



To: Deltona City Commission  
From: Dave Denny, Acting City Manager  
Subject: Weekly Courtesy Report  
Date: February 8, 2013

**CITY MANAGER'S OFFICE** thru 02/08/2013

**Communication** (Lee Lopez, Public Information Officer):

- Created a Facebook event, "tweet" and DeltonaTV Community Calendar slide about the blood drive on February 7<sup>th</sup>, Access West Volusia, and a business class offered in the Business Assistance Center.
- Created posters and flyers for upcoming Teen Game Night.
- Continuing to update the emergency bulletin on the Web site's home page with road closings received from the Public Works Department.
- Sent an E-blast regarding the 5K Love Your Heart Race event on February 16<sup>th</sup>, and added the Business Assistance classmembers to our list of Deltona business contacts.
- Working on the layout of the 2012 Annual Report.
- Shot video at the first practice of the Philadelphia Union at Dewey O. Boster.
- Broadcast live the February 4<sup>th</sup> Commission meeting.
- Photographed the Awards and Presentations portion of the Feb. 4<sup>th</sup> Commission meeting.
- Updated DeltonaTV schedules and programming for the week of February 10<sup>th</sup>.
- Production audio-video test/set mock-up for video production session with Congressman Mica, State Rep. Santiago and Mayor Masiarczyk on February 8<sup>th</sup>.
- Updated City Welcome Signs.
- Created "Battle/Boulevard Alumni Game" slide for DeltonaTV.
- Finished February issue of the Pride.
- Pre-production work on "Hydrant Training" video for Deltona Fire and Public Works.
- Finished printed support material layouts—flyers and a poster—for the 2013 Job Fair.
- Created a flyer for the Entrepreneurial Equation workshop being offered in the Business Assistance Center by Carlos Valderrama of the Volusia Hispanic Chamber.
- Met with Halifax representatives to finalize all 5K Race details.
- Met with Deputy Chief Bob Rogers to start work on FCC application to relocate City's low power AM radio transmitter.

**Press Releases:**

- Statement of Public Record: City Manager tenders resignation after long career with City
- City sponsoring free movie ticket blood drive
- Love Your Heart 5K Race
- 2013 Job Fair Advancer

**Media Relations:**

- Provided Statement to Local 6, Claire Metz of WESH 2, Mark Harper of the *Daytona Beach News-Journal* and Al Everson of the *DeLand-Deltona Beacon* regarding the City Manager's resignation.
- Arranged review of City Manager's personnel file with Harper.

- Provided information regarding the property at 1221 Abigail to Al Everson/West Volusia Beacon.
- Provided information regarding the Deltona Love Your Heart 5K Race to Katie Naab/Hometown News.
- Provided information regarding Deltona's CRA efforts to Henry Frederick/Headline Surfer.
- Provided information regarding the 2013 Job Fair to Bob Koslow/Daytona News-Journal.
- Provided information regarding the amount of revenue from traffic tickets to Frank Hernandez/Daytona News Journal.
- Provided information regarding economic incentives and the resident survey to Mark Harper/Daytona News Journal.

