

**Administrative & Legislative Services Department**  
**March 2020**

**Administration**

City Administrator Gerald Herman attended the following meetings this month:

- March 02:
  - Americana Celebration Meeting
  - Staff Plan Reviews
- March 03: Beer Board Meeting
- March 04: Meeting with Mayor and Developer
- March 05:
  - Design Review Meeting
  - Leisure Services Meeting
- March 09:
  - Stormwater Advisory Board Meeting
  - Planning Commission Meeting
- March 10: Sumner County Jail Expansion
- March 11: BMA Budget Retreat – Day 1
- March 12:
  - BMA Budget Retreat – Day 2
  - Library Board Meeting
- March 17:
  - Meeting with Lennar Homes
  - COVID-19 Robertson County Conference Call
  - Board of Zoning Appeals Meeting
- March 18:
  - COVID-19 Discussion with Governor
  - Bond Discussion with Tennessee Municipal Bond Fund
  - COVID-19 Robertson County Conference Call
  - Economic Development Team Meeting
- March 19:
  - City COVID-19 Update Meeting
  - COVID-19 Robertson County Conference Call
- March 20: COVID-19 Robertson County Conference Call
- March 23:
  - City COVID-19 Update Meeting
  - COVID-19 Robertson County Conference Call
- March 24:
  - Stormwater Crew Leader Interviews
  - White House Property Discussion with TVA
  - COVID-19 Robertson County Conference Call
- March 25: COVID-19 Robertson County Conference Call
- March 26:
  - Commissioner Rolfe and the TNECD Teams for Statewide Call
  - COVID-19 Robertson County Conference Call
- March 25: COVID-19 Robertson County Conference Call
- March 30:
  - State of Emergency Discussion
  - Meeting with Dr. Billy Hobbs
  - COVID-19 Robertson County Conference Call
- March 31:
  - COVID-19 Discussion with Governor
  - COVID-19 Sumner County Discussion
  - COVID-19 Robertson County Conference Call

**Administrative & Legislative Services Department  
March 2020**

**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.

<b>Budget</b>	<b>Budgeted Amount</b>	<b>Expended/ Encumbered*</b>	<b>% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)</b>
General Fund	\$14,415,105	\$ 7,496,779	↓23.00
Industrial Development	\$277,000	\$ 273,181	↑23.61
State Street Aid	\$461,000	\$ 449,968	↑22.59
Parks Sales Tax	\$731,550	\$ 135,915	↓56.43
Solid Waste	\$1,028,270	\$ 782,321	↑1.07
Fire Impact Fees	\$42,500	\$ 42,500	↑24.99
Parks Impact Fees	\$18,000	\$ 17,999	↑24.98
Police Impact Fees	\$35,000	\$ 33,845	↑21.69
Road Impact Fees	\$80,000	\$ 80,000	↑24.99
Police Drug Fund	\$6,000	\$ 2,310	↓36.52
Debt Services	\$832,000	\$ 166,627	↓54.98
Wastewater	\$12,330,274	\$ 5,514,549	↓30.28
Dental Care	\$90,000	\$ 44,584	↓25.47
Stormwater Fund	\$1,064,511	\$ 543,552	↓23.94
Cemetery Fund	\$37,682	\$ 30,555	↑6.07

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

**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**

	<b>FY 2020</b>	<b>FY 2019</b>	<b>FY 2018</b>	<b>FY 2017</b>	<b>FY 2016</b>
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	81	122	177	178	158
February	93	119	113	140	163
March	107	131	142	136	181
April		138	185	120	134
May		129	121	153	175
June		50	52	92	103
<b>Total</b>	<b>987</b>	<b>1,595</b>	<b>1,813</b>	<b>1,750</b>	<b>1,903</b>

<b>Purchase Orders by Dollars</b>	<b>Mar 2020</b>	<b>FY 2020</b>	<b>FY 2019</b>	<b>FY 2018</b>	<b>Total for FY20</b>	<b>Total for FY19</b>	<b>Total for FY18</b>
Purchase Orders \$0-\$9,999	102	929	1529	1716	\$1,032,060.81	\$1,349,159.92	\$1,541,282.47
Purchase Orders \$10,000-\$24,999	4	26	26	49	\$417,112.13	\$381,155.50	\$706,041.30
Purchase Orders over \$25,000	1	32	40	48	\$3,851,339.92	\$7,678,174.40	\$4,080,335.79
<b>Total</b>	<b>107</b>	<b>987</b>	<b>1595</b>	<b>1813</b>	<b>\$5,300,512.86</b>	<b>\$9,408,489.82</b>	<b>\$6,327,659.56</b>
<b>Total</b>	<b>107</b>	<b>987</b>	<b>1595</b>	<b>1813</b>	<b>\$5,300,512.86</b>	<b>\$9,408,489.82</b>	<b>\$6,327,659.56</b>

**Administrative & Legislative Services Department  
March 2020**

**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
<b>July</b>	152	61	60	62	1,164,517	1,080,668	825,614	739,589
<b>August</b>	126	133	56	117	752,932	835,519	717,462	540,472
<b>September</b>	43	22	90	72	679,248	214,406	739,867	429,211
<b>October</b>	78	86	43	49	386,735	864,091	876,346	534,774
<b>November</b>	56	40	80	67	695,971	812,527	808,551	712,163
<b>December</b>	156	82	50	51	847,724	1,055,111	842,265	654,720
<b>January</b>	67	68	44	65	720,531	934,562	747,155	561,371
<b>February</b>	22	40	41	61	N/A	762,985	631,612	842,138
<b>March</b>	85	61	71	76	N/A	879,671	1,165,275	658,974
<b>April</b>		56	77	38		820,505	959,769	784,204
<b>May</b>		29	49	86		946,897	1,063,568	658,468
<b>June</b>		123	27	64		901,328	483,003	739,264
<b>Total</b>	<b>783</b>	<b>801</b>	<b>688</b>	<b>808</b>	<b>5,247,658</b>	<b>9,053,159</b>	<b>9,860,532</b>	<b>7,855,348</b>

**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
<b>July</b>	83	31	146	96	36	21	38	20
<b>August</b>	47	46	77	30	18	11	39	25
<b>September</b>	71	53	46	39	27	20	31	20
<b>October</b>	44	70	64	52	27	18	29	25
<b>November</b>	25	51	25	32	10	17	25	19
<b>December</b>	18	25	25	32	21	20	11	18
<b>January</b>	30	31	96	58	13	14	11	17
<b>February</b>	51	40	25	79	27	11	15	20
<b>March</b>	112	31	23	16	38	18	10	12
<b>April</b>		60	70	48		26	17	22
<b>May</b>		161	116	252		33	23	30
<b>June</b>		103	59	119		30	33	37
<b>Total</b>	<b>475</b>	<b>702</b>	<b>772</b>	<b>853</b>	<b>217</b>	<b>239</b>	<b>282</b>	<b>265</b>

**Administrative & Legislative Services Department  
March 2020**

**Twitter**

	<b>2019 – 2020 Total Followers</b>	<b>2018 – 2019 Total Followers</b>	<b>2017 – 2018 Total Followers</b>	<b>2019 – 2020 # of Tweets</b>	<b>2018 – 2019 # of Tweets</b>	<b>2017 – 2018 # of Tweets</b>
<b>July</b>	862	811	740	19	8	20
<b>August</b>	869	796	760	9	8	22
<b>September</b>	870	798	762	14	10	13
<b>October</b>	868	802	766	15	7	15
<b>November</b>	873	802	775	5	7	13
<b>December</b>	877	805	778	16	8	7
<b>January</b>	880	809	792	9	7	3
<b>February</b>	888	826	794	23	8	12
<b>March</b>	902	830	795	24	16	12
<b>April</b>		830	799		14	7
<b>May</b>		832	801		14	13
<b>June</b>		851	808		14	9
<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>134</b>	<b>121</b>	<b>146</b>

**“City of White House, TN” Mobile App**

	<b>FY20 New Downloads</b>	<b>FY19 New Downloads</b>	<b>FY18 New Downloads</b>
<b>July</b>	19	28	23
<b>August</b>	21	18	471
<b>September</b>	21	15	1,792
<b>October</b>	12	22	30
<b>November</b>	13	11	22
<b>December</b>	15	10	16
<b>January</b>	23	17	37
<b>February</b>	70	13	16
<b>March</b>	69	11	20
<b>April</b>		10	9
<b>May</b>		11	10
<b>June</b>		25	16
<b>Total</b>	<b>263</b>	<b>191</b>	<b>2462</b>

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

	<b>FY20 # of Request</b>	<b>FY19 # of Request</b>	<b>FY18 # of Request</b>
<b>July</b>	36	32	41
<b>August</b>	39	26	33
<b>September</b>	18	18	34
<b>October</b>	40	32	24
<b>November</b>	27	12	22
<b>December</b>	20	27	39
<b>January</b>	24	22	49
<b>February</b>	41	30	55
<b>March</b>	34	24	44
<b>April</b>		32	22
<b>May</b>		27	31
<b>June</b>		29	24
<b>FY Total</b>	<b>279</b>	<b>311</b>	<b>418</b>

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

**Administrative & Legislative Services Department  
March 2020**

**White House Farmers Market**

Planning has begun for the new market season. The opening date will be Wednesday, May 20<sup>th</sup>.

	2020 New Facebook Likes	2020 Facebook Post	2019 New Facebook Likes	2019 Facebook Post		Application Fees # (amount collected)	Booth Payments (\$)
January	8	1	7	0	January	0	0
February	5	0	2	0	February	0	0
March		0	8	5	March	0	0
April			36	5	April		
May			131	13	May		
June			114	20	June		
July			49	12	July		
August			1	13	August		
September			14	5	September		
October			7	0	October		
November			4	0	November		
December			13	0	December		
<b>Total</b>	<b>8</b>	<b>1</b>	<b>387</b>	<b>73</b>	<b>Total</b>	<b>0</b>	<b>\$0</b>

**Building Maintenance Projects**

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

*Special Maintenance Projects*

- Pressure wash outside Library area
- Switch vents from winter to summer mode
- Continue building projects for Farmers Market

	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	16	14	16	23	28	31
February	18	7	21	6	19	23
March	11	7	17	16	25	24
April		12	25	14	20	22
May		6	26	27	33	13
June		9	23	14	17	25
<b>Total</b>	<b>75</b>	<b>162</b>	<b>266</b>	<b>201</b>	<b>302</b>	<b>249</b>

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

**Finance Department  
March 2020**

**Finance Section**

During March the Finance Department finalized revisions for the Internal Control Manual, began calculating budget projections & proposals for fiscal year 2021, 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 March 31<sup>st</sup> approximately \$3.45 million (96%) of the 2019 property taxes were paid. All remaining unpaid property taxes after February 29<sup>th</sup> were delinquent and accrue 1.5% interest per month (18% per year) on the 1<sup>st</sup> of every month (as required by T.C.A § 67-5-2010, T.C.A § 67-1-801, and Municipal Code § 5-202). Members of the Finance Office participated in the following events during the month:

- March 2: American Celebration 2020 Planning Meeting
- March 2: New City website conference call with Granicus
- March 5: White House Community Event Center 100% Design Development Phase Review
- March 9: Merging budget lines meeting with all City departments
- March 11-12: BMA Budget Retreat in Goodlettsville, TN
- March 16: Online New Utility Customer Application Process Planning with Online Information Services
- March 18: New Park Land Bond meeting
- March 19: COVID-19 City department update meeting
- March 19: Monthly BMA meeting
- March 23: Budget Preparation Training with new Public Services Director @ Public Services Facility
- March 23: COVID-19 City department update meeting
- March 23: Budget Preparation Training with new Fire Chief @ Fire Station #2
- March 24: TDEC SRF 364 audit entrance conference call

