

Administrative & Legislative Services Department
September 2020

Administration

City Administrator Gerald Herman attended the following meetings this month:

- September 01:
 - Magnolia Ridge and Tyree Springs Development Meeting
 - NRC Community Survey Meeting
 - COVID-19 Local Leadership Communication
- September 02: Experience Robertson County Meeting
- September 08:
 - White House Area Chamber of Commerce Power Hour
 - Community Center Presentation with Multi Vista
 - Staff Plans Reviews
 - COVID-19 Local Leadership Communication
- September 09: Pre-Closing Refunding Bonds Meeting
- September 10: White House Area Chamber of Commerce/Rotary Golf Scramble
- September 14:
 - White House Area Chamber of Commerce Ribbon Cutting: 7 Springs Orthopedics
 - Stormwater Advisory Board Meeting
- September 15:
 - White House Area Chamber of Commerce Luncheon: State of the City
 - COVID-19 Local Leadership Communication
 - Public Involvement/Input Meeting
- September 16:
 - RTA/GNRC/MPO Meeting
 - TML Leadership and Police Civil Liability Meeting
 - Economic Development Team Meeting
- September 17: White House Police Department Staff Meeting
- September 21: Septic to Sewer Discussion
- September 22:
 - Highland Park Discussion
 - COVID-19 Local Leadership Communication
- September 24:
 - Fast Pace Health Meeting
 - Visitor Center Addition Progress Meeting
 - Sumner County COVID-19 Update
- September 29:
 - Retail Development Pre-Application Meeting
 - COVID-19 Local Leadership Communication

**Administrative & Legislative Services Department
September 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 2020-2021.

Budget	Budgeted Amount	Expended/ Encumbered*	% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)
General Fund	\$17,548,414	\$ 2,935,076	↓8.27
Industrial Development	\$177,000	\$ 127,584	↑47.08
State Street Aid	\$530,000	\$ 285,216	↑28.81
Parks Sales Tax	\$4,005,125	\$ 2,805,456	↑45.04
Solid Waste	\$1,050,026	\$ 334,051	↑6.81
Fire Impact Fees	\$74,500	\$ 67,741	↑65.92
Parks Impact Fees	\$15,000	\$ 11,517	↑51.78
Police Impact Fees	\$65,000	\$ 65,000	↑75.00
Road Impact Fees	\$60,000	\$ -	↓25.00
Police Drug Fund	\$4,500	\$ 175	↓21.11
Debt Services	\$1,137,400	\$ 411,738	↑11.20
Wastewater	\$15,108,083	\$ 1,751,293	↓13.40
Dental Care	\$70,656	\$ 15,918	↓2.46
Stormwater Fund	\$1,063,984	\$ 303,972	↑3.56
Cemetery Fund	\$43,890	\$ 11,319	↑0.79

*Expended/Encumbered amounts reflect charges from July 1, 2020 – June 30, 2021.

Purchasing

The main function of purchasing is to aid all departments within the City by securing the best materials, supplies, equipment, and service at the lowest possible cost, while keeping high standards of quality. To have a good purchasing program, all City employees directly or indirectly associated with buying must work as a team to promote the City's best interests in getting the maximum value for each dollar spent.

Total Purchase Orders

	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
July	261	269	346	362	327
August	128	106	151	166	175
September	106	98	126	119	120
October		97	91	147	91
November		78	120	125	135
December		58	72	104	83
January		81	122	177	178
February		93	119	113	140
March		107	131	142	136
April		85	138	185	120
May		82	129	121	153
June		45	50	52	92
Total	495	1199	1,595	1,813	1,750

Purchase Orders by Dollars	Sep. 2020	FY 2021	FY 2020	FY 2019	Total for FY21	Total for FY20	Total for FY19
Purchase Orders \$0-\$9,999	97	451	1132	1529	\$638,889.55	\$1,275,419.16	\$1,349,159.92
Purchase Orders \$10,000-\$24,999	4	17	34	26	\$254,102.46	\$551,938.89	\$381,155.50
Purchase Orders over \$25,000	5	27	33	40	\$2,396,830.68	\$4,035,346.92	\$7,678,174.40
Total	106	495	1199	1595	\$3,289,822.69	\$5,862,704.97	\$9,408,489.82

**Administrative & Legislative Services Department
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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.

	2020-2021 Update Requests	2019-2020 Update Requests	2018-2019 Update Requests	2017-2018 Update Requests	2020-2021 Page Visits	2019-2020 Page Visits	2018-2019 Page Visits	2017-2018 Page Visits
July	15	152	61	60	11,536	1,164,517	1,080,668	825,614
August	20	126	133	56	9,145	752,932	835,519	717,462
September	17	43	22	90	8,335	679,248	214,406	739,867
October		78	86	43		386,735	864,091	876,346
November		56	40	80		695,971	812,527	808,551
December		156	82	50		847,724	1,055,111	842,265
January		67	68	44		720,531	934,562	747,155
February		22	40	41		N/A	762,985	631,612
March		85	61	71		N/A	879,671	1,165,275
April		43	56	77		N/A	820,505	959,769
May		27	29	49		5,998	946,897	1,063,568
June		48	123	27		10,251	901,328	483,003
Total	52	901	801	688	29,016	5,263,907	9,053,159	9,860,532

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

	2020-2021 New Likes	2019-2020 New Likes	2018-2019 New Likes	2017-2018 New Likes	2020-2021 # of Posts	2019-2020 # of Posts	2018-2019 # of Posts	2017-2018 # of Posts
July	106	83	31	146	63	36	21	38
August	46	47	46	77	38	18	11	39
September	44	71	53	46	37	27	20	31
October		44	70	64		27	18	29
November		25	51	25		10	17	25
December		18	25	25		21	20	11
January		30	31	96		13	14	11
February		51	40	25		27	11	15
March		112	31	23		38	18	10
April		73	60	70		58	26	17
May		62	161	116		30	33	23
June		95	103	59		31	30	33
Total	196	705	702	772	138	336	239	282

**Administrative & Legislative Services Department
September 2020**

Twitter

	2020-2021 Total Followers	2019 – 2020 Total Followers	2018 – 2019 Total Followers	2020-2021 # of Tweets	2019 – 2020 # of Tweets	2018 – 2019 # of Tweets
July	904	862	811	31	19	8
August	908	869	796	19	9	8
September	910	870	798	14	14	10
October		868	802		15	7
November		873	802		5	7
December		877	805		16	8
January		880	809		9	7
February		888	826		23	8
March		902	830		24	16
April		907	830		14	14
May		903	832		14	14
June		904	851		14	14
Total	N/A	N/A	N/A	64	176	121

“City of White House, TN” Mobile App

	FY21 New Downloads	FY20 New Downloads	FY19 New Downloads
July	45	19	28
August	44	21	18
September	19	21	15
October		12	22
November		13	11
December		15	10
January		23	17
February		70	13
March		69	11
April		41	10
May		29	11
June		36	25
Total	108	369	191

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

	FY21 # of Request	FY20 # of Request	FY19 # of Request
July	20	36	32
August	27	39	26
September	16	18	18
October		40	32
November		27	12
December		20	27
January		24	22
February		41	30
March		34	24
April		35	32
May		26	27
June		28	29
FY Total	63	356	311

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

**Administrative & Legislative Services Department
September 2020**

White House Farmers Market

The market seems to be doing well considering all of the changes due to COVID-19. This month we had a magician twice, a musician and petting zoo all participate during our market hours.

	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	N/A	0	8	5	March	0	0
April	23	1	36	5	April	2	150
May	94	11	131	13	May	5	870
June	123	10	114	20	June	3	384
July	96	18	49	12	July	0	0
August	34	18	1	13	August	0	45
September	12	0	14	5	September	-	-
October			7	0	October	-	-
November			4	0	November	-	-
December			13	0	December	-	-
Total	395	59	387	73	Total	7	\$1449

Building Maintenance Projects

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

Special Maintenance Projects

- Repair gutter/drainage pipe near gymnasium
- Assist setting up patio furniture for Library
- Help pickup and deliver bins for Word on White House

	2020-2021 Work Order Requests	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
July	11	10	22	21	27	22
August	27	10	26	24	28	33
September	9	13	19	22	13	31
October		7	14	18	12	30
November		7	18	34	12	27
December		3	8	19	9	17
January		16	14	16	23	28
February		18	7	21	6	19
March		11	7	17	16	25
April		2	12	25	14	20
May		11	6	26	27	33
June		10	9	23	14	17
Total	47	98	162	266	201	302

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

**Finance Department
September 2020**

Finance Section

During September the Finance Department began reviewing county property tax data files for tax year 2020, continued the FYE 6/30/2020 audit fieldwork tasks, scanning thousands of documents to reduce physical document storage space, and operating with COVID-19 precautions. Members of the Finance Office participated in the following events during the month:

- September 1: KraftCPAs on-site audit fieldwork
- September 9: Community event center furniture planning with staff
- September 9: 2013 bond 2020 refunding pre-closing
- September 14: Stormwater Advisory Board
- September 22: Community event center furniture planning with Nashville Office Interiors
- September 23: Windstream new phone training
- September 29: Stormwater mitigation billing

Performance Measures

Utility Billing

	September 2020	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
New Builds (#)	19	55	171	62	102	111
Move Ins (#)	75	221	649	534	553	536
Move Outs (#)	63	212	602	534	576	546
New customer signup via email (#)	39	102	127	104	163	119
New customer signup via email (%)	41%	37%	15%	17%	25%	18%

Business License Activity

	September 2020	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Opened	5	20	69	75	72	93
Closed (notified by business)	0	1	10	9	18	1
Closed (uncollectable)	0	0	0	0	199	14

Payroll Activity

Number of Payrolls	Number of Checks and Direct Deposits	Number of adjustments or errors	Number of Voided Checks
2 regulars	3 checks, 278 direct deposits	0 Retro adjustments	0 Voids

Accounts Payable

	September 2020	FY 2021 Total	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Total # of Invoices Processed	392	1013	4003	3940	4437	4797

**Finance Department
September 2020**

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

Operating Fund	Budgeted Operating Revenues (\$)	General Fund Cash Reserves Goal (\$)	Current Month Fund Cash Balance (\$)	G.F. Cash Reserves Goal Performance
General Fund	7,912,190	2,373,657	4,780,003	60%
Cemetery Fund	34,700	10,410	227,685	656%
Debt Services	1,167,400	350,220	188,225	16%
Dental Care Fund	25,200	7,560	243,982	968%
Roads Impact Fees	79,320	23,796	113,161	143%
Parks Impact Fees	69,364	20,809	119,584	172%
Police Impact Fees	55,804	16,741	140,509	252%
Fire Impact Fees	38,000	11,400	52,397	138%
Industrial Development	112,800	33,840	99,794	88%
Parks Sales Tax	695,285	208,586	1,092,752	157%
Police Drug Fund	4,100	1,230	24,568	599%
Solid Waste	936,800	281,040	535,084	57%
State Street Aid	405,200	121,560	329,399	81%
Stormwater Fund	889,000	266,700	891,332	100%
Wastewater	4,350,550	1,305,165	3,265,463	75%

*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 2020-2021.

Operating Fund	Budgeted Operating Revenues (\$)	YTD Realized* (\$)	% Over (↑) or Under (↓) (Anticipated revenues realized by this point in the year)
General Fund	7,912,190	1,350,975	↓ 7.93%
Cemetery Fund	34,700	14,582	↑ 17.02%
Debt Services	1,167,400	326,995	↑ 3.01%
Dental Care	25,200	7,863	↑ 6.20%
Roads Impact Fees	79,320	23,314	↑ 4.39%
Parks Impact Fees	69,364	24,233	↑ 9.94%
Police Impact Fees	55,804	17,296	↑ 5.99%
Fire Impact Fees	38,000	11,397	↑ 4.99%
Industrial Development	112,800	22,464	↓ 5.09%
Parks Sales Tax	695,285	193,251	↑ 2.79%
Police Drug Fund	4,100	863	↓ 3.95%
Solid Waste	936,800	241,643	↑ 0.79%
State Street Aid	405,200	103,457	↑ 0.53%
Stormwater Fund	889,000	226,228	↑ 0.45%
Wastewater	4,350,550	1,224,979	↑ 3.16%

*Realized amounts reflect revenues realized from July 1, 2020—September 30, 2020

**Human Resources Department
September 2020**

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

- September 03: Stormwater Maintenance Worker Interview
- September 08: New Hire Orientation for Parks Maintenance Worker
- September 09: Council on Foreign Relations COVID-19 Update
- September 15: Chamber of Commerce Monthly Luncheon
- September 16: Leadership and Police Civil Liability: Leading Through Challenging Times Training
- September 17: Public Works Maintenance Worker Interviews
Board of Mayor and Aldermen Meeting
- September 21: New Hire Orientation for Police Officer

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	0	0	0	0
August	0	0	0	0
September	0	1	0	0
October		0	0	0
November		0	0	0
December		0	0	0

Three-year average as of June 30, 2019: 4.00

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		1	1	1
February		3	0	0
March		0	0	0
April		2	0	0
May		1	0	0
June		0	2	0
Total	0	8	3	1

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	1	1	3	0
August	1	0	0	0
September	1	0	0	0
October		1	1	0
November		1	0	1
December		0	0	0

Three-year average as of June 30, 2019: 5

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		1	0	2
February		0	0	1
March		0	0	0
April		0	1	0
May		0	1	0
June		0	0	1
Total	3	4	6	5

**Human Resources Department
September 2020**

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	1	1	0	0
August	1	1	1	3
September	0	2	2	1
October		3	0	2
November		2	1	2
December		1	0	1

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		2	1	0
February		1	0	1
March		1	0	1
April		0	0	1
May		2	5	1
June		2	1	1
Total	2	18	11	14
Percentage	1.94%	17.48%	10.68%	14.43%

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

Three-year average as of June 30, 2019: 14.20%

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	1 (T)	0	0	0
August	0	2 (S)	0	1 (T)
September	0	0	1 (T)	0
October		0	0	1 (T)
November		1 (S)	0	2 (T)
December		0	0	0

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		0	1 (T)	0
February		0	0	1 (T)
March		0	1 (S)	0
April		0	0	0
May		0	1 (T)	0
June		1 (T)	0	1 (T) 1 (S)
Total	1	4	7	7

Three-year average as of June 30, 2019: 6.00

**Police Department
September 2020**

Meetings/Civic Organizations

- **Chief Brady attended the following meetings in September:** White House Rotary (3, 10, 17, 24), Robertson County Chief's Meeting (Sept. 8th), Planning Commission (Sept. 14th), Command Staff Meeting (Sept. 17th), Board of Mayor and Alderman Meeting (Sept. 17th), and Department Head Staff Meeting (Sept. 21st)

- **Police Department Administration Performance Measurements**

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

Susan Johnson, Accreditation Manager, is gathering proofs for accreditation. Our onsite visit should be in December. All Officers have been updated on the new Use of Force policy. Everyone will read the police and sign off on it in PowerDMS.

TACP will be meeting this month about the Annual LEACT Conference.

1. Our department training goal is that each police employee receives 40 hours of in-service training each year. The White House Police Department has 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
May	0	248	0	248
June	16	0	0	16
July	0	80	0	80
August	0	344	0	344
September	0	128	16	144
Total	24	1,414.5	16	1,454.5

Patrol Division Performance Measurements

1. ***Maintain or reduce the number of patrol shifts staffed by only three officers at the two-year average of 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	September 2020	FY 2020-21
Three (3) Officers per Shift	32	131
Four (4) Officers per Shift	28	53

2. ***Acquire and place into service two Police Patrol Vehicles.*** We have received three Vehicles ordered from last Fiscal Year. They are currently at Trucker's Lighthouse getting equipment installed. We are still waiting for one vehicle ordered last FY. We have order 3 vehicles from Larry Cobb Ford for the FY 21 Budget.
3. ***Conduct two underage alcohol compliance checks during the Fiscal Year 2020-2021.*** Fall Compliance checks will be scheduled.

**Police Department
September 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 2020.*

Group A Offenses	September 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
<i>Serious Crime Reported</i>				
Crimes Against Persons	11	1	94	7
Crimes Against Property	17	1	200	16
Crimes Against Society	40	3	257	20
Total	68	5	551	44
Arrests	78		578	

**U.S. Census Estimate 7/1/2019 – 12,638*

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.*

	September 2020	TOTAL 2020
Traffic Crashes Reported	27	255
Enforce Traffic Laws:		
Written Citations	104	692
Written Warnings	74	467
Verbal Warnings	318	2,197

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.*

COLLISION RATIO				
<u>2020</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
September	27	3 YTD 41	11%	16% YTD 255

Traffic School: The next Traffic School is scheduled for January.

Staffing:

- Officer Brent Loveday graduated from Walter's State Law Enforcement Academy on September 18th, 2020. He is currently on Field Training awaiting to be released on his own.
- We held Officer Testing on September 9th. From the testing, we hired JC White. JC is returning to the Police Department after a brief medical condition. JC will start on September 21st. Seth Goodcourage was hired after testing, Board interview and Chief's interview. He will start with the Police Department on October 5th.
- Ofc. Larry Meadors and Seth Goodcourage will be going to the Academy in January.
- We have one position open and are currently taking applications.

**Police Department
September 2020**

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

Sumner County Emergency Response Team: ERT had two call outs in September. SWAT school was the last week of September. Ofc. Hoffman attended the school and Ofc. Segerson was an instructor at the school.

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
<i>September</i>	81%	82%

Communications Section

	September	Total 2020
Calls for Service	1,098	8,654
Alarm Calls	33	285

Request for Reports

	September	FY 2020-21
Requests for Reports	12	49
Amount taken in	\$9.90	\$39.15
Tow Bills	\$0.00	\$0.00
Emailed at no charge	***	62
Storage Fees	\$0.00	\$0.00

*** Numbers are unavailable at this time.

Tennessee Highway Safety Office (THSO):

- Nothing to report for the month of September.

Volunteer Police Explorers: Nothing to report at this time.

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

Crime Prevention/Community Relations Performance Measurements

1. ***Teach D.A.R.E. Classes (10 Week Program) to two public elementary schools and one private by the end of each school year.***
The school system is discussing if D.A.R.E. will be taught in the Spring due to COVID. They will re-evaluate in November or December.

**Police Department
September 2020**

2. ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Safety Day in conjunction with Discover White House is scheduled for October 3rd.
3. ***Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.*** Citizen's Police Academy was cancelled in 2020 due to Covid. It is undecided if CPA will be held in 2021.
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 24 hour of Ground Defense School to 14 Officers from other Tennessee Agencies.
 - Sgt. Enck presented a bike and helmet to an employee who walks to work at Burger King.

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

9/11 – CCS 911 Parade and Event

9/24 – White House High School Homecoming Parade

9/25 – CCS Homecoming Parade

Upcoming Events:

10/3 – Discover White House/Safety Day

December – Shop with a Cop/Fireman

<i>2020 Participation in Joint Community Events</i>		
	<u>August</u>	<u>Year to Date</u>
Community Activities	5	32

**Fire Department
September 2020**



Summary of Month's Activities

Fire Operations

The Department responded to 105 requests for service during the month with 78 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 105 responses in month of September there were 4 calls that overlapped another call for service that is 3.81 % 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 September from dispatch to on scene time averaged was, five minutes and forty-seven seconds (5:47). The average time a fire unit spent on the scene of an emergency call was twelve minutes and twenty-six seconds (12:26).

