

**Administrative & Legislative Services Department
December 2019**

Administration

City Administrator Gerald Herman attended the following meetings this month:

- December 02: Staff Plans Review
- December 03:
 - Ribbon Cutting: Uncle John's
 - Recycling Program Discussion
- December 04:
 - Sumner County Council of Governments Luncheon
 - White House Product Development Session
 - TVA Meeting
- December 05: Christmas on Main Street
- December 07:
 - Running of the Elves
 - Christmas Parade
- December 09:
 - Schematic Design Phase Review
 - GNRC – Infrastructure Needs
 - Stormwater Advisory Board Meeting
- December 10: Chamber of Commerce Christmas Open House
- December 11:
 - Transportation Policy Board MPO
 - Banking Service Committee Meeting
- December 14: Fire Department Banquet
- December 16: Bid Opening: HWY 76 Force Main Relocation
- December 17: Running of the Elves Debrief
- December 18:
 - Union Road Economic Development Discussion
 - Economic Development Team Meeting
- December 19:
 - Meeting with Gary Jaeckel about Budget Retreat
 - BMA Study Session

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 2019-2020.

Budget	Budgeted Amount	Expended/ Encumbered*	% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)
General Fund	\$14,415,105	\$ 5,552,869	↓11.47
Industrial Development	\$227,000	\$ 59,049	↓23.98
State Street Aid	\$461,000	\$ 447,515	↑47.07
Parks Sales Tax	\$731,550	\$ 74,489	↓39.81
Solid Waste	\$1,028,270	\$ 551,834	↑3.66
Fire Impact Fees	\$42,500	\$ -	↓50
Parks Impact Fees	\$18,000	\$ -	↓50
Police Impact Fees	\$35,000	\$ 33,845	↑46.7
Road Impact Fees	\$80,000	\$ 80,000	↑50
Police Drug Fund	\$6,000	\$ 310	↓44.85
Debt Services	\$832,000	\$ 166,627	↓29.97
Wastewater	\$12,330,274	\$ 4,487,956	↓13.6
Dental Care	\$90,000	\$ 28,238	↓18.62
Stormwater Fund	\$1,064,511	\$ 390,669	↓13.3
Cemetery Fund	\$37,682	\$ 22,778	↑10.45

*Expended/Encumbered amounts reflect charges from July 1, 2019 – June 30, 2020.

**Administrative & Legislative Services Department
December 2019**

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 2020	FY 2019	FY 2018	FY 2017	FY 2016
July	269	346	362	327	279
August	106	151	166	175	166
September	98	126	119	120	133
October	97	91	147	91	140
November	78	120	125	135	166
December	58	72	104	83	105
January		122	177	178	158
February		119	113	140	163
March		131	142	136	181
April		138	185	120	134
May		129	121	153	175
June		50	52	92	103
Total	706	1,595	1,813	1,750	1,903

Purchase Orders by Dollars	Dec 2019	FY 2020	FY 2019	FY 2018	Total for FY20	Total for FY19	Total for FY18
Purchase Orders \$0-\$9,999	56	657	1529	1716	\$798,674.93	\$1,349,159.92	\$1,541,282.47
Purchase Orders \$10,000-\$24,999	0	20	26	49	\$303,812.81	\$381,155.50	\$706,041.30
Purchase Orders over \$25,000	2	29	40	48	\$3,492,339.92	\$7,678,174.40	\$4,080,335.79
Total	58	706	1595	1813	\$4,594,827.66	\$9,408,489.82	\$6,327,659.56
Total	58	706	1595	1813	\$4,594,827.66	\$9,408,489.82	\$6,327,659.56

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.

	2019-2020 Update Requests	2018-2019 Update Requests	2017-2018 Update Requests	2016-2017 Update Requests	2019-2020 Page Visits	2018-2019 Page Visits	2017-2018 Page Visits	2016-2017 Page Visits
July	152	61	60	62	1,164,517	1,080,668	825,614	739,589
August	126	133	56	117	752,932	835,519	717,462	540,472
September	43	22	90	72	679,248	214,406	739,867	429,211
October	78	86	43	49	386,735	864,091	876,346	534,774
November	56	40	80	67	695,971	812,527	808,551	712,163
December	156	82	50	51	847,724	1,055,111	842,265	654,720
January		68	44	65		934,562	747,155	561,371
February		40	41	61		762,985	631,612	842,138
March		61	71	76		879,671	1,165,275	658,974
April		56	77	38		820,505	959,769	784,204
May		29	49	86		946,897	1,063,568	658,468
June		123	27	64		901,328	483,003	739,264
Total	609	801	688	808	4,527,127	9,053,159	9,860,532	7,855,348

**Administrative & Legislative Services Department
December 2019**

Social Media Management

The use of social media keeps us connected to our community. Through means such as Facebook, Twitter, and our mobile app. We are able to reach out to the community and receive feedback. We track data from these sources to determine if the means justifies our time using these sources.

Facebook

	2019-2020 New Likes	2018-2019 New Likes	2017-2018 New Likes	2016-2017 New Likes	2019-2020 # of Posts	2018-2019 # of Posts	2017-2018 # of Posts	2016-2017 # of Posts
July	83	31	146	96	36	21	38	20
August	47	46	77	30	18	11	39	25
September	71	53	46	39	27	20	31	20
October	44	70	64	52	27	18	29	25
November	25	51	25	32	10	17	25	19
December	18	25	25	32	21	20	11	18
January		31	96	58		14	11	17
February		40	25	79		11	15	20
March		31	23	16		18	10	12
April		60	70	48		26	17	22
May		161	116	252		33	23	30
June		103	59	119		30	33	37
Total	282	702	772	853	139	239	282	265

Twitter

	2019 – 2020 Total Followers	2018 – 2019 Total Followers	2017 – 2018 Total Followers	2019 – 2020 # of Tweets	2018 – 2019 # of Tweets	2017 – 2018 # of Tweets
July	862	811	740	19	8	20
August	869	796	760	9	8	22
September	870	798	762	14	10	13
October	868	802	766	15	7	15
November	873	802	775	5	7	13
December	877	805	778	16	8	7
January		809	792		7	3
February		826	794		8	12
March		830	795		16	12
April		830	799		14	7
May		832	801		14	13
June		851	808		14	9
Total	N/A	N/A	N/A	78	121	146

**Administrative & Legislative Services Department
December 2019**

“City of White House, TN” Mobile App

	FY20 New Downloads	FY19 New Downloads	FY18 New Downloads
July	19	28	23
August	21	18	471
September	21	15	1,792
October	12	22	30
November	13	11	22
December	15	10	16
January		17	37
February		13	16
March		11	20
April		10	9
May		11	10
June		25	16
Total	101	191	2462

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

	FY20 # of Request	FY19 # of Request	FY18 # of Request
July	36	32	41
August	39	26	33
September	18	18	34
October	40	32	24
November	27	12	22
December	20	27	39
January		22	49
February		30	55
March		24	44
April		32	22
May		27	31
June		29	24
FY Total	180	311	418

January 2018 – All requests have either been responded to, and are either Completed or In Progress

White House Farmers Market

The market is closed for the season.

	2019 New Facebook Likes	2019 Facebook Post	2018 New Facebook Likes	2018 Facebook Post
January	7	0	14	0
February	2	0	3	0
March	8	5	10	6
April	36	5	28	2
May	131	13	55	10
June	114	20	8	14
July	49	12	53	15
August	1	13	9	12
September	14	5	6	1
October	7	0	5	0
November	4	0	1	1
December	13	0	1	0
Total	387	73	193	61

	Application Fees # (amount collected)	Booth Payments (\$)
January	0	0
February	0	0
March	1	\$150
April	7	\$1200
May	8	\$1200
June	0	\$60
July	0	\$90
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
Total	\$225	\$2700

**Administrative & Legislative Services Department
December 2019**

Building Maintenance Projects

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

Special Maintenance Projects

- Help with Christmas decorations at Museum
- Assisted with digital sign maintenance

	2019 – 2020 Work Order Requests	2018 – 2019 Work Order Requests	2017 – 2018 Work Order Requests	2016 – 2017 Work Order Requests	2015 - 2016 Work Order Requests	2014 - 2015 Work Order Requests
July	10	22	21	27	22	25
August	10	26	24	28	33	10
September	13	19	22	13	31	19
October	7	14	18	12	30	27
November	7	18	34	12	27	15
December	3	8	19	9	17	15
January		14	16	23	28	31
February		7	21	6	19	23
March		7	17	16	25	24
April		12	25	14	20	22
May		6	26	27	33	13
June		9	23	14	17	25
Total	30	162	266	201	302	249

*In December 2013 work order requests started to be tracked.

**Finance Department
December 2019**

Finance Section

During December the Finance Department completed working with the auditors from KraftCPAs for the FYE 6/30/2019 audit, continued scanning thousands of documents to reduce physical document storage space, and continued receipting 2019 property tax billings. The cumulative total of real estate and personal property taxes for the 2019 tax year billed is approximately \$3.6 million. As of December 31st approximately \$1.988 million (55%) of the 2019 property taxes was paid. Rachael Krohn (Assistant Finance Director) and Marcie Dixon (Utility Billing Specialist) completed the requirements and passed the exam to become Tennessee Association of Utility Districts (TAUD) Certified Administrative Professionals. Members of the Finance Office participated in the following events during the month:

- December 2: Banking Services Committee meeting
- December 4: TAUD Certified Administrative Professional exam
- December 9: Schematic Design Phase Review for new community center
- December 9: Stormwater Advisory Board Meeting
- December 11: New utility customer application process meeting
- December 11: Banking Services Committee meeting
- December 19: BMA study session to review audit
- December 19: Monthly BMA meeting

Performance Measures

Utility Billing

*Less than 12 months of data available

	December 2019	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
New Builds (#)	12	77	62	102	111	96
Move Ins (#)	50	331	534	553	536	539
Move Outs (#)	47	318	534	576	546	543
New customer signup via email (#)	7	42	104	163	119	12*
New customer signup via email (%)	11%	10%	17%	25%	18%	n/a*

Business License Activity

	December 2019	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
Opened	1	28	75	72	93	97
Closed (notified by business)	1	6	9	18	1	2
Closed (uncollectable)	0	0	0	199	14	0

Payroll Activity – The goal is to have a 0% error rate when dealing with employee payroll, current month issues with employee records yield a 0% error rate.

Number of Payrolls	Number of Checks and Direct Deposits	Number of adjustments or errors	Number of Void Checks
2 regular, 1 longevity	62 checks, 273 direct deposits	0 Retro adjustments	0 Voids

Accounts Payable

	December 2019	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
Total # of Invoices Processed	288	2035	3940	4437	4797	4544

**Finance Department
December 2019**

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	7,841,950	2,352,585	3,413,517	44%
Cemetery Fund	51,700	15,510	209,419	405%
Debt Services	858,000	257,400	448,175	52%
Dental Care Fund	42,000	12,600	247,360	589%
Roads Impact Fees	60,000	18,000	109,866	183%
Parks Impact Fees	31,200	9,360	66,624	214%
Police Impact Fees	36,000	10,800	83,012	231%
Fire Impact Fees	30,000	9,000	82,084	274%
Industrial Development	122,500	36,750	198,054	162%
Parks Sales Tax	673,000	201,900	883,587	131%
Police Drug Fund	3,900	1,170	18,113	464%
Solid Waste	859,800	257,940	521,508	61%
State Street Aid	441,000	132,300	243,139	55%
Stormwater Fund	862,000	258,600	715,664	83%
Wastewater	4,184,950	1,255,485	2,903,268	69%

*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 2019-2020.

