



City Administrator Report: 5 i [i gh'202'

Administrative & Legislative Services Department
August 2023

Administration

City Administrator Gerald Herman attended the following meetings and events this month:

- August 1:
 - MTIDA- Annual Economic Development Seminar
 - Compensation Study Committee
- August 2:
 - White House Recreation Center Meeting
 - Forward Sumner Annual Summer Meeting
 - Robertson County Economic Development Board Study Session
- August 3:
 - Ribbon Cutting for Pettitt Heating and Cooling
- August 7:
 - Department Head Staff Meeting
 - Staff Plan Reviews
- August 8:
 - Mayor Update Meeting
 - Robertson County Economic Development Board Meeting
- August 9:
 - TCMA Middle TN Meeting
- August 14:
 - Mike Keith Chamber Luncheon
 - Economic Development Meeting
 - Joint Study Session (BMA, BZA, and Planning Commission)
 - Planning Commission
- August 15:
 - State of the City Address
- August 16:
 - RTA Board Meeting
 - GNRC Transportation Policy Board Meeting
- August 17:
 - Sumner County Joint Economic Development Board
 - CD&I Committee
 - Board of Mayor and Alderman Meeting
- August 21:
 - Department Head Staff Meeting
- August 22:
 - Breakfast Power Hour at Deja Moo
 - State of the City Address
- August 23:
 - GNRC Project Delivery Task Force Meeting
- August 28:
 - Bid Opening for Soccer Complex Parking
 - Transportation Committee Meeting

**Administrative & Legislative Services Department
August 2023**

Performance Measurements

Finance Update

The Administration Department’s goal is to keep each budgetary area’s expenditures at or under the approved budget as set by the Board of Mayor and Aldermen by the end of fiscal year 2023-2024.

Budget	Budgeted Amount	Expended/ Encumbered*	% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)
General Fund	\$34,221,901	\$10,185,976	↑13.10
Economic Development	\$136,600	\$1,144	↓15.82
State Street Aid	\$505,000	\$69,204	↓2.95
Parks Sales Tax	\$1,526,000	\$76,109	↓11.67
Solid Waste	\$1,657,227	\$1,048,519	↑46.60
Parks Impact Fees	\$55,000	\$0	↓16.66
Police Impact Fees	\$110,000	\$0	↓16.66
Fire Impact Fees	\$274,000	\$8,184	↓13.67
Road Impact Fees	\$500,000	\$0	↓16.66
Police Drug Fund	\$25,000	\$17,675	↑54.04
Debt Services	\$2,512,200	\$1,842	↓16.58
Wastewater	\$15,952,225	\$5,288,510	↑16.49
Dental Care	\$100,000	\$11,420	↓5.23
Stormwater Fund	\$1,672,625	\$706,334	↑25.56
Cemetery Fund	\$42,690	\$19,552	↑29.14

*Expended/Encumbered amounts reflect charges from July 1, 2023 – June 30, 2024.

Purchasing

The main function of purchasing is to aid all departments within the City by securing the best materials, supplies, equipment, and service at the lowest possible cost, while keeping high standards of quality. To have a good purchasing program, all City employees directly or indirectly associated with buying must work as a team to promote the City's best interests in getting the maximum value for each dollar spent.

Total Purchase Orders

	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
July	341	313	325	261	269	346	362
August	161	166	132	128	106	151	166
September		104	98	106	98	126	119
October		98	98	79	97	91	147
November		104	103	72	78	120	125
December		84	73	71	58	72	104
January		116	117	123	81	122	177
February		111	105	75	93	119	113
March		145	145	106	107	131	142
April		103	105	154	85	138	185
May		138	153	133	82	129	121
June		35	52	47	45	50	52
Total	502	1,517	1,506	1,355	1,199	1,595	1,813

Purchase Orders by Dollars	Aug 2023	FY 2024	FY 2023	FY 2021	Total for FY24	Total for FY23	Total for FY22
Purchase Orders \$0-\$9,999	151	472	1,448	1281	\$759,368.61	\$1,645,212.29	\$1,640,827.83
Purchase Orders \$10,000-\$24,999	5	14	32	29	\$233,741.45	\$421,438.69	\$404,406.65
Purchase Orders over \$25,000	15	26	37	45	\$4,409,175.3	\$39,313,456.65	\$11,687,700.37
Total	161	502	1,517	1355	\$5,402,285.36	\$41,380,107.63	\$13,732,934.80

**Administrative & Legislative Services Department
August 2023**

Website Management

It is important that the city maintain a reliable web site that is updated as requests come in from various sources. The number of page visits confirms that we are providing reliable and useful information for staff and the public.

	2023-2024 Update Requests	2022-2023 Update Requests	2021-2022 Update Requests	2020-2021 Update Requests	2019-2020 Update Requests	2023-2024 Page Visits	2022-2023 Page Visits	2021-2022 Page Visits	2020-2021 Page Visits	2019-2020 Page Visits
July	51	52	54	15	152	34,294	31,946	32,401	11,536	1,164,517
Aug.	44	63	66	20	126	38,060	31,340	25,635	9,145	752,932
Sept.		65	48	17	43		27,594	24,833	8,335	679,248
Oct.		47	52	10	78		29,829	23,816	8,390	386,735
Nov.		54	63	174	56		30,449	23,022	7,587	695,971
Dec.		32	39	13	156		27,768	22,904	17,483	847,724
Jan.		53	56	108	67		31,686	26,942	17,123	720,531
Feb.		47	52	135	22		28,043	23,253	19,796	N/A
March		62	57	39	85		30,614	30,026	22,930	N/A
April		72	68	101	43		31,817	31,127	20,881	N/A
May		51	54	38	27		35,606	31,335	23,514	5,998
June		42	674	214	48		23,919	34,600	30,909	10,251
Total	95	640	609	884	901	72,354	360,611	329,885	197,629	5,263,907

“City of White House, TN” Mobile App

	FY 24 New Downloads	FY 23 New Downloads	FY22 New Downloads	FY21 New Downloads
July	9	8	8	45
Aug.	4	13	9	44
Sept.		9	13	19
Oct.		11	6	40
Nov.		11	6	29
Dec.		10	10	10
Jan.		18	18	11
Feb.		10	9	20
Mar.		9	14	11
April		11	11	7
May		3	10	11
June		1	10	11
Total	13	114	124	258

	FY24 # of Request	FY23 # of Request	FY22 # of Request	FY21 # of Request
July	55	50	38	20
Aug.	46	43	54	27
Sept.		40	46	16
Oct.		45	64	15
Nov.		53	19	20
Dec.		70	42	27
Jan.		61	41	18
Feb.		20	41	72
March		41	38	36
April		68	26	26
May		50	39	48
June		47	47	58
FY Total	101	588	495	383

**The app went live on January 11, 2016*

**Administrative & Legislative Services Department
August 2023**

White House Farmers Market

	Application Fees # (amount collected)	Booth Payments (\$)
January	2 (\$30)	\$300
February	5(\$75)	\$360
March	4(\$60)	\$600
April	4(\$60)	\$600
May	10(\$150)	\$1,620
June	5(\$75)	\$570
July	2(\$30)	\$120
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
Total	32(\$480)	\$4,170

Building Maintenance Projects

The Building Maintenance Department’s goal is to establish priorities for maintenance and improvement projects.

Major projects this month include:

	2022-2023 Work Order Requests	2022-2023 Work Order Requests	2021-2022 Work Order Requests	2020-2021 Work Order Requests	2019 – 2020 Work Order Requests	2018 – 2019 Work Order Requests	2017 – 2018 Work Order Requests
July	18	14	19	11	10	22	21
August	23	23	8	27	10	26	24
September		21	12	9	13	19	22
October		13	10	6	7	14	18
November		12	23	16	7	18	34
December		8	17	19	3	8	19
January		11	6	11	16	14	16
February		10	8	16	18	7	21
March		16	14	12	11	7	17
April		6	13	17	2	12	25
May		34	20	25	11	6	26
June		19	14	31	10	9	23
Total	41	187	164	200	98	162	266

**Finance Department
August 2023**

Finance Section

During August the Finance Office continued preparing for the FYE 6/30/2023 audit. Marcie Dixon was officially promoted to Assistant Finance Director (previously served 5+ years as Utility Billing Specialist). Bethany Johnson was promoted to Utility Billing Specialist (previously served 1+ years as Customer Service Representative). Cheri Backhurst was promoted to Accounting Specialist (previously served 2 years as Customer Service Representative). Currently the Finance Office is short 2 members (Customer Service Representatives) and everyone is helping maintain team responsibilities. Interviews for the vacant positions have been completed as well as offers made and accepted. Two new Customer Service Representatives will start in September. Members of the Finance Office also participated in the following events during the month:

- August 7-9: KraftCPAs auditor on-site audit planning
- August 17: Utility Billing Specialist / Accounting Specialist interviews
- August 17: Monthly BMA meeting
- August 22: Employee State of the City Address
- August 29: Finance staff meeting
- August 31: Customer Service Representative interviews

Performance Measures

Utility Billing

	Aug 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
New Builds (#)	20	53	307	284	357	171
Move Ins (#)	77	167	926	977	737	649
Move Outs (#)	16	97	831	898	743	602
Electronic new customer signups (#)	63	130	476	410	300	127
Electronic new customer signups (%)	65%	59%	39%	33%	27%	15%

Business License Activity

	Aug 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Opened	11	15	95	92	76	69
Closed (notified by business)	1	2	9	7	6	10

Accounts Payable

	Aug 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Total # of Invoices Processed	520	887	4455	4254	4079	4003

**Finance Department
August 2023**

Fund Balance – City will strive to maintain cash balances of at least 30% of operating revenues in all funds.

Operating Fund	Budgeted Operating Revenues (\$)	General Fund Cash Reserves Goal (\$)	Current Month Fund Cash Balance (\$)	G.F. Cash Reserves Goal Performance
General Fund	12,575,765	3,772,730	6,838,885	54%
Cemetery Fund	55,450	16,635	249,938	451%
Debt Services	2,530,300	759,090	1,241,951	49%
Dental Care Fund	78,300	23,490	162,157	207%
Roads Impact Fees	421,800	126,540	674,996	160%
Parks Impact Fees	440,484	132,145	392,472	89%
Police Impact Fees	315,200	94,560	745,962	237%
Fire Impact Fees	208,200	62,460	493,235	237%
Economic Development	141,900	42,570	215,338	152%
Parks Sales Tax	1,093,500	328,050	613,348	56%
Police Drug Fund	5,250	1,575	60,400	1150%
Solid Waste	1,577,500	473,250	779,234	49%
State Street Aid	456,800	137,040	349,703	77%
Stormwater Fund	1,100,750	330,225	1,040,999	95%
Wastewater	6,293,000	1,887,900	10,117,112	161%

*Balances do **not** reflect encumbrances not yet expended.*

The Finance Department’s goal is to meet or exceed each fund’s total revenues as proposed in the approved budget as set by the Board of Mayor and Aldermen by the end of the fiscal year 2023-2024.

Operating Fund	Budgeted Operating Revenues (\$)	YTD Realized* (\$)	% Over (↑) or Under (↓) (Anticipated revenues realized by this point in the year)
General Fund	12,575,765	1,115,634	↓ 7.80%
Cemetery Fund	55,450	7,197	↓ 3.69%
Debt Services	2,530,300	445,896	↑ 0.96%
Dental Care	78,300	14,577	↑ 1.95%
Roads Impact Fees	421,800	116,951	↑ 11.06%
Parks Impact Fees	440,484	82,748	↑ 2.12%
Police Impact Fees	315,200	74,650	↑ 7.02%
Fire Impact Fees	208,200	49,251	↑ 6.99%
Economic Development	141,900	1,848	↓ 15.36%
Parks Sales Tax	1,093,500	193,126	↑ 0.99%
Police Drug Fund	5,250	1,583	↑ 13.49%
Solid Waste	1,577,500	264,792	↑ 0.12%
State Street Aid	456,800	79,776	↑ 0.80%
Stormwater Fund	1,100,750	207,626	↑ 2.20%
Wastewater	6,293,000	1,151,011	↑ 1.62%

*Realized amounts reflect revenues realized from July 1, 2023—August 31, 2023

**Human Resources Department
August 2023**

The Human Resources staff participated in the following events during the month:

- August 01: Chamber of Commerce Board Meeting
Compensation Study Committee Meeting
- August 08: Ribbon Cutting for Unlocked University
Public Works Inspector Interviews
- August 09: Tennessee City Managers Association Middle Tennessee - Milner Recreation
- August 10: Ribbon Cutting for Los Altos Ranch Market
- August 14: Chamber of Commerce Monthly Luncheon
Part Time Parks Attendant Interviews
- August 17: Board of Mayor and Aldermen Meeting
Utility Billing Specialist Interviews
- August 23: Public Entity Partners Risk Insurance Symposium
Ribbon Cutting for Caliber Collision
- August 24: Public Entity Partners Risk Insurance Symposium
New Hire Orientation for Part Time Parks Attendant
New Hire Orientation for Public Works Maintenance Worker II
- August 29: Chamber of Commerce Thrive Women's Luncheon
- August 30: Records Clerk II Interviews
Ribbon Cutting for Wildflour Cake Pop Shoppe
- August 31: Customer Service Representative Interviews

Injuries Goal: To maintain a three-year average of less than 10 injuries per year.

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
July	0	0	0	0
August	0	1	0	0
September		1	0	1
October		2	1	0
November		1	0	1
December		0	0	0

Three-year average: 6.33

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January		1	0	1
February		0	1	0
March		0	0	2
April		0	0	1
May		0	1	0
June		0	1	3
Total	0	6	4	9

**Human Resources Department
August 2023**

Property/Vehicle Damage Goal: To maintain a three-year average of less than 10 incidents per year.

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
July	0	0	0	1
August	0	0	1	1
September		0	0	1
October		2	1	1
November		0	1	3
December		2	0	0

Three-year average: 5.33

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January		0	0	0
February		0	0	0
March		0	1	0
April		0	1	0
May		0	0	0
June		0	0	0
Total	0	4	5	7

Full Time Turnover Goal: To maintain a three-year average of less than 10% per year.

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
July	2	1	1	1
August	3	1	1	1
September		1	2	0
October		1	0	0
November		2	0	1
December		1	1	2

Current year turnovers that occurred within
90 day probationary period: 0

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January		0	4	2
February		0	2	0
March		2	3	0
April		0	2	2
May		0	2	0
June		1	1	3
Total	5	10	19	12
Percentage	3.94%	8.40%	16.52%	10.91%

Three-year average: 11.94%

Employee Disciplinary Goal: To maintain a three-year average of less than 10 incidents per year.

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
July	0	0	0	1 (T)
August	0	0	0	0
September		0	0	0
October		1 (S)	0	0
November		0	0	0
December		0	0	1 (T)

Three-year average: 1.667

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January		0	1 (T)	1 (T)
February		0	0	0
March		1 (T)	0	0
April		0	0	0
May		0	0	0
June		0	0	0
Total	0	1	1	3

**Police Department
August 2023**

Meetings/Civic Organizations

- **Chief Brady attended the following meetings in August:** Compensation Study Committee (August 1st), White House Rotary Club Meeting (August 3, 10, 17, 24 & 31), Department Head Staff Meeting (August 7 & 21st), White House Chamber Luncheon (August, 14th), Planning Commission (August 14), Board of Mayor & Alderman Meeting (August 17th), Sumner County Drug Task Force Meeting (August 30th) and Record's Clerk Interviews (August 30th).

- **Police Department Administration Performance Measurements**

Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by December 2023.

Susan Johnson, Accreditation Manager, is in the 4th edition of our TLEA program into PowerDMS which includes 164 standards.

She is working on finishing up 2021, 2022 and 2023 proofs.

We hope to Achieve our 4th re-accreditation from the Tennessee Law Enforcement Accreditation program this December 2023.

Susan attended the LEACT conference in Pigeon Forge on August. 30 – Sept. 1.

1.

Our department training goal is that each police employee receives 40 hours of in-service training each year. The White House Police Department has 28 Employees. With a goal of 40 hours per employee, we should have an overall Department total of 1,120 hours of training per calendar year.

Month	Admin Training Hours	Patrol Training Hours	Support Services Training Hours	Total Training Hours
January	0	168	0	168
February	0	610	0	610
March	0	652	24	676
April	0	280	0	280
May	0	264	0	264
June	0	144	0	144
July	0	308	0	308
August	24	434	16.5	474.5
Total	24	2,860	40.5	2,924.5

Patrol Division Performance Measurements

- 1. ***Maintain or reduce the number of patrol shifts staffed by only three officers at the two-year average of 570 shifts during the Fiscal Year 2023-2024. (There are 730 Patrol Shifts each year.) *Three officer minimum staffing went into effect August 5, 2015.***

Number of Officers on Shift	August 2023	FY 2023-24
Three (3) Officers per Shift	9	28
Four (4) Officers per Shift	53	86

*Two Officer Minimum staffing was put in place due to staff shortage. In the month of July, 10 shifts had only 2 Officers on shift.

- 1. ***Acquire and place into service two Police Patrol Vehicles.*** Two new vehicles were ordered from Lonnie Cobb Ford in August 2022 for the 2022-23 Budget Year. We have carried those vehicles over to this budget year because we have not received them. We are waiting on the new contract prices for Police Vehicles so we can start the ordering process for the four vehicles approved in the 2023-2024 budget.
- 2. ***Conduct two underage alcohol compliance checks during the Fiscal Year 2023-2024.***
Fall Compliance Checks will take place, normally, in October or November.

**Police Department
August 2023**

3. *Maintain or reduce TBI Group A offenses at the three-year average of 60 per 1,000 population during the calendar year of 2023.*

**** Note: Totals do not include August or May 2023 Stats due to Tyler Technologies Stats program was not working during this time.**

Group A Offenses	August 2023	Per 1,000 Pop.	Total 2023	Per 1,000 Pop.
Serious Crime Reported				
Crimes Against Persons			56	
Crimes Against Property			148	
Crimes Against Society			98	
Total			302	
Arrests			207	

*U.S. Census Estimate 7/1/2022 – 14,516

4. *Maintain a traffic collision rate at or below the three-year average of 405 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2023.*

	August 2023	TOTAL 2023
Traffic Crashes Reported	48	313
Enforce Traffic Laws:		
Written Citations	**	411
Written Warnings	**	462
Verbal Warnings	379	1,903

****Numbers Unavailable for the month of August 2023.**

5. *Maintain an injury to collision ratio of not more than the three-year average of 11% by selective traffic enforcement and education during the calendar year 2023.*

COLLISION RATIO				
<u>2023</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
August	48	2 YTD 35	4%	11% YTD 313

Traffic School: There was no Traffic School in the month of August.