Department Event

- September 1st – Traffic Incident Management Class with TDOT and THP
- September 9th – Standby for PD agility test
- September 11th – 9/11 Ceremony
- September 15th & 16th – MTAS assessment for Lieutenant promotions
- September 25th – Grace Park Homecoming Parade

Fire Administration

- September 10th – Rotary/Chamber Golf Scramble
- September 14th – Monthly Officer meeting
- September 17th – Board of Mayor and Alderman Meeting
- September 21st – Final meeting for Discover White House
- September 23rd – New Phone System Training

Emergency Calls Breakdown

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

Incident Responses FY to Date

Fires	8
Rescue & Emergency Services	260
Hazardous Conditions (No Fire)	11
Service Calls	21
Good Intent Call	22
False Alarms & False Call	29
Calls for The Month	105
Total Responses FY to Date	353

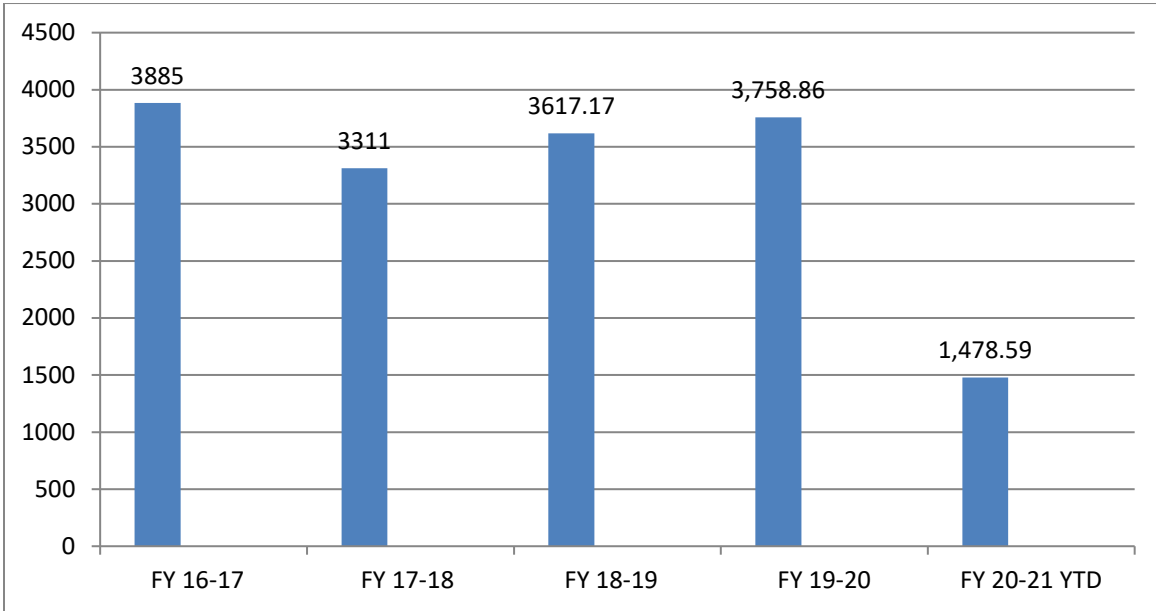
**Fire Department
September 2020**

Response by Station

	Month	FY to Date	%
Station #1 (City park)	84	260	73.65%
Station #2 (Business Park Dr)	21	93	26.34%

Fire Fighter Training

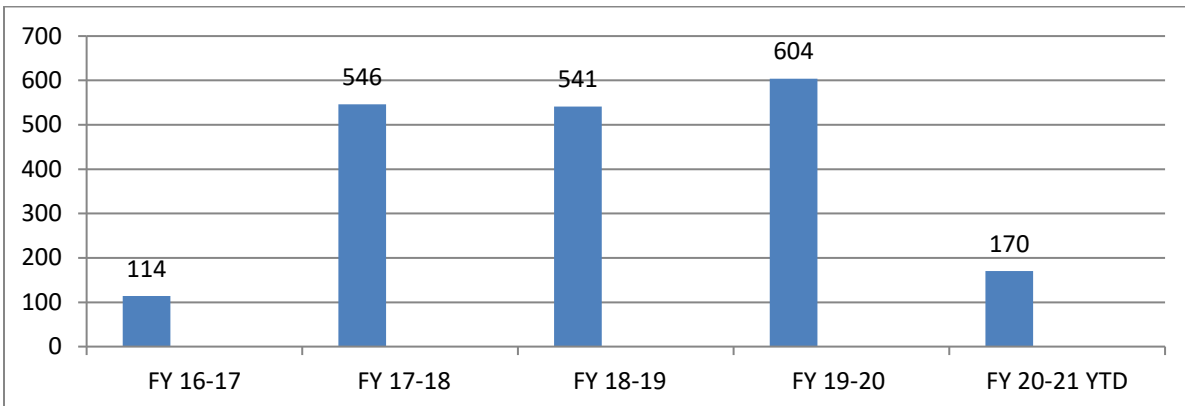
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
Firefighter Training Hours	380.91	1478.59

Fire Inspection

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

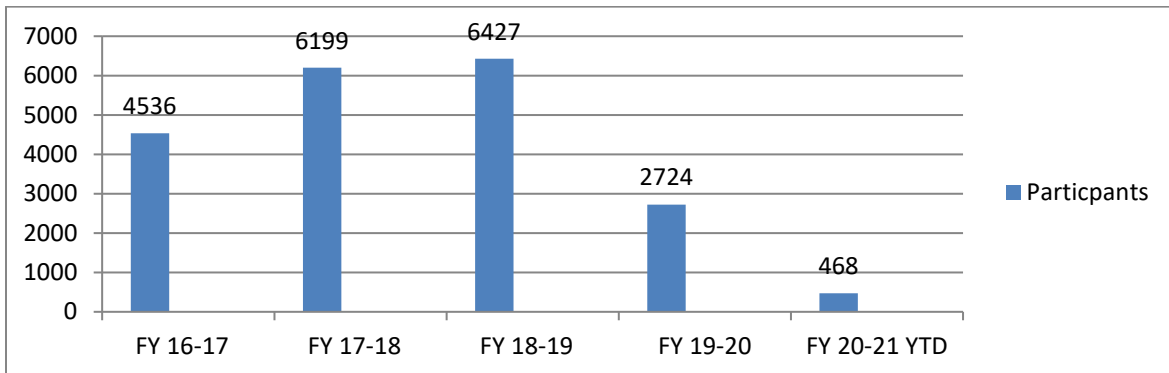


**Fire Department
September 2020**

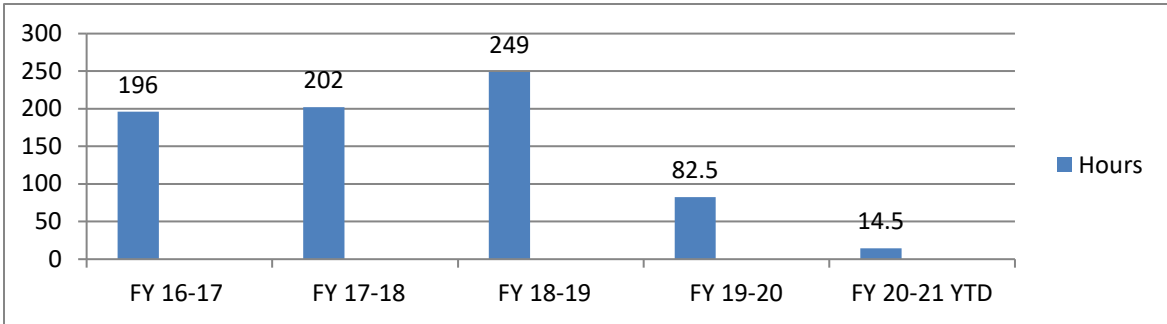
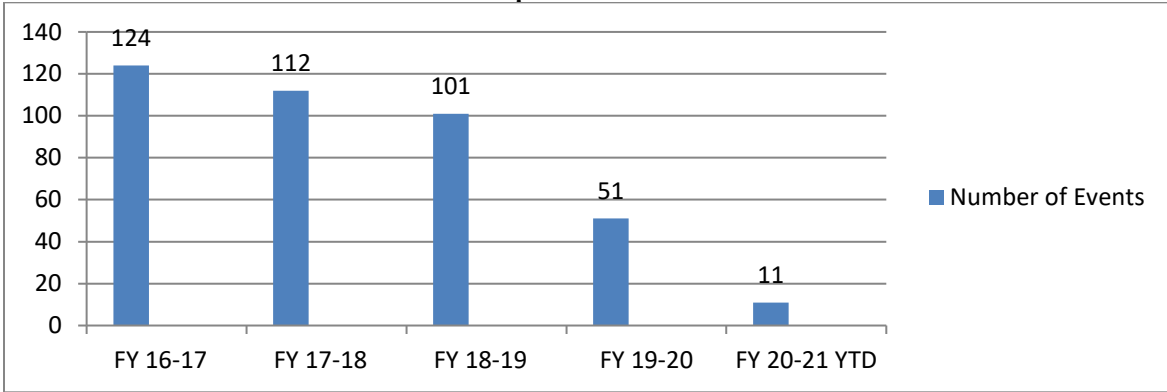
	Month	YTD
August Fire Inspection	57	170
Reinspection	13	41
Code Violation Complaint	0	1
Violations Cleared	18	55
Annual Inspection	11	32
Commercial Burn Pile	0	2
Knox Box	1	6
Fire Alarms	0	2
Measure Fire Hydrant	0	2
Plans Review	3	7
Pre-C/O	0	1
Pre-incident Survey	23	61
Sprinkler Final	0	0
Final/Occupancy	1	6

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.



**Fire Department
September 2020**



	Month	YTD
Participants	300	468
Number of Events	2	11
Education Hrs.	4	14.5

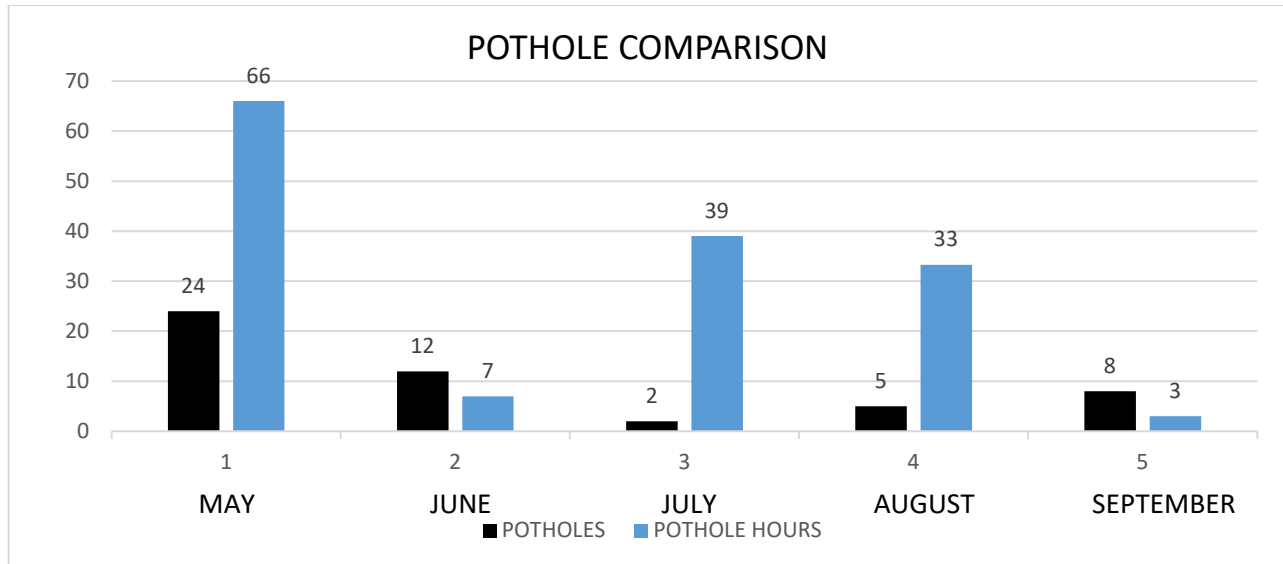
Social Media Statistics

Page Views	560
Page Likes	142
Post Reach	4,899

**Public Services Department
Public Works Division
September 2020**

Pothole Comparison

The purpose of this chart is to gauge the amount of time spent repairing potholes and the number of potholes repaired in that time frame. It is also going to be used to show how long it currently takes to repair potholes in comparison to how long it will take when the milling head is used to make repairs.



-The goal for this particular job task is 50 potholes per month. When this chart is completed each month consideration will be given to the size of the potholes i.e. a larger patch will count as one pothole but an additional chart will be constructed when larger patches are more prevalent. The prevalence of these “patch repairs” will be evident when the milling machine is used for repairs.

September 2020 – The Streets and Roads Department repaired 8 potholes in 3 hours this month with the use of cold patch asphalt. Taking into consideration the time that the asphalt roller spent in the shop is a direct correlation to why there were not more potholes repaired. Additionally, very few complaints were fielded regarding potholes. The Streets and Roads Crew plans to return to the locations of temporary repairs and mill and/or infrared these temporary patches in order to complete a more permanent repair.

**Pothole Complaint Response Time
September 2020**

According to Ordinance the Streets and Roads Department is required to respond to a pothole complaint within 24 business hours from the time the complaint is made to the time a satisfactory repair is made.

STREET ADDRESS OF COMPLAINT	DATE COMPLAINT LOGGED	DATE COMPLAINT RESOLVED	ELAPSED TIME BEFORE REPAIR MADE
7709 and 7728 Boyles Road	Thursday, August 20, 2020 7:05AM	Monday, August 24, 2020 2:30 PM	31 hours 25 minutes
101 Larkspur Court	Tuesday, September 7, 2020 2:00PM	Wednesday, September 8, 2020 8:30AM	17 hours 30 minutes

**Public Services Department
Public Works Division
September 2020**

Tuesday 09-01-2020

- Pleasant Grove Road base stone grade work

Wednesday 09-02-2020

- Pleasant Grove Road base stone grade work / Target Solutions

Thursday 09-03-2020

- Delivered barricades to City Hall / Removed AT&T fiberoptic line from Firehall #1 / Pleasant Grove Road base stone grade work

Monday 09-07-2020

- Holiday

Tuesday 09-08-2020

- Pothole repairs on Larkspur / Pleasant Grove Road base stone grade work / driveway removal

Wednesday 09-09-2020

- Pleasant Grove Road base stone grade work

Thursday 09-10-2020

- Pleasant Grove Road base stone grade work

Monday 09-14-2020

- Traffic signal repair / Fleet maintenance / ROW Mowing

Tuesday 09-15-2020

- Fleet maintenance / ROW maintenance

Wednesday 09-16-2020

- Fleet maintenance / Picked up wire for Christmas lights

• Pleasant Grove Road base stone grade work
Monday 09-21-2020

- Street sign repair / Fleet maintenance / Decorative Street Light repair / Repair and maintenance of traffic signals

Tuesday 09-22-2020

- Stabilization of ditch on Pleasant Grove Road / Cut and repaired dip in road on Star Place

Wednesday 09-23-2020

- Repaired guard rail on Tyree Springs near Greenway Trail

Thursday 09-24-2020

- Facility and fleet maintenance

Monday 09-28-2020

- Troubleshooting of Lane light system on 31W

Tuesday 09-29-2020

- Decorative Street light evaluation / Target Solutions / Repair Lane light system on 31W

Wednesday 09-30-2020

- Removed debris on roadway at 315 Kennedy Drive / Repair Lane light system on 31W

Subdivision Decorative Light LED Retrofit Project

UPDATED SEPTEMBER 8, 2020	TOTAL LAMPS	TOTAL RETROFIT COMPLETED	TOTAL RETROFIT TO BE COMPLETED
High Mast Lights – I-65 Ramps	6	6	0
Briarwood Subdivision	5	1	1
Bridle Creek Subdivision	7	3	4
Business Park Drive	7	7	0
Hampton Village Subdivision	24	17	7
Heritage Trace Subdivision	5	5	0
Holly Tree Subdivision	44	44	0
Madeline Way	7	7	0
Magnolia Village Subdivision	27	16	9
Sumner Crossing Subdivision	21	12	9
Villages of Indian Ridge	11	0	11
Spring Brook Blvd	2	2	0
Baylee Ct	2	2	0
Totals:	166	125	41

Thursday 09-17-2020

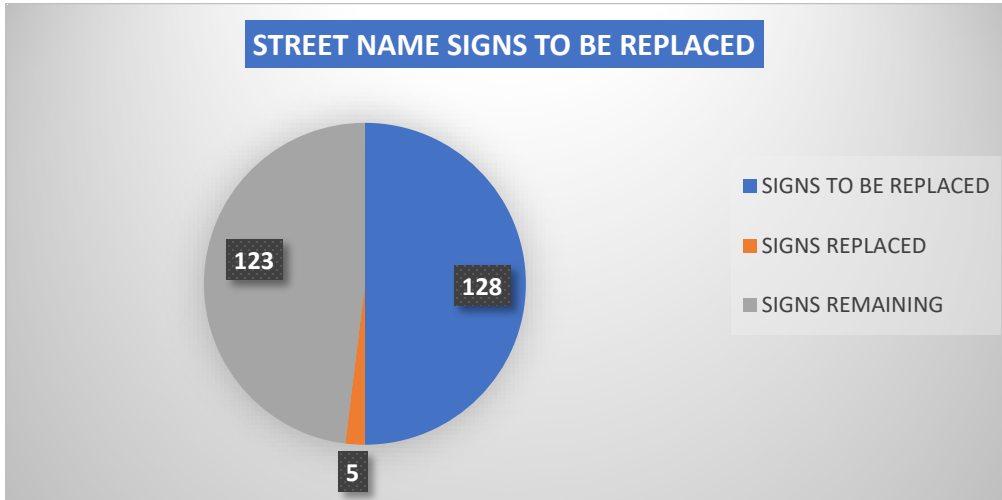
- Fleet maintenance / Traffic control for brush pick-up / ROW Mowing / Driveway removal Pleasant Grove Road

Friday 09-18-2020

**Public Services Department
Public Works Division
September 2020**

Street Name Sign MUTCD Compliance List

The purpose of this list is to track the updating and bringing into compliance The City of White House's street name signs with the current requirements the Manual on Uniform Traffic Control Devices (MUTCD) Standards.



