and the region.
- Met with staff of US Fish & Wildlife Commission in Jacksonville, to review the Deltona Scrub Jay technical memorandum and prepare to negotiate the the Memorandum of Understanding (MOU) for the project.
- Met with staff to finalize preparation of Eco-Tourism booth materials that will be needed for the February 8th Scrub Jay Festival. This year's festival will be held at the Lyonia Preserve and the City will have a booth promoting that festival and Eco-Tourism overall in Deltona.
- Continued work on the McCollum-Sweeney site analysis (paid for by Duke Energy).
- Met with Patti Stephens, Director of the Deltona YMCA, to help the YMCA locate a commercial property to use for summer camp.
- Attended the Springshed Academy held at Blue Springs State Park, Orange City.
- Attended the Team Volusia EDC's Economic Practitioners Council meeting in Daytona Beach, for updates on projects, trade ideas and best practices, and to build inter-county relationships.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 01/24/2014

Building Services Division:

Building Permits issued for the week	61
Valuation of work permitted for the week.....	\$2,173,504
Inspections completed for the week	137
Total Permits issued for Fiscal Year 13/14	987

Packages Picked Up	0	
A/P Invoices Opened	69	
Newspapers	16	(4.75 hours)
Public Records Requests Received	4	
Public Record Request Amount Received	\$7.16	
Documents imaged, pages	10,084	
Large scale drawings imaged, pages	0	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 02/07/2014

- Bids for 2014 Fireworks Display are due on February 6th.
- Prepared agenda memo for Air Conditioning replacement at Wes Crile.
- Prepared agenda memo for removal and replacement of the Basketball Courts at Harris Saxon and Lake Butler Parks.
- Worked with auditors on grant expenditures for 2013 CAFR.
- Attended the ECHO ranking meeting in Daytona Beach.
- Worked on a responsibility chart for the upcoming Lakeshore Multi-Purpose trail project.
- Working with audit staff from Purvis, Gray, & Co. as the firm completes the FYE2013 financial review.
- Preparing for Abandoned Property filing to the State of Florida.

Accounts Payable Section		
Check Run Date:	1/3/2014	
Checks Processed	189	\$ 256,505.91
Invoices Processed:		
Carol	136	200,670.42
Julia/Jacque	45	48,491.50
UB Refunds	126	7,343.99
	307	\$ 256,505.91
Check Run Date:	1/17/2014	
Checks Processed	332	3,862,514.95
Invoices Processed:		
Carol	254	3,143,423.00
Julia/Jacque	253	706,874.46
UB Refunds	203	12,217.49
	710	\$ 3,862,514.95
Check Run Date:	1/31/2014	
Checks Processed	213	\$ 1,233,412.11
Invoices Processed:		
Carol	239	313,153.24
Julia/Jacque	265	914,405.90
UB Refunds	100	5,852.97
	604	\$ 1,233,412.11

Payroll Section	
Check Run Date:	1/2/2014
Total Employees	304
Time Sheets Processed	608
Checks Processed	20
Direct Deposits Processed	296
Total Payroll including benefits	\$ 748,231.71
Miscellaneous:	
Flexible Spending Reimbursements	19
Check Run Date:	1/16/2014
Total Employees	302
Time Sheets Processed	604
Checks Processed	22
Direct Deposits Processed	292
Total Payroll including benefits	\$ 739,934.33
Miscellaneous:	
Flexible Spending Reimbursements	34
Check Run Date:	1/30/2014
Total Employees	301
Time Sheets Processed	602
Checks Processed	19
Direct Deposits Processed	294
Total Payroll including benefits	\$ 729,656.24
Miscellaneous:	
Flexible Spending Reimbursements	23

FIRE/RESCUE DEPARTMENT (Acting Fire Chief Robert Rogers) thru 02/03/2014

Acting Fire Chief Rogers:

- Alarm summary 1/28/2014 to 2/3/2014
 - Structure fire 1
 - Vehicle Fire 0
 - Wild land, grass, trash 0
 - Misc. Fire 5
 - ALS Medicals 54
 - BLS & Misc. Medicals 84
 - Hazardous Condition 4
 - Service Calls 10
 - Good Intent 16
 - False Alarms 17
 - TOTAL 191

Deputy Chief Rafferty:

- Participated in a 7-hour Telestaff conference call.
- Attended a meeting in the Florida Fire Chief's Office.
- Met with Chief Rogers & Assistant Chief Debose regarding Fire Officer 1 Certification.
- Met with Assistant Chief Debose regarding the Training Calendar.
- Completed Target Safety class.
- Conducted the American Heart Association Basic Life Support Instructor Class.

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 02/05/2014

- Performance Evaluations processed: 3
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (0 this week; 1,640 to date)
- Applications received:
 - (15) Firefighter/EMT
 - (01) Utility Customer Service Rep. Supervisor
 - (06) Utility Systems Tech
- Coordinated with several Department Directors regarding personnel actions and labor relations issues.
- Processed 2 FMLA requests.
- Background checks for new Water Operator II, Utility Customer Ser. Rep. Supervisor & Public Works Tech.
- Scheduled drug screenings for Public Works Tech & Water Operator II.
- Sent Firefighter applications to the Fire Department for review.
- Coordinating with Wellness Committee regarding new Wellness program roll-out.
- As Hearing Officer, conducted discipline hearing.
- Coordinating review of Fire Chief applicant resumé's/applications with interview committee.

PARKS AND RECREATION DEPARTMENT (Steve Moore, Director) thru 02/01/2014

Administration:

- Final preparation meeting for the February 15th 5K Run.
- Met with Wiginton and Signal 21 to test the alarm system at City Hall.
- Met with Daytona State College staff to discuss planning a green space behind City Hall.
- Met with Philadelphia Union to discuss their training requirements at Dewey Boster.
- Hosted a soccer match between Philadelphia Union and New England Revolution at Dewey Boster.
- Met with Pestmaster to visit all our facilities.
- Met with staff to discuss the Thornby Loop Trail.
- Met with staff to discuss Facility Use Agreements.
- Met with principal of Deltona Christian School to discuss facility usage.
- Met with 7th Day Adventist Church to discuss facility usage.
- Finalized plans for the Sweetheart Italian Dinner on February 8th.
- Updated Master Volunteer List for upcoming events.
- Met with Enforcement Services regarding office moves.
- Met with the Center for Business Excellence.
- Processed 4 permits for pavilion and field rentals.

Facility Use Permits (01/26/14—02/01/14):

• Deltona Community Center	2 permits issued	Weekly attendance – 1,108
• Harris M. Saxon Community Center	no permits issued	Weekly attendance – 290
• Wes Crile Park	2 permits issued	Weekly attendance – 1,610
• Skate Park	8 new passes	Weekly attendance – 240

Special Events/Programs:

Deltona Community Center:

- Sweetheart Italian Dinner - Saturday, February 8th at 3:00 p.m.

Harris Saxon Community Center:

- Boys and Girls Club After-School Program continues.

Partner Leagues Currently Underway:

- Men's Softball – Polar Bear League 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.

- Picked up supplies at Ace Hardware.
- Audubon Park – Replaced lock on front entrance gate.
- Campbell Park – Mulched planters, entrance and other areas of park; back-filled washout at entrance to boardwalk; repaired sidewalk going to two story overlook and section toward gazebo.
- Dewey O. Boster – Replaced vandalized toilet and soap dispensers as well as paper towel holders in both restrooms; painted step-up to EVAC building; pulled up floor in kitchen and painted; replaced broken outlet over flagpole; painted baseball fields and mulched playground.
- Dupont Lakes – Installed new toilet paper dispensers.