**Performance Measures**

**Utility Billing**

\*Less than 12 months of data available

	March 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
<b>New Builds (#)</b>	28	148	62	102	111	96
<b>Move Ins (#)</b>	36	446	534	553	536	539
<b>Move Outs (#)</b>	32	426	534	576	546	543
<b>New customer signup via email (#)</b>	4	58	104	163	119	12*
<b>New customer signup via email (%)</b>	6%	10%	17%	25%	18%	n/a*

**Business License Activity**

	March 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
<b>Opened</b>	6	47	75	72	93	97
<b>Closed (notified by business)</b>	2	8	9	18	1	2
<b>Closed (uncollectable)</b>	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 check, 280 direct deposits	0 Retro adjustments	0 Voids

**Accounts Payable**

	March 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
<b>Total # of Invoices Processed</b>	300	2909	3940	4437	4797	4544

**Finance Department  
March 2020**

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

<b>Operating Fund</b>	<b>Budgeted Operating Revenues (\$)</b>	<b>General Fund Cash Reserves Goal (\$)</b>	<b>Current Month Fund Cash Balance (\$)</b>	<b>G.F. Cash Reserves Goal Performance</b>
General Fund	7,841,950	2,352,585	4,316,266	55%
Cemetery Fund	51,700	15,510	212,904	412%
Debt Services	858,000	257,400	678,092	79%
Dental Care Fund	42,000	12,600	242,313	577%
Roads Impact Fees	60,000	18,000	70,508	118%
Parks Impact Fees	31,200	9,360	80,968	260%
Police Impact Fees	36,000	10,800	111,148	309%
Fire Impact Fees	30,000	9,000	100,744	336%
Industrial Development	122,500	36,750	227,798	186%
Parks Sales Tax	673,000	201,900	1,054,198	157%
Police Drug Fund	3,900	1,170	19,131	491%
Solid Waste	859,800	257,940	530,645	62%
State Street Aid	441,000	132,300	345,840	78%
Stormwater Fund	862,000	258,600	755,162	88%
Wastewater	4,184,950	1,255,485	2,769,405	66%

*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.

<b>Operating Fund</b>	<b>FY2020 Budgeted Operating Revenues (\$)</b>	<b>YTD Realized* (\$)</b>	<b>% Over (↑) or Under (↓) (Anticipated revenues realized by this point in the year)</b>
General Fund	7,841,950	7,317,942	↑ 18.32%
Cemetery Fund	51,700	27,232	↓ 22.33%
Debt Services	858,000	658,684	↑ 1.77%
Dental Care	42,000	24,273	↓ 17.21%
Roads Impact Fees	60,000	70,140	↑ 41.90%
Parks Impact Fees	31,200	61,925	↑ 123.48%
Police Impact Fees	36,000	49,555	↑ 62.65%
Fire Impact Fees	30,000	33,055	↑ 35.18%
Industrial Development	122,500	71,480	↓ 16.65%
Parks Sales Tax	673,000	538,716	↑ 5.05%
Police Drug Fund	3,900	6,306	↑ 86.69%
Solid Waste	859,800	665,828	↑ 2.44%
State Street Aid	441,000	328,756	↓ 0.45%
Stormwater Fund	862,000	665,247	↑ 2.17%
Wastewater	4,184,950	3,312,847	↑ 4.16%

\*Realized amounts reflect revenues realized from July 1, 2019—March 31, 2020

**Human Resources Department  
March 2020**

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

- March 02: New Hire Orientation for Public Services Director
- March 09: Chamber of Commerce Discover White House Committee Meeting
- March 11: Board of Mayor and Aldermen Budget Retreat
- March 12: Board of Mayor and Aldermen Budget Retreat
- March 24: Stormwater Crew Leader Interviews
- March 25: Police Department Awards Committee Meeting

**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	1	0
February	3	0	0	1
March	0	0	0	1
April		0	0	0
May		0	0	0
June		2	0	0
<b>Total</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>

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	1	0	2	1
February	0	0	1	0
March	0	0	0	0
April		1	0	0
May		1	0	1
June		0	1	1
<b>Total</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>

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



**Human Resources Department  
March 2020**

**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	2	1	0	0
February	1	0	1	0
March	1	0	1	0
April		0	1	0
May		5	1	2
June		1	1	0
<b>Total</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>7</b>
<b>Percentage</b>	<b>13.59%</b>	<b>10.68%</b>	<b>14.43%</b>	<b>7.45%</b>

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	0	1 (T)	0	1 (S)
February	0	0	1 (T)	0
March	0	1 (S)	0	0
April		0	0	0
May		1 (T)	0	0
June		0	1 (T) 1 (S)	1 (S)
<b>Total</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>3</b>

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

**Police Department  
March 2020**

**Meetings/Civic Organizations**

➤ **Chief Brady attended the following meetings in March:** Department Head Staff Meeting (March 2<sup>nd</sup> and March 16<sup>th</sup>), Planning Commission Meeting (March 9<sup>th</sup>), Robertson County Chief’s Meeting (March 10<sup>th</sup>), BMA Budget Retreat (March 11<sup>th</sup>), and Board of Mayor and Alderman Meeting (March 19<sup>th</sup>). Throughout the month of March, Chief Brady has consistently met with Robertson and Sumner County Leadership on COVID-19 daily since March 12<sup>th</sup>.

➤ **Police Department Administration Performance Measurements**

***Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by December 2020.***

Susan is still working on getting proofs for 2018, 2019 and 2020, so she can be done with them all hopefully by June, so she can arrange for the TLEA Program Manager, Janessa Edwards, to have an assessor to start checking our accreditation files through PowerDMS. Once we are in compliance with TLEA, they then can set up a date for our onsite visit which should happen

in December this year. After the onsite visit, we will achieve our 3<sup>rd</sup> Award for Tennessee Law Enforcement Accreditation.

The 2020 TIES Conference and the 2020 LEACT Conference was cancelled due to COVID-19.

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	174	0	174
February	8	212.5	0	220.5
March	0	160	0	160
<b>Grand Total</b>	<b>8</b>	<b>546.5</b>	<b>0</b>	<b>554.5</b>

**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	March 2020	FY 2019-2020
Three (3) Officers per Shift	63	423
Four (4) Officers per Shift	0	139

2. *Acquire and place into service two Police Patrol Vehicles.* The two new 2020 Ford Police Utility AWD SUV’s have been ordered. Also, the replacement of one totaled vehicle was ordered at the same time.
3. *Conduct two underage alcohol compliance checks during the Fiscal Year 2018-2019.* Fall compliance checks complete. Spring Compliance Checks are cancelled due to COVID-19.
4. *Maintain or reduce TBI Group A offenses at the three-year average of 73 per 1, 000 population during the calendar year of 2019.*

Group A Offenses	March 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
<i>Serious Crime Reported</i>				
Crimes Against Persons	10	1	29	2
Crimes Against Property	12	1	60	5
Crimes Against Society	36	3	99	8
<i>Total</i>	58	5	188	15
Arrests	66		183	

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

5. Maintain a traffic collision rate at or below the three-year average of 450 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2020.

	March 2020	TOTAL 2020
<b>Traffic Crashes Reported</b>	29	102
<b>Enforce Traffic Laws:</b>		
<b>Written Citations</b>	54	297
<b>Written Warnings</b>	48	163
<b>Verbal Warnings</b>	226	906

6. Maintain an injury to collision ratio of not more than the three-year average of 11% by selective traffic enforcement and education during the calendar year 2020.

<b>COLLISION RATIO</b>				
<u>2020</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
<b>March</b>	29	8 YTD 17	28%	17% YTD 102

**Traffic School:** There was no Traffic School in the month of March.

**Staffing:**

- Officer White is on FMLA following surgery.
- Officer Taylor Trombley graduated from TLETA on March 23<sup>rd</sup>. He was released from FTO March 30<sup>th</sup>.
- Officer Lars Carlson is currently on FTO. The Academy scheduled to begin on March 29<sup>th</sup> was cancelled due to COVID-19. It will be rescheduled at a later date.
- Officer Zackary Parker is currently on FTO. The Academy scheduled to begin on March 29<sup>th</sup> was cancelled due to COVID-19. It will be rescheduled at a later date.
- We have 3 positions open. Applicant testing was cancelled for March 26<sup>th</sup>. Currently it has not been rescheduled.

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

**Sumner County Emergency Response Team:** Nothing to report for March.

### Support Services Performance Measurements

1. *Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2020.*

2020 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
March	92%	82%

### Communications Section

	March	Total 2020
Calls for Service	880	3,132
Alarm Calls	23	110

### Request for Reports

	March	FY 2019-2020
Requests for Reports	9	169
Amount taken in	\$7.65	\$123.15
Tow Bills	\$0.00	\$0.00
Emailed at no charge	39	293
Storage Fees	\$0.00	\$0.00

#### *Tennessee Highway Safety Office (THSO):*

- Sgt. Brisson taught a Law Enforcement Challenge Class for the Moore County Sheriff Department on March 4, 2020.
- Sgt. Brisson had the THSO Titan Network Meeting in Gallatin.

*Volunteer Police Explorers:* Nothing to report for March.

### 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.*  
D.A.R.E. started on February 10<sup>th</sup> at White House Middle School. Sgt. Enck will be teaching approximately 154 students. Sgt. Enck was able to teach four days in the month of March. D.A.R.E. has been cancelled due to COVID-19.
2. *Plan and coordinate Public Safety Awareness Day as an annual event.* Safety Day in conjunction with Discover White House scheduled for April 18<sup>th</sup>, 2020 has been cancelled due to COVID-19. They are hoping to reschedule for the fall.
3. *Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.* Citizen's Police Academy has been cancelled due to COVID-19.
4. *Participate in joint community events monthly in order to promote the department's crime prevention efforts and community relations programs.*
  - Sgt. Enck instructed a Taser Class for four Portland Police Officers on March 12<sup>th</sup>.

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

- Nothing to report at this time.

**Upcoming Events:**

Nothing to report at this time.

<i>2020 Participation in Joint Community Events</i>		
	<u>January</u>	<u>Year to Date</u>
<b>Community Activities</b>	3	10

**Fire Department  
March 2020**



**Summary of Month's Activities**

**COVID-19**

The Department is doing everything we can to keep our staff safe while still providing the best service possible. A new policy for responding to suspected COVID-19 patients has been adopted in an effort to limit exposures and keep the staff safe. All operations level staff have been issued respiratory protection that meets or exceeds the standard for responding to suspected COVID-19 patients. We have been in daily communications with our Police Department, Emergency Management, and EMS. Our staff are making every effort to slow the spread by practicing social distancing as well as routine cleaning and disinfecting of our facilities, vehicles, and equipment.

**Fire Operations**

The Department responded to 129 requests for service during the month with 110 responses being medical emergencies. The Department responded to 10 vehicle accidents; 1 accident reported patients being treated for injuries and 9 accidents reported no injuries. Of the 129 responses in month of March there were 12 calls that overlapped another call for service that is 9.3 % 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 March from dispatch to on scene time averaged was, six minutes and twenty-seven seconds (6:27). The average time a fire unit spent on the scene of an emergency call was fourteen minutes and thirty-one seconds (14:31). The department also responded to 2 mutual-aid responses for a medical assist and an illegal burn in March.