Staffing:

- Ofc. Christopher Sampson started the Tennessee Law Enforcement Academy on July 9th. He will graduate September 29th.
- Ofc. Blake McClusky is currently in FTO.
- Chelsey Hough, Records Clerk, resigned her position and her last day was August 7th. She went to become a teacher at Trousdale County High School. Interviews were conducted for this position at the end of August.
- Sgt. Brad McMurdy resigned his position. His last day was August 17th. He went to work for Robertson County as a SRO.
- We currently have 4 positions open and are continuing to accept applications.
-

**Police Department
August 2023**

Sumner County Emergency Response Team:

- ERT held a 3-day training in August. Training dates and locations are as follows:
16 Aug 2023 – Sumner Co Range
 Marksmanship Fundamentals & Shooting Drills
17 Aug 2023 – Gallatin Training Center
 Team Room Clearing with NVGs
18 Aug 2023 – Hendersonville (LH Baptist)
 Threshold Evaluation & Room Clearing
- Sgt Segerson attended the 2023 Tac Ops South Conference in Nashville. Dates, locations, and training courses are as follows:
23 Aug 2023 – Tac Ops South Conference
 Defense Technologies Less Lethal Tactical Decision Making
24 Aug 2023 – Tac Ops South Conference/Metro Nashville Training Academy
 CTS Distraction Device Instructor Course (Flash Bang & Sting Ball)
25 Aug 2023 – Tac Ops South Conference/Metro Nashville Training Academy
 CTS Shotgun Door Breaching Operator

Support Services Performance Measurements

1. ***Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2023.***

We are unable to provide the above stats at the present time. Tyler Technologies will be providing this capability to our new software in the future.

2023 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
August		

Communications Section

	August	Total 2023
Calls for Service	1,247	8,710
Alarm Calls	51	379

Request for Reports

	August	FY 2023-24
Requests for Reports	7	32
Amount taken in	\$5.10	\$31.90
Tow Bills	\$0.00	\$0.00
Emailed at no charge	26	37
Storage Fees	\$0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- Nothing to Report currently.

Volunteer Police Explorers: Nothing to report currently.

Item(s) sold on Govdeals: Nothing to report currently.

**Police Department
August 2023**

Crime Prevention/Community Relations Performance Measurements

1. ***Teach D.A.R.E. Classes (10 Week Program) to one public elementary school by the end of each school year.*** Sgt Enck began D.A.R.E. August 28th, to 5th graders at White House Middle School. There are approximately 150 kids.
2. ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Discover White House Expo & Safety Day is normally in October.
3. ***Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.*** Citizen's Police Academy has been cancelled. We are planning to have several new programs for the public.
4. ***Participate in joint community events monthly in order to promote the department's crime prevention efforts and community relations programs.***
 - August 8th – Sgt. Enck instructed 8 hours of Defensive Tactics to Portland Police Department.
 - August 15th – Sgt. Enck instructed 8 hours of Defensive Tactics to Portland Police Department.
 - August 16th – Sgt. Enck met with Together Freedom (a Human Trafficking Group).
 - August 24th – Sgt. Enck assisted H.B. Williams with a Fire Drill.
 - August 26th – Sgt. Enck participated in Cross Plains Safety Day.
 - August 27th – Sgt. Enck instructed SPEARE class for Church at Grace Park.

Special Events: *WHPD Officers participated in the following events during the month of August:*

*Nothing to report.

Upcoming Events:

- 9/1 – White House High School Homecoming Parade
- 9/11 – CCS 911 Parade.

<i>2023 Participation in Joint Community Events</i>		
	<u>August</u>	<u>Year to Date</u>
Community Activities	6	54

**Fire Department
August 2023**



Summary of Month's Activities

Fire Operations

The Department responded to 152 requests for service during the month with 102 responses being medical emergencies. The Department also responded to 6 vehicle accidents of which 1 had injuries, 5 had no injuries, and one of the wrecks was an over turned gasoline tanker truck on I-65. Of the 152 responses in the month of August there were 32 calls that overlapped another call for service that is 21.05% of our responses for the month. That brings the overlapping call volume for FY23-24 to 56 or 18.79% of the call volume.

UT MTAS recommends for the WHFD an average response time from dispatched to on scene arrival of first "Fire Alarm" to be six minutes and thirty-five seconds (6:35). The average response time for all calls in July from dispatch to on scene time averaged was, five minutes and twenty-three seconds (5:23). The average time a fire unit spent on the scene of an emergency call was sixteen minutes and fifty-four seconds (16:54).

Department Event

- August 15th – State of the City Meeting
- August 21st – 23rd – Piedmont gas pipeline training
- August 24th – Fire Drill at HB Williams
- August 28th – Tunnel to Towers presentation
- August 30th – Lockdown Drill at WH Middle School

Fire Administration

- August 1st – Chief McLaughin met with Compensation Study Committee
- August 8th – Virtual meeting with ISO
- August 14th – Met with Mr. Herman and Wold HFR about fire station 1 expansion
- August 14th – Chamber Luncheon
- August 17th – Fire safety course at WH Middle School
- August 31st – Met with ISO representative

Emergency Calls Breakdown

The Department goal in this area is to display the different emergency calls personnel have responded to during the month as well as the response from each station.

Incident Responses FY to Date

Fires	8
Rescue & Emergency Services	195
Hazardous Conditions (No Fire)	6
Service Calls	30
Good Intent Call	29
False Alarms & False Call	30
Calls for The Month	152
Total Responses FY to Date	298

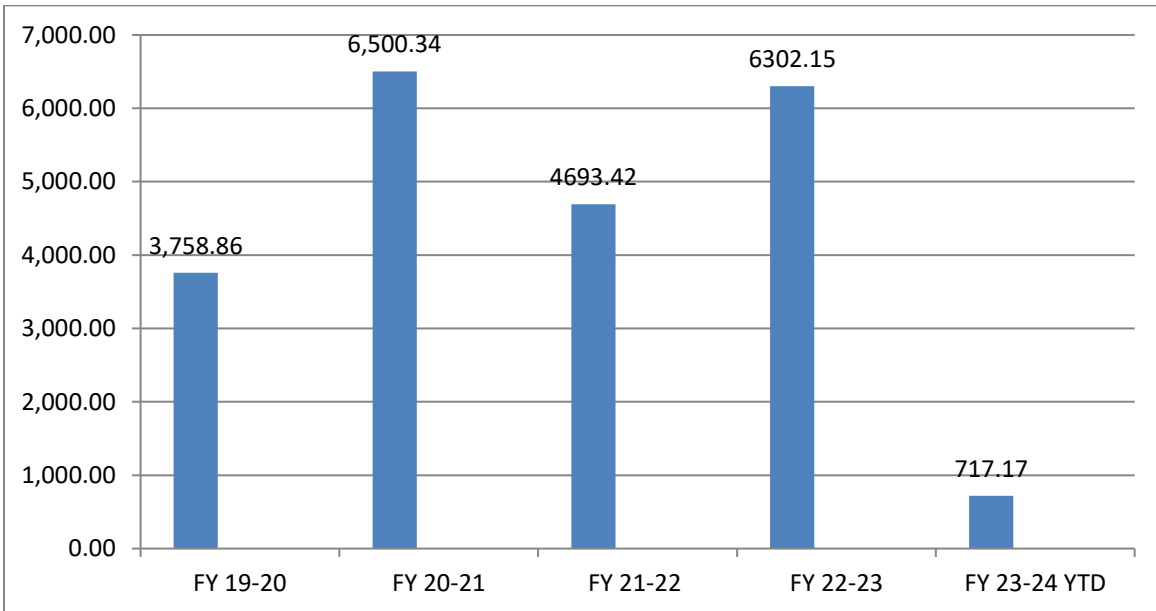
**Fire Department
August 2023**

Response by Station

	Month	FY to Date	%
Station #1 (City Park)	95	182	61.07%
Station #2 (Business Park Dr)	57	116	38.92%

Fire Fighter Training

The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4560 hours of training per year is based on twenty career firefighters.



	Month	FYTD
Firefighter Training Hours	362.96	717.17

Training breakdown for ISO and NFPA*

	Fire Officer	Company	Facilities	NFPA	Non-ISO
Month	29	125.5	62	71.3	75.16
Total for FY	57	770.5	69	219.4	182.16

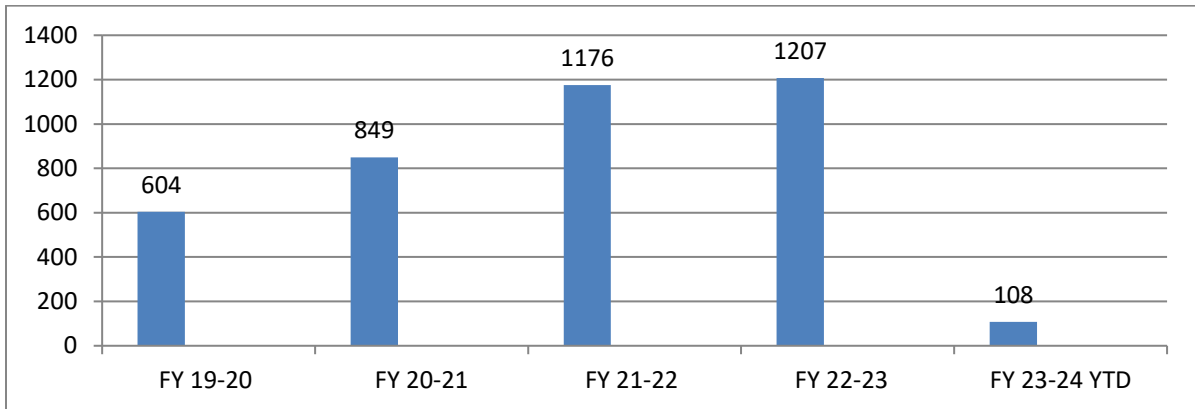
*National Fire Protection Association – The fire service industry standard.

Insurance Service Office – A nationally recognized agency that rates fire departments on their level of readiness. This rating is used by insurance companies to determine insurance rates for their customers.

**Fire Department
August 2023**

Fire Inspection

It is part of our fire prevention goals to complete a fire inspection for each business annually.

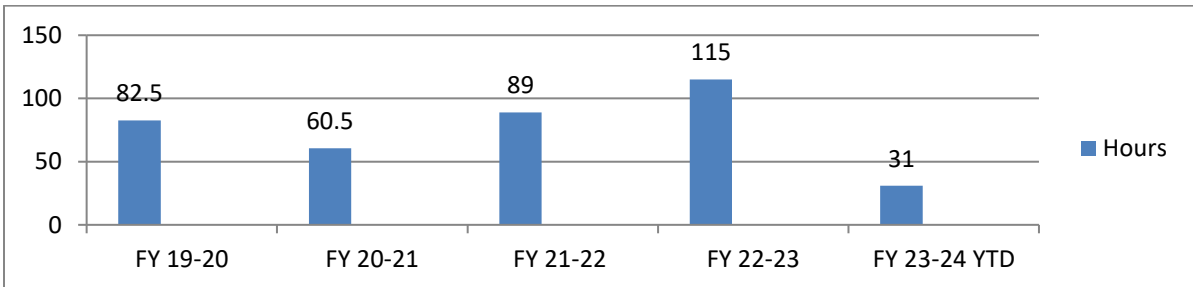
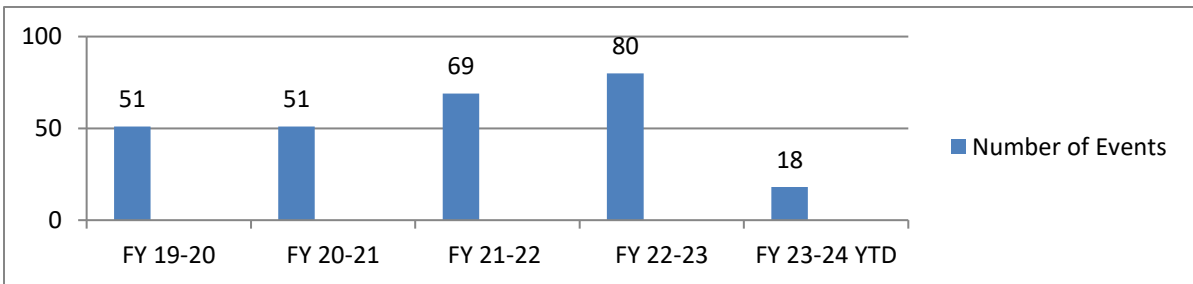
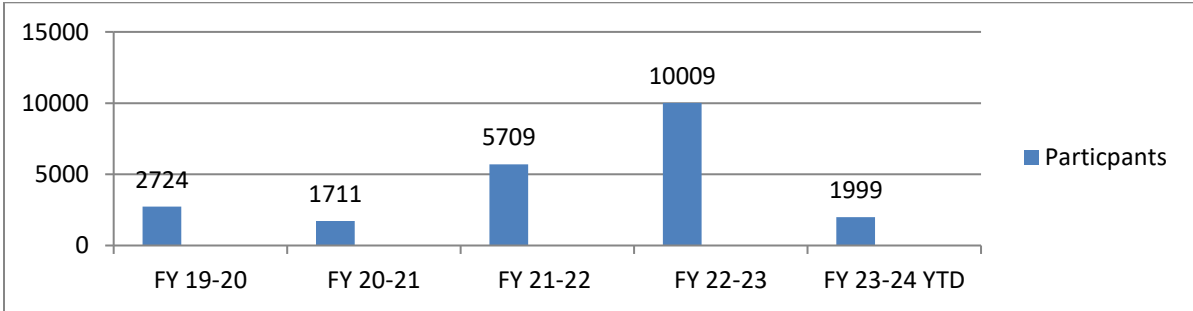


	Month	FYTD
August Fire Inspection	118	226
Reinspection	17	30
Code Violation Complaint	1	1
Violations Cleared	3	10
Annual Inspection	10	38
Knox Box	2	8
Fire Alarms	11	14
Measure Fire Hydrant	0	1
Plans Review	3	5
Pre-C/O	5	6
Pre-incident Survey	25	56
Sprinkler Final	1	1
Final/Occupancy	3	7

**Fire Department
August 2023**

Public Fire Education

It is a department goal to exceed our last three years averages in Participants (5720) Number of Events (112) and Contact Hours (215). The following programs are being utilized currently; Career Day, Station tours, Fire Extinguisher training and Discover WH/Safety Day.



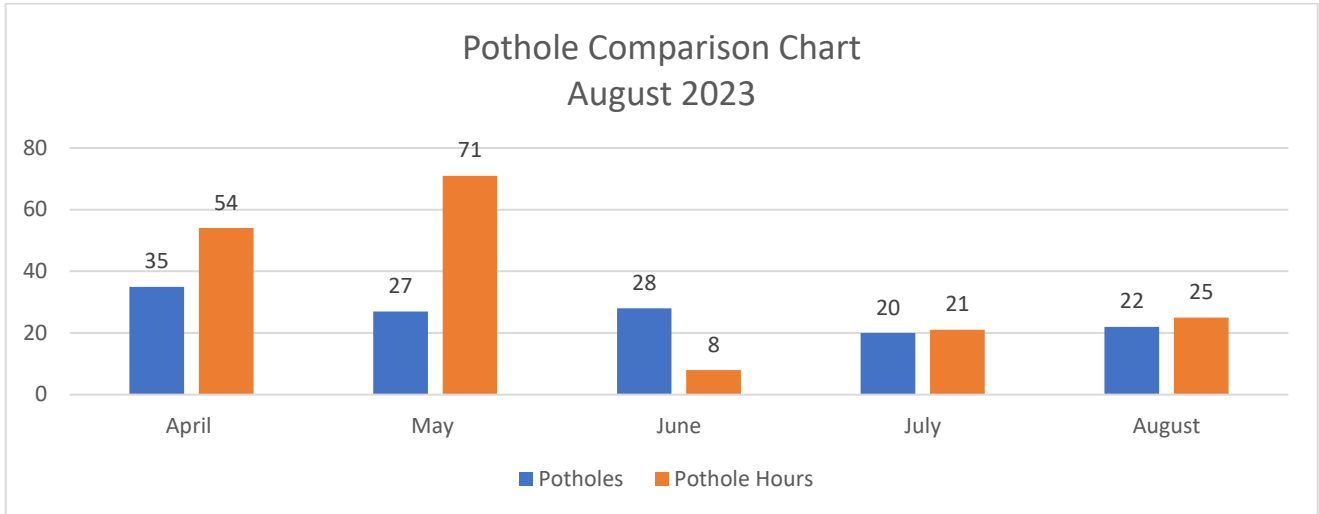
	Month	FYTD
Participants	1007	1999
Number of Events	8	18
Education Hrs.	12	31

Social Media Statistics for the Month

Post Reach	9736
Post Engagement	2042
New Page Followers	79

**Public Services Department – Public Works Division
August 2023**

Pothole Comparison



The purpose of this chart is to gauge the amount of time spent repairing potholes and the number of potholes repaired in that time frame. It is also going to be used to show how long it currently takes to repair potholes in comparison to how long it will take when the milling head is used to make repairs.

-The goal for this job task is 50 potholes per month. When this chart is completed each month consideration will be given to the size of the potholes that have been repaired that month.

Pothole Complaint Response Time

According to Ordinance the Streets and Roads Department is required to respond to a pothole complaint within 24 business hours from the time the complaint is made until time a satisfactory repair is made.