Operating Fund	FY2020 Budgeted Operating Revenues (\$)	YTD Realized* (\$)	% Over (↑) or Under (↓) (Anticipated revenues realized by this point in the year)
General Fund	7,841,950	4,471,818	↑ 7.02%
Cemetery Fund	51,700	19,456	↓ 12.37%
Debt Services	858,000	428,767	↓ 0.03%
Dental Care	42,000	15,671	↓ 12.69%
Roads Impact Fees	60,000	28,575	↓ 2.38%
Parks Impact Fees	31,200	29,106	↑ 43.29%
Police Impact Fees	36,000	20,727	↑ 7.58%
Fire Impact Fees	30,000	13,671	↓ 4.43%
Industrial Development	122,500	38,500	↓ 18.57%
Parks Sales Tax	673,000	347,032	↑ 1.56%
Police Drug Fund	3,900	3,287	↑ 34.28%
Solid Waste	859,800	440,282	↑ 1.21%
State Street Aid	441,000	222,614	↑ 0.48%
Stormwater Fund	862,000	439,256	↑ 0.96%
Wastewater	4,184,950	2,179,055	↑ 2.07%

*Realized amounts reflect revenues realized from July 1, 2019—December 31, 2019

**Human Resources Department
December 2019**

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

- December 03: Chamber of Commerce Board Meeting
- December 05: Stormwater Driver Interview
- December 05: Police Officer Testing
- December 07: Chamber of Commerce Running of the Elves
- December 09: Stormwater Advisory Board meeting
- December 10: Chamber of Commerce Open House
- December 11: New Hire Orientation for Stormwater Driver
- December 12: Wellness Program: Healthy Goals
- December 17: New Hire Orientation for Public Works Maintenance Worker
- December 23: New Hire Orientation for Stormwater Manager
Employee Holiday Luncheon
- December 30: New Hire Orientation for Police Officer

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

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	0	0	0	0
August	0	0	0	2
September	1	0	0	1
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January		1	1	0
February		0	0	1
March		0	0	1
April		0	0	0
May		0	0	0
June		2	0	0
Total	1	3	1	5

Three-year average as of June 30, 2019: 3.00

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

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	1	3	0	0
August	0	0	0	0
September	0	0	0	0
October	1	1	0	0
November	1	0	1	0
December	0	0	0	0

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January		0	2	1
February		0	1	0
March		0	0	0
April		1	0	0
May		1	0	1
June		0	1	1
Total	3	6	5	3

Three-year average as of June 30, 2019: 4.67

**Human Resources Department
December 2019**

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

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	1	0	0	1
August	1	1	3	0
September	2	2	1	0
October	3	0	2	2
November	2	1	2	1
December	1	0	1	1

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January		1	0	0
February		0	1	0
March		0	1	0
April		0	1	0
May		5	1	2
June		1	1	0
Total	10	11	14	7
Percentage	9.71%	10.68%	14.43%	7.45%

Current year turnovers that occurred within 90 day probationary period: 2

Three-year average as of June 30, 2019: 10.85%

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

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	0	0	0	1 (T)
August	2 (S)	0	1 (T)	0
September	0	1 (T)	0	1 (S)
October	0	0	1 (T)	2 (T)
November	1 (S)	0	2 (T)	0
December	0	0	0	1 (S)

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January		1 (T)	0	1 (S)
February		0	1 (T)	0
March		1 (S)	0	0
April		0	0	0
May		1 (T)	0	0
June		0	1 (T) 1 (S)	1 (S)
Total	3	7	7	3

Three-year average as of June 30, 2019: 5.67

**Police Department
December 2019**

Highlights



The 2019 White House Shop with a Cop and Firefighter event was held on December 14th at the local Walmart. The major sponsor for the annual event is the White House Rotary Club. Craig Johnson Construction and Joe Burriss with Value Cargo Vans gave large monetary donations for this cause. Walmart, Subway, Little Caesars Pizza and Bojangles provided food, refreshments and a safe place to shop. Det. Sgt. Dan Hunter, Director of the program, spends countless hours planning and organizing this special day for the kids in our community. This year the program provided Christmas for 24 kids.

Meetings/Civic Organizations

- ***Chief Brady attended the following meetings in December:*** Department Head Staff meeting (Dec. 2nd & 16th), White House Rotary (Dec. 5th, 12th & 19th), White House Christmas Parade (Dec. 7th), Planning Commission (Dec. 9th), Robertson County Chief's Meeting (Dec. 10th), Shop with a Cop/Firefighter (Dec. 14th), Command Staff Meeting (Dec. 19th), Board of Mayor & Alderman Meeting (Dec. 19th).

➤ **Police Department Administration Performance Measurements**

Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by December 2020. Susan Johnson, Accreditation Manager, is still working on proofs for 2018 and 2019 for the accreditation files. Susan attended the Tennessee Associate of Chiefs of Police Accreditation Manager Training on Wednesday Dec. 4 at the Embassy Suites in Franklin, TN. The annual LEACT Conference will be April 29-May 1, 2020 in Chattanooga. Also, June 2020 will be our 6 months prior to our onsite date of December 2020. At that point, Mrs. Johnson will be contacting the TLEA Program Manager, Janessa Edwards, to have an assessor start checking our files for our upcoming onsite visit. The assessor will have access to our PowerDMS files. They want to have all files done so when they come in December, they can just do interviews and observe our department for us to be re-accredited.

**Police Department
December 2019**

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 27 Employees. With a goal of 40 hours per employee, we should have an overall Department total of 1,080 hours of training per calendar year.

Month	Admin Training Hours	Patrol Training Hours	Support Services Training Hours	Total Training Hours
January	0	183	0	183
February	0	184	0	184
March	0	168	0	168
April	0	256	54	310
May	0	24	0	24
June	0	110	0	110
July	0	0	16	16
August	0	128	0	128
September	0	138	46	184
October	84	182	0	266
November	0	88	0	88
December	0	0	0	0
Grand Total	84	1,461	116	1,661

Patrol Division Performance Measurements

1. *Maintain or reduce the number of patrol shifts staffed by only three officers at the two-year average of 474 shifts during the Fiscal Year 2019-2020. (There are 730 Patrol Shifts each year.) *Three officer minimum staffing went into effect August 5, 2015.*

Number of Officers on Shift	December 2019	FY 2019-2020
Three (3) Officers per Shift	48	262
Four (4) Officers per Shift	14	118

2. *Acquire and place into service two Police Patrol Vehicles.* The two new 2020 Ford Police Utility AWD SUV's have been ordered.
3. *Conduct two underage alcohol compliance checks during the Fiscal Year 2018-2019.* Fall compliance checks were held on November 15, 2019. One business, Super Stop, failed compliance.

**Police Department
December 2019**

4. *Maintain or reduce TBI Group A offenses at the three-year average of 75 per 1,000 population during the calendar year of 2019.*

Group A Offenses	December 2019	Per 1,000 Pop.	Total 2019	Per 1,000 Pop.
<i>Serious Crime Reported</i>				
Crimes Against Persons	8	<1	142	11
Crimes Against Property	21	2	297	24
Crimes Against Society	17	1	280	22
Total	46	4	727	58
Arrests	36		646	

**U.S. Census Estimate 7/1/2018 – 12,506*

5. *Maintain a traffic collision rate at or below the three-year average of 439 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2019.*

	December 2019	TOTAL 2019
Traffic Crashes Reported	36	446
Enforce Traffic Laws:		
Written Citations	106**	1,614
Written Warnings	25**	980
Verbal Warnings	346	4,623

** These are the numbers available at the time of report. An update for these numbers will be given on January 2020 report.

6. *Maintain an injury to collision ratio of not more than the three-year average of 13% by selective traffic enforcement and education during the calendar year 2019.*

COLLISION RATIO				
<u>2019</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
December	36	1 Year to Date 42	3%	446 crashes 8%

Traffic School: Ofc. Jordan Baker instructed Traffic School in December.

Staffing:

- Officer White is on FMLA following surgery.
- Officer Taylor Trombley will be attending the Tennessee Law Enforcement Training Academy starting January 5th.
- Officer Lars Carlson started December 30th. He will be attending the Academy in March.
- We completed a hire testing on December 5th. We did hire one applicant from the pool. Due to personal circumstances, the applicant withdrew his name.
- We are currently accepting applications. We will be doing another testing on January 18th.

**Police Department
December 2019**

K-9: Ofc. Jason Ghee and K-9, Kailee attended their monthly training.

Sumner County Emergency Response Team: Officer Segerson attended the annual ERT breakfast/training on December 11th.

Support Services Performance Measurements

1. *Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2019.*

2019 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
<i>December</i>	67%	79%

Communications Section

	December	Total 2019
Calls for Service	1,059	14,997
Alarm Calls	37	470

Request for Reports

	December	FY 2019-2020
Requests for Reports	19	120
Amount taken in	\$17.10	\$86.25
Tow Bills	\$0.00	\$0.00
Emailed at no charge	23	182
Storage Fees	\$0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- Sgt. Brisson attended the THSO Middle Tennessee Regional meeting in Bell Buckle, TN on December 11, 2019.

Volunteer Police Explorers: Nothing to Report at this time.

Item(s) sold on Govdeals: Nothing to report at this time.

Crime Prevention/Community Relations Performance Measurements

1. ***Teach D.A.R.E. Classes (10 Week Program) to two public elementary schools and one private by the end of each school year.***
Nothing to report at this time. DARE for White House Middle school will begin in the Spring.
2. ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Safety Day will be held in conjunction with Discover White House in April 2020
3. ***Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.*** We are currently accepting applications for Citizen's Police Academy which should begin in February or March 2020.
4. ***Participate in joint community events monthly in order to promote the department's crime prevention efforts and community relations programs.***
 - Shop with a Cop – See Highlights.

**Police Department
December 2019**

Special Events: *WHPD Officers participated in the following events during December:*
12/6 Running with the Elves Run & 5K
12/6 Christmas Parade

Upcoming Events:
Nothing to report at this time.

<i>2019 Participation in Joint Community Events</i>		
	<u>November</u>	<u>Year to Date</u>
Community Activities	3	68

**Fire Department
December 2019**



Summary of Month's Activities

Fire Operations

The Department responded to 102 requests for service during the month with 78 responses being medical emergencies. The Department responded to 9 vehicle accidents; 2 accidents reported patients being treated for injuries and 7 accidents reported no injuries. Of the 102 responses in month of November there were 18 calls that overlapped another call for service that is 17.65 % of our responses.

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 November from dispatch to on scene time averaged was, five minutes and thirty-three seconds (5:33). The average time a fire unit was on the scene of an emergency call was nineteen minutes and six seconds (19:06). The department also responded to 1 mutual-aid call and 1 carbon monoxide incident during the month of November.

Department Event

- December 7th – Christmas Parade City Park (100 Participants)
- December 24th - Station One Tour (4 Participants)

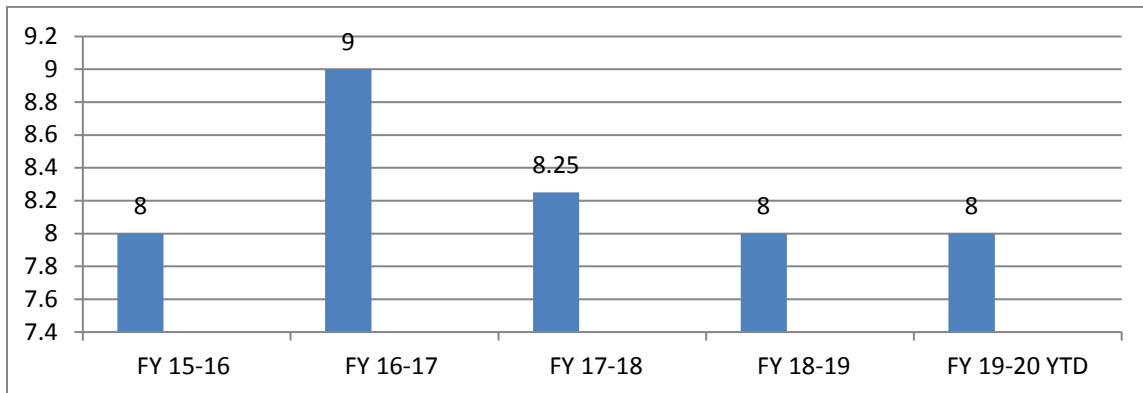
Fire Administration

- December 2nd – Policy review Committee
- December 9 – Monthly Staff Meeting
- December 17 – 911 Board Meeting
- December 18 – Bomb Threat Debrief

Monthly Performance Indicators

Emergency Calls Breakdown

The Department goal in this area is to display the different emergency calls personnel have responded to during the month.



