

**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  
April 2020**

**Finance Section**

During April the Finance Department continued calculating and compiling budget projections & proposals for fiscal year 2021, continued scanning thousands of documents to reduce physical document storage space, and continued operations with COVID-19 precautions. Members of the Finance Office participated in the following events during the month:

- April 9: RetireReadyTN Virtual Conference
- April 14: PILOT property tax agreements meeting
- April 15: Shredded 60+ boxes of documents that had exceeded their retention schedule
- April 16: Finance / Public Services Department introductory / procedural planning meeting
- April 20: FYE 2021 budget review meeting 1 with City Administrator
- April 20: MTAS Online CMFO CPE (Accounting Foundations: Budgeting)
- April 22: FYE 2021 budget review meeting 2 with City Administrator
- April 27: Reopening White House meeting
- April 27: FYE 2021 budget review meeting 3 with City Administrator

**Performance Measures**

**Utility Billing**

\*Less than 12 months of data available

	<b>April 2020</b>	<b>FY 2020 YTD</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>	<b>FY 2016 Total</b>
<b>New Builds (#)</b>	15	163	62	102	111	96
<b>Move Ins (#)</b>	58	504	534	553	536	539
<b>Move Outs (#)</b>	62	488	534	576	546	543
<b>New customer signup via email (#)</b>	26	84	104	163	119	12*
<b>New customer signup via email (%)</b>	36%	13%	17%	25%	18%	n/a*

**Business License Activity**

	<b>April 2020</b>	<b>FY 2020 YTD</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>	<b>FY 2016 Total</b>
<b>Opened</b>	2	49	75	72	93	97
<b>Closed (notified by business)</b>	1	9	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.**

<b>Number of Payrolls</b>	<b>Number of Checks and Direct Deposits</b>	<b>Number of adjustments or errors</b>	<b>Number of Void Checks</b>
2 regular	2 checks, 276 direct deposits	0 Retro adjustments	0 Voids

**Accounts Payable**

	<b>April 2020</b>	<b>FY 2020 YTD</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>	<b>FY 2016 Total</b>
<b>Total # of Invoices Processed</b>	406	3315	3940	4437	4797	4544

**Finance Department  
April 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	3,816,817	49%
Cemetery Fund	51,700	15,510	211,755	410%
Debt Services	858,000	257,400	746,732	87%
Dental Care Fund	42,000	12,600	252,205	600%
Roads Impact Fees	60,000	18,000	78,561	131%
Parks Impact Fees	31,200	9,360	89,343	286%
Police Impact Fees	36,000	10,800	117,148	325%
Fire Impact Fees	30,000	9,000	104,720	349%
Industrial Development	122,500	36,750	227,454	186%
Parks Sales Tax	673,000	201,900	1,098,089	163%
Police Drug Fund	3,900	1,170	19,935	511%
Solid Waste	859,800	257,940	527,067	61%
State Street Aid	441,000	132,300	369,961	84%
Stormwater Fund	862,000	258,600	782,058	91%
Wastewater	4,184,950	1,255,485	2,869,039	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.

<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	7,704,143	↑ 14.91%
Cemetery Fund	51,700	27,351	↓ 30.43%
Debt Services	858,000	727,324	↑ 1.44%
Dental Care	42,000	36,732	↑ 4.12%
Roads Impact Fees	60,000	78,193	↑ 46.99%
Parks Impact Fees	31,200	70,300	↑ 141.99%
Police Impact Fees	36,000	55,555	↑ 70.99%
Fire Impact Fees	30,000	37,030	↑ 40.10%
Industrial Development	122,500	71,636	↓ 24.85%
Parks Sales Tax	673,000	590,138	↑ 4.35%
Police Drug Fund	3,900	7,109	↑ 98.95%
Solid Waste	859,800	740,559	↑ 2.80%
State Street Aid	441,000	359,794	↓ 1.75%
Stormwater Fund	862,000	739,340	↑ 2.44%
Wastewater	4,184,950	3,675,058	↑ 4.48%

\*Realized amounts reflect revenues realized from July 1, 2019—April 30, 2020

**Human Resources Department  
April 2020**

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

- April 13: Assistant Fire Chief Interviews
- April 16: Board of Mayor and Aldermen Meeting
- April 20: Firefighter Interview
- April 27: Wastewater Tech I Interview

**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	2	0	0	0
May		0	0	0
June		2	0	0
<b>Total</b>	<b>7</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	0	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  
April 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	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	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  
April 2020**

**Meetings/Civic Organizations**

- **Chief Brady attended the following meetings in April:** Robertson County COVID 19 Conference calls (April 2, 7, 9, 14, 16, 21, 23, 28 & 30), Department Head Meeting (April 6 and 20), Planning Commission Meeting (April 13), Robertson County Chiefs Meeting (April 14), Board of Mayor and Alderman Meeting (April 16), and Board of Zoning & Appeals Meeting (April 21).

- **Police Department Administration Performance Measurements**

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

Susan Johnson is finishing up getting proofs for our 2018, 2019 and 2020 June assessment. She will contact the TLEA Program Manager, Janessa Edwards, to have an assessor to start checking our accreditation files hopefully in June. The assessor will then be able to log into our PowerDMS and make sure we are in compliance with TLEA. As long as we are in compliance, we will have our onsite visit in December of this year. It will consist of talking to Chief, CID/Evidence, a Sergeant, Records and the Accreditation Manager.

TLEA is rescheduling the LEACT 2020 Conference (which was suppose to been in April) to July or September 2020 in Chattanooga.

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
April	0	68	0	68
<b>Grand Total</b>	<b>8</b>	<b>614.5</b>	<b>0</b>	<b>622.5</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	April 2020	FY 2019-2020
<b>Three (3) Officers per Shift</b>	40	463
<b>Four (4) Officers per Shift</b>	20	159

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.

**Police Department**  
**April 2020**

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	April 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
<b>Serious Crime Reported</b>				
Crimes Against Persons	7	1	36	3
Crimes Against Property	33	3	93	7
Crimes Against Society	15	1	114	9
<b>Total</b>	55	4	243	19
<b>Arrests</b>	37		220	

*\*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.*

	April 2020	TOTAL 2020
<b>Traffic Crashes Reported</b>	19	121
<b>Enforce Traffic Laws:</b>		
<b>Written Citations</b>	15	312
<b>Written Warnings</b>	0	163
<b>Verbal Warnings</b>	12	918

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>April</b>	19	3 YTD 20	16%	17% YTD 121

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

**Staffing:**

- Officer White is on FMLA following surgery.
- Officer Lars Carlson is currently on FTO. The Academy scheduled to begin on March 29<sup>th</sup> was cancelled due to COVID-19. He has been rescheduled to start at Walter's State Law Enforcement College May 10<sup>th</sup>, 2020.
- Officer Zackary Parker is currently on FTO. The Academy scheduled to begin on March 29<sup>th</sup> was cancelled due to COVID-19 He has been rescheduled to start at Walter's State Law Enforcement College May 10<sup>th</sup>, 2020.
- We have 3 positions open. New testing is scheduled for the first full week of May on an altering schedule.

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

**Police Department**  
*April 2020*

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

**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.*

<b>2020 CLEARANCE RATE</b>		
<b>Month</b>	<b>Group A Offenses</b>	<b>Year to Date</b>
<i>April</i>	73%	82%

**Communications Section**

	<b>April</b>	<b>Total 2020</b>
Calls for Service	708	3,840
Alarm Calls	29	139

**Request for Reports**

	<b>April</b>	<b>FY 2019-2020</b>
Requests for Reports	3	172
Amount taken in	\$3.30	\$126.45
Tow Bills	\$0.00	\$0.00
Emailed at no charge	34	327
Storage Fees	\$0.00	\$0.00

***Tennessee Highway Safety Office (THSO):***  
Nothing to report for the month of April.

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

***Item(s) sold on Govdeals:***

**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. 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 assisted with a video for Community Christian School (on-line) regarding Community Relations.

**Police Department**  
*April 2020*

**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>	1	11

**Fire Department  
April 2020**



**Summary of Month's Activities**

**COVID-19**

The Department continues to respond with caution to all medical emergencies. All operations level staff have been issued respiratory protection that meets or exceeds the standard for responding to suspected COVID-19 patients. Response kits have been added to all frontline apparatus. This kit includes Tyvek suits, additional respiratory protection, eye protection, and decontamination supplies. We are in weekly 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. Both stations and all apparatus have been professionally disinfected.

**Fire Operations**

The Department responded to 102 requests for service during the month with 70 responses being medical emergencies. The Department responded to 5 vehicle accidents; 3 accidents reported patients being treated for injuries and 2 accidents reported no injuries. Of the 102 responses in month of April there were 15 calls that overlapped another call for service that is 14.71 % 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 April from dispatch to on scene time averaged was, five minutes and forty-one seconds (5:41). The average time a fire unit spent on the scene of an emergency call was thirteen minutes and twenty-six seconds (13:26).