**Business Development** (Jerry Mayes, Economic Development Manager):

- Met with Charles Ray of PPM Consultants for discussions on Brownfields and City development utilizing State of Florida economic development strategies.
- Chris Bowley, Planning & Development Services Director, and I met to discuss the February 13<sup>th</sup> "State of the Region" meeting, and to develop speaking points to be used by the City's representative to that meeting.
- The Deltona Economic Development Advisory Board's 4<sup>th</sup> Quarter Commission was given by DEDAB Vice Chair Rick Demeter.
- Attended the pre-application meeting with James Senatore, the architect for the Open Hands Ministry project at 1680 Doyle Road.
- Worked with Lee Lopez, Deltona's Public Information Officer, on the upcoming video production of Congressman John Mica, State Representative David Santiago, and Deltona Mayor John Masiarczyk.
- Attended the Team Volusia Economic Developer Practitioners Council meeting at the offices of Team Volusia in Daytona Beach.
- Met with Keith Norden and Denise Mott of Team Volusia to work on the dual presentation on incentives to the Commission at the March 11<sup>th</sup> workshop.
- Met with Roy Braddy, DEDAB Sub-committee Chairperson, to review upcoming DEDAB Sub-committee tasks assigned by the Commission.
- Attended a staff pre-application meeting with Mr. Chris Blurton, and two of his representatives, of 'Interplan LLC', regarding the Nelson Retail Center project.
- Met with Joe Perez, Legislative Representative for the Volusia Hispanic Chamber of Commerce, to discuss economic development teamwork in Deltona.
- Met with Commissioner Nancy Schleicher to discuss economic development in Deltona, projects proposed and underway, and reviewed the Annual Report from the Office of Economic Development and the 2013 Projections.
- Attended the Volusia County Department of Economic Development's 4<sup>th</sup> Quarter, 2012 report presented in Daytona Beach.
- As City Liaison for DEDAB and DEDAB Sub-committees, attended the regular monthly meeting of the DEDAB Educational Campus and Medical Facilities. This is a research sub-committee, and meetings are held monthly on second Fridays at 10:00 A. M. in the Second Floor Conference Room at City Hall.
- As City host, participated in the filmed interviews with US Congressman John Mica, Florida State Representative David Santiago, and Mayor Masiarczyk. Filming will be aired on D-TV, Brighthouse Channel 199.
- Attended the grand opening and ribbon cutting ceremony for the new business offices of the West Volusia Regional Chamber of Commerce in Orange City.

**BUILDING & ENFORCEMENT SERVICES** (Dale Baker, Director) thru 02/01/2013

**Building Services Division:**

Building Permits issued for the week.....	49
Valuation of work permitted for the week .....	\$1,024,575
Inspections completed for the week .....	197
Total Permits issued for Fiscal Year 12/13 .....	925
Valuation of work permitted for the year 12/13.....	\$13,415,867
Permits Issued:	
A/C Change Out .....	6
Building Residential .....	3
Concrete Flat Work .....	4
Door Replacement .....	3
Electrical.....	5
Exterior Renovation.....	2
Fence.....	5
Gas Installation .....	1
Glass Room .....	1
Interior Repair .....	1
Other .....	1
Plumbing.....	1
Pool In-ground.....	1
Reroof .....	5
Retaining Wall.....	1
Right of Way .....	1
Screen Enclosure .....	1
Shed .....	4
Solar Panel Installation.....	1
Water Heater Replacement .....	2
Total	49

**Enforcement Services Division:**

Requests for services this week .....	323	
Animals impounded at the humane societies .....	20	
Citation warnings issued .....	30	
Courtesy notices .....	152	
Abatement notices .....	12	
Citations issued .....	4	
Code Enforcement telephone calls .....	105	
Animal Control calls .....	140	
Solid Waste calls .....	93	
Citizen walk in requests for Code Enforcement assistance .....	3	
Citizen walk in requests for Animal Control assistance .....	10	
Citizen walk in requests for Solid Waste assistance .....	11	
Properties requiring grass to be cut by contractors .....	2	(at a cost of \$70)
Certified mailings sent out .....	30	(at a cost of \$183)
Money collected for Animal tags, liens and return to owners .....	\$983	
Foreclosures for this week: Deltona	19	
County	33	
Total	52	

**CITY CLERK'S OFFICE** (Joyce Kent, City Clerk) thru 02/01/2013

2nd Floor HR/CC Walk-In Customers .....	83	
2nd Floor calls Answered .....	19	
Packages Received .....	26	
Packages Picked Up .....	3	
A/P Invoices Opened .....	185	
Newspapers .....	18	(10 hours)
Public Records Requests Received .....	3	
Public Record Request Amount Received .....	\$.15	
Documents imaged, pages .....	3,980	
Large scale drawings imaged, pages .....	156	

**FINANCE DEPARTMENT** (Bob Clinger, Finance Director) thru 02/06/2013

- City's auditors are on site all week performing annual review.
- Working on schedules, statistics and introduction for Comprehensive Annual Financial Report.
- Preparing list of fixed assets ready for disposal. The list will be submitted to the Commission for approval. List of items is required no later than February 15, 2013 to be included on agenda for the March 4<sup>th</sup> meeting.
- Pre-bid meeting for Keys Lane Drainage Improvements-Phase 2 scheduled for February 12<sup>th</sup>.
- Pre-bid meeting for Normandy Section B Roadway Improvement and Utility locates pre-bid scheduled for February 11<sup>th</sup>.
- Proposals for Insurance Consultant Services due February 21<sup>st</sup>.

