



City Administrator Report: GYdhYa VYf '202'

Administrative & Legislative Services Department
September 2023

Administration

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

- September 6:
 - White House Recreation Center Meeting
 - Bid Opening for Paving
 - Ribbon Cutting for White House Florist
- September 7:
 - Project Committee Meeting
 - Leisure Services Board
- September 11:
 - Compensation Study Meetings
 - Bid Opening for Sage Road Widening
 - Stormwater Advisory Board Meeting
 - Planning Commission
- September 12:
 - TDEC-RRD Meeting
 - Committee Review for Parks Master Plan
- September 14:
 - Library Board
- September 18:
 - Department Head Staff Meeting
- September 19:
 - Mayor Update Meeting
 - State of Sumner County Luncheon
 - Sergeant Interviews
- September 20:
 - RTA Board Meeting
 - 2023 GNRC Partnership Luncheon
- September 21:
 - Corporal Interviews
 - After Hours at Insurance with Kellye/Ribbon Cutting
 - Board of Mayor and Alderman Meeting
- September 23:
 - The Gathering
- September 25:
 - Police Chief Interviews for Millersville Police Department
 - Christmas Parade and Christmas on Main Planning Meeting
- September 26:
 - Power Hour at EJ's
 - Economic Development Meeting
- September 27:
 - RFCSP Banking Services Committee Review
 - Annual Awards Dinner- Sumner County Council of Governments
- September 28:
 - Coffee with a Cop
 - Library Garden Ribbon Cutting
 - Monthly Progress Meeting

**Administrative & Legislative Services Department
September 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	\$11,300,909	↑7.99
Industrial Development	\$136,600	\$1,144	↓24.19
State Street Aid	\$505,000	\$73,975	↓10.38
Parks Sales Tax	\$1,526,000	\$62,994	↓20.90
Solid Waste	\$1,657,227	\$1,076,617	↑39.93
Parks Impact Fees	\$55,000	\$0	↓25.03
Police Impact Fees	\$110,000	\$0	↓25.03
Fire Impact Fees	\$274,000	\$8,184	↓22.04
Road Impact Fees	\$500,000	\$0	↓25.03
Police Drug Fund	\$25,000	\$18,425	↑48.67
Debt Services	\$2,512,200	\$	↓24.95
Wastewater	\$15,952,225	\$5,835,567	↑11.55
Dental Care	\$100,000	\$17,369	↓7.66
Stormwater Fund	\$1,672,625	\$800,107	↑22.80
Cemetery Fund	\$42,690	\$21,858	↑26.17

*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	108	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	610	1,517	1,506	1,355	1,199	1,595	1,813

Purchase Orders by Dollars	Sept 2023	FY 2024	FY 2023	FY 2021	Total for FY24	Total for FY23	Total for FY22
vffPurchase Orders \$0-\$9,999	106	578	1,448	1281	\$875,082.24	\$1,645,212.29	\$1,640,827.83
Purchase Orders \$10,000-\$24,999	0	14	32	29	\$233,741.45	\$421,438.69	\$404,406.65
Purchase Orders over \$25,000	2	28	37	45	\$4,470,992.30	\$39,313,456.65	\$11,687,700.37
Total	108	620	1,517	1355	\$5,579,815.99	\$41,380,107.63	\$13,732,934.80

**Administrative & Legislative Services Department
September 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.	48	65	48	17	43	31,899	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	143	640	609	884	901	104,253	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.	4	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	17	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.	52	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	153	588	495	383

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

**Administrative & Legislative Services Department
September 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	13	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	54	187	164	200	98	162	266

**Finance Department
September 2023**

Finance Section

During September the Finance Office continued preparing for the FYE 6/30/2023 audit, began preparing for the employee compensation study, and reviewed property tax data provided by the counties and state. Also, the Finance Office welcomed 2 new Customer Service Representatives (Tammy Gipson and Christa Elliott). Members of the Finance Office also participated in the following events during the month:

September 11: Compensation study meetings with Evergreen Solutions, LLC

September 11: Stormwater Advisory Board meeting

September 19: Assistant Finance Director attended and passed CMFO “Cash & Grants Management” course

September 20: Individual TCRS error correction meeting with HR and City Administrator

September 26: Finance staff meeting

September 27: RFCSP Banking Services Committee review meeting

Performance Measures

Utility Billing

	Sept 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
New Builds (#)	41	94	307	284	357	171
Move Ins (#)	91	258	926	977	737	649
Move Outs (#)	12	109	831	898	743	602
Electronic new customer signups (#)	79	209	476	410	300	127
Electronic new customer signups (%)	60%	59%	39%	33%	27%	15%

Business License Activity

	Sept 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Opened	2	17	95	92	76	69
Closed (notified by business)	2	4	9	7	6	10

Accounts Payable

	Sept 2023	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Total # of Invoices Processed	362	1249	4455	4254	4079	4003

**Finance Department
September 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	6,307,065	50%
Cemetery Fund	55,450	16,635	250,928	453%
Debt Services	2,530,300	759,090	1,466,745	58%
Dental Care Fund	78,300	23,490	163,046	208%
Roads Impact Fees	421,800	126,540	910,263	216%
Parks Impact Fees	440,484	132,145	450,125	102%
Police Impact Fees	315,200	94,560	953,660	303%
Fire Impact Fees	208,200	62,460	630,483	303%
Economic Development	141,900	42,570	216,130	152%
Parks Sales Tax	1,093,500	328,050	653,287	60%
Police Drug Fund	5,250	1,575	61,313	1168%
Solid Waste	1,577,500	473,250	801,853	51%
State Street Aid	456,800	137,040	388,048	85%
Stormwater Fund	1,100,750	330,225	1,080,087	98%
Wastewater	6,293,000	1,887,900	9,886,841	157%

*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	1,634,960	↓ 12.00%
Cemetery Fund	55,450	8,344	↓ 9.95%
Debt Services	2,530,300	671,612	↑ 1.54%
Dental Care	78,300	21,960	↑ 3.05%
Roads Impact Fees	421,800	352,218	↑ 58.50%
Parks Impact Fees	440,484	140,402	↑ 6.87%
Police Impact Fees	315,200	282,348	↑ 64.58%
Fire Impact Fees	208,200	186,500	↑ 64.58%
Economic Development	141,900	2,765	↓ 23.05%
Parks Sales Tax	1,093,500	291,500	↑ 1.66%
Police Drug Fund	5,250	2,496	↑ 22.54%
Solid Waste	1,577,500	396,701	↑ 0.15%
State Street Aid	456,800	120,829	↑ 1.45%
Stormwater Fund	1,100,750	300,993	↑ 2.34%
Wastewater	6,293,000	1,778,884	↑ 3.27%

*Realized amounts reflect revenues realized from July 1, 2023—September 30, 2023

**Human Resources Department
September 2023**

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

- September 05: Chamber of Commerce Board Meeting
- September 06: Ribbon Cutting for White House Florist
- September 11: Evergreen Solutions Compensation Study Orientation & Focus Group Meetings
- September 12: Customer Service Representative New Hire Orientation
- September 18: Police Sergeant Testing
Police Corporal Testing
- September 19: Chamber of Commerce Monthly Luncheon
Police Sergeant Interview
- September 20: 20 Mile Group - Smyrna - Human Resources Luncheon
- September 21: Police Corporal Interviews
- September 25: Customer Service Representative New Hire Orientation
Firefighter New Hire Orientation
Records Clerk II New Hire Orientation
- September 27: Sumner County Council of Governments Annual Banquet

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	0	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
September 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	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	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	6	10	19	12
Percentage	4.72%	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	1 (T)	0	0	0
September	0	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
September 2023**

Meetings/Civic Organizations

- **Chief Brady attended the following meetings in September:** White House Rotary (Sept. 14, 21, & 28), Department Head Staff Meeting (Sept. 18), New Sergeant Interview (Sept. 19), Sumner County Drug Task Force (Sept. 20), New Corporal Interviews (Sept. 21), Command Staff Meeting (Sept. 21), Board of Mayor & Alderman Meeting (Sept. 21), Christmas Parade Planning (Sept. 25) and Coffee with a Cop (Sept. 28).

- **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.

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
September	0	208	39	247
Total	24	3,068	79.5	3,147.5

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	September 2023	FY 2023-24
Three (3) Officers per Shift	16	44
Four (4) Officers per Shift	40	126

*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.

2. ***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 have received the new contract prices for Police Vehicles for the 2023-2024 budget. We will submit a Memo to the Board of Mayor and Alderman for approval in September.

**Police Department
September 2023**

3. Conduct two underage alcohol compliance checks during the Fiscal Year 2023-2024.

Fall Compliance letters will be sent to Business Owner in October.

4. 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: September stats are still unable to be obtained from Tyler Technologies.**

	September 2023	Per 1,000 Pop.	Total 2023	Per 1,000 Pop.
Group A Offenses				
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

5. 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.

	September 2023	TOTAL 2023
Traffic Crashes Reported	45	358
Enforce Traffic Laws:		
Written Citations	**	411
Written Warnings	**	462
Verbal Warnings	266	2,169

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

6. 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				
2023	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
September	45	7 YTD 42	16%	12% YTD 358

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

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.
- Kira Rittman was hired as the new Records Clerk. She started on September 25th.
- Cpl. Brandon Waller was promoted to Sergeant.
- Ofc. Tristan Twedt was promoted to Corporal.
- We currently have 4 positions open and are continuing to accept applications.

**Police Department
September 2023**

Sumner County Emergency Response Team:

- On 15 Sep 2023, ERT conducted breaching training with Gallatin FD and Sumner Co EMA. ERT members were trained to use various tools to include rams, pry bars, quick saws, and chainsaws to breach standard residential doors as well as metal fire-rated doors.
- On 22 Sep 2023, ERT executed a high-risk arrest warrant on two addresses in Gallatin. The suspect was wanted in connection with an attempted homicide that occurred on 19 Sep 2023 in Gallatin. The suspect was apprehended at the second location without incident.

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
September		

Communications Section

	September	Total 2023
Calls for Service	993	9,703
Alarm Calls	43	422

Request for Reports

	September	FY 2023-24
Requests for Reports	25	57
Amount taken in	\$22.65	\$54.55
Tow Bills	\$0.00	\$0.00
Emailed at no charge	28	65
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
September 2023**

Crime Prevention/Community Relations Performance Measurements

- ***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.
- ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Discover White House Expo & Safety Day is October 7th.
- ***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.
- ***Participate in joint community events monthly in order to promote the department’s crime prevention efforts and community relations programs.***
 - 9/01- Sgt. Enck assisted H.B. Williams with Active shooter lockdown drill.
 - 9/13- Community Christian School - First Responder Appreciation /Touch a Truck.
 - 9/13 - Community Christian School - Wheels in Motion.
 - 9/14 - H.B. Williams wheels in Motion.
 - 9/17 – Sgt. Enck had a Safety talk at White House First United Methodist Church with the pre-teens.
 - 9/21- Sgt Enck – White House Middle School opioid addiction and social media addiction talk with 8th grade.
 - 9/21 Heritage Elementary wheels in motion.
 - 9/22 Deja Moo CCS homecoming after-game party
 - 9/27 Pizza party for 5th grade teachers WHMS.
 - 9/28 Temple Town touch a cruiser.

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

- 9/8 – White House High School Homecoming Parade.
- 9/22 - Community Christian School Homecoming parade.
- 9/28 - Coffee with a cop.

Upcoming Events:

- Christmas Parade.
- Shop with a Cop/Fireman.

<i>2023 Participation in Joint Community Events</i>		
	<u>August</u>	<u>Year to Date</u>
Community Activities	13	67

**Fire Department
September 2023**



Summary of Month's Activities

Fire Operations

The Department responded to 138 requests for service during the month with 107 responses being medical emergencies. The Department also responded to 9 vehicle accidents of which 5 had injuries, 3 had no injuries, and one vehicle vs. pedestrian. Of the 138 responses in the month of September there were 28 calls that overlapped another call for service that is 20.74% of our responses for the month. That brings the overlapping call volume for FY23-24 to 84 or 19.4% 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 thirty-nine seconds (5:39). The average time a fire unit spent on the scene of an emergency call was sixteen minutes and twenty-seven seconds (16:27).

Department Event

- September 11th – Pay Study Orientation and Focus Group meetings
- September 12th – Monthly Officer meeting
- September 14th – Visited Christian Community School
- September 22nd – Hydrostatic testing of all air cylinders

Fire Administration

- September 1st – Active Shooter drill at HB Williams
- September 11th – Pay Study and Focus Group meetings
- September 18th – Discover WH/Safety Day preplan
- September 21st – Middle TN Fire Chiefs Luncheon
- September 26th – Monthly Safety Committee meeting

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	302
Hazardous Conditions (No Fire)	9
Service Calls	36
Good Intent Call	36
False Alarms & False Call	42
Calls for The Month	138
Total Responses FY to Date	436

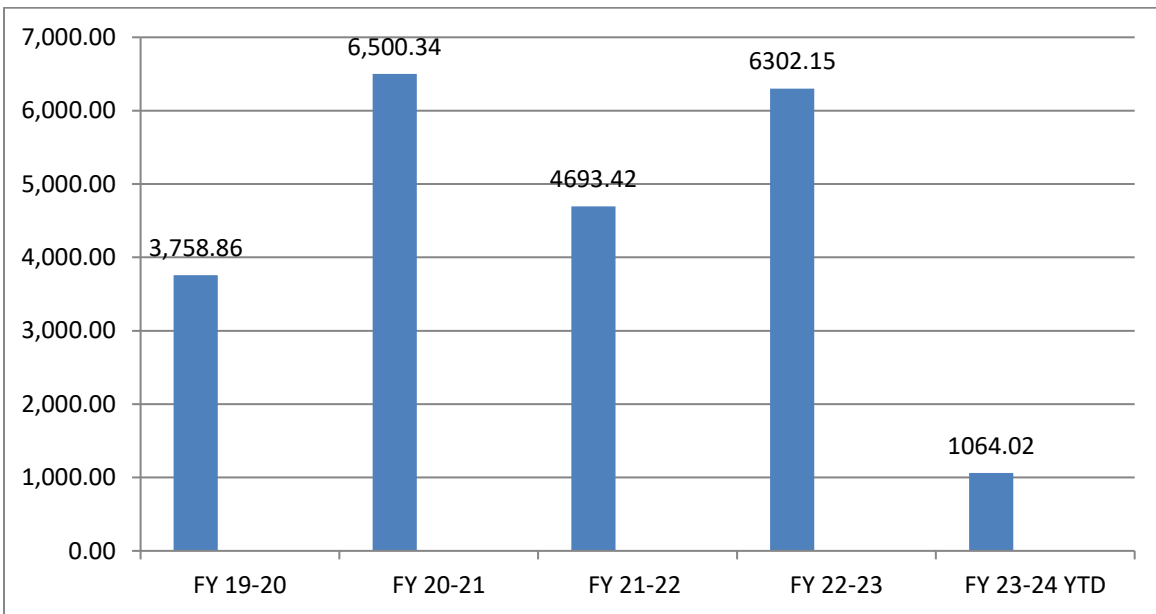
**Fire Department
September 2023**

Response by Station

	Month	FY to Date	%
Station #1 (City Park)	85	267	61.80%
Station #2 (Business Park Dr)	49	165	38.19%

Fire Fighter Training

The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4788 hours of training per year is based on twenty-one career firefighters.