**Department Event**

- April 12<sup>th</sup> – Drive-by Birthday Indian Ridge
- April 17<sup>th</sup> – Drive-by Birthday Orchard Park
- April 18<sup>th</sup> – Drive-by Birthday Summerlin
- April 23<sup>rd</sup> – New Turnout gear sizing

**Fire Administration**

- April 13<sup>th</sup> – Monthly Staff Meeting
- April 20<sup>th</sup> – New Firefighter Interview
- Numerous Conference calls concerning COVID-19

**Fire Department  
April 2020**

**Emergency Calls Breakdown**

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

**Incident Responses FY to Date**

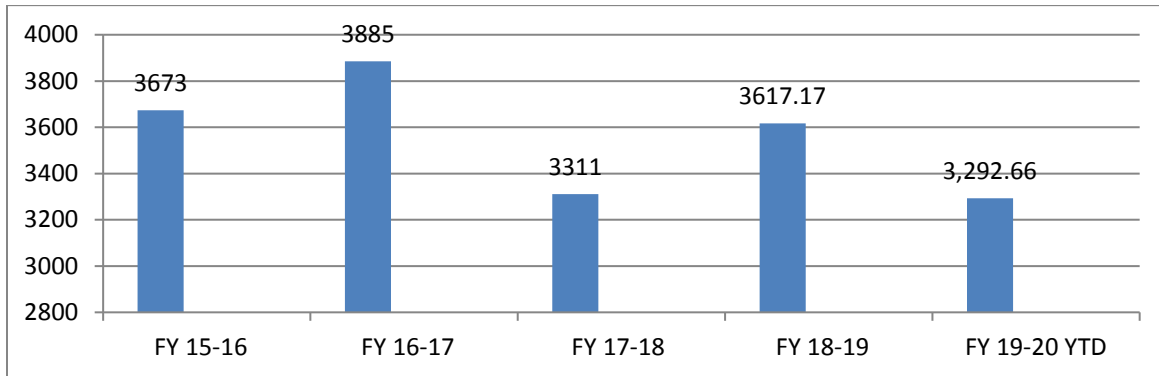
Fires	23
Rescue & Emergency Services	663
Hazardous Conditions (No Fire)	26
Service Calls	62
Good Intent Call	57
False Alarms & False Call	84
Calls for The Month	102
Total Responses FY to Date	919

**Response by Station**

	Month	FY to Date	%
<b>Station #1 (City park)</b>	<b>79</b>	<b>569</b>	<b>61.92%</b>
<b>Station #2 (Business Park Dr)</b>	<b>23</b>	<b>350</b>	<b>38.13%</b>

**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.

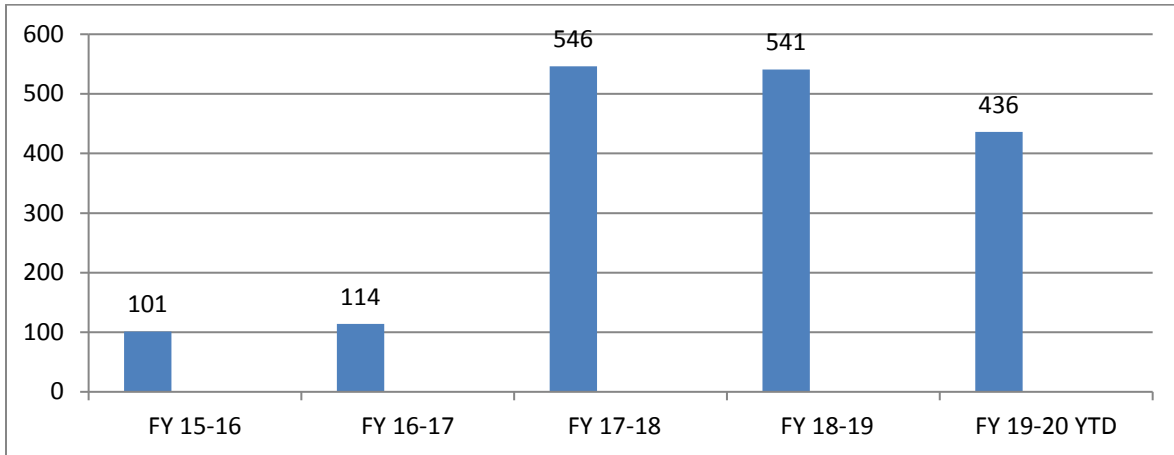


	Month	YTD
<b>Firefighter Training Hours</b>	<b>437.35</b>	<b>3292.66</b>

**Fire Department  
April 2020**

**Fire Inspection**

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



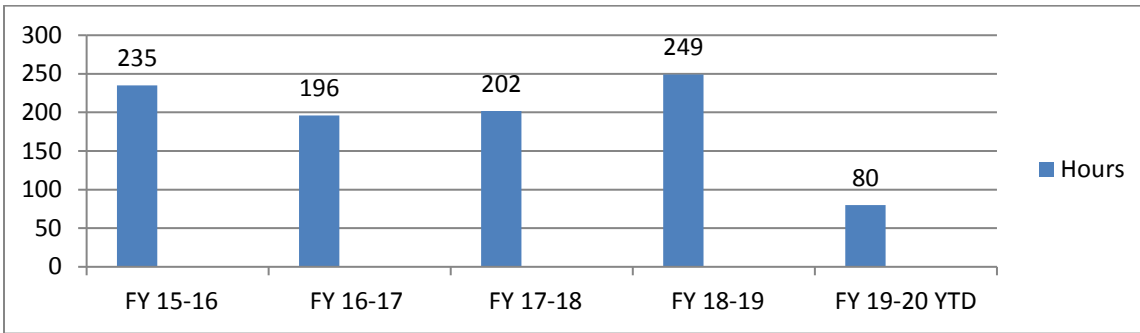
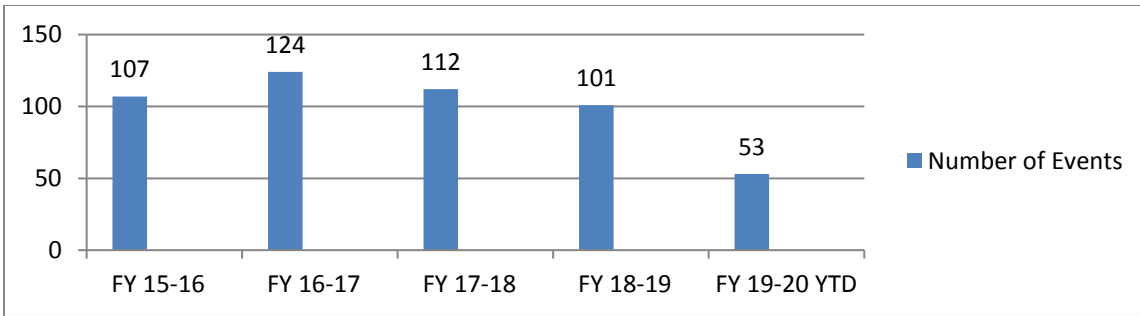
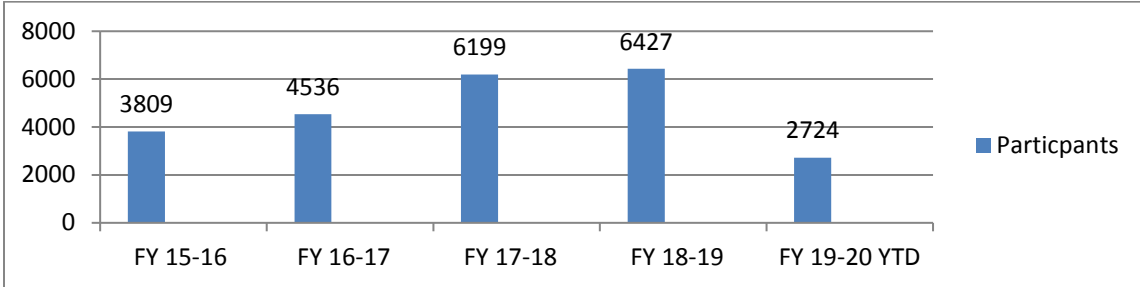
	Month	YTD
<b>April Fire Inspection</b>	<b>39</b>	<b>436</b>
<b>Reinspection</b>	<b>5</b>	<b>54</b>
<b>Code Violation Complaint</b>	<b>0</b>	<b>5</b>
<b>Violations Cleared</b>	<b>2</b>	<b>43</b>
<b>Annual Inspection</b>	<b>4</b>	<b>81</b>
<b>Commercial Burn Pile</b>	<b>0</b>	<b>6</b>
<b>Knox Box</b>	<b>0</b>	<b>14</b>
<b>Fire Alarms</b>	<b>3</b>	<b>14</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>9</b>	<b>135</b>
<b>Sprinkler Final</b>	<b>3</b>	<b>14</b>
<b>Final C/O</b>	<b>4</b>	<b>24</b>



**Fire Department  
April 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>25</b>	<b>2,724</b>
<b>Number of Events</b>	<b>4</b>	<b>53</b>
<b>Education Hrs.</b>	<b>4</b>	<b>80</b>

**Social Media Statistics**

<b>Page Views</b>	<b>151</b>
<b>Page Likes</b>	<b>13</b>
<b>Post Reach</b>	<b>1,949</b>