**Department Event**

- March 2<sup>nd</sup> – R.F. Woodall Read Across America
- March 5<sup>th</sup> – Explorer Recruiting campaign at White House HS
- March 12<sup>th</sup> – Fire Safety Demonstration at Temple Baptist
- March 24, 25, 26 – All Staff met with HR concerning The Barry Brady Act for cancer
- All other PUBLIC events were cancelled or postponed due to COVID-19

**Fire Administration**

- March 1<sup>st</sup> – Americana Celebration meeting
- March 12<sup>th</sup> – Audit with TN State Fire Marshall
- Numerous meetings throughout March with Chief Brady, Mr. Herman and other department heads concerning COVID-19
- Numerous conference calls concerning COVID-19

**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.

**Fire Department  
March 2020**

**Incident Responses FY to Date**

Fires	22
Rescue & Emergency Services	703
Hazardous Conditions (No Fire)	22
Service Calls	55
Good Intent Call	54
False Alarms & False Call	82
Calls for The Month	129
Total Responses FY to Date	946

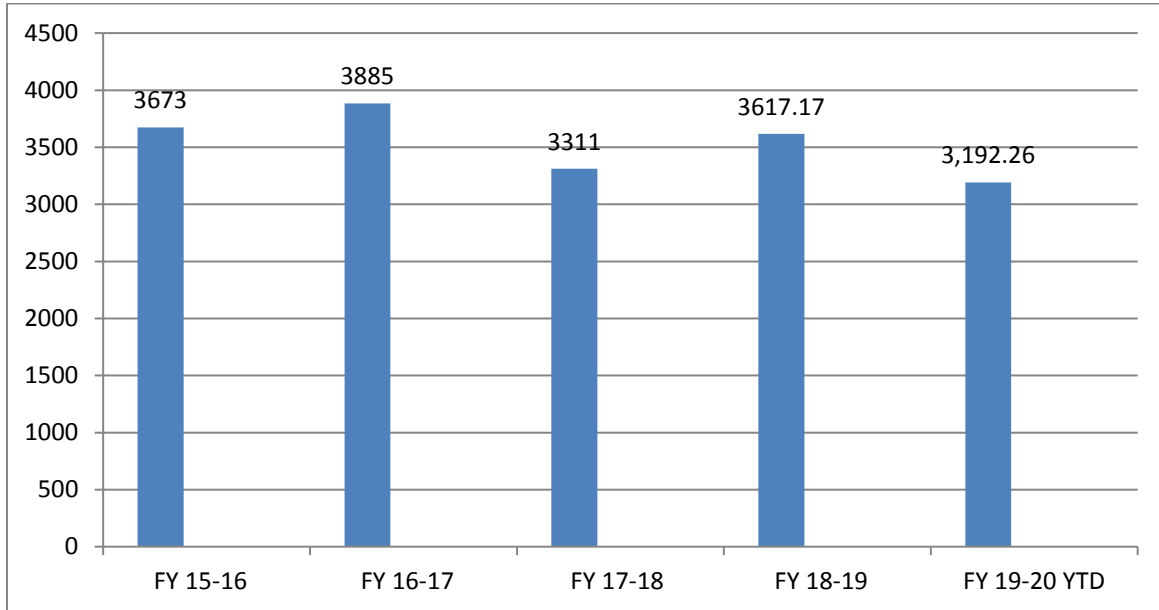
**Response by Station**

	Month	FY to Date	%
<b>Station #1 (City park)</b>	<b>83</b>	<b>573</b>	<b>60.38%</b>
<b>Station #2 (Business Park Dr)</b>	<b>46</b>	<b>373</b>	<b>39.43%</b>

\*Less than .25% out of city responses

**Fire Fighter Training**

The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.

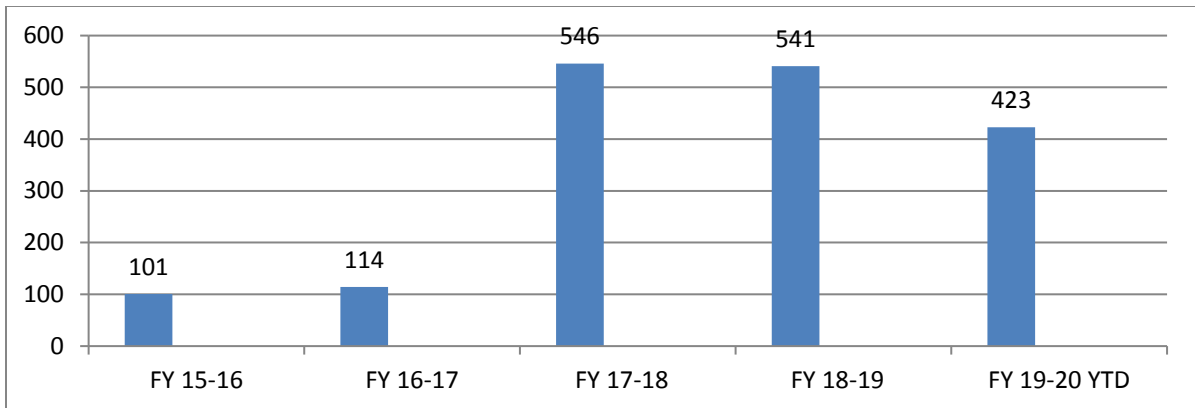


	Month	YTD
<b>Firefighter Training Hours</b>	<b>336.95</b>	<b>3192.26</b>

**Fire Department  
March 2020**

**Fire Inspection**

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



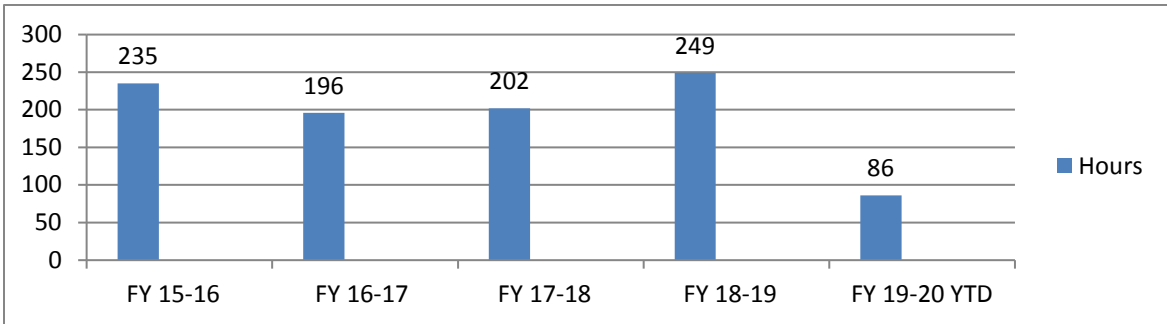
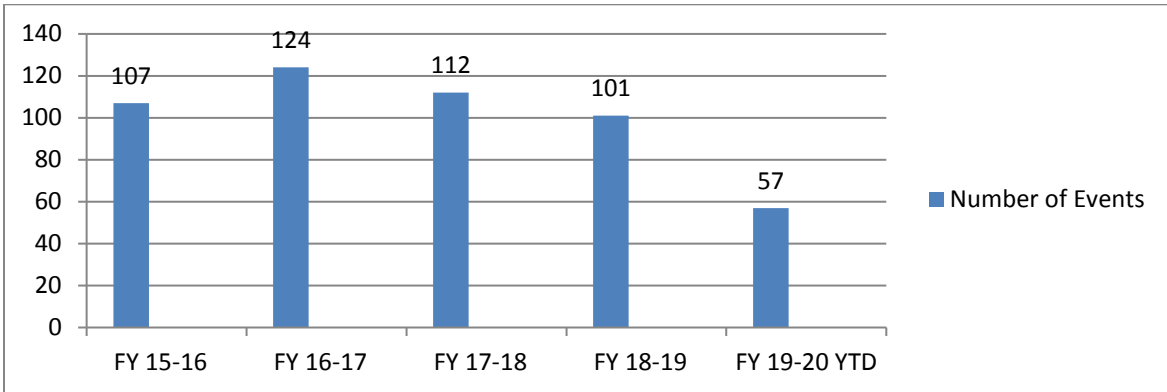
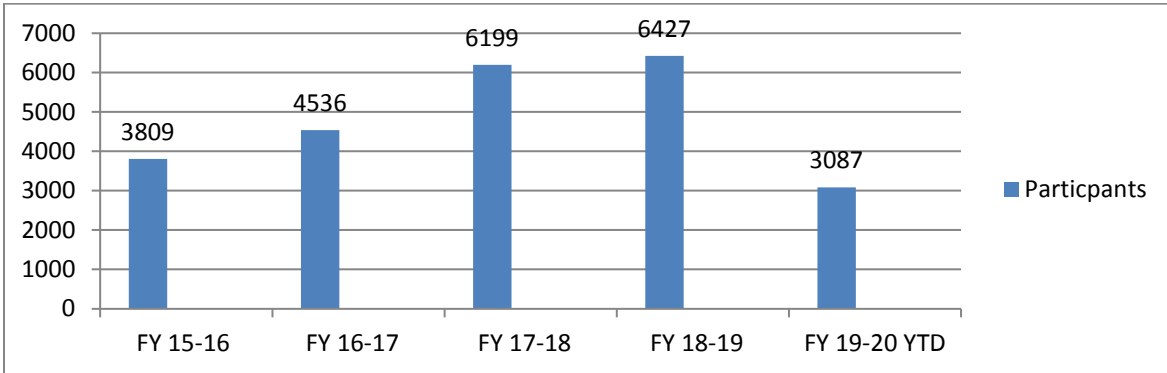
	Month	YTD
<b>March Fire Inspection</b>	<b>26</b>	<b>423</b>
<b>Reinspection</b>	<b>4</b>	<b>53</b>
<b>Code Violation Complaint</b>	<b>0</b>	<b>5</b>
<b>Violations Cleared</b>	<b>6</b>	<b>47</b>
<b>Annual Inspection</b>	<b>2</b>	<b>79</b>
<b>Commercial Burn Pile</b>	<b>0</b>	<b>6</b>
<b>Knox Box</b>	<b>1</b>	<b>15</b>
<b>Fire Alarms</b>	<b>0</b>	<b>11</b>
<b>Measure Fire Hydrant</b>	<b>0</b>	<b>3</b>
<b>Plans Review</b>	<b>4</b>	<b>35</b>
<b>Pre-C/O</b>	<b>0</b>	<b>2</b>
<b>Pre-incident Survey</b>	<b>5</b>	<b>131</b>
<b>Sprinkler Final</b>	<b>0</b>	<b>11</b>
<b>Final C/O</b>	<b>1</b>	<b>21</b>



**Fire Department  
March 2020**

**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 at this time; Career Day, Station tours, Fire Extinguisher training and Discover WH/Safety Day.



	Month	YTD
<b>Participants</b>	<b>388</b>	<b>3,087</b>
<b>Number of Events</b>	<b>8</b>	<b>57</b>
<b>Education Hrs.</b>	<b>10</b>	<b>86</b>

**Social Media Statistics**

<b>Page Views</b>	<b>147</b>
<b>Page Likes</b>	<b>7</b>
<b>Post Reach</b>	<b>1,852</b>

**Public Services Department - Public Works Division  
March 2020**

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

1. (1) Stormwater Manager;
2. (1) PW Manager;
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		FEB-20	MAR-20	YTD 19/20
Street	4,040	8,134	9,364	8,741	10,229		828	869	7,493
Facility Maintenance	2,049	3,494	2,187	1,227	1,137		168	127	679
Fleet Maintenance	1,157	1,034	514	282	380		43	58	328
Meeting/Training	572	502	510	517	400		44	18	381
Leave	807	1,253	576	613	810		77	105	699
Holiday	850	795	470	385	555		50	0	495
Overtime	263	508.5	488	414	311		18	1	144
Administrative	781	385	698	803	867		122	146	878
Drainage Work (feet)	0	0	906	2,749	10		0	0	0
Drainage Man Hours	0	0	1,470	1,045	170		0	0	14
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		0	6	102
Curb Repair	0	0	0	0	15		0	0	0
Shoulder LF	0	0	4,485	630	5		0	0	640
Shoulder Hours	0	0	155	160	49		0	24	173
# of Potholes	0	0	250	473	346		163	51	346
Pothole Hours	0	0	759	734	1,181		148	98	712
R-O-W Hours	0	0	2,835	2,416	4,027		124	253	2,493
Sign/Repaired	0	0	120	91	84		4	2	52
Sign Work Hours	0	0	289	179	234		8	2	96
Salt Hours	0	0	10	143	24		14	0	77
Salt Tons	0	0	12	20	23		4	0	18
Decorative Street Light Hours	0	0	57	46	125		22	0	134
Traffic Light Repairs	0	0	0	65	20		10	5	154