<b>Accounts Payable Section</b>			
<b>Check Run Date:</b>	<b>1/4/2013</b>		
Checks Processed	210	\$	416,979.62
Invoices Processed:			
Carol	135		373,884.96
Julia/Jacque	84		35,275.53
UB Refunds	143		7,819.13
	362	\$	416,979.62
<b>Check Run Date:</b>	<b>1/18/2013</b>		
Checks Processed	285		3,557,043.47
Invoices Processed:			
Carol	213		3,073,985.72
Julia/Jacque	202		474,638.84
UB Refunds	152		8,418.91
	567	\$	3,557,043.47

<b>Payroll Section</b>	
<b>Check Run Date:</b>	<b>1/3/2013</b>
Total Employees	302
Time Sheets Processed	604
Checks Processed	20
Direct Deposits Processed	292
Total Payroll including benefits	\$ 700,529.73
<b>Miscellaneous:</b>	
Flexible Spending Reimbursements	21
<b>Check Run Date:</b>	<b>1/17/2013</b>
Total Employees	300
Time Sheets Processed	600
Checks Processed	21
Direct Deposits Processed	290
Total Payroll including benefits	\$ 676,613.61
<b>Miscellaneous:</b>	
Flexible Spending Reimbursements	23
<b>Check Run Date:</b>	<b>1/31/2013</b>
Total Employees	303
Time Sheets Processed	606
Checks Processed	22
Direct Deposits Processed	292
Total Payroll including benefits	\$ 666,117.75
<b>Miscellaneous:</b>	
Flexible Spending Reimbursements	24

**FIRE/RESCUE DEPARTMENT** (Fire Chief Robert Staples) thru 02/05/2013

**Deputy Chief Rogers:**

- Alarm summary 1/29/2013 to 2/4/2013

Structure fire	3
Vehicle Fire	0
Wild land, grass, trash	3
Misc. Fire	4
ALS Medicals	59
BLS & Misc. Medicals	69
Hazardous Condition	1
Service Calls	7
Good Intent	17
False Alarms	7
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TOTAL	170
  
- Apparatus Update:

E61 FD-1233	In Service at Station 61.
E62 FD-0655	Out of Service at Fleet – pump test.
E63 FD-1021	In Service at Station 63.
E64 FD-0654	In Service at Station 64.
E65 FD-0900	In Service at Station 65.
Resv A FD-9925	In Service at Station 62.
Resv C FD-0214	In Service at Fleet.
Ladder FD-0300	Out of Service at Fleet – hydraulic issues.
R61 FD-0910	In Service at Station 61.
R62 FD-0754	In Service at Station 62.
Brush 61	Out of Service at Fleet – pump problems.
Brush 62	Out of Service at Fleet – pump problems.
Brush 63	In Service at Station 63.
Brush 64	In Service at Station 64.

**Deputy Chief Rafferty:**

- Attended Uniform Committee meeting.
- Met with Local Assisted Living Facility staff.
- Met with Chief Sievert (personnel issue) and with Chief Snyder (Special Ops) .
- Completed FEMA IS0120 class.
- Completed department American Heart Association Certificate Cards.

**Assistant Chief Debose:**

- Conducted make-up CAFS (Compressed Air Foam System) training for those who missed the original training.
- Met with mentee at Discovery Elementary.
- Worked on lesson plan for ventilation training.

**HUMAN RESOURCES DEPARTMENT** (Thomas Acquaro, Director) thru 02/06/2013

- Performance Evaluations processed: 6
- Deltona JOBS Program Folders
  - 2<sup>nd</sup> Floor lobby – (00) added
  - Total # of Deltona JOBS Program folders taken – (1390)

- Applications received:
  - (01) Water Operator
  - (02) Utility Systems Tech
  - (14) Parks Maintenance Tech
- Met with several Department Directors regarding personnel issues and coordination of personnel actions.
- Background check for B & Z Inspector (Int).
- Getting terminated employee files ready to be Laserfiche'd.
- Distributing the William S. Harvey Deltona Scholarship agenda, and sent reminders to local schools regarding the William S. Harvey Deltona Scholarship deadline.
- Separations processed including exit interview: U. Kimmig (Firefighter); resignation.
- Participated in 12 interviews for StormWater technician.
- Processed (1) FMLA action.
- New job posting: Parks Maintenance Tech II.
- Preparing for City's Job Fair 2013; met with the City project team and with the Center for Business Excellence (CBE).
- Participated in Union Negotiation session.
- Coordinating with the City Attorney and Finance Department in preparing severance payout calculations for the former City Manager.
- Facilitated three job reclassification reviews.