**Public Services Department - Public Works Division  
April 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**

<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>MAR-20</b>	<b>APR-20</b>	<b>YTD 19/20</b>
<b>Street</b>	<b>4,040</b>	<b>8,134</b>	<b>9,364</b>	<b>8,741</b>	<b>10,229</b>		<b>869</b>	<b>910</b>	<b>8,403</b>
<b>Facility Maintenance</b>	<b>2,049</b>	<b>3,494</b>	<b>2,187</b>	<b>1,227</b>	<b>1,137</b>		<b>127</b>	<b>69</b>	<b>748</b>
<b>Fleet Maintenance</b>	<b>1,157</b>	<b>1,034</b>	<b>514</b>	<b>282</b>	<b>380</b>		<b>58</b>	<b>39</b>	<b>367</b>
<b>Meeting/Training</b>	<b>572</b>	<b>502</b>	<b>510</b>	<b>517</b>	<b>400</b>		<b>18</b>	<b>44</b>	<b>425</b>
<b>Leave</b>	<b>807</b>	<b>1,253</b>	<b>576</b>	<b>613</b>	<b>810</b>		<b>105</b>	<b>44</b>	<b>743</b>
<b>Holiday</b>	<b>850</b>	<b>795</b>	<b>470</b>	<b>385</b>	<b>555</b>		<b>0</b>	<b>0</b>	<b>495</b>
<b>Overtime</b>	<b>263</b>	<b>508.5</b>	<b>488</b>	<b>414</b>	<b>311</b>		<b>1</b>	<b>0</b>	<b>144</b>
<b>Administrative</b>	<b>781</b>	<b>385</b>	<b>698</b>	<b>803</b>	<b>867</b>		<b>146</b>	<b>150</b>	<b>1,028</b>
<b>Drainage Work (feet)</b>	<b>0</b>	<b>0</b>	<b>906</b>	<b>2,749</b>	<b>10</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Drainage Man Hours</b>	<b>0</b>	<b>0</b>	<b>1,470</b>	<b>1,045</b>	<b>170</b>		<b>0</b>	<b>0</b>	<b>14</b>
<b>Debris Removed Load</b>	<b>0</b>	<b>0</b>	<b>100</b>	<b>35</b>	<b>44</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Sweeping Man Hours</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>13</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Mowing Hours</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>175</b>	<b>219</b>		<b>6</b>	<b>55</b>	<b>157</b>
<b>Curb Repair</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Shoulder LF</b>	<b>0</b>	<b>0</b>	<b>4,485</b>	<b>630</b>	<b>5</b>		<b>0</b>	<b>0</b>	<b>640</b>
<b>Shoulder Hours</b>	<b>0</b>	<b>0</b>	<b>155</b>	<b>160</b>	<b>49</b>		<b>24</b>	<b>0</b>	<b>173</b>
<b># of Potholes</b>	<b>0</b>	<b>0</b>	<b>250</b>	<b>473</b>	<b>346</b>		<b>51</b>	<b>15</b>	<b>361</b>
<b>Pothole Hours</b>	<b>0</b>	<b>0</b>	<b>759</b>	<b>734</b>	<b>1,181</b>		<b>98</b>	<b>54</b>	<b>766</b>
<b>R-O-W Hours</b>	<b>0</b>	<b>0</b>	<b>2,835</b>	<b>2,416</b>	<b>4,027</b>		<b>253</b>	<b>368</b>	<b>2,861</b>
<b>Sign/Repaired</b>	<b>0</b>	<b>0</b>	<b>120</b>	<b>91</b>	<b>84</b>		<b>2</b>	<b>5</b>	<b>57</b>
<b>Sign Work Hours</b>	<b>0</b>	<b>0</b>	<b>289</b>	<b>179</b>	<b>234</b>		<b>2</b>	<b>4</b>	<b>100</b>
<b>Salt Hours</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>143</b>	<b>24</b>		<b>0</b>	<b>0</b>	<b>76.5</b>
<b>Salt Tons</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>20</b>	<b>23</b>		<b>0</b>	<b>0</b>	<b>18</b>
<b>Decorative Street Light Hours</b>	<b>0</b>	<b>0</b>	<b>57</b>	<b>46</b>	<b>125</b>		<b>0</b>	<b>0</b>	<b>134</b>
<b>Traffic Light Repairs</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>20</b>		<b>5</b>	<b>4</b>	<b>158</b>

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

<b><u>Subdivision Decorative Light LED Retrofit Project</u></b>			
	<b><u>TOTAL LAMPS</u></b>	<b><u>APRIL 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  
April 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>MAR-20</b>	<b>APR-20</b>	<b>YTD 19/20</b>
Sanitation	2,914	2,685	3,634	4,406	4,024		374	346	3507
Facility Maintenance	2,049	3,494	723	446	574		33	15	344
Fleet Maintenance	1,157	1,034	488	445	331		17	2	255
Meeting/Training	572	502	265	130	135		4	40	114
Leave	807	1,253	428	700	476		47	0	336
Holiday	850	795	270	230	230		0	0	210
Overtime	263	508.5	119	4	12		14	0	40
Administrative	781	385	167	1	0		29	0	62
Sweeping Man Hours	0	0	1	0	0		0	0	0
R-O-W Hours	0	0	166	30	97		3	1	167
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>MAR-20</b>	<b>APR-20</b>	<b>YTD 19/20</b>
Brush Collection Stops	5,915	5,944	6,080	5,605	5,620		414	800	4,905
Brush Truck Loads	503	459	551	522	578		54	81	545
Leaves Pickup Bags	4,016	3,741	3,542	3,422	3,535		224	570	3,001
Brush/Leaves Hours	1,634	1,366	1,492	1,239	1,300		120	156	1,132
Litter Pickup Bags	309	334	507	546	511		54	52	413
Litter Pickup Hours	1,147	1,318	1,132	985	957		98	109	816

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

**Sanitation Collection:**

The goal for the curbside garbage and recycling collection program is *to maintain an error rate of less than 1%*. The **April 2020** work order report shows that staff made **79** requests on the WI web portal system, of which only **13** 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		MAR-20	APR-20	YTD 19/20
Tons	3,081	3,276	3,021	3,383	3,252		324	334	2,965
Disposal Fee	\$86,099	\$81,583	\$83,644	\$93,055	\$90,598		\$9,282	\$9,553	\$81,942

SW Accounting	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		MAR-20	APR-20	YTD 19/20
Units Billed	45,763	47,155	47,954	45,594	49,311		4,219	4,220	41,689
Receivables (Billed)	\$795,325	\$813,518	\$832,150	\$780,878	\$870,111		\$74,698	\$74,817	\$737,460
Revenue (Received)	\$781,004	\$823,428	\$822,004	\$784,689	\$759,969		\$73,376	\$73,503	\$722,381

**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		MAR-20	APR-20	YTD 19/20
Participants	712	602	624	534	341		32	25	324
Tons	166	139	148	142	147		14	25	110
Disposal Fee	\$13,208	\$11,124	\$12,935	\$24,097	\$30,256		\$2,477	\$3,502	\$24,585

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		MAR-20	APR-20	YTD 19/20
Curbside Tons	408	463	519	568	567		37	56	417
Recycling Rate	13.5%	14%	10%	13%	15%		11%	18%	16%
Revenue (curbside)	\$2,473	\$19.08	\$0	\$0	\$0		\$0	\$0	\$0
Fee (new program)	-	(\$4,565)	(\$7,775)	(\$15,044)	(\$23,708)		(\$2,212)	(\$3,507)	(\$23,724)
Metal (drop-off) Tons	33	42	46	48	38		0	9	39
Metal Revenue	\$4,334	\$3,098	\$3,726	\$5,339	\$4,192		\$0	\$378	\$2,553

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

**Traffic Light Complaint Log**

<b>LIGHT</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>APR-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  
April 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>MAR-20</b>	<b>APR-20</b>	<b>YTD 19/20</b>
Stormwater	0	5,744	5,637	7,349	7,982		757	648	6,611
Facility Maintenance	2,049	3,494	895	541	455		70	66	669
Fleet Maintenance	1,157	1,034	339	228	308		53	40	360
Meeting/Training	572	502	345	373	300		56	50	335
Leave	807	1,253	709	576	577		20	10	475
Holiday	850	795	375	345	440		0	0	355
Overtime	263	508.5	306	334	211		41	2	272
Administrative	781	385	1,489	1,347	1,206		243	161	1,214
Drainage Work (feet)	0	0	2,817	3,409	12,222		1,123	1,915	4,868
Drainage Man Hours	0	0	1,229	1,359	1,809		117	253	1,098
Debris Removed Load	0	0	115	48	175		6	13	123
Sweeping Man Hours	0	0	92	170	237		62	50	367
Mowing Hours	0	0	175	96	117		0	10	86
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>MAR-20</b>	<b>APR-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		131	8	1,735

**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>MAR-20</b>	<b>APR-20</b>	<b>YTD 19/20</b>
Units Billed	24,410.00	45,476	50,278	47,822	47,456		4,410	4,423	39,249
# of ERUs	0	0	0	86,933	88,019		8,186	8,232	73,211
Receivables (Billed)	\$107,250	\$395,818	\$638,015	\$781,529	\$791,290		\$73,592	\$74,006	\$658,167
Revenue (Received)	\$105,118	\$364,022	\$614,459	\$808,754	\$760,244		\$71,294	\$72,485	\$646,941

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

**STORMWATER APRIL 2020**

**Monday, April 6th**

- Weekly stormwater meeting
- Stabilize McCurdy Rd
- Ditch Rehab at 121 Industrial Dr

**Tuesday, April 7th**

- Ditch maintenance at 102 & 104 S.C.T Dr
- Fleet maintenance (tractor)
- Shop cleanup and organization (bush hogged back field and tire inventory)
- Stormwater inspections (land disturbance permit request)

**Wednesday, April 8th**

- Prepared stockpile location
- Stabilized ditch on S.C.T

**Thursday, April 9th**

- Jetted culvert at S.C.T
- Checked Hot Spots after rain event
- Stabilized stock pile on at shop
- Seed and straw WWTP

**Sunday, April 12th**

- Drainage man hours (OT) for flooding at 101 Meadows Ct, 101 Edwards Ct  
ID: 0415200002

**Monday, April 13th**

- Team meeting
- Target solutions
- Hot spot check ups
- Facility maintenance

**Tuesday, April 14th**

- Installed temp drive and EPSC for new stockpile location

- Generate website design and layout for department

**Wednesday, April 15th**

- Stormwater inspections at S Aztec, Indian Ridge and Morgan Trace Ct
- Swept streets at Reidway and 31W SB

**Thursday, April 16th**

- Seed and Straw stockpile are at shop (6 bales)
- Fleet Maintenance (Truck #1329 to Springfield for repair)
- Update Project List

**Monday, April 20th**

- Replaced storm grate at Hunterwood and Magnolia intersection
- Adjust basin at Pinewood Dr before paving
- Excavated end of pipe at sinkhole
- Relocated equipment at McCurdy Rd
- Fleet maintenance (cleaned street sweeper)

**Tuesday, April 21st**

- Ditch maintenance at 748, 764 & 775 McCurdy Rd
- Weekly staff meeting
- Cleaned out drainage pipe at wash pad

**Wednesday, April 22nd**

- Completed ditch work from previous day, stabilized soils

- Rehabilitate conveyance at 341 Allers

**Thursday, April 23rd**

- IT update at City Hall
- Admin Day (updating VueWorks, scheduling work orders)
- Mowing at Union Rd
- Pickup truck from Repair at Springfield shop

**Monday, April 27th**

- Team meeting
- Drainage inspections in Northwoods subdivision
- Street sweeping of HWY 76 & HWY31W

**Tuesday, April 28th**

- Stabilized open ditches at McCurdy Rd and Allers Dr
- Fleet maintenance
- Stormwater Inspections (certificates of occupancy request)

**Wednesday, April 29th**

- Inspect open trench for new subdivision developments
- Catch basin cleaning with sweeper and vactor on Cypress Ct

**Thursday, April 30**

- Training on safety and fleet maintenance
- Inventory management and reporting
- Review monthly work logs and vehicle reports
- Fleet maintenance
- Stormwater inspections



**Public Services Department - Wastewater Division  
April 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>Mar - 20</b>	<b>APR - 20</b>	<b>YTD</b>
Tennessee 811	1,691	1,670	1849	2315		238	248	2281

**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>Mar - 20</b>	<b>Apr - 20</b>	<b>YTD</b>
North Palmers Chapel	35	22	23	8		0	0	3
Calista Road	24	55	13	4		0	1	2
Wilkinson Lane	0	8	4	1		1	0	3
Portland Road	1	1	4	1		0	0	0
Cope's Crossing	4	17	15	7		0	1	8
Union Road	91	8	17	6		0	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		0	0	4
Sage Road		7	2	0		0	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  
April 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.