**Public Services Department
Public Works Division
September 2020**

Public Works/Streets & Roads Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Aug	20-Sep	YTD 20/21
Street	8,134	9,364	8,741	10,229	9191.25	683	756	2,263
Facility Maintenance	3494	2187	1,227	1,137	887.25	19	18	49
Fleet Maintenance	1034	514	282	380	422.5	27	62	97
Meeting/Training	502	510	517	400	457	9	41	50
Leave	1,253	576	613	810	823	70	112	266.9
Holiday	795	470	385	555	545	0	30	70
Overtime	508.5	488	414	311	152.75	5	22	114
Administrative	385	698	803	867	1153.25	170	175	366
Drainage Work (feet)	0	906	2749	10	0	0	0	546
Drainage Man Hours	0	1470	1045	170	14	0	0	587.28
Debris Removed Load	0	100	35	44	0	0	0	0
Sweeping Man Hours	0	18	13	0	0	0	0	0
Mowing Hours	0	22	175	219	221	148	40	256.5
Curb Repair	0	0	0	15	0	0	0	0
Shoulder LF	0	4485	630	5	640	0	0	0
Shoulder Hours	0	155	160	49	176	0	0	0
# of Potholes	0	250	473	346	385	5	8	15
Pothole Hours	0	759	734	1,181	831.5	33	3	75.25
R-O-W Hours	0	2835	2416	4,027	3044.5	166	247	413
Sign/Repaired	0	120	91	84	63	0	7	8
Sign Work Hours	0	289	179	234	109	0	4	6.5
Salt Hours	0	10	143	24	76.5	0	0	0
Salt Tons	0	12	20	23	18	0	0	0
Decorative Street Light Hours	0	57	46	125	133.5	8	10	18
Traffic Light Hours	0	0	65	20	158	33	11	44

Sanitation Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Aug	20-Sep	YTD 20/21
Sanitation	2,685	3,634	4,406	4,024	4200.5	307	345	1,020
Facility Maintenance	3494	723	446	574	394.5	13	26	62
Fleet Maintenance	1034	488	445	331	294.5	25	22	74
Meeting/Training	502	265	130	135	127.5	4	7	13
Leave	1,253	428	700	476	336	10	40	140
Holiday	795	270	230	230	230	0	20	40
Overtime	508.5	119	4	12	39.5	0	0	0
Administrative	385	167	1	0	72.5	0	19	22
Sweeping Man Hours	0	1	0	0	0	0	0	0
R-O-W Hours	0	166	30	97	170	14	16	33
Salt Hours	0	0	0	0	0	0	0	0
Salt Tons	0	0	0	0	0	0	0	0

Sanitation	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Aug	20-Sep	YTD 20/21
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	585	542	1,776
Brush Truck Loads	459	551	522	578	584	53	49	152
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	227	317	780
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	122	106	364
Litter Pickup Bags	334	507	546	511	456	65	50	141
Litter Pickup Hours	1147	1132	985	957	892	119	89	272

**Public Services Department
Stormwater Division
September 2020**

Objective: To implement, design, construct and maintain a safe, sustainable, economical and environmentally sound stormwater management system that reduces the potential of flooding, protects natural drainage features, and preserves and enhances desirable water quality conditions.

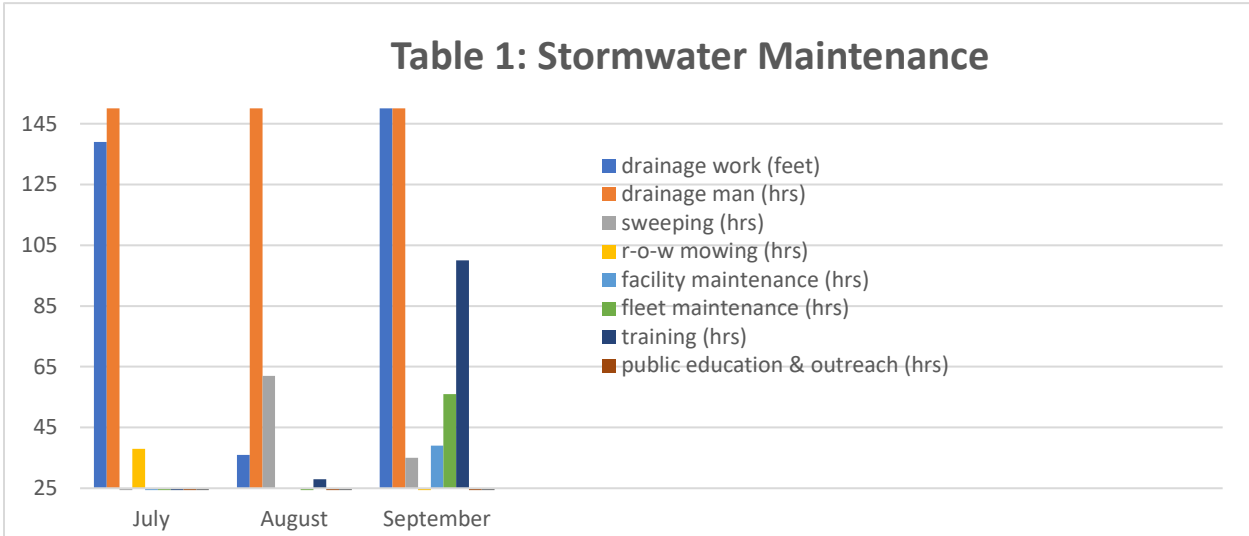


Table 1: Adequate stormwater management can result in a reduction in flooding, property damage, excessive soil erosion, degraded open space, and unacceptable water quality. The goal is to maintain the existing drainage infrastructure and provide sufficient infrastructure capacity to meet the future needs of the City through culvert replacements, ditch rehabilitations, catch basin cleanings, dry basin mowing, and stormwater mitigation projects.

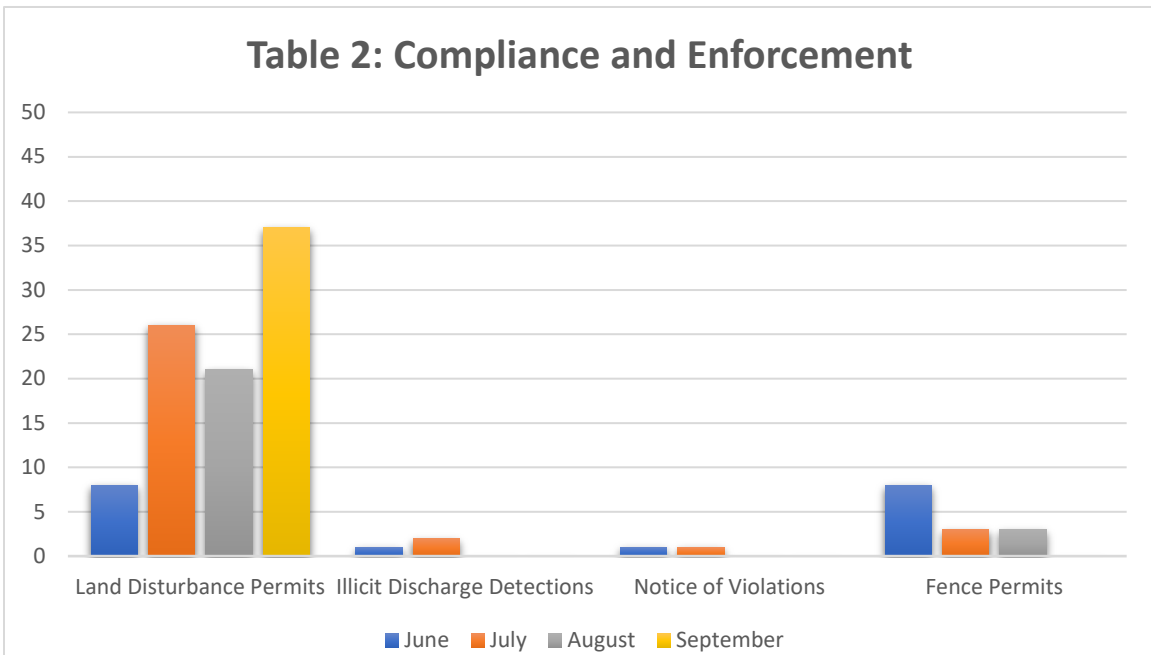


Table 2: Our goal is to ensure compliance with all applicable federal and local water quality regulations related to stormwater runoff, including and in particular, new development construction permits and the detection and elimination of illicit discharges. The City employs a series of enforcement actions to deter and/or address stormwater violations from residential, commercial and/or industrial facilities. **The City issued 37 permits for single-family residential homes.**

**Public Services Department
Stormwater Division
September 2020**

Stormwater Project List

Our objective is to establish and maintain a proactive approach to minimize any potential for localized flooding within City limits. This includes but is not limited to ditch maintenance. In addition, a large part of this objective is to respond to citizen complaints in a timely manner.

Please be advised that this is an operative working list. It is organized based on feasibility and severity. This list is subject to change at the discretion of the department manager, public services director or city administrator. Below are the department's current priorities:

Address	Scope of Work	Status	Comments / Notes
612 Calista Rd.	Re-channel ditch line to divert water off property with infrastructure	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	Install piping and junction box at intersection on Wilkinson Ln to mitigate flooding; started 09/30
212 Hillwood Dr.	Establish swale off driveway to channel water downstream	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	
120 Strassle Dr.	Repair damages in infrastructure; upgrade piping	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	CCTV of line requested; ongoing
212 Morgan Trace Ct.	Divert inflow to existing drainage system	<input checked="" type="checkbox"/> Complete Date: 08/27 <input checked="" type="checkbox"/> Photos	Preserve vegetation on embankment and repair scour under decking
3123 Pleasant Grove Rd	Install 2 turn lanes at intersection of Hwy 76	<input checked="" type="checkbox"/> Complete Date: 08/15 <input checked="" type="checkbox"/> Photos	Curb and gutter to be installed week of 09/30 followed by paving
107 Copperfield Dr	Upgrade infrastructure to handle inflow of water during rain events; prevent flooding		Springbrook Subdivision – CCTV line requested; ongoing

**Public Services Department
Stormwater Division
September 2020**

Stormwater Division

Total Hours Worked	FY 15/16	FY 19/20	31-Aug	30-Sep	YTD 20/21
Stormwater	5,744	7,204	691	887	1,578
Work Orders	0	69	20	13	33
Overtime	508.5	262	2	3	5
Facility Maintenance	3,494	638	25	39	64
Fleet Maintenance	1,034	314	18	56	74
Administrative	385	1,138	163	181	343
Drainage Work (feet)	0	3,988	36	283	319
Drainage Man Hours	0	1,371	362	336	697
Debris Removed Load	0	188	50	31	81
Sweeping Man Hours	0	309	62	35	97
Mowing Hours	0	102	0	3	3
R-O-W Hours	0	1,506	0	0	0
Shoulder/Curb Hrs	0	0	0	1	1

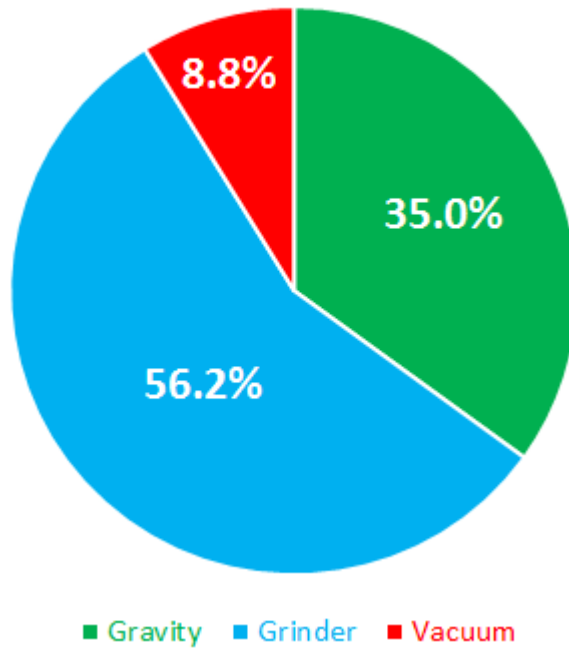
**Public Services Department - Wastewater Division
September 2020**

Collections System Activities:

The City of White House operates a dynamic and unique sanitary sewer system consisting of gravity services, low-pressure grinder services, and vacuum services. As of August 31st, 2020, City personnel count a total of **5,280** sewer system connections. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	1,847
Low-Pressure Grinder Sewer Connections	2,968
Vacuum Connections	465

Sewer Service Types



The City counts 108 commercial grinder stations, 2,860 residential grinder stations, and 19 major lift stations integrated into our system.

811 Utility Locate Service:

Tennessee 811 is the underground utility notification center for Tennessee and is not a goal driven task: This is a service to provide utility locations to residents or commercial contractors. The 811 call system is designed to mitigate the damage to underground utilities, which each year public and private utilities spend millions of dollars in repair costs. TN 811 receives information from callers who are digging, processes it using a sophisticated software mapping system, and notifies underground utility operators that may have utilities in the area. The owners of the utilities then send personnel to locate and mark their utilities.

<u>Line Marking</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>		<u>September 2020</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315	2680		153	487

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.

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

<u>Lift Station Location</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>		Sept 2020	YTD
North Palmers Chapel	35	22	23	8	3		0	0
Calista Road	24	55	13	4	2		0	0
Wilkinson Lane	0	8	4	1	3		0	0
Portland Road	1	1	4	1	0		0	0
Cope's Crossing	4	17	15	7	8		0	4
Union Road	91	8	17	6	6		0	4
Meadowlark Drive	1	11	6	4	2		0	0
Highway 76 (Springfield)	0	1	0	1	1		0	0
Cambria Drive	1	0	0	1	4		1	1
Sage Road (Hester)	0	7	2	0	1		0	0
Kensington Green	n/a	n/a	n/a	n/a	1		0	0
Grove at Kendall	n/a	n/a	n/a	n/a	n/a		n/a	n/a
Settler's Ridge	0	0	1	1	1		0	0
Summerlin	0	0	0	2	5		15	20
Heritage High School	0	22	0	2	1		0	0
Loves Truck Stop	n/a	n/a	n/a	n/a	0		0	0
Concord Springs	n/a	n/a	n/a	n/a	0		0	0
Parks Temporary	n/a	n/a	n/a	n/a	0		0	0
Treatment Plant	0	1	6	4	6		1	3

Alarms –

Cambria alarm was due to pump 1 losing prime and overheating. When the alarm cleared, pump had to cool down, staff primed the pump and it has been working correctly since.

Summerlin alarms were due to a failed pressure transducer. Every time the station starts off the backup floats, we get a high-water alarm. Southern Sales disabled the alarm and is replacing the transducer under warranty.

No raw water was lost from any of the alarms this month.

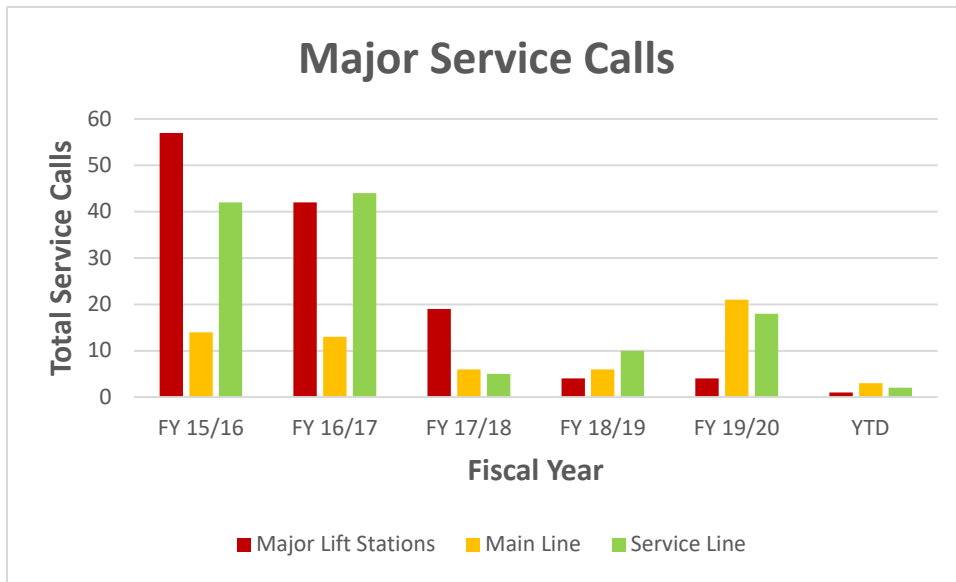
System Repair Goals:

The goal is to minimize failures with the major lift stations and the mainline gravity, low-pressure and high-pressure force-mains and the air-vacuum systems. Key personnel have been trained over the last three (3) years on the proper operation and maintenance of the major lift stations. This program has been very successful in reducing the number of station failures. Some of the lift stations are either at or near their anticipated useful life. Therefore, we will continue to encounter equipment failures until the stations are replaced.

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

The mainline and service line repairs are mitigated in a large part by the 811-line marking program. However, we do encounter residents or contractors that dig without notifying the 811-call center. Under these circumstances the City must make repairs; and if the line break was due to negligence, the responsible party will be billed. In some cases, the breaks are due to weather events or age.

Repairs	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20		Sept 2020	YTD
Major Lift Stations	57	42	19	4	4		1	1
Main Line	14	13	6	6	21		1	3
Service Line	42	44	5	10	18		1	2



- 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 corrective action requirements for 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, which has not yet been completed.**
- Concord Springs** – The only remaining issue with the lift station is to have the developer clean the inside of the station and remove mud, trash and other debris prior to final acceptance. Operationally, the station punch list has been completed and the station is working correctly. **The Concord Springs Lift Station was conditionally accepted by the City on 07-24-2020, with the agreement that the Contractor/Developer would complete installation of the privacy slats in the station fence, as well make satisfactory repairs to the station's access road by or before January 24th, 2021. We are waiting on the drive to be repaired. There is an issue with the pressure gauge sending an alarm every time the pumps run. This is not causing any issues with performance, and the gauge is being replaced under warranty.**
- 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. **The updated delivery date on the permanent station was early September. Permanent station is still not on site. Caleb Fuqua has agreed to hold the installation of the new station until the 10” force main is operational. According to Caleb, this force main should be completed in early February 2021.**
- Wilkinson Lane Station** – Station is running on both pumps. WASCON is working with the City and several different suppliers on installing HDPE piping in the station. The DIP discharge piping is showing severe signs of decay. We anticipate roughly one year of operation before the pipe fails again. This will be the 4th time this station has had to be re-piped, so we have chosen a ridged, yet flexible pipe.

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

5. **Sewer Model Update** – The Sewer Model Update being conducted by Jacobs Engineering remains underway. A preliminary model has been built, but did not reflect the actual issues observed in the field. In response, the City ordered pressure data loggers to install in the force-mains to monitor in real-time the pressures experienced on the lines under all operating conditions of the lift stations. The primary concern remains the 12” Southern Force-Main, which runs from Copes Crossing station to the WWTP facility and is the ultimate conveyance point for Union Road station, Summerlin station, Settlers Ridge station, Copes Crossing station, Cambria station, Kensington Green station, Meadowlark station, Sage/Hester station, 76/Springfield Station, and over 100 individual grinders. **The gauges have been installed and the City has begun data collection. Once complete, the City will be able to move forward with the Master Plan Update to address issues recognized during this process. Jacobs has been given several sets of data recordings for this project, with final focus being on running specific stations in combination with each other to identify root causes of high-pressure conditions and station difficulties. Wet weather testing is the next hurdle.**

6. **Septic to Sewer Conversions** – The City continues to make progress on septic to sewer conversions. Two (2) conversions on Calista Rd have been completed in 2020. An additional eight (8) addresses have been identified that need to be added to the approved list of septic-to-sewer conversion projects. **In recent consultation with Public Works regarding upcoming paving schedules, the department plans to target six (6) projects on Union Rd and one (1) project near the intersection of 31W and Magnolia Blvd for the 2020/2021 fiscal year.**

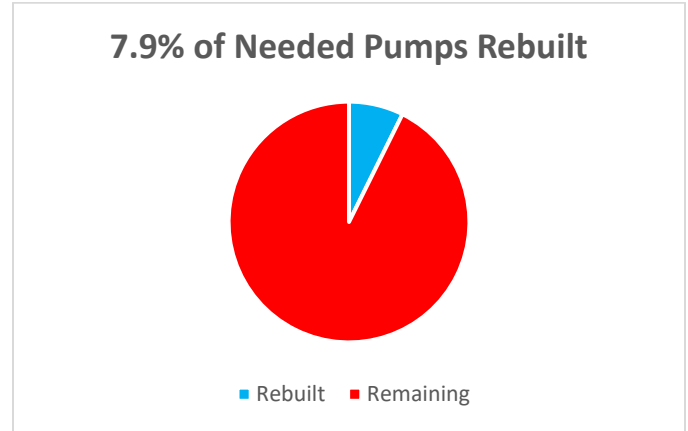
7. **Cardinal Drive Line Break** – On September 29th, 2020, the 6” discharge line of the Meadowlark station failed, resulting in a release along the shoulder of Cardinal Dr. near the intersection of Cardinal Dr. and Meadowlark Rd. Released materials were contained on-site, with no stream impacts. No surface disturbance was observed at the site of the line break, and the root cause appears to have been the formation of a hairline fracture in the force-main. During excavation of the leaking 6” force-main, a 3” force-main feeding Meadowlark station was damaged by equipment, and simultaneously repaired as part of the 6” repair project.