**Public Services Department - Public Works Division  
March 2020**

<b><u>Subdivision Decorative Light LED Retrofit Project</u></b>			
	<b><u>TOTAL LAMPS</u></b>	<b><u>MARCH RETROFITS</u></b>	<b><u>TOTAL LED RETROFIT</u></b>
<b>High Mast Lights – I-65 Ramps</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>Baylee Court</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Briarwood Subdivision</b>	<b>9</b>	<b>0</b>	<b>6</b>
<b>Bridle Creek Subdivision</b>	<b>7</b>	<b>0</b>	<b>5</b>
<b>Business Park Drive</b>	<b>7</b>	<b>0</b>	<b>7</b>
<b>Hampton Village Subdivision</b>	<b>24</b>	<b>0</b>	<b>24</b>
<b>Heritage Trace Subdivision</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>Holly Tree Subdivision</b>	<b>44</b>	<b>0</b>	<b>44</b>
<b>Madeline Way</b>	<b>7</b>	<b>0</b>	<b>7</b>
<b>Magnolia Village Subdivision</b>	<b>27</b>	<b>0</b>	<b>26</b>
<b>Spring Brook Blvd</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Sumner Crossing Subdivision</b>	<b>21</b>	<b>0</b>	<b>21</b>
<b>Villages of Indian Ridge</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Totals:</b>	<b>171</b>	<b>0</b>	<b>155</b>

**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  
March 2020**

**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.

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>FEB-20</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
Sanitation	2,914	2,685	3,634	4,406	4,024		321	374	3,161
Facility Maintenance	2,049	3,494	723	446	574		53	33	329
Fleet Maintenance	1,157	1,034	488	445	331		32	17	253
Meeting/Training	572	502	265	130	135		18	4	74
Leave	807	1,253	428	700	476		10	47	289
Holiday	850	795	270	230	230		20	0	210
Overtime	263	508.5	119	4	12		1	14	26
Administrative	781	385	167	1	0		0	29	33
Sweeping Man Hours	0	0	1	0	0		0	0	0
R-O-W Hours	0	0	166	30	97		17	3	166
Salt Hours	0	0	0	0	0		0	0	0
Salt Tons	0	0	0	0	0		0	0	0

<b>Sanitation</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>FEB-20</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
Brush Collection Stops	5,915	5,944	6,080	5,605	5,620		299	414	4,105
Brush Truck Loads	503	459	551	522	578		37	54	464
Leaves Pickup Bags	4,016	3,741	3,542	3,422	3,535		120	224	2,431
Brush/Leaves Hours	1,634	1,366	1,492	1,239	1,300		80	120	976
Litter Pickup Bags	309	334	507	546	511		19	54	361
Litter Pickup Hours	1,147	1,318	1,132	985	957		36	98	707

**Public Services Department - Public Works Division  
March 2020**

**Sanitation Collection:**

The goal for the curbside garbage and recycling collection program is to maintain an error rate of less than 1%. The March 2020 work order report shows that staff made 71 requests on the WI web portal system, of which only 24 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.

Solid Waste	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		FEB-20	MAR-20	YTD 19/20
Tons	3,081	3,276	3,021	3,383	3,252		279	324	2,631
Disposal Fee	\$86,099	\$81,583	\$83,644	\$93,055	\$90,598		\$7,639	\$9,282	\$72,389

SW Accounting	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		FEB-20	MAR-20	YTD 19/20
Units Billed	45,763	47,155	47,954	45,594	49,311		4,201	4,219	37,469
Receivables (Billed)	\$795,325	\$813,518	\$832,150	\$780,878	\$870,111		\$74,409	\$74,698	\$662,643
Revenue (Received)	\$781,004	\$823,428	\$822,004	\$784,689	\$759,969		\$74,126	\$73,376	\$648,878

**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.

**Recycling Program:**

SW Drop-Off	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		FEB-20	MAR-20	YTD 19/20
Participants	712	602	624	534	341		23	32	299
Tons	166	139	148	142	147		9	14	85
Disposal Fee	\$13,208	\$11,124	\$12,935	\$24,097	\$30,256		\$2,266	\$2,477	\$21,083

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		FEB-20	MAR-20	YTD 19/20
Curbside Tons	408	463	519	568	567		32	37	361
Recycling Rate	13.5%	14%	10%	13%	15%		12%	11%	14%
Revenue (curbside)	\$2,473	\$19.08	\$0	\$0	\$0		\$0	\$0	\$0
Fee (new program)	-	(\$4,565)	(\$7,775)	(\$15,044)	(\$23,708)		(\$1,783)	(\$2,212)	(\$20,217)
Metal (drop-off)Tons	33	42	46	48	38		9	0	30
Metal Revenue	\$4,334	\$3,098	\$3,726	\$5,339	\$4,192		\$641	\$0	\$2,175

**Public Services Department - Public Works Division**  
**March 2020**  
**Traffic Light Complaint Log**

<b>LIGHT</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
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	1
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
<b>TOTAL</b>	<b>28</b>	<b>12</b>	<b>7</b>	<b>0</b>	<b>2</b>

**Public Services Department - Public Works Division  
March 2020**

**STORMWATER DIVISION**

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>FEB-20</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
Stormwater	0	5,744	5,637	7,349	7,982		712	757	5,963
Facility Maintenance	2,049	3,494	895	541	455		303	70	603
Fleet Maintenance	1,157	1,034	339	228	308		95	53	320
Meeting/Training	572	502	345	373	300		37	56	285
Leave	807	1,253	709	576	577		20	20	465
Holiday	850	795	375	345	440		40	0	355
Overtime	263	508.5	306	334	211		39	41	270
Administrative	781	385	1,489	1,347	1,206		153	243	1,053
Drainage Work (feet)	0	0	2,817	3,409	12,222		0	1,123	2,953
Drainage Man Hours	0	0	1,229	1,359	1,809		42	117	845
Debris Removed Load	0	0	115	48	175		8	6	110
Sweeping Man Hours	0	0	92	170	237		26	62	317
Mowing Hours	0	0	175	96	117		0	0	76
Curb Repair	0	0	0	0	0		0	0	0
Shoulder LF	0	0	210	0	0		0	0	0

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>FEB-20</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
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	3
R-O-W Hours	0	0	1,456	2,016	2,479		14	131	1,727

**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.

<b>Stormwater Accounting</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>FEB-20</b>	<b>MAR-20</b>	<b>YTD 19/20</b>
Units Billed	24,410.00	45,476	50,278	47,822	47,456		4,391	4,410	39,249
# of ERUs	0	0	0	86,933	88,019		8,175	8,186	73,211
Receivables (Billed)	\$107,250	\$395,818	\$638,015	\$781,529	\$791,290		\$73,493	\$73,592	\$658,167
Revenue (Received)	\$105,118	\$364,022	\$614,459	\$808,754	\$760,244		\$76,474	\$71,294	\$646,941

**Public Services Department - Public Works Division  
March 2020**

**STORMWATER MARCH 2020**

**Monday, March 2<sup>nd</sup>**

- Weekly stormwater meeting
- fleet maintenance
- material pickup for pipe installation project

**Tuesday, March 3<sup>rd</sup>**

- staff meeting
- install pump and hose in pond at Calista
- install drainage pipe on McCurdy

**Wednesday, March 4<sup>th</sup>**

- WO's on McCurdy (drainage repairs)

**Thursday, March 5<sup>th</sup>**

- Tornado relief in Mt. Juliet

**Friday, March 6<sup>th</sup>**

- Tornado relief in Mt. Juliet

**Monday, March 9<sup>th</sup>**

- Inspect hot spots
- Ditch work on McCurdy Rd
- Street sweeping HWY76
- Fleet maintenance (cleaned trucks)

**Tuesday, March 10<sup>th</sup>**

- Shoulder work (Sage Rd)
- Ditched sewer line

**Wednesday, March 11<sup>th</sup>**

- Locate line utility (Pleasant Grove Rd)
- Assist with curb and sidewalk repairs

- Traffic control

**Thursday, March 12<sup>th</sup>**

- Public works inspections at Summerlin (roads, curbs & sidewalks)
- Meeting with WHUD on Pleasant Grove
- Fleet maintenance (utility trucks)

**Monday, March 16<sup>th</sup>**

- TN 1 call – locating underground utilities
- Orchard Park street sweeping
- Revised stormwater project list

Fleet maintenance (cleaned street sweeper)

**Tuesday, March 17<sup>th</sup>**

- Stormwater project list updates
- Weekly staff meeting
- Cleaned out drainage pipe at wash pad

**Wednesday, March 18<sup>th</sup>**

- Traffic control for WW at Roberts Ave
- WO for Calista Rd.
- Fleet maintenance (cleaned transit

**Thursday, March 19<sup>th</sup>**

- Ditch work Roberts Ave

- Repair sewer line break on Roberts Ave

**Monday, March 23<sup>rd</sup>**

- Removed trees on PGR
- Project management (SR76 improvement)

**Tuesday, March 24<sup>th</sup>**

- Validated ditch work list
- Crew leader position interviews
- Shop maintenance
- Cleared hot spots

**Wednesday, March 25<sup>th</sup>**

- Street sweeping HWY 31W

**Thursday, March 26<sup>th</sup>**

- Roll and gravel shop parking lot

**Monday, March 30<sup>th</sup>**

- Staff meeting
- Scouted jobs with new hire
- Fleet maintenance (mini ex and oil change)
- Inspect stormwater infrastructure (Concord Springs)

**Tuesday, March 31<sup>st</sup>**

- Clean and service equipment (preventative)
- Inventory management and updates



**Public Services Department - Wastewater Division  
March 2020**

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

1. (1) Administrative Assistant II
2. (1) Wastewater Manager
3. (1) Treatment Plant/Lift Station 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.

<b>Line Marking</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>Feb -20</b>	<b>Mar - 20</b>	<b>YTD</b>
Tennessee 811	1,691	1,670	1849	2315		212	238	2033

**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.

<b>Lift Station Location</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>Feb - 20</b>	<b>Mar - 20</b>	<b>YTD</b>
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	1	3
Portland Road	1	1	4	1		0	0	0
Cope's Crossing	4	17	15	7		1	0	7
Union Road	91	8	17	6		2	0	6
Meadowlark Drive	1	11	6	4		0	0	2
Highway 76	0	1	0	1		0	0	1
Cambria Drive	1	0	0	1		1	0	4
Sage Road		7	2	0		1	0	1
Settler's Ridge			1	1		0	0	1
Summerlin			0	2		0	0	5
Heritage High School		22	0	2		0	0	1
Treatment Plant	0	1	6	4		0	0	6

**Public Services Department - Wastewater Division  
March 2020**

**Alarms –**

Wilkinson Lane – Alarm was a seal fail and over temperature alarm. Upon checking the pump, it was discovered that the seal had failed and allowed water to enter the motor housing. After having WASCON pull the pump and inspect it, we determined that a new, warranted pump was a better financial decision than repairing the 14-year-old existing pump. A new pump has been ordered and should take about 12-14 weeks to ship. The plan is to have the old pump repaired during the 21/21 budget cycle and keep it as a backup for Wilkinson Lane. This pump could also be used as a temporary backup for Copes Crossing and Sage Road.