## **PARKS AND RECREATION DEPARTMENT** (Steve Moore, Director) thru 02/02/2013

### **Administration:**

- Met with AMSCO to escort them thru park facilities for their annual maintenance for air and heat.
- Met with Philadelphia Union CEO and Managing Partner to discuss training at Dewey Boster.
- Met with Human Resources Director to discuss reclassifying several job descriptions.
- Met with Pestmasters to escort them thru park facilities for pest control treatment.
- Staff Safety Meeting.
- Processed 5 permits for pavilion and field rentals.

### **Facility Use Permits (01/27/13—02/02/13):**

- |                                    |                   |                           |
|------------------------------------|-------------------|---------------------------|
| • Deltona Community Center         | 1 permit issued   | Weekly attendance – 759   |
| • Harris M. Saxon Community Center | no permits issued | Weekly attendance – 375   |
| • Wes Crile Park                   | 2 permits issued  | Weekly attendance – 1,727 |
| • Skate Park                       | 8 new passes      | Weekly attendance – 800   |

### **Special Events/Programs:**

- Harris M. Saxon Community Center: Boys and Girls Club after school program continues.

### **City Leagues Currently Underway:**

- Men's Polar Bear League has begun.
- Senior spring league begins in March.

### **Partner Leagues Currently Underway:**

- West Volusia Youth Baseball spring season will begin this month.
- Deltona Little League spring season will begin this month.

- Deltona Youth Soccer spring season will begin this month.
- Florida Basketball & Volleyball Association (FBVA) winter season has started.

### **Parks Maintenance:**

*Weekly tasks include opening all the parks in the a.m., 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.*

- Mowed, edged and weed-whacked: Dewey Boster and Veterans Memorial.
- Campbell Park – Repaired windows on canoe shack.
- Dewey Boster – Continued to refurbish picnic tables.
- Festival Park – Ground, primed and painted pavilion.
- Keyville Dog Park – Repaired broken water pipe next to dog kennel area.
- Lake Gleason – Replaced door closers (restrooms); planted oak tree; moved park sign and re-installed it by restroom; worked on irrigation valve; box-bladed parking lot with new fill from Gel Corp.
- Skate Park – Sanded down entrance gate and repainted.
- Vann Park – Replaced restroom lights.
- Miscellaneous:
  - Cleaned up Parks
  - Picked up oak tree from Pells Nursery.
  - Picked up old flags from the Sheriff's Office.
  - Moved items from Parks Depot trailer to EVAC bay.

### **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 recycled bins from DSC classrooms and all City departments; setting up Commission Chambers for various meetings and resetting afterwards; checking temperature throughout the building; replacing flags, replenishing restroom supplies throughout the entire building; replacing soap dispensers; cleaning all restrooms (floors, toilets, sinks, etc.); unclogging various toilets in restrooms on both floors; unclogging water fountains; replacing light bulbs throughout the building, courtyard and walkway; replacing restroom fresheners and batteries; moving or assembling furniture for various departments; hanging pictures/notice boards (as requested) throughout City Hall; cleaning several refrigerators; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrubbery; walking the grounds and picking up trash; emptying all trash receptacles outside; sweeping and washing sidewalk and stairwells; cleaning front of building, retrieving supplies from storage at various times, polishing the elevator; delivering packages and heavy boxes to departments, repairing damaged paper towel and toilet paper dispensers.*

- Escorted Air Mechanical for quarterly inspection.
- Escorted Boyer Locksmith to repair door in Human Resources area.
- Cleaned air ducts in the Mayor's Office.
- Escorted Wiginton for alarm check.

### **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 fields at Dupont every day.
- Added clay to small field, sprayed infield and repaired valve at Vann Park.

- Sprayed clay area at Wes Crile Park.
- Sports Complex:
  - Mowed fields and Pony League.
  - Added clay to Tee Ball field.
  - Repainted and set soccer fields for Philadelphia Union.
  - Set up goals and corners for Philadelphia Union.
  - Painted stage due to vandalism.
  - Sprayed playgrounds.
  - Changed damages bases at Pony League.