<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>FY 19/20</u>		Sept 2020	YTD
Vacuum System Service Request	87	172	143	112	82		3	18
Gravity Service Request	5	12	0	10	13		1	2
Low Pressure Service Request	530	716	621	728	770		59	163
Total Pumps Replaced	313	338	401	361	449		38	110
Total Pumps Rebuilt	n/a	n/a	n/a	n/a	n/a		3	11
Grinder Tank PM Program	n/a	58	63	358	267		28	80
Inspection for New Service	36	23	54	103	226		29	94
Final Inspection for New Service	37	55	56	62	110		13	46
Sanitary Sewer Overflow (SSO)	6	9	1	3	49		1	3
Odor Complaints	16	17	28	43	43		9	15

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

Pump Rebuilds:

The capital outlay budget was designed for a total purchase of 275 new E-One grinder pumps for the 2020/2021 Fiscal Year. However, the City estimates that a minimum of 425 pumps will be needed to meet all the service call requests for the year. To supplement the amount of pumps on-hand, the department will focus on steady rebuilding throughout the year. The goal is to rebuild 3 pumps per week, on average, for a total of 150 extra pumps throughout the year.



Treatment System Activities:

Wastewater Treatment Plant Goals:

The primary goal for the treatment plant is to provide an effluent quality that meets or exceeds the TDEC required limits as set forth in our NPDES permit. This is measured by a violation occurrence that must be notated on the monthly report. The secondary goal is to provide a high-level operation and maintenance program to ensure the plant runs as designed. This plant was built in 2001 and has been experiencing mechanical failures on components that operate 24/7.

<u>Parameter</u>	<u>June - 20</u>	<u>July - 20</u>	<u>Aug - 20</u>	<u>Sept - 20</u>	
Flow – To Creek	0.498 MGD	0.503 MGD	0.490 MGD	0.427 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.096 MGD	0.153 MGD	0.187 MGD	0.102 MGD	
Total Flow Through Plant	0.594 MGD	0.656 MGD	0.677 MGD	0.529 MGD	
Capacity	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MDG	
% of Plant Throughput	35.6%	35.9%	48.4%	37.8%	(0.529 MGD) / (1.40 MGD)
Actual Capacity	1.12 MGD	1.12 MGD	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	44.5%	44.9%	60.4%	47.2%	(0.529 MGD) / (1.12 MGD)
Rainfall	6.11”	6.04”	7.19”	2.60”	

<u>Effluent</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>FY 19/20</u>	<u>September 2020</u>	<u>YTD</u>
Violations	1	7	7	13	7	12	11	13

1. **Violations:** One violation for Total Phosphorus Rolling Average in pounds per year. This will continue until the new plant is operational. Violations may continue for several months after completion of construction until the annual rolling average can be reduced below the violation limits by the new facility. The City has consulted with a vendor to discuss potential chemical treatment options for phosphorous, and is waiting to hear back.
 - 1 – Dissolved Oxygen violation when flow was restored.
 - 1 – C. Dubia violation. Again, the “water fleas” did not reproduce at a >100% rate on the last sample of the Whole Water Toxicity Test (WET).
 - 9 – Ammonia related violations, mg/L max, lbs/D max, Weekly average LBS/D max. This will repeat in October as we have very little oxygen in the aeration ditch and ammonia removal is an aerobic process. (See Below.)

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

2. **WWTP Alarm:** The treatment plant had a major gearbox failure. The last remaining “original” gearbox went out causing us to lose the ability to properly aerate the oxidation ditch. The gearbox should be up and running the week of October 4th. We were able store 6 days in the EQ basin and did not discharge during that time. TDEC was notified before we had to discharge and forewarned of the pending violations. TDEC and Chief Operator Robert Allen have worked together to monitor Frey Branch creek and have found no issues with aquatic life or any serious impact on the stream. As stated above, the WWTP will have ammonia violations for the first few weeks of October until the gearbox is operational and the biomass gets back to normal. This may take a few days once the aerator is operating.

3. **TDEC Order and Assessment:** On July 15th TDEC issued the City of White House an Order and Assessment notice in the amount of \$63,040 for a total of 29 violations that occurred between March 2018 and February 2020 (the only unresolved violation being the rolling total phosphorous average). An initial payment in the amount of \$12,608 was required within 30 days, with other penalties only being applicable if the provisions of the order and assessment were not met. Two (2) provisions were of concern to City staff: The City must begin to initiate the implementation of the state-approved plans for the WWTP expansion within 90 days; and the City must remain within “significant compliance” of the facility’s permit for a period of two (2) years following completion of construction of the new facility. City personnel spoke with TDEC officials on July 29th, and were able to confirm that the City is already compliant with the 90-day initiation period as a result of the progress made with the SRF Loan process for the facility, and received an extension of the “significant compliance” period to begin one (1) year after completion of construction, to allow for the influence of the old facility’s treatment effectiveness on annual rolling averages to be completely phased out. An estimated approximate timeline of anticipated steps required to complete the SRF process and to move forward with plant bidding/construction has been provided below. **The City received written confirmation of this arrangement from TDEC on August 7th.**
 - City submitted Fiscal Sustainability Plan Certification Letter to TLDA (05-06-2020).
 - Financial Sufficiency Review completed for SRF Loan to fund WWTP expansion project (05-26-2020).
 - City advertised for SRF Loan Public Meeting (began 08-03-2020).
 - City hosted SRF Loan Public Meeting (08-19-2020).
 - City submitted minutes of SRF Loan Public Meeting to TLDA for approval following Public Meeting.
 - TLDA has released Finding of No Significant Impact (FNSI) to City (received 09-17-2020).
 - City BMA to approve resolution to apply for SRF Loan (pending).
 - City to submit SRF Loan Application packet (pending).
 - City triggered to begin 2-week period to address FNSI Public Comments (anticipated mid-October).
 - TLDA triggered to approve the Facilities Plan (anticipated mid-October).
 - TLDA meets (date TBD) to approve SRF Loan Application (anticipated November or December).
 - City submits Performance Standards Summary to TDEC for final approval (anticipated mid-December).
 - TDEC provides final approval of Performance Standards Summary (anticipated early-January).
 - City begins 6-week advertisement period for Construction Bids for WWTP (anticipated early-January).
 - City submits completed Fiscal Sustainability Plan to TDEC (anticipated mid-January).
 - City begins review process for Construction Bids for WWTP (anticipated mid-February).
 - City selects winning bid following review process (anticipated late-February).
 - City begins advertisement of winning bid for City Board Meeting agenda (anticipated late-February).
 - City Board of Mayor and Aldermen vote to approve winning bid (anticipated late-March).
 - City submits winning bid to TLDA for approval (anticipated late-March).
 - TLDA approves winning bid (anticipated mid-April).
 - City notifies bid winner, contract executed (anticipated late-April).
 - City issues Notice To Proceed (anticipated late-April to early-May).

4. **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 25 gallons per day at the Old Tyree lift station.**

5. **Wastewater Technician:** The Wastewater division currently has a vacant position for a Wastewater Technician on the Collections crew following Ed Morris’s transfer to the Stormwater division. **Applications have been reviewed and interviews will be held on October 9th.**

Public Services Department - Wastewater Division
September 2020

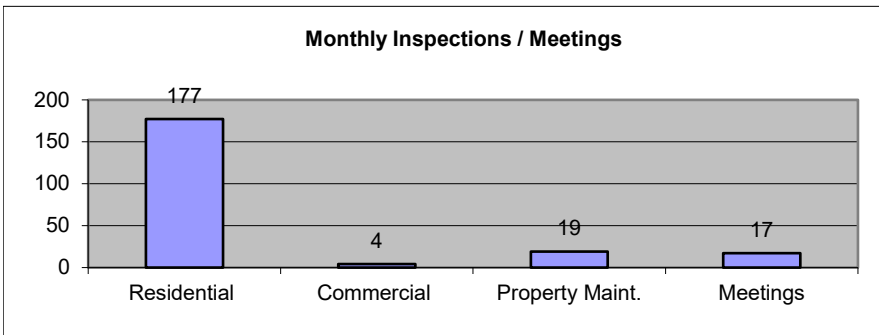
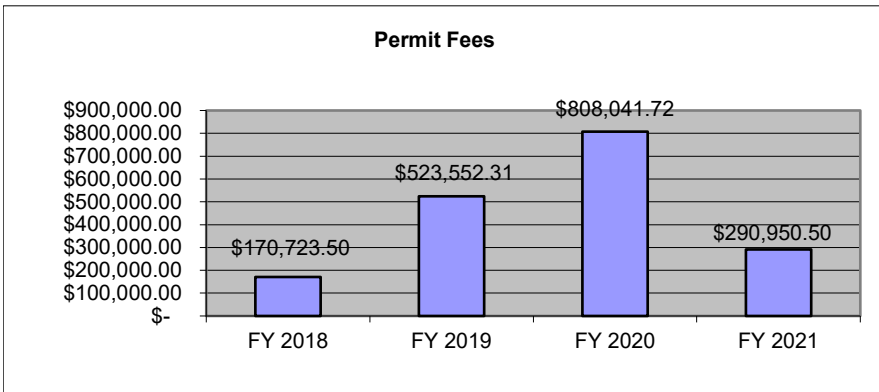
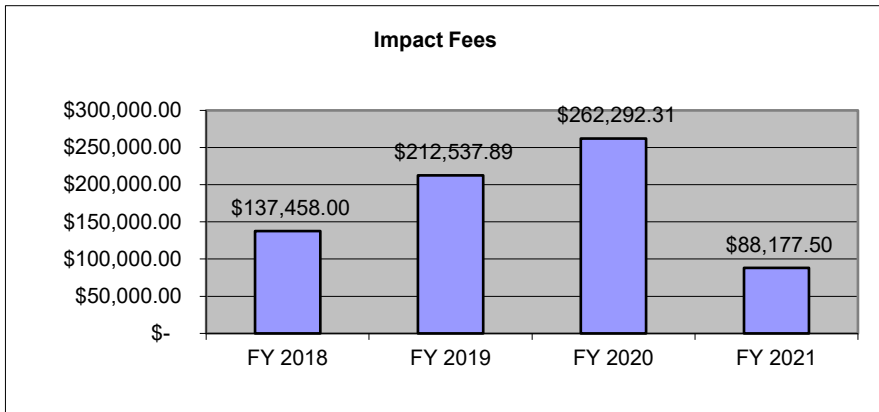
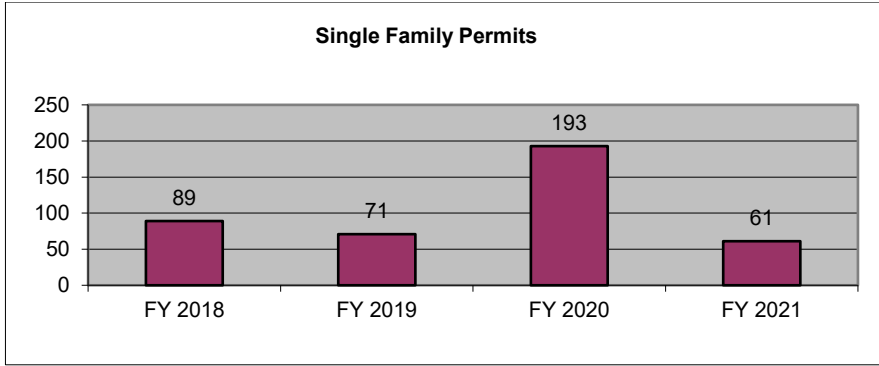
6. **Peracetic Acid:** TDEC has approved our use of PAA as the method of disinfection and has modified our NPDES permit accordingly.

The PAA feed rate is operating at a constant **3.50** parts per million (ppm). The average residual was **0.09** PPM with a max residual of **0.30** PPM. *Last month the feed rate was 3.50 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 **18.7 CFU’s** which is well below the limit. *Last month the average was 21.5.*

**Planning and Codes Department
SEPTEMBER 2020**



**Planning and Codes Department
SEPTEMBER 2020**

	Month	FY2021	FY2020	FY2019	FY2018
MEETING AGENDA ITEMS#					
Planning Commission	4	20	69	66	69
Construction Appeals	0	0	0	0	1
Zoning Appeals	0	3	5	6	7
Tech. Review/Study Session	0	0	2	0	1
Property Maintenance	0	0	0	0	0
PERMITS					
Single Family Residential	17	61	193	71	89
Multi-Family Residential	0	0	0	13	5
Other Residential	3	21	91	93	238
New Commercial	0	1	6	3	3
New Industrial	2	2	0	1	0
Other Com/Ind	4	7	23	33	31
Sign	0	2	14	25	24
Occupancy Permits	21	21	14	25	24
Commercial Certificate of Occupancy-					
Other	0	0	12	3	14
BUILDING INSPECTIONS					
Residential	177	521	2858	2411	1112
Hours	60.58	245	699.58	414.98	383.59
Commercial /Industrial	4	30	110	179	165
Hours	2	8.75	12.83	179	165
CODE ENFORCEMENT					
Total Cases	19	48	330	179	165
Hours	5.75	15.67	70.24	86.75	75.17
Complaints Received	5	15	116	98	132
MEETINGS					
Administration	9	19	58	68	51
Hours	13.5	34.25	38.26	103.67	101
Planning	6	20	76	135	73
Hours	9.5	28.25	96.58	155.5	86.82
Codes	2	2	28	35	27
Hours	1.5	1.5	37.85	40.16	18.67
FEES					
Permit Fees	\$99,035.80	\$ 290,950.50	\$ 808,041.72	\$ 523,552.31	\$170,723.50
Board Review Fees	\$3,375.00	\$ 4,350.00	\$ 11,000.00	\$ 3,750.00	\$4,683.00
City Impact Fee	\$20,978.50	\$ 88,177.50	\$ 262,292.31	\$ 212,537.89	\$137,458.00
Roads	\$19,652.00	\$ 44,275.00	\$ 77,860.90	\$ 98,885.80	\$112,424.58
Parks	\$6,732.00	\$ 24,156.00	\$ 74,646.00	\$ 23,140.00	\$ 10,163.90
Police	\$8,220.00	\$ 23,375.00	\$ 59,096.30	\$ 11,704.30	\$ 8,971.20
Fire	\$5,423.00	\$ 15,420.00	\$ 36,749.61	\$ 23,344.29	\$ 5,963.72
OTHER ITEMS					
Subdivision Lots	0	0	0	235	51
Commercial/Ind. Sq Ft	0	0	15,216	214,206	27,006
Multi-Family Units	0	375		0	144
Other	n/a	n/a	n/a	n/a	n/a
Subdivision Bonds: 13	\$ 3,009,012.40	\$3,374,092.67	\$1,633,984.00	\$922,141.63	\$573,840.00
Builders Bonds	0.00	\$ -	\$ 18,000.00	\$ 69,366.43	\$45,366.43
Workings Days in Month	17	17	17	16	15

Parks, Recreation, & Cultural Arts Department
September 2020

Summary of Month's Activities

This month was actually pretty normal for once this year. We had a few baseball tournaments take place and scheduled more to take place later this fall. Soccer started their fall season after Labor Day and has a couple tournaments coming up next month as well. We also started registration for basketball and continued Girls Volleyball while also planning a couple of events for next month as well.

The Splash Pad finished up its run this month. The numbers were down considerably the last month because of the weather but overall it was a successful season considering everything that has gone on.

We still have a few projects going on as well in our parks system. They are listed below:

The Museum/Visitor Center renovation continued this month. They were able to get all of the hardie board replaced and painted. They also started replacing the spindles and railings. Those still lack paint and will get done when the painters come to do everything. The ramp still has to be completed as well as some additional electrical and a few smaller items but it is almost complete. The target date for it to be done is October 12th.

Not much work was done on the Maintenance Building this month as most of our attention shifted to the Dog Park. However, the plumber did come out and start installing the fixtures in the restrooms. So, by next month we should be able to start using those. Everything else we will just be chipping away on throughout the fall and winter.

Design continued on the Soccer Complex renovation project this month. Again, the current plan is to try and get a brand new soccer field for the complex and have it lit. We would also like to include adding lighting to the remaining fields that aren't completely lit yet (Field 1, 3 and 4) and possibly change them to LED, if the money is there.

Also, we are currently applying for a grant for the second phase of this project which includes installing a large parking lot on the front of the property and extending the parking lot on the backside as well as sidewalks and lighting. We should be hearing about that later this winter, hopefully.

We were also able to purchase a brand new zero-turn mower this month with Impact Fee money. This will allow us to keep a full fleet of mowers on hand so we aren't ever down a mower. We have enough now for every worker to be able to mow at the same time and they are all no older than 4 years old.