**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.

<b><u>Repairs</u></b>	<b><u>FY 14/15</u></b>	<b><u>FY 15/16</u></b>	<b><u>FY 16/17</u></b>	<b><u>FY 17/18</u></b>	<b><u>FY 18/19</u></b>		<b><u>Feb -20</u></b>	<b><u>Mar - 20</u></b>	<b><u>YTD</u></b>
Major Lift Stations	26	57	42	19	4		0	1	3
Mainline	14	14	13	6	6		1	3	13
Service Line	49	42	44	5	10		2	1	9

- 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 passed. 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. The plan of action on this station is for the developer and/or contractor to hire a company to patch the damage and supply the City with the replacement tank and a 2-year warranty on the repair. This has not been scheduled at this time.
- 2. Concord Springs** – The lift station at Concord Springs subdivision was successfully started. The flow issues reported last month have been corrected. There is a small punch list of items to be completed before the City takes this station over. The punch list is mainly cleaning, spare parts and cosmetics of the footprint. No work on the punch list has been completed
- 3. The Parks** – The “temporary” lift station at the Parks subdivision was also started successfully. This station will allow for about 160 homes to be built while waiting on Gorman & Rupp to deliver the permanent station.
- 4. HWY 76 Force Main Relocation Project** – John Hall Construction began this project on January 6<sup>th</sup>. To date they have 740’ of 12” SDR21 pipe laid and both valve insertions have been completed. The project has a 45-day completion schedule. Hall has been slowed at the bore of the I-65 north bound off ramp. They have had the shaft break off inside the casing and therefore had to move the bore about 10’ to the south. The pilot hole has been drilled, however when they started boring into the pilot, the rock head became bound in the rock and their machine lost the hydraulic coupling on the drive shaft. Parts have been ordered once again to get the bore machine repaired and attempt to get through the rock.

**Public Services Department - Wastewater Division  
March 2020**

<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>Feb – 20</u>	<u>Mar–20</u>	<u>YTD</u>
<b>Gravity Sewer Connections</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>470</b>
<b>Grinder Sewer Connections</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>2,993</b>
<b>Vacuum Connections/Pods</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>440 / 300</b>
<b>Grinder Tank PM Program</b>	<b>N/A</b>	<b>58</b>	<b>63</b>	<b>358</b>		<b>10</b>	<b>15</b>	<b>180</b>
PD to Centrifugal Converts	3	8	0	0		0	0	0
<b>2000 to Extreme C/O</b>	<b>53</b>	<b>64</b>	<b>43</b>	<b>64</b>		<b>3</b>	<b>4</b>	<b>35</b>
<b>Extreme to Extreme C/O</b>	<b>137</b>	<b>182</b>	<b>298</b>	<b>250</b>		<b>23</b>	<b>25</b>	<b>219</b>
Centrifugal to Centrifugal C/O	2	7	0	0		0	0	0
2000 Conversions	2	0	0	0		0	0	0
<b>Hydromatic/Extreme Converts</b>	<b>44</b>	<b>48</b>	<b>67</b>	<b>47</b>		<b>4</b>	<b>6</b>	<b>49</b>
<b>Total Pumps Replaced</b>	<b>313</b>	<b>338</b>	<b>401</b>	<b>361</b>		<b>30</b>	<b>35</b>	<b>313</b>
<b>Low Pressure Service Request</b>	<b>530</b>	<b>716</b>	<b>621</b>	<b>728</b>		<b>55</b>	<b>58</b>	<b>533</b>
<b>Vacuum System Service Request</b>	<b>87</b>	<b>172</b>	<b>143</b>	<b>112</b>		<b>5</b>	<b>3</b>	<b>70</b>
<b>Gravity Service Request</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>10</b>		<b>0</b>	<b>1</b>	<b>12</b>
Inspection for New Service	36	23	54	103		28	28	200
Final Inspection for New Service	37	55	56	62		7	7	65
Sanitary Sewer Overflow (SSO)	6	9	1	3		5	3	28
Odor Complaints	16	17	28	43		3	4	31

**Public Services Department - Wastewater Division  
March 2020**

**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>Dec – 19</u>	<u>Jan – 20</u>	<u>Feb – 20</u>	<u>Mar – 20</u>	
<b>Flow – To Creek</b>	0.704 MGD	0.777 MGD	0.829 MGD	0.772 MGD	MGD = Million Gallons/Day
<b>Flow – To Spray Field</b>	0.00 MGD	0.00 MGD	0.00 MGD	0.00 MGD	
<b>Total Flow Through Plant</b>	0.704 MGD	0.777 MGD	0.829 MGD	0.772 MGD	
<b>Capacity</b>	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
<b>% of Plant Throughput</b>	50.3%	55.5%	59.2%	55.1%	
<b>Actual Capacity</b>	1.12 MGD	1.12 MGD	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
<b>% of Allocated Capacity</b>	62.9%	69.3%	74.0%	64.3%	(0.772MGD) / (1.12 MGD)
<b>Rainfall</b>	11.39”	5.80”	7.03”	10.27”	

<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>Feb – 20</u>	<u>Mar – 20</u>	<u>YTD</u>
<b>Violations</b>	1	7	7	13	7		1	1	10

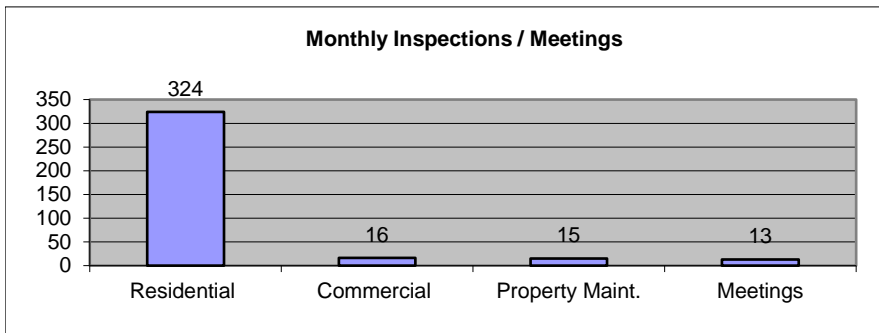
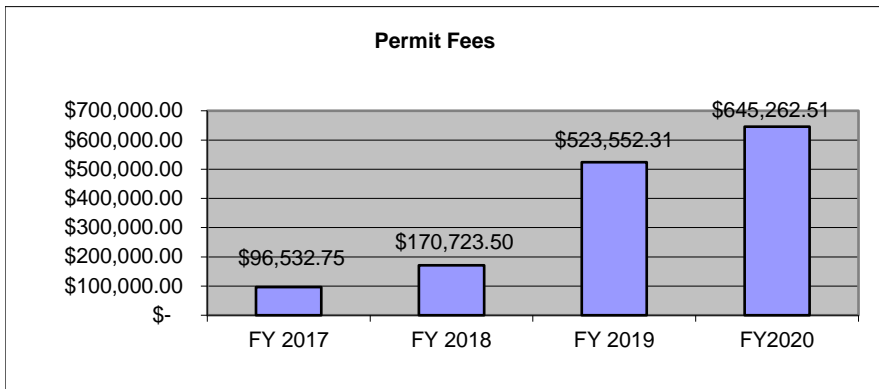
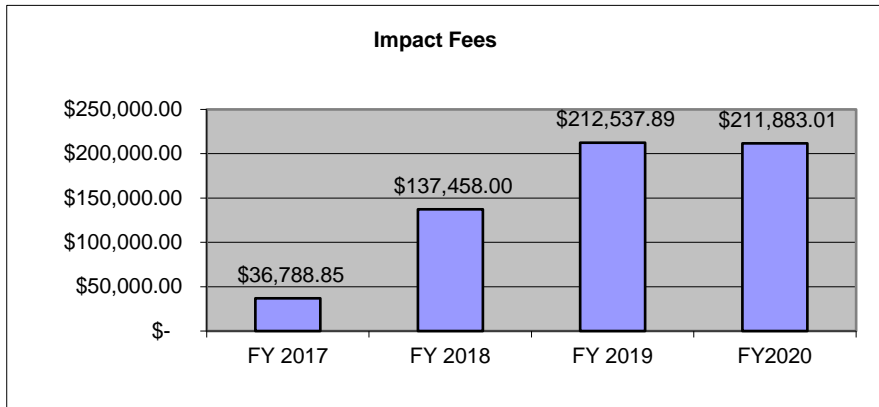
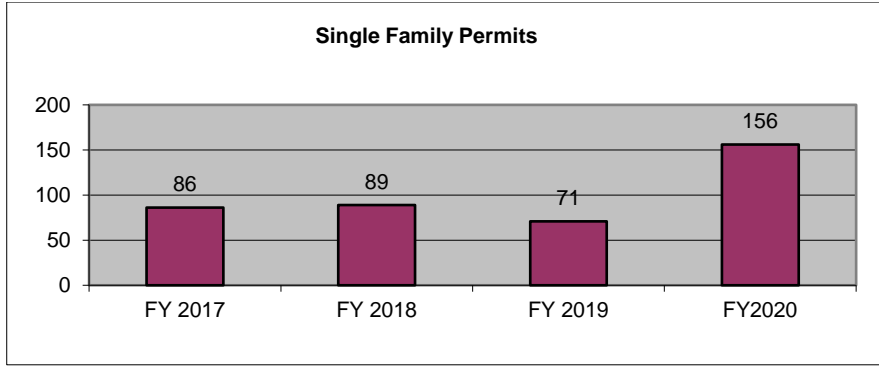
- Violations:** One violation is Total Phosphorus Rolling Average in pounds per year. This will continue until the new plant is operational.
- H2S & Ferric Sulfate:**  
Staff continues to monitor the carbonaceous biochemical oxygen demand (CBOD) and the total suspended solids (TSS) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. The feed rate is 19 gallons per day at the Union Road lift station and 19 gallons per day at the Old Tyree lift station.
- 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 3.10parts per million (ppm). The average residual was 0.25 PPM with a max residual of 0.36 PPM. *Last month the feed rate was 2.00 ppm.*

Our TDEC permit states in part that, “The concentration of the E. Coli group after disinfection shall not exceed 126 CFU’s (colony forming units) per 100 ml.” Additionally, our *daily maximum* concentration limit is 941/1000ml.

Our E Coli testing for the month was an average of 70.5 CFU’s which is well below the limit. *Last month the average was 83.5.*

**Planning and Codes Department  
MARCH 2020**



**Planning and Codes Department  
MARCH 2020**

	Month	FY2020	FY2019	FY2018	FY2017
<b>MEETING AGENDA ITEMS#</b>					
Planning Commission	8	46	66	69	56
Construction Appeals	0	0	0	1	0
Zoning Appeals	1	2	6	7	11
Tech. Review/Study Session	0	0	0	1	0
Property Maintenance	0	0	0	0	0
<b>PERMITS</b>					
Single Family Residential	31	156	71	89	86
Multi-Family Residential	0	0	13	5	13
Other Residential	6	42	93	238	244
New Commercial	0	5	3	3	5
New Industrial	0	0	1	0	5
Other Com/Ind	2	22	33	31	22
State Electrical	0	262	875	768	812
Sign	2	10	25	24	14
Occupancy Permits	0	1	29	65	14
Commercial Certificate of Occupancy-					
Other	0	8	3	14	3
<b>BUILDING INSPECTIONS</b>					
Residential	324	2120	2411	1112	1549
Hours	81.33	434.24	414.98	383.59	378.64
Commercial /Industrial	16	85	179	165	191
Hours	7.92	31.01	179	165	191
<b>CODE ENFORCEMENT</b>					
Total Cases	15	268	179	165	191
Hours	3.75	55.83	86.75	75.17	79.74
Complaints Received	1	77	98	132	117
<b>MEETINGS</b>					
Administration	5	48	68	51	15
Hours	13.75	20.76	103.67	101	62.43
Planning	6	69	135	73	17
Hours	5.25	80.58	155.5	86.82	17.33
Codes	2	24	35	27	16
Hours	4.51	35.1	40.16	18.67	28.25
<b>FEES</b>					
Permit Fees	\$119,515.10	\$ 645,262.51	\$ 523,552.31	\$ 170,723.50	\$96,532.75
Board Review Fees	\$75.00	\$ 8,025.00	\$ 3,750.00	\$ 4,683.00	\$3,599.00
City Impact Fee	<b>\$38,595.00</b>	<b>\$ 211,883.01</b>	<b>\$ 212,537.89</b>	<b>\$ 137,458.00</b>	<b>\$36,788.85</b>
Roads	\$11,811.00	\$ 60,086.50	\$ 98,885.80	\$ 112,424.58	\$13,901.37
Parks	\$12,276.00	\$ 59,994.00	\$ 23,140.00	\$ 10,163.90	\$ 4,459.10
Police	\$8,742.00	\$ 47,652.50	\$ 11,704.30	\$ 8,971.20	\$ 9,241.81
Fire	\$5,766.00	\$ 30,688.71	\$ 23,344.29	\$ 5,963.72	\$ 5,897.47
<b>OTHER ITEMS</b>					
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: 18	\$ 3,332,927,399.00	\$1,633,984.00	\$922,141.63	\$573,840.00	\$573,840.00
Builders Bonds	0.00	\$ 18,000.00	\$ 69,366.43	\$ 45,366.43	\$43,866.43
Workings Days in Month	18	17	16	15	15

## Parks, Recreation, & Cultural Arts Department Monthly Report March 2020

### Summary of Month's Activities

This month was unlike any of us have experienced during our time in Parks and Recreation. Due to virus outbreak, all recreational activities and leagues have effectively shut down. All that's left is the few opportunities for passive recreation throughout our parks. Hopefully this won't last too long but safety is the main concern for all of us, so we are doing our best to keep that in mind while we go through this strange and difficult time. We will continue to find ways to serve the community with recreational opportunities even through this. That may look quite different than what we are used to but it is our duty and passion to provide recreational opportunities for people to improve their quality of life. So, you may see us offering online options for kids to interact digitally or scavenger hunts for people to come to our parks (in a safe and socially distant manner) and use all of the passive recreational opportunities that we offer. We want to do whatever we can to be a resource/outlet for people during this trying time.