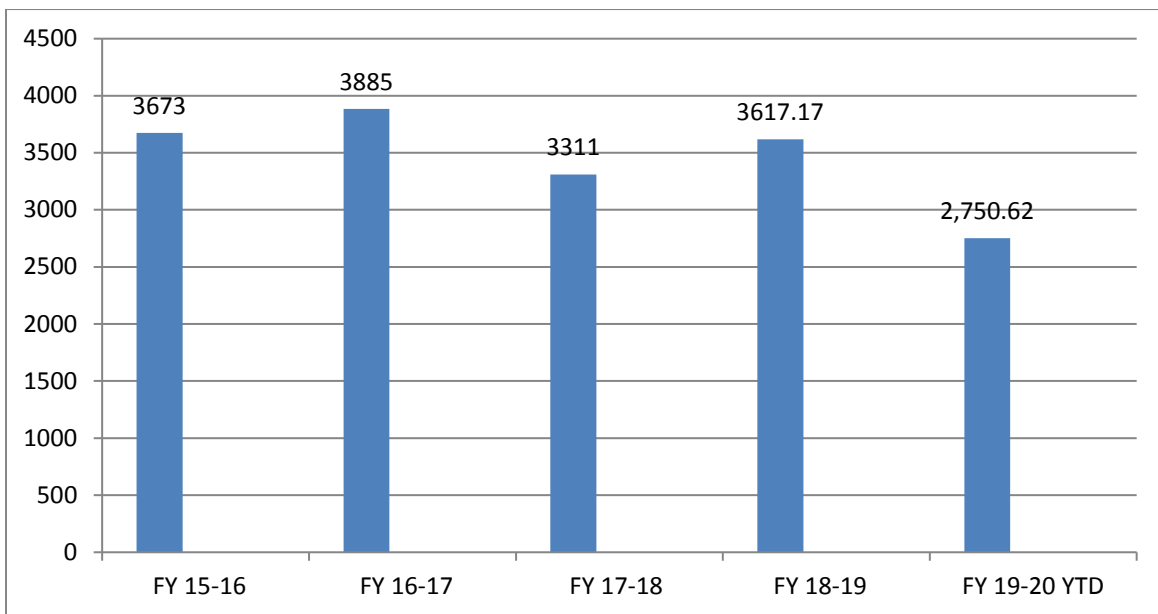
**Fire Department
December 2019**

Incident Responses

Fires	4
Rescue & Emergency Services	78
Hazardous Conditions (No Fire)	2
Service Calls	7
Good Intent Call	5
False Alarms & False Call	5
Calls for The Month	102
Total Responses Year to Date	1357

Fire Fighter Training

The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 3972 hours of training per year is based on fifteen career firefighters.

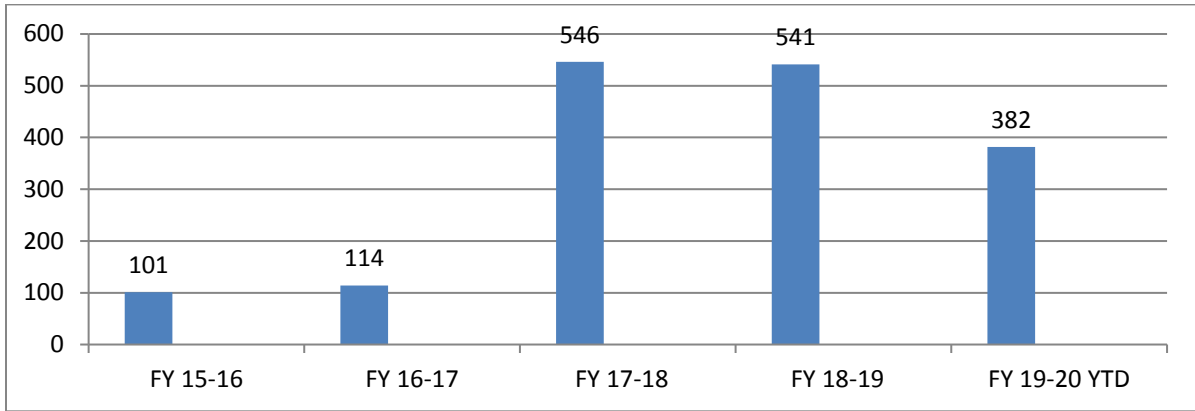


	Month	YTD
Firefighter Training Hours	311.7	2,750.62

**Fire Department
December 2019**

Fire Inspection

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

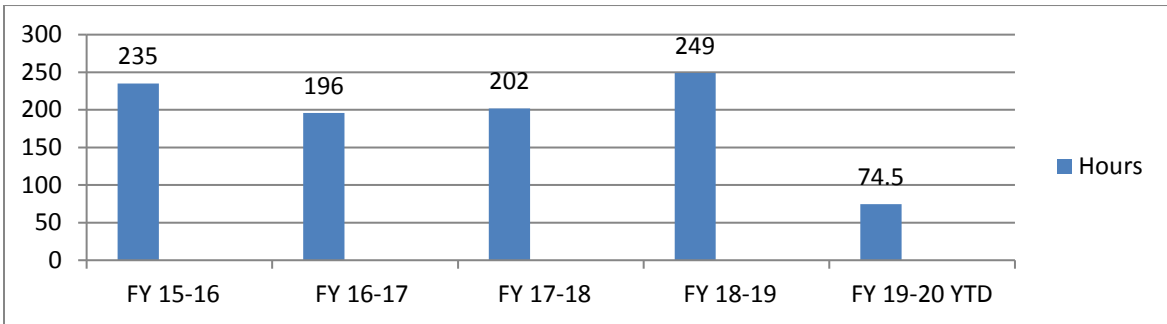
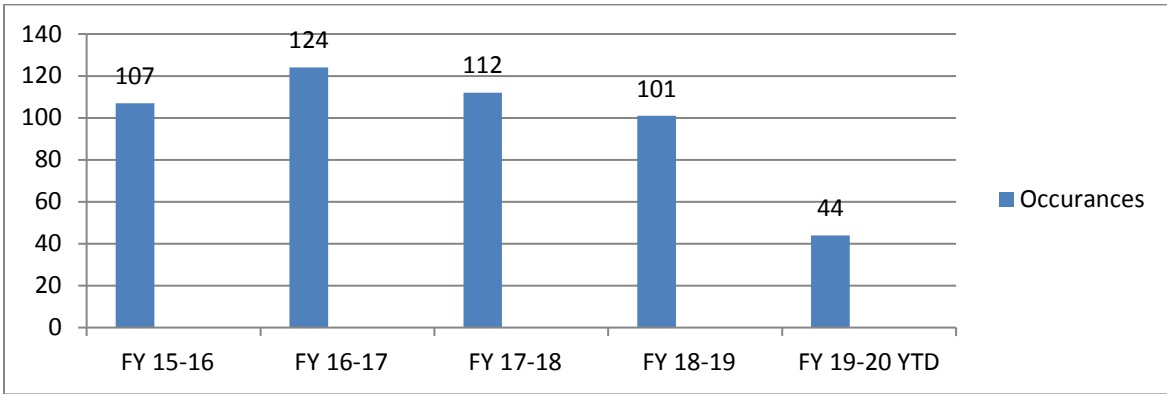
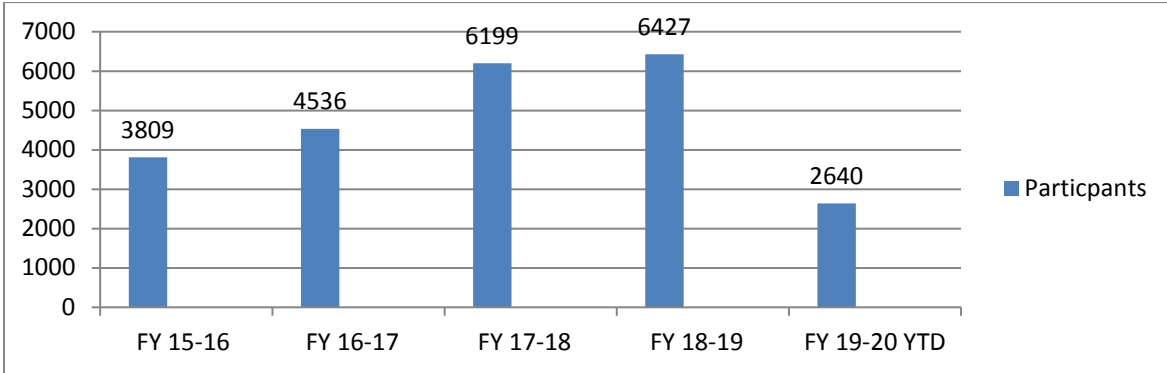


	Month	YTD
December Fire Inspection	41	382
Reinspection	9	39
Code Violations	1	36
Violations Cleared	6	36
Annual Inspection	5	72
Commercial Burn Pile	0	6
Knox Box	1	11
Fire Alarms	0	8
Measure Fire Hydrant	0	3
Plans Review	2	27
Pre-C/O	1	2
Pre-incident Survey	13	118
Sprinkler Final	1	7
Final C/O	2	11

**Fire Department
December 2019**

Public Fire Education

It is a Department goal to exceed our last three years averages in Participates (6427) Occurrences (101) and Contact Hours (249). The following programs are being utilized at this time; Risk Watch taught to all first-grade students, Career Day, Station tours, Fire Extinguisher training and Safety Day.



	Month	YTD
Participants	104	2,640
Number of Occurrences	2	44
Education Hrs.	2	74.5

**Public Services Department - Public Works Division
November 2019**

Staffing: The Public Works, Stormwater & Sanitation departments are authorized **11 full time** employees.

1. (1) Stormwater Manager;
2. (1) PW Supervisor;
3. (2) Full-time crew leader (1-Public Works, 1-Stormwater);
4. (3) Full-time truck drivers (1-Public Works, 1-Stormwater & 1-Sanitation)
5. (4) Full-time maintenance workers (2- Public Works, 1-Stormwater & 1-Sanitation)

PUBLIC WORKS/STREETS & ROADS DIVISION

Total Hours Worked	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Street	4,040	8,134	9,364	8,741	10,229		784	639	4,013
Facility Maintenance	2,049	3,494	2,187	1,227	1,137		52	26	224
Fleet Maintenance	1,157	1,034	514	282	380		55	20	159
Meeting/Training	572	502	510	517	400		26	80	219
Leave	807	1,253	576	613	810		15	80	306
Holiday	850	795	470	385	555		40	80	220
Overtime	263	508.5	488	414	311		10	39	134
Administrative	781	385	698	803	867		88	53	377
Drainage Work (feet)	0	0	906	2,749	10		0	0	0
Drainage Man Hours	0	0	1,470	1,045	170		8	0	8
Debris Removed Load	0	0	100	35	44		0	0	0
Sweeping Man Hours	0	0	18	13	0		0	0	0
Mowing Hours	0	0	22	175	219		6	22	96
Curb Repair	0	0	0	0	15		0	0	0
Shoulder LF	0	0	4,485	630	5		200	0	200
Shoulder Hours	0	0	155	160	49		40	20	83
# of Potholes	0	0	250	473	346		10	5	71
Pothole Hours	0	0	759	734	1,181		41	4	363
R-O-W Hours	0	0	2,835	2,416	4,027		344	228	1,749
Sign/Repaired	0	0	120	91	84		0	1	19
Sign Work Hours	0	0	289	179	234		0	2	33
Salt Hours	0	0	10	143	24		0	39	39
Salt Tons	0	0	12	20	23		0	9	9
Decorative Street Light Hours	0	0	57	46	125		12	4	60
Traffic Light Repairs	0	0	0	65	20		62	10	73

**Public Services Department - Public Works Division
November 2019**

<u>Subdivision Decorative Light LED Retrofit Project</u>			
	<u>TOTAL LAMPS</u>	<u>NOVEMBER RETROFITS</u>	<u>TOTAL LED RETROFIT</u>
High Mast Lights – I-65 Ramps	6	0	6
Baylee Court	2	0	2
Briarwood Subdivision	9	0	6
Bridle Creek Subdivision	7	0	5
Business Park Drive	7	0	7
Hampton Village Subdivision	24	0	23
Heritage Trace Subdivision	5	0	5
Holly Tree Subdivision	44	0	41
Madeline Way	7	0	7
Magnolia Village Subdivision	27	0	26
Spring Brook Blvd	2	0	2
Sumner Crossing Subdivision	21	0	21
Villages of Indian Ridge	10	0	0
Totals:	171	0	151

SIGN REPLACEMENT:

Staff continues to go through the City and replace all of the missing signs. We have a high incidence of sign theft in the City. I had the crews start using anti-theft hardware, but now the vandals are bending the signs until they break away.