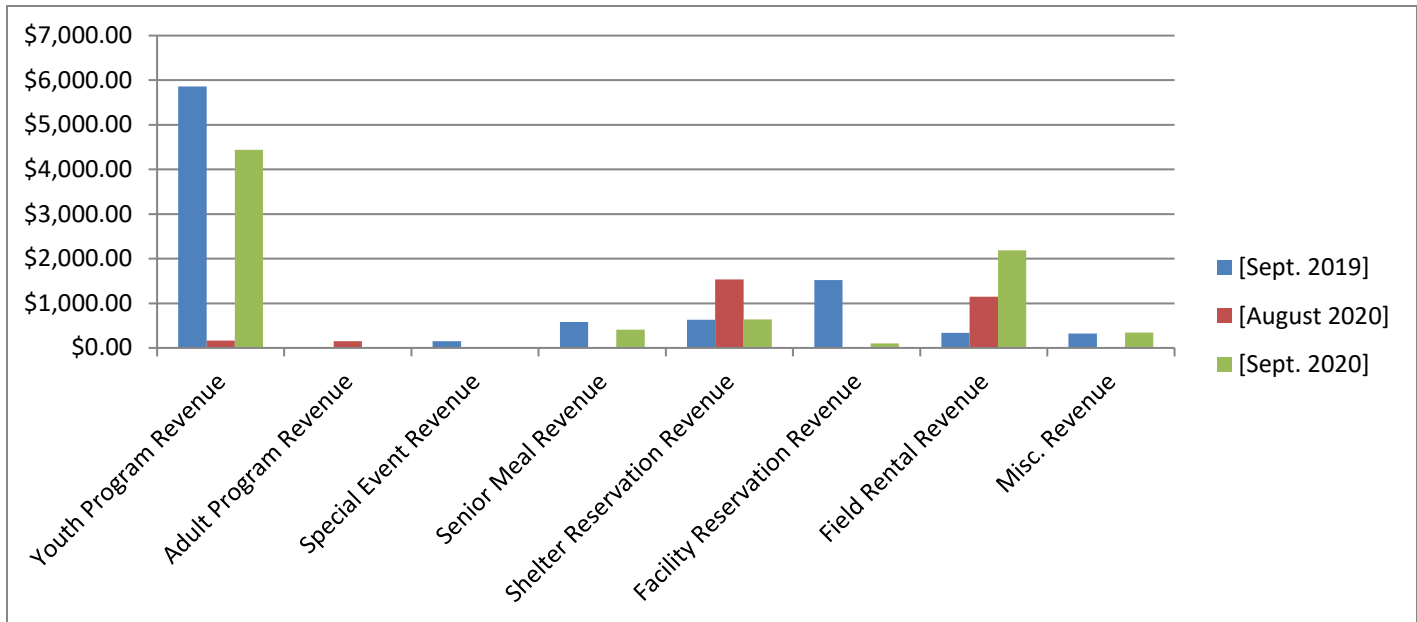
Lastly, we continued working on the Dog Park this month. We have installed all of the new agility items, the new benches, the rinse stations and continued work on the tubes. The only items left are to finish the tubes and install the shade structure (which should be delivered early next month). Here are some pictures of the work that was done this month:



Parks, Recreation, & Cultural Arts Department
September 2020

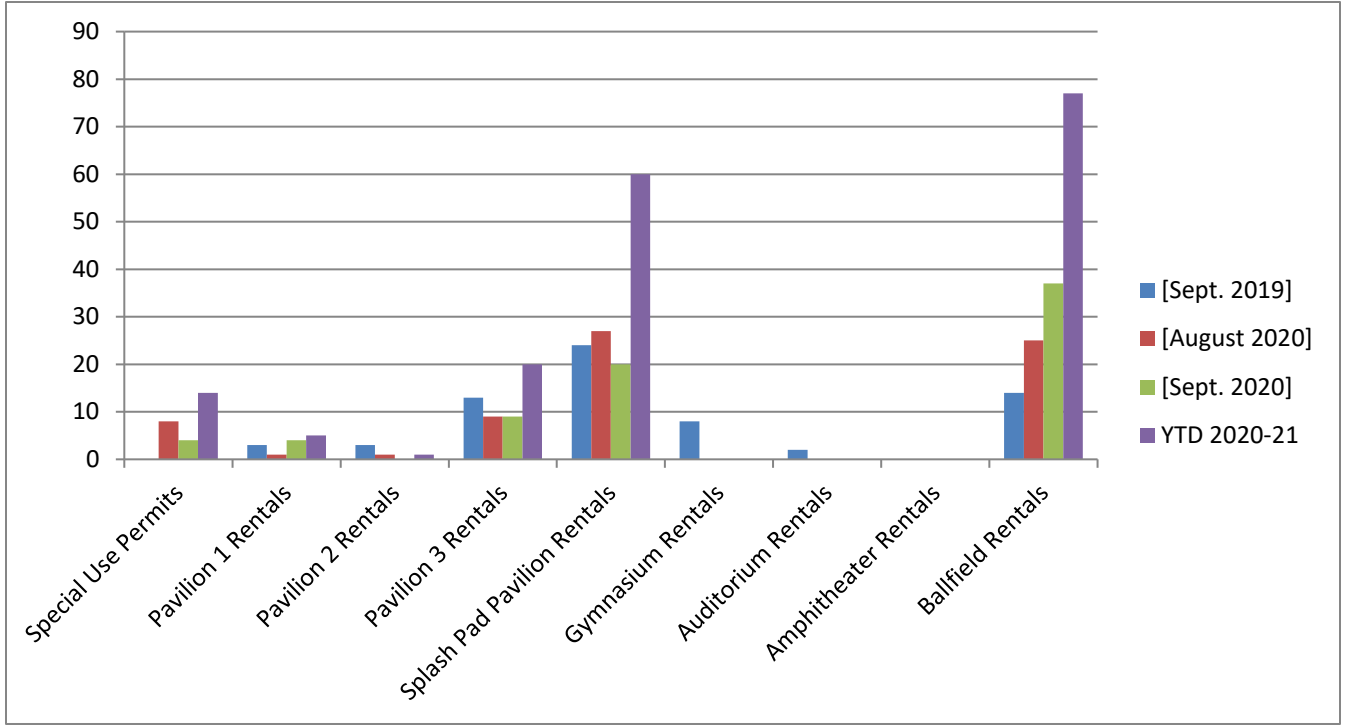


Revenues

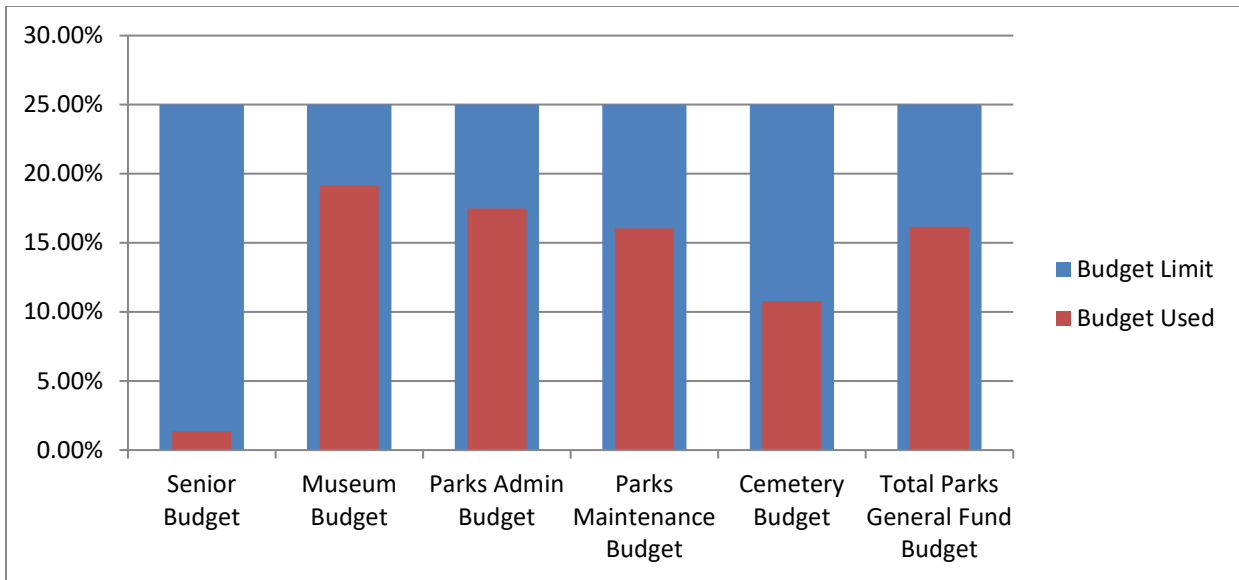


**Parks, Recreation, & Cultural Arts Department
September 2020**

Facility Usage



Over/Under Budget



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

Recreation

Volleyball

Volleyball games are still going on. Games started on September 12th and will finish up October 24th. Uniforms were purchased and passed out to all players and coaches. I have picked up trophies and will distribute them out during their final week.

Basketball

Basketball signups began September 14th. We have 71 signed up online at the moment. We met with Mark Mills and have the option of using White House Middle School Gymnasium for additional space should we need it.

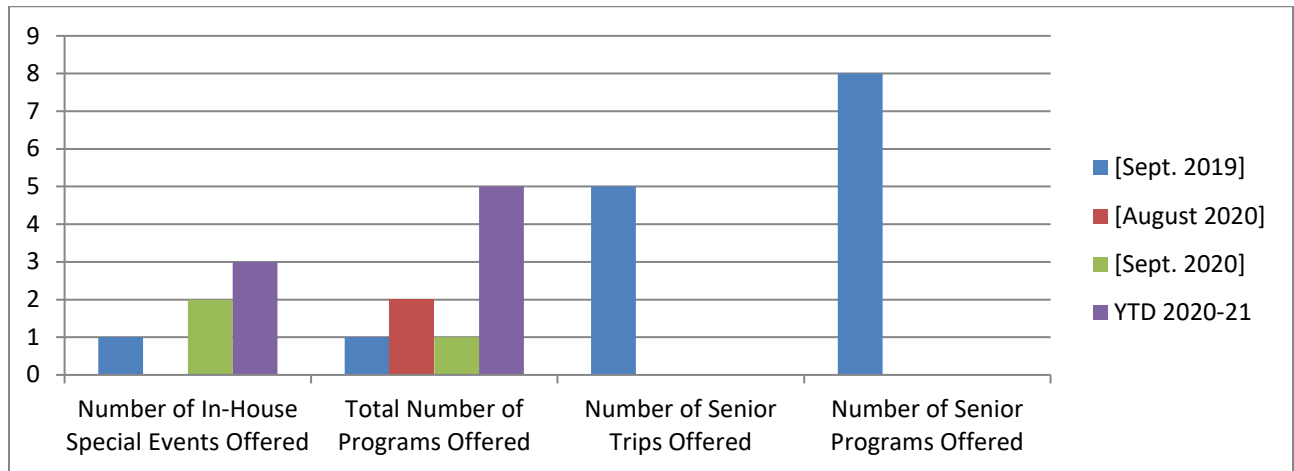
Gym

The gymnasium is currently open from 7am-10am for walkers to come inside and enjoy the gym once again.

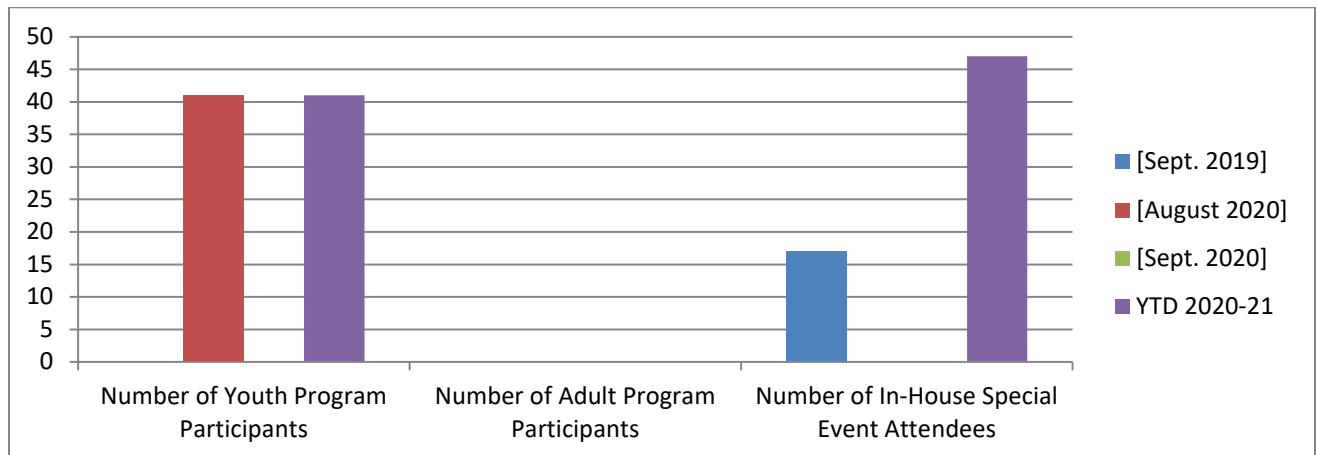
Maintenance

Currently working towards getting the gym floor repaired. We met with insurance company to see what can be done from that standpoint and are waiting for information currently.

Programming Opportunities



Programming Attendance



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

Museum

Volunteers

Volunteers and I have been preparing for two events in which the museum will be participating: Discover White House Expo and Safety Day and Fall Family block party. Plans are for musicians and period demonstrators to be present at the Museum's booth spaces. For the month of September, the Museum volunteers worked for a total of 13 hours.

Exhibits

The 19th Amendment/Women's Suffrage display will run until the end of March 2020.

Tours at Museum

A very few walk-through tours have been provided in the month of September.

Social Media

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



Episode 23 The School Desk received 1.2K Views
One of the school desks on display at museum.



Episode 24 White House Elementary School 532 View
Guest Speaker Josette Williams, a former teacher at the school.

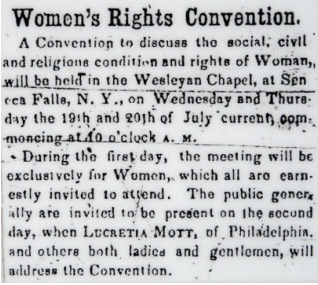


Episode 25 RF Woodall Primary 650 Views
Guest Speaker Josette Williams, first principal at Woodall.



Episode 26 The School Bell 431 Views
This school bell was used at Palmer's Chapel School and is on display in Museum.

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



Episode 27 The Beginning of the Women’s Rights Movement 297 Views

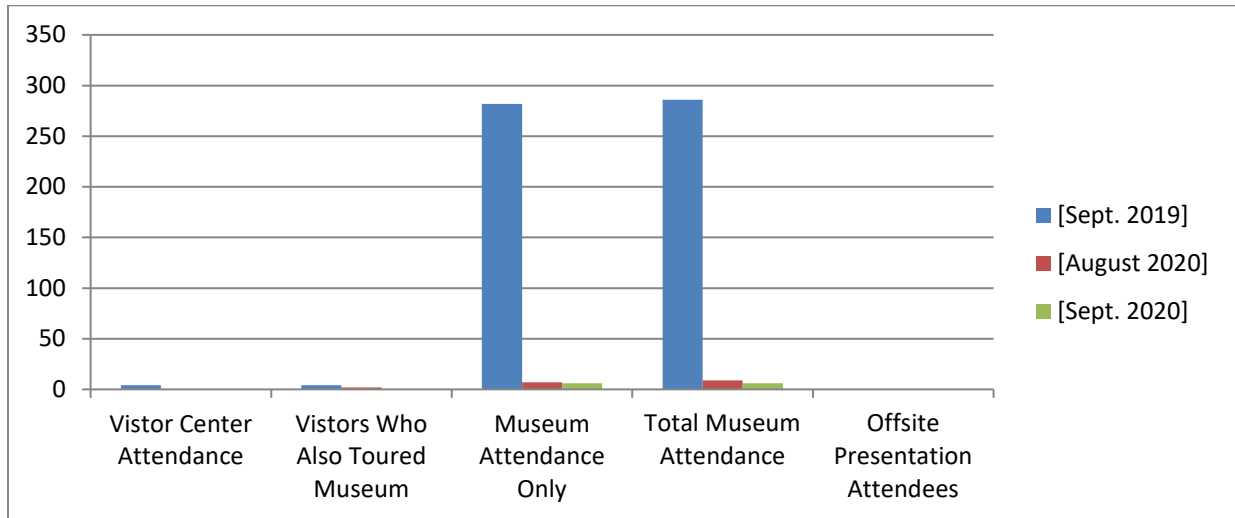
Loans

Kellye Phillips loaned the Museum a trunk with several WWII artifacts.

Visitors’ Center and Museum Attendance

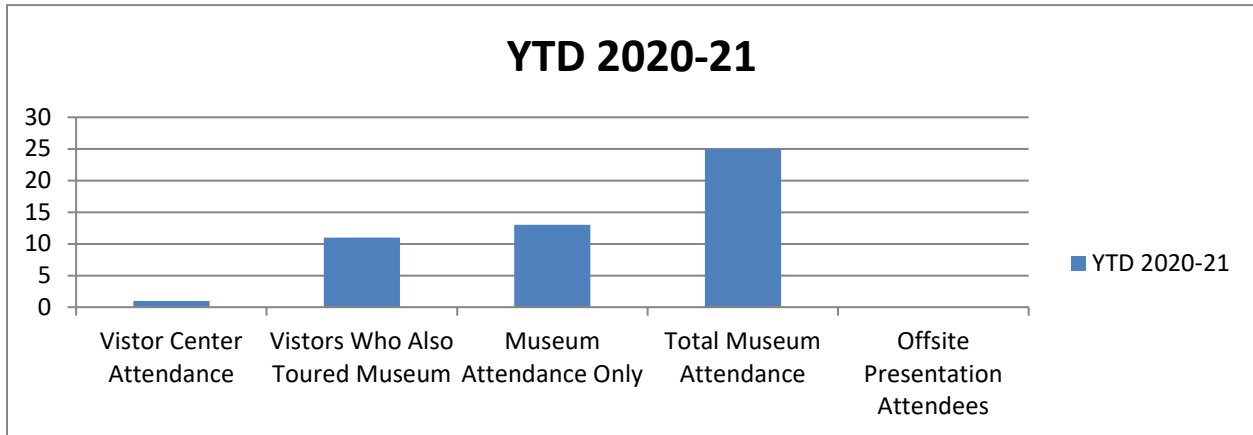
Visitors’ Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors	Off Site Presentations Attendees
0	0	6	6	0

Museum/Visitor Center Usage



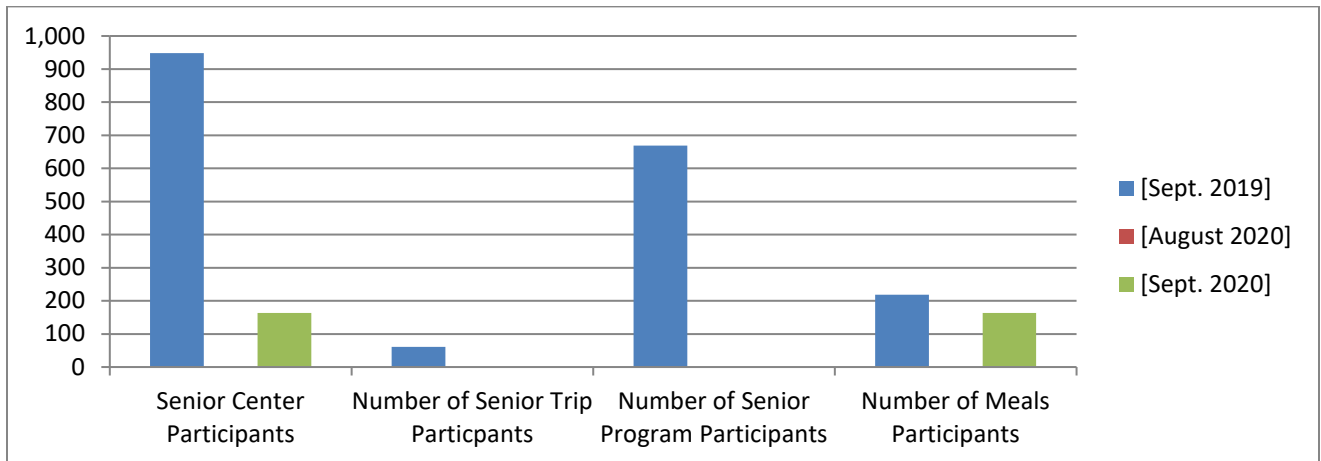
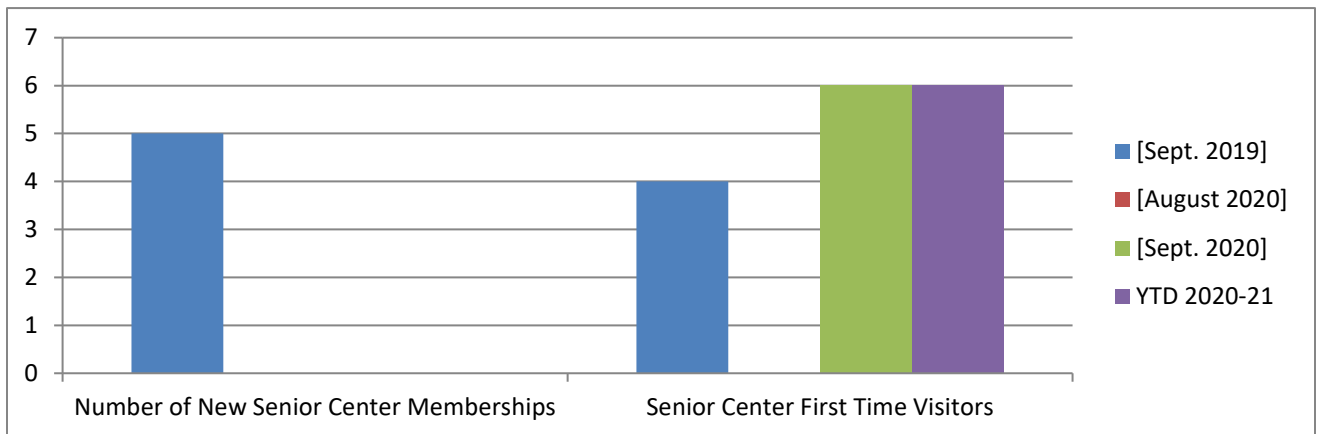
**Parks, Recreation, & Cultural Arts Department
September 2020**

Museum/Visitor Center Usage YTD



Seniors

The Senior Center continued to be shut down this month. However, we started doing Senior Lunches again on September 23rd but only in a drive-thru capacity. The first week brought 77 people, which is a huge success. We will continue doing this for the foreseeable future. It is possible we will start slowly opening up the Senior Center next month but the details are yet to be determined on that.