Cope’s Crossing - Alarm was caused by power fluctuations tripping the primary controls. The system went into “backup mode” and sent the alarm. (No raw water was lost due to this issue.)

Calista Road – Alarm was for a pump failure. When staff arrived, they found the pump had locked up. Upon pulling the pump, it was discovered that the impeller had broken and a large piece had become jammed between the volute and the shaft. This pump is at WASCON for repairs. The seals have been replaced and we are waiting in the impeller.

**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>Mar - 20</u>	<u>Apr - 20</u>	<u>YTD</u>
Major Lift Stations	26	57	42	19	4		1	1	4
Mainline	14	14	13	6	6		3	3	16
Service Line	49	42	44	5	10		1	2	11

- 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. There has been no effort by the contractor or developer to address this issue.**
- 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. Most of the punch list has been completed. There are still a few remaining items that are on backorder.
- 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>. This project was completed on the 22<sup>nd</sup>. Hall has stayed on to relocate approximately 200’ of 6” force main along the new cul-de-sac TDOT is installing at the end of Industrial Drive. This should be completed in the first week of May.

**Public Services Department - Wastewater Division  
April 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>Mar-20</u>	<u>Apr - 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>663</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>3,050</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>431 / 312</b>
<b>Grinder Tank PM Program</b>	<b>N/A</b>	<b>58</b>	<b>63</b>	<b>358</b>		<b>15</b>	<b>21</b>	<b>201</b>
PD to Centrifugal Converts	3	8	0	0		0	0	0
<b>2000 to Extreme C/O</b>	53	64	43	64		4	2	37
<b>Extreme to Extreme C/O</b>	<b>137</b>	<b>182</b>	<b>298</b>	<b>250</b>		<b>25</b>	<b>28</b>	<b>247</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>	44	48	67	47		<b>6</b>	<b>4</b>	<b>53</b>
<b>Total Pumps Replaced</b>	<b>313</b>	<b>338</b>	<b>401</b>	<b>361</b>		<b>35</b>	<b>34</b>	<b>347</b>
<b>Low Pressure Service Request</b>	<b>530</b>	<b>716</b>	<b>621</b>	<b>728</b>		<b>58</b>	<b>55</b>	<b>588</b>
<b>Vacuum System Service Request</b>	<b>87</b>	<b>172</b>	<b>143</b>	<b>112</b>		<b>3</b>	<b>2</b>	<b>72</b>
<b>Gravity Service Request</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>10</b>		<b>1</b>	<b>1</b>	<b>13</b>
Inspection for New Service	36	23	54	103		28	5	205
Final Inspection for New Service	37	55	56	62		7	18	83
Sanitary Sewer Overflow (SSO)	6	9	1	3		3	6	34
Odor Complaints	16	17	28	43		4	2	33

**Public Services Department - Wastewater Division  
April 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>Jan – 20</u>	<u>Feb – 20</u>	<u>Mar – 20</u>	<u>Apr - 20</u>	
<b>Flow – To Creek</b>	0.777 MGD	0.829 MGD	0.772 MGD	0.618 MGD	MGD = Million Gallons/Day
<b>Flow – To Spray Field</b>	0.00 MGD	0.00 MGD	0.00 MGD	0.00 MDG	
<b>Total Flow Through Plant</b>	0.777 MGD	0.829 MGD	0.772 MGD	0.618 MGD	
<b>Capacity</b>	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
<b>% of Plant Throughput</b>	55.5%	59.2%	55.1%	44.1%	(0.618 MGD) / (1.40 MGD)
<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>	69.3%	74.0%	64.3%	55.2%	(0.618 MGD) / (1.12 MGD)
<b>Rainfall</b>	5.80”	7.03”	10.27”	5.18”	

<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>Mar – 20</u>	<u>Apr - 20</u>	<u>YTD</u>
<b>Violations</b>	1	7	7	13	7	1	1	11

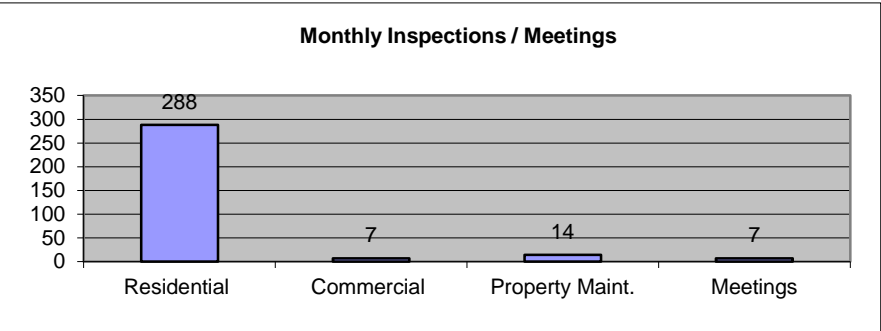
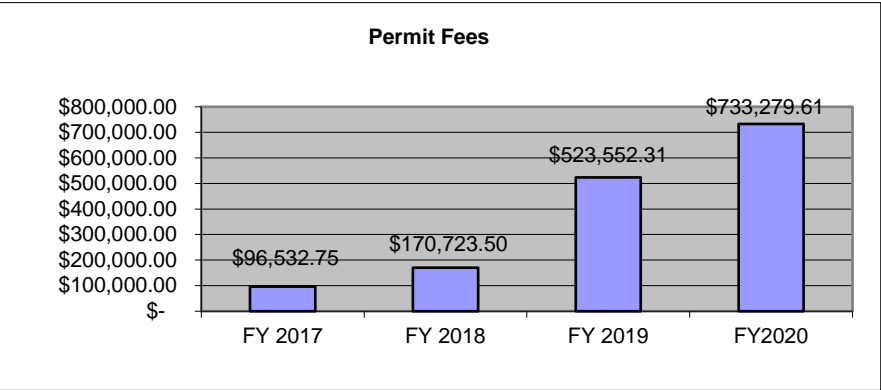
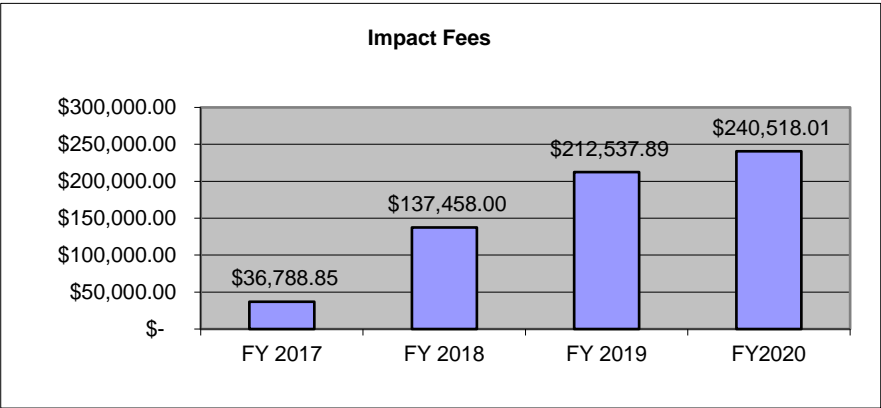
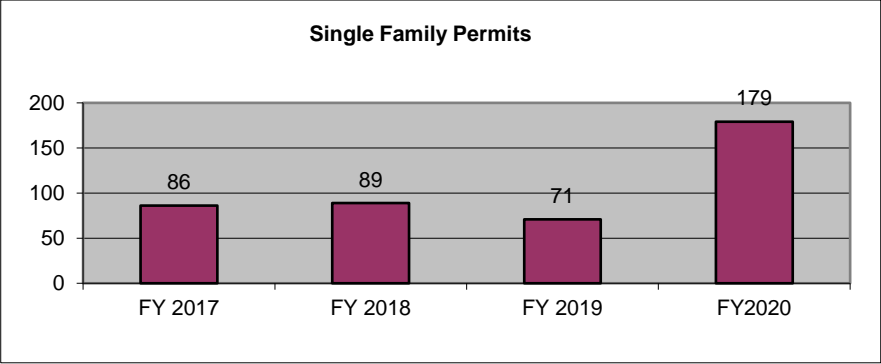
- Violations:** One violation is Total Phosphorus Rolling Average in pounds per year. This will continue until the new plant is operational.
- H2S & Ferric Sulfate:**  
Staff continues to monitor the carbonaceous biochemical oxygen demand (CBOD) and the total suspended solids (TSS) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. **The feed rate is 25 gallons per day at the Union Road lift station and 25 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 **2.50**parts per million (ppm). The average residual was **0.16** PPM with a max residual of **0.25** PPM. *Last month the feed rate was 3.10 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 **40.6 CFU’s** which is well below the limit. *Last month the average was 70.5.*