Public Works Special Projects:

The goal is to be reactive to special requests that are made from time to time either from the City Administrator or other departments.

Road Work Program:

The goal for this program is to maintain the City's right-of-ways and drive lanes so they're free from hazards.

1. Curb - repair concrete curbs/sidewalks;
2. Shoulder – maintain shoulders with rock;
3. Potholes – repair asphalt such as base failures and pothole patching;
4. Potholes – man hours associated with potholes/asphalt work;
5. Mowing - medians, right-of-ways, and City owned property;
6. R-O-W - tree trimming and roadside vegetative management (weed spraying);
7. Signs – repair, replace and/or install signs within the City limits;
8. Salt – winter weather road clearing and salting.

**Public Services Department - Public Works Division
November 2019**

SANITATION DIVISION

Brush, Leaves & Litter Control Program:

The goal of the brush and leave collection and litter control program is to maintain an efficient collection service for the residents. In the past, residents have not been satisfied with the level of service that the department was providing. I believe that part of this perception is a function of the quantity of material placed out for collection. At this point, the City's ordinance does not restrict the volume of material left at the curb for pickup. The City only operates one (1) truck and the driver is dedicated to this task and will only perform other job duties if there's no yard waste to collect. Additionally, the City allows residents to drop off yard waste at the public works yard and we receive a tremendous quantity of yard waste from this program as well.

Total Hours Worked	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Sanitation	2,914	2,685	3,634	4,406	4,024		383	320	1,751
Facility Maintenance	2,049	3,494	723	446	574		34	27	126
Fleet Maintenance	1,157	1,034	488	445	331		61	20	146
Meeting/Training	572	502	265	130	135		13	2	40
Leave	807	1,253	428	700	476		10	40	180
Holiday	850	795	270	230	230		20	40	100
Overtime	263	508.5	119	4	12		0	0	11
Administrative	781	385	167	1	0		0	0	1
Sweeping Man Hours	0	0	1	0	0		0	0	0
R-O-W Hours	0	0	166	30	97		29	28	111
Salt Hours	0	0	0	0	0		0	0	0
Salt Tons	0	0	0	0	0		0	0	0

Sanitation	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Brush Collection Stops	5,915	5,944	6,080	5,605	5,620		457	410	2,765
Brush Truck Loads	503	459	551	522	578		41	72	321
Leaves Pickup Bags	4,016	3,741	3,542	3,422	3,535		301	361	1,393
Brush/Leaves Hours	1,634	1,366	1,492	1,239	1,300		103	101	611
Litter Pickup Bags	309	334	507	546	511		52	25	212
Litter Pickup Hours	1,147	1,318	1,132	985	957		113	45	444

Sanitation Collection:

The goal for the curbside garbage and recycling collection program is *to maintain an error rate of less than 1%*. The **November 2019** work order report shows that staff made **47** requests on the WI web portal system, of which only **17** were due to missed service calls and the rest were container delivery and/or pickup. Considering that we have over **3,800** cans in service for garbage and **3,680** cans in service for recycling, we are operating with less than 1% error rate.

**Public Services Department - Public Works Division
November 2019**

Solid Waste	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Tons	3,081	3,276	3,021	3,383	3,252		267	288	1,398
Disposal Fee	\$86,099	\$81,583	\$83,644	\$93,055	\$90,598		\$7,329	\$7,890	\$38,318

SW Accounting	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Units Billed	45,763	47,155	47,954	45,594	49,311		4,146	4,147	20,690
Receivables (Billed)	\$795,325	\$813,518	\$832,150	\$780,878	\$870,111		\$73,151	\$73,304	\$365,653
Revenue (Received)	\$781,004	\$823,428	\$822,004	\$784,689	\$759,969		\$70,324	\$69,805	\$355,295

Citizen Solid Waste Drop-off Program:

The goal for the citizen drop-off program is to provide an effective means for residents to dispose of bulky wastes (furniture, washer appliances, clutter, etc.) or other wastes that normally wouldn't fit into their curbside container. We provide a dumpster for garbage and a dumpster for *metal recycling*. We encourage the residents to separate their items to maximize our recycling efforts. The BMA has made it a policy to allow residents two (2) free dumps per year. Anything above that number a resident would be charged \$50.00.

SW Drop-Off	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Participants	712	602	624	534	341		50	32	191
Tons	166	139	148	142	147		13	8	46
Disposal Fee	\$13,208	\$11,124	\$12,935	\$24,097	\$30,256		2,907	\$1,961	\$12,363

Recycling Program:

The goal for the recycling program is to achieve an overall recycling rate of **25%**. At present we are recycling approximately **16%** of our curbside solid waste stream.

Recycling	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Curbside Tons	408	463	519	568	567		37	34	192
Recycling Rate	13.5%	14%	10%	13%	15%		13%	12%	13%
Revenue (curbside)	\$2,473	\$19.08	\$0	\$0	\$0		\$0	\$0	\$0
Fee (new program)	-	(\$4,565)	(\$7,775)	(\$15,044)	(\$23,708)		(\$2,061)	(\$1,039)	(\$10,694)
Metal (drop-off)Tons	33	42	46	48	38		0	4	16
Metal Revenue	\$4,334	\$3,098	\$3,726	\$5,339	\$4,192		\$0	\$183	\$1,062

**Public Services Department - Public Works Division
November 2019**

Traffic Light Complaint Log

LIGHT	FY 16/17	FY 17/18	FY 18/19	NOV-19	YTD 19/20
SR-76/Pleasant Grove Road	0	0	0	0	0
SR-76/Love's Lane & Dee Cee Road	2	0	0	0	0
SR-76/Southbound I-65	2	0	0	0	0
SR-76/Northbound I-65	0	1	3	0	0
SR-76/Charles Drive & Hester Drive	3	1	0	0	0
SR-76/Wilkinson Lane	2	2	0	0	0
SR-76/Sage Road & Edenway	9	2	1	0	0
SR-76/Raymond Hirsch Pkwy	0	0	0	0	0
SR-76 & College Street/Hwy 31W	0	0	1	0	0
Hwy 31W/Portland Road	1	0	0	0	0
Hwy 31W/Raymond Hirsch Pkwy	0	1	0	0	0
Hwy 31W/Sage Road & McCurdy Road	1	2	2	0	0
Tyree Springs/Meadows & Raymond Hirsch	8	2	0	0	0
Wilkinson Lane @ Wal-Mart Entrance	0	1	0	0	1
TOTAL	28	12	7	0	1

**Public Services Department - Public Works Division
November 2019**

STORMWATER DIVISION

Total Hours Worked	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Stormwater	0	5,744	5,637	7,349	7,982		609	500	3,273
Facility Maintenance	2,049	3,494	895	541	455		26	39	131
Fleet Maintenance	1,157	1,034	339	228	308		35	30	122
Meeting/Training	572	502	345	373	300		4	3	122
Leave	807	1,253	709	576	577		80	10	245
Holiday	850	795	375	345	440		30	50	160
Overtime	263	508.5	306	334	211		11	0	173
Administrative	781	385	1,489	1,347	1,206		30	53	424
Drainage Work (feet)	0	0	2,817	3,409	12,222		0	0	1,680
Drainage Man Hours	0	0	1,229	1,359	1,809		61	233	623
Debris Removed Load	0	0	115	48	175		0	0	75
Sweeping Man Hours	0	0	92	170	237		13	42	191
Mowing Hours	0	0	175	96	117		8	0	76
Curb Repair	0	0	0	0	0		0	0	0
Shoulder LF	0	0	210	0	0		0	0	0

Total Hours Worked	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Shoulder Hours	0	0	90	27	0		0	0	0
# of Potholes	0	0	0	140	0		0	0	0
Pothole Hours	0	0	2	112	30		0	0	0
R-O-W Hours	0	0	1,456	2,016	2,479		330	10	1,271

Stormwater Improvement Projects:

The goal is to maintain the existing drainage infrastructure through culvert replacement, ditch cleaning and dry basin mowing. This department responds to citizen drainage complaints and, as such, we list the requested projects on the City's website. Additionally, we maintain the curbed lanes, intersections, center turn lanes and bike path along 31W with our street sweeping program.

Stormwater Accounting	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		OCT-19	NOV-19	YTD 19/20
Units Billed	24,410.00	45,476	50,278	47,822	47,456		4,346	4,347	21,690
# of ERUs	0	0	0	86,933	88,019		8,107	8,115	40,527
Receivables (Billed)	\$107,250	\$395,818	\$638,015	\$781,529	\$791,290		\$72,882	\$72,954	\$364,338
Revenue (Received)	\$105,118	\$364,022	\$614,459	\$808,754	\$760,244		\$71,897	\$69,173	\$356,618

**Public Services Department - Public Works Division
November 2019**

STORMWATER NOVEMBER 2019

Monday 11-04-19

- Reshape ditches/406 Hunterwood/102 Blossom Court/120 Strassle Drive

Tuesday 11-05-19

- Site inspections/cleaned equipment

Wednesday 11-06-19

- Reshape ditches 212 Lone Oak/111&201 Shady Lane/ Hickerson and Wilkinson Lane

Thursday 11-07-19

- Service snow removal equipment

Monday 11-11-19

- Salting roads/snow removal

Tuesday 11-12-19

- Salt roads/snow removal, facility maintenance

Wednesday 11-13-19

- Inspections/sweeping/facility maintenance

Thursday 11-14-19

- 550 North Palmers Chapel ditch reshaping/S. Pinson Drive backfill and ditch work

Monday 11-18-19

- North Palmers Chapel 553 install pipe in ditch & backfill

Tuesday 11-19-19

- North Palmers Chapel 553 install pipe in ditch & backfill

Wednesday 11-20-19

- Wilkinson Lane reshape ditch & 553 North Palmers Chapel seed & straw

Thursday 11-21-19

- Cleaned sweeper truck/inspection & sweeping

Monday 11-25-19

- Street sweeping Hwy 31W

Tuesday 11-26-19

- Street sweeping Hwy 76/repared ditch on Union Road

Wednesday 11-27-19

- Street sweeping Hwy 76, Hester Drive, Sage Road, Wilkinson Lane

**Public Services Department - Wastewater Division
December 2019**

Staffing: The Wastewater department is authorized **14 full time** employees.

1. (1) Administrative Assistant II
2. (1) Wastewater Manager
3. (1) Treatment Plant Manager;
4. (1) Treatment Plant Operator;
5. (2) Utility Mechanics
6. (1) Inspector
7. (1) Billing Specialist
8. (1) Collection System Supervisor;
9. (4) Collection System Technician I
10. (1) Collection System Technician II

Collection System Activities

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 811call 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.

<u>Line Marking</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Nov - 19</u>	<u>Dec -19</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315		219	204	1363

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.

<u>Lift Station Location</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Nov - 19</u>	<u>Dec - 19</u>	<u>YTD</u>
North Palmers Chapel	35	22	23	8		0	0	3
Calista Road	24	55	13	4		0	0	1
Wilkinson Lane	0	8	4	1		0	0	2
Portland Road	1	1	4	1		0	0	0
Cope's Crossing	4	17	15	7		0	3	6
Union Road	91	8	17	6		0	3	4
Meadowlark Drive	1	11	6	4		0	2	2
Highway 76	0	1	0	1		1	0	1
Cambria Drive	1	0	0	1		0	3	3
Sage Road		7	2	0		0	0	0
Settler's Ridge			1	1		0	0	1
Summerlin			0	2		0	3	5
Heritage High School		22	0	2		1	0	1
Treatment Plant	0	1	6	4		1	3	5

**Public Services Department - Wastewater Division
December 2019**

Alarms –

All Alarms – All Lift Station alarms were high water alarms stemming from heavy rain events. These ran events did cause water loss from manholes at Union Road station as well as Cope’s Crossing station.

WWTP –All three alarms were from large debris being flushed from the stations during rain events. This debris caused the drum screens to become off balance and fault. Staff removed the blockage from drum screen 2 and placed it back in service. This did cause a raw water loss at the plant once. Drum screen #1 is currently taken off line. Staff has to disassemble the drum and remove a blockage. We are planning on replacing the bearings and trunnions while we have the unit broken down and are awaiting the parts to do so.