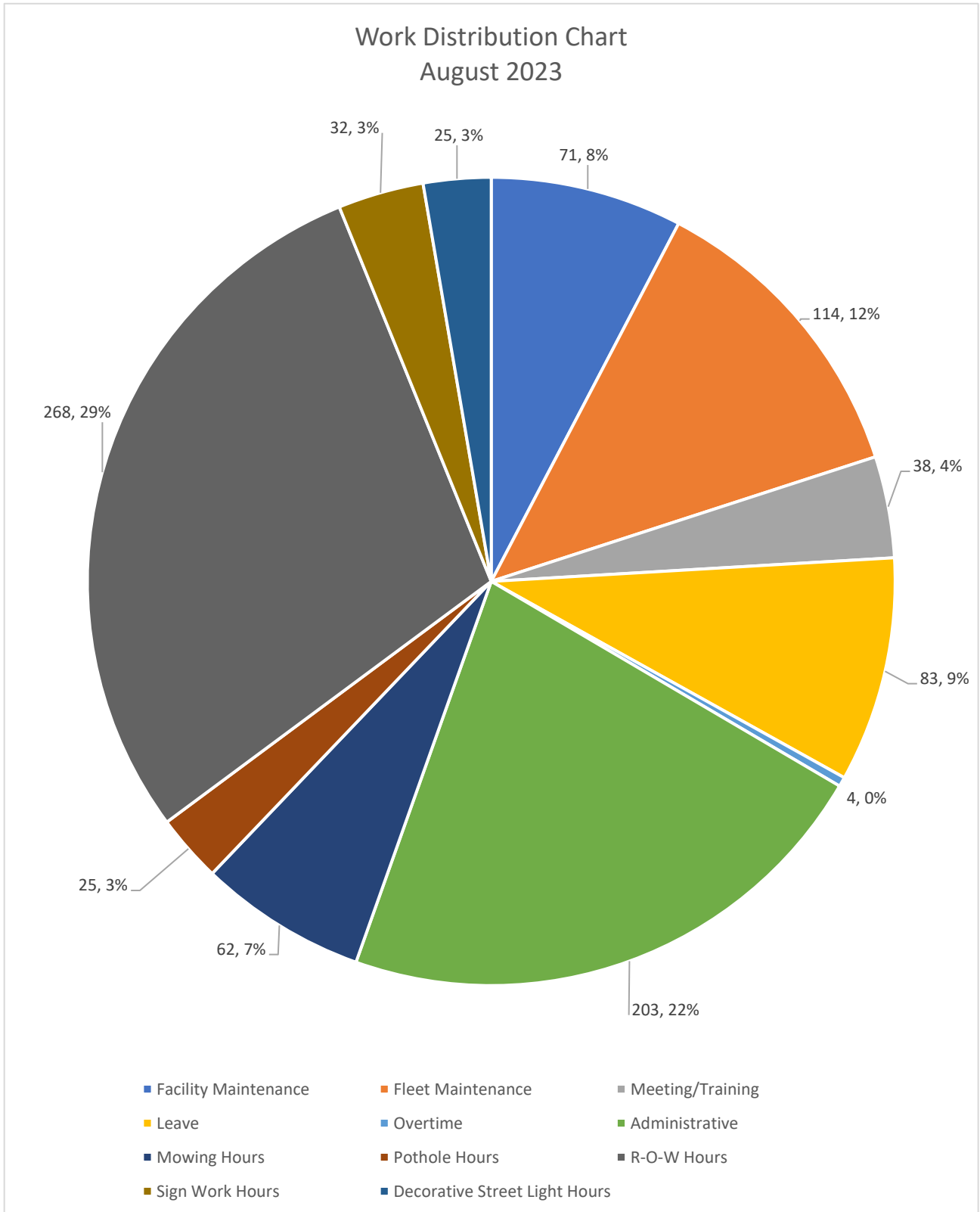
STREET ADDRESS OF COMPLAINT	DATE COMPLAINT LOGGED	DATE COMPLAINT RESOLVED	ELAPSED TIME BEFORE REPAIR MADE
Donal Terrace (Multiple Locations)	08/07/2023	08/07/2023	2 hours
212 Louise Drive	08/13/2023	08/14/2023	1 day
Larkspur	08/16/2023	08/18/2023	2 days
Marlin Road	08/16/2023	08/18/2023	2 days
481 Marlin Road	08/19/2023	08/21/2023	2 days
South Palmers Chapel Road	08/22/2023	08/23/2023	1 day
Marlin Road	08/26/2023	08/28/2023	2 days

**Public Services Department – Public Works Division
August 2023**

Work Distribution Chart

July 2023

Total Hours Worked in The Public Works Department were 850 Hours. The chart below show what percentage of time was spent on each job task.



Public Services Department – Public Works Division
August 2023

Monthly Work Log

Note: Friday is logged now because of Tuesday – Friday Employee Schedule.

Tuesday 8-1-2023

- Fleet Maintenance / Performed traffic control on Tyree Spring for Safe Harbor to repair the road where they open cut for water line / Gridsmart Meeting

Wednesday 8-2-2023

- Performed traffic signal cabinet maintenance and GS2 Processors / Created inventory list for GS2 in each traffic signal cabinet / Fleet Maintenance / Delivered vehicle 1326 to Dan's Automotive for repairs / Crew meeting

Thursday 8-3-2023

- ROW Mowing with Mower Max on NPC and Fern Valley Road as well as Union Road.

Friday 8-4-2023

- ROW mowing on Industrial Drive, Cul-de-sac near Shell Station on SR-76 / String trimmed ditches in front of Public Works Building / Cleared debris and rock from Calista Road after water main break near Concord Springs.

Monday 8-7-2023

- Repaired decorative street light on Morgan Trace / Evaluated catch basin for repair on Pleasant Lane / Cut tree limbs back from sidewalk on Pleasant Lane / String trimmed sidewalks on SR-76 / String trimmed in front of McDonalds / String Trimmed around SB Signal Cabinet.

Tuesday 8-8-2023

- Mowed Shady Lane detention pond / Mowed NB off ramp / Delivered trash carts to 115 Oakland Court / Sprayed median in front of Speedway / Mowed Meadowlark and Melton Road / Mowed McDonalds / Safety Walk Through

Wednesday 8-9-2023

- Safety clean-up day / String trimmed McDonalds / Installed fuel tank in Truck 1333 / Meeting and Training on new traffic signal cabinet

Thursday 8-10-2023

- Finished installing fuel tank in Truck #1333 / Purchased fuel hose from Waller Sales for fuel tank / Evaluated fuel tank leak on Bucket Truck / Took jacket samples back to Gerald Printing / Installed "Cross Traffic Does Not Stop" Sign on Pleasant Grove Road and SR-76 Intersection.

Friday 8-11-2023

- Traffic Control at Sage and 31W for Gridsmart repair / Installed surge protector to Sage and 31W / Facility maintenance / Mowed grass on Hester Drive / Mowed grass on Pinson new school road / Mowed grass on Marlin Road / Removed dead armadillo on SR-76.

Monday 8-14-2023

- Crew meeting / Set up traffic control measures for Roy T. Goodwin at TN Flea sidewalk repair / Repaired pothole at 212 Louise Drive / Installed No Littering Sign at 2460 Brokeshire Drive / Installed temporary Sidewalk Closed Sign for TN Flea Sidewalk repair / Re-installed Stop Sign at Union Road and Pleasant Grove Road / Fixed leaning weight limit sign on Apache Trail and Calista Road / Fixed leaning Stop Sign on Spring Street / Cut tree away from stop sign on Chesire Court, Westchester Drive / Repaired leaning Stop Sign and Speed Limit Sign on Hillwood Drive / Repaired two Stop Signs on Piccadilly Drive / Repaired No Parking Sign on Knight Circle / String trimmed ditch in front of Church on Wilkinson Lane to intersection of Meadows Court.

Tuesday 8-15-2023

- Removed steel I-Beam and old fencing from SB Ramps / Removed cones and Sidewalk Closed Signs from TN Flea sidewalk project / Repaired asphalt on Greenway and ditch line for compactor at PW Shop / Mowed ditch at 112 Eastside Drive / State of the City Address.

Wednesday 8-16-2023

- ROW Mowing with Mower Max on Calista Road, Apache Trail, and Union Road / String Trimmed median in front of Speedway / String trimmed rocks in front of Hardees near SR-76 / Performed maintenance and cleaning on Mower Max.

Thursday 8-17-2023

- ROW Mowing with Mower Max Industrial Drive, SCT, DeeCee, Hester, Meadows Road, Hickerson Drive, Tyree Springs, and Bill Moss Road at Public Services rear entrance / Programmed signal controller and GS3 at SR-76 and Byrum Drive.

Friday 8/18/2023

- Repaired potholes on Larkspur and Marlin Road / Performed preliminary driveway inspection at 755 North Palmers Chapel Road / Mowed and cleaned up near Cul-de-sac near Shell Station at SR-76.

Monday 8-21-2023

- Removed damaged hydraulic hoses from backhoe and went to Waller to get them replaced / Installed Deer Crossing Signs on Apache Trail / Installed No Thru Traffic signs on Eastside Drive / Repaired potholes at 481 Marlin Road / Performed daily maintenance on Mower Max and mowed Pleasant Grove and SR-76 intersection to help TDOT.

Tuesday 8-22-2023

- Acquired measurement for road cut and repair on South Palmers Chapel Road, Wilkinson Lane, Pleasant Grove Road and Cedarbrook Drive / Cut tree off of telephone pole for line of sight issue / RoW Mowing at Loves and Dee Cee / Removed dead tree near Shell Station on SR-76 / Changed air filters in Traffic Signal Cabinets at SR-76 and Raymond Hirsch Intersection, SR-76 and Loves Lane and SB Ramps / Facility maintenance.

**Public Services Department – Public Works Division
August 2023**

Wednesday 8-23-2023

- Changed junction box at SR-76 and Raymond Hirsch / Performed maintenance on bucket truck / Repaired potholes on South Palmers Chapel Road.

Thursday 8-24-2023

- Performed fleet maintenance on vehicle #1332 / Built rock storage bins and painted them yellow for safety / Re-organized Public Works Equipment so that it is more easily accessible and protected.

Monday 8-28-2023

- Repaired potholes on Marlin Road / String trimmed around the fence on Apache Trail where the sidewalk is closed / Picked up vehicle 1326 after repairs were made / Repaired Decorative Street Lights in the Parks Subdivision

Tuesday 8-29-2023

- Safety Committee meeting / Repaired Decorative Street Lights in the Parks Subdivision / Moved pallets of concrete to make room for Road Salt delivery / Reorganized trash carts to make room for saltboxes / Performed maintenance on salt boxes to be sure they stay in working order / Replaced junction box at SR-76 and Raymond Hirsch intersection.

Wednesday 8-30-2023

- Repaired red light at SR-76 and Raymond Hirsch Intersection / Installed Pug Milled Base Stone at construction entrance of Villages Court after receiving a complaint from a citizen about their car bottoming out when exiting construction drive to Calista Road / Reconfigured shepherds hook for Gridsmart Camera to allow a better view of the intersection / Devised a plan and reviewed plan for traffic control and South Palmers Chapel road repair job / Checked on billing issue regarding trash carts at 205 Overlook Court.

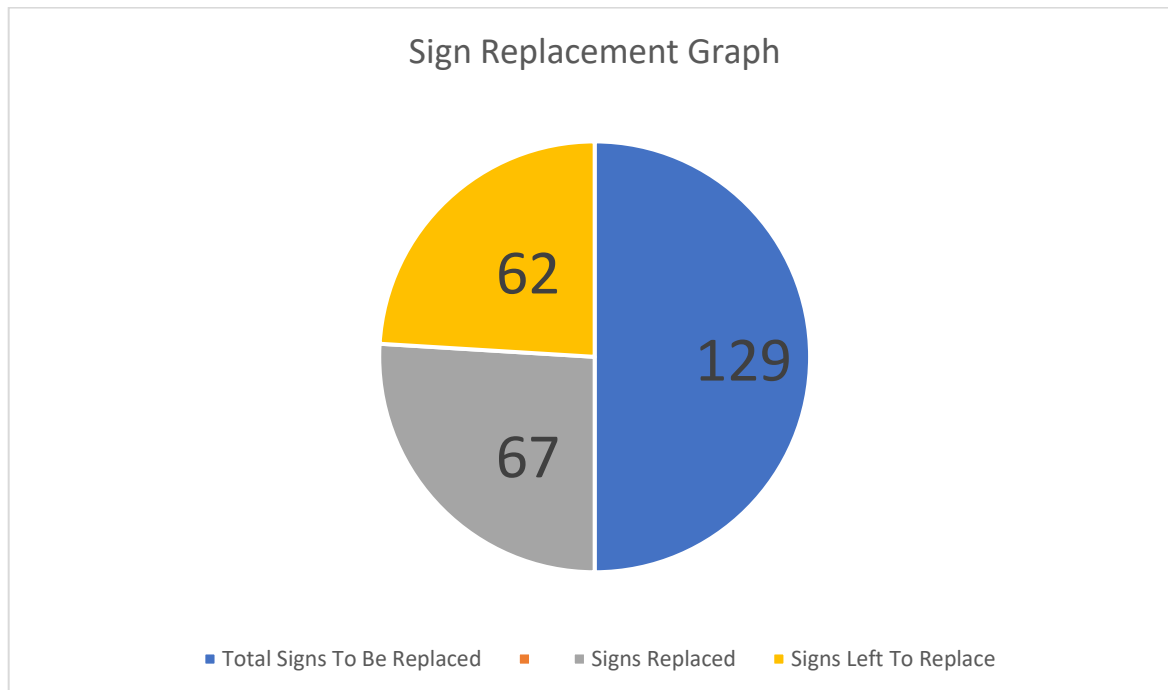
Thursday 8-31-2023

- Organized, loaded and prepared equipment for South Palmers Chapel Road repair project to occur on following Tuesday September 5th, Wired and installed pump for diesel hose sprayer / Set up Digital Message boards for Tuesday road work on South Palmers Chapel Road.

Street Name Sign MUTCD Compliance List

The purpose of this list is to track the updating and bringing into compliance The City of White House's Street name signs with the current requirements the Manual on Uniform Traffic Control Devices (MUTCD) Standards. Street name signs can no longer have all letters capitalized on the sign. (Harpers Way and Loves Lane Road Signs were installed in compliance with current MUTCD Standards).

NOTE: No Signs were installed in the month of August. Only signs in need of repair were replaced in the month of August.



**Public Services Department – Public Works Division
August 2023**

Public Works/Streets & Roads Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	23-Jul	23-Aug	YTD 22/23
Street	8,134	9,364	8,741	10,229	9191.25	850	985	10,125
Facility Maintenance	3494	2187	1,227	1,137	887.25	34	71	1,120
Fleet Maintenance	1034	514	282	380	422.5	14	114	802
Meeting/Training	502	510	517	400	457	22	38	360
Leave	1,253	576	613	810	823	47	83	954.75
Holiday	795	470	385	555	545	50	0	405
Overtime	508.5	488	414	311	152.75	0	4	301
Administrative	385	698	803	867	1153.25	227	203	2,196
Drainage Work (feet)	0	906	2749	10	0	0	0	0
Drainage Man Hours	0	1470	1045	170	14	9	0	102
Debris Removed Load	0	100	35	44	0	0	0	0
Sweeping Man Hours	0	18	13	0	0	0	0	0
Mowing Hours	0	22	175	219	221	30	62	275.5
Curb Repair	0	0	0	15	0	0	0	0
Shoulder LF	0	4485	630	5	640	0	0	0
Shoulder Hours	0	155	160	49	176	0	0	0
# of Potholes	0	250	473	346	385	20	22	366
Pothole Hours	0	759	734	1,181	831.5	21	25	482.5
R-O-W Hours	0	2835	2416	4,027	3044.5	196	268	2,510
Sign/Repaired	0	120	91	84	63	10	14	109
Sign Work Hours	0	289	179	234	109	24	32	270.25
Salt Hours	0	10	143	24	76.5	0	0	78.5
Salt Tons	0	12	20	23	18	0	0	18
Decorative Street Light Hours	0	57	46	125	133.5	42	25	250.5
Traffic Light Hours	0	0	65	20	158	0	0	15

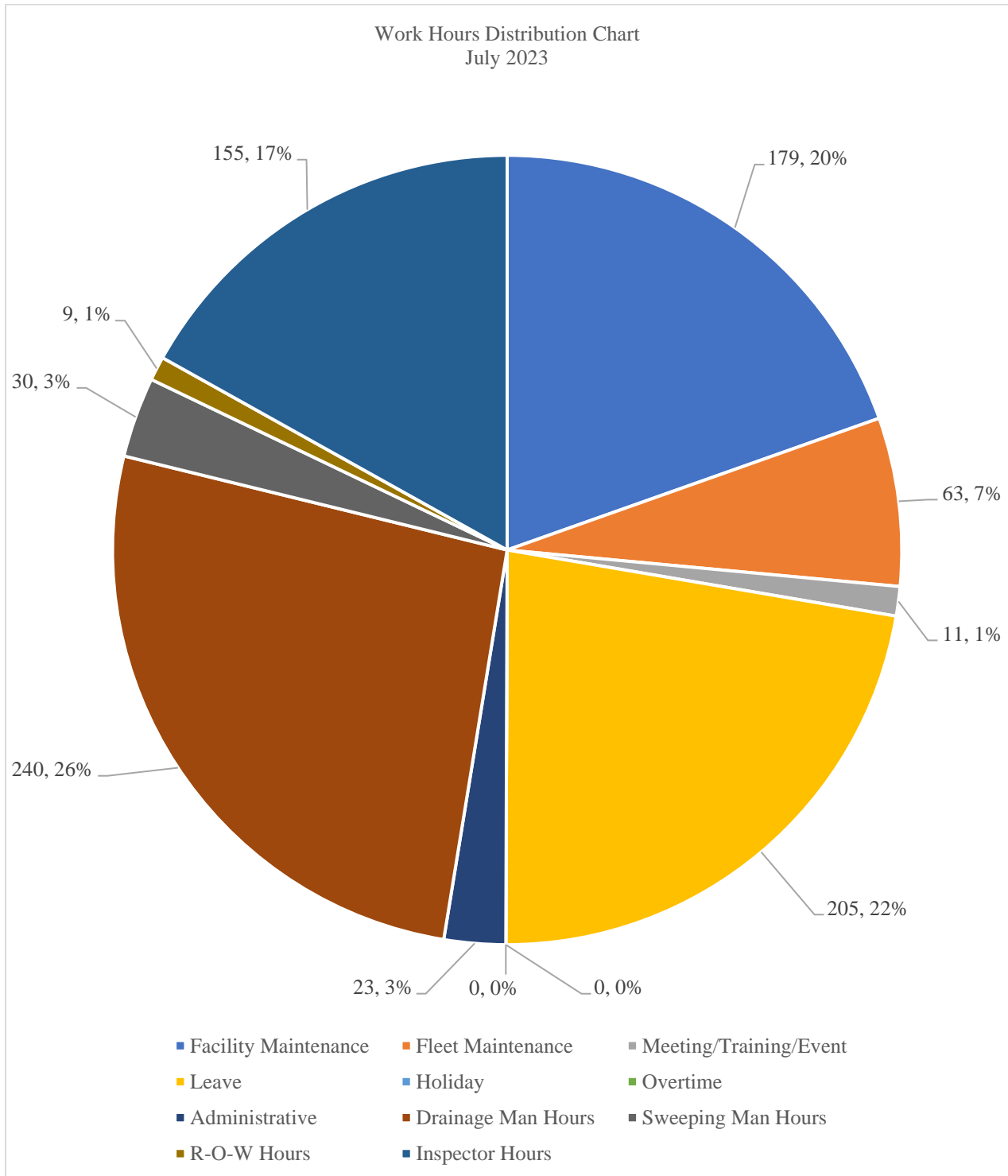
Sanitation Division

Sanitation Division	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	22-Jul	23-Aug	YTD 22/23
Total Hours Worked	2,685	3,634	4,406	4,024	4200.5	340	190	3,966
Facility Maintenance	3494	723	446	574	394.5	19	54	425
Fleet Maintenance	1034	488	445	331	294.5	8	19	196
Meeting/Training	502	265	130	135	127.5	3	3	119
Leave	1,253	428	700	476	336	90	35	549
Holiday	795	270	230	230	230	20	0	230
Overtime	508.5	119	4	12	39.5	0	0	16
Administrative	385	167	1	0	72.5	2	1	25
Sweeping Man Hours	0	1	0	0	0	0	0	0
Pothole Identification Hours	NEW					0	17	62
R-O-W Hours	0	166	30	97	170	7	1	125
Salt Hours	0	0	0	0	0	0	0	79
Salt Tons	0	0	0	0	0	0	0	15

Sanitation	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	23-Jul	23-Aug	YTD 22/23
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	711	715	8,050
Brush Truck Loads	459	551	522	578	584	65	63	788
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	192	200	4,743
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	131	132	1,678
Litter Pickup Bags	334	507	546	511	456	20	57	681
Litter Pickup Hours	1147	1132	985	957	892	60	109	1,308

**Public Services Department – Stormwater Division
August 2023**

Total Hours Worked in The Stormwater Division were 915 hours. The chart below shows percentage of time spent on each task.