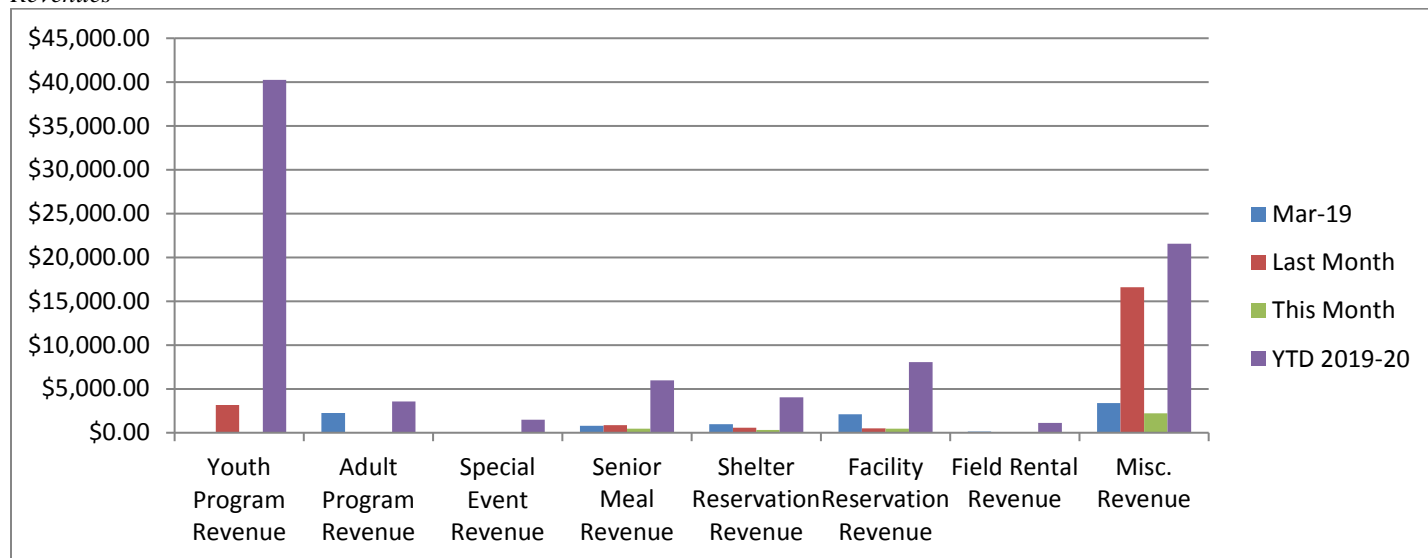
Even though most activities have stopped at our parks for the time being, we still have some projects going on. This is where some of them stand currently:

The Museum/Visitor Center renovation will start around May 18<sup>th</sup>. The Board approved the contractor (FTM Contracting) at the March meeting and the City asked them if they could postpone construction until May 18<sup>th</sup> and they agreed.

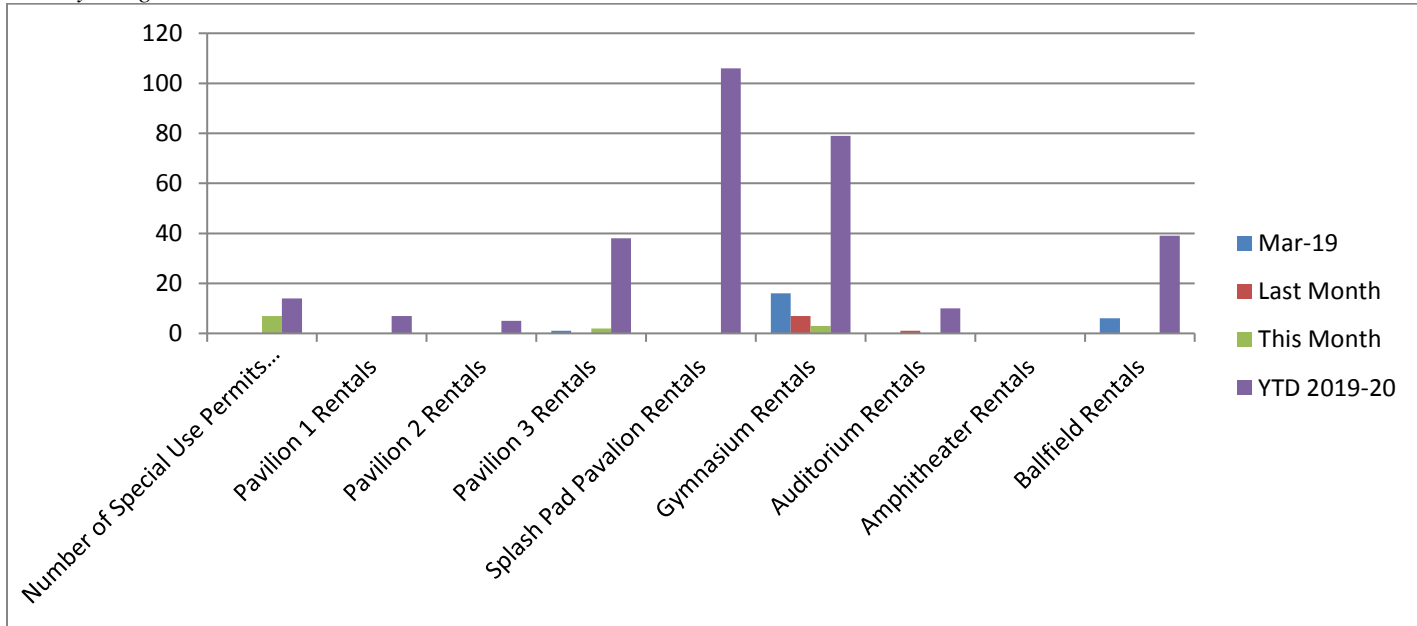
As far as the maintenance building goes, the site is ready for the pole barn company (Walt's Buildings) to proceed. They have given us a date of April 6<sup>th</sup> that they will start. They say they will be done within a weeks' time if the weather cooperates. From there, we will have to get the concrete work done, electrical, and plumbing, add garage doors, add an office and restroom, etc. So, plenty of work still remains but this will end up saving us a great deal of money.

Lastly, we have started making additional purchases for the Dog Park. Some items that are currently on order or have been delivered but not installed yet include: new agility items, rinse stations, benches, outdoor ceiling fans, turf for the wait stations, misting system, flood lights, and heaters. We have also been getting pricing on potential shade structures. We may only be able to add one or two this year because they are quite pricey but it's a start.

*Revenues*



*Facility Usage*



**Recreation**

Due to the corona virus, we had to postpone our volleyball, challenger series baseball, youth soccer, and youth baseball programs. During this time, we have transitioned into more cleaning and repairs while we wait for the seasons to begin again. Uniforms have been ordered for both girls' volleyball and challenger baseball and will be picked up in early April.

We have been thoroughly cleaning the gym, lobby, and restrooms at city hall in addition to wiping down all the handles every day to help contain the spread of the virus. Some new ways we are engaging with the public is by posting activities on our Facebook page with ideas for kids. We had a contest where kids could build items out of paper and win prizes this past week like the one pictured below.



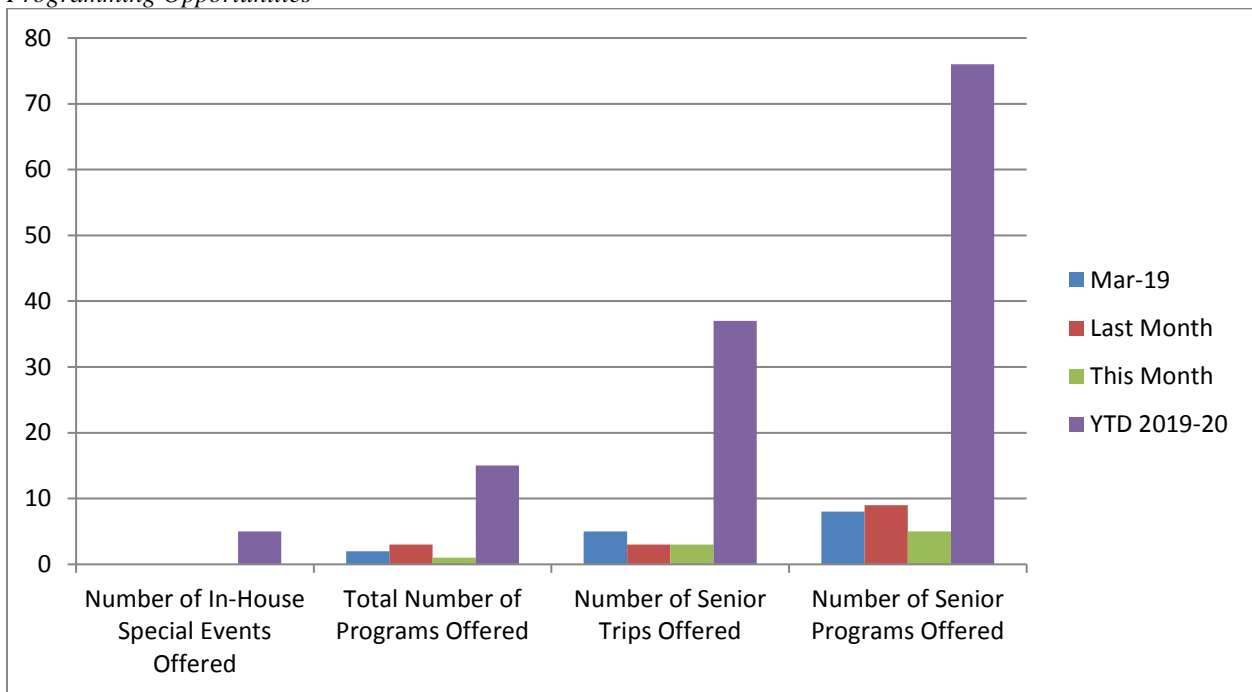


We also left some Frisbees at the park for residents to find and enjoy like the one below.

