



City Administrator Report: March 2024

Administrative & Legislative Services Department
March 2024

Administration

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

- March 4:
 - Department Head Staff Meeting
 - TML Legislative Conference
 - Staff Plan Reviews

- March 5:
 - Industrial Development Meeting

- March 6 :
 - White House Recreation Center Meeting

- March 7:
 - Mayor Update Meeting
 - Rotary Fire Department Appreciation Banquet
 - Leisure Services Board

- March 11:
 - Engineering Projects Discussion
 - Stormwater Advisory Board Meeting
 - Planning Commission

- March 12:
 - Economic Development Meeting

- March 14:
 - Rotary Police Department Appreciation Banquet
 - Library Board Meeting

- March 18:
 - Department Head Staff Meeting
 - Americana Celebration Planning Meeting

- March 19:
 - Colorado Grill Joint Chambers Ribbon Cutting

- March 20 :
 - RTA Board Meeting
 - GNRC Transportation Policy Board

- March 21 :
 - Mayor Update Meeting
 - Board of Mayor and Alderman Meeting

- March 22 :
 - Project Blue Wing Site Visit

- March 27 :
 - Sumner County Council of Governments Luncheon

**Administrative & Legislative Services Department
March 2024**

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	\$34,261,901	\$18,410,276	↓21.27
Economic Development	\$136,600	\$64,900	↓27.48
State Street Aid	\$505,000	\$478,423	↑19.72
Parks Sales Tax	\$2,296,000	\$2,104,064	↑16.63
Solid Waste	\$1,657,227	\$1,338,852	↑5.77
Parks Impact Fees	\$1,055,000	\$1,017,741	↑21.45
Police Impact Fees	\$110,000	\$101,112	↑16.91
Fire Impact Fees	\$274,000	\$53,044	↓55.65
Road Impact Fees	\$650,000	\$650,000	↑24.99
Police Drug Fund	\$25,000	\$23,436	↑18.73
Debt Services	\$2,512,200	\$247,028	↓65.17
Wastewater	\$15,952,225	\$11,928,873	↓0.23
Dental Care	\$100,000	\$57,777	↓17.95
Stormwater Fund	\$1,672,625	\$1,184,486	↓4.19
Cemetery Fund	\$42,690	\$29,711	↓5.41

*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	145	98	98	79	97	91	147
November	130	104	103	72	78	120	125
December	98	84	73	71	58	72	104
January	125	116	117	123	81	122	177
February	132	111	105	75	93	119	113
March	112	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	1,352	1,517	1,506	1,355	1,199	1,595	1,813

Purchase Orders by Dollars	Feb 2024	FY 2024	FY 2023	FY 2021	Total for FY24	Total for FY23	Total for FY22
Purchase Orders \$0-\$9,999	109	1,291	1,448	1281	\$1,496,757.96	\$1,645,212.29	\$1,640,827.83
Purchase Orders \$10,000-\$24,999	0	25	32	29	\$434,447.24	\$421,438.69	\$404,406.65
Purchase Orders over \$25,000	3	36	37	45	\$13,933,165.08	\$39,313,456.65	\$11,687,700.37
Total	132	1,352	1,517	1355	\$15,864,370.28	\$41,380,107.63	\$13,732,934.80

**Administrative & Legislative Services Department
March 2024**

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.	55	47	52	10	78	33,673	29,829	23,816	8,390	386,735
Nov.	42	54	63	174	56	30,149	30,449	23,022	7,587	695,971
Dec.	38	32	39	13	156	30,202	27,768	22,904	17,483	847,724
Jan.	46	53	56	108	67	32,467	31,686	26,942	17,123	720,531
Feb.	58	47	52	135	22	35,251	28,043	23,253	19,796	N/A
Mar.	43	62	57	39	85	35,610	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	425	640	609	884	901	301,608	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.	2	11	6	40
Nov.	4	11	6	29
Dec.	3	10	10	10
Jan.	3	18	18	11
Feb.	1	10	9	20
Mar.	4	9	14	11
April		11	11	7
May		3	10	11
June		1	10	11
Total	34	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.	40	45	64	15
Nov.	38	53	19	20
Dec.	34	70	42	27
Jan.	61	61	41	18
Feb.	82	20	41	72
March	66	41	38	36
April		68	26	26
May		50	39	48
June		47	47	58
FY Total	474	588	495	383

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

**Administrative & Legislative Services Department
March 2024**

White House Farmers Market 2024

	Application Fees # (amount collected)	Booth Payments (\$)
January	3(\$45)	2(\$300)
February	6(\$90)	5(\$660)
March	2(\$30)	2(\$210)
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	11(\$165)	9(\$1,170)

Building Maintenance Projects

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

	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	13	10	6	7	14	18
November	13	12	23	16	7	18	34
December	8	8	17	19	3	8	19
January	14	11	6	11	16	14	16
February	7	10	8	16	18	7	21
March	7	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	116	187	164	200	98	162	266

**Finance Department
March 2024**

Finance Section

During March the Finance Office continued collecting current year property taxes, and continued working on FYE 6/30/2025 budget tasks. The total property taxes billed for tax year 2023 was \$5.6 million. As of the end of March, approximately \$5.4 million (96.4%) was collected. Members of the Finance Office also participated in the following events during the month:

- March 5: Semi-annual expired financial record destruction
- March 5-7: Annual Employee Open Enrollment
- March 6: Regions Bank master agreement document review virtual meeting
- March 6: Compensation Study review with HR
- March 11: Stormwater Advisory Board meeting
- March 14: EnerGov onsite meeting
- March 19: Recreation Center construction budget meeting
- March 26: EPL software Custom Fields training
- March 26: Finance Staff meeting
- March 27: Compensation Study follow-up meeting

Performance Measures

Utility Billing

	Mar 2024	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
New Build Applications (#)	66	382	307	284	357	171
Move In Applications (#)	100	773	926	977	737	649
Total Applications (#)	166	1155	1233	1261	1094	820
Move Outs (#)	14	287	831	898	743	602
Electronic new customer signups (#)	85	622	476	410	300	127
Electronic new customer signups (%)	51%	54%	39%	33%	27%	15%

Business License Activity

	Mar 2024	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Opened	10	64	95	92	76	69
Closed (notified by business)	3	10	9	7	6	10

Accounts Payable

	Mar 2024	FY 2024 Total	FY 2023 Total	FY 2022 Total	FY 2021 Total	FY 2020 Total
Total # of Invoices Processed	393	4016	4455	4254	4079	4003

Property Tax Relief Applications

	Mar 2024	FY 2024 Total	FY 2024 Est.	FY 2023 Total	FY 2022 Total
New Parcels (#)	6	45	29	27	29
Existing Parcels (#)	3	113	124	101	99
Total Parcels (#)	9	158	153	128	128
State Relief Credits (\$)	1,760	26,190	21,040	23,860	20,844
City Relief Credits (\$)	1,315	22,664	18,255	16,536	10,155
Combined Relief Credits (\$)	3,075	48,854	39,295	40,396	30,999

**Finance Department
March 2024**

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	8,390,735	67%
Economic Development Fund	141,900	42,570	298,074	210%
State Street Aid Fund	456,800	137,040	563,746	123%
Parks Sales Tax Fund	1,093,500	328,050	1,193,306	109%
Solid Waste Fund	1,577,500	473,250	980,079	62%
Parks Impact Fees Fund	440,484	132,145	276,337	63%
Police Impact Fees Fund	315,200	94,560	1,105,940	351%
Fire Impact Fees Fund	208,200	62,460	707,952	340%
Roads Impact Fees Fund	421,800	126,540	614,735	146%
Police Drug Fund	5,250	1,575	44,696	851%
Debt Services Fund	2,530,300	759,090	2,592,529	102%
Wastewater Fund	6,293,000	1,887,900	9,030,798	144%
Dental Care Fund	78,300	23,490	169,445	216%
Stormwater Fund	1,100,750	330,225	843,500	77%
Cemetery Fund	55,450	16,635	268,617	484%

*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	10,885,891	↑ 11.56%
Economic Development Fund	141,900	115,708	↑ 6.54%
State Street Aid Fund	456,800	359,167	↑ 3.63%
Parks Sales Tax Fund	1,093,500	901,635	↑ 7.45%
Solid Waste Fund	1,577,500	1,213,867	↑ 1.95%
Parks Impact Fees Fund	440,484	345,791	↑ 3.50%
Police Impact Fees Fund	315,200	446,538	↑ 66.67%
Fire Impact Fees Fund	208,200	294,820	↑ 66.60%
Roads Impact Fees Fund	421,800	563,408	↑ 58.57%
Police Drug Fund	5,250	6,808	↑ 54.68%
Debt Services Fund	2,530,300	2,042,581	↑ 5.72%
Wastewater Fund	6,293,000	5,253,664	↑ 8.48%
Dental Care Fund	78,300	67,553	↑ 11.27%
Stormwater Fund	1,100,750	872,919	↑ 4.30%
Cemetery Fund	55,450	45,279	↑ 6.66%

*Realized amounts reflect revenues realized from July 1, 2023—March 31, 2024

**Human Resources Department
March 2024**

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

- March 05: Insurance Open Enrollment Meeting
- March 06: Insurance Open Enrollment Meeting
Compensation Study Results Discussion with Department Heads
- March 07: Insurance Open Enrollment Meeting
Compensation Study Results Discussion with Department Heads
- March 11: New Hire Orientation for Assistant Library Director
- March 19: Colorado Grill Joint Chamber Ribbon Cutting
- March 20: Compensation Study Results Discussion with Employees
- March 21: Board of Mayor and Aldermen Meeting
- March 25: Compensation Study Results Discussion with Employees
- March 26: Compensation Study Results Discussion with Employees
- March 27: Compensation Study Results Discussion with Employees
- March 28: Chamber Chairman's Celebration 2024 - Casino at the Prom

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	1	1	0	0
September	0	1	0	1
October	1	2	1	0
November	0	1	0	1
December	0	0	0	0

Three-year average: 6.33

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

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	0	2	1	1
November	0	0	1	3
December	0	2	0	0

Three-year average: 5.33

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

**Human Resources Department
March 2024**

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	0	1	0	0
November	1	2	0	1
December	1	1	1	2

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January	2	0	4	2
February	2	0	2	0
March	0	2	3	0
April		0	2	2
May		0	2	0
June		1	1	3
Total	12	10	19	12
Percentage	9.45%	8.40%	16.52%	10.91%

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

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	0	1 (S)	0	0
November	1 (T)	0	0	0
December	0	0	0	1 (T)

	FYE 2024	FYE 2023	FYE 2022	FYE 2021
January	0	0	1 (T)	1 (T)
February	0	0	0	0
March	0	1 (T)	0	0
April		0	0	0
May		0	0	0
June		0	0	0
Total	2	1	1	3

Three-year average: 1.667

**Police Department
March 2024**

Meetings/Civic Organizations

- **Chief Brady attended the following meetings in March:** Department Head Staff Meeting (March 4th and March 18th), White House Rotary Club (March 7, 21 & 28), Planning Commission Meeting (March 11th), White House Rotary Club Law Enforcement Appreciation Lunch/Officer of the Year (March 14), Americana Celebration Planning (March 18), Sumner County Drug Task Force Meeting (March 20), Command Staff Meeting (March 21) and Board of Mayor & Alderman Meeting (Mach 21).

- **Police Department Administration Performance Measurements**

Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by April 2024.

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

Susan had her accreditation file review in March through PowerDMS and onsite visit with assessors on March 14, 2024.

Capt. Elizabeth Leonard from Springfield Police Dept and Lt. Michael Foster from Spring Hill Police Dept were the assessors.

The file review and onsite were completed and the final assessment report was sent to the Professional Standards Committee. Chief Brady, Susan Johnson and the assessment team will appear before a review subcommittee meeting on April 3, 2024 in Franklin, Tn for their completion of the 2021-2023 accreditation process.

They will then be awarded with the 4th accreditation award at the 2024 Tennessee Association of Chief of Police Conference.

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	460	0	460
February	0	300	24	324
March	20	500	38	558
Total	20	1260	62	1,342

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	March 2024	FY 2023-24
Three (3) Officers per Shift	16	144
Four (4) Officers per Shift	42	388

1. ***Acquire and place into service two Police Patrol Vehicles.*** Four new vehicles have been ordered from Lonnie Cobb Ford. We have been advised by Lonnie Cobb Ford the vehicles possibly could be here the first of June.
2. ***Conduct two underage alcohol compliance checks during the Fiscal Year 2023-2024.*** Spring Compliance check letters will be sent out by April 15th.

**Police Department
March 2024**

3. *Maintain or reduce TBI Group A offenses at the three-year average of 60 per 1,000 population during the calendar year of 2024.*

Group A Offenses	March 2024	Per 1,000 Pop.	Total 2024	Per 1,000 Pop.
Serious Crime Reported				
Crimes Against Persons	16	1	29	2
Crimes Against Property	23	2	65	4
Crimes Against Society	15	1	44	3
Total	54	4	138	10
Arrests	77		175	

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

4. *Maintain a traffic collision rate at or below the three-year average of 446 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2024.*

	March 2024	TOTAL 2024
Traffic Crashes Reported	26	103
Enforce Traffic Laws:		
Written Citations	37	144
Written Warnings	28	104
Verbal Warnings	294	881

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 2024.*

COLLISION RATIO				
<u>2024</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
March	26	0 YTD 10	0%	10% YTD 103

Staffing:

- Ofc. Blake McClusky graduated from the Tennessee Law Enforcement Academy on March 29th.
- Officer Devin Keen and Officer Tyler Miller are on FTO.
- Detective Keith Anglin is on FMLA.
- Officer Nicholas Lepore has turned in his resignation.
- We are continuing to accept applications. We will have three positions open when Officer Lepore leaves.

Sumner County Emergency Response Team:

ERT March 2024

- March 15th – ERT conducted training at the Sumner Co range. ERT members conducted firearms qualifications and participated in night vision training.
- March 28th – ERT executed two high-risk narcotics search warrants in Gallatin. Investigators seized an undisclosed amount of narcotics and a firearm.

**Police Department
March 2024**

Support Services Performance Measurements

1. *Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2024.*

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
March		

Communications Section

	March	Total 2024
Calls for Service	920	2,656
Alarm Calls	34	114

Request for Reports

	March	FY 2023-24
Requests for Reports	32	211
Amount taken in	\$6.00	\$104.95
Tow Bills	\$0.00	\$650.00
Emailed at no charge	21	258
Storage Fees	\$0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- Due to staffing, Sgt. Bagwell was unable to attend the THSO monthly meeting.
- Of the paperwork turned in to THSO, officers have worked 63.5 hours of overtime with the THSO Grant totaling \$3,175.00 in overtime Grant money used.
- \$8,175.00 remains in THSO Grant Money in the overtime budget.
- Sgt. Bagwell is working on quotes to purchase handheld radar/lidar with current grant.
- Upcoming grant has been applied for and waiting on THSO for approval (20,000.00).

