



# CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission  
From: Dale Baker, Acting City Manager  
Subject: Weekly Courtesy Report  
Date: September 26, 2014

CITY MANAGER'S OFFICE thru 09/26/2014

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

- Posted the following information on Twitter: Lost/found/missing pets: Mushroom Mania at Lyonia Preserve; Family Game Night at Lyonia Preserve; Tony Mainolfi to speak at Deltona Library; Birding lecture at Gemini Springs; Tiny Trekkers at Lyonia Environmental Center (LEC); Maintenance Forman position opening; Enforcement Services Officer position opening; retweet of Dinah Pulver's Audubon tour; National Weather Service alerts; Healthy Start on Commission Workshop agenda; Rumba Fitness class at Library; October 11<sup>th</sup> Music in the Amphitheater Then2Now; Olde Kensington Lane closure; Administrative Assistant position open; Learn about bats at Library; Bilingual Health Fair at Library; Call for Artists for Deltona Arts & Crafts Fest on November 8<sup>th</sup>.
- Shared the following on Facebook: Lost/found/missing pets; Ribbon Cutting at Sons of Italy; VCSO drug take back sites; "before" pictures for Get Fit for '15 Fitness Challenge, Local Works Day; West Volusia Youth Baseball; Pink Feet event.
- Worked with InFocus Media to produce an eco-tourism video for the Office of Economic Development.
- Eblasted Get Fit registration, and message the Call for Artists for the Arts & Crafts Festival.
- Completed the Then2Now Concert flyers and posters.
- Met with the Fire Department to discuss Pink Heals events.
- Met with Halifax Health representative and Final Mile Race Management to discuss Love Your Heart 5K.
- Created a draft of the Spooktacular flyer and sent it to Parks & Recreation for review.
- Fixed entryway signs.
- Updated DeltonaTV schedules and programming for the week of September 28<sup>th</sup>.
- Finished the September issue of The Pride.
- Post production on Economic Development Report, Audubon Report, Fire & Safety Bulletin, Code Enforcement Notebook.
- Working with Bethune-Cookman University intern, Genero Carter, on video projects for DeltonaTV.
- Working with the following volunteers on TV projects—John Skerret: Simulcast Concert; Ryan Rinaldo: Health Expo.
- Pre-production for videotape production session for September 26<sup>th</sup>.
- Working with IT Dept, on site preparation for installation of the ATT U-verse encoder.
- Attended the FPZA Historical Sites Forum with Jerry Mayes in Pioneer Park.
- Met with Jerry Mayes, Steve Narvaez and representative from Volusia County Schools regarding "computers for students" project.
- For the Get Fit for '15 Fitness Challenge:
  - Set up the rooms for the Registration Night Weigh-ins and Registration Room.
  - Managed the operations for Registration Night.
  - Created and updated the lists for all teams and individuals
  - Created checklists for Registration Night—Team Check-in, Welcome Bag Distribution, New Team Registration
  - Coordinated having sponsors/vendors on site for Registration Night

- Printed documents for Registration Night—waivers, minor/guardian forms, Seminar Calendars, T-shirt order forms, Individual Statistics forms, YMCA Open House flyer.
- Created posters for Registration Night—(3) Wayfinder/Directional Signs, (2) Weigh-in Room signs, Registration Room sign, YMCA Open House Seminar.
- Created Generic Seminar TV Slide.
- Created T-Shirt Order Tracking Sheet.
- Designed Get Fit T-shirts .

**Press Releases/s:**

- Vendors needed for Arts & Crafts Festival
- Get Fit for '15 Registration Night

**Media Relations:**

- Emailed Mark Harper of the *Daytona Beach News-Journal* a statement about there not being any flooding issues in Deltona.
- Provided information regarding the County's water resolution to *Dinah Pulver/News Journal*.