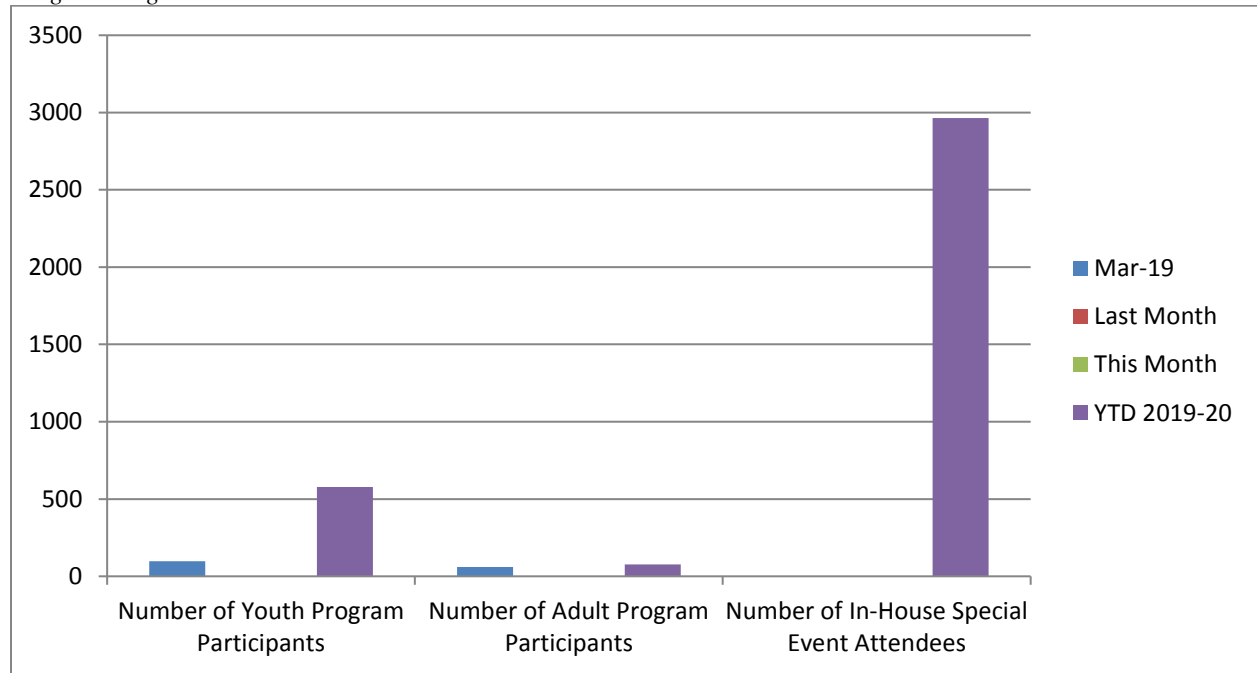


We will continue to look for ways to engage with the community through social media and continue to make improvements around the parks during this time.

*Programming Opportunities*



### Programming Attendance



### Park Maintenance

We began the month by finishing out the gym renovations that we started a few months ago. The guys filled in holes that were left throughout the entire gym. We finished by painting the beams that were newly installed and touched up other spots throughout the project.

Someone tagged a large portion of the “newly paved” Greenway with graffiti so we had to remove or paint over quite a few markings. The bridges, pavement, trees, and monuments were all hit in the tagging.

Two of the guys went through and trimmed up all the trees and ornamental grasses that were around the parks and trailheads. They also trimmed up everything that was at the front and main entrance of the park. More work is yet to come for the main entrance of the park.

Around the time the Coronavirus started to come about, a group sanded down and painted all of the picnic tables at the concession stand at the Quad, Pavilion #1 and Pavilion #3. They were all painted back the same brown color that they had previously been painted.

This same time, we began spraying down ALL playground equipment and playing surfaces. We did this every two days, up until they were finally shut down. We plan on pressure washing all of the equipment once the weather warms up for good.

We have begun spray painting all of the bollards that are at the entrances to the Greenway-walkways. People have had a bad time turning into walkway entrances instead of the regular parking lots. We’re evaluating painting the rest of the bollards throughout the park as well. We finish the bollards off with a nice strip of reflective tape at the top.

We ordered eight pallets of field conditioner that we were able to apply to fields 5, 6 & 8. We were able to get the conditioner applied after all the rain that we have had. These three fields now look better and play better than we’ve ever seen on them.

Now that we are getting into some warmer weather, we opened all the winterized items around the parks. Water fountains, bathrooms, dog park water bowls and concession stands. We had to go back and re-winterize the water fountains so that we could lock them out during the Covid-19 pandemic.

Lastly, we have begun to tear out ALL of the landscaping at the main entrance to the park. The evergreen bushes that were there look to be dead. The plan is to add much more year round and seasonal color, along with sealing the flower bed with cloth to eliminate weeds in the future.

We have started to mow around the parks in areas. We anticipate being 100% back into mowing by the beginning of next month.

## **Museum**

### **Volunteers**

On Monday, March 2, 2020, the museum volunteers helped with taking down the quilt display which will soon be replaced with a women's display.

On Tuesday, March 10, 2020, museum volunteer Terry Palmer along with fiddle player Darrell Varley gave a Civil War presentation to the seniors group at Priest Lake Presbyterian Church in Nashville. Terry dressed in period costume and brought many of his own personal artifacts to use for demonstration. Darrell played fiddle music that you would have heard in encampments of the North and South. As a representative of the White House Inn Museum, Terry took museum brochures and post cards to distribute to seniors and to invite them to visit the White House Inn Museum.



With the closures of the schools due to COVID-19, two of the museum's school presentations were canceled for March.

The Museum volunteers worked a total of 9 hours in March.

### **Exhibits**

Quilt display ended on February 27, 2020. The display was very successful and brightened up the museum with some color. Plans for a quilt display to return in 2021 or 2022.

Currently working on a display of local business women... this display should be up and ready for viewing by April 6. In addition to the business women's display, a Women's Suffrage display is being prepared for mid-April through the end of November. The year 2020 marks the 100<sup>th</sup> year since women were allowed to vote. This display will remind us of the struggle to get Amendment 19 passed and Tennessee's important role in its passage.

### **Tours at Museum**

The museum had a few visitors in the beginning of March. The last walk-in tour was given on March 10 before the museum was closed to the public on March 19 due to COVID-19.

### **Social Media**

Prepared a video for the City's Facebook page with editing help from Meagan Waller. The segment will be called White House History Wednesday with first post on April 1.

**Donations to Museum**

Several pictures have been provided to the museum as the City prepares for its 50<sup>th</sup> celebration. Those pictures are currently being archived for later use.

Here are a couple examples of pictures being provided.



The Original McCurdy's Drug Store

Given by June Taylor

WHHS 1<sup>st</sup> Pride Band at

Provided by Lee Ann



Cherry Blossom Festival in DC

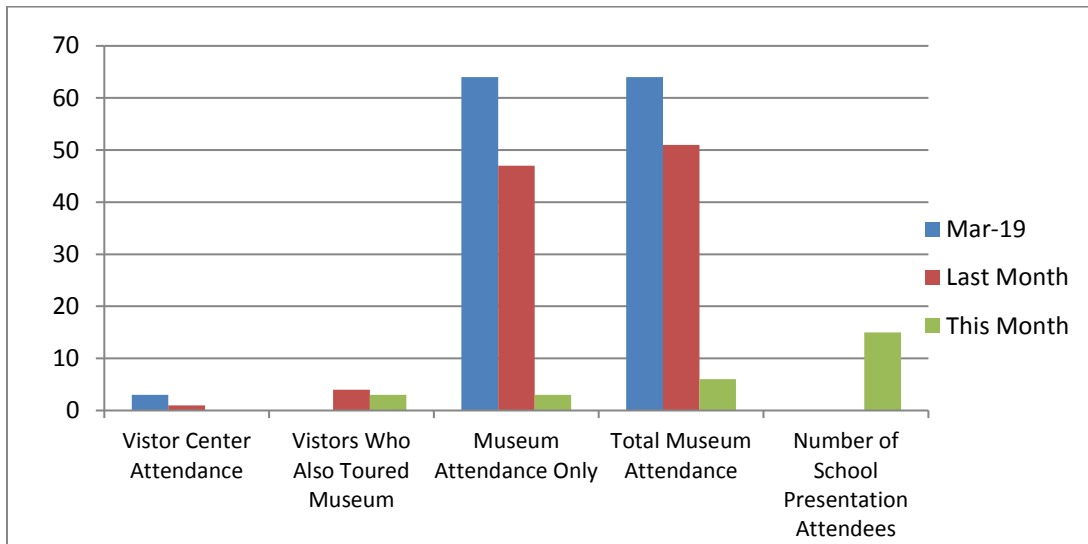
Chambers

Even though the doors may be closed for now, work is continuing on archiving, organizing, researching, videoing and more so that we have some new displays and display ideas when we are able to open our doors again.

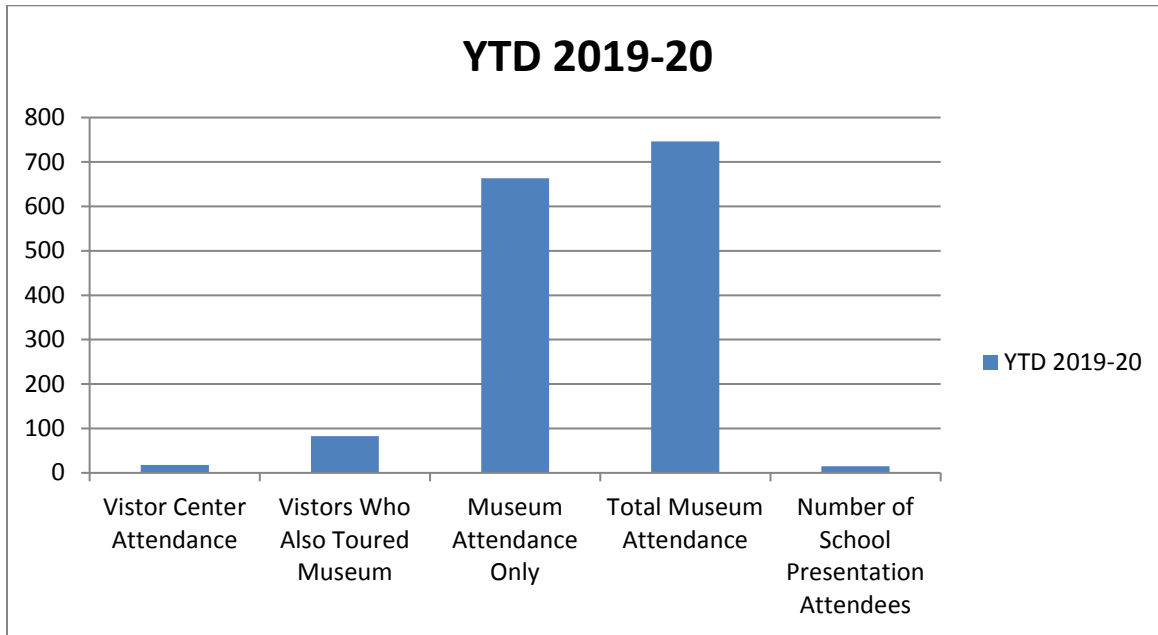
**Visitors' Center and Museum Attendance**

Visitors' Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors	Off Site Presentations Attendees
0	3	3	6	15