Volunteer Police Explorers: Nothing to report currently.

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

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.*** D.A.R.E. should start in the Fall at White House Middle School.
- ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Discover White House will be in the Fall.
- ***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.

**Police Department
March 2024**

- *Participate in joint community events monthly to promote the department's crime prevention efforts and community relations programs.*
 - March 6th – Sgt. Enck participated in Read Across America at Robert F. Woodall.
 - March 21st – Wheels in Motions at H.B. Williams Elementary.
 - March 28th – Wheels in Motion at Heritage Elementary.
 - March 30th – WHPD escorted a Little League Parade.

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

- WHPD Rotary Luncheon. – March 14th.

Upcoming Events:

- May 7th – WHPD Annual Awards Ceremony
- National Police Week –
May 12 to May 18th, 2024

<i>2024 Participation in Joint Community Events</i>		
	<u>February</u>	<u>Year to Date</u>
Community Activities	5	14

**Fire Department
March 2024**



Summary of Month's Activities

Fire Operations

The Department responded to 127 requests for service during the month with 90 responses being medical emergencies. The Department also responded to 6 vehicle accidents of which 1 had injuries, and 5 had no injuries. Of the 127 responses in the month of March there were 10 calls that overlapped another call for service which is 7.87% of our responses for the month. That brings the overlapping call volume for FY23-24 to 247 or 18.07% 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 March from dispatch to on scene time averaged was, five minutes and thirty-five seconds (5:35). The average time a fire unit spent on the scene of an emergency call was fourteen minutes and twenty-five seconds (14:25).

Department Event

- March 5th-7th – Open Enrollment
- March 7th – Firefighter of the Year Rotary Banquet
- March 29th – Medical Training (Pre-hospital Trauma Life Support)
- March 31st – Advanced Pump Operator class (TN Fire and Codes Academy)

Fire Administration

- March 7th – Firefighter of the Year rotary Banquet
- March 4th- 6th – Peer Support training
- March 6th – Read Across America
- March 12th – Monthly Officer meeting
- March 18th – Americana Celebration Planning
- March 21st – "Get Alarmed TN" smoke detector Installation

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	29
Rescue & Emergency Services	954
Hazardous Conditions (No Fire)	25
Service Calls	83
Good Intent Call	80
False Alarms & False Call	158
Calls for The Month	127
Total Responses FY to Date	1355

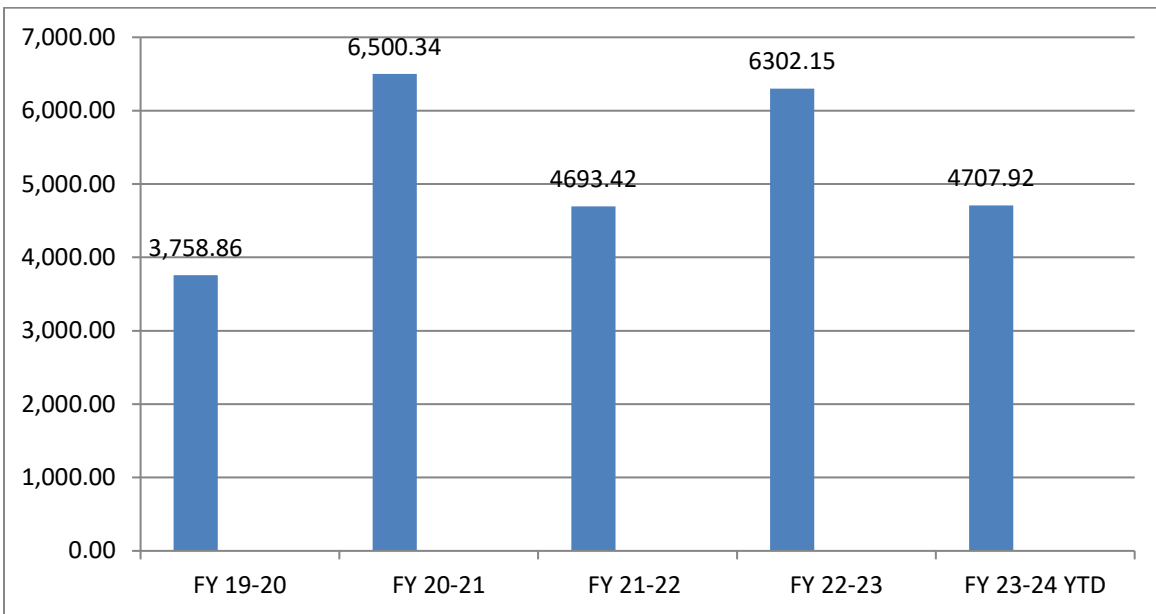
**Fire Department
March 2024**

Response by Station

	Month	FY to Date	%
Station #1 (City Park)	81	881	65.01%
Station #2 (Business Park Dr)	46	469	34.61%

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	735.2	4707.92

Training breakdown for ISO and NFPA*

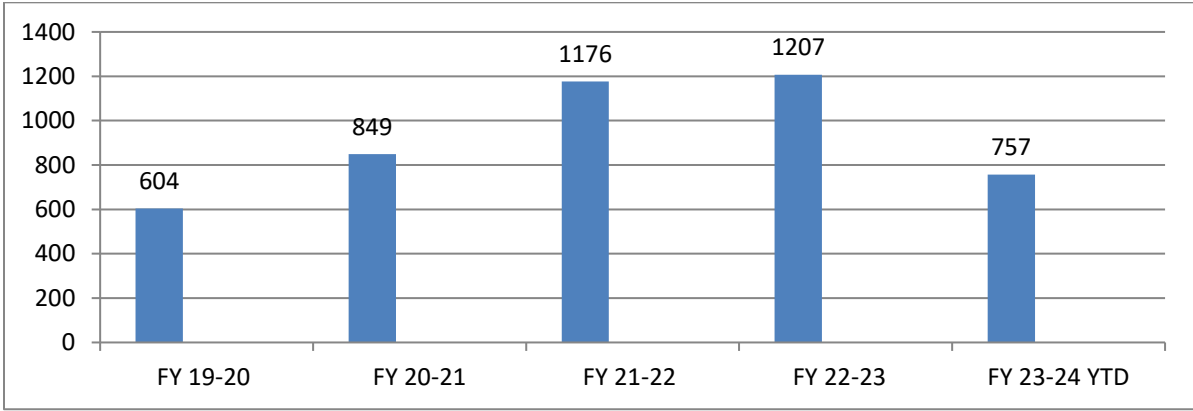
	Fire Officer	Company	Facilities	NFPA	Non-ISO
Month	19	119	305	57.45	234.75
Total for FY	216	2146.05	768	844.13	1314.44

*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 Inspection

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

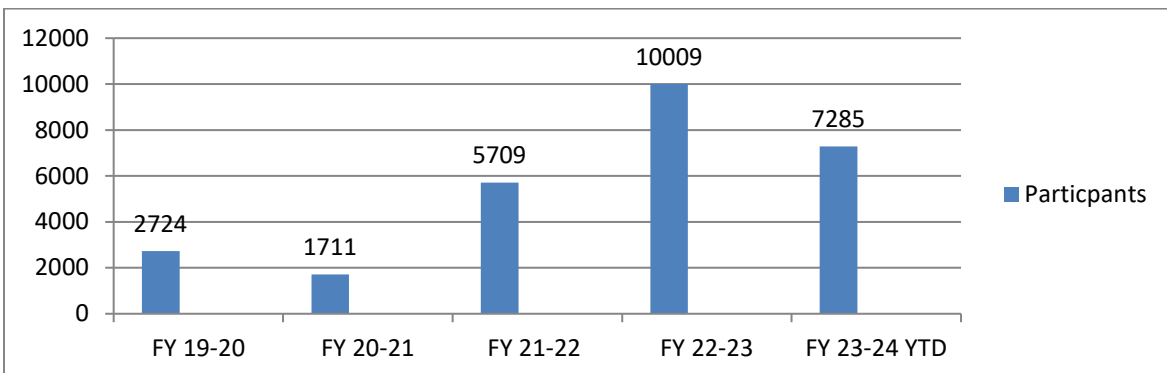
**Fire Department
March 2024**



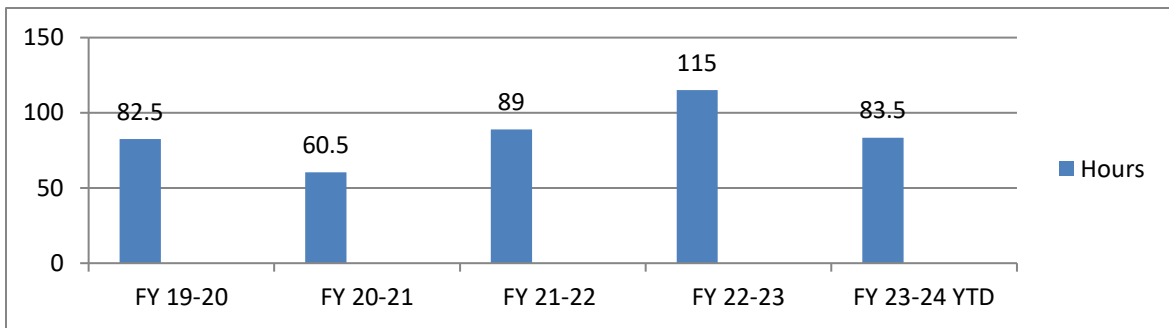
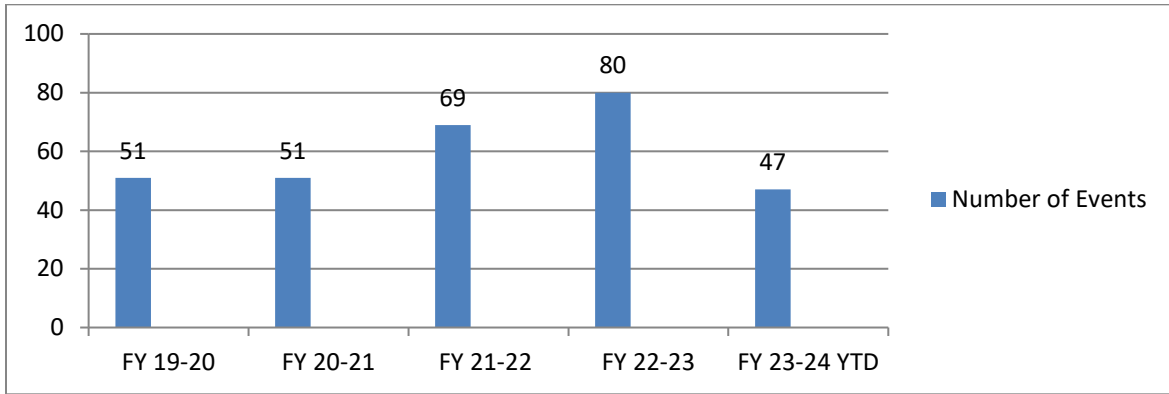
	Month	FYTD
March Fire Inspection	82	757
Reinspection	2	111
Code Violation Complaint	0	12
Violations Cleared	2	78
Annual Inspection	3	99
Knox Box	9	41
Fire Alarms	4	68
Measure Fire Hydrant	1	10
Plans Review	12	52
Pre-C/O	3	22
Pre-incident Survey	11	169
Sprinkler Final	0	1
Final/Occupancy	1	15

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.



**Fire Department
March 2024**



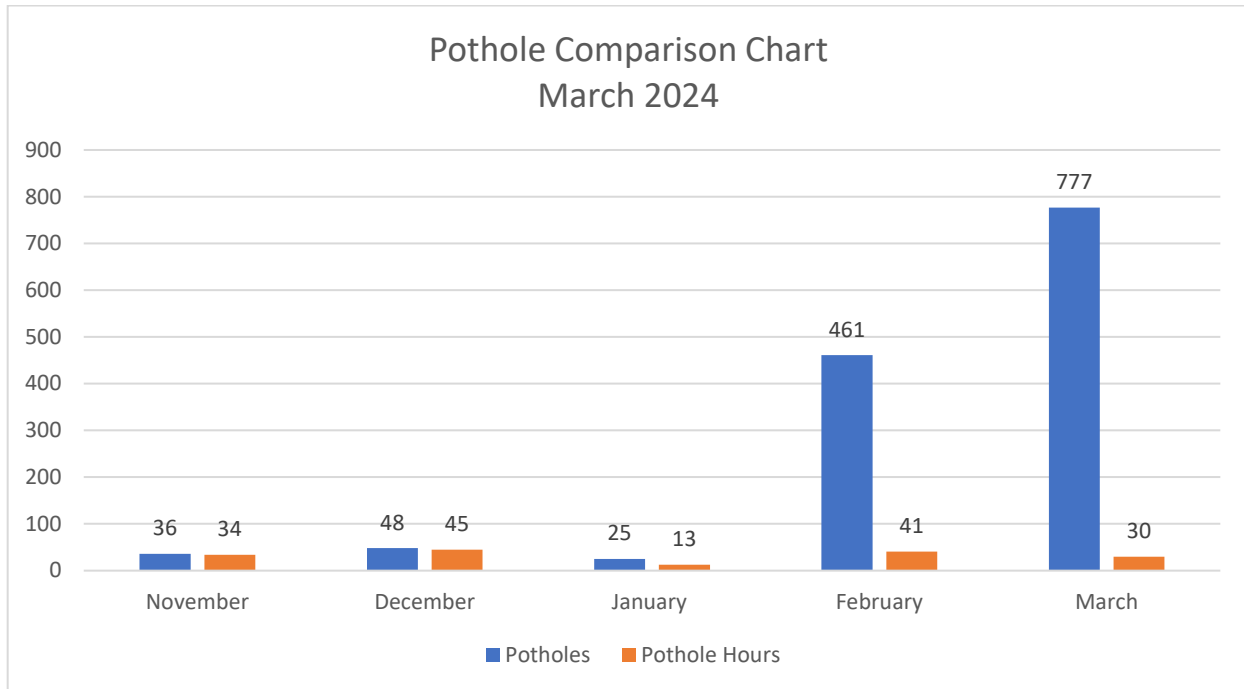
	Month	FYTD
Participants	51	7285
Number of Events	2	47
Education Hrs.	1.5	83.5