Public Services Department – Stormwater Division
August 2023

Monthly Work Log

WO073123003 Fire Hall #2 drainage system clean out.

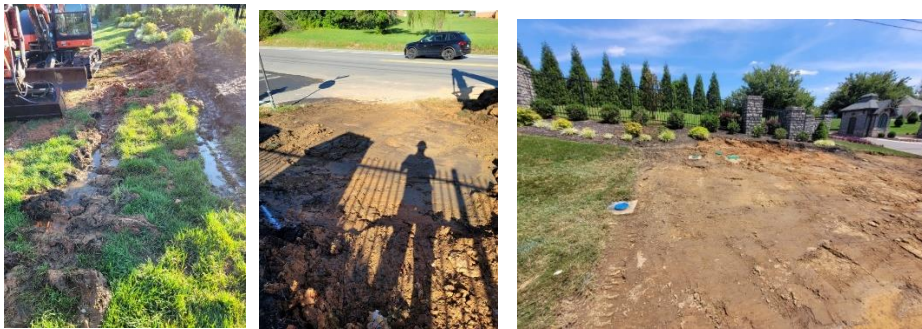


**Public Services Department – Stormwater Division
August 2023**

WO073123004 128 and 132 Oak Park Court. The drainage was needing repair and regraded.



WO080123007 Wastewater line break at Briarwood. Prepped area for Sod.



**Public Services Department – Stormwater Division
August 2023**

WO080323001 427 Foster Dr. The drainage in the back of the property needed regraded.



WO080723014 725 Industrial Drive, the area where our customers drop off brush was washing out and could have caused vehicle damage. To correct the problem, we added 55 foot of drainage pipe and formed ditches on both side of the road



**Public Services Department – Stormwater Division
August 2023**

WO080823003 (Accela Drainage Request #14145210 123 Pleasant Lane. The sewer drain in the cul-de-sac has been run into by the trash or recycling truck enough that the grate busted and it cracked and lifted the curb attached to the driveway.



WO080923005 During safety stand down we mowed and graded a 200 feet area to add additional parking for vehicle's



**Public Services Department – Stormwater Division
August 2023**

WO081423005 Illicit Discharge 206 Knight Circle. Road builder paving was parking on knight circle and leaving chemicals all over the road. Public works put in a no parking sign.



WO081523003 200 Laura Drive, cross drain under the road was buried and clogged.

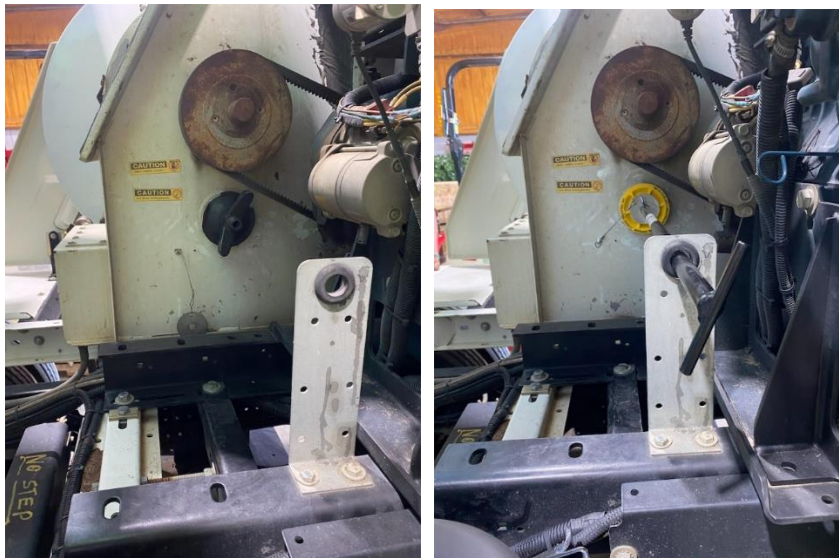


**Public Services Department – Stormwater Division
August 2023**

WO081623002 309 Shady Lane, the drain in the yard was washing out. Repair with concrete and dirt.



WO081623006 Preventative Maintenance on Street Sweeper I notice a safety issue of us having to get into the hopper area to remove the plug for daily cleaning. We did some recharge and found that the proper system was removed and we order the correct parts to correct the safety issue and stop personal from getting into the back of the street sweeper.



**Public Services Department – Stormwater Division
August 2023**

WO082123001 200 Laura Drive, White House, Tennessee 37188. Homeowner stated flooding when it rains. After inspection found cross drain was clogged. Clean and reshape ditch.



WO082323001 423 and 427 Foster Drive, we reshaped the drainage and the big heavy rain washed out the work had to redo the area.



**Public Services Department – Stormwater Division
August 2023**

WO082423004 427 Industrial Drive, Stormwater and Streets and roads worked together and build teamwork, equipment operation, rigging, communication. By building a new rock bind and cleaning up the area around the antenna.

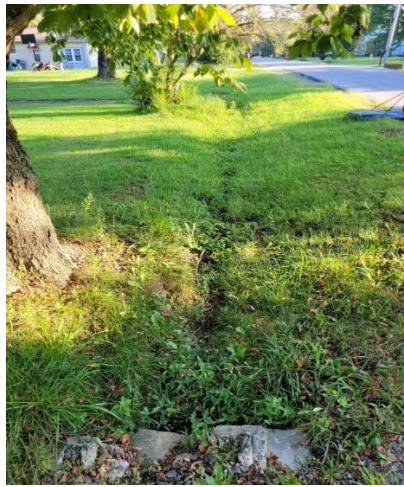


WO082823001, 311 Oakdale Dr. - Standing water in back yard. Cleaned and reshaped ditch.



**Public Services Department – Stormwater Division
August 2023**

WO082923001, 122 Highland Dr. - Standing water in front yard. Cleaned and reshaped ditch.



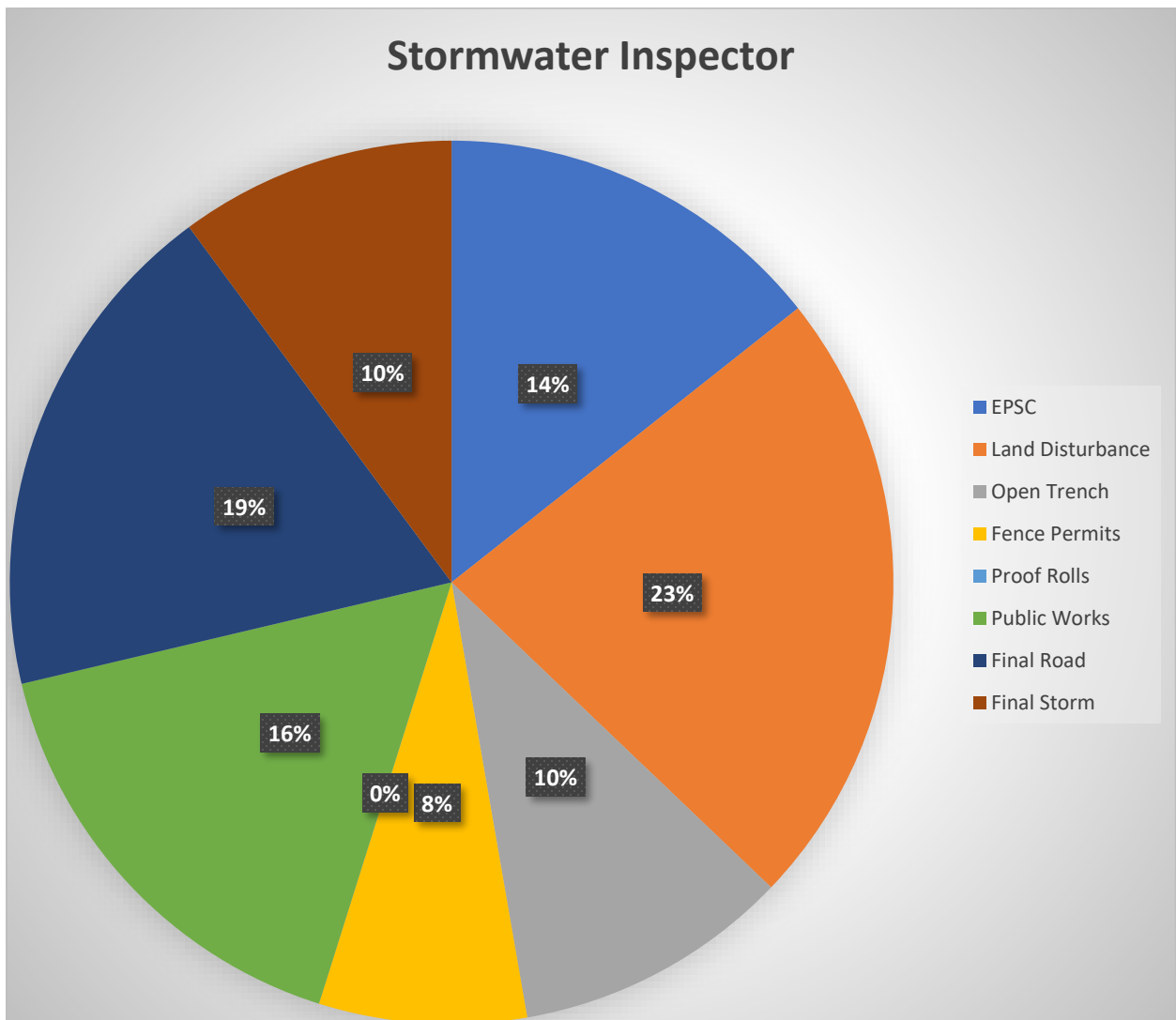
WO083023005, Tison Ln. – Mowing



**Public Services Department – Stormwater Division
August 2023**

Inspector Notes

EPSC Site Inspections	34
Land Disturbance Inspections	54
Open Trench Inspections	24
Fence Inspections	18
Proof Rolls	0
Public Works Inspection	39
Final Storm	44
Final Road	44
Total Inspections	257



**Public Services Department – Stormwater Division
August 2023**

Daily Work Log Highlights:

Aug. 1 – Pre-Construction Meeting for 200 Cardinal Dr. Open trench Inspection at Legacy Farms and Core5. Land Disturbance Inspections at Legacy Farms. Form inspections at Willow Grove. Moved equipment twice for the Maintenance Crew.

Aug. 2 – Finals at Willow Grove. Updated Monthly reports, inspection logs, work orders, and notes.

Aug. 3 – Open trench at Core 5. Form inspections at the Parks. Final Inspections at The Parks.

Aug. 7 – Paid Time Off

Aug. 8 – Moved Equipment for Maintenance Crew. Open Trench at Core 5 and Jackson Farms. Final inspections at the Parks. Interviews at the end of the day.

Aug. 9 – Open trench inspection at Core5, Jackson Farms, Summerlin. Final Inspections at Legacy Farms. Form Inspections Willow Grove. EPSC inspections at Pinson Pointe, Legacy, Parks, WHHHS, Jackson, and Core5.

Aug. 10 – EPSC Inspections at Dorris PH.1 and Rec. Center. Land Disturbance Inspections. form Inspection at Willow Grove.

Aug. 14 – Land Disturbance inspections at Copes Crossing, Summerlin, Sage Farms, and The Parks. EPSC Inspections at Sage Farms Development, Sage Farms Residential, Summerlin, and Willow Grove. Form Inspections at Summerlin, WWTP, Willow Grove, and The Parks.

Aug. 15 – Final Inspections at Fields at Oakwood. EPSC Inspections at Springbrook, Copes Crossing, Fields at Oakwood.

Aug. 16 – Open Trench at CORE5. Land Disturbance Inspections at Fields. Form Inspections at Willow Grove, Legacy Farms, and Copes Crossing.

Aug. 17 – Open Trench at CORE5 and Legacy Farms. Final Inspections at Willow Grove. Form Inspections at Legacy Farms and Willow Grove. State of the City Meeting.

Aug. 21 – Moved Equipment for the Maintenance Team. Updated Documentation and Work Logs. Uploaded CCTV footage for Summerlin. EPSC inspections for WHIS, HWY 31W fuel Station, Cardinal Point, COWH Tennis Courts, Calista Farms, and Highland Park.

Aug. 22 – Pre-Construction Meeting for Marlin Pointe and The Mill. Final Inspections at The Parks. State of the City Meeting.

Aug. 23 - Form Inspections at Willow Grove, Sage Farms, and Fields at Oakwood. Open Trench at Jackson Farms and Springbrook.

Aug. 24 – Land Disturbance Inspections at 711. Open Trench Inspection sat CORE5. EPSC Inspections at White House Assisted Living, Frey Branch, Cardinal Point, Cambria Ph.3, CORE5.

Aug. 28 – Land Disturbance Inspection at 711, Willow Grove and Copes Crossing. Reviewing Fence Permit information for Terex. Final Inspections at Fields at Oakwood and Copes Crossing.

Aug. 29 – Moved Equipment for the Maintenance Team. Pre-Construction Meeting with SRM. Training Greg. Issued NOV for Dorris 2.

Aug. 30 – Issued NOV for Exotic Marble. Met Safe Harbor and Kinder Morgan Representative’s on-site to discuss EPSC over Easement in Marlin Pointe. Form Inspections at Legacy. Training Greg.

Aug. 31 – Form Inspections at Summerlin. Open Trench Inspections at Legacy Farms. Final inspection at NPC in-fill lot.

Total Monthly Inspector Hours:

Regular Hours	141.0
Overtime Hours	4.5
Paid Time Off	9.0
Holiday	0.0
Total Hours	154.5

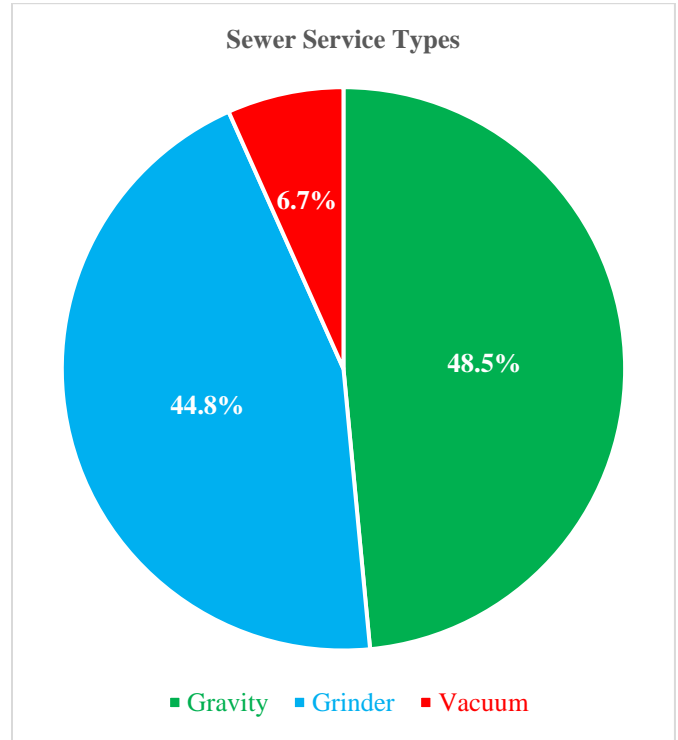
**Public Services Department - Wastewater Division
August 2023**

Collections System Activities:

The City of White House operates a dynamic and unique sanitary sewer system consisting of gravity services, low-pressure grinder services, vacuum services, and various types of lift-stations. As of **August 31st, 2023**, City personnel count a total of **6,657** sewer system connections, with **20 new** applications for service in **August 2023**. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	3,228
Low-Pressure Grinder Sewer Connections	2,984
Vacuum Sewer Connections	445

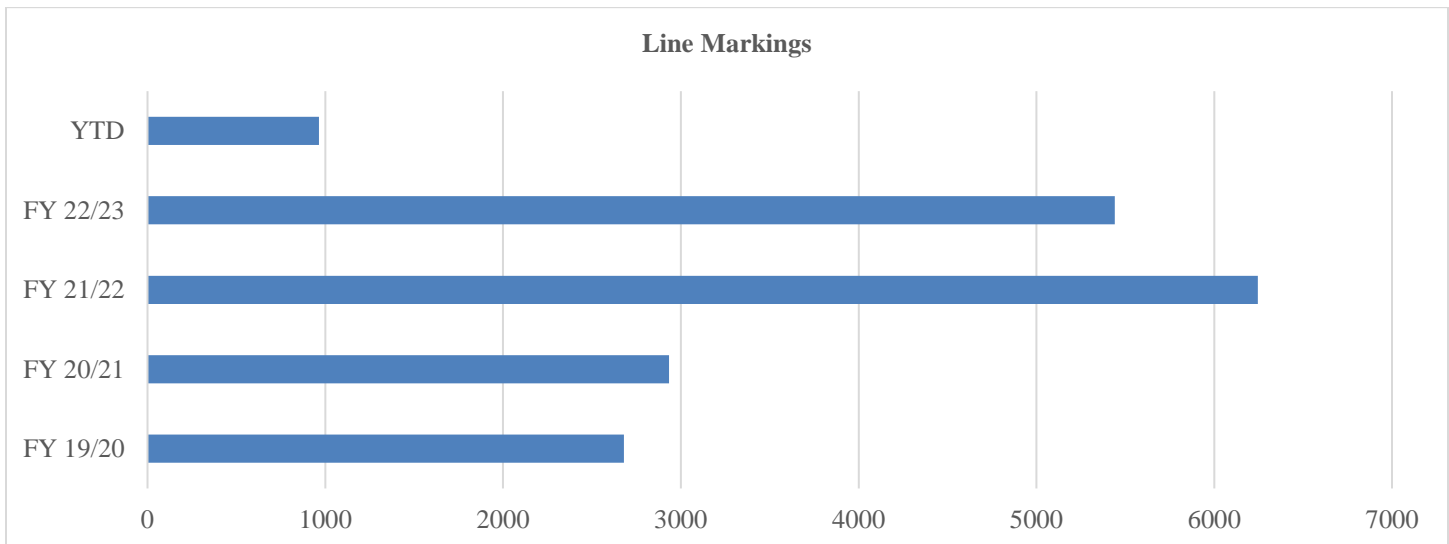
The City counts **187** commercial grinder stations, **2,795** residential grinder stations, and **28** major lift stations integrated into our system.