**Planning and Codes Department  
APRIL 2020**



**Planning and Codes Department  
APRIL 2020**

	Month	FY2020	FY2019	FY2018	FY2017
<b>MEETING AGENDA ITEMS#</b>					
Planning Commission	5	51	66	69	56
Construction Appeals	0	0	0	1	0
Zoning Appeals	0	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	23	179	71	89	86
Multi-Family Residential	0	0	13	5	13
Other Residential	16	58	93	238	244
New Commercial	0	5	3	3	5
New Industrial	0	0	1	0	5
Other Com/Ind	1	22	33	31	22
State Electrical	0	262	875	768	812
Sign	2	12	25	24	14
Occupancy Permits	0	1	29	65	14
Commercial Certificate of Occupancy-					
Other	2	10	3	14	3
<b>BUILDING INSPECTIONS</b>					
Residential	288	2408	2411	1112	1549
Hours	108.75	542.99	414.98	383.59	378.64
Commercial /Industrial	7	92	179	165	191
Hours	4.08	35.09	179	165	191
<b>CODE ENFORCEMENT</b>					
Total Cases	14	282	179	165	191
Hours	4.58	60.41	86.75	75.17	79.74
Complaints Received	6	83	98	132	117
<b>MEETINGS</b>					
Administration	3	51	68	51	15
Hours	3	23.76	103.67	101	62.43
Planning	2	71	135	73	17
Hours	2	82.58	155.5	86.82	17.33
Codes	2	26	35	27	16
Hours	2	37.1	40.16	18.67	28.25
<b>FEES</b>					
Permit Fees	\$88,017.10	\$ 733,279.61	\$ 523,552.31	\$ 170,723.50	\$96,532.75
Board Review Fees	\$2,100.00	\$ 10,050.00	\$ 3,750.00	\$ 4,683.00	\$3,599.00
City Impact Fee	<b>\$28,635.00</b>	<b>\$ 240,518.01</b>	<b>\$ 212,537.89</b>	<b>\$ 137,458.00</b>	<b>\$36,788.85</b>
Roads	\$8,763.00	\$ 68,849.50	\$ 98,885.80	\$ 112,424.58	\$13,901.37
Parks	\$9,108.00	\$ 69,102.00	\$ 23,140.00	\$ 10,163.90	\$ 4,459.10
Police	\$6,486.00	\$ 54,138.50	\$ 11,704.30	\$ 8,971.20	\$ 9,241.81
Fire	\$4,278.00	\$ 34,966.71	\$ 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

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	

**Parks, Recreation, & Cultural Arts Department**  
**April 2020**

**Summary of Month's Activities**

This month was a continuation of the socially distant times we are currently in. It was decided towards the end of this month that we will continue on like this through at least the end of next month. So, that means no organized leagues, special events, reservations or Splash Pad. The hope is this will give us time to come off of the peak that we have hit with the virus so that we can start things back up again in June. It will depend on how things go to determine if that becomes a reality.

In the meantime, 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 pole barn has been constructed and the plumbing has started. Next, we have to get an oil separator installed and then we can do the concrete work. Then, we will do the insulation, garage doors and electrical. Finally, we will construct the office and restrooms and have the HVAC installed. All of this should be completed before the end of the budget year (June 30<sup>th</sup>).

Here is a picture of the building shell:

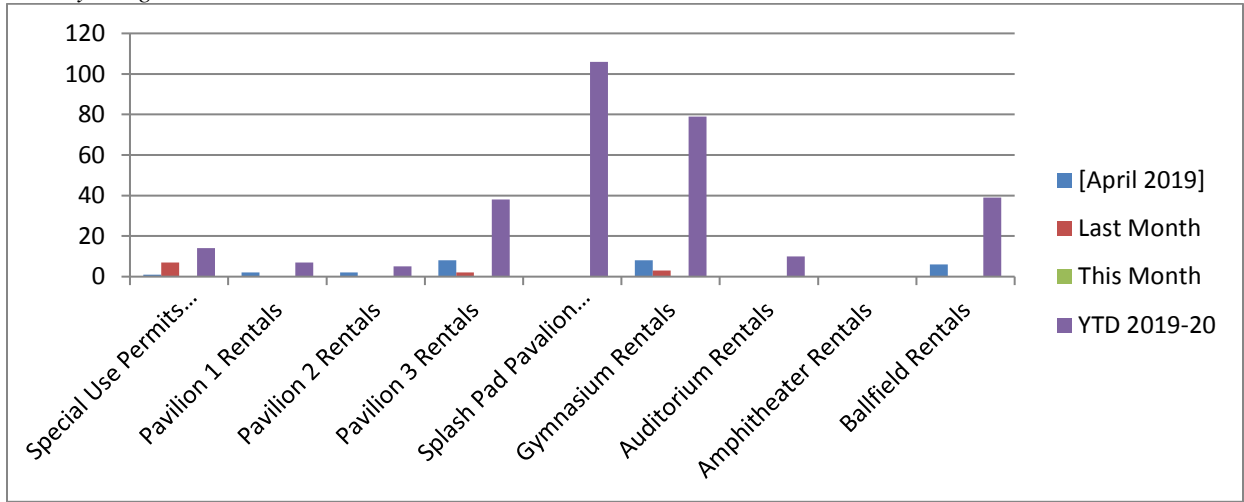


Lastly, we have started making additional purchases for the Dog Park. Some of the items have started to be installed like the dog benches and turf for the wait stations. Other items include: rinse stations, misting system, benches for humans, agility items for the dogs, interstate signage to promote the Dog Park, and gravel for around the trees to keep it from getting so muddy when people go in and out of that area. We plan to have a plumber and electrician install the big items like the rinse stations and misting system. We also have some fans and heaters to install inside the pavilion and we are still researching the possibility of getting a shade structure but I don't think we will end up having enough funding for that. We also have some concrete work to do ourselves inside the large tubes and around the rinse stations when they're done. So, a lot to still accomplish with the dog park but it should all be coming together very soon.