Social Media Statistics for the Month

Post Reach	3314
Post Engagement	208
New Page Followers	27

**Public Services Department
Public Works
March 2024**

Pothole Comparison



Location of Pothole Repairs

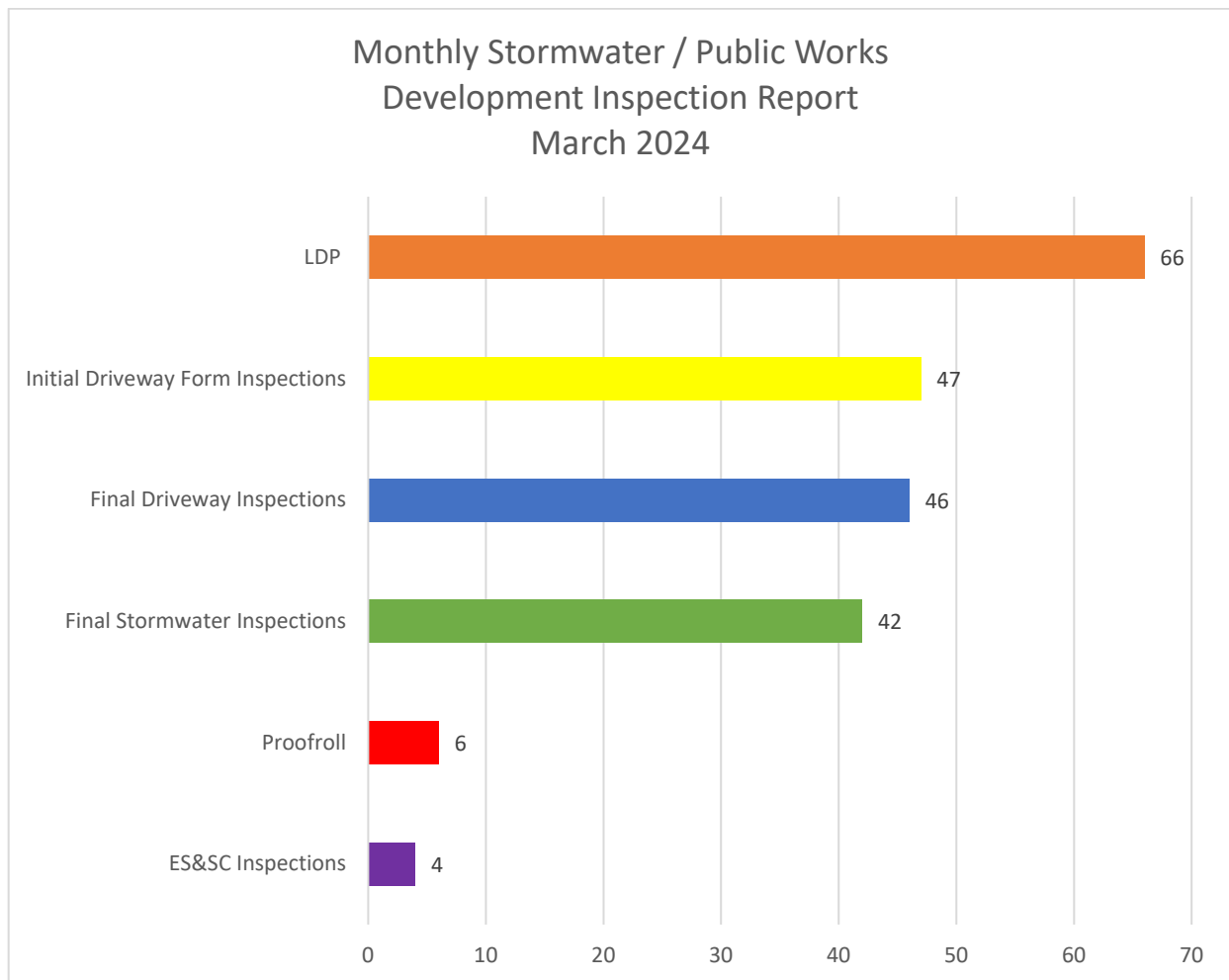
Street Address	Date Resolved
200 Creekwood Drive	03-11-2024
101 Hickory Trail	03-11-2024
200 Louise Drive	03-11-2024
330 South Palmers Chapel	03-12-2024
Stephanie Drive	03-12-2024
Pleasant Grove Road	03-12-2024
Peachtree Drive	03-16-2024
210 Blueberry	03-16-2024
Cherry Lane	03-16-2024
Wilkinson Lane	03-28-2024
Calista Road	03-28-2024
Peachtree Drive	03-28-2024
Marlin Road	03-28-2024
Wilkinson Lane	03-28-2024
Calista Road	03-28-2024
South Palmers Chapel	03-31-2024
Creekwood Drive	03-31-2024

**Public Services Department
Public Works
March 2024**

Inspector Notes

New Construction and Inspections:

The Public Works Inspector performs various different types of inspections throughout the process of a new home being built within City of White House City Limits, additionally the Public Works Inspector performs proof rolls on subgrade and base stone during the construction of new roads within new developments that are being built within The City of White House. Below gives an accurate account of how many Initial Drive Form Inspections, Final Driveway Inspections, EP&SC (Erosion Prevention & Sediment Control Inspections, and Final Stormwater Inspections were performed on a monthly basis.



**Public Services Department
Public Works
March 2024**

Monthly Work Log

Monday 03/04/24

- Performed weekly inspections on fleet vehicles / Acquired 2.25 tons of asphalt and finished asphalt work on Morgan Trace / Repaired road cut made by Wastewater Septic to Sewer Conversion on Union Road / Repaired potholes on Peachtree, Christian Dr, Hickory Trail, Creekwood, Louise, Apache Trail, Wyoming, and Cheyenne.

Tuesday - 03-05-24

- Traffic Control training / Insurance Open Enrollment / Repaired weed sprayer / Completed Target Solutions.

Wednesday - 03-06-24

- Traffic Control Training / Cleaned off and maintenance zero-turn mowers / Repaired Pressure Washer / Picked up hubcap and cone as well as put top bolt in stop sign on Pleasant Grove.

Thursday - 03-07-24

- Acquired asphalt and Repaired potholes on Pleasant Grove Road from 76 to Holly Tree / Repaired potholes on Stephanie Dr, and Rachel Ct / Public Services weekly planning meeting / Installed right turn arrow on Meadowlark / Installed Road May Flood signs on Calista Road.

Monday - 03-10-24

- Performed Weekly Vehicle Inspection / Utilized bulk cold patch and loaded in hotbox to repair potholes / Repaired potholes on Pleasant Grove, Old HWY 31, South Palmers Chapel Road, Peachtree, Blueberry, and Cherry / Picked up trash at 2952 Hwy 31.

Monday 03-11-24

- Marked with orange ribbon 4 CEMC lights on 31w for repair / Went to Ace and TSC purchase repair parts weed sprayer / Removed fuel tank out of 1333 and re-installed in Vehicle 206 / Individual Compensation Study Meetings.

Tuesday - 03-12-24

- Changed oil in both zero turn mowers / Washed and vacuumed 1332 / Mowed Industrial Drive / Edited and added areas mowing list.

Wednesday - 03-13-24

- Installed shoulder stone in the shoulder of Autumnwood Drive / Repaired belt on plate compactor / Repaired potholes on Cardinal, Maiden Ln, Wilkinson (down to Calista and back, ran out at Volunteer), and Cheyenne. Repaired decorative street lights at 209 Chesire and 200 Picadilly.

Monday - 03-18-24

- Cut road in preparation of road repair on Covington Bend / Helped fill weed sprayer tank 3 times / Traffic Control for weed control operations on Union Road / Looked at wash out on Union Rd. Went with Josh to pick up the Mini X from Kubota.

Tuesday - 03-19-24

- Prepared equipment for job on Covington Bend

Wednesday - 03-20-24

- Covington Bend Road Work Project (road was failing due to settling of utility crossing).

Thursday - 03-21-24

**Public Services Department
Public Works
March 2024**

- Finished Covington Bend Project / Repaired flat tire on new tilt trailer in order to get back to shop / Public Works Staff Meeting.

Monday - 03-25-24

- Springbrook Stormwater Project.

Tuesday - 03-26-24

- Yard repair on Chesire Cout

Wednesday 03-27-24

- Cleaned out drain on Christian Drive / Evaluated drainage issue on Hillwood Drive / Evaluated Ravenwood Court to help with drainage issue / Worked through IT Issues with phones and tablets.

Thursday - 03-28-24

- Went and got asphalt at Crossplains. Went to ace for strikers for hotbox. Filled propane tanks on hotbox. Potholes on Peachtree, Blueberry, Cherry, Marlin, Calista, Sage, and Wilkinson. Filled in shoulder with asphalt at intersection of Cheyenne and Wilkinson.

Traffic Signal Complaint Log

Traffic Signal Complaints Log	December	January	February	March	FY 23/24 YTD
SR-76 & Love's Lane	0	0	4	0	4
SR-76 & I-65 Southbound Ramps	0	0	1	0	1
SR-76 & I-65 Northbound Ramps	0	0	0	0	0
SR-76 & Hester Drive	1	0	0	0	2
SR-76 & Wilkinson Lane	0	0	0	0	1
SR-76 & Sage Road	0	0	0	0	0
SR-76 & Raymond Hirsch	1	0	0	0	3
SR-76 & Hwy 31W	0	2	3	0	5
SR-76 & Pleasant Grove Road (Flashing Signal)	1	0	0	0	2
Hwy 31W & Portland Road	0	0	0	0	0
Hwy 31W & Raymond Hirsch	0	0	0	1	1
Hwy 31W & Sage Road	0	0	2	0	2
Tyree Spring Road & Raymond Hirsch Parkway	0	0	1	3	4
Wilkinson Lane & Richard Wilks	0	0	0	0	0
Tyree Springs Road & South Palmers Chapel	N/A	N/A	N/A	6	6

Hwy 31W & Ray Hirsch - Complaint: Left turn arrow on Raymond Hirsch traveling South is activating with no vehicles in the zone.

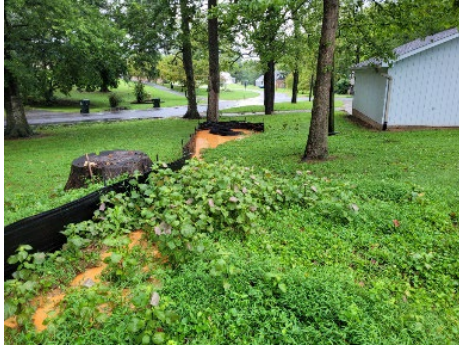
Resolution: Shelf mounted detector was failing it has been switched out with a new operational detector.

Tyree Springs and South Palmers Chapel Road – Complaint: Cycle length is too long; vehicles are sitting too long on Major approach because light minor approaches are being serviced when no vehicles are present.

Resolution: Timing adjustments made by City of White House City Engineer, Cameras were rebooted to provide detection to this intersection as they were offline when City Staff arrived on-site to evaluate on April 8th, 2024. Stansell Electric was on-site April 9th, 2024 to assist with entering Flash Operation Day Plan (11:00 PM -5:30 AM).

**Public Services Department – Stormwater Division
March 2024**

3/4/24: Vehicle inspections. 221 Hillwood and 400 Autumnwood drainage mitigation.



3/5/24: 309 Wyoming drainage mitigation. Facility maintenance. Insurance open enrollment.



3/6/24: Facility maintenance. Target Solutions

3/7/24: Pleasant Grove Potholes. Installed “road may flood” signs on Calista.

3/11/24: Finished Morgan Trace Job. SWAB meeting.

3/12/24: Street Sweep SR 78, Hwy 31W and Raymond Hirsch. Individual pay study meeting.

3/13/24: Autumnwood sign repair. Met owners about drainage concerns at Hillwood an Ravenwood.

**Public Services Department – Stormwater Division
March 2024**

3/14/24: 303 Autumnwood repaired road shoulder. Filled potholes at Cardinal Drive, Maiden Lane, Cheyanne drive, Wilkinson Lane. Traffic control for wastewater line break.



3/18/24: 301 Covington Bend road cut. Traffic control for mower max. Fixed drainage on Tyree Springs after wastewater line break.



3/19/24: 301 Covington Bend road repairs.



3/20/24: 301 Covington Bend

3/21/24: 301 Covington Bend. Staff meeting

**Public Services Department – Stormwater Division
March 2024**

3/25/24: 203 Laura drainage mitigation and Calista pond drainage mitigation.



3/26/24: Safety meeting. Facility maintenance. Emergency tree removal on Pleasant Grove.



03/27/24: Filled potholes on Ravenwood, Christian, Hillwood, Cherry. Target solutions.

Stormwater Inspections

EPSC Site Inspections	31
Facility Site Inspections	4
Land Disturbance	2
Open Trench Inspections	17
Fence Inspections	18
Proof Rolls	0
Final Storm	1
Final Road	42
Total Stormwater Inspections	115

Public Services Department – Stormwater Division
March 2024

Inspector's Notes

March 4th: Reviewed and submitted comments for the McInerney Industrial Project on Union. Assisted PW Inspector with Technology processes for saving and downloading pictures to the desktop and accessing the Inspection sheet on the mobile tablet. Open Trench Inspections at Calista Farms. Inquired about upcoming proprietary device “R-Tank” installation at Towne Center. EPSC Inspections at Dorris Farms Phases 1 & 2. Met Black Lion for Tech Support for Mobile Tablet. Provided Explanation of LDP Fees to Director on Site-specific questions. Update and Review Fence Applications. Reviewed Long-Term Maintenance Agreement and Plan for WH Assisted Living and Legacy Farms. Reviewed Calista Road Subdivision EPSC violations.

March 5th: Reviewed Fence Permit applications. Reviewed and commented on LTMAP submissions for WH Assisted Living and Legacy Farms. Created a drain inspection case type in EnerGov for Stormwater Infrastructure for review and approval to have configured and active to run on the mobile inspection application IGInspect. EPSC Inspection at Bridal Creek. Inspected 311 Wyoming Dr. for obstruction to drainage easement. Performance Appraisal meeting with the Director.

March 6th: Met with Contractor for Liberty Market to review sealant product and requested approval of Director of PW. Updated Inspection Reports, Spreadsheets, and work logs. Reviewed updates and next steps on the training course with EnviroCert. EPSC Inspections at 711, Exotic Marble, McInerney, Core 5, and WH Assisted Living.

March 11th: Checked emails, and notifications, reviewed fence applications, scheduled inspections. Vehicle Inspection. EPSC inspections at SRM, Center Dr., Marlin Pointe, Summerlin, Willow Grove, Springbrook, Town Center, Drew C. Dev. Open Trench at Towne Center, and Marlin. Met PW Inspector to review the correct phase of Summerlin for Curbing Repairs.

March 12th: Check Notifications in EP&L, updated schedule. Completed open enrollment and submitted documentation. Open trench at WH Shops(x2), Towne Center of R-Tank. EPSC Inspection at WH Shops, The Mill, and Cambria. Scheduled meeting with Asst. Director, No Show and not rescheduled. Compensation Review.

March 13th: Reviewed Fence Apps. Pre-Con with McInerney and provided additional Information for LTMAP. Scheduled Inspections and provided email notification of such. Met with the Development Team @ Legacy Farms to address the Repair and installation of a Concrete Apron to Lift Station and the sidewalks identified as damaged in the area. EPSC Inspections at Copes Crossing, Rec. Center, and Legacy Farms. Open Trench at WH Shops. Sent Reports from the Previous day's inspections.