Sept. 2008 July - Sept.

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

**Parks, Recreation, Cultural Arts Department
September 2020**

	FYE 2019	FYE 2020
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	19-Sep	Aug-20	Sep-20	YTD 20-21
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Facility Usage

Special Use Permits Submitted	13	15
Pavilion 1 Rentals	3	7
Pavilion 2 Rentals	11	5
Pavilion 3 Rentals	106	38
Splash Pad Pavilion Rentals	177	106
Total Number of Pavilion Rentals	297	156
Gymnasium Rentals	130	79
Caferia Rentals	54	0
Auditorium Rentals	4	10
Amphitheater Rentals	3	0
Total Number of Facility Rentals	196	89
Ballfield Rentals	7	45
Vistor Center Attendance	6	21
Vistors Who Also Toured Museum	14	84
Museum Attendance Only	85	668
Total Museum Attendance	99	752

	0	8	4	14
	3	1	4	5
	3	1	0	1
	13	9	9	20
	24	27	20	60
	43	38	33	86
	8	0	0	0
	0	0	0	0
	2	0	0	0
	0	0	0	0
	10	0	0	0
	14	25	37	77
	4	0	0	1
	4	2	0	11
	282	7	6	13
	286	9	6	25

Programming

Number of Youth Program Participants	679	578
Number of Adult Program Participants	240	76
Number of In-House Special Events Offered	8	7
Number of In-House Special Event Attendees	2987	2964
Total Number of Programs Offered	34	18
Number of Senior Center Memberships	319	1768
Number of New Senior Center Memberships	16	16
Senior Center Participants	14,966	9594
Senior Center First Time Visitors	32	59
Number of Senior Trips Offered	54	37
Number of Senior Trip Participants	896	613
Number of Senior Programs Offered	117	76
Number of Senior Program Participants	9,989	6798
Number of Senior Meals Served	54	34
Number of Meals Participants	4052	2235
Offsite Presentation Attendees	0	15

	0	41	0	41
	0	0	0	0
	1	0	2	3
	17	0	0	47
	1	2	1	5
	200	0	200	200
	5	0	0	0
	948	0	163	163
	4	0	6	6
	5	0	0	0
	61	0	0	0
	8	0	0	0
	669	0	0	0
	4	0	2	2
	218	0	163	163
	0	0	0	0

Revenues

Youth Program Revenue	\$55,825.00	\$41,183.00
Adult Program Revenue	\$ 8,460.00	\$ 3,580.00
Special Event Revenue	\$ 4,355.00	\$ 2,009.00
Senior Meal Revenue	\$10,875.00	\$ 5,961.50
Shelter Reservation Revenue	\$12,135.00	\$ 4,780.00
Facility Reservation Revenue	\$19,305.00	\$ 8,046.88
Field Rental Revenue	\$ 2,521.00	\$ 1,203.34
Misc. Revenue	\$25,030.00	\$31,411.74

	\$5,863.00	\$165.00	\$4,440.00	\$6,581.00
	\$0.00	\$150.00	\$0.00	\$650.00
	\$150.00	\$0.00	\$0.00	\$605.00
	\$580.50	\$0.00	\$407.50	\$407.50
	\$635.00	\$1,535.00	\$640.00	\$3,250.00
	\$1,518.75	\$0.00	\$100.00	\$100.00
	\$338.34	\$1,150.00	\$2,190.00	\$3,730.00
	\$320.00	\$0.00	\$345.00	\$445.00

Workflow

Mowing Hours	1,554	2,601
Work Orders Received	N/A	8
Work Orders Completed	N/A	8
Number of Projects Started	27	40
Number of Projects Completed	18	35

	321	405	N/A	724
	0	1	1	4
	0	1	1	4
	3	2	N/A	9
	2	3	N/A	5

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Special Use Permits			13	15	0
Pavilion 1 Rentals			3	7	3
Pavilion 2 Rentals			11	5	3
Pavilion 3 Rentals			106	38	13
Splash Pad Pavilion Rentals			177	106	24
Gymnasium Rentals			130	79	8
Auditorium Rentals			4	10	2
Amphitheater Rentals			3	0	0
Ballfield Rentals			7	45	14

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Total Number of Pavilion Rentals			297	156	43
Total Number of Facility Rentals			196	89	10
Ballfield Rentals			7	45	14

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Vistor Center Attendance			6	21	4
Vistors Who Also Toured Museum			14	84	4
Museum Attendance Only			85	668	282
Total Museum Attendance			99	752	286
Offsite Presentation Attendees			0	15	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Number of In-House Special Events Offered			8	7	1
Total Number of Programs Offered			34	18	1
Number of Senior Trips Offered			54	37	5
Number of Senior Programs Offered			117	76	8

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Number of New Senior Center Memberships			16	16	5
Senior Center First Time Visitors			32	59	4

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Number of Youth Program Participants			679	578	0
Number of Adult Program Participants			240	76	0
Number of In-House Special Event Attendees			2987	2964	17

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Senior Center Participants			14,966	9594	948
Number of Senior Trip Participants			896	613	61
Number of Senior Program Participants			9,989	6798	669
Number of Meals Participants			4052	2235	218

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Sep
Youth Program Revenue			#####	#####	\$5,863.00
Adult Program Revenue			\$ 8,460.00	\$ 3,580.00	\$0.00
Special Event Revenue			\$ 4,355.00	\$ 2,009.00	\$150.00
Senior Meal Revenue			#####	\$ 5,961.50	\$580.50
Shelter Reservation Revenue			#####	\$ 4,780.00	\$635.00
Facility Reservation Revenue			#####	\$ 8,046.88	\$1,518.75
Field Rental Revenue			\$ 2,521.00	\$ 1,203.34	\$338.34
Misc. Revenue			#####	#####	\$320.00

Aug-20	Sep-20	YTD 20-21
8	4	14
1	4	5
1	0	1
9	9	20
27	20	60
0	0	0
0	0	0
0	0	0
25	37	77

Aug-20	Sep-20	YTD 20-21
38	33	86
0	0	0
25	37	77

Aug-20	Sep-20	YTD 20-21
0	0	1
2	0	11
7	6	13
9	6	25
0	0	0

Aug-20	Sep-20	YTD 20-21
0	2	3
2	1	5
0	0	0
0	0	0

Aug-20	Sep-20	YTD 20-21
0	0	0
0	6	6

Aug-20	Sep-20	YTD 20-21
41	0	41
0	0	0
0	0	47

Aug-20	Sep-20	YTD 20-21
0	163	163
0	0	0
0	0	0
0	163	163

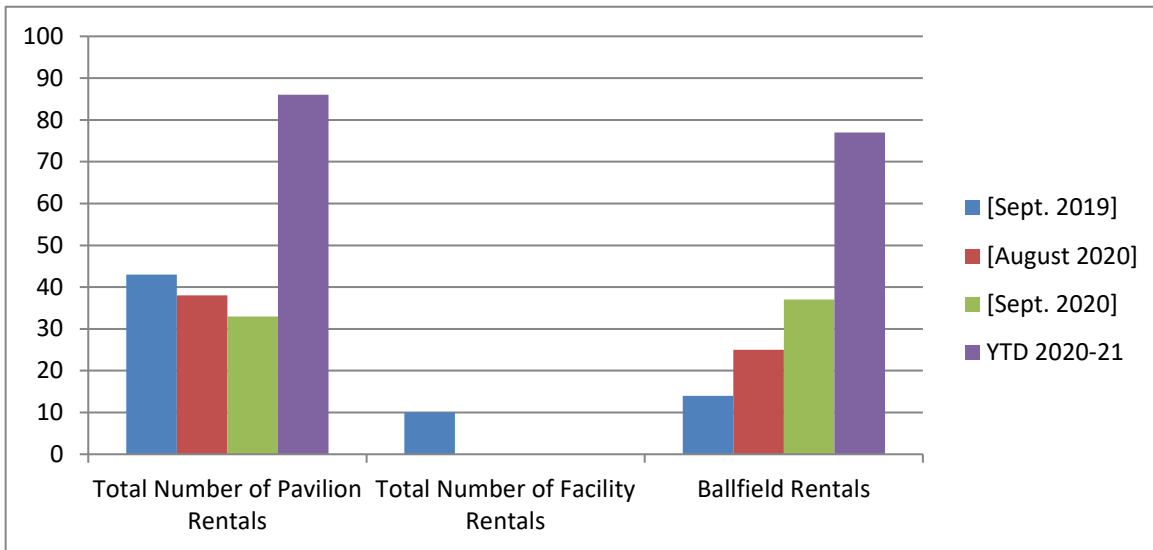
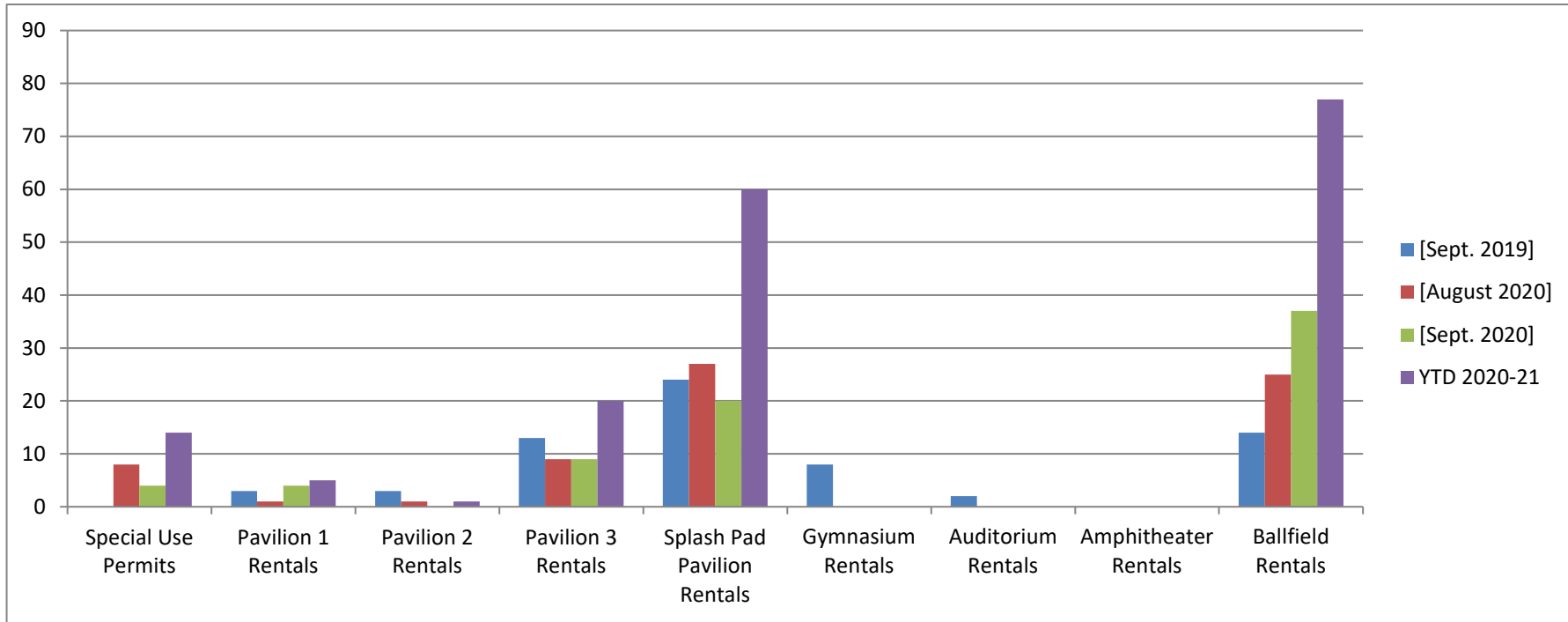
Aug-20	Sep-20	YTD 20-21
\$165.00	\$4,440.00	\$6,581.00
\$150.00	\$0.00	\$650.00
\$0.00	\$0.00	\$605.00
\$0.00	\$407.50	\$407.50
\$1,535.00	\$640.00	\$3,250.00
\$0.00	\$100.00	\$100.00
\$1,150.00	\$2,190.00	\$3,730.00
\$0.00	\$345.00	\$445.00

Target

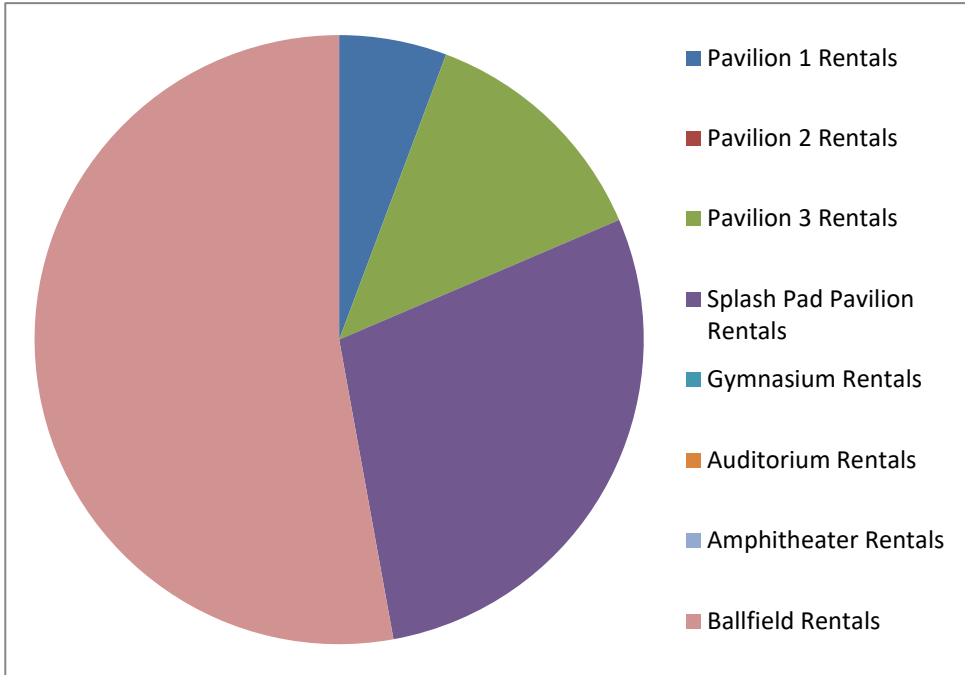
Actual

Senior Budget	25.00%	1.37%
Museum Budget	25.00%	19.14%
Parks Admin Budget	25.00%	17.49%
Parks Maintenance Budget	25.00%	16.04%
Cemetery Budget	25.00%	10.76%
Total Parks General Fund Bu	25.00%	16.16%

