

**Administrative & Legislative Services Department  
October 2020**

**Administration**

City Administrator Gerald Herman attended the following meetings this month:

- October 01:
  - Fire Department Lieutenant Interviews
  - Sumner County COVID Update
  - CFR Virtual Election 2020 U.S. Foreign Policy Forum
- October 03: Discover White House
- October 05:
  - Pre-Construction Meeting for Community Event Center
  - Pre-Development Meeting
  - Staff Plan Reviews
- October 06: COVID-19 Local Leadership Communication
- October 07:
  - FSEP Board Meeting
  - City Hall Demolition Scope of Work
- October 08: Sumner County COVID Update
- October 13: COVID-19 Local Leadership Communication
- October 14: 50<sup>th</sup> Anniversary Committee Meeting
- October 15:
  - White House Area Chamber of Commerce Ribbon Cutting: Hometown Nutrition
  - Opticom – GPS Platform Lunch & Learn
  - Sumner County COVID Update
- October 19:
  - Flood Management Discussion
  - Briarwood Subdivision Discussion
  - Project Advantage/Union Road/Love's Discussion
- October 20:
  - COVID-19 Local Leadership Communication
  - Briarwood Subdivision Discussion
- October 21:
  - RTA/GNRC/MPO
  - RTA Executive Committee Meeting
  - Public Services Employee Appreciation Luncheon
  - Prospect Visit – Review of Furniture Needs
- October 22:
  - WHVC – OAC Meeting
  - Sumner County COVID Update
  - December Events Discussion
- October 27: COVID-19 Local Leadership Communication
- October 28: New Hall Road Development Discussion
- October 29:
  - Fire Department Community Breakfast
  - Community Event Center Progress Meeting
  - Sumner County COVID Update

**Administrative & Legislative Services Department  
October 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.

<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	\$17,548,414	\$ 3,846,158	↓11.44
Industrial Development	\$177,000	\$ 125,792	↑37.70
State Street Aid	\$530,000	\$ 285,216	↑20.45
Parks Sales Tax	\$4,005,125	\$ 2,871,812	↑38.34
Solid Waste	\$1,050,026	\$ 556,847	↑19.67
Fire Impact Fees	\$74,500	\$ 67,741	↑57.56
Parks Impact Fees	\$15,000	\$ 11,517	↑43.42
Police Impact Fees	\$65,000	\$ 65,000	↑66.64
Road Impact Fees	\$60,000	\$ -	↓33.36
Police Drug Fund	\$4,500	\$ 175	↓29.47
Debt Services	\$1,137,400	\$ 413,109	↑2.96
Wastewater	\$15,108,083	\$ 2,260,300	↓18.39
Dental Care	\$70,656	\$ 20,407	↓4.47
Stormwater Fund	\$1,063,984	\$ 357,506	↑0.24
Cemetery Fund	\$43,890	\$ 25,927	↑25.71

\*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**

	<b>FY 2021</b>	<b>FY 2020</b>	<b>FY 2019</b>	<b>FY 2018</b>	<b>FY 2017</b>
July	261	269	346	362	327
August	128	106	151	166	175
September	106	98	126	119	120
October	79	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
<b>Total</b>	<b>574</b>	<b>1199</b>	<b>1,595</b>	<b>1,813</b>	<b>1,750</b>

<b>Purchase Orders by Dollars</b>	<b>Oct. 2020</b>	<b>FY 2021</b>	<b>FY 2020</b>	<b>FY 2019</b>	<b>Total for FY21</b>	<b>Total for FY20</b>	<b>Total for FY19</b>
Purchase Orders \$0-\$9,999	72	523	1132	1529	\$721,013.69	\$1,275,419.16	\$1,349,159.92
Purchase Orders \$10,000-\$24,999	2	19	34	26	\$279,854.14	\$551,938.89	\$381,155.50
Purchase Orders over \$25,000	5	32	33	40	\$2,701,290.04	\$4,035,346.92	\$7,678,174.40
<b>Total</b>	<b>79</b>	<b>574</b>	<b>1199</b>	<b>1595</b>	<b>\$3,702,157.87</b>	<b>\$5,862,704.97</b>	<b>\$9,408,489.82</b>