	Month	FYTD
Firefighter Training Hours	346.86	1064.02

Training breakdown for ISO and NFPA*

	Fire Officer	Company	Facilities	NFPA	Non-ISO
Month	26	128.5	12	42.9	137.46
Total for FY	83	899	81	262.3	319.62

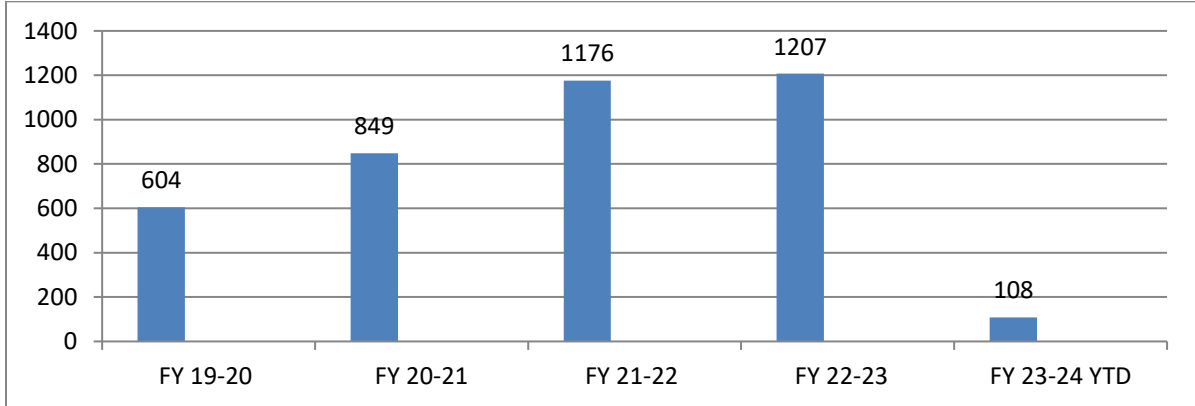
*National Fire Protection Association – The fire service industry standard.
Insurance Service Office – A nationally recognized agency that rates fire departments on their level of readiness. This rating is used by insurance companies to determine insurance rates for their customers.

**Fire Department
September 2023**

Fire Inspection

NOTE: Fire Inspection data was not available for this report as the web-based reporting system has been unavailable for almost 2 weeks. Updated numbers will be in next month's report.

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

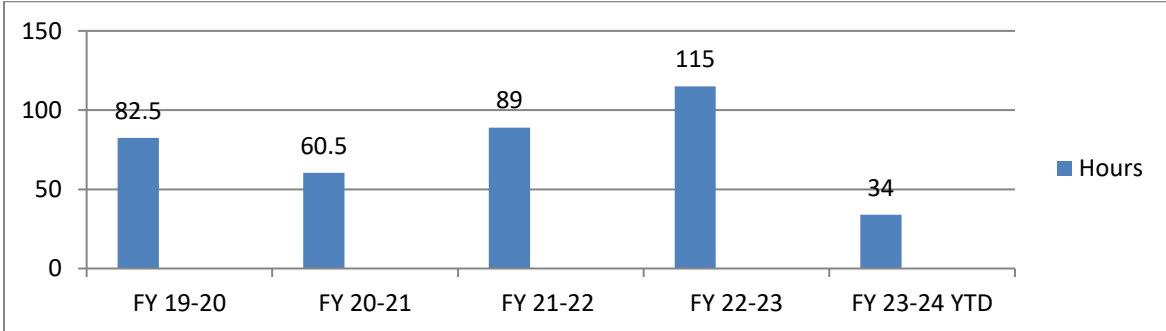
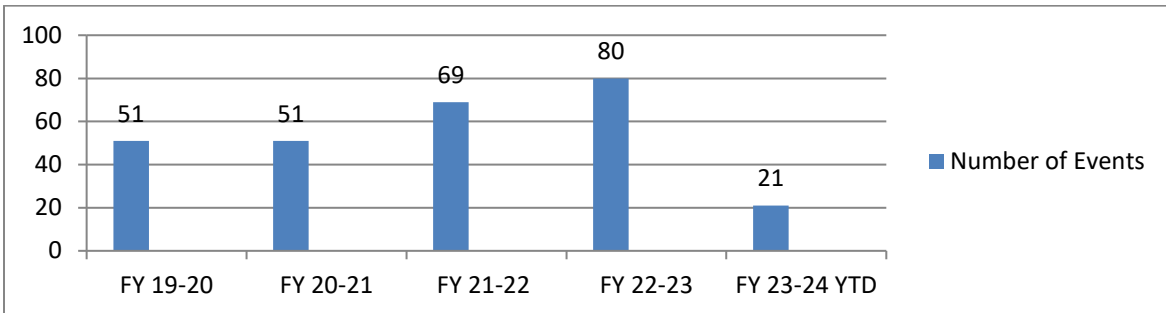
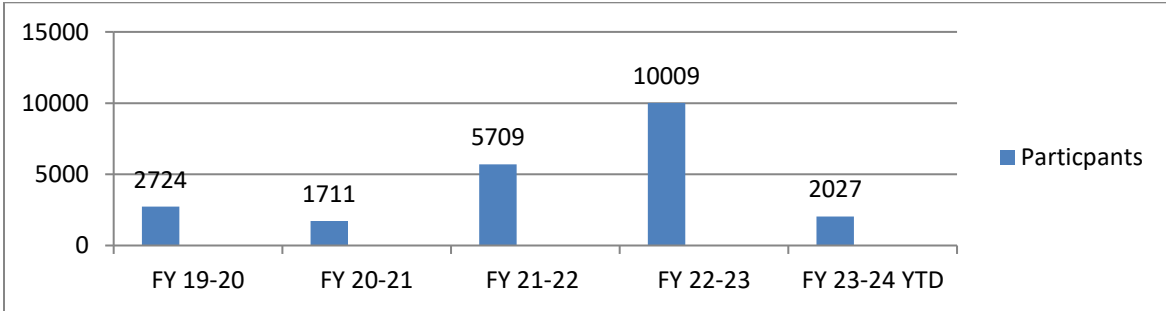


	Month	FYTD
August Fire Inspection	118	226
Reinspection	17	30
Code Violation Complaint	1	1
Violations Cleared	3	10
Annual Inspection	10	38
Knox Box	2	8
Fire Alarms	11	14
Measure Fire Hydrant	0	1
Plans Review	3	5
Pre-C/O	5	6
Pre-incident Survey	25	56
Sprinkler Final	1	1
Final/Occupancy	3	7

**Fire Department
September 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.



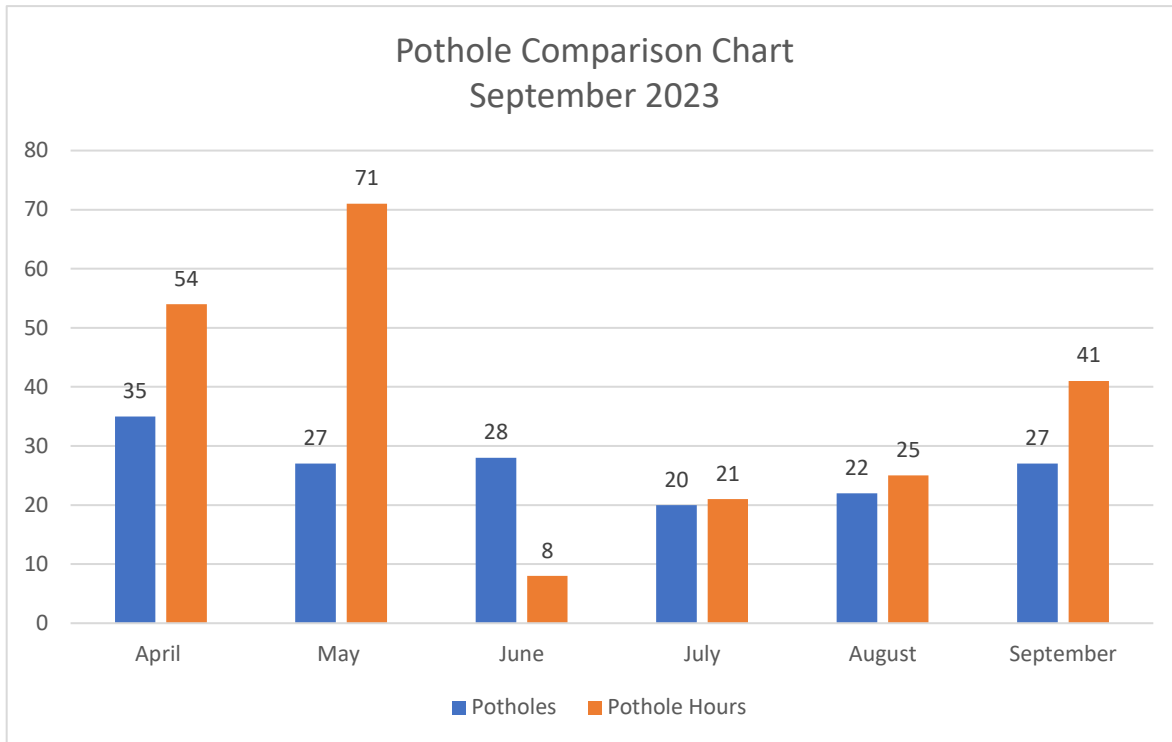
	Month	FYTD
Participants	28	2027
Number of Events	3	21
Education Hrs.	3	34

Social Media Statistics for the Month

Post Reach	6,796
Post Engagement	1,363
New Page Followers	36

**Public Services Department – Public Works Division
September 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.

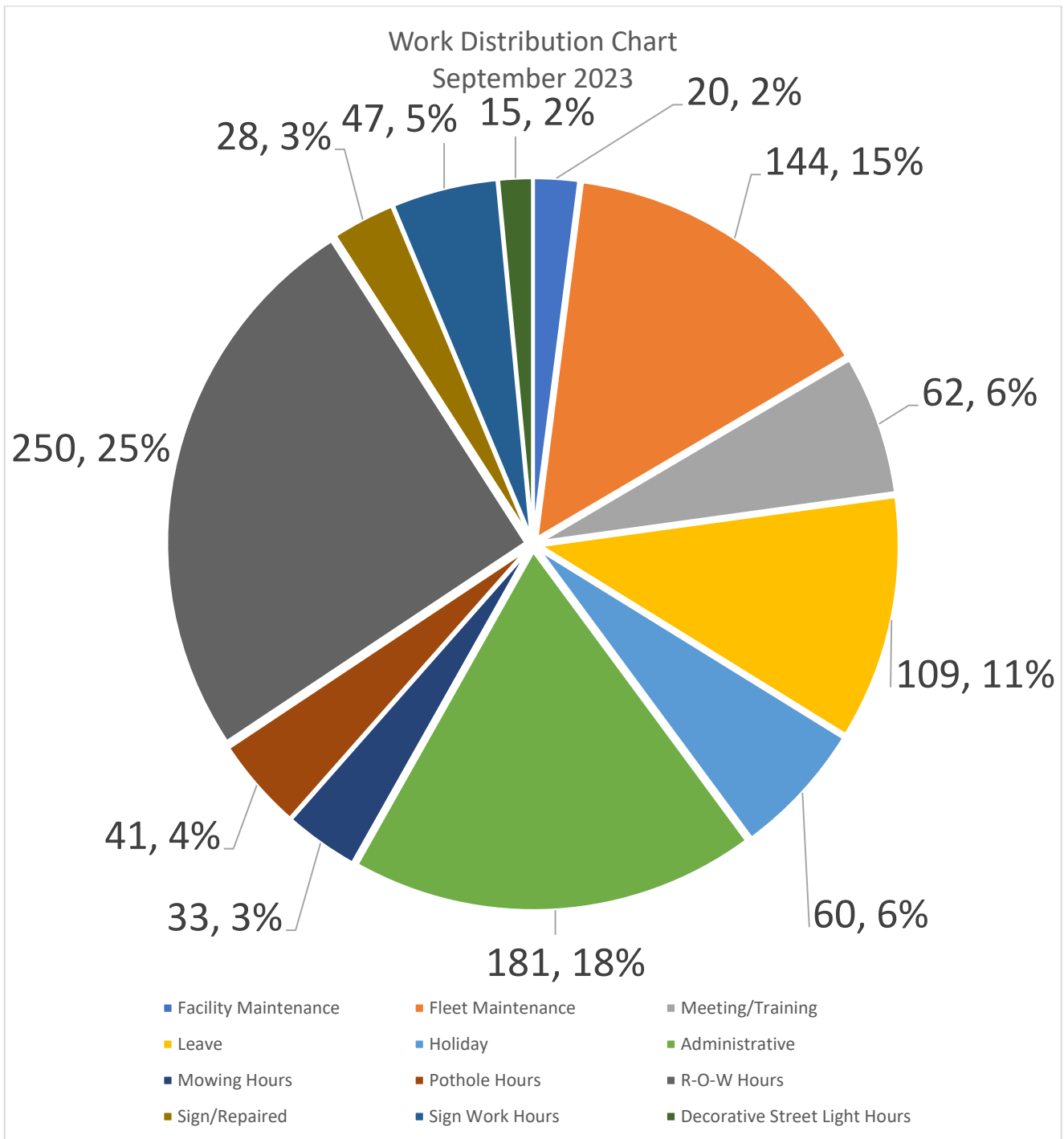
Pothole Complaint Response Time

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
Ben Albert Road	09/06/2023 (Identified by City Staff)	09/07/2023	1 Day
Meadowlark Drive	09/06/2023	09/07/2023	1 Day
Cardinal Drive	09/06/2023	09/07/2023	1 Day
Pleasant Grove Road	09/28/2023	09/29/2023	1 Day

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

**Work Distribution Chart
September 2023**



Total Hours Worked in The Public Works Department were 960 Hours. The chart below show what percentage of time was spent on each job task.