March 14th: Checked notifications and reviewed Fence applications. Plans review with Inspectors, Asst. PW Director, and PW Director. Form Inspection at Infill lot on NPC, and 711. Open Trench Inspection at Marlin Pointe.

March 18th: Reviewed Fence Applications, Updated work orders, Inspection cases, and Title 16 research for site-specific issues. Field inspection of fence installation per adjacent property's request and researched the concern. Open Trench at Dorris Farms.

March 19th: Meeting on Title 16 requirements with Public Works Director, Asst. Public Works Director, and Public Works Inspector. Onsite review of Driveway widths and related concerns with Builder. Open Trench at Towne Center and Dorris Farms Phase 2 with a review of violation issues of EPSC at Dorris Farms Phase 2. Liberty Market review of outstanding items requested for correction for a final certificate of occupancy. WH Assisted Living form inspection. EPSC inspection at Sage Farms, Highland Park, WH Assisted Living, Frey Branch, Rec. Center.

March 20th: Updated Notes, Reports, and Inspections. Reviewed Fence Apps. Discussion with PW Inspector on Asphalt Temperature requirements, review of Towne Center proprietary device “R-Tank” and infiltration of Stormwater concepts and benefits, and the zoning and planning for Towne Center. Calista Rd. Sub. EPSC inspection at Pinson Pointe and The Parks. Reviewed and recorded current conditions of asphalt damages on Boyles Road. Fence Permit inspections. Updated Notes.

Public Services Department – Stormwater Division
March 2024

March 21st: EPSC Inspections at Jackson Farms, Fields @ Oakwood, Jackson Farms, White House Intermediate School. Open Trench inspections at Marlin Point and Calista Rd. Sub. Onsite review of TDOT ROW at 711 with lane widening with the contractor, engineering team, CEMC, and other staff.

March 25th: Revid, Issued, and Updated Fence Apps & Permit Information. Updated EnviroCert Training information. Composed and sent inspection reports from 3/21. Updated Project files with Related documentation. Open Trench inspections @ Marlin Pointe. EPSC Inspections at Cardinal Point, Dollar General. Reached out to SRM on Violations to Ordinance and CGP.

March 26th: Reviewed Fence Apps, updated and Sent inspection reports. Open Trench Inspections at WH Shops. Complimentary Site Review with the contractor at Springbrook. Post-Construction/City Facility BMP Inspections at Community Center. Splash Pad, Municipal Park, Calista Rd. Pond. Confirmed requirement on CCTV with Asst. Director.

March 27th: Target Solutions. Reviewed Jackson Farms SWPPP for updates. Met Developer/Owner and Contractor onsite to discuss EPSC Violations, required corrections, and updates to SWPPP for consideration of lifting STOP WORK ORDER with the Public Services Asst. Director. Reviewed the Calista Rd. Sub. for corrections from the Inspection Report.

March 28th: P.T.O. Hours. Open Trench at Town Center. Additional Research in Ordinance Requirements.

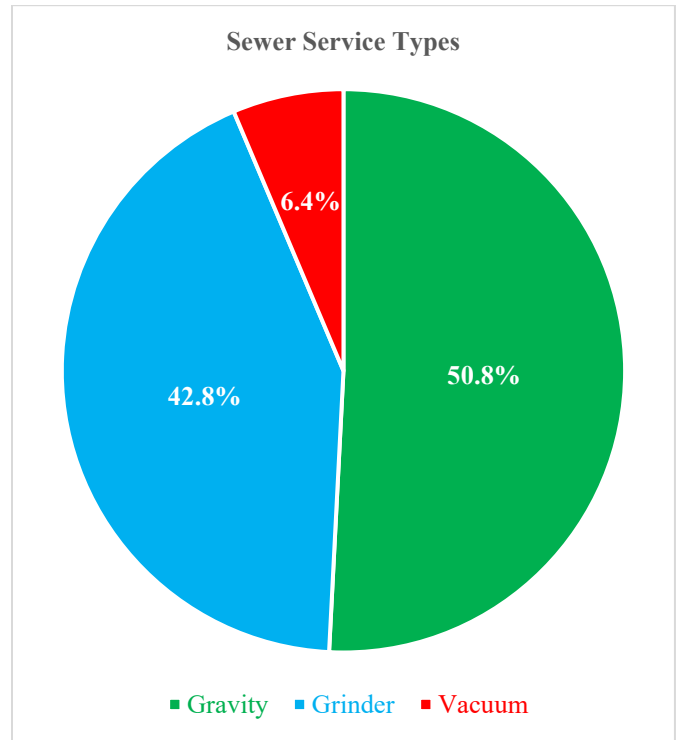
**Wastewater Department
March 2024**

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 **March 31st, 2024**, City personnel count a total of **6,998** sewer system connections, with **69 new** applications for service in **March 2024**. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	3,556
Low-Pressure Grinder Sewer Connections	2,996
Vacuum Sewer Connections	446

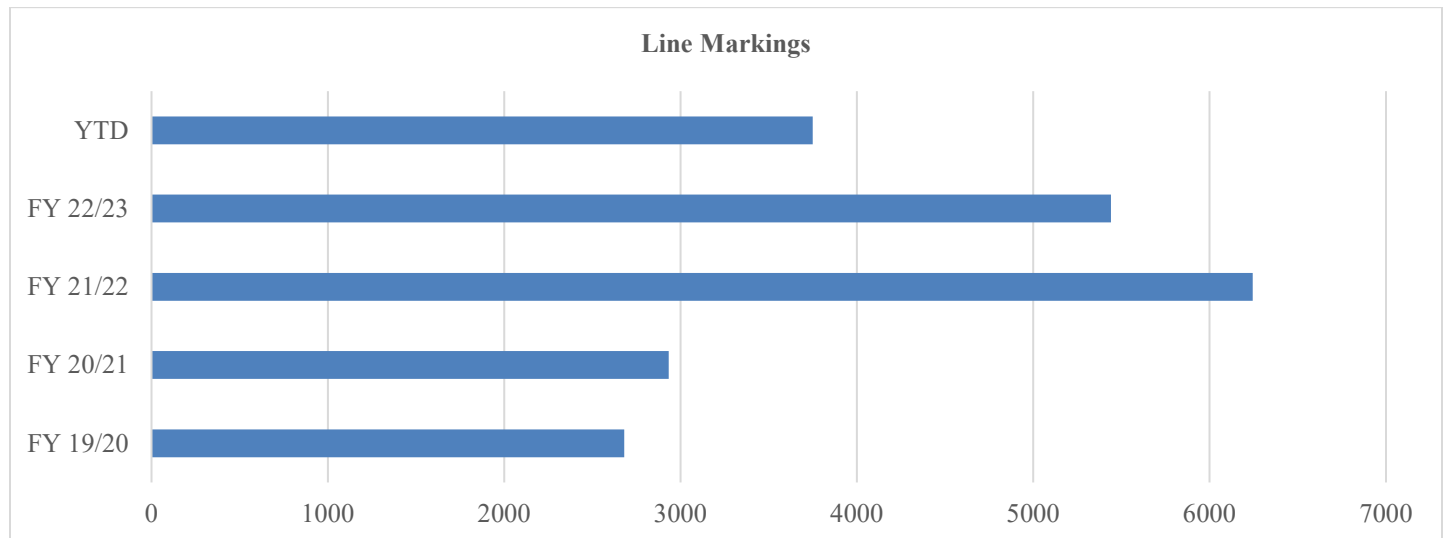
The City counts **195** commercial grinder connections, **2,801** residential grinder stations, and **36** lift-stations integrated into our Sanitary Sewer System.



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-markings 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>March 2024</u>	<u>FY 23/24 YTD</u>
Tennessee 811	2680	2933	6245	5441	466	3750



**Wastewater Department
March 2024**

<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>Mar 2024</u>	<u>FY 23/24 YTD</u>
Union Road	6	9	0	0		0	1
Summerlin	5	22	0	0		0	1
Settlers' Ridge	1	1	1	1		0	0
Springbrook	n/a	n/a	n/a	n/a		0	0
Willow Grove	n/a	n/a	n/a	n/a		0	1
Dorris Farms	n/a	n/a	n/a	n/a		0	0
Cope's Crossing	8	6	9	9		1	4
Cambria	4	3	4	4		0	1
Belmont 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		1	1
Sage Farms	n/a	n/a	n/a	n/a		0	1
Sage Rd (Hester Dr)	1	0	0	0		0	0
Loves Truck Stop	0	0	3	3		0	1
Highway 76	1	0	0	0		0	0
Portland	0	1	0	0		0	0
North Palmers Vacuum	3	1	7	7		1	4
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	2	1	9	9		0	2
Concord Springs	0	0	2	2		0	0
Fields at Oakwood	n/a	2	2	2		0	0
The Mill	n/a	n/a	n/a	n/a		0	0
Highland Park	n/a	n/a	n/a	n/a		0	0
Los Jalapenos	n/a	n/a	0	0		0	2
Mt. Vernon Apartments	n/a	n/a	0	0		0	3
Grove at Kendall	n/a	n/a	0	0		0	0
Wilkinson Lane	3	1	3	3		0	1
Heritage High School	1	0	0	0		0	0
Legacy Farms	n/a	n/a	0	0		0	1
The Parks #1	0	0	0	0		1	3
The Parks #2	n/a	n/a	n/a	n/a		0	0
Treatment Plant #1	6	3	0	0		0	0
Treatment Plant #2	0	0	0	0		0	1

**Wastewater Department
March 2024**

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/Repairs:

Meadowlark Station: The new Variable Frequency Drives (VFD’s) for the station have been installed. The station has been returned to normal operation.

North Palmers Chapel Vacuum Station: The damaged (cracked) volute for sewer pump #1 has been able to be temporarily patched from the inside at a repair shop and returned to service. Due to the condition of the volute, this is a temporary solution. A replacement pump is on order, with delivery anticipated in August of 2024.

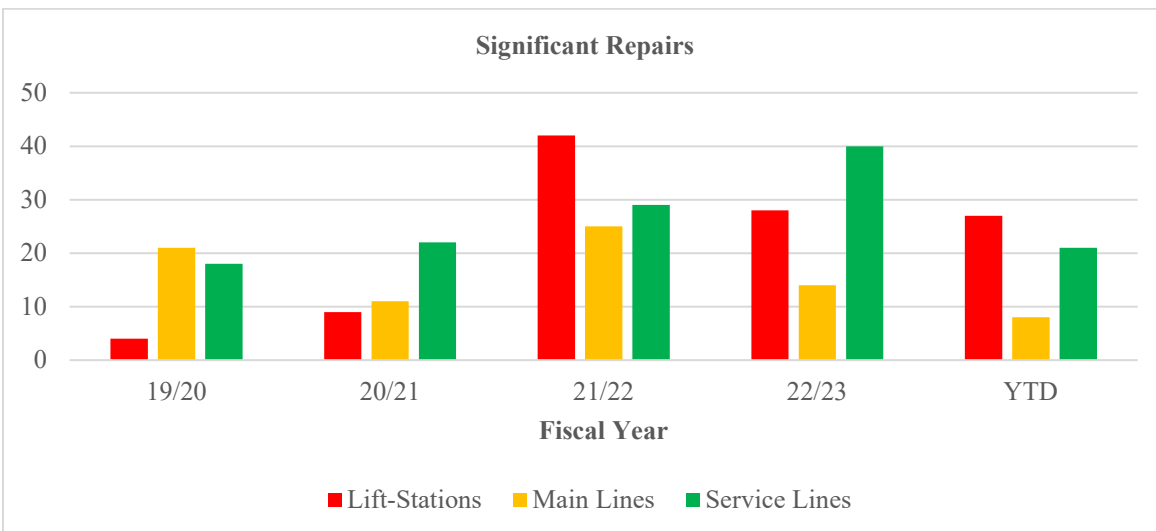
Copes Crossing Station: Pump #2 has experienced an electrical issue and had to be pulled and taken to a repair shop. We are currently awaiting the repairs to be completed, and the station is currently operating on one pump.

Parks Station #1: The flapper-check-valve on the suction line of pump #1 failed and has been replaced. The station has been 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 six (6) 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>Mar 2024</u>	<u>FY 23/24 YTD</u>
Major Stations	4	9	42	28		4	27
Main Line	21	11	25	14		2	8
Service Line	18	22	29	40		3	21



**Wastewater Department
March 2024**

Ongoing Projects:

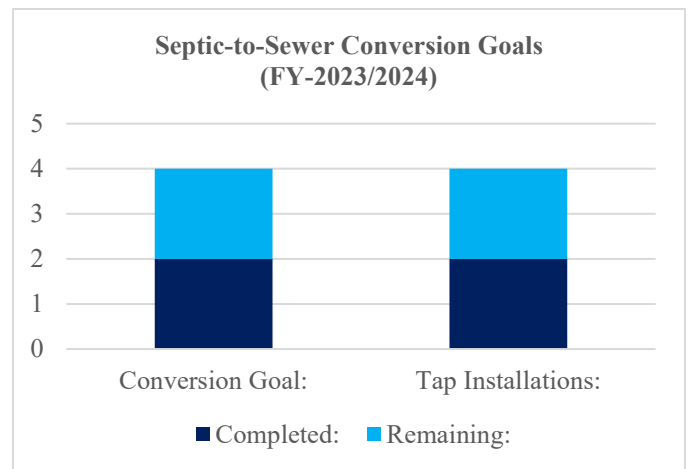
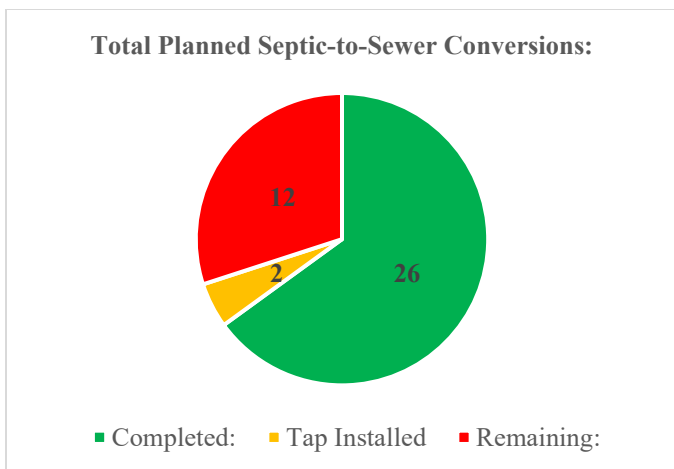
- 1. New Southern Force-Main:** The sewer model and master plan updates completed by Jacobs Engineering revealed significant flow restrictions in our existing 12-inch Southern Force-Main, which currently takes approximately 60% of the City’s sewer flows. Replacement of the existing main will require 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 pipe installation, testing, and tie-ins have been completed, as have service line relocations along the Industrial Dr corridor. As of October 31st, 2023, all three phases of the new Southern Force-Main are receiving active flow (flow is diverting from the old 12” line into the new upsized line beginning at the intersection of Sage Rd / Cardinal Dr and flowing to the Wastewater Treatment Plant located at 725 Industrial Dr), and the old 12” and old 6” lines along Industrial Dr have been physically disconnected and abandoned from the intersection of SCT Dr and Industrial Dr to the treatment plant. Final paving of the disturbed areas within the campus of the Wastewater Treatment Plant, as well as full-width repaving of Industrial Dr and SCT Dr (including restriping) has also been completed. Bids for Phase-4 were opened on February 5th, and the contract has been awarded to Norris Bros. Excavation. Phase-4 Project work began with a bore and casing installation under Hwy 31W at the Sage/31W intersection, with the bore now complete.**