811 Utility Locate Service:

Tennessee 811 is the underground utility notification center for Tennessee and is not a goal-driven task: This is a service to provide utility locations to residents or commercial contractors. The 811 call system is designed to mitigate the damage to underground utilities, which each year public and private utilities spend millions of dollars in repair costs. TN 811 receives information from callers who are digging, processes it using a sophisticated software mapping system, and notifies underground utility operators that may have utilities in the area. The owners of the utilities then send personnel to locate and mark their utilities. **Wastewater personnel received 213% more line-marking in the 2021/2022 fiscal year than in the 2020/2021 fiscal year, largely due to new construction and utility boring activities. Total requests decreased slightly in the 2022/2023 fiscal year, but remain nearly double 2020/2021 levels.**

Line Markings	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>August 2023</u>	<u>FY 23/24 YTD</u>
Tennessee 811	2680	2933	6245	5441	565	964



**Public Services Department - Wastewater Division
August 2023**

<u>Lift-Station Repairs</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>		<u>Aug 2023</u>	<u>FY 23/24 YTD</u>
Union Road	6	9	0	0		0	0
Summerlin	5	22	0	0		0	0
Settlers' Ridge	1	1	1	1		0	0
Willow Grove	n/a	n/a	n/a	n/a		0	0
Cope's Crossing	8	6	9	9		0	0
Cambria	4	3	4	4		0	0
Belmont Lodge Apartments	n/a	n/a	0	0		0	0
Kensington Green	1	0	0	0		0	0
Meadowlark Townhomes	n/a	n/a	0	0		0	0
Meadowlark	2	1	1	1		0	0
Sage (aka Hester)	1	0	0	0		0	0
Loves Truck Stop	0	0	3	3		0	0
Highway 76 (aka Springfield)	1	0	0	0		0	0
Portland	0	1	0	0		0	0
North Palmers Chapel Vacuum Station	3	1	7	7		0	0
Villas at Honey Run	n/a	n/a	1	1		0	0
31W Apartments	n/a	n/a	0	0		0	0
Calista Apartments	n/a	n/a	0	0		0	0
Calista Vacuum Station	2	1	9	9		1	1
Concord Springs	0	0	2	2		0	0
Fields at Oakwood	n/a	2	2	2		0	0
Los Jalapenos	n/a	n/a	0	0		0	0
Mt. Vernon Apartments	n/a	n/a	0	0		0	0
Grove at Kendall	n/a	n/a	0	0		0	0
Wilkinson Lane	3	1	3	3		0	0
Heritage High School	1	0	0	0		0	0
Legacy Farms	n/a	n/a	0	0		0	0
The Parks #1	0	0	0	0		0	0
Treatment Plant	6	3	0	0		0	0

**Public Services Department - Wastewater Division
August 2023**

SCADA (Supervisory Control and Data Acquisition) Alarm Response Goal:

Our goal is to reduce the number of responses through an ongoing, proactive maintenance program at the major lift stations. However, there are uncontrollable factors that create an alarm condition; such as high-water levels due to large rain events, loss of vacuum, power outages, and/or loss of phase. These types of alarms notify us that a problem exists. A service technician can access the SCADA system from any location via a smart device and acknowledge the alarm. The SCADA system at every lift station will allow the technician to remotely operate the components at the station.

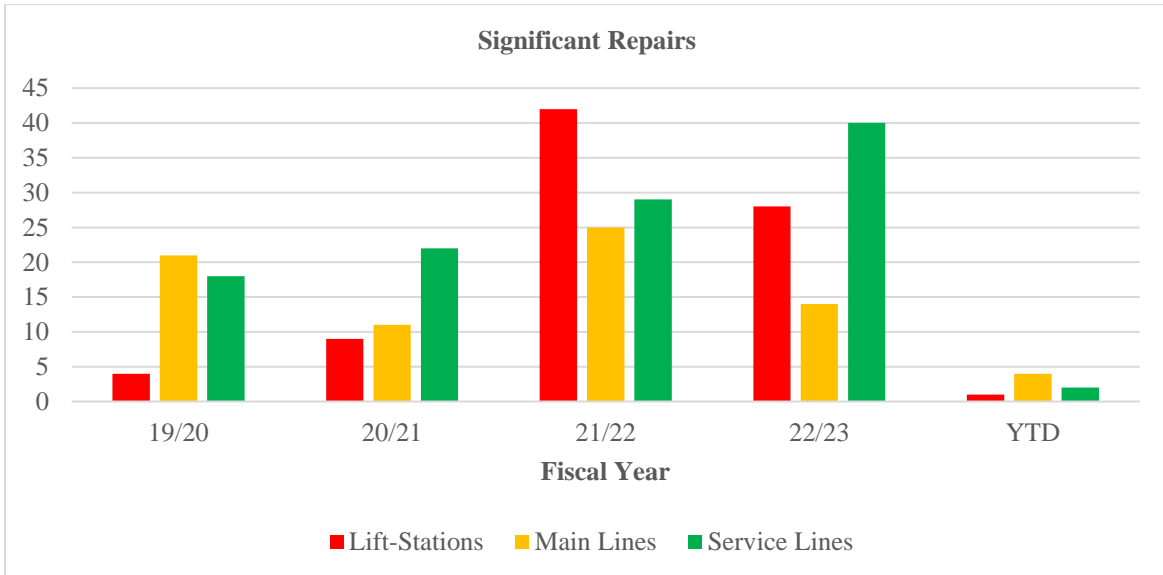
Major Alarms:

Calista Vacuum Station: Vacuum pump #3 suffered a catastrophic overheat due to an oil seal failure. A replacement pump was ordered and installed, and the station is now functioning normally.

System Repair Goals:

The goal is to minimize failures with the major lift stations and the mainline gravity, low-pressure and high-pressure force-mains, and the air-vacuum systems. Key personnel have been trained over the last four (4) years on the proper operation and maintenance of the major lift stations. This program has been very successful in reducing the number of station failures. Some of the lift stations are either at or near their anticipated useful life. Therefore, we will continue to encounter equipment failures until the stations are replaced. The mainline and service line repairs are mitigated in a large part by the 811 line marking program. However, we do encounter residents or contractors that dig without notifying the 811 call center. Under these circumstances the City must make repairs; and if the line break was due to negligence, the responsible party will be billed. In some cases, the breaks are due to weather events or age.

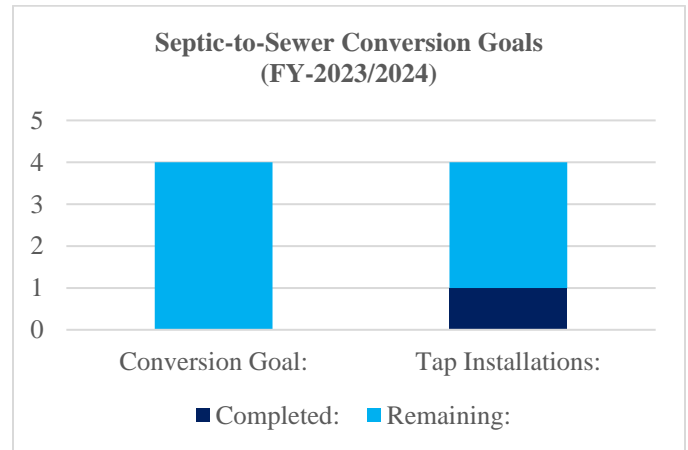
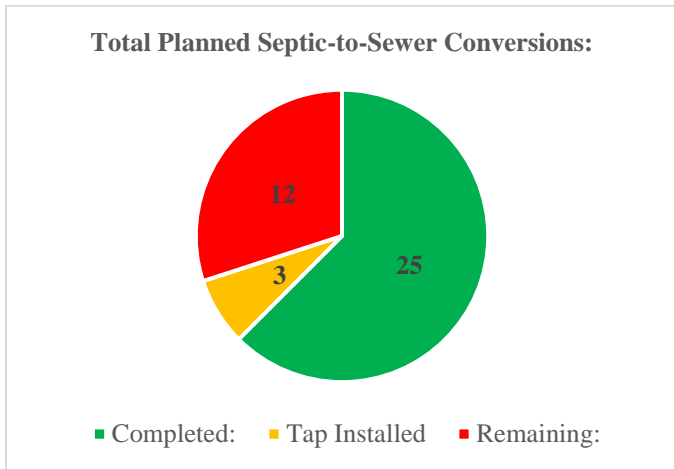
<u>Repairs</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>		<u>Aug 2023</u>	<u>FY 23/24 YTD</u>
Major Stations	4	9	42	28		1	1
Main Line	21	11	25	14		2	4
Service Line	18	22	29	40		1	2



Public Services Department - Wastewater Division
August 2023

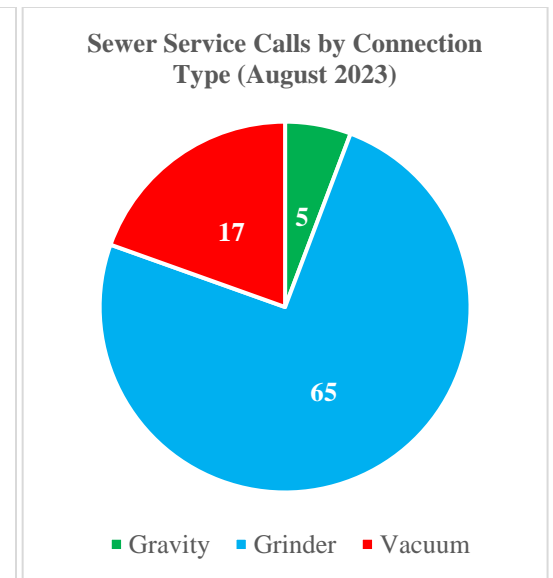
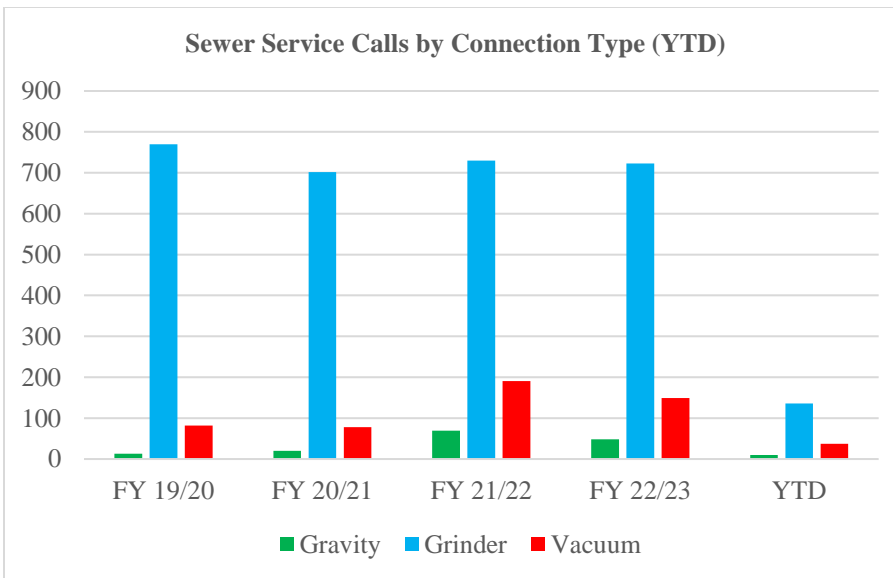
Ongoing Projects:

- 1. New Southern Force-Main:** The sewer model and master plan updates completed by Jacobs Engineering revealed significant flow restrictions in our existing 12-inch Southern Force-Main, which currently takes approximately 60% of the City's sewer flows. Replacement of the existing main will require running a new upsized line approximately four (4) miles from the Wastewater Treatment Plant at the end of Industrial Drive to the new Dorris Farm development on Tyree Springs Road. **Phase-1 (from the intersection of DeeCee/SCT to the end of Hester Dr) has been fully completed. Phase-2 (Hester Dr to the intersection of Sage/Cardinal) pipe installation and site cleanup is complete, and is only pending final pavement patching of Sage Rd to close out. Phase-3 bids were opened on May 1st, and the bid has been awarded to Twin States. Pipe materials and fittings have been delivered and staged, and we are anticipating work to begin on the project within the coming weeks. Phase-3 will run from the intersection of DeeCee Ct and SCT Dr to the Wastewater Treatment Plant located at the end of Industrial Dr.**
- 2. Calista Vacuum Station:** All three of the new Mink vacuum pumps installed in 2019 have failed prematurely, with metal shavings discovered in the oil pan of pumps #2 and #3, and a splined coupler failure in both pump #1 and pump #2. We are sending pumps #2 and #3 back to the manufacturer to discover the cause of the failure, and for a quote on repairs. The replacement cost for a new pump is approximately \$30,000. **One of the older model Busch pumps previously removed from the station has been retrofitted as a replacement until the Mink pump can either be repaired or replaced. A second Busch pump has been rebuilt by the manufacturer and installed, and the station is currently operating normally.**
- 3. Septic-to-Sewer Conversions:** The City continues to make progress on septic to sewer conversions. An additional eight (8) addresses have been approved by the Board to be added to the original list of septic-to-sewer conversion projects. Four (4) full conversions are planned for the FY23/24 fiscal year, with one of the conversions already having a tap installed. **A total of 25 projects have now been completed on the list of 40.**



**Public Services Department - Wastewater Division
August 2023**

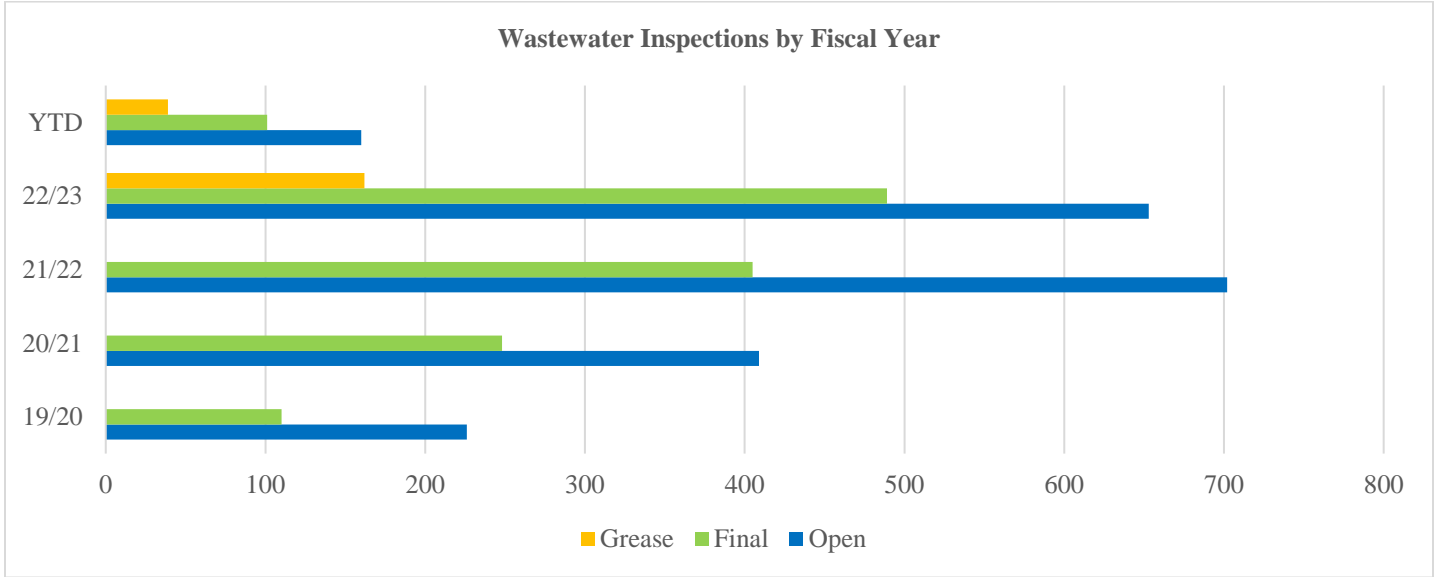
<u>Work Orders</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>Aug 2023</u>	<u>FY 23/24 YTD</u>
Vacuum System Service Request	82	78	191	149	17	37
Gravity Service Request	13	20	69	48	5	10
Low Pressure Service Request	770	702	730	723	65	136
Total Pumps Replaced	449	492	472	459	37	78
Total Pumps Rebuilt	n/a	135	114	30	0	15
Total Warranty Pumps Returned	n/a	n/a	129	125	12	17
Grinder Tank PM Program	267	219	117	132	12	25
Open Trench Inspections	226	409	702	653	54	160
Final Inspection for New Service	110	248	405	489	59	101
Grease Trap Inspections	n/a	n/a	n/a	162	22	39
Sanitary Sewer Overflow (SSO)	49	19	28	14	2	5
Odor Complaints	43	35	22	28	5	10



**Public Services Department - Wastewater Division
August 2023**

New Constructions and Inspections:

Wastewater inspectors perform open-trench inspections for all sewer infrastructure installed within our Collections System, as well as final inspections on all new construction buildings. New constructions throughout the City, both commercial and residential, have drastically increased the frequency of both inspection activities. We have seen an approximate doubling in the number of inspections every year for the last 5 years.