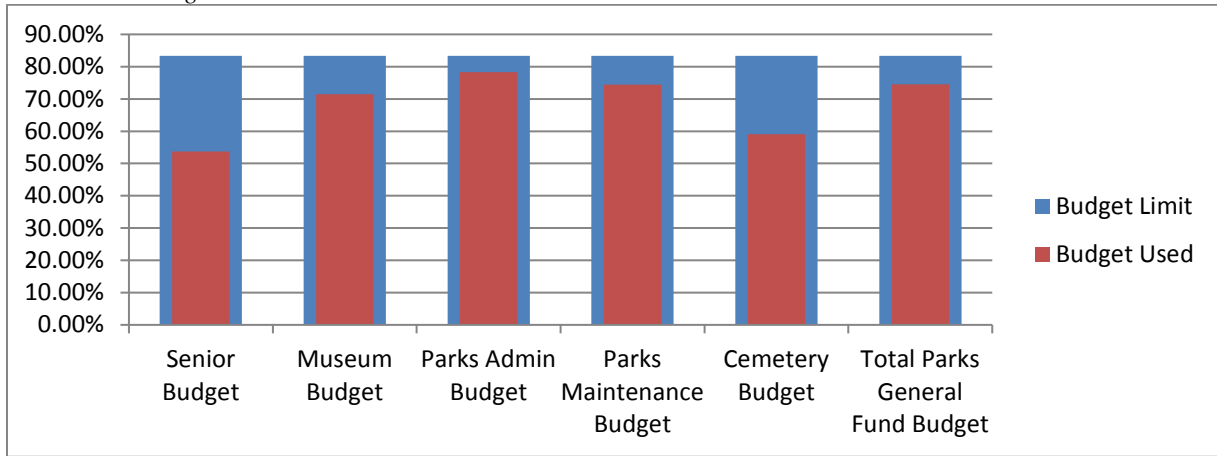


**Parks, Recreation, & Cultural Arts Department  
April 2020**

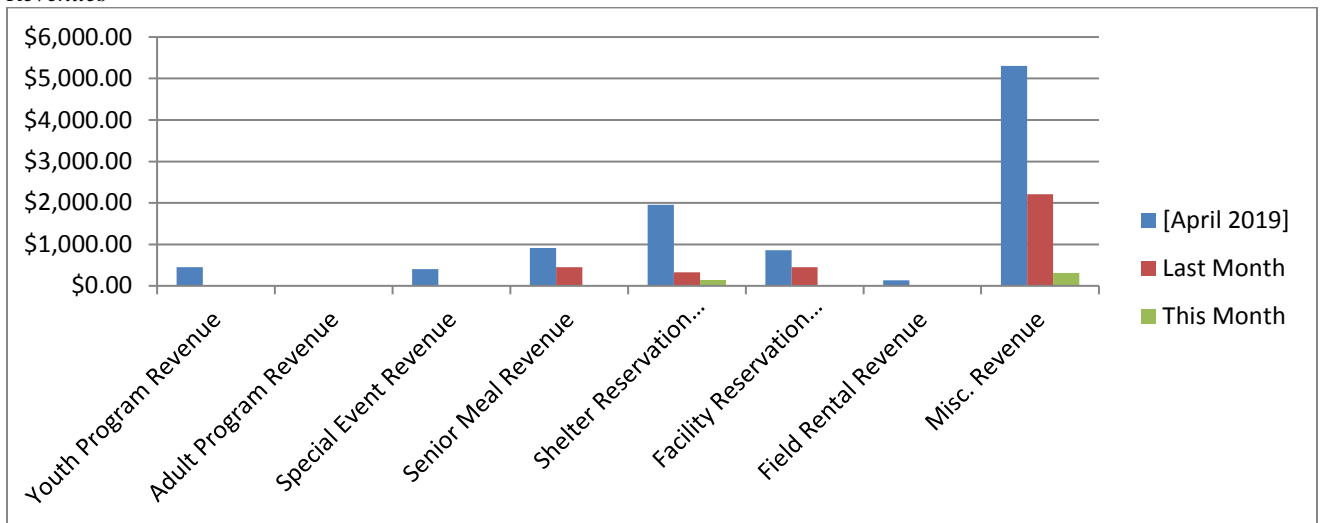
*Facility Usage*



*Over/Under Budget*

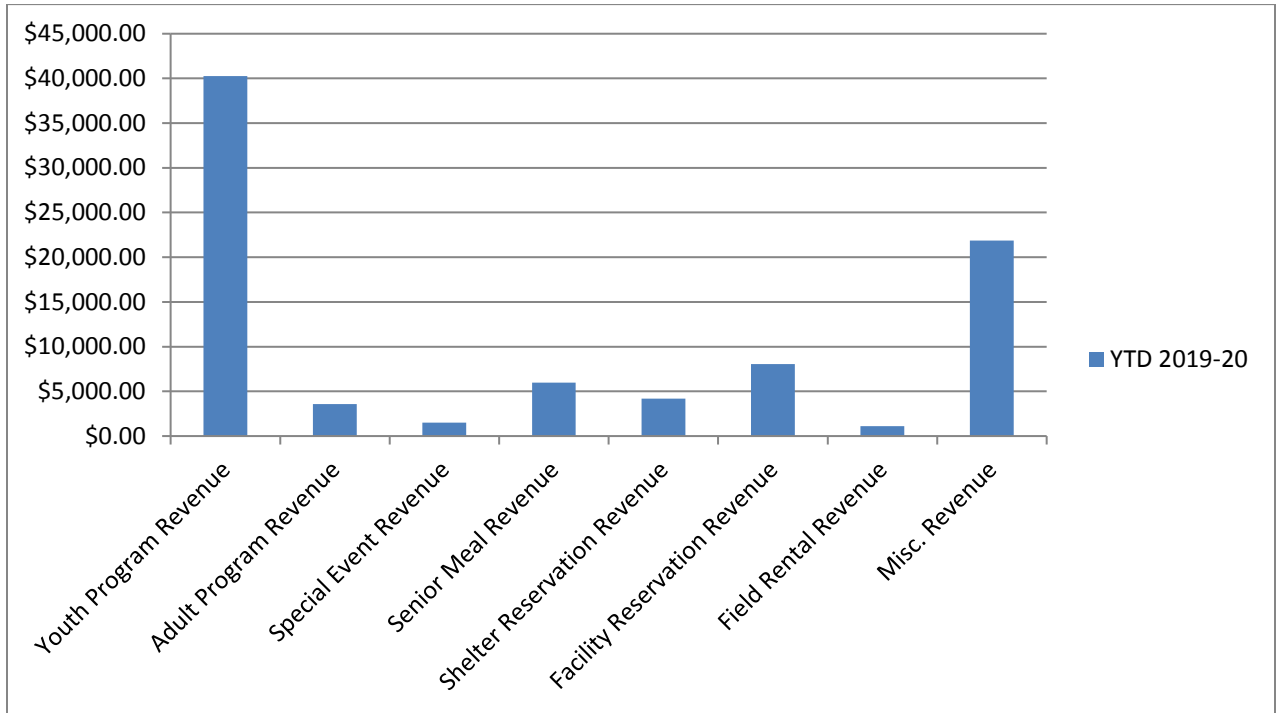


*Revenues*



**Parks, Recreation, & Cultural Arts Department  
April 2020**

*Revenues YTD*



**Recreation**

Due to the ongoing Covid-19 virus, we decided to cancel our Spring 2020 Girls' Volleyball Season. We are allowing parents and coaches to come to City Hall to pick up their jerseys and have begun issuing refunds for the season. Challenger Series Baseball has been postponed until June. We are hoping to continue the season when we can but have been in contact with the coach and will transition to an indoor whiffle ball series if the weather becomes too hot for the participants.

The Assistant Director took the initiative to repaint the basketball court lines at the park while the courts are closed. The new paint was a cheap and easy fix and really put some new life back into the court surface.

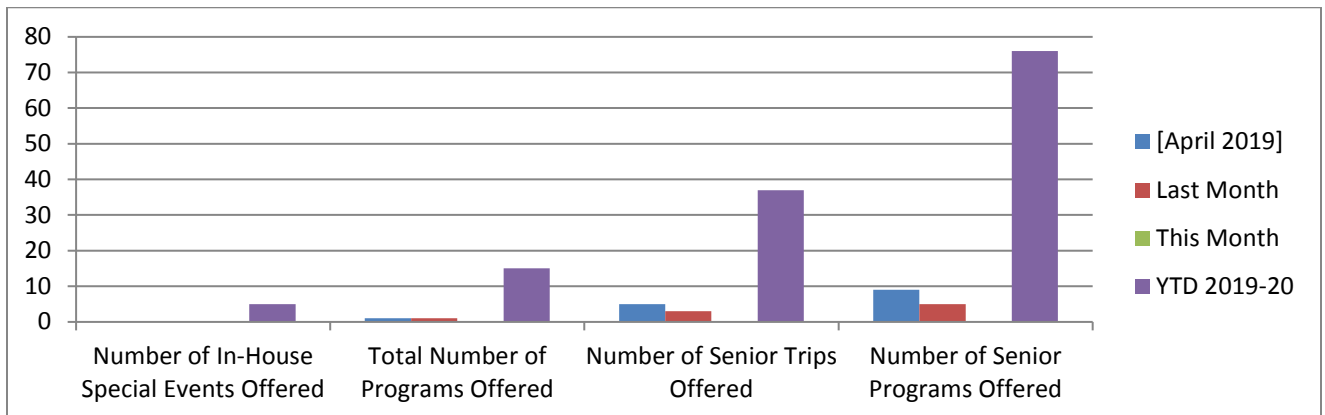


**Parks, Recreation, & Cultural Arts Department  
April 2020**

With the new website coming online, the Assistant Director has taken the time to walk through our parks and trails and is in the process of gathering new photos to update the website.

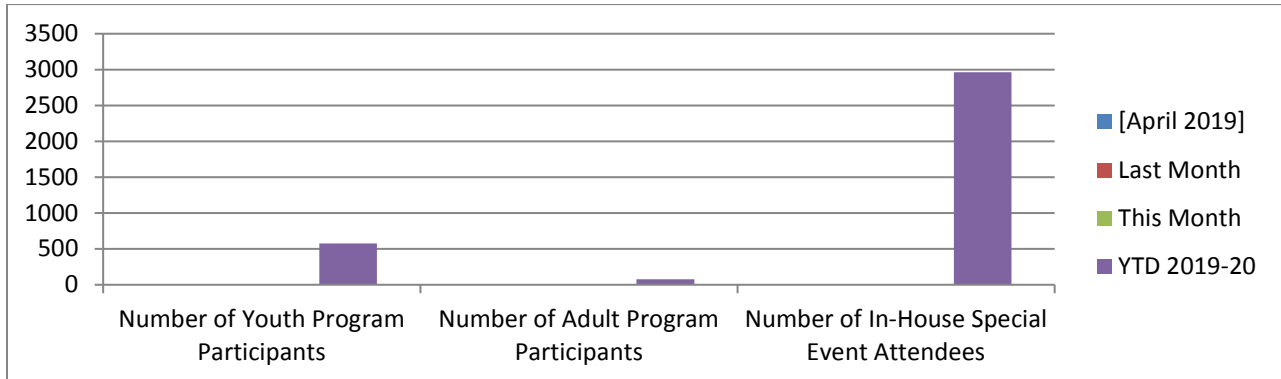


*Programming Opportunities*



**Parks, Recreation, & Cultural Arts Department  
April 2020**

*Programming Attendance*



**Park Maintenance**

Due to the virus, we have had no organized sports of any kind. We have been filling our time with projects and grass cutting (sports fields and park areas). Here is a punch list of what we have had going on:

- Wrapped tops and painted the bottoms of the tables @ the Dog Park
  - We tore down the tables and replaced any rotten wood. Then we took artificial turf and wrapped the tops of the new tables. Followed by a fresh coat of paint on all the legs.
- Sprayed all the sports fields
  - Sprayed for weeds @ the Quad and the soccer complex.
- Fertilized the Quad
  - Spread granular fertilizer over the outfields. We didn't do the soccer complex this go-round because we are getting three of the fields top dressed with sand in May. This would be a waste of fertilize on the Rye grass growing season. We chose to save it and have it to apply later in the season when the Bermuda starts to grow. This will give us some MUCH NEEDED boost if/when soccer starts back up later this year.
- Performed building repairs to the baseball equipment building.
  - Tore of 1/3 of the roof and replaced both the ply wood and shingles. Completely installing new material where a water leak had once been. We also tore out and replaced wet drywall inside the building. They are back to 100%.
- Installed dog bone-dog benches on both sides of the dog park.
  - These were built then installed into concrete footers, next to the new waste stations that had been installed a couple months ago at the dog park.
- Painted all the trash cans at the soccer complex
  - We gathered and painted all the trash cans from soccer, black: inside and out and top and bottom. We then used our new stencil to paint "City of White House Parks & Rec" on both sides of the trash cans, in white. It looks great!
- Applied field conditioner to fields one and four
  - We had enough conditioner to properly apply field conditioner to the two fields that we put new clay on last year. This has finally brought these fields into professional playing conditions. They look great and are MUCH SAFER to play on.

We had several foundations that were dug this month at the cemetery. We also had quite a few graves to mend. We will be starting a new program for maintaining the cemetery over the course of the next few months. More to come on that.

**Parks, Recreation, & Cultural Arts Department  
April 2020**

**Museum**

**Volunteers**

I have been in contact with the museum volunteers in the month of April to check on them as far as their health and safety and secondly to discuss displays and events that are moving forward.

**Exhibits**

The “Women in Business in White House” which was supposed to debut March 23 will remain an undetermined date at this point. Currently working on the completion of the Women’s Suffrage display which will be available through November with a probability of an extension.

**Tours at Museum**

Due to closure the public on March 19 due to CoVid 19, no tours have been provided.

**Social Media**

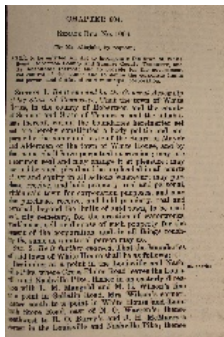
Five episodes of White House History Wednesday were posted on City’s Facebook page in April.



**Episode 1 Building’s History** received 3.1K Views and 15 Shares



**Episode 2 City’s Name** received 1.2K Views and 7 Shares



**Episode 3 City’s Incorporation** received 1.8K Views and 18 Shares



**Episode 4 Post Office History** received 1.8K Views and 13 Shares

**Parks, Recreation, & Cultural Arts Department  
April 2020**



**Episode 5** Tyree Springs Part 1 received 3.4K Views and 38 Shares

White House History Wednesdays was successful for the month of April, so I plan to continue with these posts through May then reevaluate based on views and shares.