- 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. North Palmers Vacuum Station:** The volute of one of the in-line centrifugal sewer pumps has cracked, and the pump has been removed from service. Due to the age of the pump, a matching volute cannot be sourced, and the entire pump must be replaced. **A replacement pump has been ordered and delivery is anticipated in August, 2024. The old pump was pulled and sent out for an emergency interior repair patch to the failed volute, and has been received and returned to service. The patch will not hold permanently, but is anticipated to function until the new pump gets delivered.**

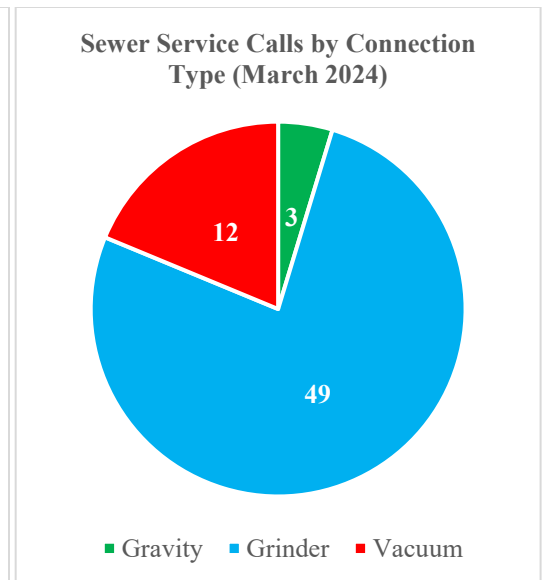
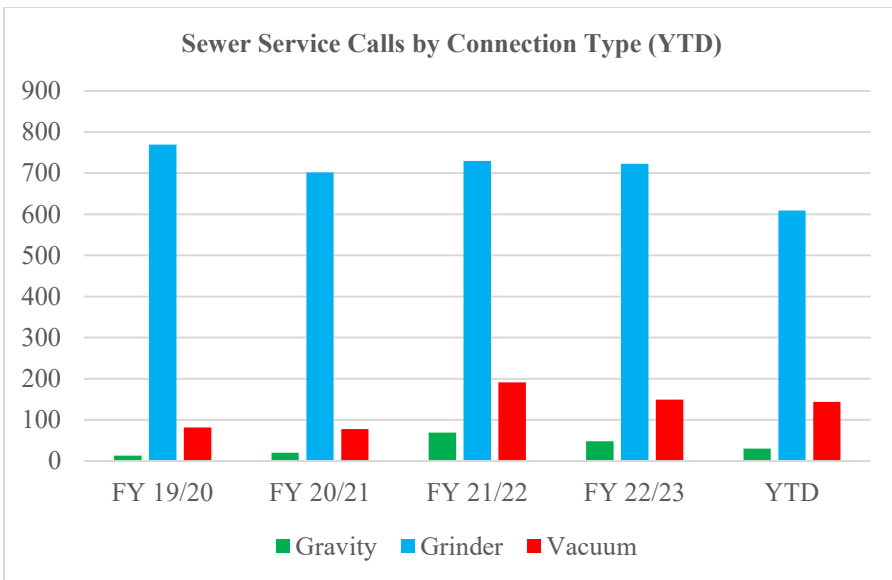
- 4. Septic-to-Sewer Conversions:** The City continues to make progress on septic to sewer conversions. An additional eight (8) addresses have been approved by the Board to be added to the original list of septic-to-sewer conversion projects. Four (4) full conversions are planned for the FY23/24 fiscal year, with one of the conversions already having a tap installed. **A total of 26 projects have now been completed on the list of 40, and taps are installed for two additional locations.**

- 5. Copes Crossing Lift-Station:** The control panel for the Copes Crossing lift-station has been replaced. However, an additional issue was identified with the pump power cables during the panel replacement. **A quote was solicited, and the replacement power cables have been placed on order. Pump #2 has since experienced an electrical issue due to the corroded cables, and has been pulled for repairs. The new power cables have been delivered, and we are awaiting installation.**



**Wastewater Department
March 2024**

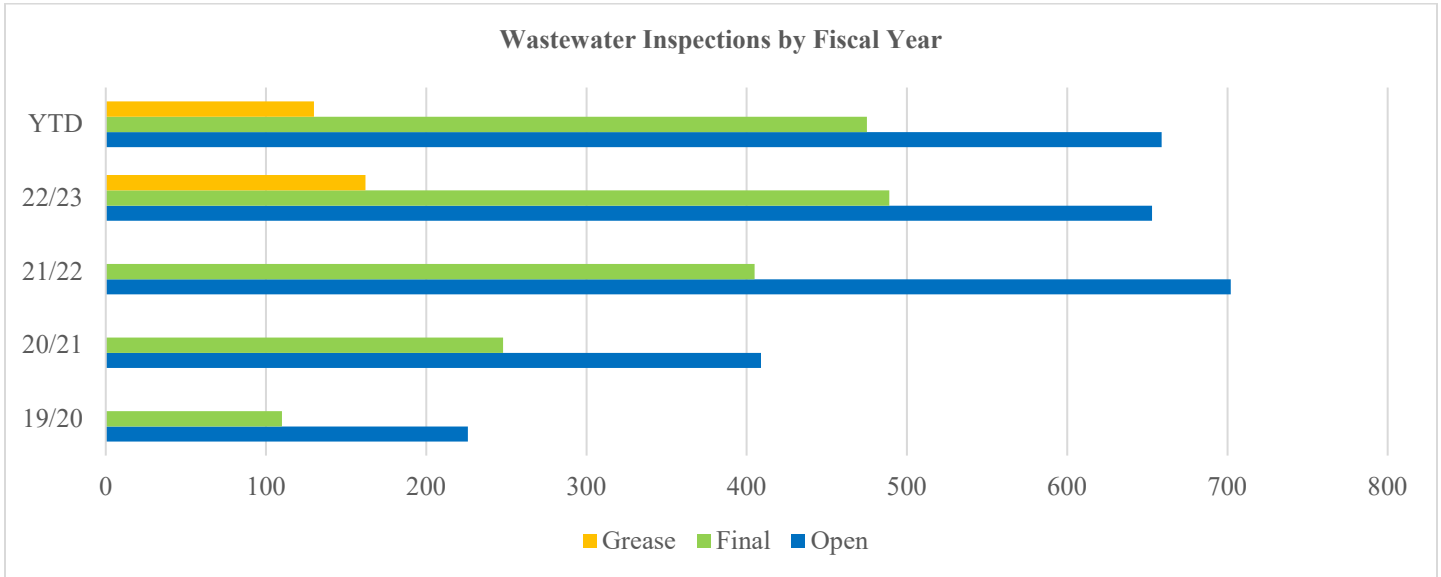
<u>Work Orders</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>		<u>Mar 2024</u>	<u>FY 23/24 YTD</u>
Vacuum System Service Request	82	78	191	149		12	144
Gravity Service Request	13	20	69	48		3	30
Low Pressure Service Request	770	702	730	723		49	609
Total Pumps Replaced	449	492	472	459		30	257
Total Pumps Rebuilt	n/a	135	114	30		0	15
Total Warranty Pumps Returned	n/a	n/a	129	125		8	67
Grinder Tank PM Program	267	219	117	132		10	106
Open Trench Inspections	226	409	702	653		99	659
Final Inspection for New Service	110	248	405	489		49	475
Grease Trap Inspections	n/a	n/a	n/a	162		12	130
Sanitary Sewer Overflow (SSO)	49	19	28	14		1	11
Odor Complaints	43	35	22	28		3	27



Wastewater Department March 2024

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 five years, with FY22/23 numbers remaining similar to the FY21/22 inspection requests.

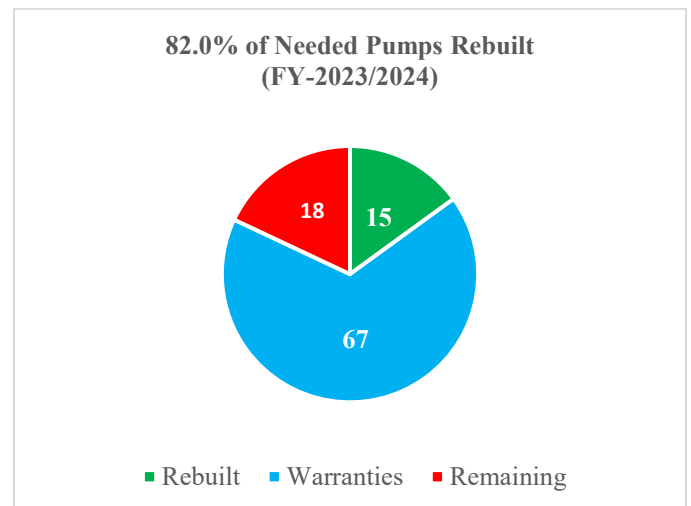


Pump Rebuilds:

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 (inclusive of rebuilt warranty-return 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.



**Wastewater Department
March 2024**

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	Dec - 23	Jan - 24	Feb - 24	Mar - 24	
Influent – To Plant	-	-	0.955 MGD	See Note	MGD = Million Gallons/Day
Effluent – To Creek	0.646 MGD	0.820 MGD	0.763 MGD	See Note	MGD = Million Gallons/Day
Effluent – To Spray Field	0.000 MGD	0.000 MGD	0.000 MGD	0.000 MGD	
Total Flow Through Plant	0.646 MGD	0.820 MGD	0.763 MGD	See Note	
Design Capacity	1.400 MGD	1.400 MGD	1.400 MGD	1.400 MGD	
% of Influent Capacity	-	-	68.2%	See Note	(Influent) / (1.400 MGD)
% of Effluent Capacity	46.1%	58.6%	54.5%	See Note	(Effluent) / (1.400 MGD)
Actual Capacity	1.120 MGD	1.120 MGD	1.120 MGD	1.120 MGD	(1.400 MGD x 80%)
% Actual Influent Capacity	57.7%	73.2%	68.1%	See Note	(Influent) / (1.120 MGD)
% Actual Effluent Capacity	-	-	85.3%	See Note	(Effluent) / (1.120 MGD)
Rainfall	2.15”	11.02”	4.53”	1.76”	

	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>		<u>Mar 2024</u>	<u>FY 23/24 YTD</u>
Effluent Violations	12	7	32	25		6	23

- 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. Additional violations were daily ammonia exceedances. When the new Waste and Return pumps and associated flow meters were brought online, the new pumps began operating off of the volumes that the plant flow meters were reading, and were removing sludge volumes from the facility accordingly. The new plant effluent meter was found to be reading incorrectly, thus causing the facility to “over waste”. Additionally, although the pump run times were able to be adjusted locally, they were resetting after each cycle to their factory defaults and running too frequently. The end result of both of these issues was a “young sludge” that did not consist of the correct ratios of organisms needed for ammonia treatment, and led to the violations. The new flow meter has since been adjusted, recalibrated, and field-tested to confirm accuracy, and is operating normally. The programming of the pump run times has also been adjusted locally (including resetting a new “default” state), and they are now holding the programming put in place by our operators.
- 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.**

**Wastewater Department
March 2024**

3. **Flow Readings:** The installation and calibration issues of the new plant effluent meter caused the plant discharge numbers to be unreliable (facility was routinely recording discharge numbers in great excess of our influent, which is not physically possible). The ultrasonic meter was found to be installed/calibrated to read a greater distance between the meter head and the water level than the actual depth of the flume itself, causing it to record flow even when the channel was dry. This issue has been corrected, with the meter installed at the proper height, recalibrated based on exact installation height, and certified/verified by a third-party agency.
4. **Peracetic Acid:** Although TDEC has approved our use of peracetic acid (PAA) as the method of disinfection and has modified our NPDES permit accordingly, our new permit allows for the use of Ultraviolet (UV) Light disinfection, and the UV system has recently been brought online as part of the new facility expansion. As such, we operated on UV disinfection for the month of March, 2024. *Last month the PAA feed rate was 1.90 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 operating on the new UV disinfection system showed an average of **less than 1.0 CFU’s**, which is not only below the permitted limit but also at the lowest detectable limits of the test. *Last month the average was 59.4 CFU, operating on the PAA feed for disinfection.*