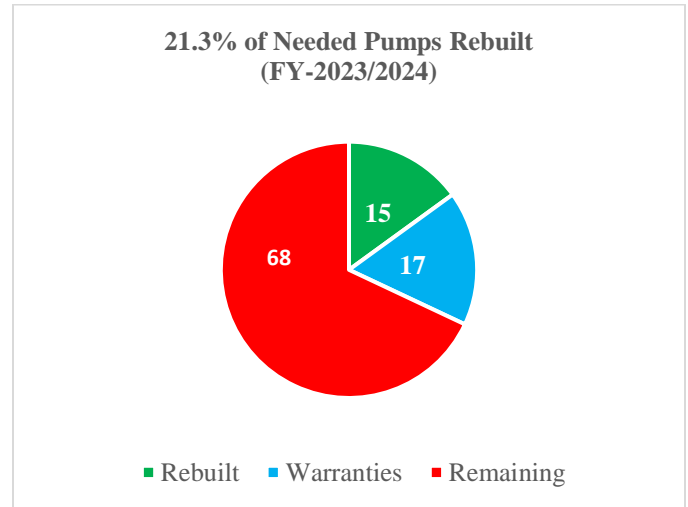


Pump Rebuilds:

The capital outlay budget was designed for a total purchase of 350 new E-One grinder pumps for the 2022/2023 Fiscal Year, though product price increases reduced the total number of anticipated new pumps to approximately 325. However, **459** grinder pumps were needed to meet all the service call requests for the year, and supply-chain issues led to long delays in receiving new pumps that were on order. To supplement the amount of pumps on-hand, the department rebuilt **30** pumps throughout the year, in addition to **125** warranty-return pumps received. Wascon rebuilds all pumps that fail prior to expiration of their 5-year and 3-month warranty period. The capital outlay budget for the 2023/2024 fiscal year was again designed for the purchase of approximately 325 new pumps, though the City was able to secure better pricing for a brief window to enable the purchase of 400 pumps, with an anticipated need for approximately 475 pumps throughout the year (to be supplemented by in-house rebuilds and warranty-return pumps). As such, the City is targeting to rebuild a minimum of 100 pumps throughout the year for buffer.

New pumps are anticipated to have an average operating lifespan of approximately 7-10 years. Rebuilt pumps are anticipated to have an average operating lifespan of approximately 2-3 years.

There have been an abnormally high number of warranty-returns in the last three years caused by a known manufacturing defect in the 2018/2019 E-One models that the manufacturer has since corrected.



**Public Services Department - Wastewater Division
August 2023**

Treatment System Activities:

Wastewater Treatment Plant Goals:

The primary goal for the treatment plant is to provide an effluent quality that meets or exceeds the TDEC required limits as set forth in our NPDES permit. This is measured by a violation occurrence that must be notated on the monthly report. The secondary goal is to provide a high-level operation and maintenance program to ensure the plant runs as designed. This plant was built in 2001 and has been experiencing mechanical failures on components that operate 24/7.

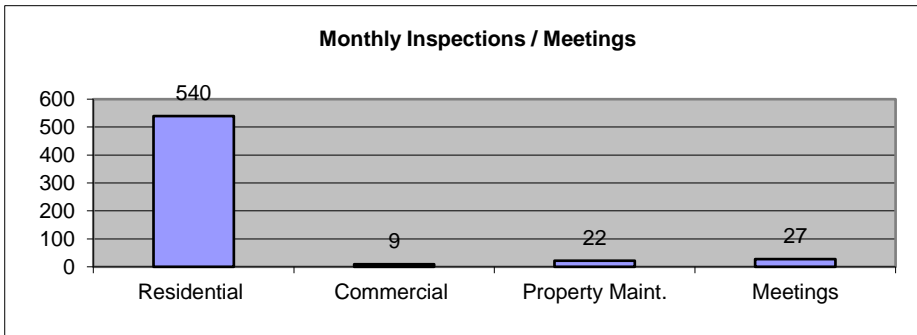
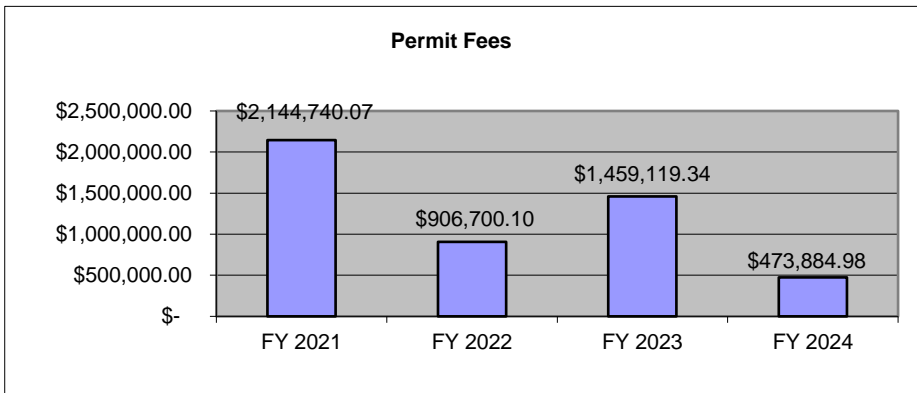
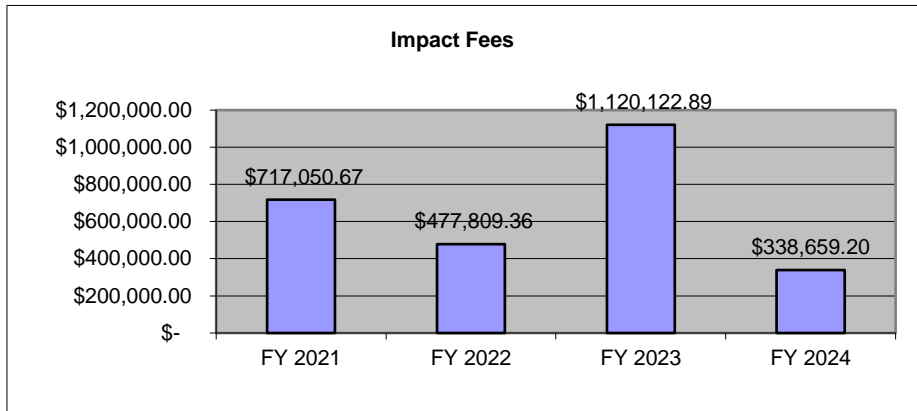
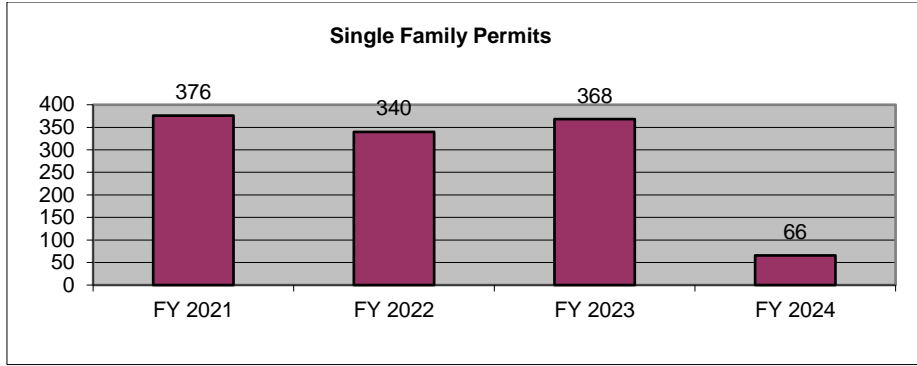
Parameter	May - 23	Jun - 23	Jul - 23	Aug - 23	
Flow – To Creek	0.449 MGD	0.506 MGD	0.619 MGD	0.571 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.000 MGD	0.000 MGD	0.000 MGD	0.000 MGD	
Total Flow Through Plant	0.449 MGD	0.506 MGD	0.619 MGD	0.571 MGD	
Capacity	1.400 MGD	1.400 MGD	1.400 MGD	1.400 MGD	
% of Plant Throughput	32.1%	36.1%	44.2%	40.8%	(0.571 MGD) / (1.400 MGD)
Actual Capacity	1.120 MGD	1.120 MGD	1.120 MGD	1.120 MGD	(1.400 MGD x 80%)
% of Allocated Capacity	40.1%	45.2%	55.3%	51.0%	(0.571 MGD) / (1.120 MGD)
Rainfall	7.23”	3.48”	5.64”	5.45”	

	FY 19/20	FY 20/21	FY 21/22	FY 22/23		Aug 2023	FY 23/24 YTD
Effluent Violations	12	7	32	25		1	2

- Violations:** One violation for Total Phosphorus Rolling Average in pounds per year. This will continue until the new plant is operational. Violations may continue for several months after completion of construction until the annual rolling average can be reduced below the violation limits by the new facility.
- TDEC Order and Assessment:** On July 15th, 2020, TDEC issued the City of White House an Order and Assessment notice in the amount of \$63,040 for a total of 29 violations that occurred between March 2018 and February 2020 (the only unresolved violation being the rolling total phosphorous average). An initial payment in the amount of \$12,608 was required within 30 days, with other penalties only being applicable if the provisions of the order and assessment were not met. Two (2) provisions were of concern to City staff: The City must begin to initiate the implementation of the state-approved plans for the WWTP expansion within 90 days; and the City must remain within “significant compliance” of the facility’s permit for a period of two (2) years following completion of construction of the new facility. City personnel spoke with TDEC officials on July 29th, and were able to confirm that the City is already compliant with the 90-day initiation period as a result of the progress made with the SRF Loan process for the facility, and received an extension of the “significant compliance” period to begin one (1) year after completion of construction, to allow for the influence of the old facility’s treatment effectiveness on annual rolling averages to be completely phased out. **The City received written confirmation of this arrangement from TDEC on August 7th, 2020.**
- Peracetic Acid:** TDEC has approved our use of PAA as the method of disinfection and has modified our NPDES permit accordingly. The PAA feed rate is operating at a constant **2.20** parts per million (ppm). The average residual was **0.05** PPM with a max residual of **0.19** PPM. **Last month the feed rate was 2.20 ppm.**

Our TDEC permit states in part that, “The concentration of the E. Coli group after disinfection shall not exceed **126 CFU’s** (colony forming units) per 100 ml.” Additionally, our **daily maximum** concentration limit is **941/1000ml**. Our **E Coli** testing for the month was an average of **22.59 CFU’s** with a maximum of **101.7 CFU’s** which is well below the limit. **Last month the average was 29.90 CFU.**

**Planning and Codes Department
AUGUST 2023**



**Planning and Codes Department
AUGUST 2023**

	Month	FY2024	FY2023	FY2022	FY2021
MEETING AGENDA ITEMS#					
Planning Commission	10	17	91	67	74
Construction Appeals	0	0	0	0	0
Zoning Appeals	0	0	6	5	4
Tech. Review/Study Session	0	0	0	5	2
Property Maintenance	0	0	0	0	0
PERMITS					
Single Family Residential	28	66	368	340	376
Multi-Family Residential	0	0	226	0	22
Other Residential	9	21	96	89	83
New Commercial	4	4	7	7	6
New Industrial	0	0	0	0	0
Other Com/Ind	2	4	51	25	23
Sign	0	0	22	11	17
Occupancy Permits	30	57	397	319	400
Other	0	1	31	11	12
BUILDING INSPECTIONS					
Residential	540	955	4885	5452	2621
Hours	135	342.5	2250.5	1367	533
Commercial /Industrial	9	19	125	139	92
Hours	2.25	7.25	125	139	92
CODE ENFORCEMENT					
Total Cases	22	39	35	98	179
Hours	5.5	14	35.75	70.24	86.75
Complaints Received	22	39	199	55	41
MEETINGS					
Administration	7	13	80	117	72
Hours	1.75	4.75	86	127	70
Planning	14	27	112	127	53
Hours	3.5	10	116.5	96	50
Codes	6	6	10	8	11
Hours	6	6	13	10	9
FEES					
Permit Fees	\$297,214.98	\$ 473,884.98	\$ 1,459,119.34	\$ 906,700.10	#####
Board Review Fees	\$200.00	\$ 800.00	\$ 18,050.00	\$ 14,100.00	\$84,775.00
City Impact Fee	\$196,539.20	\$ 338,659.20	\$ 1,120,122.89	\$ 477,809.36	\$717,050.67
Roads	\$32,116.00	\$ 75,702.00	\$ 323,964.51	\$ 664,873.38	\$301,769.60
Parks	\$33,292.00	\$ 78,474.00	\$ 291,189.00	\$ 114,114.00	\$ 150,326.00
Police	\$78,979.60	\$ 111,127.60	\$ 239,697.73	\$ 125,535.54	#####
Fire	\$52,151.60	\$ 73,355.60	\$ 169,728.00	\$ 76,498.26	\$ 79,900.66
OTHER ITEMS					
Subdivision Lots	0	0	0	0	235
Commercial/Ind. Sq Ft	69,848	0	0	15,216	214,206
Multi-Family Units	0	0	22	0	96
Other	n/a	n/a	n/a	n/a	n/a
Subdivision Bonds: 35	\$ 19,462,307.74		\$3,374,092.67	\$1,633,984.00	\$922,141.63
Workings Days in Month	19		17	16	15

**Parks, Recreation, & Cultural Arts Department
August 2023**

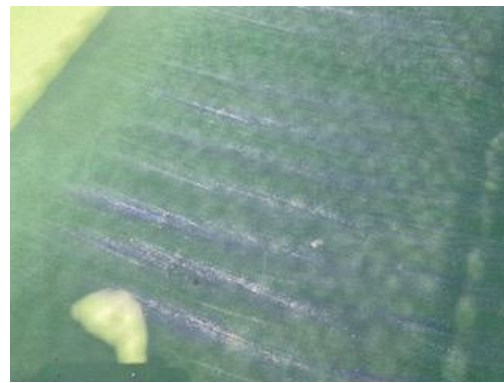
Update on ongoing projects:

Soccer Complex Renovation Phase II

- Bid opening on August 28th – Low bid came in at approximately \$2.9 million (Rogers Group) – we budgeted \$1.3 million
- Considering we started the grant process back in 2020, and turned in our budget of \$1.3 million at the time, we are asking planning to ask TDEC if they will consider upping their allocation to us so we can fund this project.
- Regardless, we will have to wait until we have more funds in order to do the project.
- We have until August 2025 to complete the project, so we still have plenty of time to get it done, it will just require us to pour all of our park sales tax funds into this one project for the next couple years.

Tennis Courts

- Fabric has been installed and half-moons have been completed
- Surfacing has not been repaired yet
- Ribbon Cutting date set for October 6th at 4pm



Splash Pad Maintenance Building

- Block work for the walls have started going up and nearly complete
- No news on when the brick is expected to come in



Parks, Recreation, & Cultural Arts Department
August 2023

Rec Center

- Dirt work/grading continued this month
- Rain has continued to stifle progress especially in the NW corner as it sees minimal light or wind but plumbing and storm piping have been able to get going and some footings have been dug and poured and rebar installed for the retaining walls.
- Parking lot binder has not been replaced yet – still discussing options



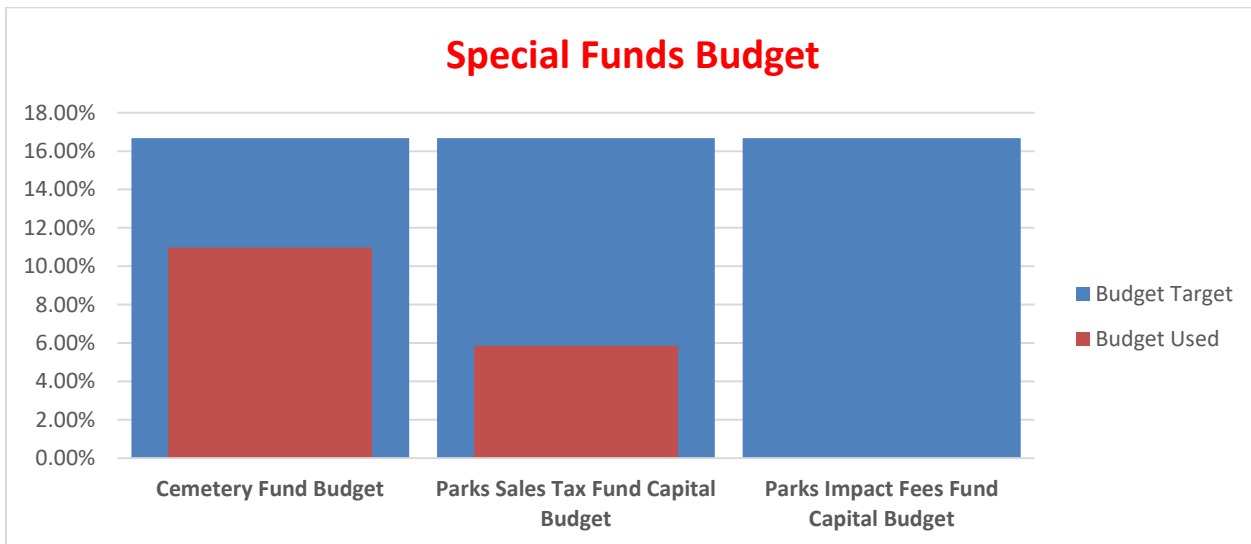
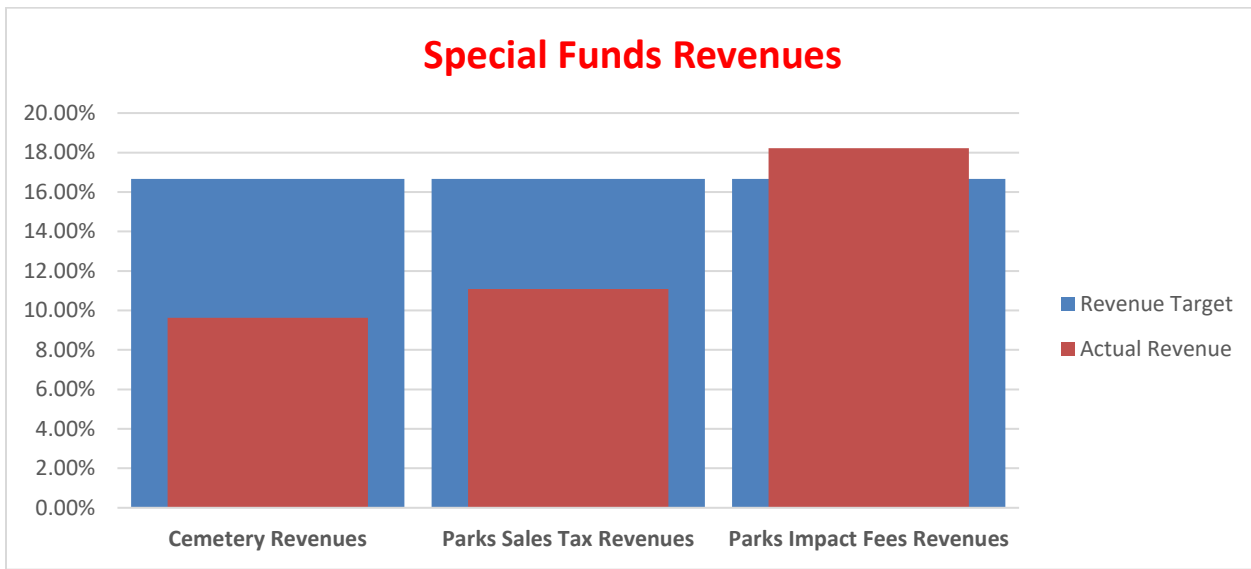
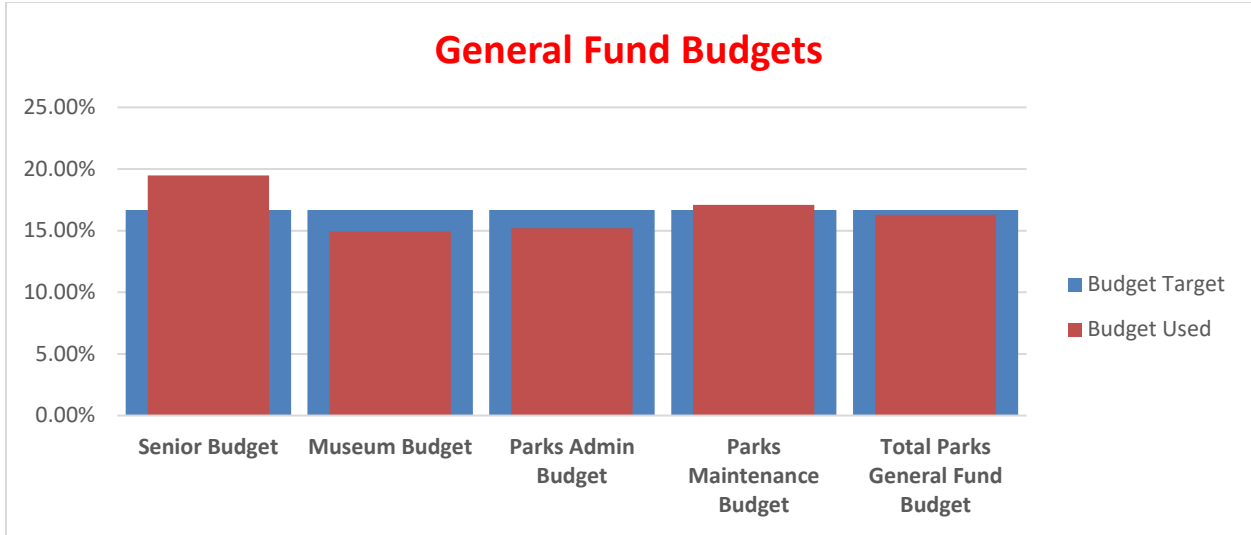
Master Plan