**Administrative & Legislative Services Department  
October 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.

	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
<b>July</b>	15	152	61	60	11,536	1,164,517	1,080,668	825,614
<b>August</b>	20	126	133	56	9,145	752,932	835,519	717,462
<b>September</b>	17	43	22	90	8,335	679,248	214,406	739,867
<b>October</b>	10	78	86	43	8,390	386,735	864,091	876,346
<b>November</b>		56	40	80		695,971	812,527	808,551
<b>December</b>		156	82	50		847,724	1,055,111	842,265
<b>January</b>		67	68	44		720,531	934,562	747,155
<b>February</b>		22	40	41		N/A	762,985	631,612
<b>March</b>		85	61	71		N/A	879,671	1,165,275
<b>April</b>		43	56	77		N/A	820,505	959,769
<b>May</b>		27	29	49		5,998	946,897	1,063,568
<b>June</b>		48	123	27		10,251	901,328	483,003
<b>Total</b>	<b>62</b>	<b>901</b>	<b>801</b>	<b>688</b>	<b>37,406</b>	<b>5,263,907</b>	<b>9,053,159</b>	<b>9,860,532</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**

	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
<b>July</b>	106	83	31	146	63	36	21	38
<b>August</b>	46	47	46	77	38	18	11	39
<b>September</b>	44	71	53	46	37	27	20	31
<b>October</b>	119	44	70	64	52	27	18	29
<b>November</b>		25	51	25		10	17	25
<b>December</b>		18	25	25		21	20	11
<b>January</b>		30	31	96		13	14	11
<b>February</b>		51	40	25		27	11	15
<b>March</b>		112	31	23		38	18	10
<b>April</b>		73	60	70		58	26	17
<b>May</b>		62	161	116		30	33	23
<b>June</b>		95	103	59		31	30	33
<b>Total</b>	<b>315</b>	<b>705</b>	<b>702</b>	<b>772</b>	<b>190</b>	<b>336</b>	<b>239</b>	<b>282</b>

**Administrative & Legislative Services Department  
October 2020**

**Twitter**

	<b>2020-2021 Total Followers</b>	<b>2019 – 2020 Total Followers</b>	<b>2018 – 2019 Total Followers</b>	<b>2020-2021 # of Tweets</b>	<b>2019 – 2020 # of Tweets</b>	<b>2018 – 2019 # of Tweets</b>
<b>July</b>	904	862	811	31	19	8
<b>August</b>	908	869	796	19	9	8
<b>September</b>	910	870	798	14	14	10
<b>October</b>	921	868	802	33	15	7
<b>November</b>		873	802		5	7
<b>December</b>		877	805		16	8
<b>January</b>		880	809		9	7
<b>February</b>		888	826		23	8
<b>March</b>		902	830		24	16
<b>April</b>		907	830		14	14
<b>May</b>		903	832		14	14
<b>June</b>		904	851		14	14
<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>97</b>	<b>176</b>	<b>121</b>

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

	<b>FY21 New Downloads</b>	<b>FY20 New Downloads</b>	<b>FY19 New Downloads</b>
<b>July</b>	45	19	28
<b>August</b>	44	21	18
<b>September</b>	19	21	15
<b>October</b>	40	12	22
<b>November</b>		13	11
<b>December</b>		15	10
<b>January</b>		23	17
<b>February</b>		70	13
<b>March</b>		69	11
<b>April</b>		41	10
<b>May</b>		29	11
<b>June</b>		36	25
<b>Total</b>	<b>148</b>	<b>369</b>	<b>191</b>