## **PLANNING & DEVELOPMENT SERVICES** (Chris Bowley, Director) thru 02/06/2013

### **Executive Summary:**

The Planning and Development Services Department received feedback from the Florida Department of Children and Families (DCF) for the Emergency Solutions Grant to assist in the prevention of homelessness in Deltona. The City applied for the component of Prevention and Rapid Re-Housing element, as each applicant could only pick one strategy to apply. The application is being conducted in partnership with the Volusia/Flagler Coalition for the Homeless and meets their intent, as well. Comments were received on the application and staff responded within the deadline to address the outstanding information. Staff is encouraged by receiving comments that indicates that the application is still being considered from a long list of applications. If granted, the City would partner with the Volusia/Flagler Coalition for the Homeless to implement the funds for families with children to stay in permanent housing (i.e. homelessness prevention).

### **Planning:**

The Planning Section conducted inspections on the Dollar Generals along both Howland Boulevard and Stratford Commons. The sites will be opening soon. Construction is underway for the Dunkin Donut site at the intersection of Howland Boulevard and Roseapple Avenue, with walls being erected. Staff received a call for the Bella Vista Planning Unit Development (PUD), which will be coming to the Planning and Zoning Board and City Commission as a substantial amendment to the existing PUD. Staff is also awaiting a meeting with Councilwoman Pat Northey to determine the direction of the Community Redevelopment Area being proposed. Finally, staff reviewed the construction plans and a rezoning application for the Eastern Wastewater Treatment Plant to entitle the site for future plant construction.

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

The Housing and Community Development Section is in the process of creating an Affordable Housing Advisory Committee (AHAC), which is required by State law. The approval of the committee will be brought to the City Commission to be adopted by resolution in the near future. Staff is also preparing to conduct the initial step of the CDBG Five Year Consolidated Action Plan for the next five years. Finally, staff is contacting the Veterans Administration (VA) to attempt to partner with that organization to place veterans within the NSP homes. This would achieve several positive goals simultaneously to receive a very low income applicant source, provide homes to veterans, and sell the homes to reduce the carry of units within the City's program.

**PUBLIC WORKS** (Glenn Whitcomb, Director) thru 02/01/2013

**Traffic Operations:**

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

- **Signs:**
  - Completed 1 sign repair work tickets in the City.
  - Fabricated and installed 13 new street name signs.
  - Fabricated and installed (14) 12”x 6” plant identification signs.
  - Fabricated and installed (1) R1-1 “Stop” sign at Scottsville and Stoneville.
  - Fabricated and installed (3) R2-1 “35 mph” signs: one at 307 Courtland; one at 318 Courtland; one at 401 Courtland.
- **Asphalt:**
  - Completed 13 asphalt repair work tickets – 4 tons.
  - Repaired 18’x 2’ section of road for stormwater at 657 N Harley – ½ ton.
  - Repaired 22’x 22’ section of road for stormwater on Seahorse – 5 ¼ tons.
- **Miscellaneous:**
  - Assisted with installation of bubblers on Normandy medians.
  - Trinity Academy – installed new battery for school flasher.

**Field Operations:**

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

- **Beautification:**
  - Medians:
    - Howland Blvd – repaired 2” valve.
    - Providence Blvd – removed trash and weeds in peanut grass.
    - Normandy Blvd – installed bubblers on all medians.
- **Concrete:**
  - New sidewalk installation – Snook – 2348’.
- **Clam Truck:**
  - Debris – 8
  - Trimming –1
- **Slope mowing:** 2816 Beal – 80’; 2801 Beal – 80’; 2570 Beal – 160’; 133 Van Allen – 180’; 1817 Van Allen – 80’; Tallwood between Harrow & Van Allen – 480’; Harrow – 390’.
- **Drop Offs:**
  - Repaired drop-off with fill dirt – 2884 Desmond; Sylvia & Feather; 3245 Newmark; Evangelina & Firwood; across from 2094 Apricot; 611 Everett; 1830 Anchor; 1900 Finland; Parkton E & Sunburst; 1418 Rockford.
  - Repaired drop off and installed ¾ pallet of sod – across from 212 Camden.
  - Repaired drop off and installed 1 ½ pallets of sod – 3245 Newmark.
  - Repaired drop off and installed ½ pallet of sod – 3237 Newmark.
  - Installed 7 ¾ pallets of sod – Higate.
- **Misc:**
  - Cardinal – removed glass from road.
  - City Wide – empty all trash containers.
  - 683 Anderson – removed trash bags.
  - Lusk Ln – built two kiosks and installed.