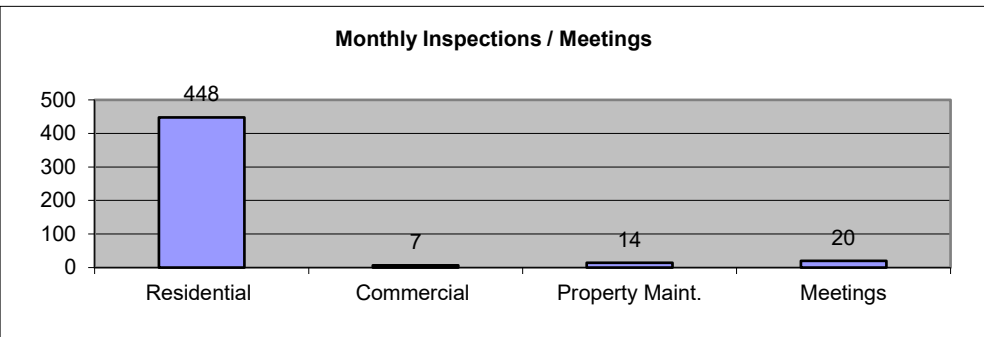
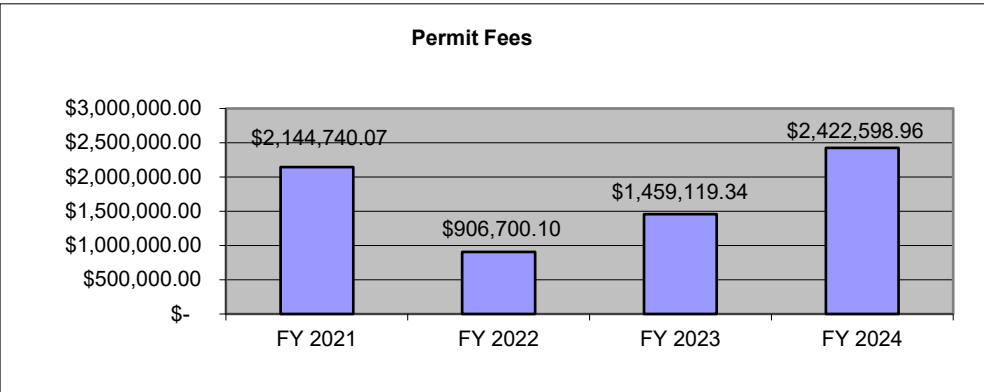
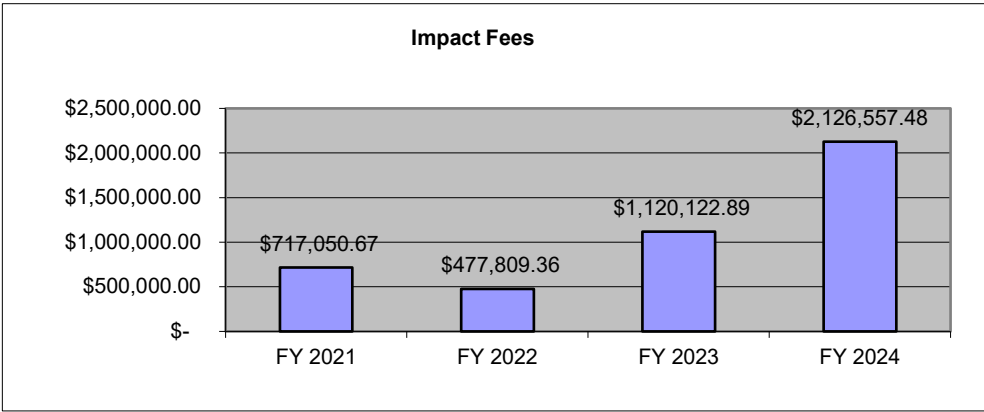
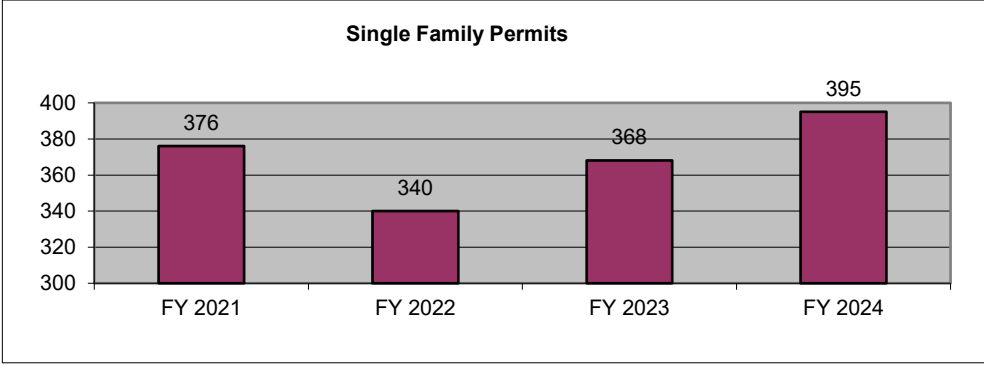
5. **WWTP Expansion Project:**

UV Disinfection: The UV disinfection has been successfully started up and is functioning normally. The UV is now being used as the primary means of disinfection for the existing plant, and preliminary analyses have shown it is providing more effective disinfection than the PAA. PAA totes are still on-site as a backup if needed.

Secondary Effluent Filters: The secondary effluent filters have also been successfully started up and are now functioning.

RAS/WAS Pumps: The Return (RAS) and Waste (WAS) sludge pumps for clarifiers #1 and #2 have been replaced and are operating, and flow rates for these pumps are being adjusted to the needs of the facility.

**Planning and Codes Department
MARCH 2024**



**Planning and Codes Department
MARCH 2024**

	Month	FY2024	FY2023	FY2022	FY2021
MEETING AGENDA ITEMS#					
Planning Commission	6	62	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	63	395	368	340	376
Multi-Family Residential	0	0	226	0	22
Other Residential	4	56	96	89	83
New Commercial	0	9	7	7	6
New Industrial	0	1	0	0	0
Other Com/Ind	3	38	51	25	23
Sign	1	14	22	11	17
Occupancy Permits	31	283	397	319	400
Other	0	1	31	11	12
BUILDING INSPECTIONS					
Residential	448	3602	4885	5452	2621
Hours	224.5	1466.25	2250.5	1367	533
Commercial /Industrial	7	139	125	139	92
Hours	5	58.25	125	139	92
CODE ENFORCEMENT					
Total Cases	14	153	35	98	179
Hours	3.5	55.75	35.75	70.24	86.75
Complaints Received	14	142	199	55	41
MEETINGS					
Administration	5	55	80	117	72
Hours	2.5	28.25	86	127	70
Planning	11	108	112	127	53
Hours	5.5	56.75	116.5	96	50
Codes	4	16	10	8	11
Hours	2	11.5	13	10	9
FEES					
Permit Fees	\$222,424.00	\$ 2,422,598.26	\$ 1,459,119.34	\$ 906,700.10	\$2,144,740.07
Board Review Fees	\$2,350.00	\$ 8,080.00	\$ 18,050.00	\$ 14,100.00	\$84,775.00
City Impact Fee	\$198,220.00	\$ 2,126,557.48	\$ 1,120,122.89	\$ 477,809.36	\$717,050.67
Roads	\$60,791.00	\$ 639,773.48	\$ 323,964.51	\$ 664,873.38	\$301,769.60
Parks	\$63,017.00	\$ 457,765.00	\$ 291,189.00	\$ 114,114.00	\$ 150,326.00
Police	\$44,838.00	\$ 553,809.44	\$ 239,697.73	\$ 125,535.54	\$ 191,431.41
Fire	\$29,574.00	\$ 365,596.28	\$ 169,728.00	\$ 76,498.26	\$ 79,900.66
OTHER ITEMS					
Subdivision Lots	0	103	0	0	235
Commercial/Ind. Sq Ft	156,500	331,999	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: 41	\$ 23,519,873.35		\$3,374,092.67	\$1,633,984.00	\$922,141.63
Workings Days in Month	16		17	16	15

**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

Update on ongoing projects:

Soccer Complex Renovation Phase II

- Project ongoing – currently at 23% complete according to most recent invoice
- Substantial completion still on schedule for June 15th



Splash Pad Maintenance Building

- Some electrical work and some of the roof was installed this month
- Tank will be replaced sometime in May
- Target opening date is Memorial Day weekend

**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**



Rec Center

- Stairs have been installed
- Track and gym pours took place this month
- Walking track roof decking installed



**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**



Master Plan

- Finishing touches have been made and final draft has been reviewed by staff and Leisure Service Board
- Study Session scheduled with Leisure Service Board on April 1st
- Plan is to take it to Board of Mayor & Alderman for April meeting for acceptance/approval before May 3rd deadline.

**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

List of upcoming projects yet to begin:

Parks Truck

- Still waiting on this project

Dirt for Laser Grading & Sand for Top Dressing

- Laser grading complete
- Top dressing will take place in June

Recreation- Assistant Director

Adult Programs

Women's Exercise Class:

- Dates: 6th, 13th, 27th
- 03/20- Canceled due to spring break
- Total Attendees: 15

Adult Softball: Registration Closed- 03/17

- 3 Teams registered
- 12 Free Agents

Men's Basketball: Registration Closed- 03/06

Reached max number of teams before registration deadline

- 8 Teams
- 7 Free Agents

Youth Athletics

Girl's Volleyball – Registration Closed Feb. 18th

- 165 players registered
 - 3rd-5th Grade: 10 Teams
 - 6th – 8th Grade: 9 Teams
- Coach's meetings held 03/04 & 03/05
- First practices- 03/09

Challenger Baseball- Registration: Jan. 1st- Mar. 17th

- 10 Players registered
- First practice scheduled: 03/ 26
- Sponsorship Proceeds- \$3,500

Special Events

The Great Egg Hunt- March 17th- 31st

- 270 Photo Submissions
- 95 Household participated

Other

Master Plan:

- Leisure Service Board Public Input Session- March 7th

Open gyms: Averaged totals per a day

- Pickle Ball Open Gym- 13
- Open Gym - 13

Register Here

SPRING ADULT SOFTBALL

REGISTRATION OPEN
JANUARY 28TH - MARCH 10TH

REGISTRATION FEES | TEAM: \$625 | FREE AGENT: \$65

White House Parks & Recreation

MEN'S BASKETBALL SPRING LEAGUE

SHOW OFF YOUR SKILLS PLAYING 6 ONDS & SINGLE ELIMINATION TOURNAMENT!
MUST BE 17+ YEARS OF AGE

10 PLAYER TEAMS | 8 TEAM LIMIT

SEASON- APRIL - JUNE

WHITE HOUSE CIVIC CENTER GYM
105 COLLEGE ST. WHITE HOUSE, TN 37188

TEAM \$475.00 | FREE AGENT \$50.00

REGISTER ONLINE 2/18/24 - 3/31/24

QUESTIONS? CONTACT WHITE HOUSE PARKS & RECREATION
855-672-4356 *TOLL FREE* 405 COLLEGE ST. WHITE HOUSE, TN 37188

CHALLENGER BASEBALL

AN OPPORTUNITY TO PLAY BASEBALL FOR ALL YOUTH WITH DISABILITIES

PRACTICES BEGIN IN MARCH | SATURDAY GAMES START APRIL

BOYS & GIRLS | AGES 4-18

VOLUNTEERS & SPONSORS NEEDED!

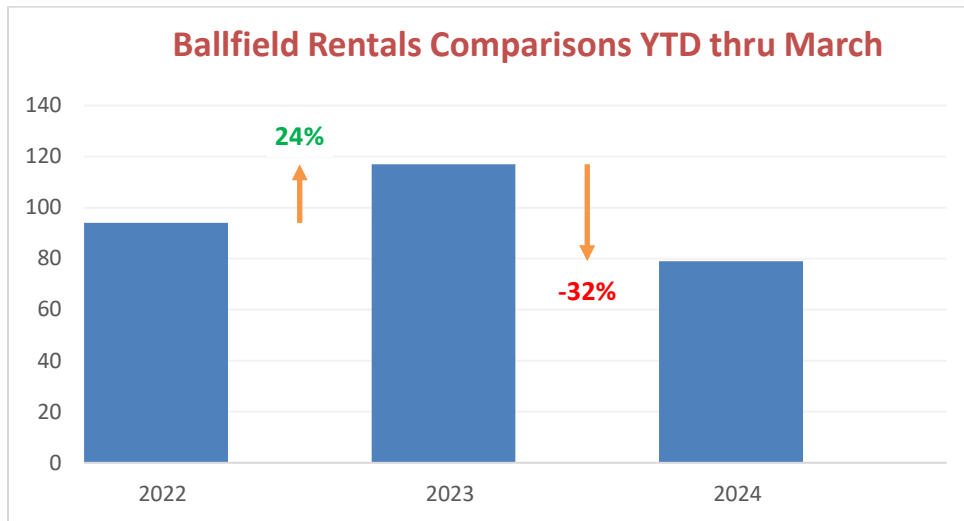
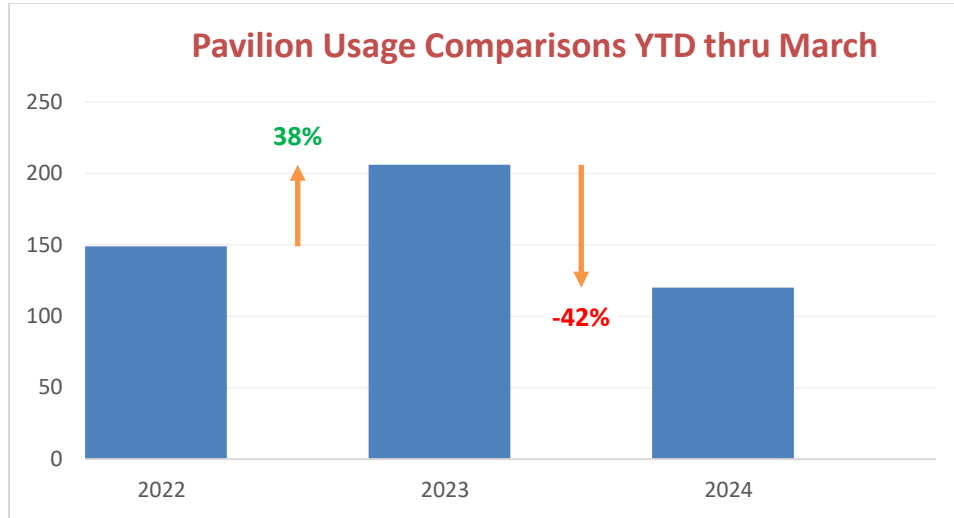
ONLINE REGISTRATION
JANUARY 1ST - MARCH 17TH
whparks.recdesk.com/
Community/Program