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

	<b>FY21 # of Request</b>	<b>FY20 # of Request</b>	<b>FY19 # of Request</b>
<b>July</b>	20	36	32
<b>August</b>	27	39	26
<b>September</b>	16	18	18
<b>October</b>	15	40	32
<b>November</b>		27	12
<b>December</b>		20	27
<b>January</b>		24	22
<b>February</b>		41	30
<b>March</b>		34	24
<b>April</b>		35	32
<b>May</b>		26	27
<b>June</b>		28	29
<b>FY Total</b>	<b>78</b>	<b>356</b>	<b>311</b>

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

**Administrative & Legislative Services Department  
October 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 (\$)
<b>January</b>	8	1	7	0	<b>January</b>	0	0
<b>February</b>	5	0	2	0	<b>February</b>	0	0
<b>March</b>	N/A	0	8	5	<b>March</b>	0	0
<b>April</b>	23	1	36	5	<b>April</b>	2	150
<b>May</b>	94	11	131	13	<b>May</b>	5	870
<b>June</b>	123	10	114	20	<b>June</b>	3	384
<b>July</b>	96	18	49	12	<b>July</b>	0	0
<b>August</b>	34	18	1	13	<b>August</b>	0	45
<b>September</b>	12	0	14	5	<b>September</b>	-	-
<b>October</b>	2	3	7	0	<b>October</b>	-	-
<b>November</b>			4	0	<b>November</b>	-	-
<b>December</b>			13	0	<b>December</b>	-	-
<b>Total</b>	<b>397</b>	<b>62</b>	<b>387</b>	<b>73</b>	<b>Total</b>	<b>7</b>	<b>\$1449</b>

**Building Maintenance Projects**

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

*Special Maintenance Projects*

- Assist with moving items to Museum’s new storage area
- Trim bushes by round about area
- Assist with ceiling tile replacement at Police Department

	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
<b>July</b>	11	10	22	21	27	22
<b>August</b>	27	10	26	24	28	33
<b>September</b>	9	13	19	22	13	31
<b>October</b>	6	7	14	18	12	30
<b>November</b>		7	18	34	12	27
<b>December</b>		3	8	19	9	17
<b>January</b>		16	14	16	23	28
<b>February</b>		18	7	21	6	19
<b>March</b>		11	7	17	16	25
<b>April</b>		2	12	25	14	20
<b>May</b>		11	6	26	27	33
<b>June</b>		10	9	23	14	17
<b>Total</b>	<b>53</b>	<b>98</b>	<b>162</b>	<b>266</b>	<b>201</b>	<b>302</b>

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

**Finance Department  
October 2020**

**Finance Section**

During October the Finance Department imported 2020 tax year property tax data files and approved the bills to be mailed, 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:

- October 13: Cemetery Board meeting
- October 21: Furniture needs assessment for offices in new Community Event Center

**Performance Measures**

**Utility Billing**

	<b>October 2020</b>	<b>FY 2021 YTD</b>	<b>FY 2020 Total</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>
<b>New Builds (#)</b>	31	86	171	62	102	111
<b>Move Ins (#)</b>	51	272	649	534	553	536
<b>Move Outs (#)</b>	58	270	602	534	576	546
<b>New customer signup via email (#)</b>	29	131	127	104	163	119
<b>New customer signup via email (%)</b>	35%	37%	15%	17%	25%	18%

**Business License Activity**

	<b>October 2020</b>	<b>FY 2021 YTD</b>	<b>FY 2020 Total</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>
<b>Opened</b>	3	23	69	75	72	93
<b>Closed (notified by business)</b>	2	3	10	9	18	1
<b>Closed (uncollectable)</b>	0	0	0	0	199	14

**Payroll Activity**

<b>Number of Payrolls</b>	<b>Number of Checks and Direct Deposits</b>	<b>Number of adjustments or errors</b>	<b>Number of Voided Checks</b>
3 regulars	3 checks, 422 direct deposits	0 Retro adjustments	0 Voids

**Accounts Payable**

	<b>October 2020</b>	<b>FY 2021 Total</b>	<b>FY 2020 Total</b>	<b>FY 2019 Total</b>	<b>FY 2018 Total</b>	<b>FY 2017 Total</b>
<b>Total # of Invoices Processed</b>	330	1343	4003	3940	4437	4797