Public Services Department – Public Works Division
September 2023

Monthly Work Log

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

Friday 9-1-2023

- Picked up Digital Message Boards after South Palmers Chapel Road repair / Inspection of driveway repair / Mowed ROW around TDOT Cul-De-Sac, Meadowlark, Melton, Calista Lift Station, SR-76 at Farmers Bank

Monday 9-4-2023

- Holiday, Labor Day

Tuesday 9-5-2023

- Started road repair on South Palmers Chapel Road / Cut tree on Villages Court / Evaluated recycling cart issue at 549 North Palmers Chapel Road

Wednesday 9-6-2023

- Installed light bar on Vehicles 1333 and 200 / Cintas uniform meeting / Facility and Fleet Maintenance

Thursday 9-7-2023

- Finished road repair on South Palmers Chapel Road / Cut and removed tree on Heritage Drive / Repaired potholes on Ben Albert Road, Meadowlark Drive, and Cardinal Drive

Friday 9-8-2023

- 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

Monday 9-11-2023

- Performed maintenance on Mower Max side mount mower / ROW Mowing near new school road and Pinson Lane / ROW Mowing on Boyles Road / Compensation focus group / Marked road for repair on Christian Drive / Washed Mower Max / Organized Snow Flakes and Wreaths / Cleaned up trash from SR-76

Tuesday 9-12-2023

- Cintas meeting / Review traffic control and road construction plan for Christian Drive road repair / Picked up skid steer from South Palmers Chapel Road project / Cut Christian Drive in preparation for road repair / Removed trash from SR-76 / Lane Light Troubleshooting on SR-76 near Fire Station 1 / Changed bucket on backhoe and greased the backhoe

Wednesday 9-13-2023

- Crew meeting to discuss roadwork about Christian Drive / Delivered backhoe and roller to Christian Drive and commenced roadwork on Christian Drive / Repaired damaged pedestrian button at Wendy's as well as tightened lose pedestrian pole in front of Tidal Wave Car Wash.

Thursday 9-14-2023

- Backfilled road excavation on Christian Drive and dug up the other damaged area on Christian Drive to continue repair on this section of failed roadway.

Friday 9-15-2023

- Changed out street signs to MUTCD Compliant Signs / Fleet maintenance / Unloaded Road sign stands

Monday 9-18-2023

- Delivered barricades to SR-76, Union Road and Pleasant Grove Road to close the road due to downed power lines from tri-axle turning over / Continued Christian Drive Road repair / Began JAT Survey.

Tuesday 9-19-2023

- Continued Christian Drive Road repair / ROW mowing Shady Lane Detention Pond / Picked up flashing Chevron Signs from Tyree Springs Road accident / Installed new LED lights on vehicle 1333

Wednesday 9-20-2023

- Facility and Fleet Maintenance / Finished Christian Drive Road repair / ROW mowing at Meadowlark Drive and SR-76 (near Farmers Bank) / ROW Mowing Hester and Melton Road.

Thursday 9-21-2023

- Stored road barricades / Mowed near new school road and Pinson Lane / Bought 6 cans of semi-gloss paint for parade trailer / Worked on parade trailer / Took calipers and brakes off of vehicle 1333 for repair

Friday 9-22-2023

- ROW mowing Industrial Drive and TDOT cul-de-sac / Went to perform proof roll at Springbrook Subdivision but it was cancelled by the developer / Performed site inspection with Benchmark Construction at Sage Farms / Final inspections at Willow Grove / Installed sign to slow traffic on Sage Road during road construction / Changed out 6 road signs / Delivered new recycling cart to 113 Dakota Drive / Went to O'Reilly's to pick up new brakes for vehicle 1333

Monday 9-25-2023

- Picked up wire to repair LaneLights at Winsupply / Dropped off asphalt hotbox for repairs / Picked up trailer tires from BJ's Trailers / Changed tires on 16' trailer / Installed motors and mounts for new shop fans / Picked up handicap parking signs and fan at the Park.

Tuesday 9-26-2023

- Safety Committee Meeting and Inspection of the Library / Helped Stormwater perform repair on street sweeper. Repaired Decorative street lights on Beach Way, Scotlyn Way, Rosewood Drive, Knox Lane and Simmental Lane / Performed traffic control for brush collection on Tyree Spring Road.

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

Wednesday 9-27-2023

- Decorative street lights on Rosewood Drive, Knox Lane, Owens Lane, Titan Lane, Simmental Lane / JAT Survey / Installed new trailer wiring on 20' equipment trailer.

Thursday 9-28-2023

- Went to O'Reilly's and Ace to purchase parts for parade float / Grinded and painted parade float trailer

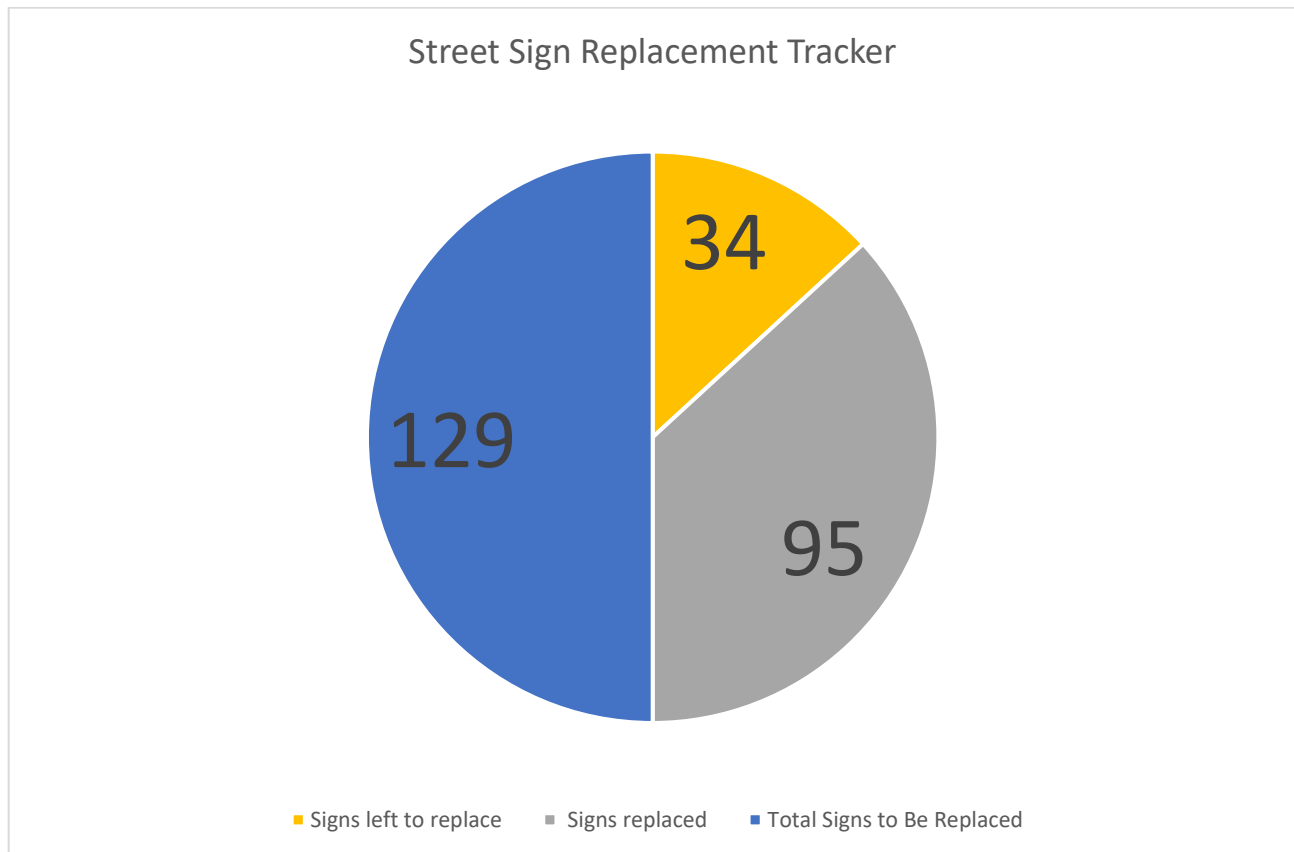
Friday 9-29-2023

- Meeting with representative for Shell Gas Station on sidewalks and concrete drive entrance on 31W / Repaired 2 potholes on Pleasant Grove Road / Installed Stop Here On Red Sign at McDonald's on Charles Drive / Installed 7 Street signs.

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: A total of 28 Signs were replaced and made MUTCD Compliant in the month of September.



**Public Services Department – Public Works Division
September 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-Aug	23-Sep	YTD 22/23
Street	8,134	9,364	8,741	10,229	9191.25	985	960	11,085
Facility Maintenance	3494	2187	1,227	1,137	887.25	71	20	144
Fleet Maintenance	1034	514	282	380	422.5	114	144	945
Meeting/Training	502	510	517	400	457	38	62	422
Leave	1,253	576	613	810	823	83	109	1063.5
Holiday	795	470	385	555	545	0	60	465
Overtime	508.5	488	414	311	152.75	4	0	301
Administrative	385	698	803	867	1153.25	203	181	2,377
Drainage Work (feet)	0	906	2749	10	0	0	0	0
Drainage Man Hours	0	1470	1045	170	14	0	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	62	33	308.5
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	22	27	393
Pothole Hours	0	759	734	1,181	831.5	25	41	523.5
R-O-W Hours	0	2835	2416	4,027	3044.5	268	250	2,759
Sign/Repaired	0	120	91	84	63	14	28	137
Sign Work Hours	0	289	179	234	109	32	47	317.25
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	25	15	265.5
Traffic Light Hours	0	0	65	20	158	0	0	15

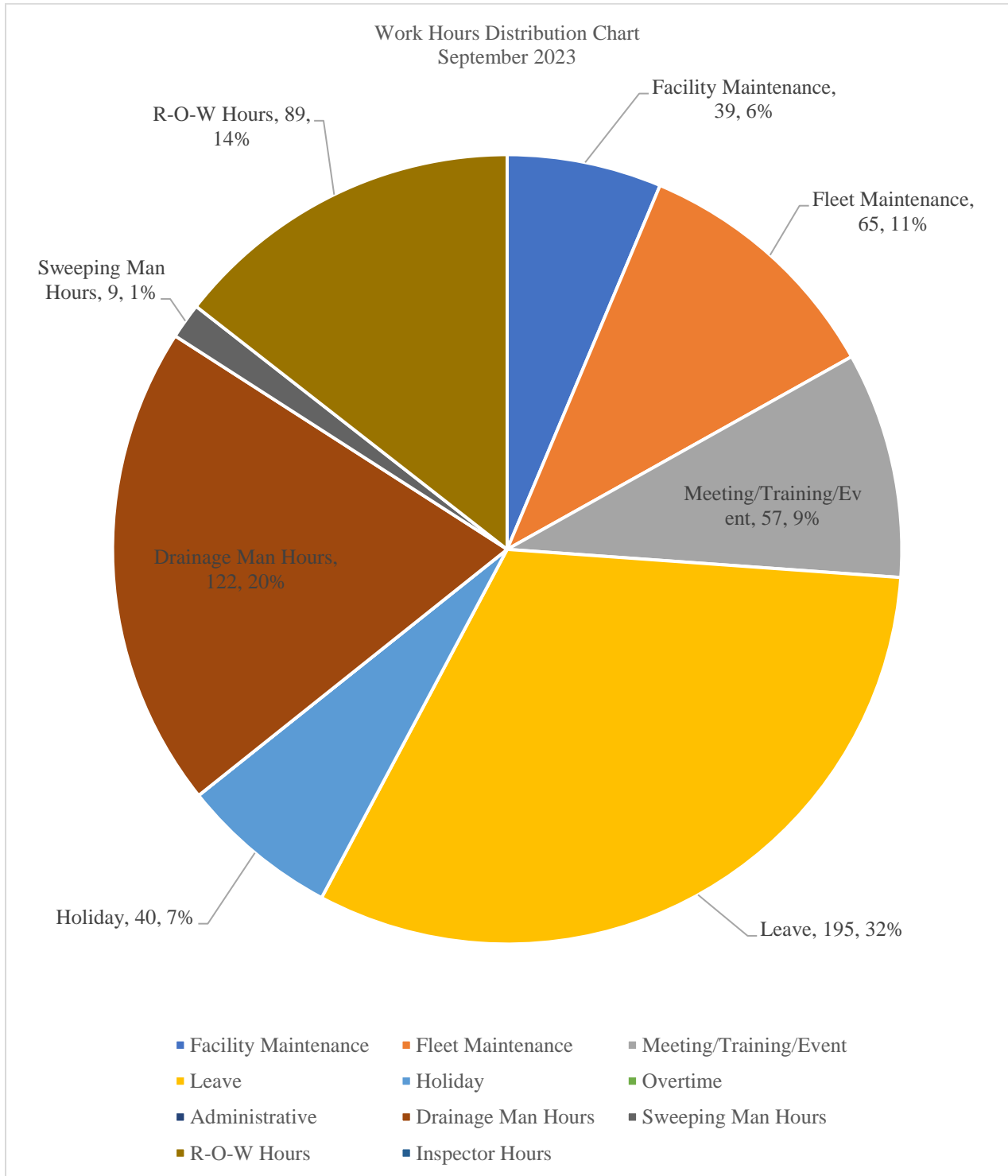
Sanitation Division

Sanitation Division	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	23-Aug	23-Sep	YTD 22/23
Total Hours Worked	2,685	3,634	4,406	4,024	4200.5	380	320	4,476
Facility Maintenance	3494	723	446	574	394.5	54	36	461
Fleet Maintenance	1034	488	445	331	294.5	19	12	208
Meeting/Training	502	265	130	135	127.5	3	3	122
Leave	1,253	428	700	476	336	35	35	584
Holiday	795	270	230	230	230	0	20	250
Overtime	508.5	119	4	12	39.5	0	0	16
Administrative	385	167	1	0	72.5	1	3	28
Sweeping Man Hours	0	1	0	0	0	0	0	0
Pothole Identification Hours	NEW					17	5	67
R-O-W Hours	0	166	30	97	170	1	26	151
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-Aug	23-Sep	YTD 22/23
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	715	518	8,568
Brush Truck Loads	459	551	522	578	584	63	45	833
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	200	207	4,950
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	132	104	1,782
Litter Pickup Bags	334	507	546	511	456	57	39	720
Litter Pickup Hours	1147	1132	985	957	892	109	76	1,384

Public Services Department – Stormwater Division September 2023

Total Hours Worked in The Stormwater Division were 640 hours. The chart below shows percentage of time spent on each task.



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

Monthly Work Log

WO090523003, 193 S. Palmers Chapel – Assist Public Works with road repairs.