- RFP's due September 6th
- Committee Review September 12th
- If all goes well, we will have it on the September BMA meeting

List of upcoming projects yet to begin:

- *Parks Truck* – hoping to have more clarity on this next month as the state has to approve the new rates
- *Municipal Park Sign Renovation*
- *Maintenance Building Lean-To*
- *Dirt for Laser Grading & Sand for Top Dressing*
- *HVAC Unit for Museum*
- *(2) Zero-Turn Mowers*

**Parks, Recreation, & Cultural Arts Department
August 2023**



**Parks, Recreation, & Cultural Arts Department
August 2023**

Recreation- Assistant Director

Adult Athletics

4v4 Co-ed Sand Volleyball

- First Games played 08/13
- 4 Teams registered

Adult Softball: Registration ongoing

- Registration closed 08/17
- 6 Teams Registered

Youth Athletics

Volleyball:

- First games- 08/22 & 08/24

Baseball

- First games- 08/26

Special Events

Bike Parade- October 7th 10:30 am at Municipal Park

- Registration opened: 08/20

Prepped Trail of Treats

- Adjusted location (WH Municipal Park) and Layout

Other

Submitted Word on White House pages

Open gyms: Average total per a day

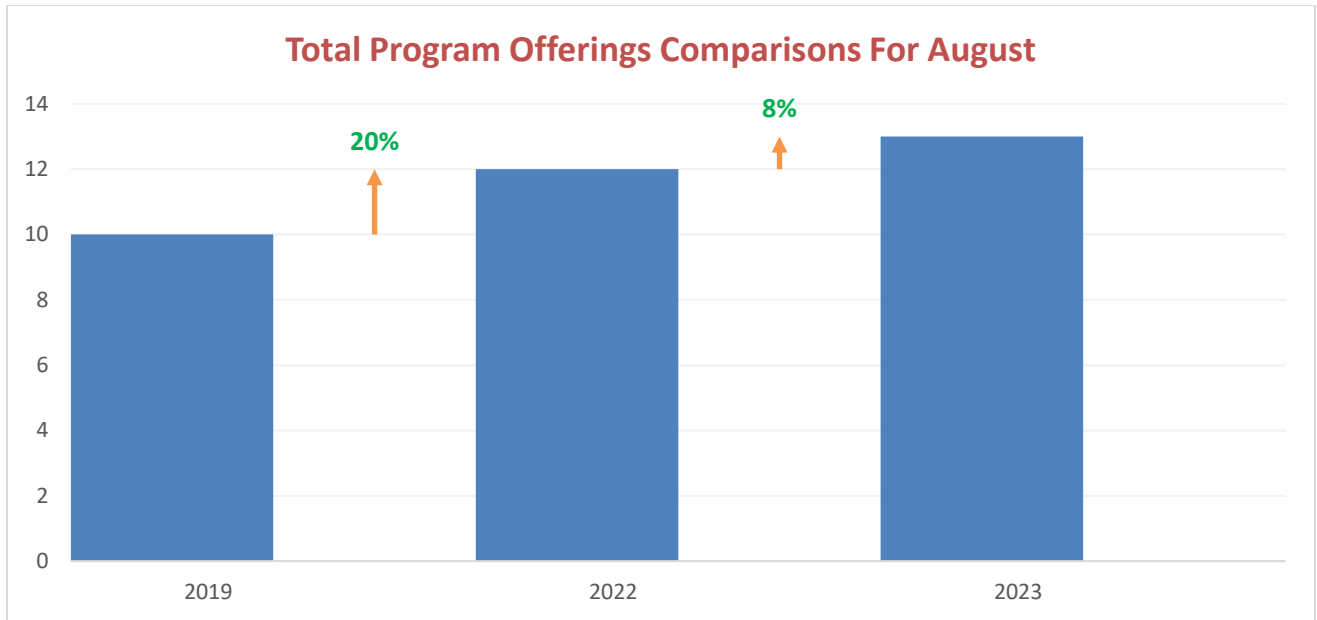
- Pickle Ball Open Gym
 - Tuesdays- 20
 - Thursdays- 25
- Open Gym Basketball – 11

Social Media & Website

- Facebook (1 Year of having the Facebook page published)
 - 738 Followers
 - Reach: 4,754
 - Total posts for July: 12
 - Best Performing Post: Basketball Registration post

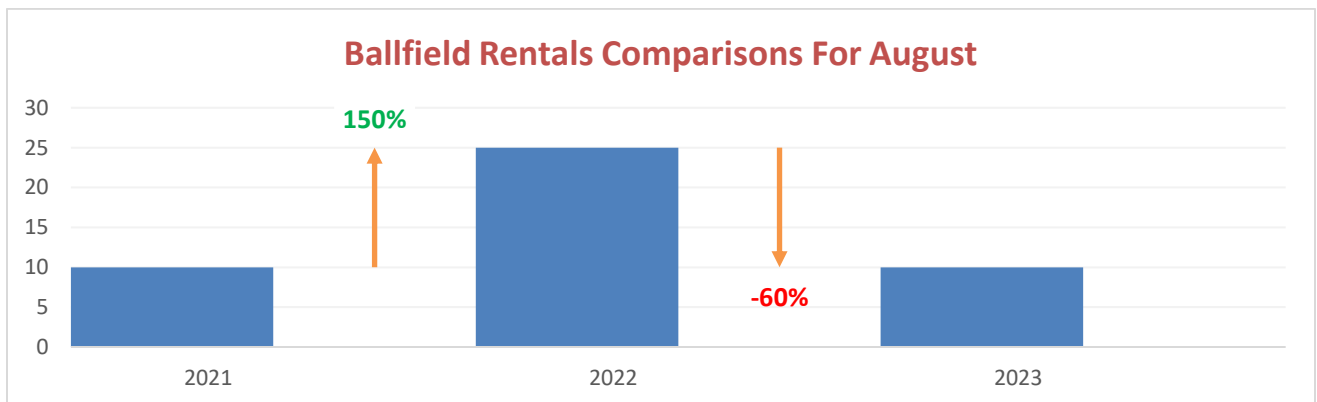


**Parks, Recreation, & Cultural Arts Department
August 2023**

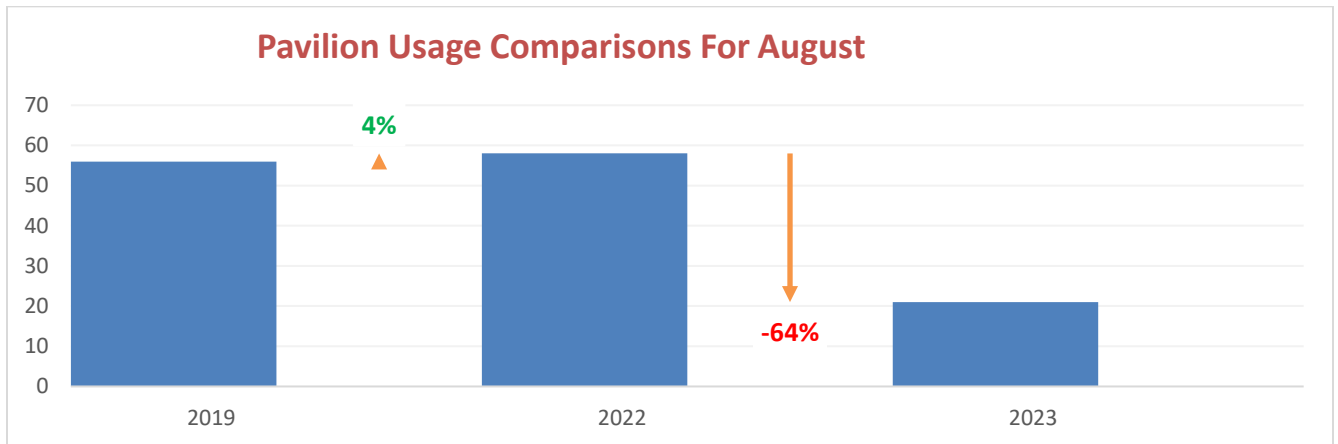
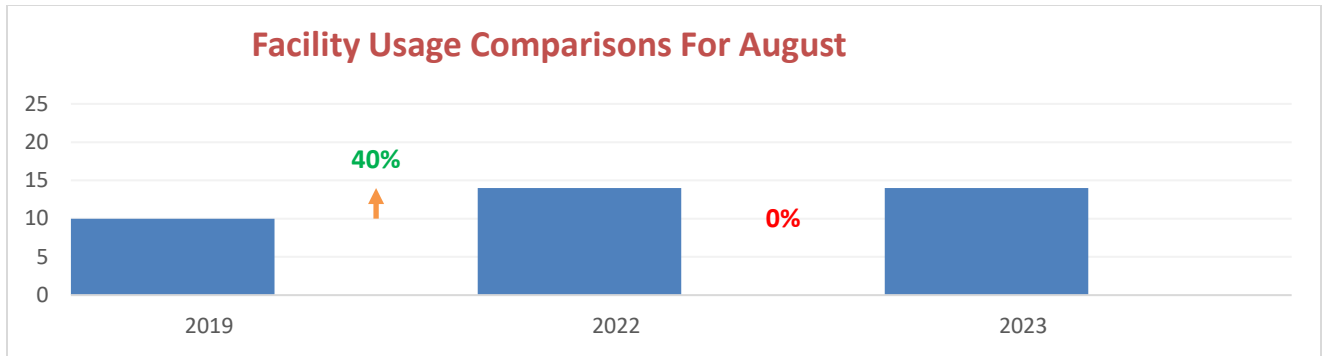


Maintenance

- Cleaned up the Veterans Memorial Trailhead. We trimmed shrubs and put down new mulch.
- We cut a bunch of low limbs to help us out when mowing. We trimmed limbs at the front of park, back of park, dog park and cemetery.
- Added fresh playground mulch under swings at the park and Northwoods.
- Sprayed round up to help with weed eating. we sprayed sidewalks, curbs, fences and culverts.
- Cut down and hauled off two dead trees at the front of the park.
- Bush Hogged overgrown area in the overflow lot at the soccer complex.
- Cut out and added new pavement to a damaged spot on the nature trail. We worked with Public Works on this project.
- With all the rain in August we had almost 300-man hours of mowing this month.
- Soccer Tournament and Warrior Bowl



Parks, Recreation, & Cultural Arts Department
August 2023



Museum

Volunteers

The museum volunteers and I are working on organizing the workroom and preparing for The Gathering at the White House Inn and presenting for a home school group at the museum. The museum volunteers have provided 21 volunteer hours to the museum this month.

Exhibits

The works of JT Albert are now on display until end of 2023.

Tours at Museum

Tours were given to walk ins. Friday, August 25, Homies of Hendersonville homeschool group reserved a museum time in which the volunteers and I had four groups rotating through four stations in the museum. White House history was presented in three of the stations and the fourth station was a craft where the scholars created an early form of animation called thaumatrope.

Building Maintenance

The building received water damage in bathroom hallway from the upstairs air conditioning drainage.



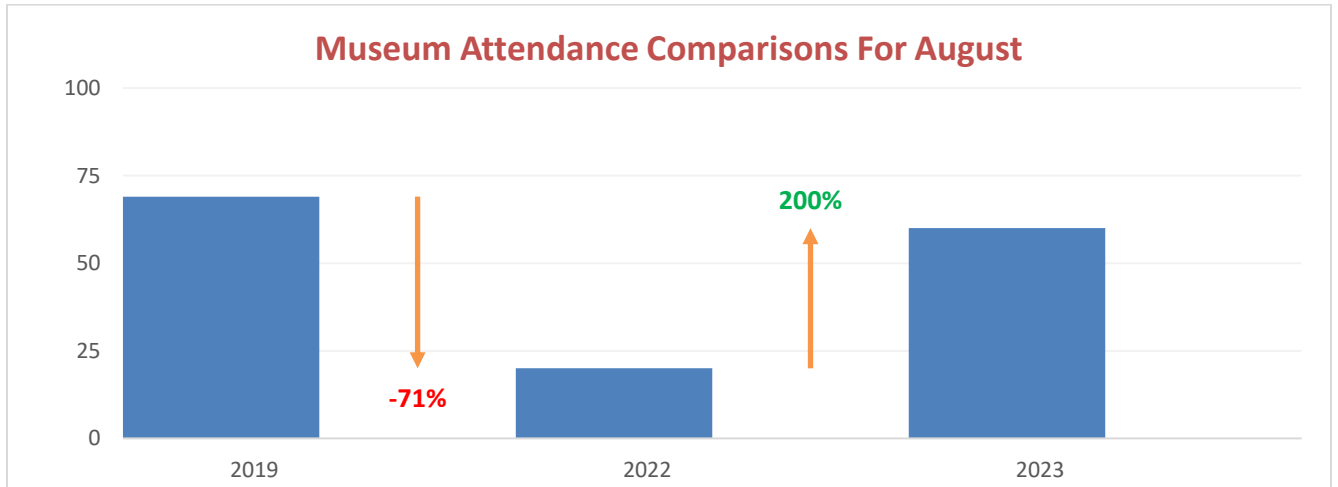
**Parks, Recreation, & Cultural Arts Department
August 2023**

Events and Meetings Assisted with and/or Attended

- August 3 – Ribbon Cutting Pettit Heating & Cooling
- August 8 – Ribbon Cutting Unlock University
- August 10 – Ribbon Cutting Los Altos Ranch Market
- August 14 – Chamber Monthly Luncheon with Mike Keith
- August 16-18 – Attended the TCCE Annual Meeting in Kingsport TN
- August 22 – Power Hour at Deja Moo
- August 25 – Homies of Hendersonville Homeschoolers. The group reserved the museum.
- August 26 – Music Under the Stars with Kruse Kontrol
- August 29 – Thrive Set up and Clean up
- August 30 – Ribbon Cutting Wildflower Cakepops