*Museum/Visitor Center Usage*



Museum/Visitor Center Usage YTD



**Seniors**  
Senior Center Participation - March 2020

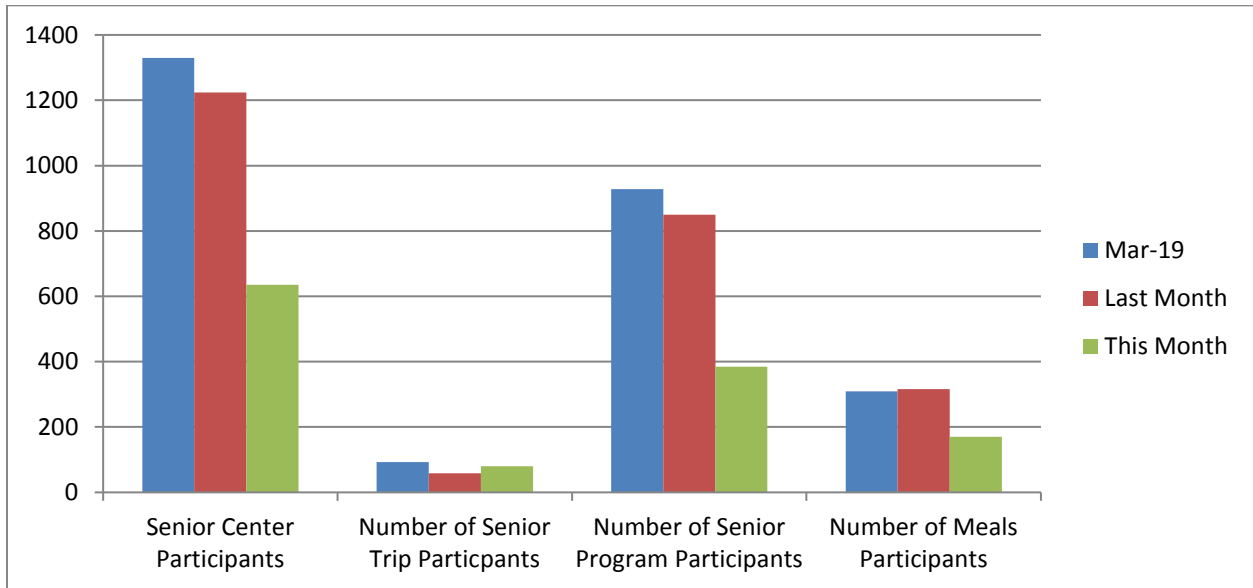
<b>Outings/Events:</b>	
Bowling	13
SitnStitch	11
St Patrick's Party	56
Railway Museum-Bowling Green	11
<b>Total</b>	<b>91</b>

<b>Sr Meals Wednesday</b>	
80	
90	
170	<b>Total</b>

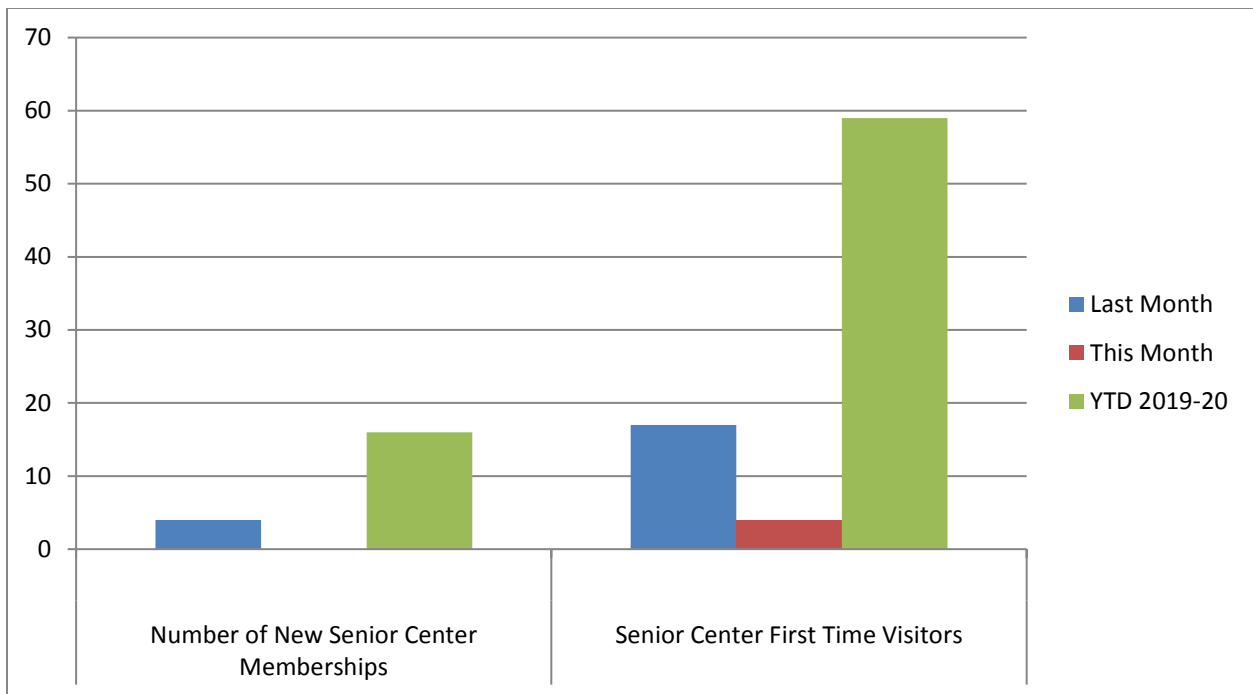
<b>Programs:</b>	
Walkers	78
Sittercise	140
Bingo/Cards/Billiards	126
BD Pot Luck/Lunch Pot Luck	30
<b>Total</b>	<b>374</b>

<b>NEW MEMBERS</b>	0
<b>CURRENT MEMBERS</b>	203
<b>FIRST TIME ATTENDEE</b>	4
<b>TOTAL Sr Center Participants:</b>	<b>635</b>

*Senior Programming/Participation*



*New Senior Memberships/First-Time Visitors*



Sept. 2008 July - Sept.

<b>Division</b>	<b>Activity</b>	<b>Actual</b>	<b>YTD</b>	<b>Last Year</b>
<b>Maintenance</b>				
	Mowing Hours	251	834	
	Pounds of Grass Seed Sown	25	50	
	Pounds of Fertilizer Applied	300	2500	
	Number of Trees/Shrubs Planted	0	69	
<b>Recreation</b>				
	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	
<b>Administration</b>				
	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	
<b>Senior Center</b>				
	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 Public Library  
March 2020  
Performance Measures**

**Official Service Area Populations**

2016	2017	2018	2019	2020
13,714	13,833	14,035	14,202	

**March Membership**

**Cumulative Members**

Year	New Members	Updated Members	Total Members	% of Population with Membership
2016	127	374	10,876	79
2017	115	319	12,109	88
2018	85	263	7,248	52
2019	90	254	8,565	61
2020	79	319	6,626	47

The library board voted to do a purge of inactive users in January 2020. This purge was to deleted inactive users, which gives the library a better reflection of the number of people that are actually using the library. Although the library closed to the public on March 19, 2020 due to the COVID-19 Pandemic, we have enabled an on-line registration for cards so that the public can still have access to items.

**Total Material Available:** 36,837

**Estimated Value of Total Materials:** \$2,170,925      **Last Month:** \$915,075

**Total Materials Available Per Capita:** 2.59      **Last Month:** 2.57

**State Minimum Standard:** 2.00

The library's goal is to meet or exceed the state standard of 2.00 items per capita with either 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 March**

2016	2017	2018	2019	2020
208	428	203	207	277

**Yearly Material Added**

2016	2017	2018	2019	2020
3,674	3,602	3,123	824	593

**Physical Items Checked Out in March**

2016	2017	2018	2019	2020
6,067	5,819	5,465	5,458	5,966

**Cumulative Physical Items Check Out**

2016	2017	2018	2019	2020
63,252	63,421	62,536	15,404	16,812

**March**

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	18	55	47	45	36
Study Rooms	80	74	80	84	29
Lego Table	140	120	264	200	70
Games and Puzzles	53	35	54	86	91
Seeds	0	420	107	84	47
Test Proctoring	0	0	15	14	6
Charging Station	0	6	12	8	1
STEAM Packs	*	*	*	20	23
Cake Pans	*	*	*	1	1
Notary Services	*	*	*	*	4

**Yearly Totals**

2016	2017	2018	2019	2020
299	585	644	137	81
821	828	1,082	253	178
2,094	2,643	1,891	553	459
510	528	743	222	330
82	1,197	586	112	178
9	56	152	27	18
26	86	90	19	16
*	*	148	61	25
*	*	6	1	4
*	*	*	16	27

**Universal Class March Counts**

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
1	1	6	12	6

**Cumulative Counts**

Year	Sign-ups	Courses Started	Lessons Viewed	Class Submissions
2017	27	39	273	258
2018	24	52	661	455
2019	9	16	194	105
2020	5	18	94	48

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

March	2016	2017	2018	2019	2020
Wireless	545	601	1054	650	341
Adult Computers	393	360	449	380	178
Kids	158	209	183	194	78

### Yearly Computer Users

2016	2017	2018	2019	2020
8,367	8,725	9,535	2,017	1465
4,640	4,413	4,642	1,103	952
2,136	2,209	2,088	556	395

### Programs

1,000 books	Monthly Sign ups	Yearly Sign ups	100 mark	500 mark	Completions
2018	7	29	2	0	0
2019	2	38	2	2	0
2020	1	70	0	1	0

### Monthly

March Kids	Kids Sessions	Kids Attendance
2016	20	267
2017	19	379
2018	12	219
2019	16	284
2020	7	145

### Yearly Totals

Kids Sessions	Kids Attendance
178	2,988
181	4,268
158	4,437
46	737
30	677

In March, the library held 2 toddler story times, 2 preschool story times, and 2 afterschool programs before all programs were cancelled due to the COVID-19 pandemic.

### Monthly

Mar	Teen Events	Teens Present
2016	5	14
2017	2	2
2018	6	21
2019	6	6
2020	3	11

### Yearly

Teen Events	Teens Present
69	187
47	481
82	432
18	432
13	81

### Monthly

Mar	Tween Events	Tweens Present
2019	*	*
2020	1	1

### Yearly

Tween Events	Tweens Present
10	150
5	18

The library held 1 creative writing night, 1 cosplay club meetings, 1 Teen Advisory Board meeting for teens and one board game night for the tweens before all programs were cancelled due to the COVID-19 pandemic.

### Monthly

March Adults	Adult Sessions	Adult Attendance
2016	4	13
2017	15	56
2018	18	59
2019	14	67
2020	8	31

### Yearly

Adult Sessions	Adult Attendance
61	662
145	689
175	1,009
41	232
30	143

The library held 2 device advices, 2 art classes, 1 book club meetings, and 1 stitch club before all programs were cancelled due to the COVID-19 pandemic.

### Interlibrary Loan Services

March	2016	2017	2018	2019	2020
Borrowed	78	83	66	73	63
Loaned	30	35	21	21	7

### Yearly Interlibrary Loan Services

2016	2017	2018	2019	2020
668	562	690	184	185
249	305	410	103	43

### March 2020 R.E.A.D.S.

Adults	Juvenile
1448	102

### 19-20 Yearly Totals

Adult	Juvenile
15,358	936

### 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**

**March 2020**

**CITATIONS**

TOTAL MONIES COLLECTED FOR THE MONTH	\$5,479.89
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$55,329.89</b>

**STATE FINES**

TOTAL MONIES COLLECTED FOR MONTH	\$2,186.28
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$16,629.88</b>

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$7,666.17</u>
<b><u>TOTAL REVENUE YTD</u></b>	<b><u>\$71,959.77</u></b>

**DISBURSEMENTS**

LITIGATION TAX	\$431.45
DOS/DOH FINES & FEES	\$261.25
DOS TITLE & REGISTRATION	\$152.00
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$50.48
CARD FEES	\$33.41
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$928.59</u>
<b><u>TOTAL DISBURSEMENTS YTD</u></b>	<b><u>\$8,434.27</u></b>

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$6,737.58</u>
<b><u>TOTAL ADJUSTED REVENUE YTD</u></b>	<b><u>\$63,525.50</u></b>

**DRUG FUND**

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$475.00</u>
<b><u>DRUG FUND DONATIONS YTD</u></b>	<b><u>\$4,432.21</u></b>

<b>Offenses Convicted &amp; Paid For Month</b>	<b>Count</b>	<b>Paid</b>
Animal Control	1	\$0.00
Financial Responsibility Law	21	\$755.00
Registraiton Law	12	\$857.03
Texting/Miscellaneous	1	\$61.00
Improper Turn	1	\$55.00
Miscellaneous	1	\$56.51
DL Exhibted	1	\$0.00
Red Light	7	\$616.18
Following Too Closely	1	\$0.00
Stop Sign	4	\$332.06
Speeding	22	\$1,974.20
Seat Belt	3	\$132.76
Failure To Yield	1	\$95.00
Exercise Due Care	5	\$229.67
Parking Where Prohibited	2	\$265.00
Total	83	\$5,429.41