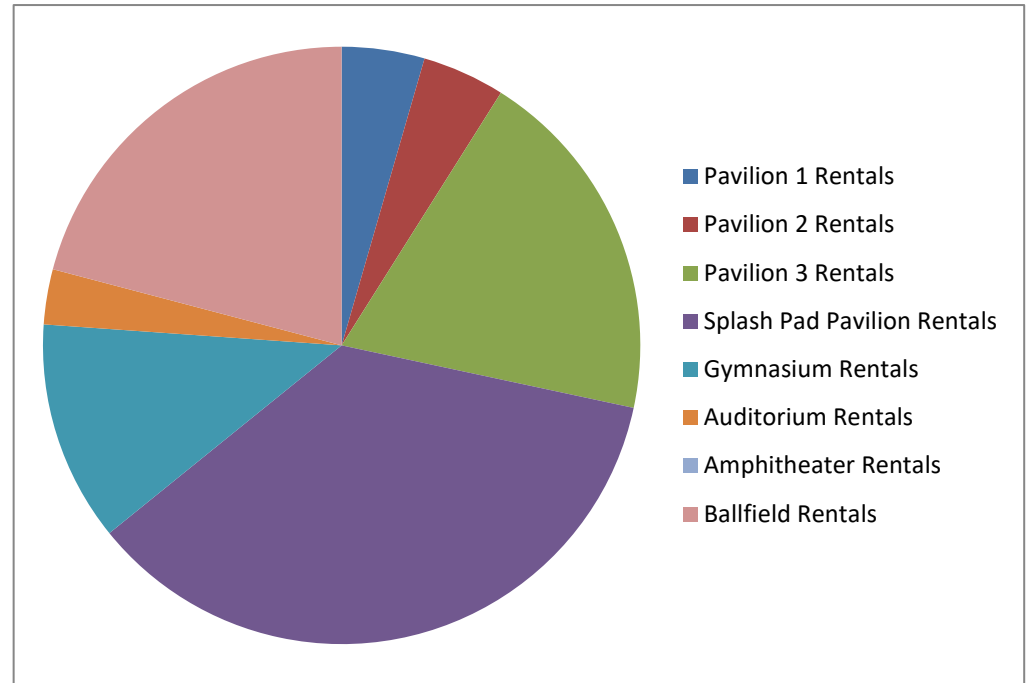
Facility Usage



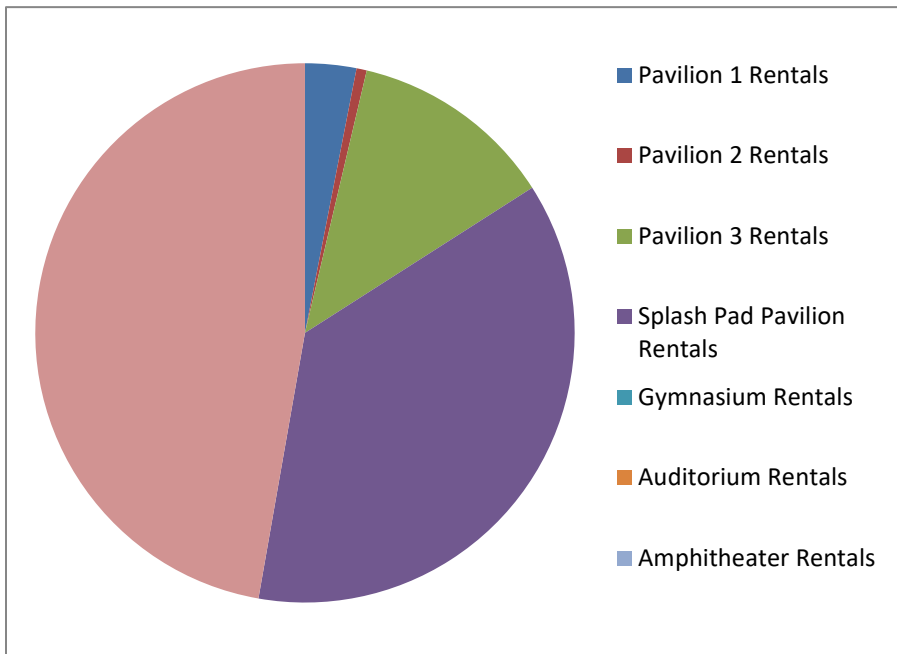
Facilty Usage This Month



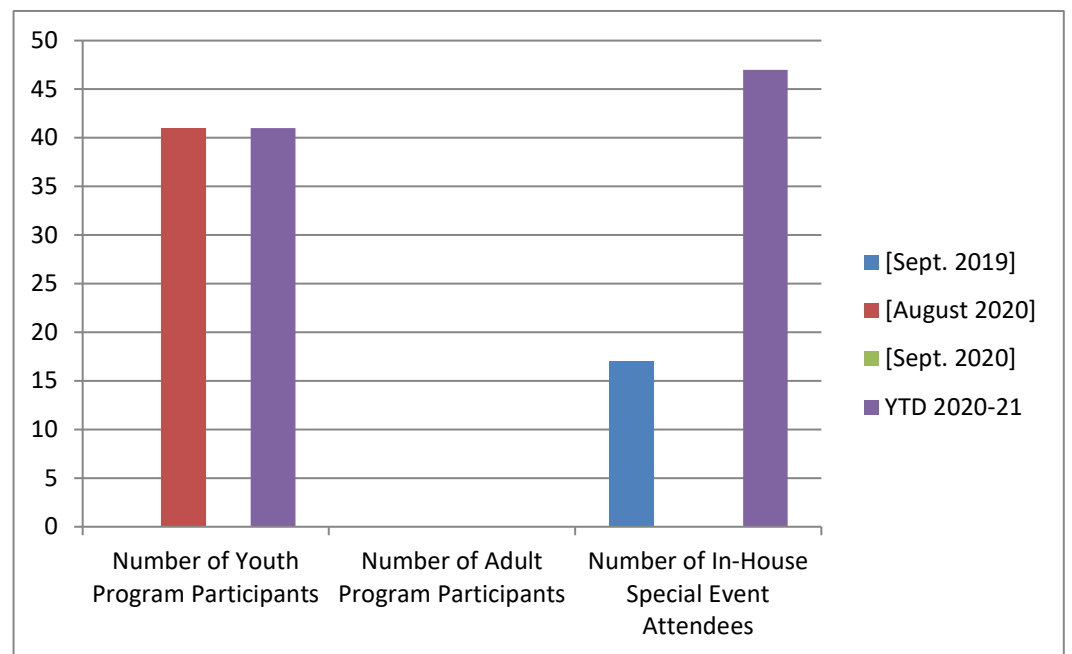
Facility Usage September 2019



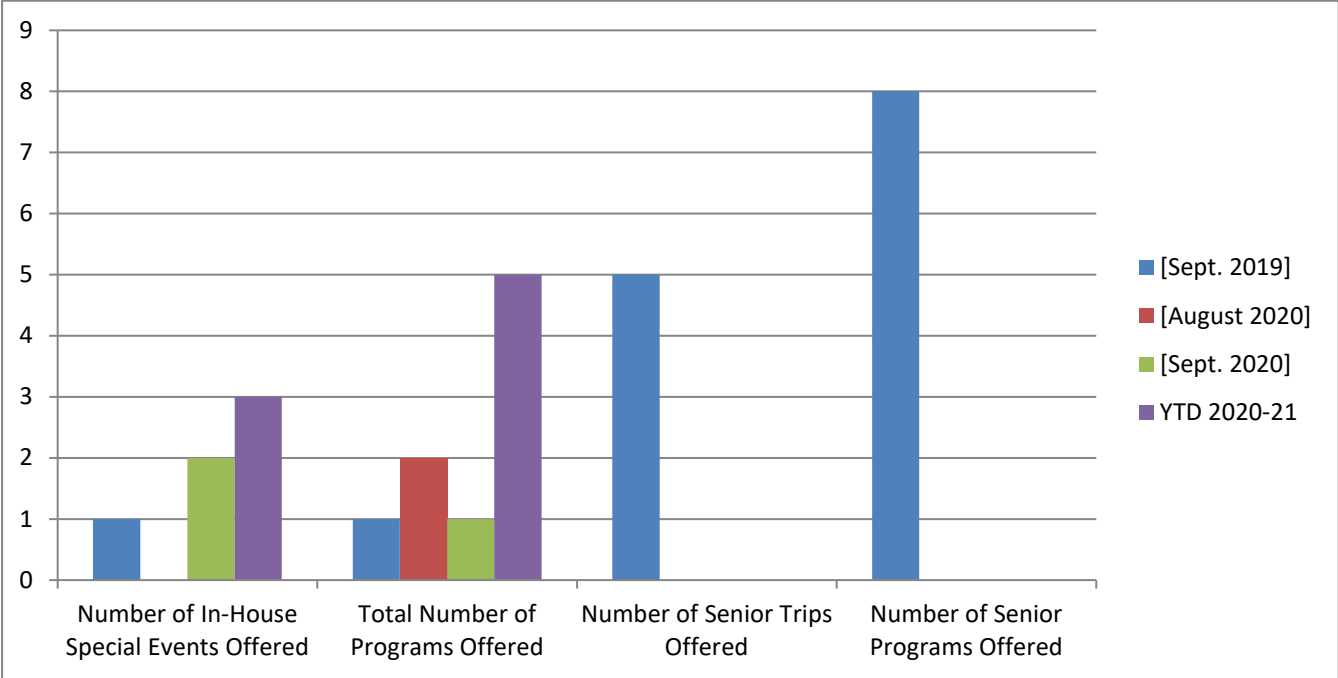
Facility Usage YTD 2020-21



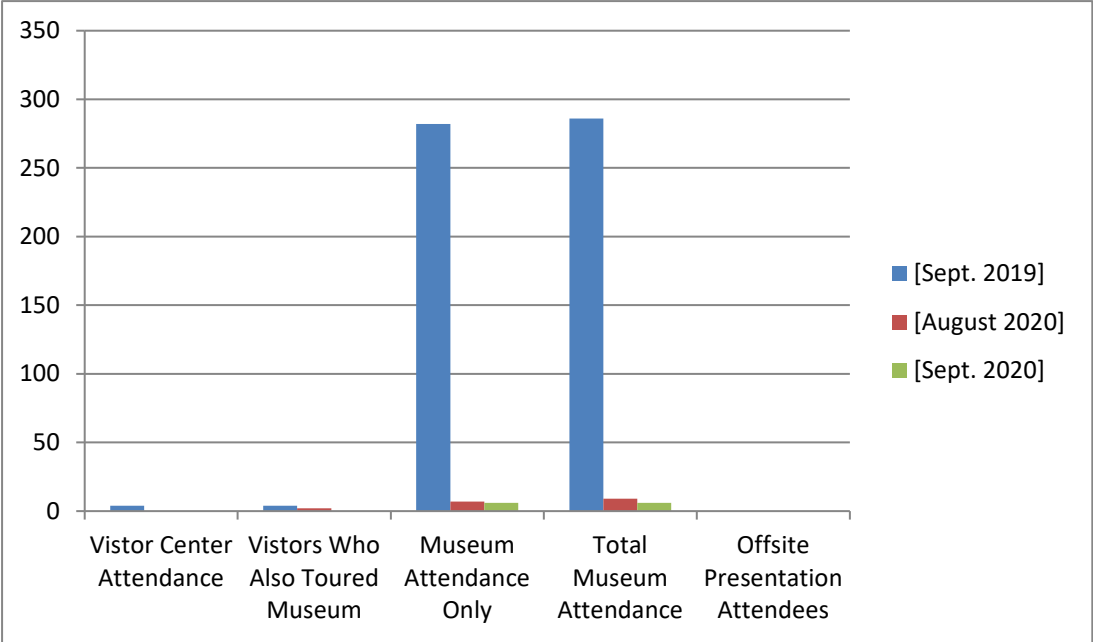
Rec Programming/Events Participation/Attendance



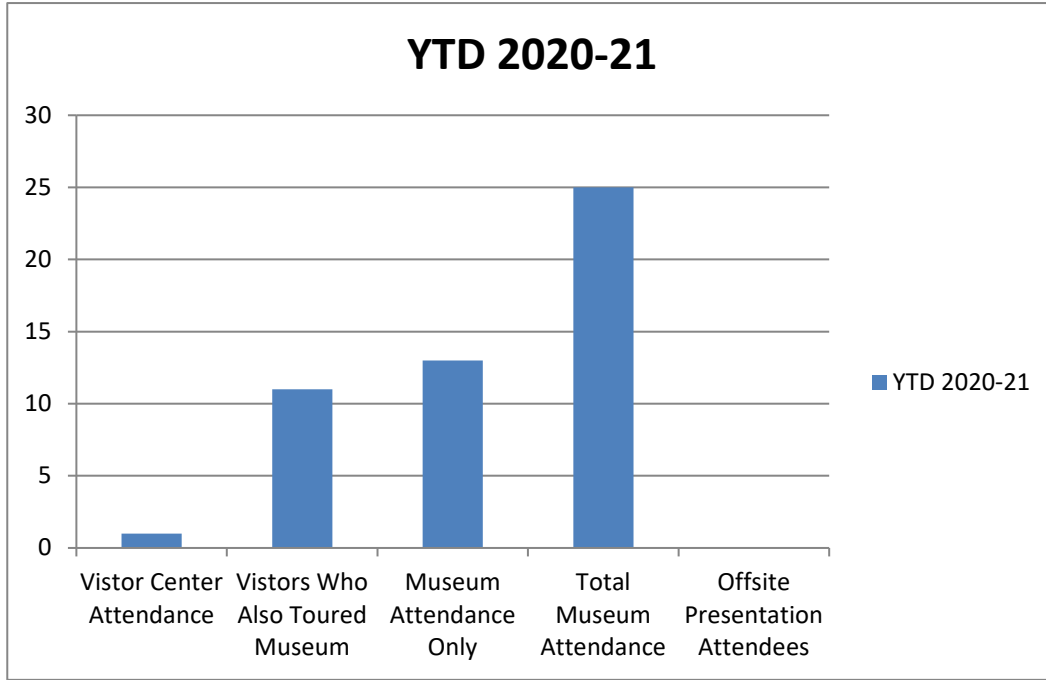
Programming Opportunities



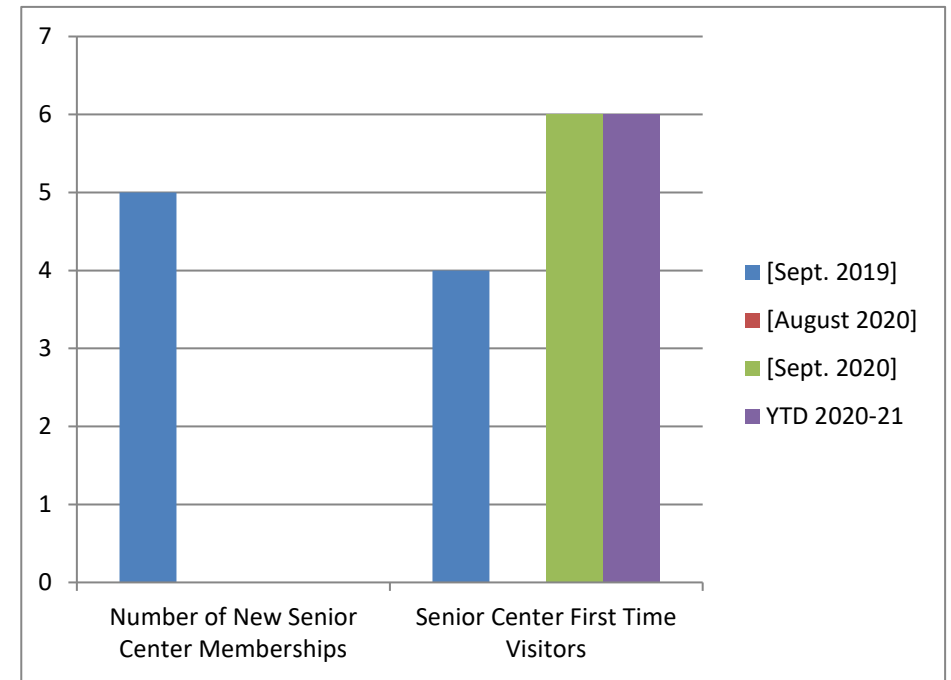
Museum/Visitor Center Usage



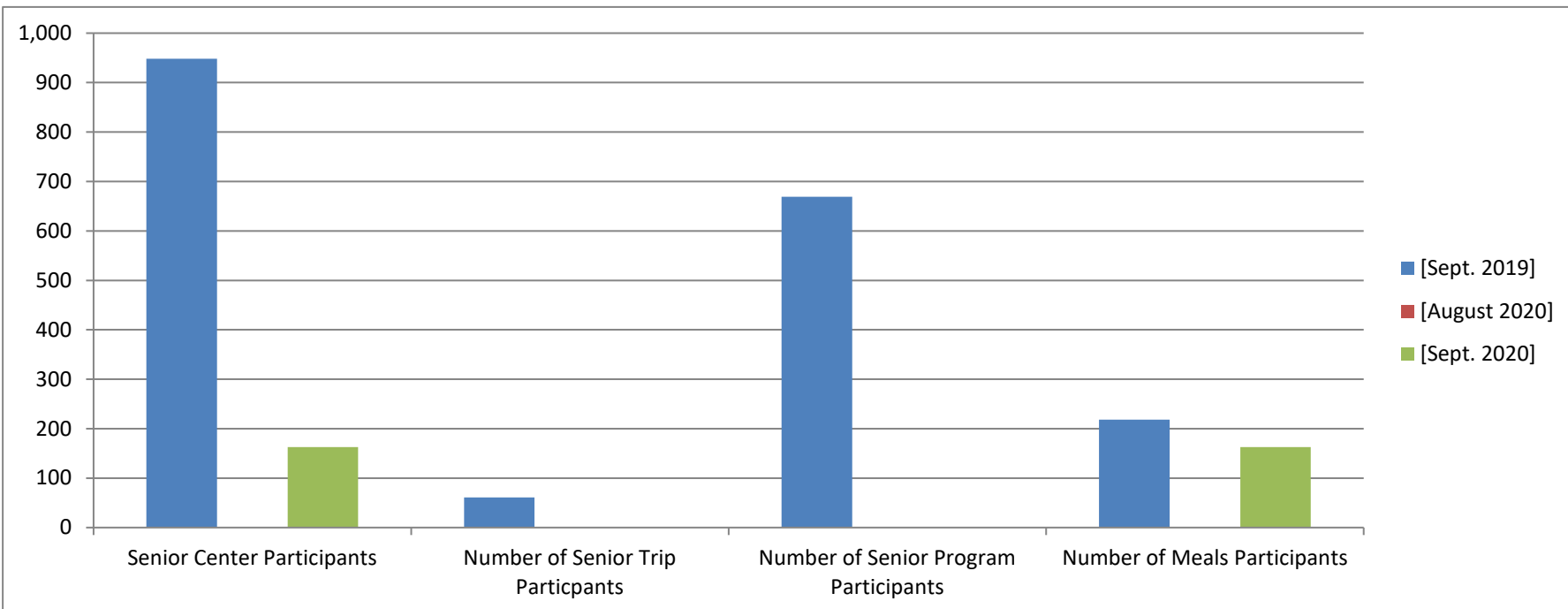
Museum/Visitor Center Usage YTD



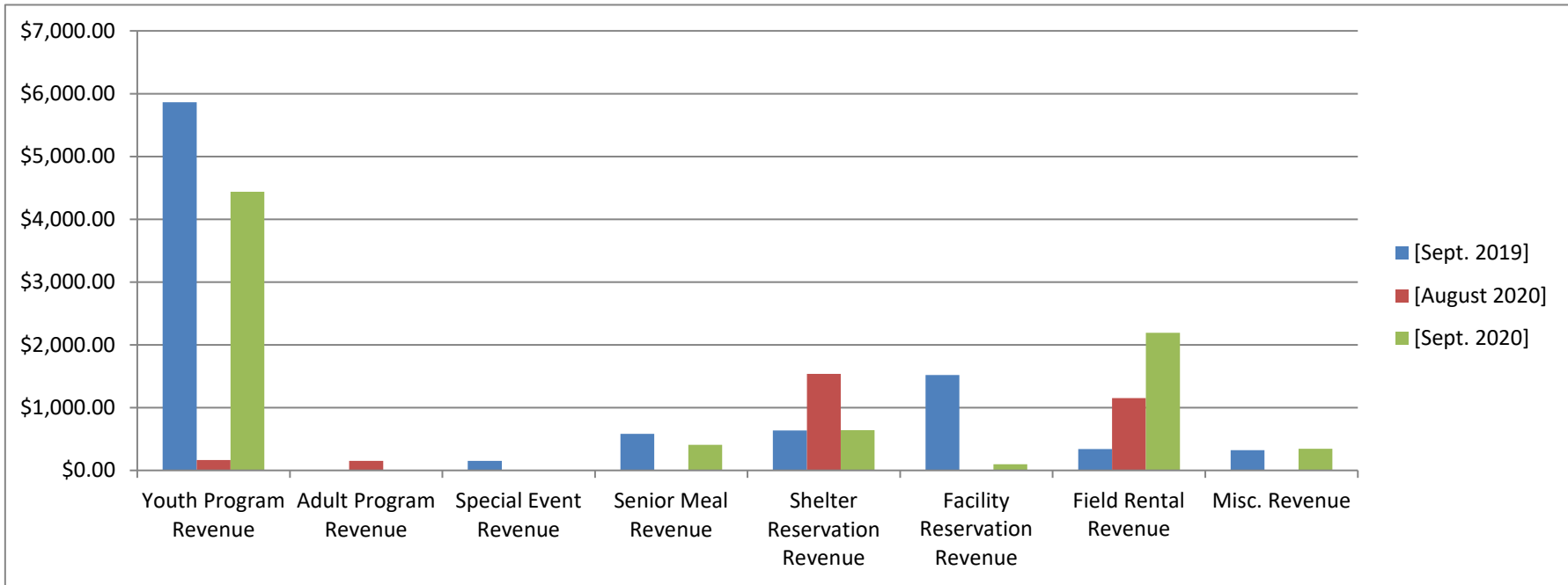
New Senior Memberships/First Time Visitors