Visitors' Center and Museum Attendance

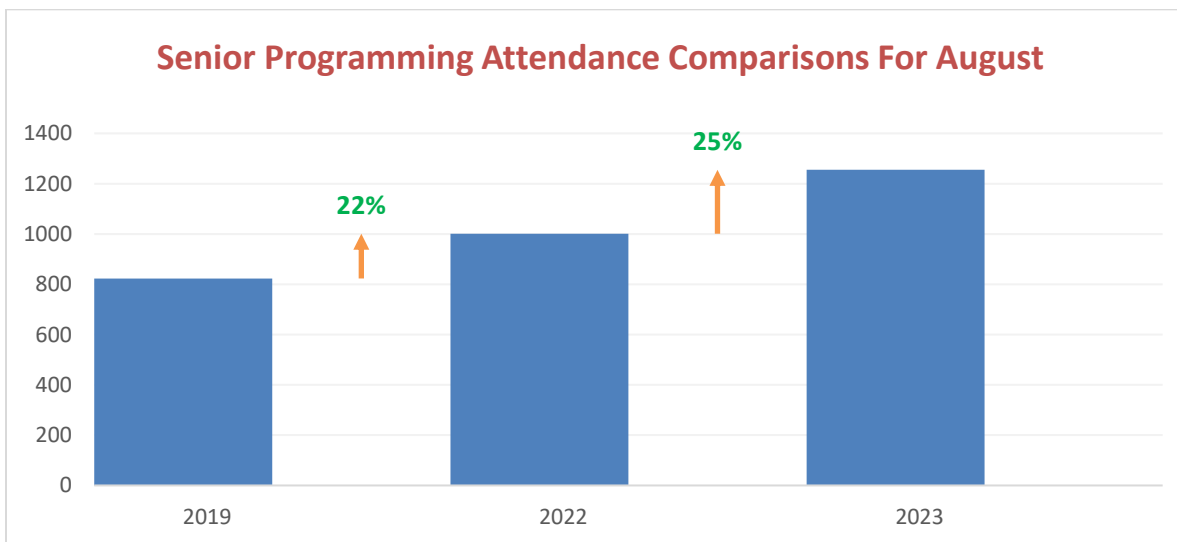
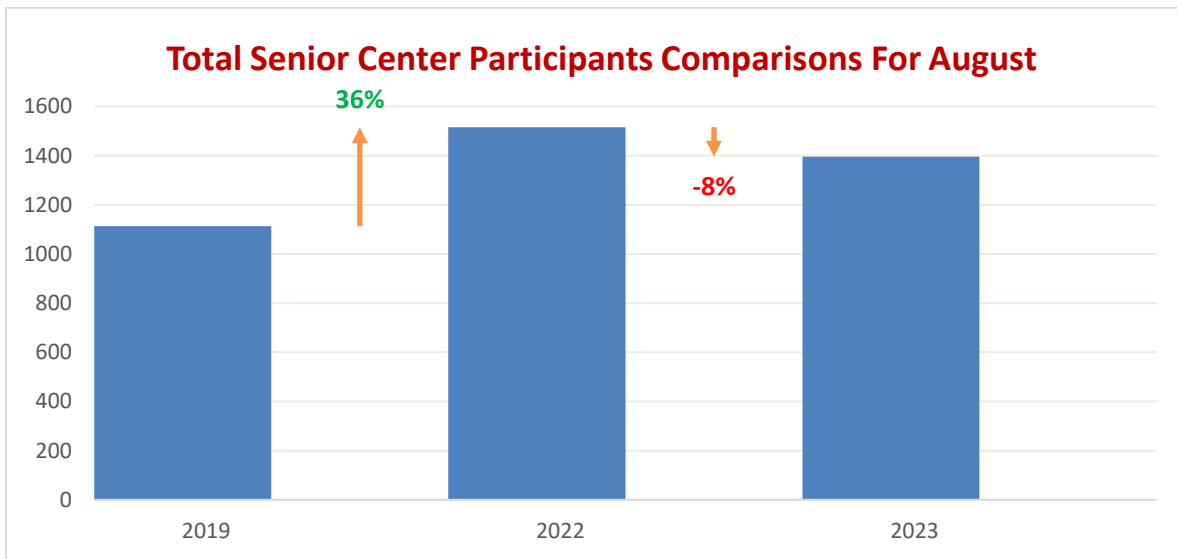
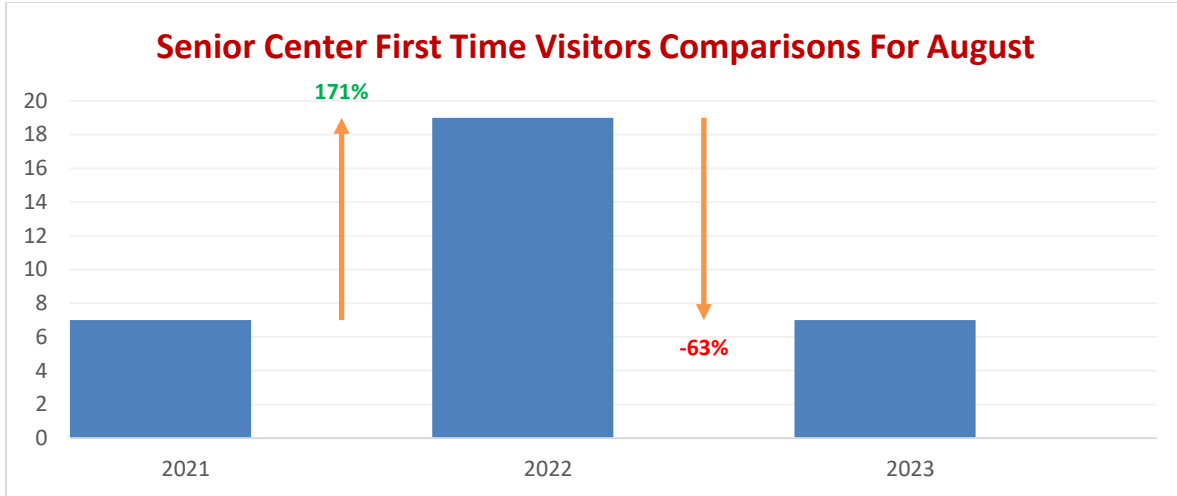
Visitors' Center Only	Visitors' Center and Toured Museum	Museum Only	Total Museum Visitors	Off Site Presentations Attendees
2	8	52	60	



**Parks, Recreation, & Cultural Arts Department
August 2023**

Senior Center Participation - August 2023			
<u>Outings:</u>			
Bowling	11		
Movie at NCG	6		
Total	17		
<u>Events:</u>			
Chair Volleyball	2		
Movie at the Center	5		
Sing-a-long	9		
Pool Tournament			
Total	16		
		<u>Sr Meals Wednesdays</u>	
		145	
		145	
		143	
		166	
		156	
		755	TOTAL
<u>Programs:</u>			
Fittercise-Strength, Yoga	627		
Walk	95		
Bingo	49		
Birthday Potluck	40		
Ballroom & Country Western Dance Lessons	36		
Garden Club	17		
Farmers Rummy	8		
Meals on Wheels	144		
Bunco	16		
Bible Study	6		
Cards, Games, Pool, Puzzles	145		
Pickle Ball	72		
TOTAL	1255		
MEMBERS	358	Updated members	as of 8/31
1st time visitors			7
New Members			10
TOTAL Sr Center Participants:	1396	Total	2043

Parks, Recreation, & Cultural Arts Department
August 2023



	FYE 2021	FYE 2022	FYE 2023	August 2019	Aug-22	August 2023	YTD 23-24
Facility Usage							
Special Use Permits Submitted	39	20	23	3	2	2	4
Pavilion 1 Usage	21	16	16	3	3	2	4
Pavilion 2 Usage	13	16	14	0	3	3	4
Pavilion 3 Usage	74	94	137	10	17	13	29
Splash Pad Pavilion Usage	99	165	136	43	35	3	4
Total Number of Pavilions Usage	207	291	303	56	58	21	41
Gymnasium Rentals	23	83	82	10	11	1	5
Amphitheater Usage	1	9	9	0	3	0	0
Community Room			66	N/A	N/A	13	20
Total Number of Facility Rentals	30	92	157	10	14	14	25
Ballfield Rentals	146	134	165	4	25	10	21
Vistor Center Attendance	20	29	30	5	3	2	5
Vistors Who Also Toured Museum	70	303	191	2	5	8	11
Museum Attendance Only	115	1116	1142	67	15	52	254
Total Museum Attendance	185	1419	1333	69	20	60	265
Programming							
Number of Youth Program Participants	417	615	800	0	206	0	266
Number of Adult Program Participants	100	260	195	0	0	36	36
Number of In-House Special Events Offered	9	7	11	0	0	1	2
Number of In-House Special Event Attendees	1077	2223	2158	0	0	0	113
Number of Rec Programs Offered	19	21	24	1	1	1	5
Number of Senior Center Memberships	2000	2454	3186	195	205	358	358
Number of New Senior Center Memberships	0	5	38	2	0	10	33
Senior Center Participants	4412	11605	16,821	1,114	1,516	1,396	2766
Senior Center First Time Visitors	36	95	115	7	19	7	12
Number of Senior Trips Offered	9	28	46	5	5	4	7
Number of Senior Trip Participants	81	235	617	61	60	17	50
Number of Senior Programs Offered	34	101	142	9	11	12	22
Number of Senior Program Participants	1061	7304	10,566	823	1001	1255	2067
Number of Senior Meals Served	36	47	48	4	5	5	9
Number of Meals Participants	3277	3965	5658	242	455	755	1280
Offsite Presentation Attendees	0	145	435	N/A	0	0	0
Total Number of Programs Offered	53	124	166	10	12	13	27
Revenues							
Youth Programs	\$44,261.00	\$57,366.00	\$ 79,821.40	\$50.00	\$230.00	\$312.00	\$ 17,198.00
Adult Programs	\$ 6,230.00	\$ 7,925.00	\$ 11,780.00	\$0.00	\$2,890.00	\$3,190.00	\$ 4,160.00
Special Events	\$ 3,495.00	\$ 3,080.00	\$ 2,940.00	\$0.00	\$0.00	\$0.00	\$ 545.00
Senior Meals	\$ 8,222.50	\$11,442.00	\$ 18,754.00	\$635.00	\$1,540.50	\$2,531.00	\$ 4,285.00
Shelter Reservations	\$ 9,112.50	\$12,995.00	\$ 7,675.00	\$1,065.00	\$1,615.00	\$912.50	\$ 1,157.50
Facility Reservations	\$ 2,956.25	\$19,181.75	\$ 16,978.25	\$637.50	\$1,112.50	\$1,475.00	\$ 3,012.50
Field Rentals	\$ 5,820.50	\$ 3,913.00	\$ 5,578.50	\$100.00	\$595.00	\$335.00	\$ 550.00
Affiliate League/Tournament Fee Revenue	\$ -	\$13,666.50	\$ 29,825.50	\$0.00	\$15,272.50	\$0.00	\$ 1,200.00
Misc	\$ 9,686.39	\$25,818.31	\$ 8,763.20	\$0.00	\$0.00	\$2,600.00	\$ 2,800.81
Maintenance							
Mowing Hours	2,195	1660.25	1548.5	318	265	279	557
Work Orders Received	9	15	24	3	3	1	4
Work Orders Completed	9	14	23	3	2	1	4
Number of Projects Started	39	31	8	4	0	2	2
Number of Projects Completed	32	29	8	4	0	2	2
Number of ballfield rainouts	NA	156	321	N/A	19	75	122
Bags of Field Dry Used	NA	100	42	N/A	0	4	4

White House Library August 2023

Summary of Activities

The library director attended a regional board orientation meeting for new board member Sam Matthews on August 1st.

The library director did free eye screenings at the library on Monday, August 7th. The director screened 5 adults and 5 children and referred 2 adults and 2 children on to get a full eye exam.

The library director attended a lions club meeting on August 9th. The director reported the results of the library eye screening and delivered the glasses that have been put in the library donation box.

The last water day scheduled for August 10th was cancelled due to rain.

The library director attended a webinar about the enchroma glasses program that will take place on September 21st.

The youth services librarian attended a virtual meeting to get Fiero coding software set up at the library. The program has been moved to Monday nights and has better attendance than when it was held on Wednesday.

The library director took Larry to the vet on Monday, August 14th. Larry received a good report from the vet, but he does need more calcium and vitamins. Staff will now sprinkle his food with those items to ensure he is getting the nutrients he needs.

The library director attended the Board of Mayor and Alderman meeting on August 17th. The director presented the recommendation for the city ordinance change on library board members and the new public library service agreement.

The library director attended training through MTAS on August 22nd and 23rd on a wide range of topics. The director is also going to look into their Certified Public Management program as future training.

The policy committee met on August 22nd and reviewed possible policy changes in order to meet the new requirements of the public library service agreement.

The library director had one-on-one meetings with all staff members to discuss updates to policies, how things were going with work, etc.

The library director attended the director's roundtable at the region on August 29th. Some of the items discussed included: book challenges, leadership style, and the role of the director.

The library director met with the library chair to review the September board meeting agenda and packet.

Department Highlights

The highlights for the month included: getting the coding software set up, Larry's vet checkup, and the director's training opportunities.

**White House Public Library
August 2023 Performance Measures**

Official Service Area Populations

2019	2020	2021	2022	2023
14,202	14,363	14,455	14,820	15,094

Membership

August	2019	2020	2021	2022	2023
New Members	97	106	100	134	141
Updated Members	334	390	403	327	324
Yearly Totals	2019	2020	2021	2022	2023
Total Members	8,376	9,496	7,027	7,125	8,102
% of population with membership	59	66	49	48	53

Every year the library will purge the system of patrons that have not used their cards in the past 3 years. The library is also sending out notices when a patron's card is expired to help reduce the number of inactive cards.

Total Material Available: 38,832

Estimated Value of Total Materials: \$970,800

Total Materials Available Per Capita: 2.57

Last Month: \$964,300

Last Month: 2.55

State Minimum Standard: 2.00

Materials Added in August

2019	2020	2021	2022	2023
214	395	228	443	376

Yearly Material Added

2019	2020	2021	2022	2023
3,004	3,025	3,035	3,573	1,718

Physical Items Checked Out in August

2019	2020	2021	2022	2023
5,506	4,287	5,845	8,496	7,681

Cumulative Physical Items Check Out

2019	2020	2021	2022	2023
62,522	50,042	59,515	80,653	56,869

Miscellaneous item checkouts

August	2019	2020	2021	2022	2023
Technology Devices	35	35	60	63	77
Study Rooms	114	55	38	78	79
Games and Puzzles	79	77	124	211	166
Seeds	9	17	12	71	33
STEAM Packs	16	0	14	26	43
Cake Pans	2	3	3	5	8
Outdoor Items	*	*	*	*	5
Honor Books	*	*	*	*	5

Yearly Totals

2019	2020	2021	2022	2023
137	381	725	743	523
253	305	395	746	519
222	955	1,263	2,060	1,188
112	302	878	883	739
61	25	160	234	179
1	28	21	69	23
*	*	*	17	43
*	*	*	19	96

Library Services Usage

August	2019	2020	2021	2022	2023
Test Proctoring	11	8	9	4	0
Charging Station	5	3	2	1	1
Notary Services	*	8	13	21	20
Library Visits	4,565	3,004	3,589	4,898	3,849
Website Usage	1,863	1,460	2,453	3,423	3,902
Reference Questions	5	7	2	1	1

Yearly Totals

2019	2020	2021	2022	2023
27	74	108	61	51
19	47	45	21	11
16	88	144	135	119
55,728	30,007	38,913	48,253	33,421
16,935	17,977	27,907	33,678	33,810
77	60	73	31	27

Computer Users

August	2019	2020	2021	2022	2023
Wireless	643	315	328	512	410
Adult Users	362	238	230	254	210
Kids Users	181	1	121	210	246

Yearly Computer Users

2019	2020	2021	2022	2023
2,017	3,829	3,878	4,544	3,110
1,103	2,138	2,235	2,608	1,623
556	427	957	2,987	1,509

Library Volunteers

August	2019	2020	2021	2022	2023
Library Volunteers	9	6	5	8	9
Volunteer Hours	85	93	133.5	138	62

Yearly Totals

18-19	19-20	20-21	21-22	22-23
82	36	20	48	56
809	1,286	1,204	1,492.5	1,289

**White House Public Library
August 2023 Performance Measures**

Universal Class Counts

August	
Sign ups	0
Courses started	0
Lessons viewed	110
Class Submissions	202

Yearly Totals

2019	2020	2021	2022	2023
9	10	13	18	17
16	53	39	2	12
194	1,771	1,008	876	348
105	800	515	465	537

Programs

1,000 books	2019	2020	2021	2022	2023
Monthly Sign-ups	2	11	2	2	1
total Sign-ups	60	83	84	113	150

Achievements	2019	2020	2021	2022	2023
100 Mark	0	0	22	10	1
500 Mark	2	0	2	5	6
Completion	1	2	4	7	7

Face-to-face Kids Programs

August	2019	2020	2021	2022	2023
Programs	9	3	11	12	9
Attendees	214	67	174	267	255
Yearly	2019	2020	2021	2022	2023
Programs	154	43	91	136	97
Attendees	4,201	1,185	2,167	3,646	3,010

Grab & Go Kits

August	2020	2021	2022	2023
Kits	0	0	0	0
Taken	0	0	0	0
Yearly	2020	2021	2022	2023
Kits	38	44	7	0
Taken	1094	1,699	334	0

The library did not hold kids programs during the first week of August as patrons get their children ready for back to school.

Teen/tween Face-to-Face Programs

August	2020	2021	2022	2023
Programs	3	4	9	11
Attendees	14	23	55	53
Yearly	2020	2021	2022	2023
Programs	11	43	98	82
Attendees	77	370	437	271

Grab & Go

August	2020	2021	2022	2023
Kits	0	0	0	0
Taken	0	0	0	0
Yearly	2020	2021	2022	2023
Kits	13	24	7	2
Taken	152	409	151	19

Since the library has only done combined teen/tween classes for the last year, the director will only record those numbers until the program grows and needs to be divided by age.

Face-to-face Adult Programs

August	2019	2020	2021	2022	2023
Programs	16	4	7	6	13
Attendees	74	16	29	31	92
Yearly	2019	2020	2021	2022	2023
Programs	157	42	63	75	67
Attendees	1,343	214	351	377	346

Device Advice

August	2019	2020	2021	2022	2023
Sessions	*	0	81	21	19
Yearly	125	51	81	131	100
Passive					
July	*	*	0	0	0
Yearly	*	*	0	20	0

The library held a special bee keeping class. It was very successful with the classed maxed at 20 individuals and there being a wait list. Due to the popularity, the library will hold this program again in October.

Interlibrary Loan Services

August	2019	2020	2021	2022	2023
Borrowed	121	71	71	101	58
Loaned	47	34	18	28	25

Yearly Interlibrary Loan Services

2019	2020	2021	2022	2023
690	534	673	872	430
410	151	226	317	140

August	R.E.A.D.S
Adults	2,511
Juvenile	164

Yearly Totals	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Adults	21,138	23,138	19,466	21,110	30,202
Juvenile	1,430	1,189	1,032	2,013	2,167

The READS statistics come from the state.

CITY COURT REPORT

AUGUST 2023

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH \$8,267.00
TOTAL MONIES COLLECTED YTD \$15,598.75

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH \$1,933.82
TOTAL MONIES COLLECTED YTD \$5,042.30

TOTAL REVENUE FOR MONTH \$10,200.82
TOTAL REVENUE YTD \$20,641.05

DISBURSEMENTS

LITIGATION TAX \$603.68
DOS/DOH FINES & FEES \$292.60
DOS TITLE & REGISTRATION \$223.25
RESTITUTION/REFUNDS \$0.00
ON-LINE CC FEES \$0.00
CREDIT CARD FEES \$0.00
WORTHLESS CHECKS \$0.00
TOTAL DISBURSEMENTS FOR MONTH \$1,119.53
TOTAL DISBURSEMENTS YTD \$2,514.65

ADJUSTED REVENUE FOR MONTH \$9,081.29
TOTAL ADJUSTED REVENUE YTD \$18,126.40

DRUG FUND

DRUG FUND DONATIONS FOR MONTH \$513.47
DRUG FUND DONATIONS YTD \$1,059.72

Offenses Convicted & Paid For Month	Count	Paid
Obedience to Police Officer	1	\$132.50
Financial Responsibility Law	9	\$425.00
Registration Law	31	\$1,972.50
Improper Equipment	2	\$20.00
Texting/Hands Free Law	4	\$167.00
Codes Violation	1	\$0.00
DL Exhibited	1	\$55.00
Red Light	10	\$780.00
Animal Control		
Stop Sign	9	\$627.50
Speeding	34	\$3,432.50
Seat Belt-Child Restraint	3	\$110.00
Improper Passing		
Exercise Due Care	2	\$167.50
Careless Driving	1	\$132.50
Total	108	\$8,022.00