WO090523004 - 007, 427 Industrial Dr. – vehicle inspections and equipment repairs. Check hot spots after rain.



WO091323003, 100 Brook Ct. – Flooding complaint due to adjacent construction at Frey Branch Cottages. No flooding observed. TDEC is investigating this same complaint with comments on invert elevation of temporary crossing. City will coordinate with TDEC.

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

WO090523003, 193 S. Palmers Chapel – Assist Public Works with new asphalt.



WO091123008, 107 Copperfield Ct. – clean debris around SCM



WO091423002, Hot spot monitoring - Cleaned storms drains around city. Holly Tree subdivision, Indian Ridge subdivision, Hillwood Dr., Kennedy Dr., Calista Rd., Briarwood subdivision, N Palmers area.



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

WO091823003, 129 Oak Park Ct. – ditch maintenance.



WO091823005, 307 Tyree Springs Rd. – ditch maintenance.



WO091823012, 427 Industrial Dr. - Repaired pick-up heads on street sweeper.

WO092123003, 427 Industrial Dr. - Added new Public Services logos to vehicles.

WO092123004, 132 W Main St, Gallatin - CoRE-EX Program, 811 pipeline training

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

WO092523003, 421 Wilkinson Ln. – culvert inspection. Scheduled maintenance 4 weeks out.



WO092723001, Morgan Trace Ct. at N. Palmers Chapel Rd. – Inspect options for removal of valley gutter.



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

WO092823003, City hot spots – flooding issues

212 Hillwood Dr. (The Mills)

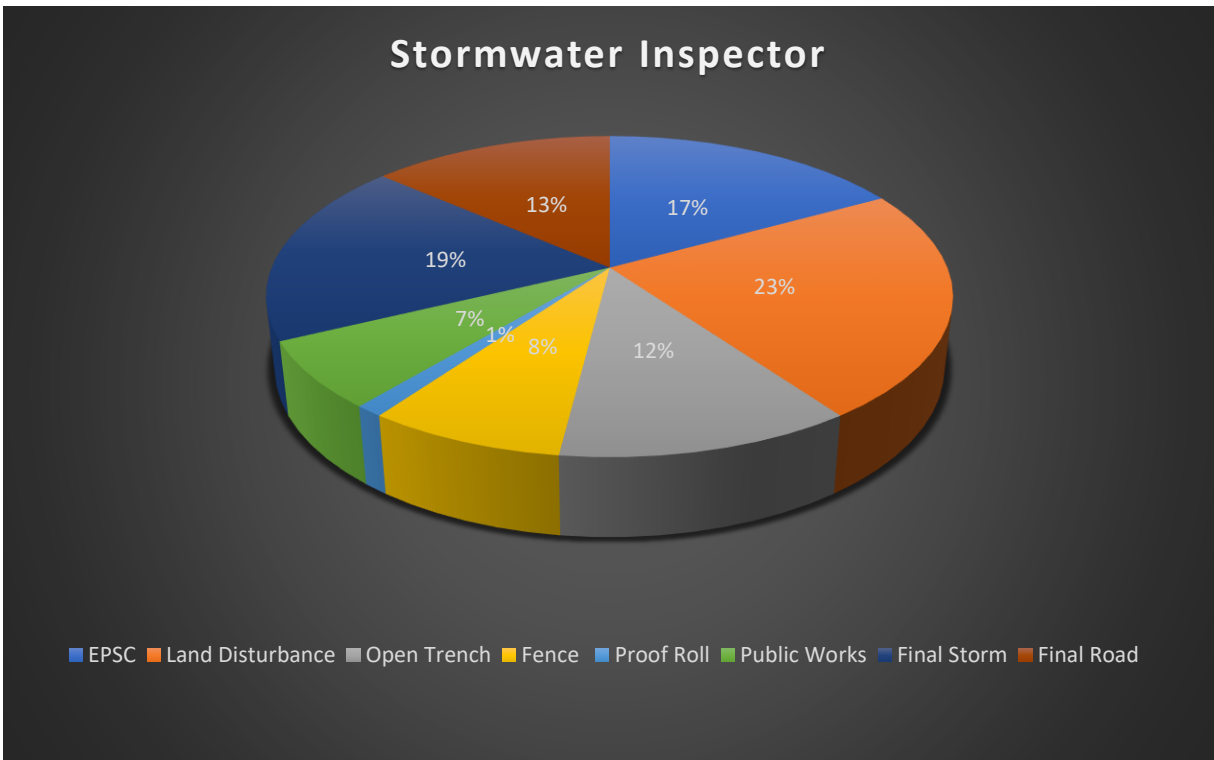


400 Valley View Dr. (Copes Crossing)



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

Stormwater Inspector Notes



EPSC Site Inspections	30
Land Disturbance	41
Open Trench Inspections	21
Fence Inspections	14
Proof Rolls	2
Public Works Inspection	12
Final Storm	33
Final Road	24
Total Inspections Performed for the Month	177

Daily Work Activities:

Sept. 4 – **Labor Day**

Sept. 5 – Composed BMA Notes, updated work orders, and work log, prepared weekly schedule, worked on ADA research, and updated fence permit information. Final inspections at 755 N. Palmers Chapel Rd. Form Inspections at Legacy Farms and Summerlin. LD inspection at Exotic Marble.

Public Services Department – Stormwater Division
September 2023

Sept. 6 – Springbrook Subgrade Proof Roll, training Public Works Inspector. Provide correspondence regarding land disturbance applications and Long-term Maintenance Agreements. Reviewed Fence Permit applications.

Sept. 7 – Proof Roll at The Reserve at Palmers Crossing marking curbing and sidewalk repairs. Phone conversation regarding updates with Tyler Tech Software Updates. Met with Development Team to review issues at Dorris Farms Phase 2. Land Disturbance Inspections at Legacy Farms. Final Inspections at Willow Grove and Legacy Farms. Reviewed Fence Permit applications.

Sept. 11 – Meeting at City Hall for Compensation Study. EPSC Inspections at Jackson Farms, Legacy Farms, Frey Branch Cottages, Fields at Oakwood, and Calista Farms.

Sept. 12 – Updated records, permits, and work orders. Reviewed CCTV Footage for Summerlin. Open Trench Inspections at CORE5 and Legacy Farms Phase 3. Reviewed Fence Permit applications.

Sept. 13 – Reviewed CCTV Footage for Caliber Collison. Updated LTMAP information. Reviewed Specifications on Stormwater Infrastructure. Worked on Target Solutions. Discussions with Greg for training purposes. EPSC Inspections at Shell Fuel Station.

Sept. 14 – EPSC Inspections at Marlin Pointe, Review of violations with Developers at Dorris Phase 1&2. Land Disturbance Inspection for The Parks Phase 5.

Sept. 18 – Inspections at Box Culvert CIP, EPSC Inspections at Highland Park, Rec. Center, and The Mill. Reviewed Fence Permit applications.

Total Hours:

Hours Worked: 120.0

Overtime: 0.5

PTO: 8.0

Holiday: 10.0

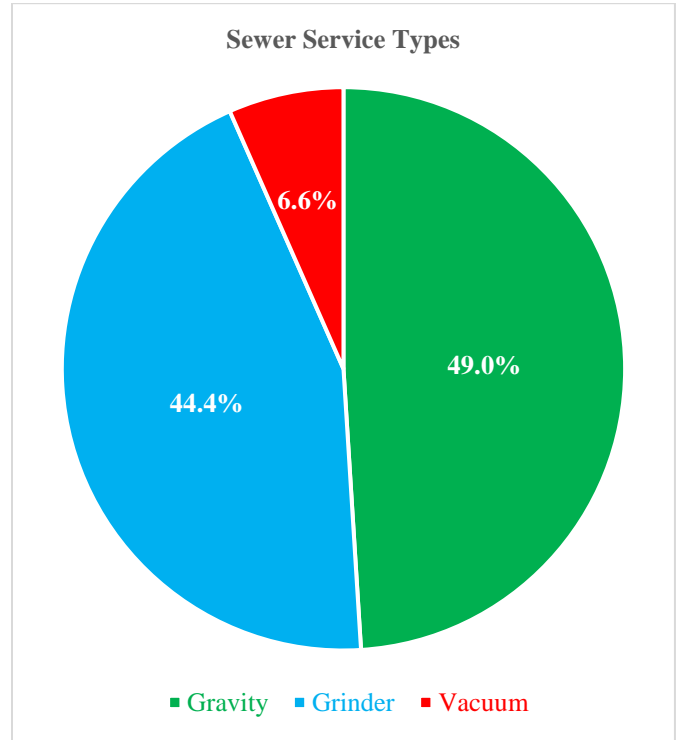
**Public Services Department - Wastewater Division
September 2023**

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 **September 30th, 2023**, City personnel count a total of **6,728** sewer system connections, with **71 new** applications for service in **September 2023**. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	3,297
Low-Pressure Grinder Sewer Connections	2,986
Vacuum Sewer Connections	445

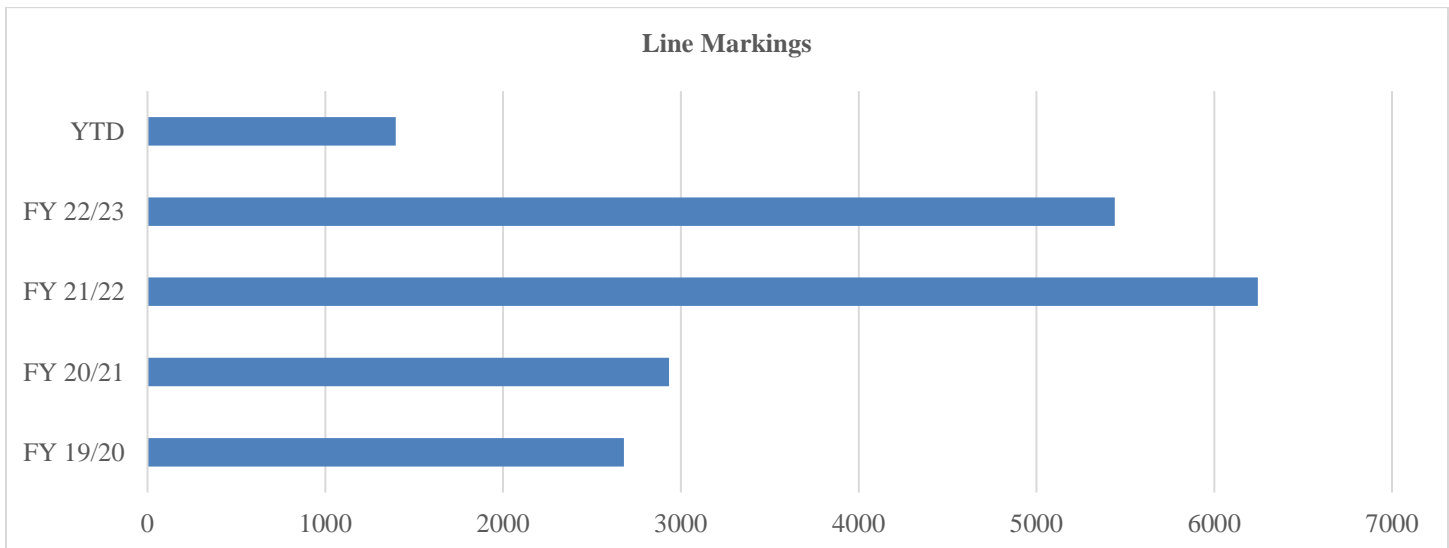
The City counts **189** commercial grinder stations, **2,795** residential grinder stations, and **29** major lift stations integrated into our system.



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>September 2023</u>	<u>FY 23/24 YTD</u>
Tennessee 811	2680	2933	6245	5441	433	1397



**Public Services Department - Wastewater Division
September 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>Sep 2023</u>	<u>FY 23/24 YTD</u>
Union Road	6	9	0	0		1	1
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		1	1
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 Farms	n/a	n/a	n/a	n/a		0	0
Sage Road (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		0	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
September 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: No major station alarms occurred during the month of September, 2023. Two repairs were completed on existing stations.

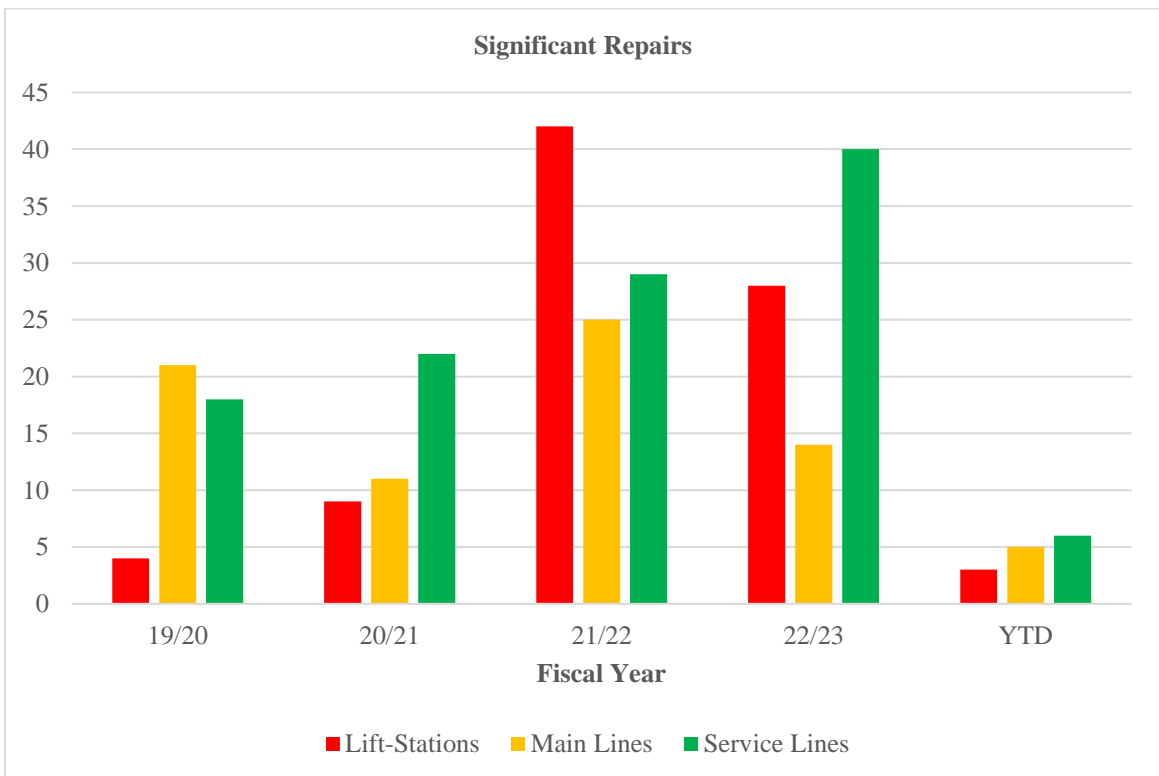
Cambria Lift-Station: .The rotating assembly has been replaced on pump #2, and the station has been returned to normal operation.