**Fleet Maintenance Division:**

• Vehicles	PM – 6	Repairs –13
• Equipment	PM – 2	Repairs – 26
• Fire Dept Station Checks	5	
• Road Calls	2	
• 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:**

- 1235 Seybold Ter – dug out and formed up driveway and poured with concrete; formed up 2 nyloplast basins at 5'x 5'; poured with concrete; extended pipe under driveway at 1237 Seybold Ter and tied into the new pipe; completed the reshaping of the swales; placed Bahia sod.
- 150 Citation Av – prepared area for stormwater project.
- 1557 Seahorse St – dug out road base 2" so it can be asphalted.
- Abby Ter & Overton St – installed 180' of 18" HDPE pipe; built one box with grate; poured a collar around it with concrete; mudded in one box with mortar; mudded around pipe going into headwall; reshaped swales; hauled of debris and old metal pipe.

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

- 4.2 acres maintained.
- Drainage Right of Ways mowed – 513 Tradewinds; 551 Skyland Ter; 1570 Zinnia Dr; 1041 Eastbrook Av; 1310 Portillo Ct; 1510 Page Dr; 756 Red Coach; 1068 Mayflower Av; 2472 Lackland Dr.
- Ponds mowed – Ft Smith Blvd & Normandy Blvd; 675 Goodrich Dr; 1641 Houston Dr; 1049 Sylvia Dr; 2668 Slater Dr; 2313 Greenwood Av; 201 Howland Blvd; 2160 Clearwater Dr; 3205 Shallowford St.

• **Right of Way Mowing Crew:**

- 25 miles of Right of Way mowed.
- Main roads mowed – India Blvd; Humphrey Blvd; Courtland Blvd; Elkcam Blvd; Montecito Ave; Normandy Blvd; Ft Smith Blvd.

• **Right of Way Litter Crew:**

- 643/5 gallons of litter removed.
- Main road trash pickup – Newmark Dr (twice); Tivoli Dr; Captain Dr; Haulover Blvd; India Blvd; Humphrey Blvd; Elkcam Blvd; Courtland Blvd; Ft Smith Blvd.

• **Miscellaneous:**

- City Wide – watered twice newly laid sod at 657 Hartley; 1557 Seahorse; 936 Utica; Montcalm/Swiss; 1302 Star Ct.
- Alley 570 – mowed the grass in the alley.
- 1314 Ferendina Dr – mowed and trimmed grass around the pump station.
- 185 Sheryl Dr – mowed and trimmed the grass to the approach to the water control structure.
- 675 Goodrich Dr E – trimmed up the bushes in front of the fence at the retention pond.
- 3364 Tallwood Dr – cut down dead pine tree in ditch and put in Right of Way for a clam pick up.
- 1049 Sylvia Dr – cut up fallen tree in city property and put in Right of Way for a clam pick up.

**UTILITIES** (Glenn Whitcomb, Director) thru 02/03/2013

**Customer Service**

<b>January / February 2013</b>	<b>Total week ending 2/3/13</b>
DW – Lockbox	1639
Ebox	1067
Call Center Calls	1450
Walk-ins/Drop Box	1124
On-line Payments	1179
IVR	519

**Customers Disconnected for Non-Pay**

<b>January / February 2013</b>	<b>Total week ending 2/3/13</b>
Total on Disconnect List	104
Off in error/DW error	
Off in error/Munis error	
Misapplied Payment	

**Construction Log & Service Orders**

<b>January / February 2013</b>	<b>Total week ending 2/3/13</b>
Water Service	
Meter Sets	
Reclaim Meters	
Fire Hydrant Installs	
Fire Hydrant Replacement	
Fire Hydrant Repair	
Replace Meter Box	14
Locates Received	74
Locates Completed	73
Main Leaks	2
Service Leaks	5
Sewer Repairs	0
Sewer Blockage	1
KV2 Valves	9
Service Replacements	3
Meter Change Outs	8
Service Orders	575
Disconnects	104
Drainfield Leaks	
Meter Retirements	57