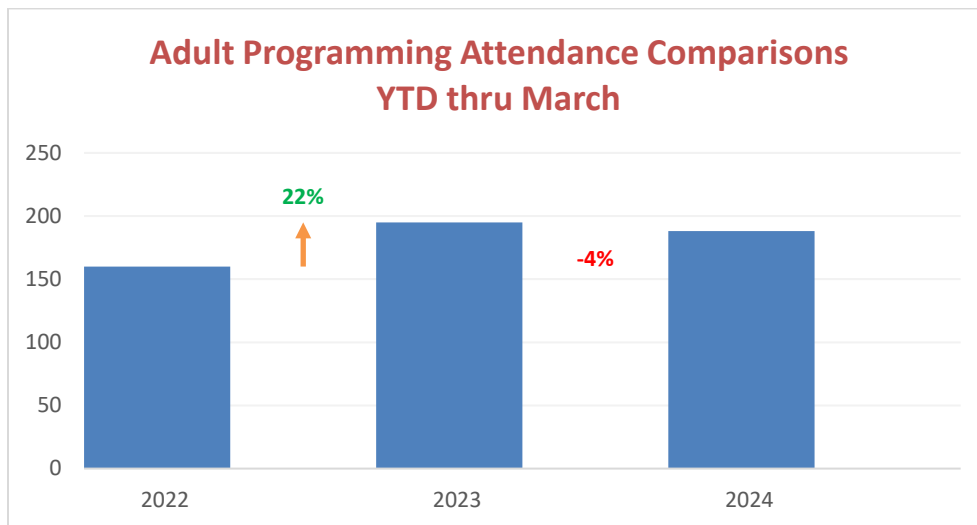
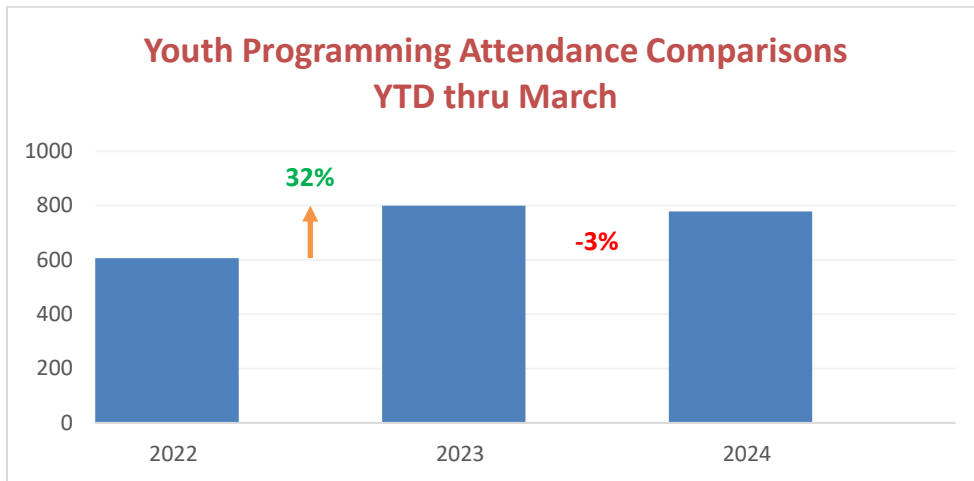
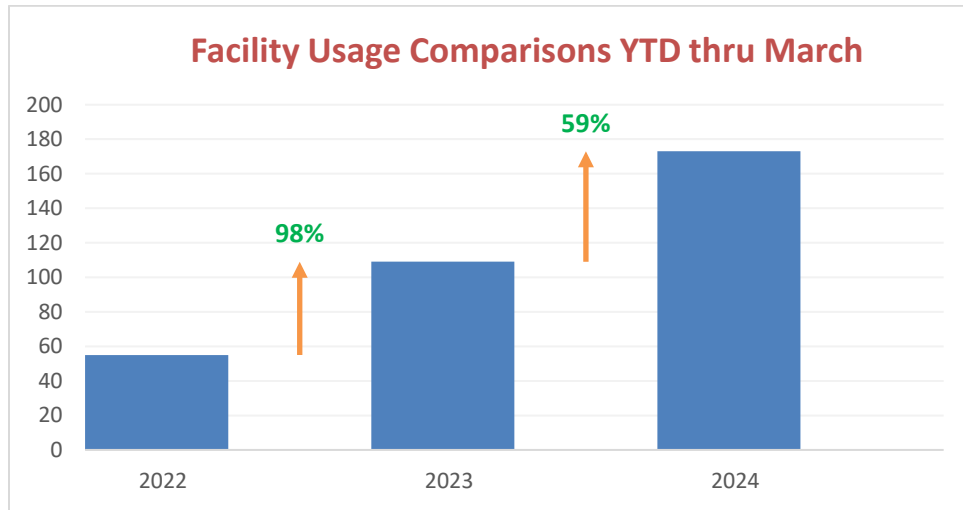
**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

Social Media

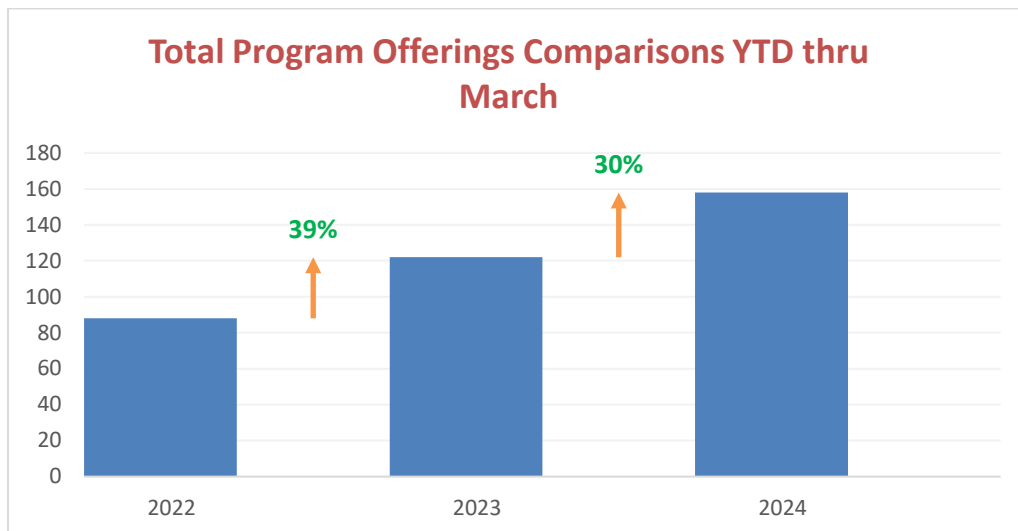
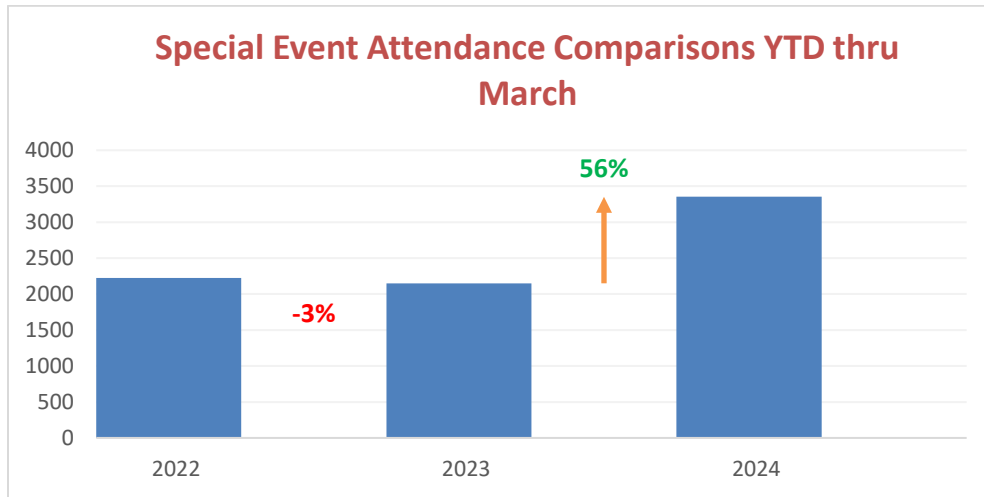
- Facebook
 - 1,146 Followers
 - Reach: 8,300
 - Total posts: 26
 - Best Performing Post: Sand Volleyball Registration
 - Reach: 2,900
 - Shares: 30



**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**



**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**



Maintenance

- We have painted the metal and posts and put up new trim boards on the two small pavilions at the park. We have painted the posts on the large pavilion at the park.
- We planted two living legacy trees on the Greenway.
- We took down the white plastic fence on the spur trail next to Heritage Elementary.
- We put out 160 bags of conditioner on the quad fields. (40 bags per field)
- We used our top dresser and put down sand on the infields of 1,2,3,4,5,6 to help with compaction.
- We poured a concrete pad next to field 5 bathrooms for the new donated drinking fountain. We smoothed out dirt and put down seed and straw where the new water line was installed for the fountain.

**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

Museum

Volunteers

The volunteers are helping with new displays. The volunteers have provided the museum with 12 volunteer hours.

Exhibits

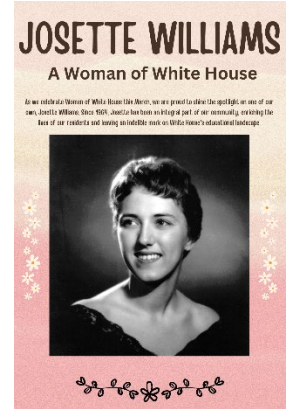
Josephine Holloway will remain up for Women's History Month.

Mabel Baggett Rhodes and Josette Williams are also be our special exhibits for Women's History Month.

As we are working on the new exhibit for May, these women will remain up through April.

Tours at Museum

Tours were given to walk ins. Several visitors came by as participants in the Parks & Rec Egg Hunt.



Social Media

In March, the museum began a new series on its Facebook page called "What is This?" Volunteer, Terry Palmer, gives the insight on an artifact that is in the museum.

Education

I attended the Tennessee Association of Museums (TAM) Annual Conference in Murfreesboro, TN.



Events and Meetings Assisted with and/or Attended

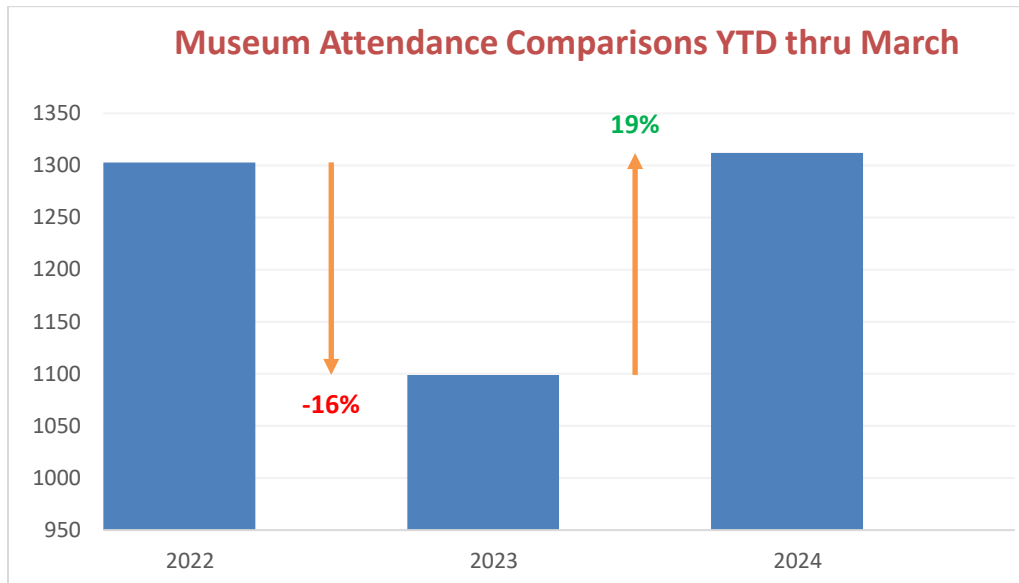
- March 6 – Multi Ribbon Cutting @ Chamber Office
- March 14 – Parks Recognition Luncheon
- March 28 – Chairman's Celebration



**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

Visitors' Center and Museum Attendance

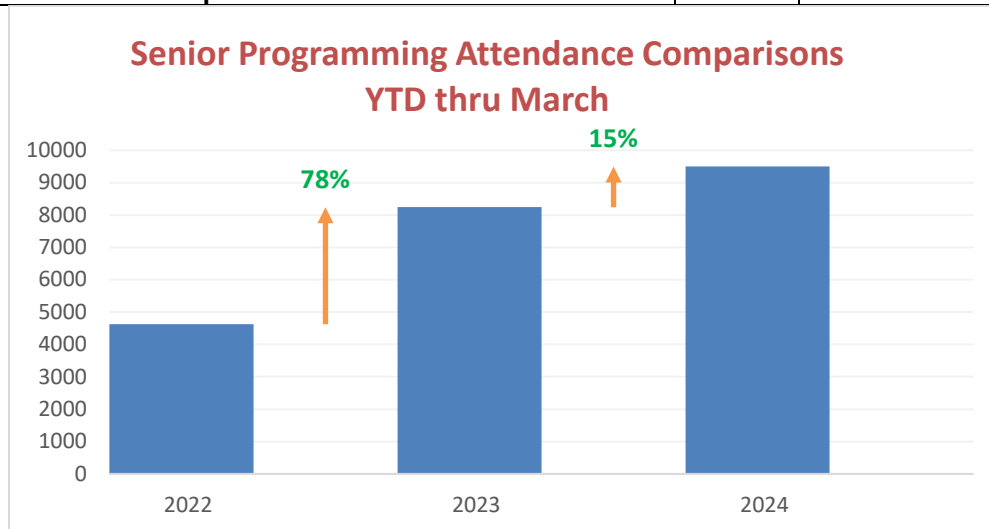
Visitors' Center Only	Visitors' Center and Toured Museum	Museum Only	Total Museum Visitors	Off Site Presentations Attendees
8	40	49	89	



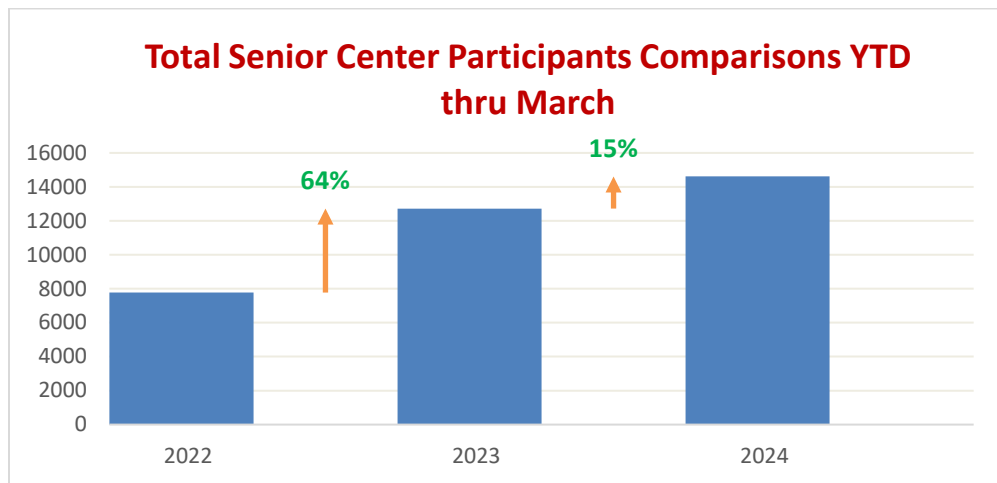
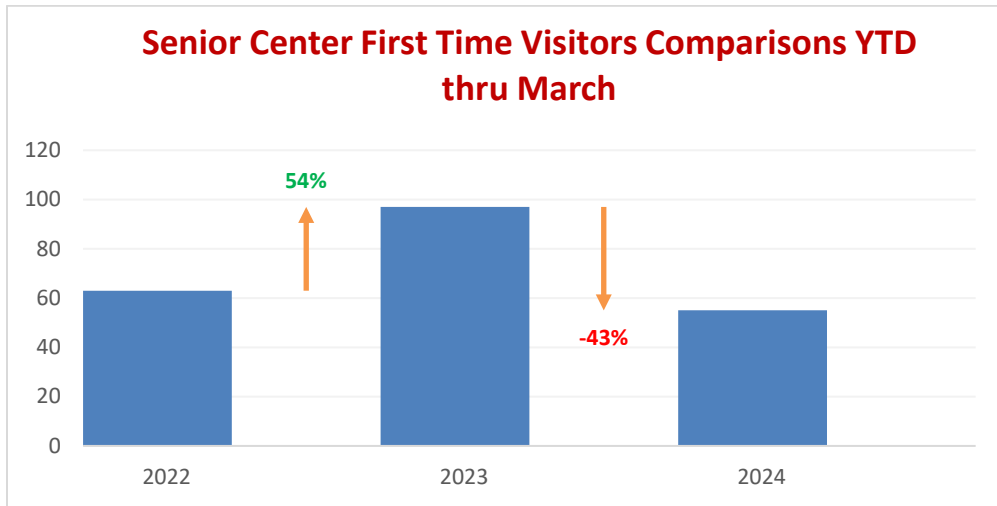
Senior Center Participation - MARCH 2024			
Outings:			
McNarmas Irish Pub	30		
Monells Restaurant	28		
Bowling	12		
Total	70		
Events:			
Veterans	35		
Sack Lunch/Easter Egg Hunt	26		
Total	61		
		Sr Meals Wednesdays	
		151	
		122	
		103	