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

- Attended the Florida Planning and Zoning Association (FPZA) presentation by the Florida Public Archaeology Network on the use and development of Pioneer Park as a model for nature based EcoTourism and Historical Tourism.
- Continued following up on multiple International Council of Shopping Center (ICSC) Conference contacts and leads.
- Met with a restaurant developer from New Jersey and showed him properties in the Deltona Activity Area. He is interested in 1.5 acres for a single drive through food service business, and has 30+ years in food services industry.
- Met with Cynthia Ramirez, Executive Director, FUTURES Foundation for Volusia County Schools, to discuss strategy for technology in school grant solicitation, equipment details, etc., as part of workforce development.
- Finalized discussions with Marc Hoenstine, Economic Developer for Duke Energy, and invited him to speak at the Deltona Economic Development Advisory Board (DEDAB) Commerce Park & Performing Arts and Historical Facility Sub-committee meeting in November regarding the Commerce Park, Duke Energy's Substation and what it will mean for that area, Duke Energy's Incentives, and Duke Energy's thoughts on the development of the Deltona Activity Center.
- Met with Chris Bowley, Director, Planning & Development Services, to review current commercial transactions that are working through the P&DS procedures, and upcoming new subdivisions.
- Met with the promoters and management of the "Pink Feet" run, a 10K/5K run that is scheduled for October.
- Attended the monthly meeting of the Deltona Middle School's "School Advisory Council" (SAC).
- Attended the Regional Business Summit: Lake/Orange/Osceola/Seminole/Sumter, Brevard and Flagler & Volusia Counties, at the Port Canaveral facilities, hosted by Career Source.
- Worked at the initial registration for Mayor's "Get Fit by '15" Fitness Challenge.

**BUILDING & ENFORCEMENT SERVICES** (Dale Baker, Director) thru 09/19/2014

**Building Services Division:**

Building Permits issued for the week .....83

Valuation of work permitted for the week.....	\$357,882
Building Inspections completed for the week .....	224
Total Permits issued for Fiscal Year 13/14 .....	3,766
Valuation of work permitted for the year 13/14.....	\$66,174,336
Fire plan review completed for the week .....	10
Fire Inspections completed for the week.....	40
Permits Issued:	
A/C Change Out .....	19
Door Replacement .....	4
Electrical .....	8
Fence.....	9
Garage Door Replacement.....	2
Gazebo .....	1
Interior Remodel .....	1
Other .....	1
Patio Cover .....	5
Plumbing.....	1
Pool In-ground .....	1
Reroof .....	9
Right of Way.....	1
Screen Enclosure.....	4
Shed .....	2
Sign Temporary .....	2
Solar Panel Installation .....	3
Water Heater Replacement .....	3
Window Replacement .....	7
Total	83

**Enforcement Services Division:**

Requests for services this week .....	439
Animals impounded at the humane societies .....	30
Citation warnings issued .....	18
Courtesy notices .....	199
Abatement notices .....	58
Citations issued .....	3
Code Enforcement telephone calls .....	184
Animal Control calls .....	114
Solid Waste calls .....	104
Citizen walk in requests for Code Enforcement assistance .....	9
Citizen walk in requests for Animal Control assistance .....	5
Citizen walk in requests for Solid Waste assistance .....	5
Properties requiring grass to be cut by contractors .....	24
Certified mailings sent out .....	86
Money collected for Animal tags, liens and return to owners .....	\$13,304
Foreclosures for this week: Deltona	7
County	58
Total	65

(at a cost of \$960)  
 (at a cost of \$558)

**CITY CLERK'S OFFICE** (Joyce Raftery, City Clerk) thru 009/19/2014

2nd Floor HR/CC Walk-In Customers .....	19	
2nd Floor calls Answered .....	18	
Packages Received .....	65	
Packages Picked Up .....	1	
A/P Invoices Opened .....	74	
Newspapers .....	16	(6.5 hours)
Public Records Requests Received .....	5	
Public Record Request Amount Received .....	0	
Documents imaged or modified pages .....	1013*	
<i>*Please note: In addition to the scanning 38 files were created and files N through T in Enforcement Services and Legal were updated.</i>		
Large scale drawings imaged, pages .....	0	

**FINANCE DEPARTMENT** (Bob Clinger, Finance Director) thru 09/26/2014

- The FY 14/15 budget document is being finalized and proofed prior to sending out to print.
- Met with prospective Investment Advisor.
- Completed August housing reports; started preparing data for the quarterly housing reports due in October for HUD.
- Met with Fire Chief Rhame regarding his goals and priorities for grant funding.
- Two Executive Search firms submitted proposals for new City Manager search; prepared score sheets and agenda memo for the Commission workshop on October 13<sup>th</sup>.
- Processing purchase orders for new fiscal year.
- Posted bid for new City vehicles.
- Received Notice to Proceed from FDOT for Lakeshore Multi-Use Trail Project; sent Notice of Award and agreement to Avcon.