System Repair Goal:

The goal is to minimize failures with the major lift stations and the mainline gravity, low and high pressure force mains and the air vacuum systems. We’ve been training key personnel over the last two (2) 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 our lift stations are either at or near their 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. Therefore, we have to make repairs, and if the line break was due to negligence, I will send the responsible party a repair bill. In some cases, the breaks are due to weather or age.

<u>Repairs</u>	<u>FY 14/15</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Nov - 19</u>	<u>Dec - 19</u>	<u>YTD</u>
Major Lift Stations	26	57	42	19	4		0	0	2
Mainline	14	14	13	6	6		1	0	3
Service Line	49	42	44	5	10		1	0	4

- 1. Settler’s Ridge** – In August 2017, just days before Tropical Storm Harvey arrived in White House, a contractor ran over the pump station with a lull. The damage was evaluated the week after Harvey had past. The tank, rails, and lid were all damaged beyond repair and therefore are on order for replacement. This is a pump station not yet taken over by the City. It shall be repaired and fenced for the City to take it over. **Tank has been delivered to the developer. A plan of action on replacing the damaged tank is being discussed at this time.**

**Public Services Department - Wastewater Division
December 2019**

<u>Work Orders</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Nov - 19</u>	<u>Dec - 19</u>	<u>YTD</u>
Gravity Sewer Connections						470		470
Grinder Sewer Connections						2,993		2,993
Vacuum Connections/Pods						440 / 300		440 / 300
Grinder Tank PM Program	N/A	58	63	358		18	20	137
PD to Centrifugal Converts	3	8	0	0		0	0	0
2000 to Extreme C/O	53	64	43	64		3	3	24
Extreme to Extreme C/O	137	182	298	250		25	23	145
Centrifugal to Centrifugal C/O	2	7	0	0		0	0	0
2000 Conversions	2	0	0	0		0	0	0
Hydromatic/Extreme Converts	44	48	67	47		4	7	34
Total Pumps Replaced	313	338	401	361		32	33	213
Low Pressure Service Request	530	716	621	728		51	58	359
Vacuum System Service Request	87	172	143	112		12	6	54
Gravity Service Request	5	12	0	10		1	2	10
Inspection for New Service	36	23	54	103		23	17	108
Final Inspection for New Service	37	55	56	62		12	7	44
Sanitary Sewer Overflow (SSO)	6	9	1	3		4	5	14
Odor Complaints	16	17	28	43		2	4	22

**Public Services Department - Wastewater Division
December 2019**

Wastewater Treatment Plant Goal:

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.

<u>Parameter</u>	<u>Sept - 19</u>	<u>Oct - 19</u>	<u>Nov 19</u>	<u>Dec - 19</u>	
Flow – To Creek	0.5820 MGD	0.5950 MGD	0.7080 MGD	0.704 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.0360 MGD	0.0940 MGD	0.00 MGD	0.00 MGD	
Total Flow Through Plant	0.6180 MGD	0.6890 MGD	0.7080 MGD	0.704 MGD	
Capacity	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
% of Plant Throughput	44.1%	49.2%	50.6%	50.3%	(0.7040 MGD) / (1.40 MGD)
Actual Capacity	1.12 MGD	1.12 MGD	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	51.5%	61.5%	63.2%	62.9%	(0.7040MGD) / (1.12 MGD)
Rainfall	0.22”	9.21”	7.52”	11.39	

<u>Effluent</u>	<u>FY 14/15</u>	<u>FY15/16</u>	<u>FY16/17</u>	<u>FY17/18</u>	<u>FY18/19</u>		<u>Nov - 19</u>	<u>Dec - 19</u>	<u>YTD</u>
Violations	1	7	7	13	7		1	1	7

1. **Violations:** One violation is Total Phosphorus Rolling Average in pounds per year.

2. **H2S & Ferric Sulfate:**

Staff continues to monitor the carbonaceous biochemical oxygen demand (CBOD) and the total suspended solids (TSS) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. **The feed rate is 15 gallons per day at the Union Road lift station and 15 gallons per day at the Old Tyree lift station.**

3. **Peracetic Acid:**

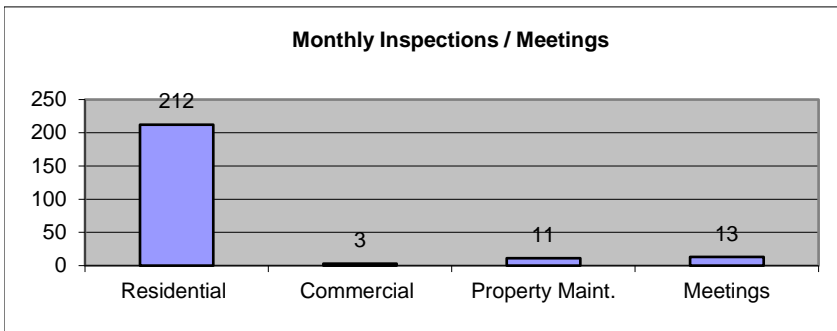
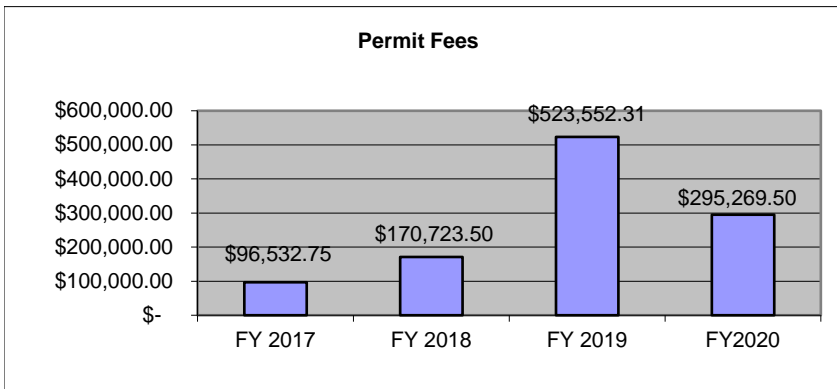
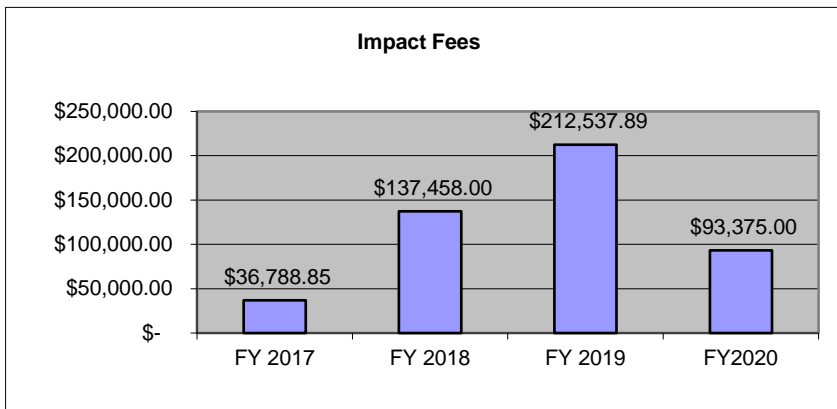
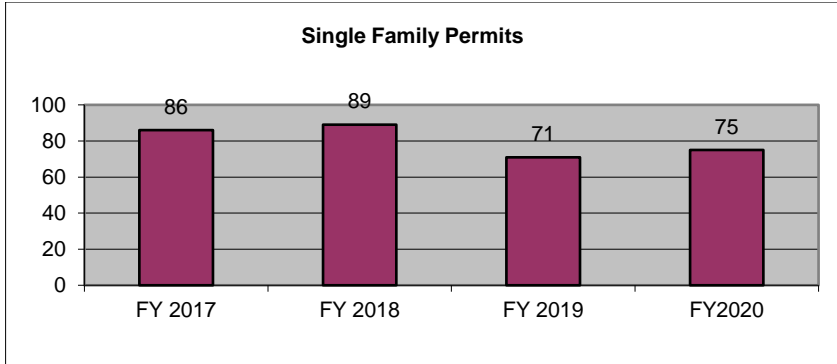
TDEC has approved our use of PAA as the method of disinfection and has modified our NPDES permit accordingly.

The PAA feed rate is operating at a constant **2.50** parts per million (ppm). The average residual was **0.21** PPM with a max residual of **0.34** PPM. *Last month the feed rate was 3.0 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 **941/100ml**.

Our **E Coli** testing for the month was an average of **29.3 CFU’s** which is well below the limit. *Last month the average was 29.0.*

**Planning and Codes Department
DECEMBER 2019**



**Planning and Codes Department
DECEMBER 2019**

	Month	FY2020	FY2019	FY2018	FY2017
MEETING AGENDA ITEMS#					
Planning Commission	6	29	66	69	56
Construction Appeals	0	0	0	1	0
Zoning Appeals	0	1	6	7	11
Tech. Review/Study Session	0	0	0	1	0
Property Maintenance	0	0	0	0	0
PERMITS					
Single Family Residential	11	75	71	89	86
Multi-Family Residential	0	0	13	5	13
Other Residential	5	27	93	238	244
New Commercial	0	0	3	3	5
New Industrial	0	0	1	0	5
Other Com/Ind	1	18	33	31	22
State Electrical	0	262	875	768	812
Sign	2	5	25	24	14
Occupancy Permits	1	0	29	65	14
Commercial Certificate of Occupancy-					
Dragonfly Canvas & Collectibles-111 Highway 76					
Other	5	5	3	14	3
BUILDING INSPECTIONS					
Residential	212	1283	2411	1112	1549
Hours	48.25	245.66	414.98	383.59	378.64
Commercial /Industrial	3	50	179	165	191
Hours	0.75	14.92	179	165	191
CODE ENFORCEMENT					
Total Cases	11	247	179	165	191
Hours	4.25	49.41	86.75	75.17	79.74
Complaints Received	2	73	98	132	117
MEETINGS					
Administration	4	30	68	51	15
Hours	17.5	48.17	103.67	101	62.43
Planning	8	43	135	73	17
Hours	11	54.75	155.5	86.82	17.33
Codes	1	15	35	27	16
Hours	0.5	15.08	40.16	18.67	28.25
FEES					
Permit Fees	\$41,545.80	\$ 295,269.50	\$ 523,552.31	\$ 170,723.50	\$96,532.75
Board Review Fees	\$0.00	\$ 3,475.00	\$ 3,750.00	\$ 4,683.00	\$3,599.00
City Impact Fee	\$13,695.00	\$ 93,375.00	\$ 212,537.89	\$ 137,458.00	\$36,788.85
Roads	\$4,191.00	\$ 19,745.70	\$ 98,885.80	\$ 112,424.58	\$13,901.37
Parks	\$4,356.00	\$ 27,918.00	\$ 23,140.00	\$ 10,163.90	\$ 4,459.10
Police	\$3,102.00	\$ 19,881.00	\$ 11,704.30	\$ 8,971.20	\$ 9,241.81
Fire	\$2,046.00	\$ 12,369.00	\$ 23,344.29	\$ 5,963.72	\$ 5,897.47
OTHER ITEMS					
Subdivision Lots	0	0	235	51	51
Commercial/Ind. Sq Ft	0	15,216	214,206	27,006	6,500
Multi-Family Units	0	375		0	144
Other	n/a	n/a	n/a	n/a	n/a
Subdivision Bonds: 17	\$ 3,029,167.07	\$1,633,984.00	\$922,141.63	\$573,840.00	\$573,840.00
Builders Bonds	17,500.00	\$ 18,000.00	\$ 69,366.43	\$ 45,366.43	\$43,866.43
Workings Days in Month	16	17	16	15	15

**Parks, Recreation, & Cultural Arts Department
December 2019**

Summary of Month's Activities

This is probably the slowest month of the year for our department with all of the holidays going the holidays but we also have one of our largest special events of the year and start games in our largest sports program. So, things still remain busy for us even during the slower times.