Union Road Lift-Station: The check-valve on pump #2 has been replaced and returned to normal operation.

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.

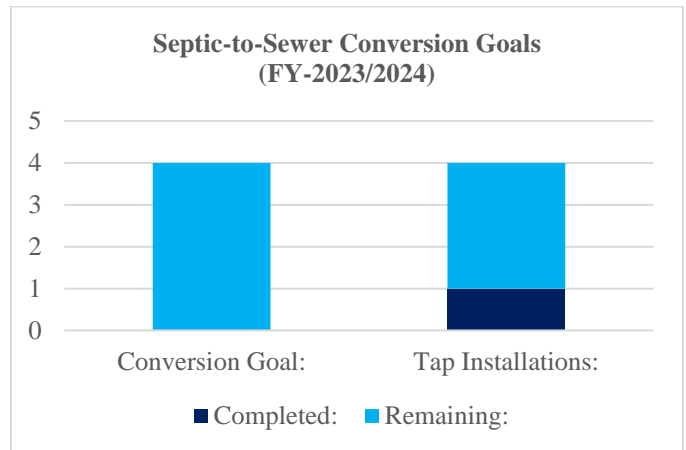
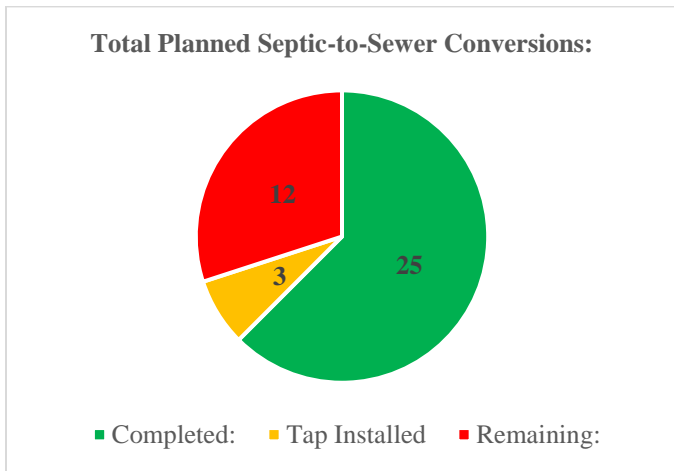
<u>Repairs</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>		<u>Sep 2023</u>	<u>FY 23/24 YTD</u>
Major Stations	4	9	42	28		2	3
Main Line	21	11	25	14		1	5
Service Line	18	22	29	40		4	6



Public Services Department - Wastewater Division
September 2023

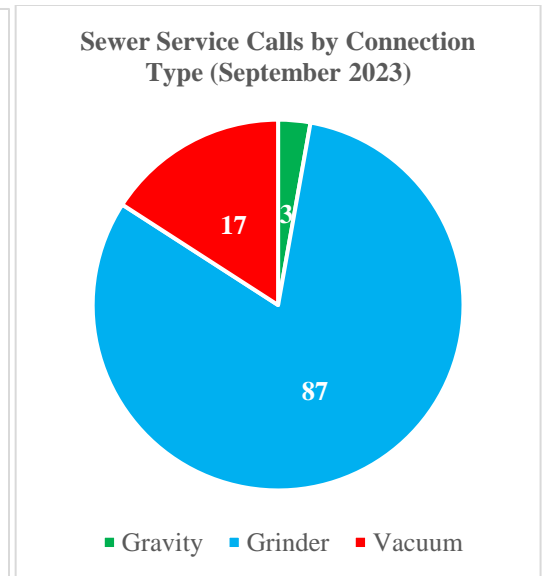
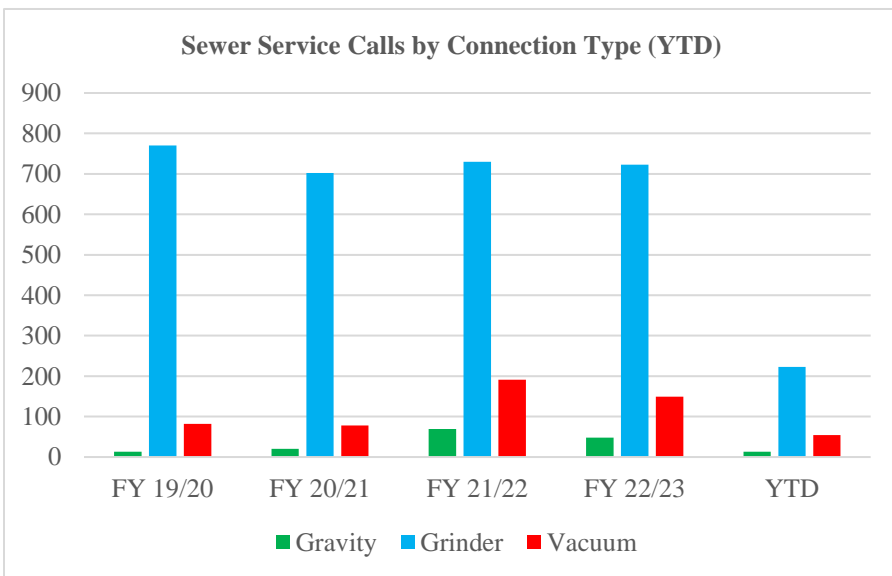
Ongoing Projects:

- 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. The piping for Ph3 has been installed and passed testing, with final tie-ins at either end remaining, along with service line relocations along Industrial Dr and road repaving.**
- 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.**
- 4. Apache Trail Vacuum Line Relocation:** An existing 4-inch PVC vacuum sewer line is in conflict with the Stormwater box-culvert replacement project on Apache Trail. Parts are on order for a temporary connection until the new culverts are installed, and then a permanent hard-line will be installed above the new culverts once the culverts are in place.



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

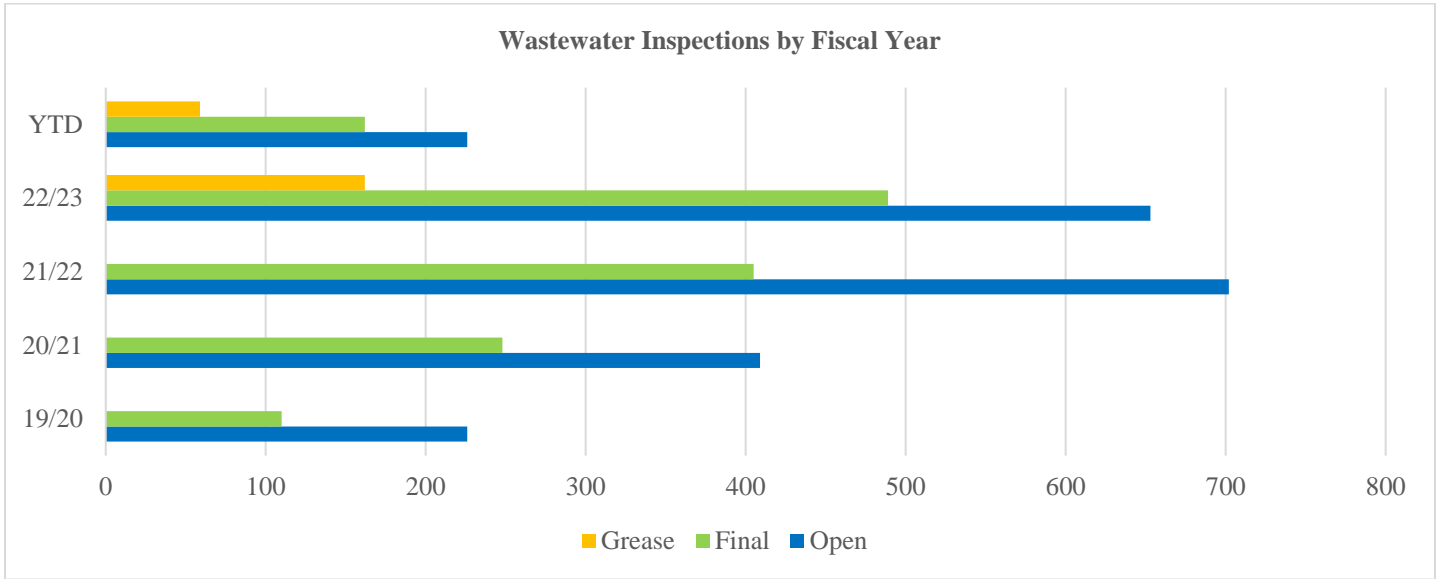
<u>Work Orders</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>Sep 2023</u>	<u>FY 23/24 YTD</u>
Vacuum System Service Request	82	78	191	149	17	54
Gravity Service Request	13	20	69	48	3	13
Low Pressure Service Request	770	702	730	723	87	223
Total Pumps Replaced	449	492	472	459	50	128
Total Pumps Rebuilt	n/a	135	114	30	0	15
Total Warranty Pumps Returned	n/a	n/a	129	125	6	23
Grinder Tank PM Program	267	219	117	132	16	41
Open Trench Inspections	226	409	702	653	66	226
Final Inspection for New Service	110	248	405	489	61	162
Grease Trap Inspections	n/a	n/a	n/a	162	20	59
Sanitary Sewer Overflow (SSO)	49	19	28	14	1	6
Odor Complaints	43	35	22	28	3	13



**Public Services Department - Wastewater Division
September 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.

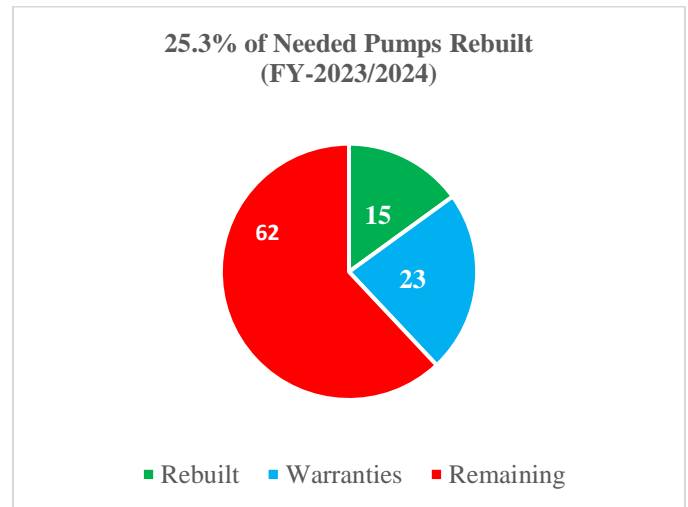


Pump Rebuilds:

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
September 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	Jun - 23	Jul - 23	Aug - 23	Sep - 23	
Flow – To Creek	0.506 MGD	0.619 MGD	0.571 MGD	0.587 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	0.506 MGD	0.619 MGD	0.571 MGD	0.587 MGD	
Capacity	1.400 MGD	1.400 MGD	1.400 MGD	1.400 MGD	
% of Plant Throughput	36.1%	44.2%	40.8%	41.9%	(0.587 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	45.2%	55.3%	51.0%	52.4%	(0.587 MGD) / (1.120 MGD)
Rainfall	3.48”	5.64”	5.45”	3.37”	

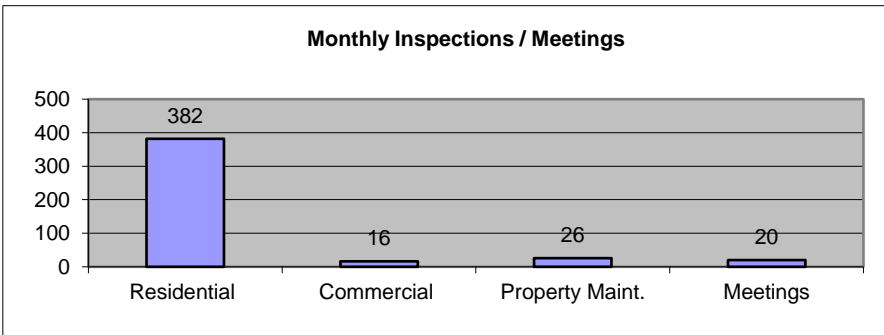
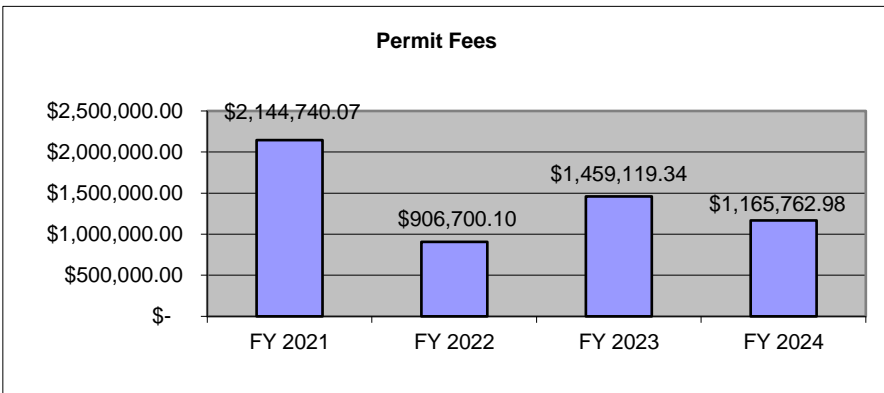
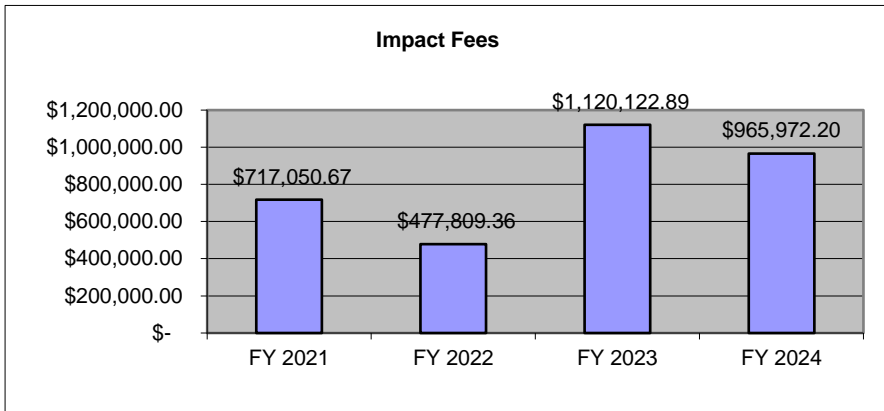
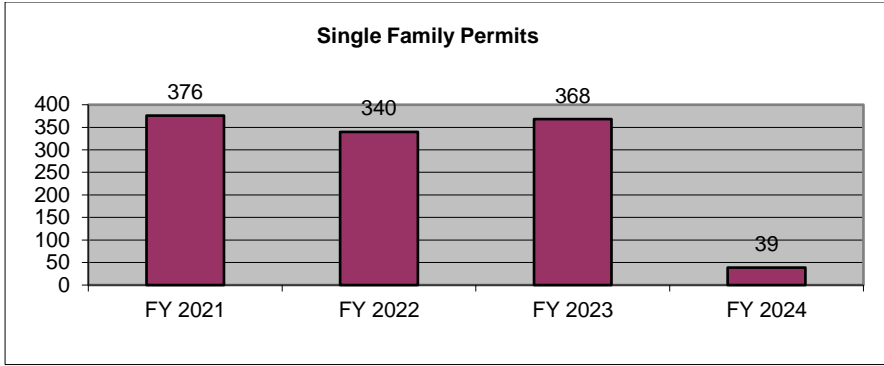
	FY 19/20	FY 20/21	FY 21/22	FY 22/23		Sep 2023	FY 23/24 YTD
Effluent Violations	12	7	32	25		1	3

- 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 **2.10** parts per million (ppm). The average residual was **0.10** ppm with a max residual of **0.27** 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 **21.60 CFU’s**, which is well below the limit. **Last month the average was 22.59 CFU.**

- WWTP Repairs:** Multiple repairs have been completed to the existing Wastewater Treatment Plant. Both the Headworks PLC and Thermal Overload Switch have been replaced and are once again operating normally. The Phase Monitor for the Irrigation Pumping System has also been replaced and returned to normal service.