**Donations to Museum**

Pictures continue to come in for the City's 50<sup>th</sup> Celebration, but more are needed.

Example of a picture received.



Post Office in 1967

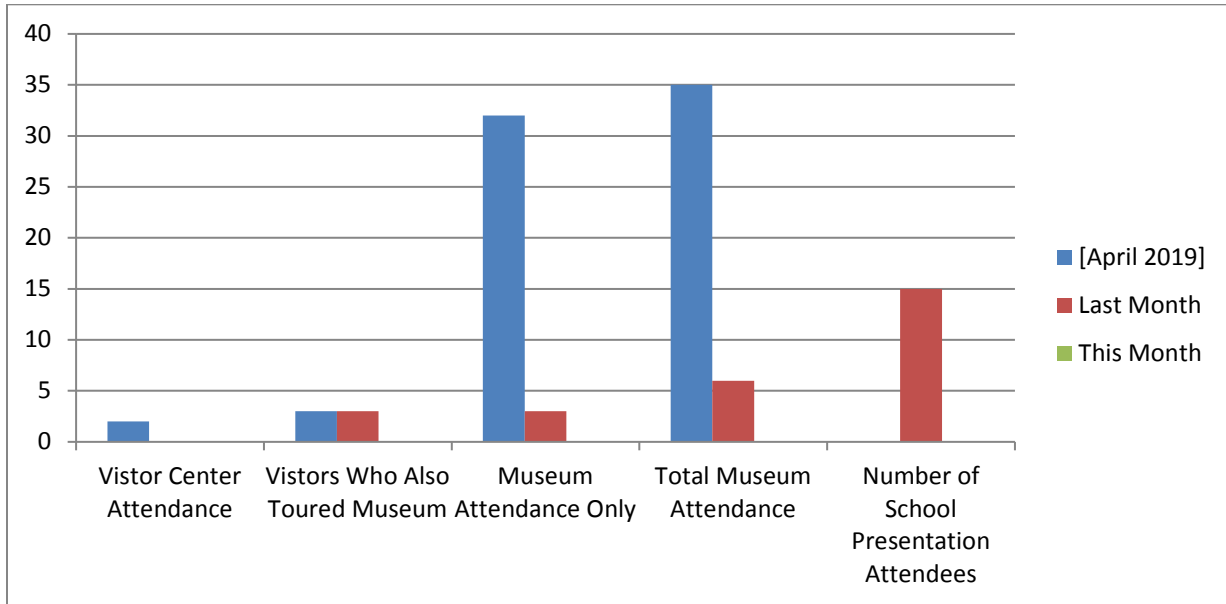
Even though the doors may be closed for now, I am still working on archiving, organizing, researching, videoing, planning and more so that we have some new displays and display ideas when we are able to open our doors again.

**Visitors' Center and Museum Attendance**

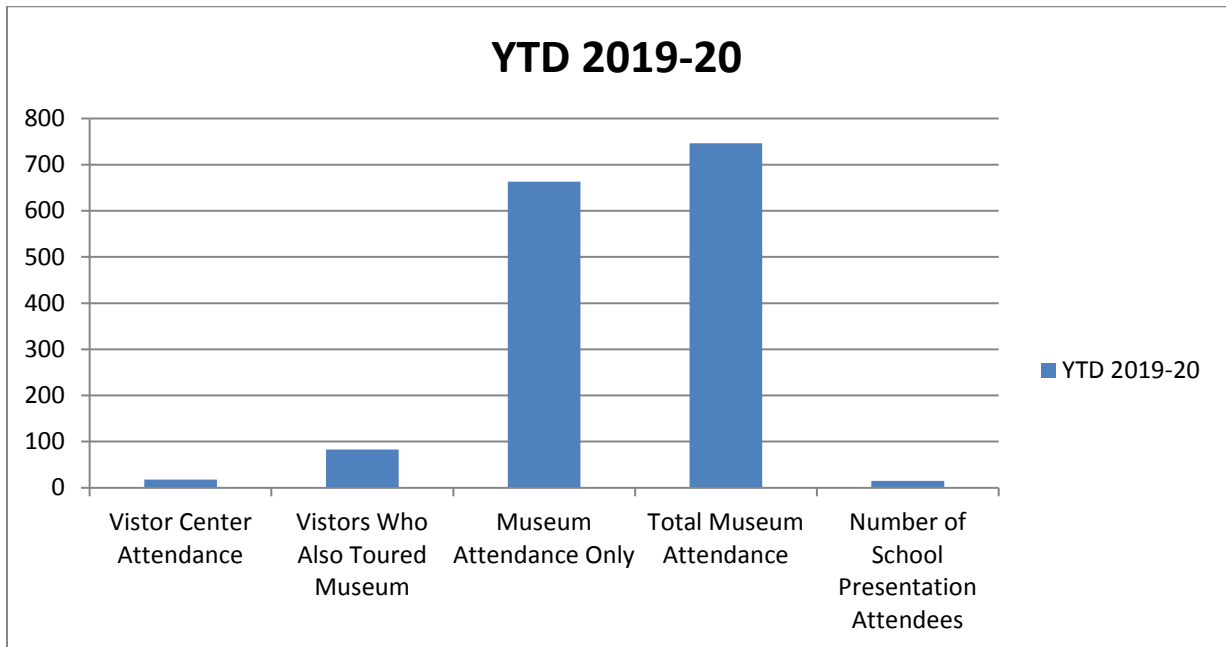
<b>Visitors' Center</b>	<b>Visitors Who Also Toured Museum</b>	<b>Museum</b>	<b>Total Museum Visitors</b>	<b>Off Site Presentations Attendees</b>
0	0	0	0	0

**Parks, Recreation, & Cultural Arts Department  
April 2020**

*Museum/Visitor Center Usage*



*Museum/Visitor Center Usage YTD*

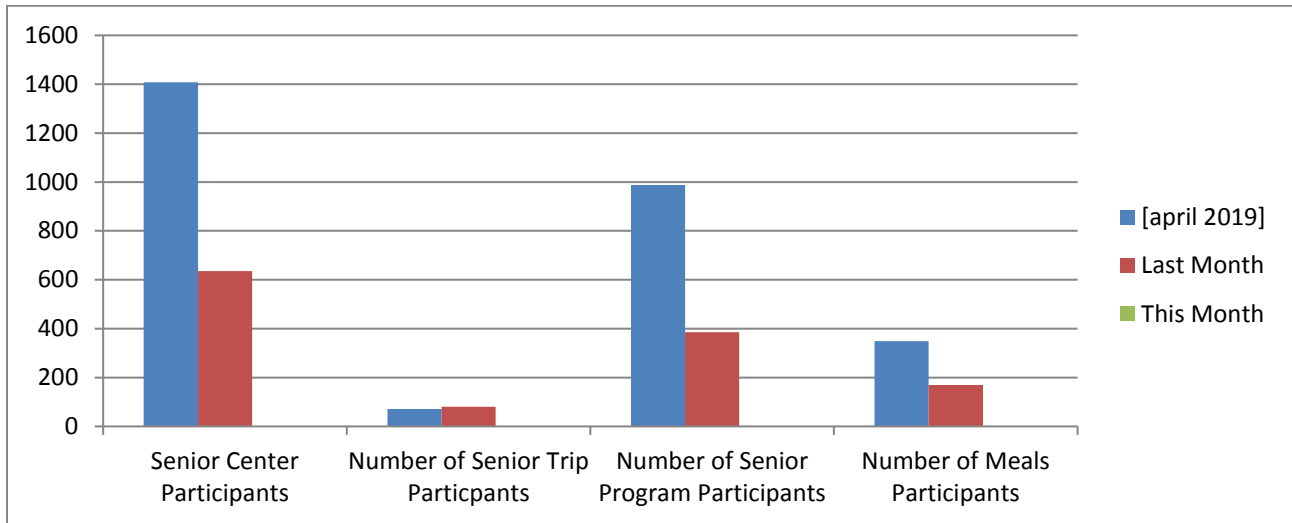


**Parks, Recreation, & Cultural Arts Department  
April 2020**

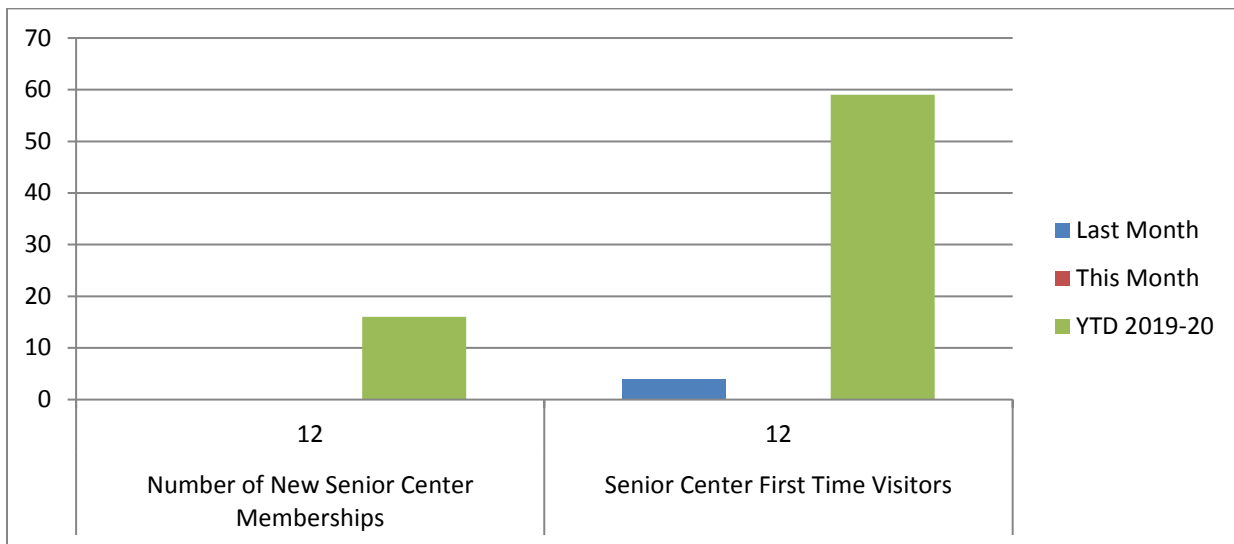
**Seniors**

The Senior Center was shut down this entire month. This will probably continue to be the case for most of the summer. It is possible they could start operating again in July but that is just speculation at this point.