Now an update on some current and upcoming projects we have going on:

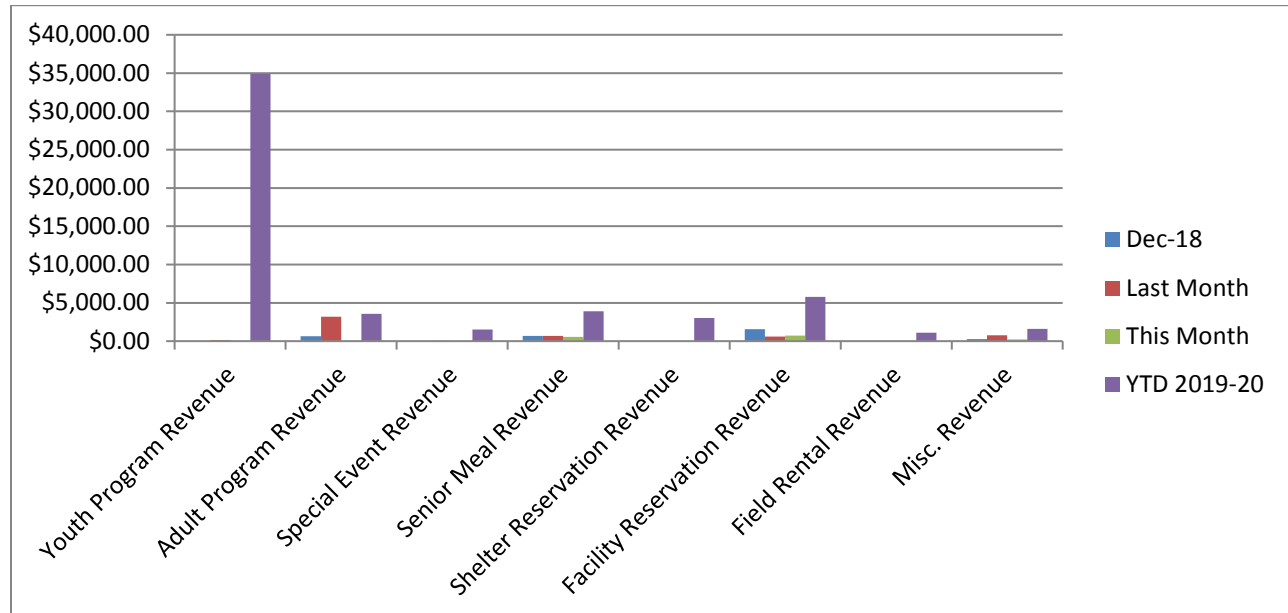
As mentioned previously, the Museum/Visitor Center renovation will wait until spring and the Maintenance Building was re-bid. The Maintenance Building was taken to the Board for approval and again the Board thought the prices were too high. So, we will do some re-thinking on the maintenance building and try to come up with a plan for doing a building at a price point that is more reasonable.

The laser grading on fields 5, 6 and 8 at the Municipal Park has almost been completed. Once done, it will complete the cycle of all of our fields being laser graded within a three year period, which is something that hasn't been done in a while (if ever). Next year we will start over with Fields 2 and 3. As previously mentioned, we will also be top-dress leveling Fields 3 & 5 at the soccer complex but that will have to wait until around June because doing it in the winter won't help it come spring. Soccer may also pay to have Field 1 done as well through a grant they are applying for, so that cycle may be completed within two years.

We are currently trying to schedule a time when our fields are in good shape to be able to check out a new infield groomer. This was another purchase that was approved for this year's budget, so we are trying to get this started so we can hopefully have it in and operating by the time ball season starts.

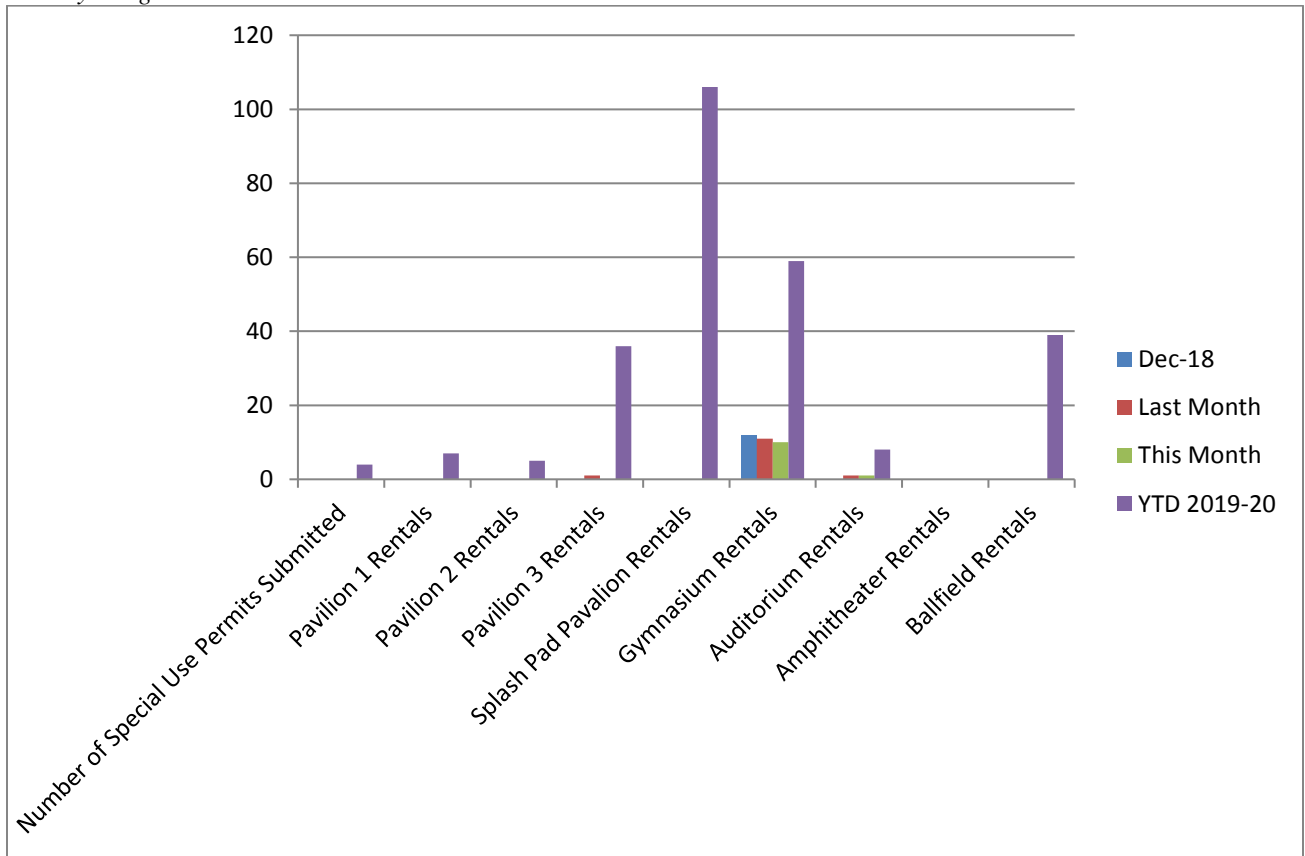
We have continued to slowly add items to the dog park and do some work to fix some things around it. We will start making some bigger purchases in the coming months in hopes of having everything purchased and installed by the end of the budget year.

Revenues

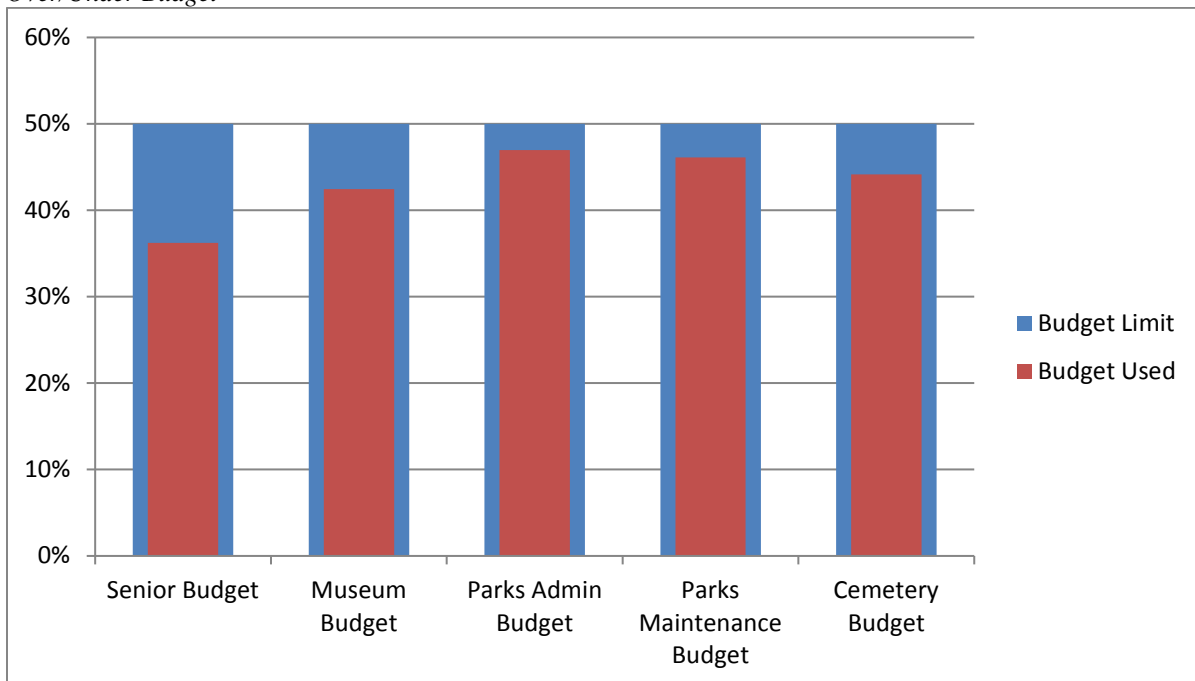


**Parks, Recreation, & Cultural Arts Department
December 2019**

Facility Usage



Over/Under Budget



**Parks, Recreation, & Cultural Arts Department
December 2019**

Recreation

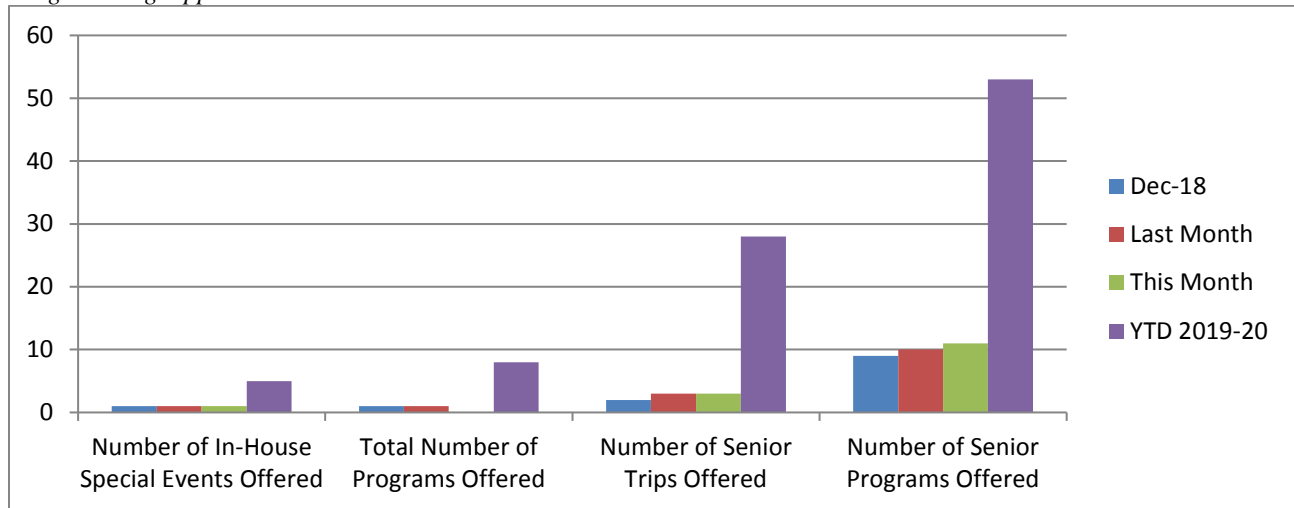
We kicked off Youth Basketball games on the 14th of this month. This season, we have 304 participants signed up (36 total teams). Our league breakdown is as follows: 1st-2nd grade co-ed, 3rd-4th grade boys, 3rd-4th grade girls, 5th-6th grade boys and 7th-8th grade boys. All practices are held at the Civic Center gymnasium. All 1st-4th graders will be playing their games at the Civic Center and all 5th-8th graders will be playing their games at WH Heritage HS.

Men's Open-League basketball started their games on December 15th. All games are being held on Sunday evenings. The season is set to conclude in March.