- Firefighters Memorial – Replaced lights on restroom.
- Manny Rodriguez – Replaced broken perimeter fence posts; reset timer on restroom lights.
- Thornby Park – Repaired lights on restroom door.
- Vann Park – Repaired drinking fountain; checked irrigation timer.
- Wes Crile – Repaired water fountains by Splash Pad and basketball courts; weed-whacked area around air conditioning units in back of building; re-attached windscreen to tennis court.

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 Wiginton and Signal 21 for system alarm check.
- Escorted Electrical Solutions.
- Checked for potential leak around window in 2nd floor conference room.

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 and Wes Crile Parks.
 - Raked and edged Dupont Lakes.
 - Sprayed TB3000 at Campbell Park.
 - Placed clay at Vann Park.
- Sports Complex including Pony League:
 - Mowed, edged and weed-whacked fields at Complex.
 - Mowed and edged Pony League and overflow parking.
 - Re-lined fields 4 & 7 and set up for Philadelphia Union (4 days).
 - Moved and set up bleachers for scrimmage soccer match for Philadelphia Union.
 - Cleaned up vandalism in restroom soccer area.
 - Sprayed TB3000 at Pony League.

PLANNING & DEVELOPMENT SERVICES (Christopher Bowley, Director) thru 02/05/2014

Executive Summary:

Planning and Development Services completed a busy week of bringing four (4) items to the City Commission for adoption/approval. These included the rezoning for the Tractor Supply Company site, the Phase II-B Land Development Code Amendment package, the adoption of the Capital Improvements Element (CIE), and the update to Chapters 70-30, Definitions, and 90, Flood Control, for first reading of the ordinance.

Planning:

The Planning Section received a revised Master Development Plan and Development Agreement for the Saxon Sterling Silver BPUD from the applicant following their community meeting. Staff completed the agenda package for that rezoning application for the February 19th Planning and Zoning Board meeting. Staff also completed the rezoning staff report for the RaceTrac store proposed to be located at the northeast corner of

Finland Drive and Saxon Boulevard. The applicant is proposing a conventional zoning designation combining 11 lots into one from Public (P) and Office Residential (OR) to General Commercial (C-2). Staff also assisted the Economic Development Manager in a feasibility study for Duke Energy and Team Volusia, as well as provided information for the RaceTrac Grand Opening at the Howland Boulevard site to the Public Information Officer. Finally, staff began the staff report for the rezoning of land at the intersection of Howland Boulevard and SR 415.

Housing & Community Development Section:

The Housing and Community Development Section achieved several milestones this week. Two homes sold within the NSP 3 program to Very Low Income applicants that are located at 711 Nardello and 884 Shorecrest. These sales result in the following totals for the combined NSP 1 and 3 programs:

- Homes Sold: 53
- Home Available for Sale: 14
- Homes Under Construction: 4
- Program Total: 71

At the start of the program, we anticipated a range of total homes that could be processed based on the grant monies received and we estimated approximately 75-85 homes in total. So, we are on track to achieve that result. Also, staff achieved the significant milestone of the NSP 3 spending deadline for the original grant program funds. The deadline occurred a month ahead of schedule and allows for reporting time to HUD.

PUBLIC WORKS (Gerald Chancellor, Public Works Director/City Engineer) thru 02/01/2014

Traffic Operations:

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

- **Signs:**
 - Completed 3 sign repair work tickets in the City.
 - Fabricated and installed 7 new street name signs.
 - Fabricated and installed two R6-1R&L One Way signs; four R6-1R One Way Right signs; one R5-1 Do Not Enter sign; one W1-6R w/OM1-3 right arrow sign at Alley 500.
 - Fabricated and installed two R6-1R&L One Way; two R6-1R One Way Right; two R5-1 Do Not Enter; one R1-1 Stop sign at Alley 1021.
 - Fabricated and installed two R5-1 Do Not Enter and one R6-1R&L One Way at Alley 566.
 - Fabricated and installed one R6-1R&L One Way and one R5-1 Do Not Enter at Alley 976.
 - Fabricated and installed tow R6-1 R&L One Way; one W1-1aL Right Curve sign; one R1-1 Stop sign and two R5-1 Do Not Enter signs at Alley 933.
 - Fabricated and installed two R6-1R&L One Way; two R6-1 R One Way Right; one R5-1 Do Not Enter at Alley 1915.
 - Fabricated and installed one R5-1 Do Not Enter; one R6-1R&L One Way and one R1-1 Stop sign at Alley 1578.
 - Fabricated and installed two R6-1R&L One Way and one 36" R1-1 Stop sign at Alley 1024.
 - Fabricated multiple signs for alleys throughout the City.
 - Fabricated two 1401 2" in teal; two 1401 3" in black; two Parks & Rec 2" teal; three City logos and six City website 2" in teal for fleet.
 - Fabricated three 1203 3" letters in black for fleet.
 - Fabricated and installed one new school time of 12:50 – 2:50 at 1029 Norwood; one at 1001 Abigail; one at Marquette & Abigail; one at Norwood & community mailbox; one at Troy & Abigail and two at Troy and Normandy; two at 1013 Abigail.

- **Asphalt:**
 - Repaired 7 asphalt repair work tickets – 3 tons.
 - Eustace & Providence – repaired pot hole with cold patch – ¼ bag.
- **Message Boards:** Continued message boards at Howland/Graves and Saxon/Normandy Blvd N for Parks and Recreation.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
 - Medians
 - N Howland Blvd, S Howland Blvd – routine maintenance; put ant killer on ant piles.
 - Normandy Blvd – routine maintenance; checked irrigation.
 - Elkcam Blvd – routine maintenance; sprayed mulched areas for weeds.
 - Providence Blvd – removed dead clippings from trimming all plants and removed weeds; put ant killer on ant piles.
 - Public Works Depot – sprayed areas in front of building & traffic trailer for weeds.
- **Concrete:** Sidewalks – 2071 S Old Mill – 8’x 8’; 2107 S Old Mill – 5’x 8’; 2105 S Old Mill – 8’x 8’; 2167 S Old Mill – 8’x 8’.
- **Clam Truck:**
 - Debris – 114
 - Trimming – 22
- **Slope Mowing:** 2800 Bluffview – 80’; 2643 Ivydale – 200’; 2690 Keene – 280’; 2789 Maureen – 120’; 2861 Beaver – 80’; 2899 Beaver – 650’; Beaver & Maureen – 400’; 2882 Beaver – 400’; 2821 Benrock – 500’; 2769 Bishop – 380’; 1775 Barrow – 200’; 1775 Beaver – 80’; 2695 Keene – 80’; 1699 Barrow – 700’; 2818 Beaver – 400’; 1389 Rural Hall – 80’; 1371 Summit Hill – 80’; Woodfern & Summit Hill – 80’; 2691 Timberlake – 80’; 1466 Voltaire – 80’; 2760 Pine Grove – 80’; 1336 Catalina – 80’; 1268 Catalina – 120’; 1312 Catalina – 80’; 1360 Catalina – 80’; 1106 Seagate – 80’; 1134 Seagate – 80’; 1119 W Seagate – 450’; 2510 Delbarton – 250’; 2436 Delbarton – 250’; 2436 Delbarton – 80’; 2437 Scottville – 80’; 2535 Scottville – 80’ 2742 Sedgefield – 80’; 1346 Voltaire – 80’; 2576 Scottville – 80’; 2492 Scottville – 380’; 2552 Sedgefield - 80’; 2560 Sedgefield – 80’; 2537 Sedgefield – 80’; 2463 Sedgefield – 480’; 1230 Silverdale – 300’; 1230 Silverdale – 200’; 2503 Sedgefield – 300’; 2494 Vaughn – 80’; 247 Unionville – 80’; 2470 Unionville – 240’; 2515 Walkertown – 300’; 2483 Walkertown – 80’; 1440 S Seagate – 80’; 1424 S Seagate – 60’; 2180 Detroit – 120’.
- **Drop Offs & Sod:** Repaired drop off with fill dirt – 2183 Walkertown; Pinegrove & Voltaire; 2727 Sedgefield; 1418 Summit Hill.
- **Miscellaneous:**
 - Elkcam & Old Mill – edged sidewalk and removed debris;
 - N Normandy & Firwood – removed rock from roadway.
 - 527 Ft Smith – removed metal & screws from Right of Way.