*Senior Programming/Participation*



*New Senior Memberships/First-Time Visitors*





## White House Library Monthly Report April 2020

### Summary of Activities

Since the library was not open to the public for the month of April due to COVID-19 concerns, a number of changes were put in place. Full time staff came in to work from 7am to 5:30pm. Part time staff did not work for the month of April. The full time staff would answer phone calls from 7:15am to 5:15pm to mimic the city's hours of operation. While onsite, the full time staff provided the following services.

- **Lobby picks:** Patrons could call or go online and put a book on hold. Staff would pull the book requests and bag them up. Staff would then schedule a time for patrons to pick up these items in the lobby. This ensured that staff did not have interaction with patrons and that only one person was in the lobby at a time.
- **Reading advisory:** Some patrons do not know a specific title to request, so staff would help find a book for patrons based on what type of genre the patron likes to read.
- **Device advice and Reference help:** Janet has helped numerous people over the phone with device issues and assistance in filing unemployment. Staff has also provided phone assistance to patrons to access READS, our catalog, and their online library account.
- **Fax services:** People call and make arrangements with staff. Patrons call when they arrive, place papers to be faxed on table then wait outside. Staff member collect the papers from table, send the fax, call the patron to let them know the fax has been sent and arrange for the papers to be picked up.
- **Virtual programs:** Janet created screencasts, which recorded her computer screen so patrons could see how to download ebooks and audio books on READS. Linda hosted videos telling patrons about new books that could be checked out. Lisa did Monday craft afternoons and even created her own theme song for the video recording. Courtenay did story times and Elizabeth did two teen recordings. The staff were not familiar with doing video recordings and had to learn how to do editing themselves. These recordings are posted on Facebook, Youtube, and our website.
- **Wi-Fi:** Janet has extended our Wi-Fi signal so that it is now available in both our upper and lower parking lots. Brief instructions on how to login are on our website.
- **Mobile Printing:** Individuals can send their documents to print on the library's printer with our mobile software. Once they print, staff will collect the documents, put them in the lobby, and schedule a time for individuals to pick up.
- **Online borrower registration:** With our upgraded library system, we now allow individuals to sign up for a library card online. Now new library users can use READS or check out items.
- **Lobby Laptop:** If an individual needs to complete something online, they may sit in the lobby and use a laptop during the time we do not have lobby pickups.

In addition, staff did a complete inventory of the building, fixed library records, cataloged all the seeds on hand, weeded the lease books, processed and cataloged a number of items, planned future programs, and did book orders. Even while completing a large amount of work, there are still a number of items for staff to work on such as: reading and weeding the collection, processing and cataloging all donated items, and complete final spending for the year.

### Department Highlights

The highlight for the month was how the staff was able to provide a number of the library's normal services even while closed to the public. In addition, the staff did a great job with virtual programs especially since this is not something they have been trained to do. Lastly, the staff did complete a number of work related tasks, all of which will benefit to the library and our patrons.

**White House Public Library**

**April 2020**

**Performance Measures**

**Official Service Area Populations**

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

**April Membership**

Year	Cumulative Members			
	New Members	Updated Members	Total Members	% of Population with Membership
2016	129	356	11,027	80
2017	84	1,127	12,177	88
2018	77	243	7,322	52
2019	76	253	8,637	61
2020	16	106	6,638	47

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:** \$920,925

**Last Month:** \$920,925

**Total Materials Available Per Capita:** 2.59

**Last Month:** 2.59

**State Minimum Standard:** 2.00

**Materials Added in April**

2016	2017	2018	2019	2020
323	342	532	472	336

**Yearly Material Added**

2016	2017	2018	2019	2020
3,674	3,602	3,123	824	929

**Physical Items Checked Out in April**

2016	2017	2018	2019	2020
5,285	5,175	5,003	4,852	3,340

**Cumulative Physical Items Check Out**

2016	2017	2018	2019	2020
63,252	63,421	62,536	15,404	20,152

Of the 3,318 checkouts for April, 719 were items checking out and 2,599 were items being renewed.

**April**

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	13	27	24	43	26
Study Rooms	84	74	77	100	0
Lego Table	105	295	132	185	0
Games and Puzzles	50	39	51	73	37
Seeds	0	48	30	46	30
Test Proctoring	0	0	0	11	1
Charging Station	0	0	5	30	0
STEAM Packs	*	*	*	26	0
Cake Pans	*	*	*	4	0
Notary Services	*	*	*	*	4

**Yearly Totals**

2016	2017	2018	2019	2020
299	585	644	137	107
821	828	1,082	253	178
2,094	2,643	1,891	553	459
510	528	743	222	367
82	1,197	586	112	208
9	56	152	27	19
26	86	90	19	16
*	*	148	61	25
*	*	6	1	4
*	*	*	16	27

**Quarantine Counts**

Lobby Pickups	197
Reference Questions	16
Tax Forms	3
Faxes	4
Copies	5
Mobile Prints	6

**April**

Library Use	2016	2017	2018	2019	2020
Library Visits	*	*	4,379	4,551	0
Website Usage	*	*	*	1,084	1,101
Library Volunteers	20	18	9	13	0
Volunteer Hours	142	128	68	115	0

**Yearly Totals**

2016	2017	2018	2019	2020
*	*	52,565	55,728	11,529
*	*	2,517	16,935	6,260
251	214	173	193	26
1,665	1,546	1,337	1,658	295

These numbers are low because we were closed to the public for the entire month of April.

**White House Public Library  
April 2020  
Performance Measures**

**Universal Class April Counts**

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
2	8	229	614	466

**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	7	26	708	514

**Computer Users**

April	2016	2017	2018	2019	2020
Wireless	552	596	588	658	140
Adult Computers	415	348	321	384	8
Kids	177	170	141	152	0

**Yearly Computer Users**

2016	2017	2018	2019	2020
8,367	8,725	9,535	2,017	1605
4,640	4,413	4,642	1,103	960
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**

April Kids	Kids Sessions	Kids Attendance
2016	19	209
2017	19	346
2018	13	321
2019	18	341
2020	0	0

**Yearly Totals**

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

**April Virtual Programs**

Kids programs	Online views
10	1,907

The library was closed to the public in April. The counts above are from pre-recorded programs that were posted on our Facebook and Youtube page. These were not live programs and will not count for the state numbers.

**Monthly**

Apr	Teen Events	Teens Present
2016	4	24
2017	2	12
2018	6	16
2019	5	9
2020	0	0

**Yearly**

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

**Monthly**

Mar	Tween Events	Tweens Present
2019	*	*
2020	0	0

**April Virtual Programs**

Teen & Tweens	Online Views
2	377

**Yearly**

2019	10	150
2020	5	18

We did not have any live teen programs during the month of April. The number above are for pre-recorded virtual programs.

**Monthly**

April Adults	Adult Sessions	Adult Attendance
2016	6	54
2017	15	43
2018	17	56
2019	17	76
2020	0	0

**Yearly**

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

**April Virtual Programs**

Online Programs	Views	Phone Programs
9	2,655	42

The numbers above are the view counts from our pre-recorded adult programs or one-on-one device advice help over the phone.

**Interlibrary Loan Services**

April	2016	2017	2018	2019	2020
Borrowed	89	55	49	60	0
Loaned	18	18	27	35	0

**Yearly Interlibrary Loan Services**

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

**White House Public Library  
April 2020  
Performance Measures**

**April 2020 R.E.A.D.S.**

<b>Adults</b>	<b>Juvenile</b>
1551	115

**19-20 Yearly Totals**

<b>Adult</b>	<b>Juvenile</b>
20,145	1,253

**18-19 Yearly Totals**

<b>Adult</b>	<b>Juvenile</b>
21,899	1,189

**17-18 Yearly Totals**

<b>Adult</b>	<b>Juvenile</b>
15,773	725

The READS statistics come from the state.

**CITY COURT REPORT**

April 2020

**CITATIONS**

TOTAL MONIES COLLECTED FOR THE MONTH	\$1,708.91
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$57,038.80</b>

**STATE FINES**

TOTAL MONIES COLLECTED FOR MONTH	\$1,835.86
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$18,465.74</b>

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$3,544.77</u>
<b><u>TOTAL REVENUE YTD</u></b>	<b><u>\$75,504.54</u></b>

**DISBURSEMENTS**

LITIGATION TAX	\$176.90
DOS/DOH FINES & FEES	\$85.50
DOS TITLE & REGISTRATION	\$57.00
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$31.72
CARD FEES	\$6.19
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$357.31</u>
<b><u>TOTAL DISBURSEMENTS YTD</u></b>	<b><u>\$8,791.58</u></b>

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$3,187.46</u>
<b><u>TOTAL ADJUSTED REVENUE YTD</u></b>	<b><u>\$66,712.96</u></b>

**DRUG FUND**

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$665.24</u>
<b><u>DRUG FUND DONATIONS YTD</u></b>	<b><u>\$5,097.45</u></b>

<b>Offenses Convicted &amp; Paid For Month</b>	<b>Count</b>	<b>Paid</b>
Careless Driving	1	\$0.00
Financial Responsibility Law	9	\$420.00
Registration Law	3	\$236.19
Texting/Miscellaneous		
Improper Turn		
Miscellaneous		
DL Exhibited		
Red Light	1	\$117.50
Following Too Closely		
Stop Sign	1	\$0.00
Speeding	9	\$730.00
Seat Belt	1	\$0.00
Failure To Yield		
Exercise Due Care	2	\$112.50
Parking Where Prohibited		
Total	27	\$1,616.19