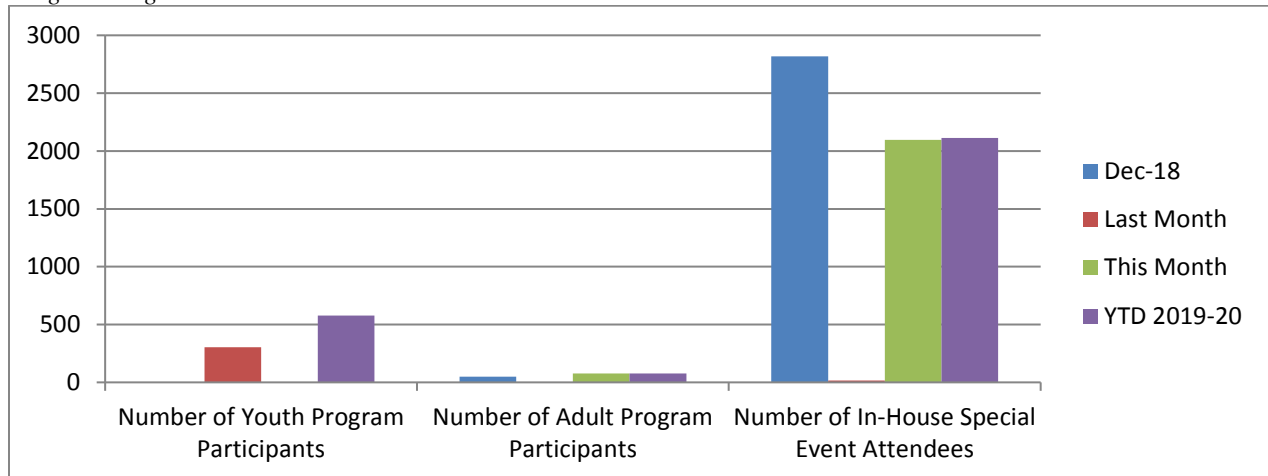
The 2019 WH Christmas Parade was December 7th. With last year's parade being cancelled due to weather, we decided to keep the same theme for this year's event ("A White House Historical Christmas"). We had approximately 40 entrants in the parade this year. This year's Grand Marshal was White House Historian Mrs. Evelyn Guill. White House Utility District was awarded First Place for "Best Decorated Float followed by Farmers Bank and AIM Church in second and Third Place respectively.

We are also working on composing our newest program guide to showcase our upcoming Spring/Summer programs and activities. We are expecting to roll out our newest issue in January 2020.

Programming Opportunities



Programming Attendance



**Parks, Recreation, & Cultural Arts Department
December 2019**

Park Maintenance

We started out the month of December by renting a pressure washer to pressure wash anything and everything throughout the parks dept. If there was a piece of wood, brick, plastic, or concrete there we cleaned it. We cleaned things at the Quad, along the Greenway, at pavilions, around the baseball and softball fields, and any fencing throughout the park. The going was slow at first because we couldn't get the unit that we rented to operate properly. This slowed our first week and a half down terribly. We finally had to end up getting an entirely different pressure-washing unit all together. Every one of the guys contributed during this project at some point throughout the month.

While the pressure washing was going on, one of the guys went around and performed the winterization of all the irrigation systems around the parks. We had to rent a mobile (gas-powered) air compressor to complete this project. It took approx. two days to fully complete. Everything is now good to go till we open back up at spring time.

We also took the time to clean up our landscape truck (inside and out) so that it could be driven in our Christmas parade. We then went and purchased material to build two sides and a swinging gate on the back of the truck. We wanted to make sure that everyone that was hauled on the truck was safe during our travel. You can never totally remove the chance of someone getting hurt, but the new railing would lower the chance of someone falling off and getting hurt to as close to zero as we can get. It also just bolts on so we will be able to use this for many years to come. It performed excellent and looks great!

Towards the end of the month, we were able to get enough dry weather to finish hauling dirt out onto fields five and six. We have now completed our part of the project. The company that is overseeing the spreading of the dirt has all the fields (5, 6, and 8) all roughed in and sitting to settle. They will be back at the first sign of a long stretch of good weather to finish the fields. We are in much, much better shape with our ball fields this year than we were this time last year. This should eliminate the complaints about the playing surfaces on newly renovated fields for the entire upcoming year.

We also tried to take every opportunity of dry weather this past month to continue to haul dirt from our cemetery, over to the main park. We will continue moving dirt until the entire pile is gone. Steady progress has been made in the removal of the HUGE dirt pile that is there.

Finally, one of the guys installed two extra waste stations at the dog park. They were assembled at the shop and then installed in concrete down at the dog park. They look great and should serve the community well in the coming years.

There was no mowing this month. We did continue to blow off the Greenway throughout the month of December. And we continued mending graves at the cemetery as well. All of this is leading up to being ready to be finished with everything prior to the Christmas and New Year's break. Once all the guys return after the break, it will be full steam ahead on renovating the bleachers in the gym at city hall.

**Parks, Recreation, & Cultural Arts Department
December 2019**

Museum

Volunteers

The volunteers helped with decorating the float for the parade.



The Museum volunteers presented to 8th grade at White House Middle School about the Jacksonian Period.

White House Inn Museum volunteers were invited to do a 30-minute presentation on Pioneer Days to the 2nd grade at Madison Creek Elementary. We dressed in period costumes, brought several items of the era and played period music. The teacher posted about our visit on the Sumner County Schools Facebook page. The following are pictures taken by teacher and posted on Facebook:



Volunteers participated in Christmas Parade dressed in period costumes. The museum's float followed the Grand Marshall, Ms. Evelyn Guill:



The Museum volunteers worked a total of 35 hours in December.

**Parks, Recreation, & Cultural Arts Department
December 2019**

Exhibits

Quilt display through February 27, 2020.



Event at Museum

The museum held an open house in conjunction with the White House Area Chamber of Commerce. There were refreshments, Santa and museum tours for the visitors. The event was published with Santa on the front page in The Connection. The following pictures taken by Paula Eller from The Connection



Events Attended

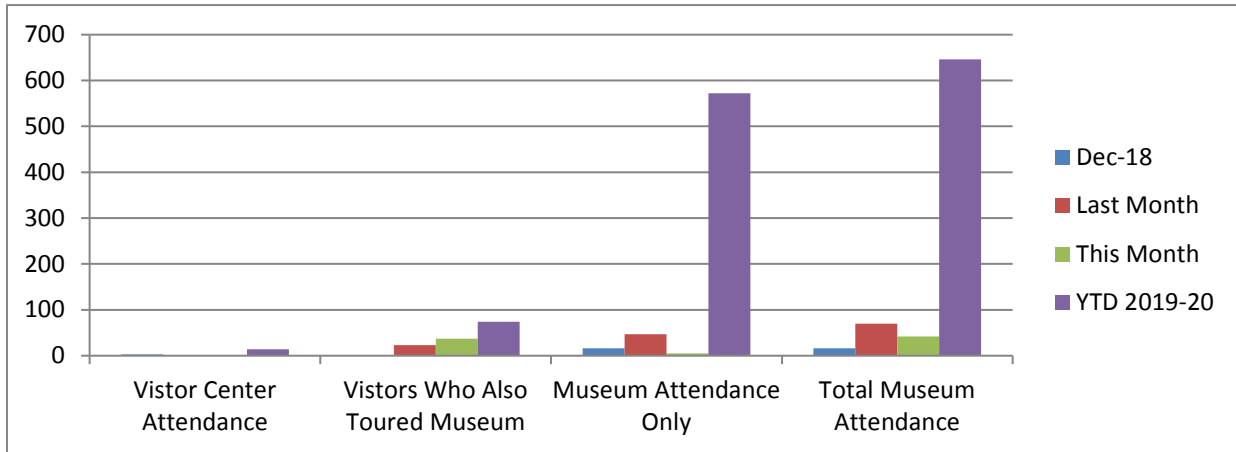
- December 2 Women of White House
- December 3 Ribbon Cutting Uncle John's
- December 4 Handshakes and High Fives Heritage Elementary
- December 5 Christmas on Main
- December 7 Running of the Elves & Christmas Parade
- December 18 Handshakes and High Fives White House Middle School

Visitors' Center and Museum Attendance

Visitors' Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors
0	37	5	42

**Parks, Recreation, & Cultural Arts Department
December 2019**

Museum/Visitor Center Usage



Seniors

Outings/Events:

Bowling: 9

Chaffin Barn Theater: 30

Farmers Breakfast: 85

Stitch Club: 8

Christmas Lunch & Party: 55

Bunco: 14

Lunch at Hunter Station: 14

Dance/Variety: 40

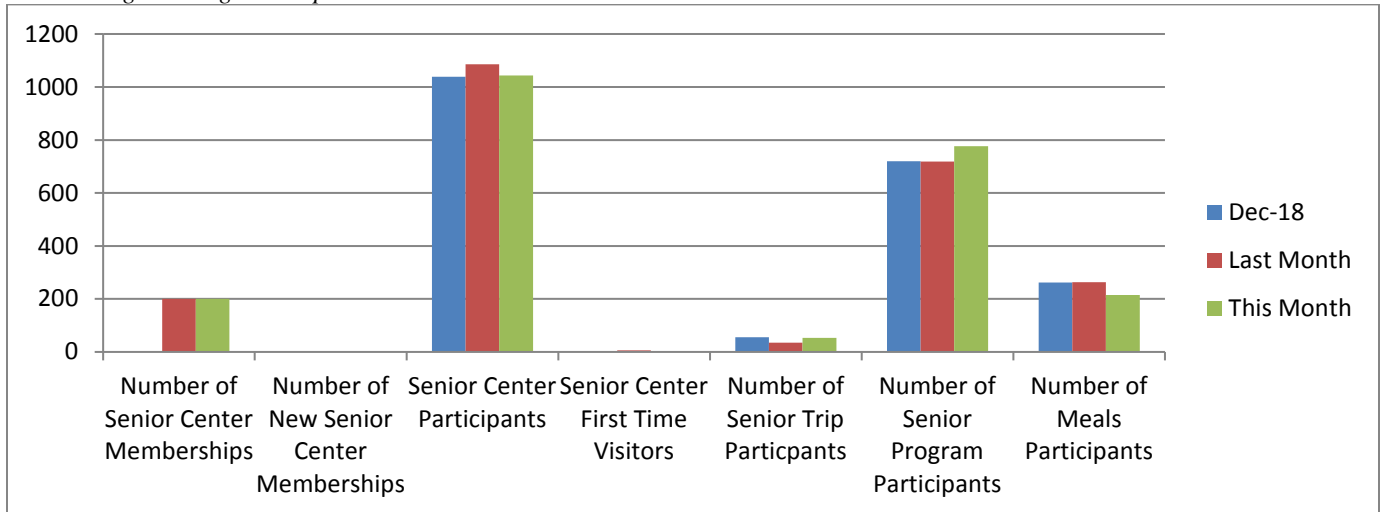
Movie at Center: 6

Bible Study: 5

Total Outings/Events Attendance: 266

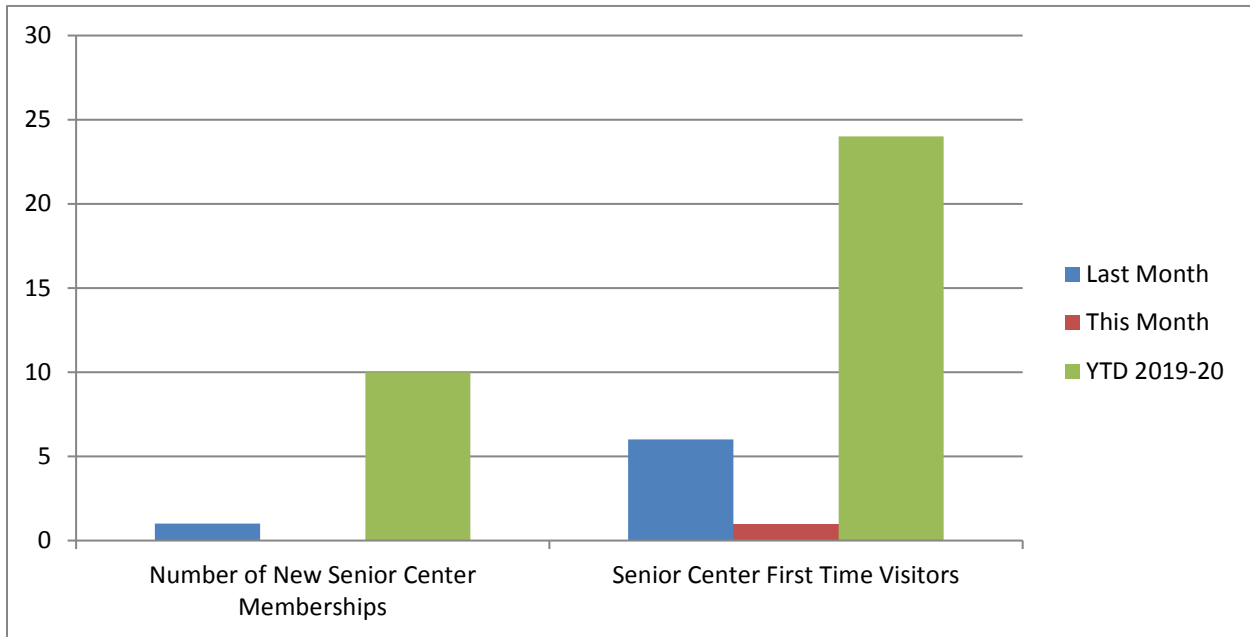
Current Members	New Members	First Time Visitors
201	0	1

Senior Programming/Participation



**Parks, Recreation, & Cultural Arts Department
December 2019**

New Senior Memberships/First-Time Visitors



Sept. 2008 July - Sept.