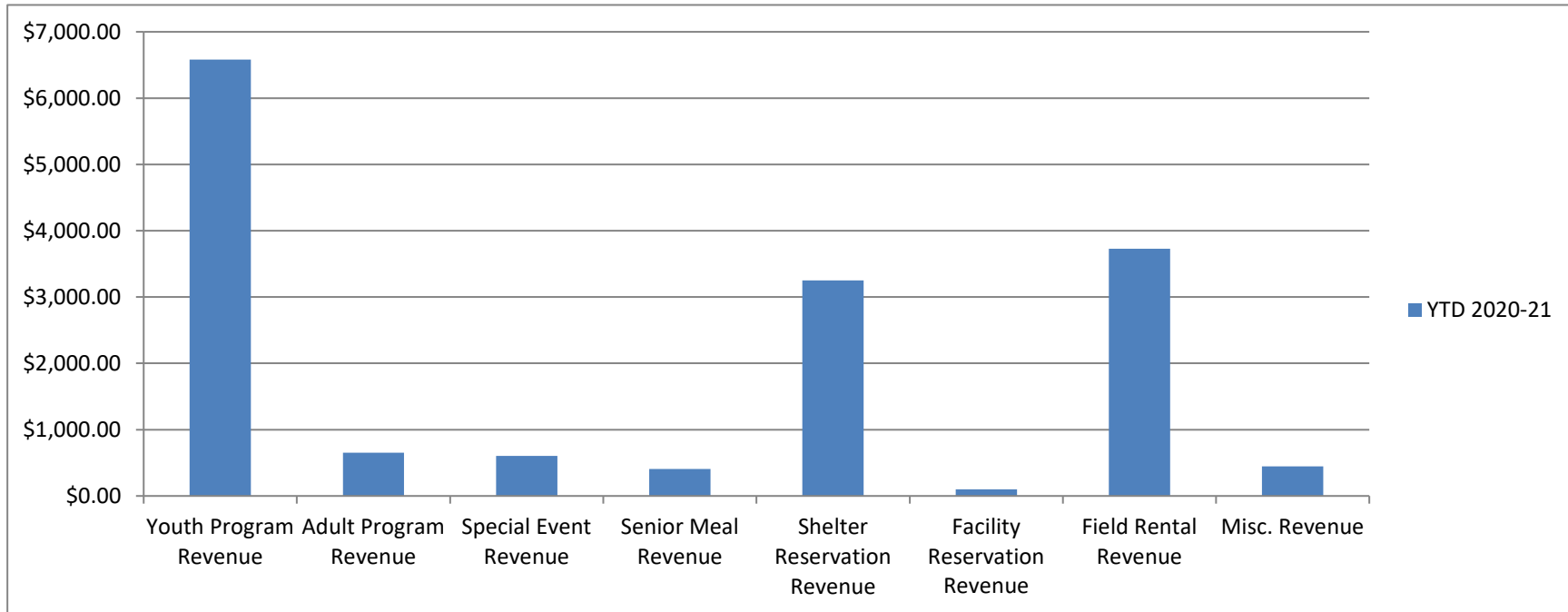
Senior Programming Participation/Attendance



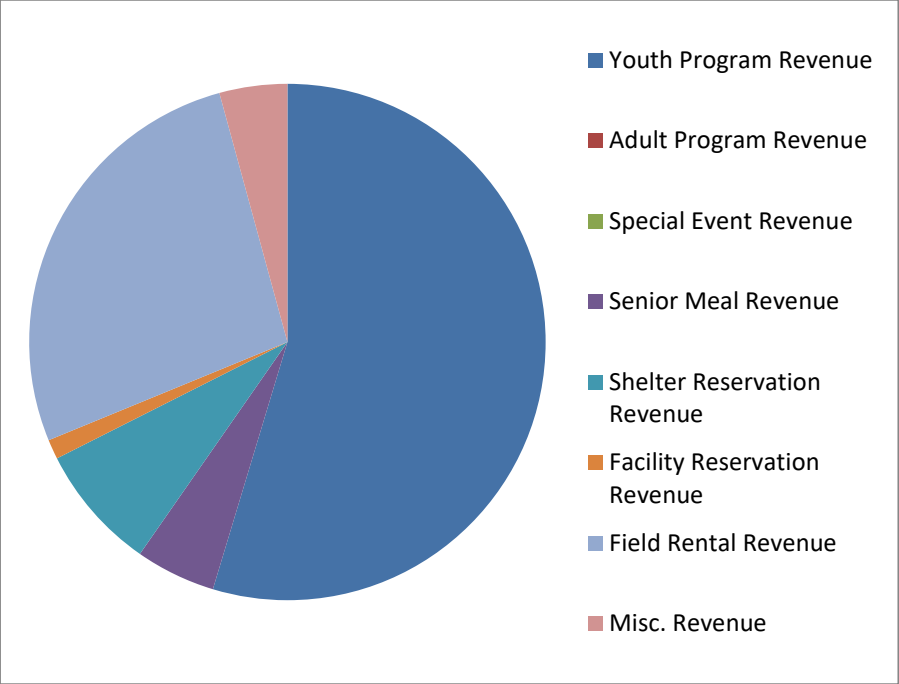
Revenues



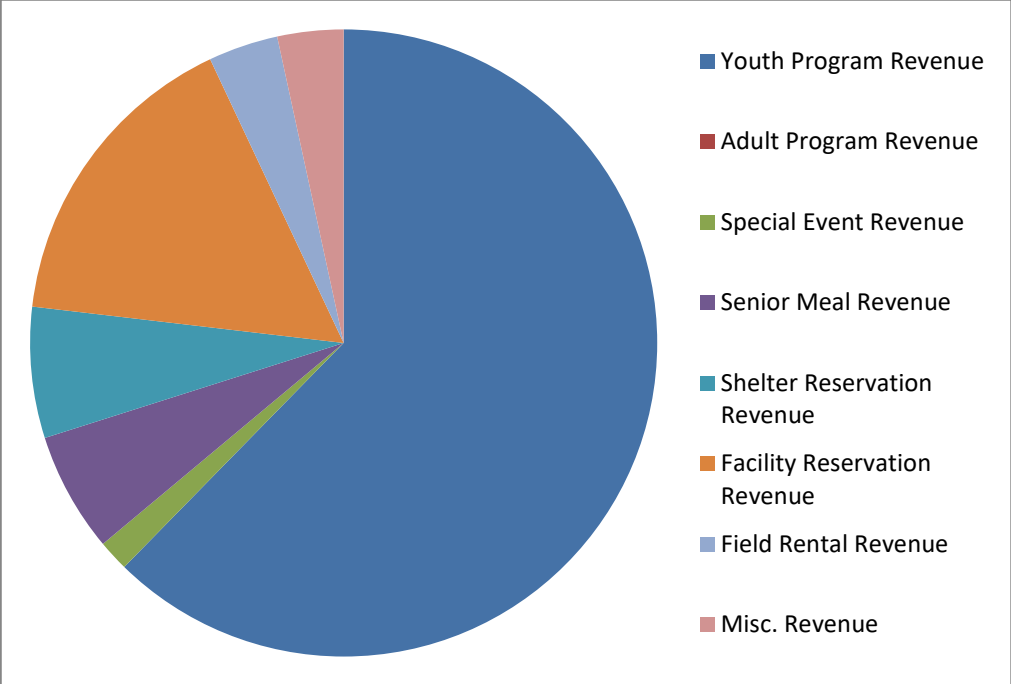
Revenues YTD



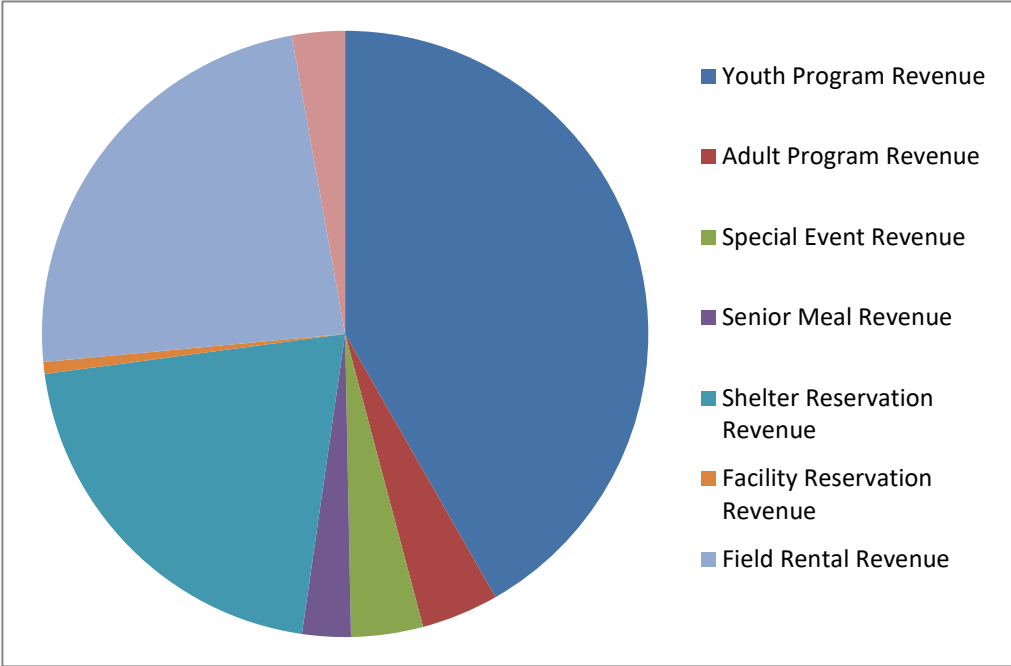
Where Revenues Came From This Month



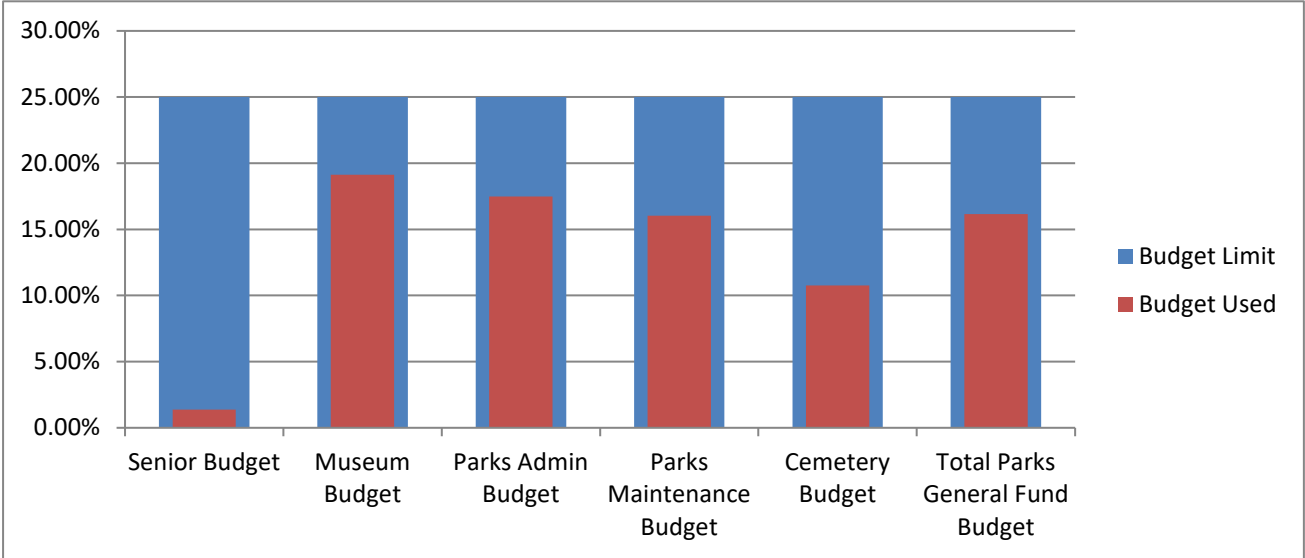
Where Revenues Came From September 2019



Where Revenues Come From YTD



Over/Under Budget



White House Library Monthly Report September 2020

Summary of Activities

The library board met in September. They reviewed the director's succession plan and some of the other items they asked her to complete on her performance evaluation.

All of the patio library furniture came in and has been placed in the space. The director also ordered a cushion container to store them in when it rains. She also has a trash can on order and purchased some pots and plants to put in the space.

A number of library programs have been held on the patio now that the new furniture is in. Not only is the furniture working out well for library programs, but staff have noticed a number of people using the space for tutoring and other meetings.

A PO for Nashville Tent and Awning to put up a metal awning on the library patio space has been approved. They should begin gathering material and then start work sometime in October or November.

The library director met with a representative from Schaffhouser and Copper Creek Electrical to get a quote for running electrical plugs along the outside of the wall above the patio bar seating. In addition to getting quotes for the electrical, the director reached out to Gerald printing and B & B signs for a possible outside library sign. She gave them design ideas and will meet with them again in October to see what options they can provide.

The library director attended a regional director's phone conference. At this meeting, the region staff provided updates a number of issues. The data collection coordinator was also on the call taking questions from the attendees on different statistic questions. This meeting was extremely helpful for the library director as there were a number of new statistic requests due to COVID.

The library director had a phone call with her mentor, the director of the Clarksville Public Library. The two discussed different things they are doing to handle changes due to COVID. They also discussed ways to report to the library board and how to meet certain state standards. The White House Library director will use some of the info from this conversation going forward.

The library director watched the Mayor speak at the Chamber Luncheon. During his speech, the Mayor praised the library for being the only library in the red river library that still provided curbside pickups and other services to public while we were closed due to COVID.

The city upgraded their phone system. Since the library is on the city network, they also have new phones. Many of the staff members attended a training webinar on the new phone system. The phones were installed at the end of September. The staff worked on setting them up and are still learning how to use all the functions.

Department Highlights

The highlight for the month is how much progress has been made on the CIP project. The new furniture is working out nicely for programs and is being used by patrons for a number of different things.

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

Official Service Area Populations

2016	2017	2018	2019	2020
13,714	13,833	14,035	14,202	14,363

September Membership

Year	Cumulative Members			
	New Members	Updated Members	Total Members	% of Population with Membership
2016	101	458	11,612	84
2017	108	265	6,822	49
2018	132	253	8,038	57
2019	173	598	9,187	65
2020	108	481	6,901	48

The library has switched its system so that all new users register online. Patrons without Internet can use one of our computers at the library and receive help from staff should they need assistance.

Total Material Available: 36,950

Estimated Value of Total Materials: \$923,750

Last Month: \$915,600

Total Materials Available Per Capita: 2.57

Last Month: 2.54

State Minimum Standard: 2.00

Materials Added in September

2016	2017	2018	2019	2020
365	320	201	410	348

Yearly Material Added

2016	2017	2018	2019	2020
3,674	3,602	3,123	3,004	2,546

Physical Items Checked Out in September

2016	2017	2018	2019	2020
6,237	5,632	6,190	5,099	5,147

Cumulative Physical Items Check Out

2016	2017	2018	2019	2020
63,252	63,421	62,536	65,522	36,443

The checkouts for September have improved even with there still being some restrictions due to COVID.

September

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	38	38	43	33	31
Study Rooms	81	69	70	90	25
Lego Table	275	277	92	160	0
Games and Puzzles	62	37	64	63	96
Seeds	3	4	11	8	13
Test Proctoring	4	3	6	9	9
Charging Station	0	5	6	1	8
STEAM Packs	*	*	64	20	0
Cake Pans	*	*	*	0	3
Notary Services	*	*	*	*	19
Library Visits	*	*	4,406	4,173	3,106
Website Usage	*	*	586	1,591	1,353
Reference Questions	16	5	3	5	8

Yearly Totals

2016	2017	2018	2019	2020
299	585	644	137	238
821	828	1,082	253	258
2,094	2,643	1,891	553	459
510	528	743	222	576
82	1,197	586	112	280
9	56	152	27	73
26	86	90	19	27
*	*	148	61	25
*	*	6	1	10
*	*	*	16	68
*	*	52,565	55,728	21,763
*	*	2,517	16,935	12,511
80	115	59	77	32

September

Library Use	2018	2019	2020
Library Volunteers	13	13	4
Volunteer Hours	114	132	74

Yearly Totals

18-19	19-20	20-21
82	36	8
809	1,286	248.5

Only a few volunteers have felt safe coming back to volunteer at the library.

Computer Users

September	2016	2017	2018	2019	2020
Wireless	742	931	604	623	352
Adult Computers	419	329	427	354	149
Kids	195	199	192	139	7

Yearly Computer Users

2016	2017	2018	2019	2020
8,367	8,725	9,535	2,017	2,585
4,640	4,413	4,642	1,103	1,599
2,136	2,209	2,088	556	408

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

Universal Class September Counts

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
0	1	2	4	2

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	10	47	1,687	774

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	77	0	1	2

Monthly

Sept Kids	Kids Sessions	Kids Attendance
2016	18	235
2017	16	327
2018	13	280
2019	12	244
2020	4	109

Yearly Totals

Kids Sessions	Kids Attendance
178	2,988
181	4,268
158	4,437
46	737
39	1,041

Grab & Go Kits

Kits Offered	Picked Up
9	177
Yearly	
15	269

In September, we offered face-to-face sidewalk story times for the younger kids and then grab and go kits for the older ones. We put out a lot more kits in September because so many of them were being taken.

Monthly

Sept	Teen Events	Teens Present
2016	6	13
2017	4	18
2018	6	9
2019	4	14
2020	0	0

Yearly

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

Monthly

Sept	Tween Events	Tweens Present
2019	2	11
2020	0	0
Yearly		
2019	10	150
2020	5	18

Sept combined Programs

Teen & Tweens	Present
4	34
Yearly	
7	48

In September we held combined program for teens and tweens on the library patio. These were face-to-face programs that included writing, drawing and sewing.

Monthly

Sept Adults	Adult Sessions	Adult Attendance
2016	9	33
2017	12	54
2018	11	60
2019	14	38
2020	3	15

Yearly

Adult Sessions	Adult Attendance
61	662
145	689
175	1,009
41	232
37	174

Device Advices	Sept.	Yearly
2019	*	125
2020	6	43

I created a separate box for device advice appointments. I would normally count them with the regular adult programs, but since they are one-on-one appointments, I believe it is best to count them separately.

Interlibrary Loan Services

September	2016	2017	2018	2019	2020
Borrowed	51	37	50	97	58
Loaned	20	24	21	35	7

Yearly Interlibrary Loan Services

2016	2017	2018	2019	2020
668	562	690	690	393
249	305	410	410	95

Sept 2020 R.E.A.D.S.

Adults	Juvenile
1434	68

2020-2021 totals

Adults	Juvenile
4,814	245

19-20 Yearly Totals

Adult	Juvenile
23,138	1,430

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

September 2020

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH	\$3,904.79
TOTAL MONIES COLLECTED YTD	\$10,385.05

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH	\$1,689.56
TOTAL MONIES COLLECTED YTD	\$5,308.57

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$5,594.35</u>
TOTAL REVENUE YTD	\$15,693.62

DISBURSEMENTS

LITIGATION TAX	\$320.02
DOS/DOH FINES & FEES	\$209.00
DOS TITLE & REGISTRATION	\$85.50
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$36.84
CARD FEES	\$34.20
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$685.56</u>
TOTAL DISBURSEMENTS YTD	\$1,693.28

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$4,908.79</u>
TOTAL ADJUSTED REVENUE YTD	\$14,000.34

DRUG FUND

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$320.62</u>
DRUG FUND DONATIONS YTD	\$771.39

Offenses Convicted & Paid For Month	Count	Paid
Careless Driving		
Financial Responsibility Law	14	\$615.00
Registration Law	8	\$560.52
Codes Violations	1	\$55.00
Child Restraint	1	\$136.14
Improper Passing	1	\$55.00
DL Exhibited	1	\$0.00
Red Light	3	\$290.00
Open Container	1	\$128.75
Stop Sign		
Speeding	19	\$1,776.40
Seat Belt	1	\$50.00
Failure To Yield		
Exercise Due Care	2	\$55.00
Vicious Dogs	1	\$136.14
Total	53	\$3,857.95