Fleet Maintenance Division:

- | | | |
|------------------------------|--------|--------------|
| • Vehicles | PM – 3 | Repairs – 9 |
| • Equipment | PM – 3 | Repairs – 12 |
| • Fire Dept Station Checks | 7 | |
| • Road Calls | 2 | |
| • Parts Run/Vehicle Delivery | 3 | |
| • CDL Testing | 1 | |

Stormwater Division:

Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

• **Construction Crew:**

- 650 Armadillo Dr – installed 100’ of 15” HDPE pipe; 2 nyloplast basins; formed up three driveways and three nyloplast basins for concrete and built one drainage box out of block.
- Mobley Dr – used skid steer with a mulcher attachment to cut paths in the woods to look for gopher tortoises for an upcoming project.
- 705 Normandy Blvd – formed up two spillways and a sidewalk to be poured with concrete.
- 884 Shorecrest Ave – reshaped the swale and placed sod.
- Mobley/Windbrook – installed a double gate at the entrance to the project on Mobley.
- 1533 Laramore St – took out the broken piece of concrete around the blow off for the water main and put typar in the hole and put #57 stone over the typar to stop erosion.

- **Drainage Area Maintenance (Aebi Mowing):** Trees trimmed in drainage ditches – 1072 Lyric; 1401 Walton; 1909 Coble; 1315 Whitewood; 1065 Humphrey; 130 Neal; 2648 Collingswood; 1965 Alameda; 2099 Newmark; 1491 Keeling; 1660 Dublin; 1412 Humphrey.

• **Right of Way Litter Crew:**

- Main road trash pickup – Ft Smith Blvd; Elkcarn Blvd; Courtland Blvd; Tivoli Dr; Deltona Blvd; Anderson Dr; Alexander Dr; Captain Dr; Haulover Blvd; India Blvd; Humphrey Blvd; Newmark Dr.
- Alley trash pickup – 171; 172; 285; 477; 484; 498; 500; 570; 618; 632; 1159; 1184.

• **Miscellaneous:**

- 643 Wellington Dr – installed two No Trespassing signs at the new retention pond.
- City Wide – inspected all the pump stations.
- Silverdale/Sedgefield – filled in holes on City property that kids had dug.
- 2004 Elkcarn Blvd – reinstalled a drainage grate on the box.
- 676 Hartley Ave – moved tree branches from the ditch to the Right of Way for a clam pick up.
- City Wide – watered newly laid sod at the new stormwater projects.
- Ft Smith Blvd – cleaned the trash out of the ponds.
- 1486 Renton – hand mowed around the drainage structure.
- 1082 hand mowed the weeds around the crepe myrtles.
- 1768 Normandy Blvd – picked up trash in the pond.

UTILITIES (Gerald Chancellor, Public Works Director/City Engineer) thru 02/02/2014

Customer Service

January/February 2014	Total week ending 2/02/2014
DW – Lockbox	1572
Ebox	1042
Call Center Calls	1206
Walk-ins/Drop Box	829
On-line Payments	1366
IVR	721

Customers Disconnected for Non-Pay

January/February 2014	Total week ending 2/02/2014
Total on Disconnect List	93
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

Construction Log & Service Orders

January/February 2014	Total week ending 2/02/2014
Water Service	0
Meter Sets	1
Reclaim Meters	0
Fire Hydrant Installs	0
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	10
Locates Received	301
Locates Completed	302
Main Leaks	4
Service Leaks	4
Sewer Repairs	0
Sewer Blockage	4
KV2 Valves	2
Service Replacements	0
Meter Change Outs	12
Service Orders	518
Disconnects	93
Drainfield Leaks	0
Meter Retirements	36