**FIRE/RESCUE DEPARTMENT** thru 09/24/2014

**Mark Rhame, Fire Chief:**

- Attend Director's meeting
- Meeting with Nick Sassic to discuss liability issues.
- Attended the Spooktacular meeting to go over logistics.
- Attended meeting regarding Open House and Pink Heals
- Meeting with Fire Loss to discuss pre-fire plans
- Attended the Trauma Stat 2014 Conference in Daytona Beach.

**Robert Rogers, Deputy Fire Chief:**

- Alarm summary 9/16/2014 to 9/22/2014
 

Structure fire	4
Vehicle Fire	2
Wild land, grass, trash	0
Miscellaneous Fire	0
ALS Medicals	42

BLS & Misc. Medicals	74
Hazardous Condition	3
Service Calls	6
Good Intent	17
False Alarms	6
<u>TOTAL</u>	154

- Attended FEMA class on Public Assistance reimbursement after a disaster. The new regulations will be reviewed with Finance next week to ensure that all plans and contracts meet the new requirements and the City will be eligible for FEMA reimbursement after a disaster.

**Russell Rafferty, Deputy Fire Chief:**

- Met with Chief Rhame regarding a Pre-Determination Hearing.
- Attended a Pre-Fire Plan meeting with Chief Rhame.
- Attended an Open House planning meeting with Chief Swisher.
- Attended Spooktacular Committee meeting.
- Attended a Conference Call with TeleStaff.
- Met with IT to discuss computer issues.
- Attended the Trauma Stat Conference in Daytona.
- Completed Target Safety Training classes.
- Installed EMS Vending Machines and setup data.

**Dean Debose, Assistant Chief:**

- Met with mentee, and with probationary employees.
- Continued working on Target Solution assignments.

**HUMAN RESOURCES DEPARTMENT** (Tom Acquaro, Director) thru 09/24/2014

- Performance Evaluations processed: 7
- Deltona JOBS Program Folders
  - 2<sup>nd</sup> Floor lobby – (5) added
  - Total # of Deltona JOBS Program folders taken – (5 this week; 1,795 to date)
- Applications received:
  - (04) Parks Attendant
  - (08) Stormwater Tech
  - (10) Firefighter/EMT
  - (02) Administrative Assistant
  - (03) Enforcement Services
- Coordinated with several Department Directors regarding personnel actions and labor relations issues.
- Posted 3 new job postings – Administrative Assistant, Enforcement Services Officer, Parks Maintenance Foreman.
- New hire orientation: Water Operator III, Office Assistant.
- Separation processed including exit interview: J. Ross, Utility Maintenance Tech. ( termination).
- FMLA actions processed: 2
- Processing letters for reclassifications/promotions.
- Finalizing job descriptions for new and/or reclassified positions.
- Processing status change forms for annual merit increases and reclassifications/promotions.
- HR Manager and HR Analyst attended Veterans' Preference training sponsored by Volusia County.

- Met with PGIT (package insurance) rep Michelle Martin to review final renewal premium determination for FY15.
- Met with Parks Department management to confirm protocol/background check requirements for hiring of umpires.

**PARKS AND RECREATION DEPARTMENT** (Steve Moore, Director) thru 09/20/2014

**Administration:**

- Met with Kompan representative to discuss the addition for the playground at Lake Gleason and Campbell Park.
- Met with several potential vendors for upcoming Spooktacular event, and preparations for the event are underway.
- Reviewed qualifications for job applicants on the vacant Parks Maintenance Technician position.
- Interviewed candidates for part-time intermittent Parks Attendant.
- Processed 9 permits for pavilion and field rentals.