**Planning and Codes Department
SEPTEMBER 2023**



**Planning and Codes Department
SEPTEMBER 2023**

	Month	FY2024	FY2023	FY2022	FY2021
MEETING AGENDA ITEMS#					
Planning Commission	7	24	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	39	105	368	340	376
Multi-Family Residential	0	0	226	0	22
Other Residential	8	29	96	89	83
New Commercial	2	6	7	7	6
New Industrial	1	1	0	0	0
Other Com/Ind	6	10	51	25	23
Sign	2	2	22	11	17
Occupancy Permits	34	91	397	319	400
Other	0	1	31	11	12
BUILDING INSPECTIONS					
Residential	382	1337	4885	5452	2621
Hours	191	533.5	2250.5	1367	533
Commercial /Industrial	16	35	125	139	92
Hours	8	15.25	125	139	92
CODE ENFORCEMENT					
Total Cases	26	65	35	98	179
Hours	6.5	20.5	35.75	70.24	86.75
Complaints Received	26	65	199	55	41
MEETINGS					
Administration	7	20	80	117	72
Hours	3.5	8.25	86	127	70
Planning	10	37	112	127	53
Hours	7	17	116.5	96	50
Codes	3	9	10	8	11
Hours	1.5	7.5	13	10	9
FEES					
Permit Fees	\$691,878.00	\$ 1,165,762.98	\$ 1,459,119.34	\$ 906,700.10	\$2,144,740.07
Board Review Fees	\$1,150.00	\$ 1,950.00	\$ 18,050.00	\$ 14,100.00	\$84,775.00
City Impact Fee	\$627,313.00	\$ 965,972.20	\$ 1,120,122.89	\$ 477,809.36	\$717,050.67
Roads	\$240,965.20	\$ 316,667.20	\$ 323,964.51	\$ 664,873.38	\$301,769.60
Parks	\$46,371.00	\$ 124,845.00	\$ 291,189.00	\$ 114,114.00	\$ 150,326.00
Police	\$204,702.30	\$ 315,829.90	\$ 239,697.73	\$ 125,535.54	\$ 191,431.41
Fire	\$135,274.50	\$ 208,630.10	\$ 169,728.00	\$ 76,498.26	\$ 79,900.66
OTHER ITEMS					
Subdivision Lots	0	0	0	0	235
Commercial/Ind. Sq Ft	311,999	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	\$ 18,881,755.74		\$3,374,092.67	\$1,633,984.00	\$922,141.63
Workings Days in Month	15		17	16	15

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

Update on ongoing projects:

Soccer Complex Renovation Phase II

- Reached out to TDEC to see about options for funding this project
- Met with TDEC and they offered the option to pay for half the cost of the lowest bid if we committed to the 50/50 match.
- Sent letter to TDEC requesting this option
- Still have not heard back yet on if it has been officially accepted
- If accepted we will take to Board for approval along with a budget amendment as we will have to take from other funds to get this done.
- If all goes according to plan, they could get started on this project by November or early December

Tennis Courts

- Surfacing has been repaired
- Ribbon Cutting date set for October 16th at 4pm
- The road that is going to go through the back of the park (Indian Ridge Blvd.) has started construction

Splash Pad Maintenance Building

- Work continued this month with block work being completed and trusses and part of roof installed
- This project should be done by the end of the year.



Rec Center

- Retaining walls have started going up
- Rebar has been installed in several places
- Fiber line moved
- Steel work should start soon and will continue for several months
- North parking lot is supposed to be fixed by the end of next month



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

Master Plan

- Selection Committee selected Kimley Horn
- Board of Mayor & Alderman approved at September meeting
- Project should get started early next month

List of upcoming projects yet to begin:

Parks Truck

- This may have to wait as it is set to come out of Parks Impact Fee money and we may need to use all of it to fund the Soccer project. Also waiting for more trucks to become available if we do end up doing it.

Municipal Park Sign Renovation

- On hold until we have an official name for the park

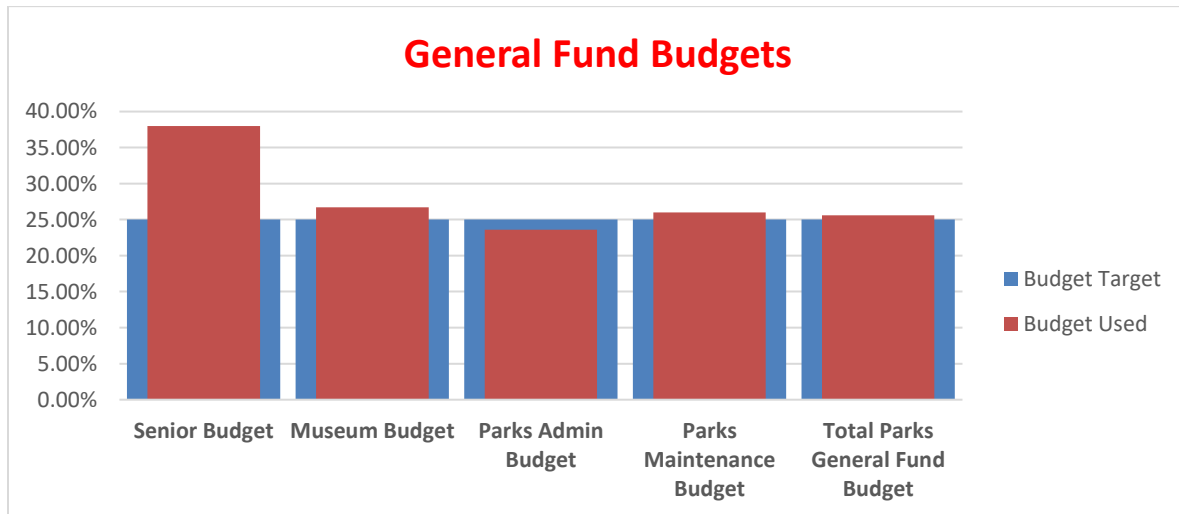
Maintenance Building Lean-To

- Started collecting quotes
- Should have a vendor selected early next month and have everything on order
- Project will likely take 8 – 10 weeks based on reported turnaround times

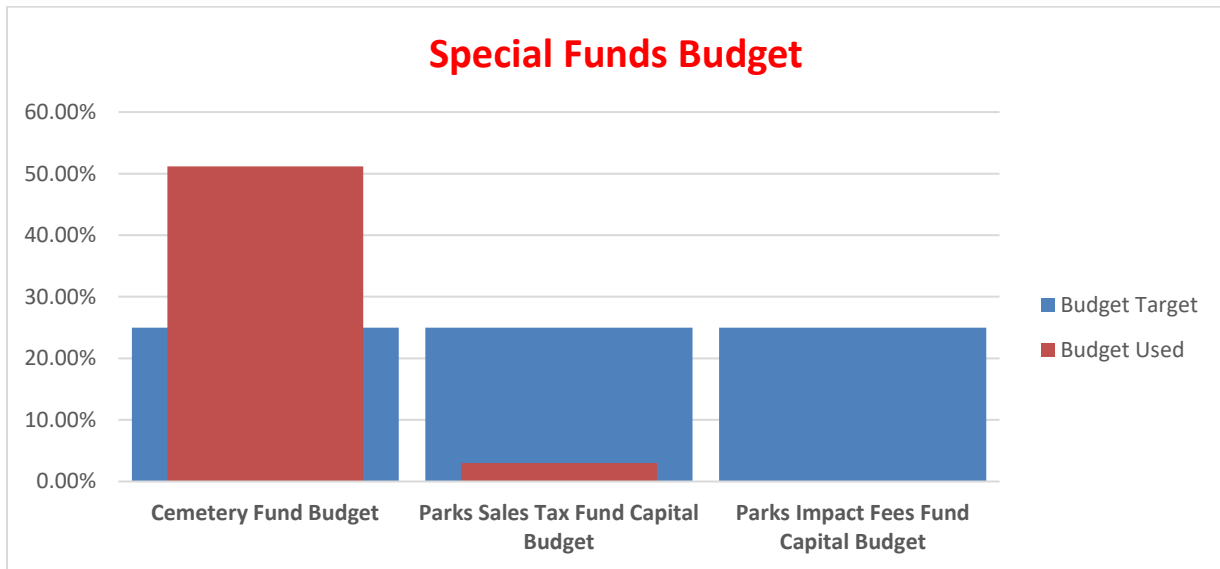
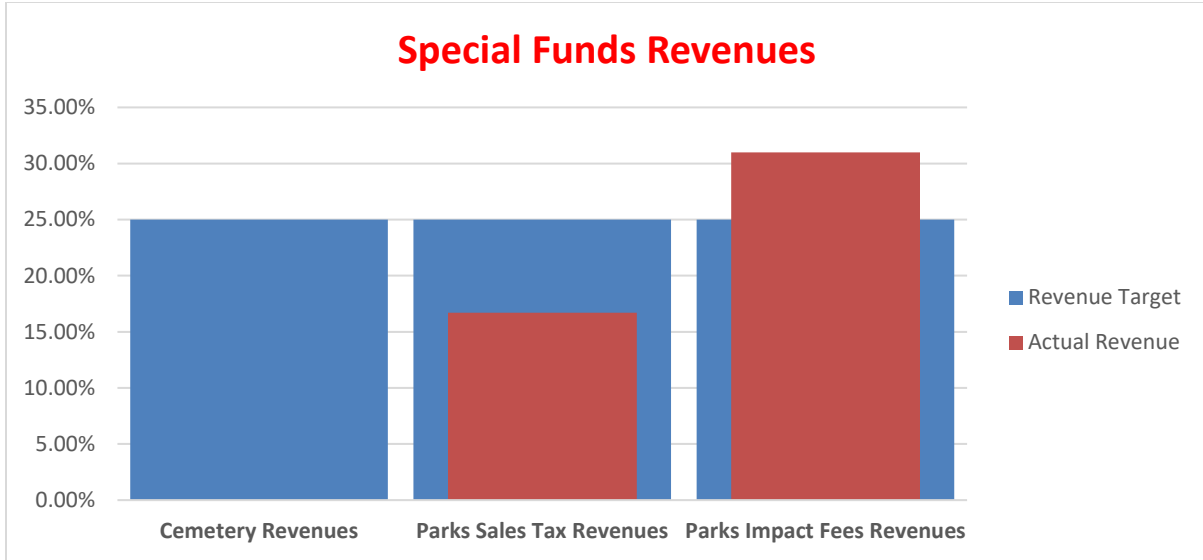
Dirt for Laser Grading & Sand for Top Dressing

HVAC Unit for Museum

(2) Zero-Turn Mowers



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



Recreation- Assistant Director

Adult Athletics

4v4 Co-ed Sand Volleyball

- On-going
- 4 Teams- 33 Participants

Adult Softball: Registration ongoing

- Games began: 09/12
- Games nights: Tuesday & Thursday
- 6 Teams- 97 Participants

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

Youth Athletics

Volleyball:

- Last games played 09/30



Baseball

- Last games played 09/30



Youth Basketball

- Registration opened 09/04

Special Events

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

- Registration opened: 08/20

Trail of Treats- October 26th 6:00pm

- Vendor registration opened: 09/01
- Location change- Municipal Park
- Additions
 - Hay Ride & food trucks

Christmas Parade:

- First meeting: 09/25- Changed staging area to Raymond Hirsch

Other

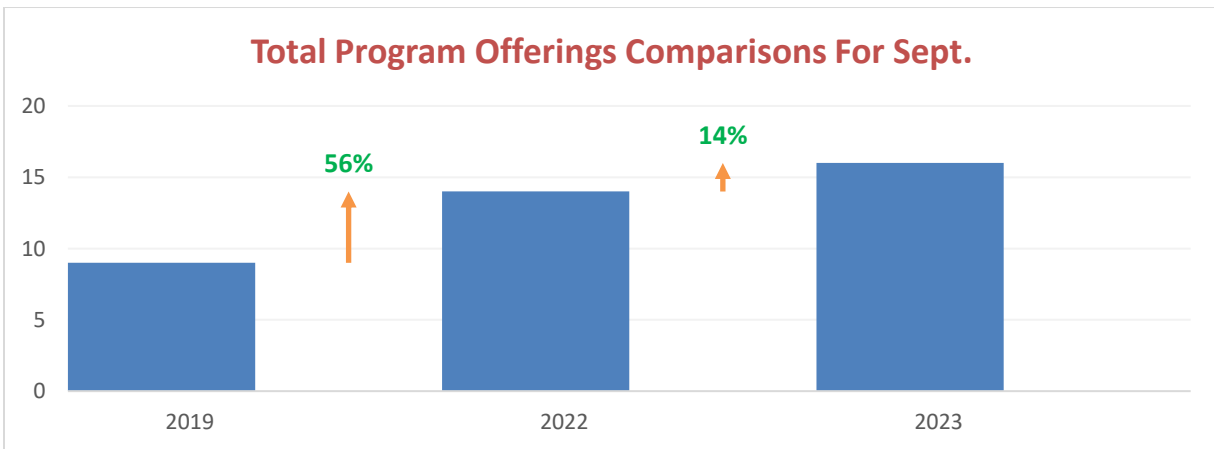
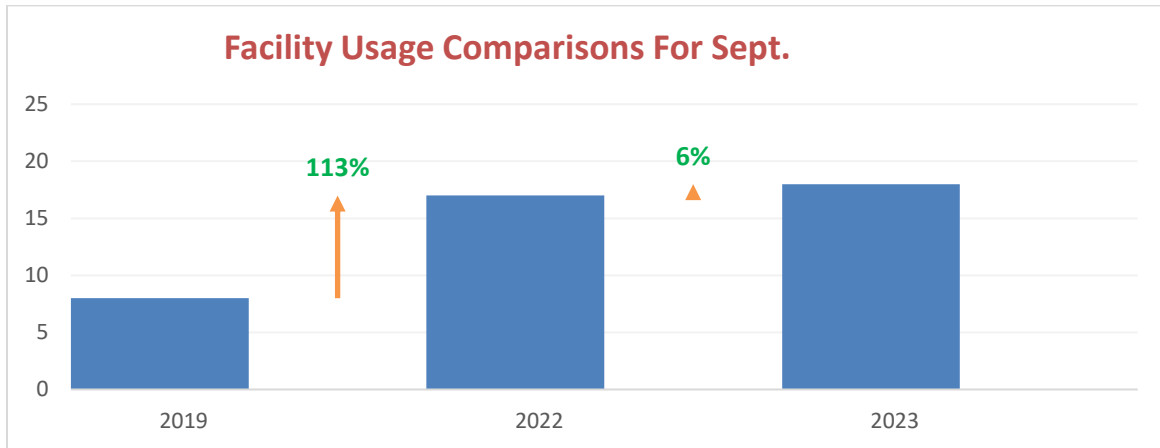
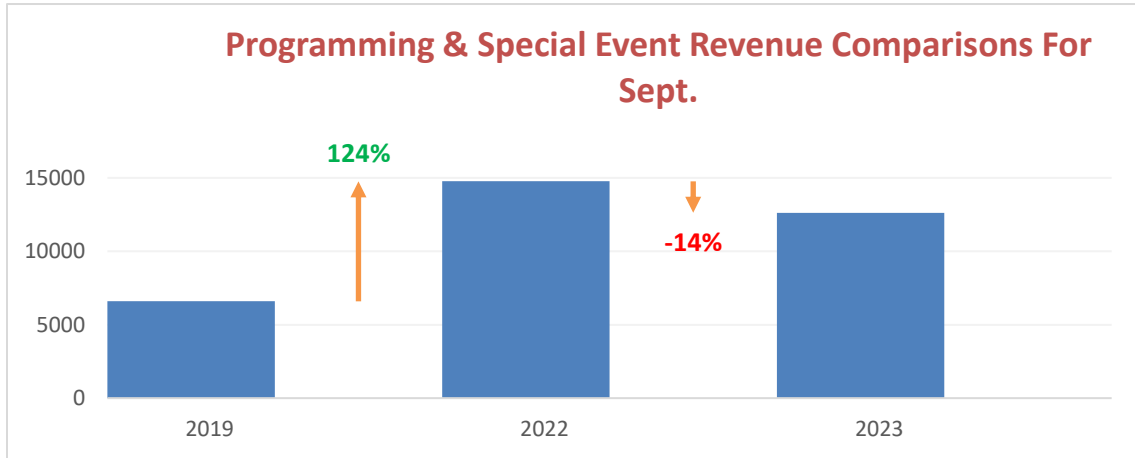
Open gyms: Averaged totals per a day

- Pickle Ball Open Gym
 - Tuesdays- 14
 - Thursdays- 14
- Open Gym Basketball - 6

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

Social Media & Website

- Facebook
 - 780 Followers
 - Reach: 7,524
 - Total posts for September: 17
 - Best Performing Post: 09/20 Trail of Treats (4,000 reach & 23 Shares)



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

Maintenance

- Put down 3,925 pounds of fertilizer on all sports fields (Park/Soccer).
- Aerated all sports fields at the park to get ready for rye.
- Put down 3,250 pounds of rye on all sports fields at the park.



- Put down Landscape stone in the beds at quad parking lot and circle bed at HS Trailhead.



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

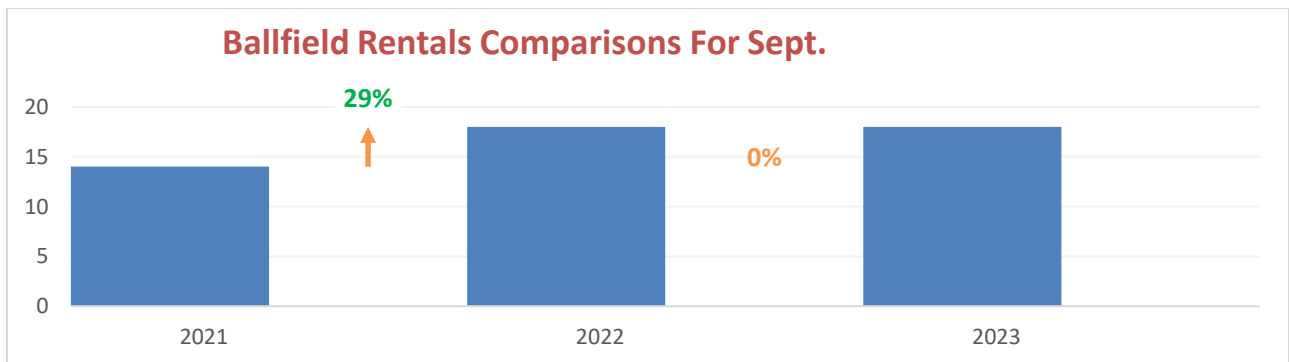
- Planted shrubs in the beds next to quad restrooms.



- Added more dirt and gravel to the building pad at shop.



- Installed a new ratchet for net at Tennis courts.



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

Museum

Volunteers

The museum volunteers have been preparing for The Gathering at the White House Inn. We have also been preparing for a second event, Discover White House Business Expo & Safety Day. The volunteers provided the museum with 11.5 volunteer hours.

Exhibits

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

Tours at Museum

Tours were given to walk ins.

Building Maintenance

Upstairs air conditioning drainage was repaired as well as the drywall on ceiling and walls. Additional repairs will be made to subfloor.

The Third Annual Gathering at the White House Inn

On September 23, the museum had its Third Annual Gathering at the White House Inn. There were over 10 living history stations set up with demonstrators in period costume. This year more live performances were scheduled such as clogging and square dancing. Estimated attendance was over 700.



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



Parks, Recreation, & Cultural Arts Department
September 2023



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

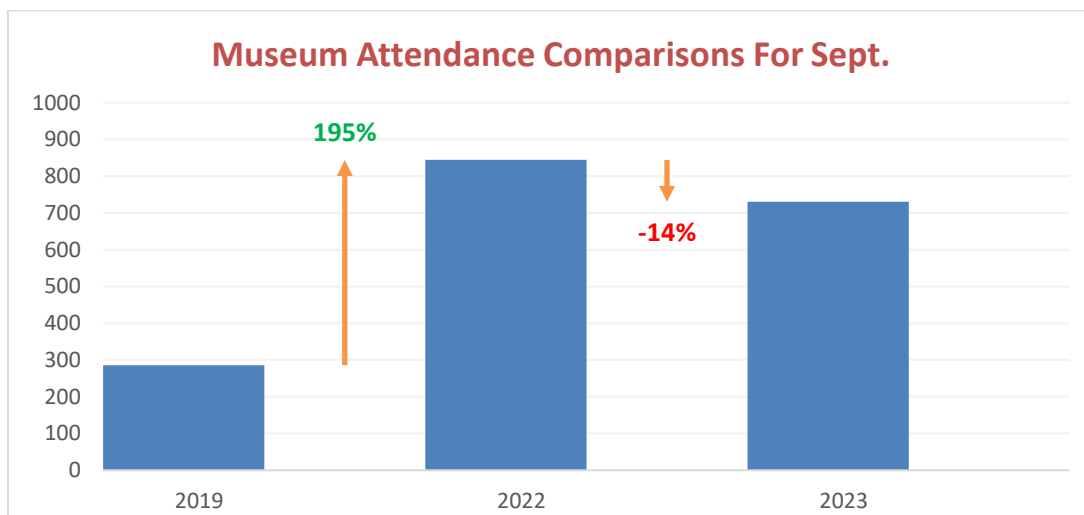
Events and Meetings Assisted with and/or Attended

- September 6 – Ribbon Cutting at White House Florist
- September 7 - Meeting for Stage Coach Committee
- September 7 – Mugs & Mugshots in museum
- September 10-12 – Yearly Planning Retreat
- September 12 – Ribbon Cutting Dreamweavers Balloons
- September 13 – Discover White House Meeting
- September 14 - Bunco
- September 19 – State of Sumner County Luncheon
- September 20 – Ribbon Cutting at M2 Tools & Rental
- September 21 – After Hours at Insurance with Kellye
- September 23 – The Third Annual Gathering at the White House Inn



Visitors' Center and Museum Attendance

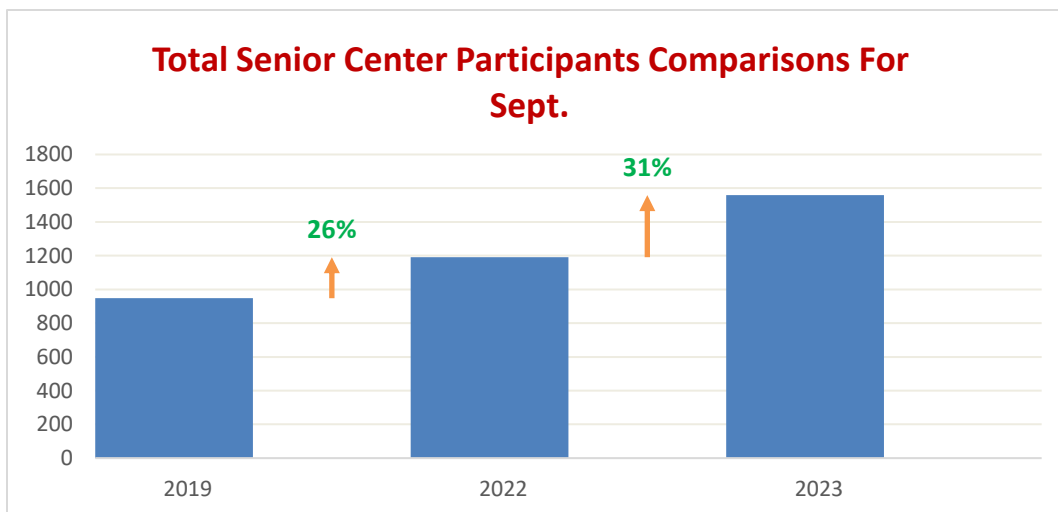
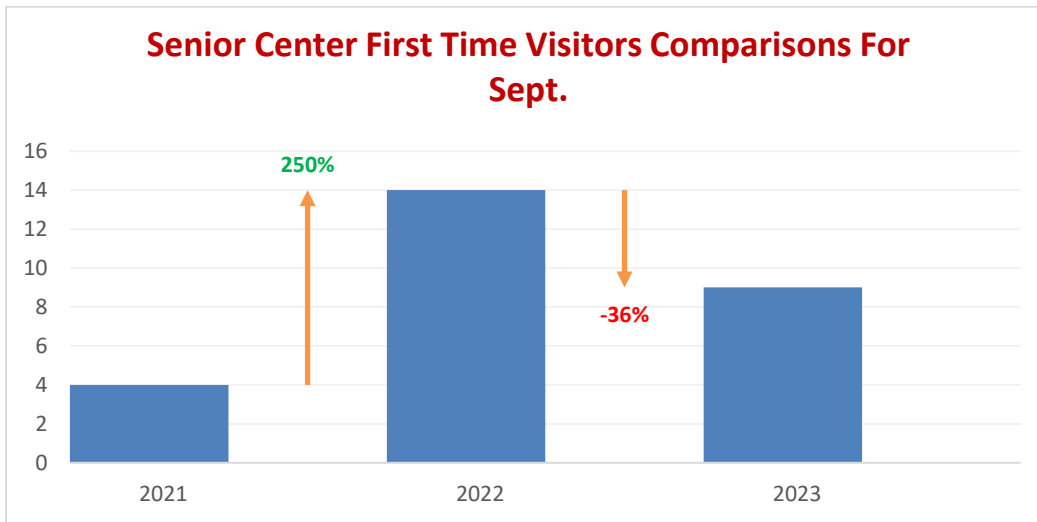
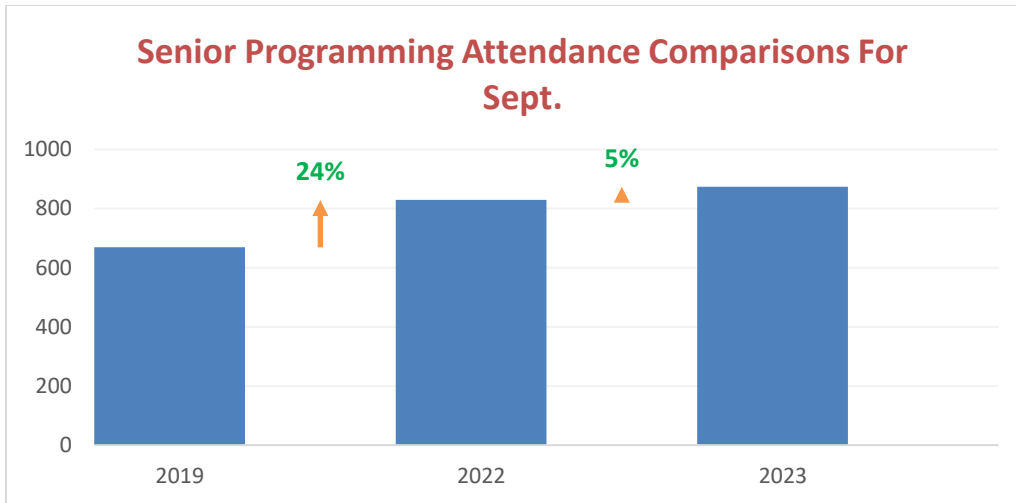
Visitors' Center Only	Visitors' Center and Toured Museum	Museum Only	Total Museum Visitors	Off Site Presentations Attendees
4	5	725	730	