Division	Activity	Actual	YTD	Last Year
Maintenance				
	Mowing Hours	251	834	
	Pounds of Grass Seed Sown	25	50	
	Pounds of Fertilizer Applied	300	2500	
	Number of Trees/Shrubs Planted	0	69	
Recreation				
	Number of Youth Program Participants	0	188	
	Number of Adult Program Participants	465	969	
	Number of Theatre Production Attendees	0	0	
	Number of Special Event Attendees	70	202	
	Total Number of Special Events Offered	3	4	
	Total Number of Programs Offered	6	20	
	Youth Program Revenue	\$523.98	\$11,744.98	
	Adult Program Revenue	\$2,099.00	\$8,010.00	
	Theatre Production Revenue	\$0.00	\$0.00	
	Special Event Revenue	\$200.00	\$1,600.00	
Administration				
	Number of Shelter Reservations	18	50	
	Hours of Shelter Reservations			
	Shelter Reservation Revenue	\$208.00	\$1,348.00	
	Number of Facilities Reservations	38	88	
	Hours of Facility Reservations			
	Facility Reservation Revenue	\$2,831.75	\$5,124.27	
	Misc. Revenue	\$3,865.89	\$54,831.71	
Senior Center				
	Senior Center Participants	242	711	
	Number of Trip Participants	22	76	
	Number of Meals Participants	330	936	
	Number of Program Participants			
	Number of Trips Offered	3	11	
	Number of Meals Served	4	12	
	Number of Programs Offered	5	5	

White House Library December 2019

Summary of Activities

The library had its Open House on December 5th. The library started the event 30 minutes earlier, had hot cocoa outside and there was an extra choir during the entertainment. The event was a huge success with close to 1,000 people coming to the event.

The library director attended the retirement reception for the Portland Public Library manager on December 6th. Both the director and manager would ask for advice and help each other on a number of different issues since their libraries and staff were similar in size.

The library director participated in the Chamber's Running of the Elves event on December 7th. In addition, one library staff member walked in the Christmas parade and handed out bookmarks.

The library director attended the Chamber's Christmas Open House event on December 10th.

The library director, children's librarian, library assistant, and library supervisor had their second meeting to discuss the Summer Reading Internship Program on December 17th. The group discussed the potential application, rules and code of conduct for those selected, and the interview questions. The group decided to work on advertising and training guidelines as the next step in the process. The group hopes to have everything ready to go and given to the schools by March.

The same group above also met on December 17th to discuss the school year reading program. This was the first meeting this group had on this topic. The group talked about what ages they wanted the program to target, what the goal of the program is, and how the program would work. They decided they will try to target ages 8-13, but still make the challenge something younger or older kids could complete. There will be four challenges for the kids to do, each one utilizing different things in the library. The group is still working out the details of all of the challenges, but they did decide that this program would not run during the summer, just the school year calendar.

The library director hosted a One Community Sumner County meeting on December 18th at the White House Public Library. The group discussed different things they would like from each library type, e.g. know what reading scale the elementary schools use, etc. The group had a long list of things they would like to explore more as possible ways to help each other such as providing seeds for school gardens and hosting a professional development day at Vol. State. The group will meet again to narrow down the list and decide which ones to focus on.

Department Highlights

The highlights for the month was the success made at the many different meetings. The library staff's goal is to get both the Summer Reading Internship and school year reading program ready by this July. In addition, the OCSC group will also help provide the library staff with other benefits that the staff would not have had on their own.

**White House Public Library
December 2019
Performance Measures**

Official Service Area Populations

2015	2016	2017	2018	2019
13,616	13,714	13,833	14,035	14,202

December Membership

Cumulative Members

Year	New Members	Updated Members	Total Members	% of Population with Membership
2015	84	247	10,453	77
2016	53	236	11,788	85
2017	44	320	6,986	50
2018	62	219	8,262	58
2019	41	211	9,392	67

The library did a purge of inactive users in July of 2017 since people move and pass away. This purge helps to better reflect the number of people that are actually using the library. Even with this purge, more than half of the city population still have a library card, which is the goal of most libraries.

Total Material Available: 36,329

Estimated Value of Total Materials: \$908,225

Last Month: \$904,025

Total Materials Available Per Capita: 2.58

Last Month: 2.58

State Minimum Standard: 2.00

The library's goal is to meet or exceed the state standard of 2.00 items per capita either with print or electronic items. The library is currently exceeding and wants to continue to do so as we need to keep up with the growth of the city.

Materials Added in December

2015	2016	2017	2018	2019
355	355	154	119	247

Yearly Material Added

2015	2016	2017	2018	2019
2,830	3,674	3,602	3,004	3,947

Physical Items Checked Out in December

2015	2016	2017	2018	2019
3,558	3,676	3,512	3,512	4,464

Cumulative Physical Items Check Out

2015	2016	2017	2018	2019
44,630	63,252	63,421	59,017	65,522

December

Miscellaneous Items	2015	2016	2017	2018	2019
Technology Devices	12	33	59	47	26
Study Rooms	56	54	69	82	81
Lego Table	145	247	120	83	103
Games and Puzzles	0	41	43	53	87
Seeds	0	20	1	0	1
Test Proctoring	0	0	4	3	8
Charging Station	0	20	10	6	27
STEAM Packs	*	*	*	15	25
Cake Pans	*	*	*	6	8
Notary Services	*	*	*	*	2

Yearly Totals

2015	2016	2017	2018	2019
81	299	585	597	514
300	821	828	1,000	1,238
145	2,094	2,643	1,808	2,189
0	510	528	690	906
0	82	1,197	586	333
*	9	56	149	158
*	26	86	84	155
*	*	*	133	308
*	*	*	6	25
*	*	*	*	16

December

Library Use	2016	2017	2018	2019
Library Visits	*	*	3,911	4,252
Website Usage	*	*	836	1,358
Library Volunteers	26	12	17	19
Volunteer Hours	143	84	98	146

Yearly Totals

2016	2017	2018	2019
*	*	52,565	55,728
*	*	2,517	16,935
251	214	173	193
1,665	1,546	1,337	1,658

**White House Public Library
December 2019
Performance Measures**

Universal Class December Counts

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
0	1	7	2	1

Cumulative Counts

Year	Sign-ups	Courses Started	Lessons Viewed	Class Submissions
2017	27	39	273	258
2018	23	50	655	452
2019	27	50	384	217

Universal Class is the database that the library purchased in July of 2017. Since the database subscription was used a good amount throughout the year, the library renewed its subscription in July of 2018. Thus, the library will offer this resource for another year.

Computer Users

December	2015	2016	2017	2018	2019
Wireless	498	691	705	511	423
Adult Computers	303	282	225	328	270
Kids	139	137	88	118	114

Yearly Computer Users

2015	2016	2017	2018	2019
3,704	8,367	8,725	9,024	7,428
3,882	4,640	4,135	4,314	4,228
1,857	2,136	2,209	1,970	2,019

Programs

1,000 books	Monthly Sign ups	Yearly Sign ups	100 mark	500 mark	Completions
2018	7	29	2	0	0
2019	0	60	7	5	2

Monthly

December Kids	Kids Sessions	Kids Attendance
2015	6	201
2016	10	98
2017	8	121
2018	12	177
2019	9	445

Yearly Totals

Kids Sessions	Kids Attendance
96	1,743
178	2,988
181	4,268
146	4,260
154	4,201

In December, the library held 3 toddler story times, 3 preschool story times, and 3 crafternoon/movie programs. One of the reasons for the large number of children attendance is because there were many children at the Christmas Open House.

Monthly

Dec	Teen Events	Teens Present
2015	3	15
2016	1	2
2017	2	16
2018	2	2
2019	3	115

Yearly

Teen Events	Teens Present
16	87
69	187
47	481
80	430
68	518

December

Tween Events	Tweens Present
1	107

Yearly

Tween Events	Tweens Present
10	150

The library held 1 creative writing game night, 1 cosplay club, and a winter ball for the teens. The library held a craft night for the tweens. Some of the reason for the large number of attendees for teens and tweens is because a number of them attended the Christmas Open House

Monthly

December Adults	Adult Sessions	Adult Attendance
2015	2	158
2016	8	399
2017	9	41
2018	9	284
2019	11	532

Yearly

Adult Sessions	Adult Attendance
25	294
61	662
145	689
166	725
157	1,343

The library held 3 device advices, 3 art classes, 1 garden club, 1 photography club, 2 book club meetings and its Christmas Open House. The open house was well received with about 1,000 people attending the event.

**White House Public Library
December 2019
Performance Measures**

Interlibrary Loan Services

December	2015	2016	2017	2018	2019
Borrowed	23	44	27	47	66
Loaned	20	20	23	35	15

Yearly Interlibrary Loan Services

2015	2016	2017	2018	2019
303	668	562	643	866
253	249	305	375	888

December 2019 R.E.A.D.S.

Adults	Juvenile
1,953	95

19-20 Yearly Totals

Adult	Juvenile
11,489	692

18-19 Yearly Totals

Adult	Juvenile
21,899	1,189

17-18 Yearly Totals

Adult	Juvenile
15,773	725

The READS statistics come from the state.

CITY COURT REPORT
DECEMBER 2019

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH \$7,426.85
TOTAL MONIES COLLECTED YTD \$37,122.94

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH \$1,362.77
TOTAL MONIES COLLECTED YTD \$10,814.79

TOTAL REVENUE FOR MONTH \$8,789.62
TOTAL REVENUE YTD \$47,937.73

DISBURSEMENTS

LITIGATION TAX \$440.78
 DOS/DOH FINES & FEES \$275.50
 DOS TITLE & REGISTRATION \$171.00
 RESTITUTION/REFUNDS \$0.00
 ONLINE CC FEES \$64.47
 CARD FEES \$43.88
 WORTHLESS CHECKS \$0.00
 TOTAL DISBURSEMENTS FOR MONTH \$995.63
TOTAL DISBURSEMENTS YTD \$5,484.37

ADJUSTED REVENUE FOR MONTH \$7,793.99
TOTAL ADJUSTED REVENUE YTD \$42,453.36

DRUG FUND

DRUG FUND DONATIONS FOR MONTH \$190.00
DRUG FUND DONATIONS YTD \$3,023.84

Offenses Convicted & Paid For Month	Count	Paid
Careless Driving	1	\$80.00
Financial Responsibility Law	27	\$532.50
Registration Law	28	\$1,232.03
Texting/Miscellaneous	1	\$11.00
Improper Equipment	0	\$0.00
Improper Lane Change	1	\$117.50
Helmet Law	0	\$0.00
Red Light	6	\$581.49
Following Too Closely	0	\$0.00
Stop Sign	3	\$287.20
Speeding	49	\$4,290.84
Seat Belt	5	\$190.83
Failure To Yield	0	\$0.00
Exercise Due Care	7	\$553.99
Driver License Law	1	\$102.50
Total	129	\$7,979.88