**Facility Use Permits (09/14/14—09/20/14):**

• Deltona Community Center	no permits issued	Weekly attendance – 918
• Harris M. Saxon Community Center	1 permit issued	Weekly attendance – 500
• Wes Crile Park	6 permits issued	Weekly attendance – 1,559
• Skate Park	6 new passes	Weekly attendance – 364

**Special Events/Programs:**

- Harris Saxon Community Center: Boys and Girls Club After School Care.
- Partner Leagues Underway: Tackle Football & Cheerleading – Pop Warner Panthers; Deltona Youth Soccer; Men’s Softball League; Men’s Senior League.

**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; cleaning restrooms and replenishing supplies; cleaning and maintaining water fountains and refrigerators; replacing light bulbs and ceiling tiles as needed; 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; other miscellaneous tasks as needed.*

- Delivered rolling partition to City Manager’s area.
- Escorted Schindler Elevator.

**Parks Maintenance:**

*Weekly tasks include opening all the parks in the morning; cleaning restrooms; picking up trash and emptying garbage bins; taking goods to storage, including seasonal items; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.), playgrounds and sidewalks; taking vehicles to Fleet for maintenance; replacing or repairing any damaged property.*

- Mowed, edged and weed-whacked: Campbell, City Hall, Dupont, Festival, Harris Saxon, Manny Rodriguez, Skate Park, Thornby, Vann Park, Veterans Memorial and Wes Crile.
- Picked up supplies at Ace Hardware.
- Picked up wood chipper at Fleet Depot.

- Picked up message boards.
- Campbell Park – Replaced wheel on entrance gate.
- Deltona Community Center – Installed paper towel dispensers, toilet paper dispensers, and soap dispensers in restrooms in main hall, craft building and schoolhouse.
- Deltona Library – Moved Santa’s North Pole delivery to room behind Amphitheater.
- Dupont Lakes – Replaced toilet paper dispenser in right restroom.
- Dwight Hawkins – Covered outlet box behind restroom.
- Firefighters Memorial Park – Removed old playground at back of park.
- Lake Monroe Boat Ramp – Replaced rotten boards on walkway.
- Skate Park – Cut down trees near entrance.
- Timber Ridge – Began repair on irrigation system.
- Wes Crile – Filled holes along sidewalk between tennis and racquetball courts.

**Sports Turf Maintenance:**

- Normal routine maintenance at: Dewey Boster Sports Complex, Baseball and Pony League Fields, Vann Park, Dupont Lakes, Campbell Park field, Wes Crile Park.
  - Raked and lined, sprayed infield at Dupont Lakes.
  - Worked on irrigation and valves at City Hall.
- Sports Complex including Pony League:
  - Mowed, edged and weed-whacked fields at Complex; edged valve boxes and concrete.
  - Cleared the trail, cleaned the maintenance building in preparation for Spooktacular.
  - Trimmed oak trees along sidewalk.
  - Applied Humic Acid at Sports Complex and new field at Pony League.
  - Sprayed TB3000 at Pony League.
  - Lined football field.

**PLANNING & DEVELOPMENT SERVICES** (Christopher Bowley, Director) thru 09/26/2014

**Executive Summary:**

The Planning and Development Services Department had formerly submitted the Community Rating System (CRS) application package to FEMA, and received outstanding comments. Staff responded in advance of the September 24<sup>th</sup> deadline, and worked with Public Works staff to resubmit outstanding information last week. Following review by FEMA, staff believes that it has addressed the request for additional information comments in a sufficient manner and will be notified by FEMA accordingly.

**Planning:**

The Planning Section, in conjunction with the City Attorney, brought six (6) items to the Planning and Zoning Board (Board) last week. The Medical Marijuana, Residential Prison Diversion Program, Shed Design Standards, and East Coast Dragon Tattoo Conditional Use applications were recommended for approval by the City Commission. The Harmony Clinic Conditional Use and variance applications were recommended for denial. The applicant is considering withdrawal of those applications, if the City could look at a more holistic approach to master planning the area, as suggested by the Board. Staff received the Saxon Sterling Silver BPUD Final Site Plan and Final Plat resubmittal to compare it to outstanding DRC comments. Finally, staff received a Final Site Plan for the Critters Corner site to advance that project towards parking lot construction.