**City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024**

		122	
		498	TOTAL
Programs:			
Fittercise-Strength, Yoga	543		
Walk	103		
Bingo	72		
Birthday Potluck	35		
Ballroom & Country Western Dance Lessons	21		
Farmers Rummy	9		
Garden Club	44		
Quilting	6		
Meals on Wheels	93		
Bunco	10		
Bible Study	5		
Crafts	0		
Cards, Games, Pool, Puzzles	130		
Pickle Ball	88		
TOTAL	1159		
MEMBERS	396	Updated members	as of 3/31
1st time visitors	4		
New Members			
TOTAL Sr Center Participants:	1396	Total	1788



City of White House
Parks, Recreation, & Cultural Arts Department
Monthly Report March 2024



Parks and Recreation
March 2024

	FYE 2021	FYE 2022	FYE 2023	YTD March 2022	YTD March 2023	March 2024	YTD 23-24
Facility Usage							
Special Use Permits Submitted	39	20	23	14	17	2	20
Pavilion 1 Usage	21	16	16	8	7	2	13
Pavilion 2 Usage	13	16	14	6	6	0	9
Pavilion 3 Usage	74	94	137	43	71	9	80
Splash Pad Pavilion Usage	99	165	136	92	122	3	18
Total Number of Pavilions Usage	207	291	303	149	206	14	120
Gymnasium Rentals	23	83	82	55	68	4	23
Amphitheater Usage	1	9	9	0	7	0	1
Community Room			66		34	24	149
Total Number of Facility Rentals	30	92	157	55	109	28	173
Ballfield Rentals	146	134	165	94	117	2	79
Vistor Center Attendance	20	29	30	19	25	8	26
Visitors Who Also Toured Museum	70	303	191	239	135	40	180
Museum Attendance Only	115	1116	1142	1,059	964	49	1132
Total Museum Attendance	185	1419	1333	1,303	1099	89	1312
Programming							
Number of Youth Program Participants	417	615	800	607	800	169	779
Number of Adult Program Participants	100	260	195	160	195	14	188
Number of In-House Special Events Offered	9	7	11	5	8	1	9
Number of In-House Special Event Attendees	1077	2223	2158	2,223	2,150	95	3355
Number of Rec Programs Offered	19	21	24	18	17	4	23
Number of Senior Center Memberships	2000	2454	3186	1839	2223	396	3353
Number of New Senior Center Memberships	0	5	38	5	20	0	68
Senior Center Participants	4412	11605	16,821	7,776	12,723	1,788	14612
Senior Center First Time Visitors	36	95	115	63	97	4	55
Number of Senior Trips Offered	9	28	46	16	36	3	25
Number of Senior Trip Participants	81	235	617	124	458	70	394
Number of Senior Programs Offered	34	101	142	70	105	16	135
Number of Senior Program Participants	1061	7304	10,566	4623	8240	1220	9498
Number of Senior Meals Served	36	47	48	36	36	4	38
Number of Meals Participants	3277	3965	5658	3029	4025	498	5352
Offsite Presentation Attendees	0	145	435	120	435	0	525
Total Number of Programs Offered	53	124	166	88	122	20	158
Revenues							
Youth Programs	\$44,261.00	\$57,366.00	\$ 79,821.40	\$46,302.00	\$68,765.00	\$77.00	\$ 65,718.00
Adult Programs	\$ 6,230.00	\$ 7,925.00	\$ 11,780.00	\$2,825.00	\$11,580.00	\$5,260.00	\$ 11,790.00
Special Events	\$ 3,495.00	\$ 3,080.00	\$ 2,940.00	\$765.00	\$780.00	\$0.00	\$ 785.00
Senior Meals	\$ 8,222.50	\$11,442.00	\$ 18,754.00	\$8,280.00	\$13,342.00	\$1,648.00	\$ 17,801.50
Shelter Reservations	\$ 9,112.50	\$12,995.00	\$ 7,675.00	\$5,950.00	\$5,215.00	\$775.00	\$ 3,562.50
Facility Reservations	\$ 2,956.25	\$19,181.75	\$ 16,978.25	\$13,781.75	\$13,259.00	\$1,662.50	\$ 18,007.50
Field Rentals	\$ 5,820.50	\$ 3,913.00	\$ 5,578.50	\$2,850.00	\$4,351.00	\$40.00	\$ 2,093.00
Affiliate League/Tournament Fee Revenue	\$ -	\$13,666.50	\$ 29,825.50	\$13,666.50	\$22,995.50	\$0.00	\$ 11,527.50
Misc	\$ 9,686.39	\$25,818.31	\$ 8,763.20	\$22,342.95	\$5,467.18	\$195.00	\$ 8,441.95
Maintenance							
Mowing Hours	2,195	1660.25	1548.5	1263.25	892.5	46	999
Work Orders Received	9	15	24	9	19	2	13
Work Orders Completed	9	14	23	8	18	2	13
Number of Projects Started	39	31	8	20	8	3	15
Number of Projects Completed	32	29	8	18	8	3	14
Number of ballfield rainouts	NA	156	321	90	172	55	255
Bags of Field Dry Used	NA	100	42	10	6	5	33

White House Library March Monthly Report

Summary of Activities

The friends of the library met on March 5th. The group discussed increase the Fandom Fair budget by another \$650, Larry's vet bill and the Go Fund Me for that bill, and trying to get a small little library for the reading garden.

The new staff furniture was installed on March 7th. The Assistant Director, Adult Services and Youth Services Librarian all got a new desk for their office space. This completed the other library CIP project.

The library had a discussion with their circulation system, TLC, about the setting changes for going fine free. They made all the necessary changes on the back end and waived all past late fees on March 18th. The library is now fine free on all things but technology devices and hotspots. Patrons will still have to pay for lost or damaged items and will be charged the cost of an item once it is 7 days past its due date.

The director and staff met with the HR director to go over the results of the city wide paid study.

The library director attended a Lions Club meeting on March 9th to discuss getting a go fund me started.

The library director met with the Clarksville Public Library director. The two discussed each other's library and shared tips.

The new Assistant Library Director, Althea Manges, started on March 11th.

Caitlyn from the regional library did a presentation to the library staff on the role of the library director, library board, and city government.

The library board met on March 14th. They voted to update the library policy to reflect the new fine free changes and on committee chairs.

The library director attended an American Celebration. The committee discussed the issue of the parking lot not being completed by the date of the event.

The director attended a meeting with Tech Logic about scheduling a date for the gate installation. The new gates will hopefully be installed after Memorial Day.

Jobeth from the regional library provided training to Althea on how to place book orders using regional funding.

The library director had her monthly one-on-one meetings with library staff to check-in on how things are going, progress on goals, etc.

The library director and assistant director attended the Chamber Chairman celebration on March 28th.

The library director attended and completed a time management course through the regional library and an AI course through Library Journal. The director will be sharing the AI information with the rest of her staff.

Department Highlights

The highlights for the month were going fine free, hiring a new assistant director, and the AI course that the director got to take.

**White House Public Library
March 2024 Performance Measures**

Official Service Area Populations

2020	2021	2022	2023	2024
14,363	14,455	14,820	15,094	

Membership

March	2020	2021	2022	2023	2024
New Members	79	60	121	147	129
Updated Members	319	307	392	273	416
Yearly Totals	2020	2021	2022	2023	2024
Total Members	9,496	7,027	7,125	7,442	7,772
% of population with membership	66	49	48	49	51

Every year the library will purge the system of patrons that have not used their cards in the past 3 years.

Total Material Available: 39,635

Estimated Value of Total Materials: \$990,875

Total Materials Available Per Capita: 2.63

Last Month: \$991,350

Last Month: 2.63

State Minimum Standard: 2.00

Materials Added in March

2020	2021	2022	2023	2024
277	374	282	287	152

Yearly Material Added

2020	2021	2022	2023	2024
3,025	3,035	3,573	2,641	569

Physical Items Checked Out in March

2020	2021	2022	2023	2024
5,966	4,051	6,996	7,594	6,487

Cumulative Physical Items Check Out

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	19,321

Miscellaneous item checkouts

March	2020	2021	2022	2023	2024
Technology Devices	36	68	67	56	62
Study Rooms	29	23	71	106	95
Games and Puzzles	91	59	202	182	164
Seeds	47	257	41	187	188
STEAM Packs	23	0	14	30	28
Cake Pans	1	0	1	3	13
Outdoor Items	*	*	*	7	12
Honor Books	*	*	*	27	5
Adult Kits	*	*	*	*	3

Yearly Totals

2020	2021	2022	2023	2024
381	725	743	794	211
305	395	746	888	234
955	1,263	2,060	1,855	563
302	878	883	767	361
25	160	234	351	83
28	21	69	45	30
*	*	17	59	22
*	*	19	104	20
*	*	*	*	3

Library Services Usage

March	2020	2021	2022	2023	2024
Test Proctoring	6	2	6	2	11
Charging Station	1	2	3	1	1
Notary Services	4	18	15	15	17
Library Visits	3,132	3,292	4,112	4,573	4340*
Website Usage	1,882	2,264	2,467	4,340	878
Reference Questions	1	8	5	9	0

Yearly Totals

2020	2021	2022	2023	2024
74	108	61	54	15
47	45	21	16	3
88	144	135	167	42
30,007	38,913	48,253	48,053	11,662
17,977	27,907	33,678	36,648	2,663
60	73	31	37	8

Computer Users

March	2020	2021	2022	2023	2024
Wireless	341	357	414	552	351
Adult Users	178	178	270	228	201
Kids Users	78	7	209	217	112

Yearly Computer Users

2020	2021	2022	2023	2024
3,829	3,878	4,544	4,338	958
2,138	2,235	2,608	2,255	604
427	957	2,987	2,030	364

Library Volunteers

March	2020	2021	2022	2023	2024
Library Volunteers	39	9	8	11	8
Volunteer Hours	93	125	158	87.5	50

Yearly Totals

19-20	20-21	21-22	22-23	23-24
36	20	48	54	38
1,286	1,204	1,492.5	1,227	424.5

**White House Public Library
March 2024 Performance Measures**

Universal Class Counts

March	
Sign ups	0
Courses started	2
Lessons viewed	125
Submissions	188

Yearly Totals

2020	2021	2022	2023	2024
10	13	18	22	4
53	39	2	24	12
1,771	1,008	876	419	237
800	515	465	559	283

Kanopy

March	
Visits	293
Pages	379
Plays	69
Accounts	2

2023	2024
2,350	1,612
3,547	2,121
608	426
89	15

Programs

1,000 books	2020	2021	2022	2023	2024
Monthly Sign-ups	2	1	9	0	1
Total program Sign-ups	67	124	132	157	68

Achievements	
500 Mark	19
Total Completion	19

We did a purge of participants that have aged out of the program.

Face-to-face Kids Programs

March	2020	2021	2022	2023	2024
Programs	7	2	14	15	13
Attendees	145	49	403	407	311
Yearly	2020	2021	2022	2023	2024
Programs	43	91	136	129	36
Attendees	1,185	2,167	3,646	3,805	846

Grab & Go Kits

March	2020	2021	2022	2023	2024
Kits	0	6	0	0	0
Taken	0	162	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	38	44	7	7	0
Taken	1094	1,699	334	184	0

Teen/tween Face-to-Face Programs

March	2020	2021	2022	2023	2024
Programs	0	0	10	12	13
Attendees	0	0	49	39	31
Yearly	2020	2021	2022	2023	2024
Programs	11	43	98	112	32
Attendees	77	370	437	361	83

Teens Programs

March	2024
Programs	2
Attendance	3
Yearly	
Programs	6
Attendance	7

Grab & Go

March	2020	2021	2022	2023	2024
Kits	0	4	0	0	0
Taken	0	36	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	13	24	7	10	0
Taken	152	409	151	100	0

We are trying to hold teen only programs and are hoping those will start to draw more attendance.

Face-to-face Adult Programs

March	2020	2021	2022	2023	2024
Programs	8	3	6	8	15
Attendees	31	17	35	41	117
Yearly	2020	2021	2022	2023	2024
Programs	42	63	75	107	38
Attendees	214	351	377	589	281

Device Advice

March	2020	2021	2022	2023	2024
Sessions	0	8	10	9	16
Yearly	51	81	131	144	51
Passive					
March	*	0	0	0	0
Yearly	*	0	20	0	0

Interlibrary Loan Services

March	2020	2021	2022	2023	2024
Borrowed	63	51	74	68	41
Loaned	7	14	36	42	26

Yearly Interlibrary Loan Services

2020	2021	2022	2023	2024
534	673	872	597	184
151	226	317	184	98

March	R.E.A.D.S
Adults	2,524
Juvenile	219

Yearly Totals	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Adults	23,138	19,466	21,110	25,066	22,010
Juvenile	1,189	1,032	2,013	1,788	1,767

The READS statistics come from the state.

City Court
March 2024

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH	\$2,942.25	
TOTAL MONIES COLLECTED YTD		\$51,368.25

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH	\$3,147.33	
TOTAL MONIES COLLECTED YTD		\$17,130.89

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$6,089.58</u>	
<u>TOTAL REVENUE YTD</u>		<u>\$68,499.14</u>

DISBURSEMENTS

LITIGATION TAX	\$177.23	
DOS/DOH FINES & FEES	\$180.50	
DOS TITLE & REGISTRATION	\$0.00	
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>\$357.73</u>	
<u>TOTAL DISBURSEMENTS YTD</u>		<u>\$7,903.83</u>

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$5,731.85</u>	
<u>TOTAL ADJUSTED REVENUE YTD</u>		<u>\$60,595.31</u>

DRUG FUND

DRUG FUND DONATIONS FOR MONTH	\$777.49	
<u>DRUG FUND DONATIONS YTD</u>		<u>\$3,734.37</u>

Offenses Convicted & Paid For Month	Count	Paid
Careless Driving		
Financial Responsibility Law	4	\$293.75
Registration Law	6	\$165.00
Improper Equipment		
Texting/Hands Free Law	1	\$61.00
Codes Violation		
DL Exhibited	2	\$88.75
Red Light	5	\$322.50
Animal Control		
Stop Sign		
Speeding	19	\$1,787.50
Seat Belt-Child Restraint	3	\$138.75
Following Too Close		
Exercise Due Care	1	\$55.00
Failure to Yield		
Total	41	\$2,912.25