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

Senior Center Participation - September 2023			
Outings:			
Bowling	11		
Larry Restaurant	17		
Riverview Restaurant	15		
Top Golf	10		
Total	53		
		Sr Meals Wednesdays	
		149	
		159	
		164	
		160	
		632	TOTAL
Programs:			
Fittercise-Strength, Yoga	308	no exercise for a week	
Walk	33		
Bingo	54		
Birthday Potluck	32		
Ballroom & Country Western Dance Lessons	9		
Garden Club	23		
Facials	6		
Fall Craft	19		
Farmers Rummy	12		
Quilting	4		
Meals on Wheels	166		
Bunco	26		
Bible Study	5		
Cards, Games, Pool, Puzzles	109		
Pickle Ball	68		
TOTAL	874		
MEMBERS	363	Updated members	as of 8/31
1st time visitors			9
New Members			5
TOTAL Sr Center Participants:	1396	Total	1559

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



	FYE 2021	FYE 2022	FYE 2023	Sep-19	Sep-22	September 2023	YTD 23-24
Facility Usage							
Special Use Permits Submitted	39	20	23	0	1	2	6
Pavilion 1 Usage	21	16	16	3	0	3	7
Pavilion 2 Usage	13	16	14	3	0	1	5
Pavilion 3 Usage	74	94	137	13	16	25	54
Splash Pad Pavilion Usage	99	165	136	24	22	7	11
Total Number of Pavilions Usage	207	291	303	43	38	36	77
Gymnasium Rentals	23	83	82	8	12	0	5
Amphitheater Usage	1	9	9	0	0	1	1
Community Room			66	0	5	17	37
Total Number of Facility Rentals	30	92	157	8	17	18	43
Ballfield Rentals	146	134	165	14	18	18	39
Vistor Center Attendance	20	29	30	4	2	4	9
Vistors Who Also Toured Museum	70	303	191	4	10	5	16
Museum Attendance Only	115	1116	1142	282	834	725	979
Total Museum Attendance	185	1419	1333	286	844	730	995
Programming							
Number of Youth Program Participants	417	615	800	0	0	0	266
Number of Adult Program Participants	100	260	195	0	69	96	132
Number of In-House Special Events Offered	9	7	11	1	2	2	4
Number of In-House Special Event Attendees	1077	2223	2158	17	0	0	113
Number of Rec Programs Offered	19	21	24	1	3	1	6
Number of Senior Center Memberships	2000	2454	3186	200	203	363	358
Number of New Senior Center Memberships	0	5	38	5	0	5	38
Senior Center Participants	4412	11605	16,821	948	1,191	1,559	4325
Senior Center First Time Visitors	36	95	115	4	14	9	21
Number of Senior Trips Offered	9	28	46	5	5	4	11
Number of Senior Trip Participants	81	235	617	61	62	53	103
Number of Senior Programs Offered	34	101	142	8	11	15	37
Number of Senior Program Participants	1061	7304	10,566	669	829	874	2941
Number of Senior Meals Served	36	47	48	4	3	4	13
Number of Meals Participants	3277	3965	5658	218	300	632	1912
Offsite Presentation Attendees	0	145	435	0	0	0	0
Total Number of Programs Offered	53	124	166	9	14	16	43
Revenues							
Youth Programs	\$44,261.00	\$57,366.00	\$ 79,821.40	\$5,863.00	\$12,396.00	\$10,380.00	\$ 27,578.00
Adult Programs	\$ 6,230.00	\$ 7,925.00	\$ 11,780.00	\$0.00	\$1,250.00	\$0.00	\$ 4,160.00
Special Events	\$ 3,495.00	\$ 3,080.00	\$ 2,940.00	\$150.00	\$120.00	\$140.00	\$ 685.00
Senior Meals	\$ 8,222.50	\$11,442.00	\$ 18,754.00	\$580.50	\$997.50	\$2,106.00	\$ 6,391.00
Shelter Reservations	\$ 9,112.50	\$12,995.00	\$ 7,675.00	\$635.00	\$345.00	\$650.00	\$ 1,807.50
Facility Reservations	\$ 2,956.25	\$19,181.75	\$ 16,978.25	\$1,518.75	\$250.00	\$1,487.50	\$ 4,500.00
Field Rentals	\$ 5,820.50	\$ 3,913.00	\$ 5,578.50	\$338.34	\$455.00	\$400.00	\$ 950.00
Affiliate League/Tournament Fee Revenue	\$ -	\$13,666.50	\$ 29,825.50	\$0.00	\$0.00	\$7,746.50	\$ 8,946.50
Misc	\$ 9,686.39	\$25,818.31	\$ 8,763.20	\$320.00	\$336.64	\$1,564.80	\$ 4,365.61
Maintenance							
Mowing Hours	2,195	1660.25	1548.5	321	237.5	247	804
Work Orders Received	9	15	24	0	3	1	5
Work Orders Completed	9	14	23	0	3	1	5
Number of Projects Started	39	31	8	3		1	3
Number of Projects Completed	32	29	8	2		1	3
Number of ballfield rainouts	NA	156	321	NA	0	15	137
Bags of Field Dry Used	NA	100	42	NA	3	10	14

White House Library September Monthly Report

Summary of Activities

The director attended a regional library director's check-in on September 11th. At this check-in the regional library gives updates on different state related functions. At this meeting, the group learned about the Library of Accessible Books and Media and Interlibrary loans.

The library director finished up her quarterly meetings with her staff on September 11th. The director will meet quarterly one-on-one with each of her staff to discuss progress on their yearly goals, updates to the library and any issues they might be having.

The library director attended the orientation session about the salary survey that the city is conducting. At this meeting, the group learned how the survey would work and how long they would have to complete it. The director will go in and review all the library staff's work descriptions after the staff complete their forms.

The director then attended a department head session with Evergreen to discuss what cities to compare positions.

The library director attended a library board meeting on September 14. At this meeting the board voted to update a number of policies including reconsideration of material, reconsideration of material form, circulation of computers, WI-FI usage policy, Internet Safety Policy, Adult Borrowers, Juvenile Borrowers, and Juvenile Borrowers Permission Form.

The library director attended the Chamber of Commerce luncheon on September 19th. The topic of this luncheon was the State of Sumner County. The director heard a presentation from County Mayor John Isbel and Director of Schools Scott Langford.

The library held their colorblindness event on Thursday, September 21st. At this event, the library had posters of pictures showing the different view that people see when they are color blind, a laptop set up to allow individuals to take a color blindness test, and color correction glasses for patrons to try. The Community Initiative of the Art brought paintings to display for participants to view. The library also brought in Sean the Balloon Guy to make balloon animals and Kona Ice to sell snow cones. The library took pictures and videos of the three individuals trying on their free pair of color correction glasses. One individual commented that without the glasses on, he could not see the green leaves on the painting, but with them on, he could now tell they were there. In addition, a total of 5 more individuals took the color blindness test and tried out the glasses. All were amazed at how much more color they could see.

The library director attended a chamber event in which they invite women in the area to meet with representatives from Diana Health to talk about what health services this company offers for women and the possibility of getting an office opened in White House.

The library director attended the Sumner County Council of Government Award ceremony on September 27th. At this banquet, awards were given to different County and Municipal members for outstanding work.

The library closed on September 27 for staff development day. The staff did a virtual escape room for a team building exercise. The group completed the room with 16 minutes to spare. The group did not talk over each other and worked together to get out of the room. After the event, the group did a debriefing to go over who participated the most, who took the lead on certain clues, what they liked, what they didn't like, what advice they would give someone else doing this event, etc.

The Friends of the Library, in conjunction with the Chamber of Commerce, had a ribbon cutting for the new Sherry Eden Reading Garden on September 28. The friends and Master Gardeners of Robertson County redesigned the nook area in-between the library patio and stairs to make it a reading garden in honor of all the work Sherry Eden has done for the library over the years.

Department Highlights

The highlights for the month were the color blindness event and the ribbon cutting. Though the color blindness event had a smaller attendance, it was by far one of the most impactful events the library has ever done as it helped individuals in a very personal way. In addition, the reading garden was another highlighted event because the friends had been working on the garden for over a year as they felt honoring Sherry was important.

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

Official Service Area Populations

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

Membership

September	2019	2020	2021	2022	2023
New Members	173	108	100	125	128
Updated Members	598	481	343	238	294
Yearly Totals	2019	2020	2021	2022	2023
Total Members	8,376	9,496	7,027	7,125	8,223
% of population with membership	59	66	49	48	54

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: 38,933

Estimated Value of Total Materials: \$973,325

Total Materials Available Per Capita: 2.58

Last Month: \$970,800

Last Month: 2.57

State Minimum Standard: 2.00

Materials Added in September

2019	2020	2021	2022	2023
410	348	175	78	111

Yearly Material Added

2019	2020	2021	2022	2023
3,004	3,025	3,035	3,573	1,829

Physical Items Checked Out in September

2019	2020	2021	2022	2023
5,099	5,147	6,049	7,531	6,835

Cumulative Physical Items Check Out

2019	2020	2021	2022	2023
62,522	50,042	59,515	80,653	63,704

Miscellaneous item checkouts

September	2019	2020	2021	2022	2023
Technology Devices	33	31	61	62	67
Study Rooms	90	25	52	85	115
Games and Puzzles	63	96	116	191	154
Seeds	8	13	10	60	10
STEAM Packs	20	0	27	24	51
Cake Pans	0	3	0	7	0
Outdoor Items	*	*	*	*	7
Honor Books	*	*	*	*	5

Yearly Totals

2019	2020	2021	2022	2023
137	381	725	743	590
253	305	395	746	634
222	955	1,263	2,060	1,342
112	302	878	883	749
61	25	160	234	230
1	28	21	69	23
*	*	*	17	50
*	*	*	19	101

Library Services Usage

September	2019	2020	2021	2022	2023
Test Proctoring	9	9	5	1	2
Charging Station	1	8	1	1	2
Notary Services	*	19	17	11	7
Library Visits	4,173	3,106	3,288	4,340	3,596
Website Usage	1,591	1,353	2,086	2,086	784
Reference Questions	5	8	10	1	5

Yearly Totals

2019	2020	2021	2022	2023
27	74	108	61	53
19	47	45	21	13
16	88	144	135	126
55,728	30,007	38,913	48,253	37,017
16,935	17,977	27,907	33,678	34,594
77	60	73	31	32

Computer Users

September	2019	2020	2021	2022	2023
Wireless	623	352	333	417	351
Adult Users	354	274	189	227	178
Kids Users	139	7	150	165	178

Yearly Computer Users

2019	2020	2021	2022	2023
2,017	3,829	3,878	4,544	3,461
1,103	2,138	2,235	2,608	1,801
556	427	957	2,987	1,687

Library Volunteers

September	2019	2020	2021	2022	2023
Library Volunteers	13	4	8	7	7
Volunteer Hours	132	74	138	121	49

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	1,338

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

Universal Class Counts

September	
Sign ups	1
Courses started	5
Lessons viewed	18
Class Submissions	6

Yearly Totals

2019	2020	2021	2022	2023
9	10	13	18	18
16	53	39	2	17
194	1,771	1,008	876	366
105	800	515	465	543

Kanopy

September	Sessions	Pages	Plays	Accounts
Monthly	375	505	68	45
Yearly	375	505	68	45

Programs

1,000 books	2019	2020	2021	2022	2023
Monthly Sign-ups	2	5	3	4	1
total Sign-ups	60	83	84	113	151

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

September	2019	2020	2021	2022	2023
Programs	12	4	12	11	10
Attendees	244	109	171	294	268
Yearly	2019	2020	2021	2022	2023
Programs	154	43	91	136	107
Attendees	4,201	1,185	2,167	3,646	3,278

Grab & Go Kits

September	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

Teen/tween Face-to-Face Programs

September	2020	2021	2022	2023
Programs	4	4	9	9
Attendees	34	25	55	34
Yearly	2020	2021	2022	2023
Programs	11	43	98	91
Attendees	77	370	437	305

Grab & Go

September	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

September	2019	2020	2021	2022	2023
Programs	14	3	8	7	14
Attendees	38	15	41	39	61
Yearly	2019	2020	2021	2022	2023
Programs	157	42	63	75	81
Attendees	1,343	214	351	377	407

Device Advice

September	2019	2020	2021	2022	2023
Sessions	*	0	0	9	7
Yearly	125	51	81	131	107
Passive					
September	2019	2020	2021	2022	2023
Yearly	*	*	0	20	0

Interlibrary Loan Services

September	2019	2020	2021	2022	2023
Borrowed	97	58	57	72	56
Loaned	35	7	20	25	11

Yearly Interlibrary Loan Services

2019	2020	2021	2022	2023
690	534	673	872	486
410	151	226	317	151

September	R.E.A.D.S
Adults	2,397
Juvenile	183

Yearly Totals	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Adults	21,138	23,138	19,466	21,110	32,599
Juvenile	1,430	1,189	1,032	2,013	2,350

The READS statistics come from the state.

**CITY COURT REPORT
SEPTEMBER 2023**

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH	\$6,709.00	
TOTAL MONIES COLLECTED YTD		\$22,307.75

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH	\$2,527.94	
TOTAL MONIES COLLECTED YTD		\$7,570.24

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$9,236.94</u>	
<u>TOTAL REVENUE YTD</u>		<u>\$29,877.99</u>

DISBURSEMENTS

LITIGATION TAX	\$451.92	
DOS/DOH FINES & FEES	\$424.65	
DOS TITLE & REGISTRATION	\$199.50	
RESTITUTION/REFUNDS	\$0.00	
ON-LINE CC FEES	\$0.00	
CREDIT CARD FEES	\$0.00	
WORTHLESS CHECKS	\$0.00	
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$1,076.07</u>	
<u>TOTAL DISBURSEMENTS YTD</u>		<u>\$3,590.72</u>

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$8,160.87</u>	
<u>TOTAL ADJUSTED REVENUE YTD</u>		<u>\$26,287.27</u>

DRUG FUND

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$648.58</u>	
<u>DRUG FUND DONATIONS YTD</u>		<u>\$1,708.30</u>

Offenses Convicted & Paid For Month	Count	Paid
Financial Responsibility Law	12	\$450.00
Registration Law	23	\$1,337.50
Improper Equipment	2	\$10.00
Texting/Hands Free Law	7	\$304.00
Codes Violation	5	\$220.00
DL Exhibited		
Red Light	7	\$522.50
Animal Control		
Stop Sign	10	\$527.50
Speeding	33	\$2,975.00
Seat Belt-Child Restraint	3	\$110.00
Improper Passing		
Exercise Due Care	4	\$282.50
Careless Driving	2	\$160.00
Total	108	\$6,899.00