**Housing & Community Development Section:**

Staff attended the HUD e-Con Planning Suite 2014 In-Person Training this week. The training assists the Community Development staff in the most current methodologies for preparing a Consolidated Plan and Annual Action Plan. Staff also received contract offers for the NSP homes located at 2896 Courtland and 1837 Chapel. Sale of these two homes will bring the total to 71 of 83 homes sold within the program for an 86% completion rate. This will also leave 12 homes remaining in the program.

**PUBLIC WORKS** (Gerald Chancellor, Public Works Director/City Engineer) thru 09/21/2014

**Traffic Operations:**

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

- **Signs:**
  - Completed (36) sign repair work tickets.
  - Fabricated and installed (10) new street name signs.
  - Fabricated and installed (1) 30"x30" S1-1 School Crossing signs & (2) 24" x 12" W16-7P ahead arrow signs and (1) 24"x12" W16-9P ahead sign at Courtland and Phonetia.
  - Fabricated and installed (4) 36"x 36" S1-1 School Crossing signs & (4) 24" x 12" W16-7P ahead arrow signs and (4) 24"x12" W16-9P ahead sign at Ft. Smith and Courtland.
  - Fabricated and installed (4) 36"x 36" S1-1 School Crossing signs & (2) 24" x 12" W16-7P ahead arrow signs and (2) 24"x12" W16-9P ahead sign at Ft. Smith and Howland.
  - Fabricated (3) No Biking, Skateboarding, Scooters, & Rollerblading signs for Parks & Rec.
- **Asphalt:**
  - Completed (6) asphalt repair work tickets – 3 tons.
  - 130 Jasmine Woods – repaired 7' x 3', 9' x 5', and 6' x 6' sections of road for Deltona Water – 2 tons.
  - 3062 Courtland – repaired (1) pothole with cold patch – 1 bag.
- **Speed Trailer:**
  - Dublin & Concert – installed both speed trailers for traffic control.

**Field Operations:**

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

- **Beautification:**
  - Medians: Ft. Smith Blvd, Howland Blvd, Providence Blvd, Elckam Blvd.
  - City Land: 1177 Hastings Dr.
  - Miscellaneous
    - N. Howland – checked and repaired irrigation as needed.
    - N. Howland, Providence – sprayed weed killer in mulch beds.
    - Public Works Depot – sprayed weed killer around yard.
- **Concrete:**
  - Sidewalks: 1498 Findlay St. – 6' x 4'; 1517 Findlay St. – 6' x 4'; 2602 Delaware Rd. – 10' x 4'
  - Grinding, Trip Hazards: 1736, 1731, 1791 Haverhill; 1435, 1380, 1384, 1361 Gainesville; 1781 Philadelphia; 1330 Briarwood; 3216 Fieldcrest; 3247 Crestwood; 3216 Boxelder; 2895, 2891, 2883 Arbour Trail; 3237 Tealwood; 2141, 2102, 2142 Hainlain; 2192 Bay; 2553, 2526, 2629, 2517 Delaware, 2621 Delaware.
- **Clam Truck:**
  - Debris: 6
  - Trimming: 14
- **Slope Mowing:** Nardello, Oxford, Dressel, Slater, 2853 Monarch, 1624 Falmouth, 2852 India.

- **Drop Offs Repaired:** Across from 925 Baylor; Findlay; 751, 753, 769 Whitewood; 668, 662, 656 S. Wellington.

**Fleet Maintenance Division:**

- Vehicles PM – 2 Repairs – 5
- Equipment PM – 4 Repairs – 28
- Fire Dept Station Checks 11
- 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:**

- 2620 Keysville Ln: Installed 180’ of 15” HDPE sock pipe, two nyloplast basins; sealed drainage box with mortar.
- 1493 Deltona Blvd: Installed 80’ of 6” HDPE sock pipe, two yard drains; reshaped the swales and sodded back with Bahia.
- 979 Sylvia Dr: Dug out area between the two driveways; formed up; poured with concrete; installed a 4” pvc pipe.
- 1309 Portillo Dr: Used the Aquatech to suck down and repair the pipe going into the drainage box.

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

- Drainage Right of Ways mowed :

1. 2319 Whitehorse St.	2. 2280 Bahama St.	3. 3308 Vancouver Ave.	4. 2250 St. Augustine St.
5. 3300 Buttonwood Ave.	6. 3351 St. James Ave	7. 3245, 3208, 3066, 3005, 2970 Parma Dr.	8. 3101 Yorkshire Dr.
9. 3372 Quail Dr.	10. 2072 Blanton St.	11. 3254 Agar Ter.	12. 2250 Enterprise/Osteen Rd.
13. 810 Alex Ln	14. 1489 Elckam Blvd.	15. 2472, 3281 Lackland Dr.	16. 1864 Howland Blvd.
17. 1770, 1885 Montecito Ave	18. 1750 Johnson Ct.	19. 1561, 2370 Alton Rd.	20. 1817 Ulser Ave
21. 1947 Quiltis Ct	22. 2491 Candlewick st	23. 221 Kent Rd	24. 2553 Delaware Rd
25. 2241 Florida Dr	26. 3110 Dow Ct	27. 2801 Belkton Ct.	28. 3180, 3280 Utah Dr
29. 2860 Flynn St	30. 2579 Beckwith St	31. 3221 Elckam Blvd	32. 3202 Tulsa Dr
33. 2664 Hoover Dr	34. 3089 Riverhead Dr	35. 2657, 2617 Courtland Blvd	36. 2972 Windsor Heights
37. 2848 Jewel Ave	38. 2800 Elston Dr	39. 2765, 2897 Huron Dr	40. Station 63

- Ponds mowed :

1. 3081 Courtland Blvd	2. 2056 Courtland Blvd	3. 2808 Huron Dr	4. 11 <sup>th</sup> St.
5. 1049 Sylvia Dr	6. 675 Goodrich Dr	7. 1062 Monterey Dr.	8. 1641 Houston Dr

9. 1771 Normandy Blvd	10. 650 Wellington Dr	11. Tallwood	12. 2868 Slater Dr
13. 1211 Oldmill Dr	14. 932 Whitewood Dr	15. 2765 Roscapple Dr	16. Station 62

- **Jetted and Cleaned Storm System (Vac Truck)**
- **Right of Way Mowing Crew:**
  - Main roads mowed: India Blvd.; Humphrey Blvd.; Newmark Dr.; Deltona Blvd.; Tivoli Dr.; Captain Dr.; Haulover Blvd.; Catalina Blvd.; Cloverleaf Blvd.; Anderson Dr.; Alexander Dr.; Ft. Smith Blvd.; Normandy Blvd.
  - Sectors mowed: 3, 4, 5, 6, 7, 8, 9, 10, 11, 12.
  - Alleys Mowed: 1898, 1915, 977, 1184, 1578, 977, 1185, 1590, 1023, 1021.
- **Right of Way Litter Crew:**  
 Main road trash pickup – Ft. Smith Blvd.; Normandy Blvd.; Cloverleaf Blvd.; Alexander Dr.; Catalina Blvd.; Deltona Blvd.; Tivoli Dr.; Humphrey Blvd.; Captain Dr.; Haulover Blvd.; Elkcam Blvd.
- **Miscellaneous:**
  - City Wide – Watered newly laid grass and filled the water bags on the newly planted trees around the ponds.
  - 757 Ludlum Dr – Located the property pins to determine if a tree was on City property.
  - 1458 Gainesville Dr. – Mowed and trimmed around the pump station.

**UTILITIES** (Gerald Chancellor, Public Works Director/City Engineer) thru 09/21/2014

**Customer Service**

September 2014	Total week ending 9/21/14
DW – Lockbox	1253
Ebox	1105
Call Center Calls	1446
Walk-ins/Drop Box	1068
On-line Payments	1332
IVR	518

**Customers Disconnected for Non-Pay**

September 2014	Total week ending 9/21/14
Total on Disconnect List	197
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

**Construction Log & Service Orders**

September 2014	Total week ending 9/21/14
Water Service	0
Meter Sets	2
Reclaim Meters	0

Fire Hydrant Installs	0
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	6
Locates Received	224
Locates Completed	241
Main Leaks	3
Service Leaks	6
Sewer Repairs	0
Sewer Blockage	6
KV2 Valves	4
Service Replacements	1
Meter Change Outs	5
Service Orders	492
Disconnects	197
Drainfield Leaks	0
Meter Retirements	19