**Finance Department  
October 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	4,199,609	53%
Cemetery Fund	34,700	10,410	251,791	726%
Debt Services	1,167,400	350,220	282,836	24%
Dental Care Fund	25,200	7,560	245,664	975%
Roads Impact Fees	79,320	23,796	127,281	160%
Parks Impact Fees	69,364	20,809	122,741	177%
Police Impact Fees	55,804	16,741	117,118	210%
Fire Impact Fees	38,000	11,400	59,289	156%
Industrial Development	112,800	33,840	95,143	84%
Parks Sales Tax	695,285	208,586	1,118,872	161%
Police Drug Fund	4,100	1,230	25,095	612%
Solid Waste	936,800	281,040	495,656	53%
State Street Aid	405,200	121,560	364,758	90%
Stormwater Fund	889,000	266,700	913,619	103%
Wastewater	4,350,550	1,305,165	3,522,159	81%

*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	1,725,045	↓ 11.53%
Cemetery Fund	34,700	40,196	↑ 82.51%
Debt Services	1,167,400	422,977	↑ 2.90%
Dental Care	25,200	13,289	↑ 19.40%
Roads Impact Fees	79,320	37,434	↑ 13.86%
Parks Impact Fees	69,364	38,907	↑ 22.76%
Police Impact Fees	55,804	27,750	↑ 16.39%
Fire Impact Fees	38,000	18,289	↑ 14.80%
Industrial Development	112,800	42,119	↑ 4.01%
Parks Sales Tax	695,285	250,502	↑ 2.70%
Police Drug Fund	4,100	1,390	↑ 0.57%
Solid Waste	936,800	322,749	↑ 1.12%
State Street Aid	405,200	138,817	↑ 0.93%
Stormwater Fund	889,000	303,996	↑ 0.86%
Wastewater	4,350,550	1,692,733	↑ 5.58%

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

**Human Resources Department  
October 2020**

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

- October 01: Fire Lieutenant Interviews
- October 03: Discover White House
- October 05: New Hire Orientation for Police Officer
- October 06: Chamber of Commerce Board Meeting
- October 07: Wastewater Tech I Interviews
- October 13: Tennessee Drug Free Workplace Supervisor Training
- October 15: Flu Shot Clinic  
Hometown Nutrition Ribbon Cutting
- October 29: Fire Department Community Breakfast
- October 30: Fall Family Block Party

**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	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
<b>Total</b>	<b>0</b>	<b>8</b>	<b>3</b>	<b>1</b>

**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	0	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
<b>Total</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>



**Human Resources Department  
October 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	0	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
<b>Total</b>	<b>2</b>	<b>18</b>	<b>11</b>	<b>14</b>
<b>Percentage</b>	<b>1.94%</b>	<b>17.48%</b>	<b>10.68%</b>	<b>14.43%</b>

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	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)
<b>Total</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>7</b>

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

**Police Department  
October 2020**

**Meetings/Civic Organizations**

➤ **Chief Brady attended the following meetings in October:** White House Rotary (Oct. 1, 8, 15, 22, & 29), Department Head Staff Meeting (Oct. 5 & 19), Planning Commission (Oct. 13), and Command Staff Meeting (Oct. 29).

➤ **Police Department Administration Performance Measurements**

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

Susan Johnson, Accreditation Manager, has asked for a 90-day extension from TLEA Accreditation Manager, Janessa Edwards. The extension has been requested due to Susan will be on FMLA for several weeks in November and December. At the present time, Susan is still gathering proofs to finish up for our 2020 assessment which will probably be around March 1<sup>st</sup>.

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	20	128	16	164
October	32	140	0	172
<b>Total</b>	<b>76</b>	<b>1,554.5</b>	<b>16</b>	<b>1,630.5</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	October 2020	FY 2020-21
Three (3) Officers per Shift	43	174
Four (4) Officers per Shift	19	72

2. ***Acquire and place into service two Police Patrol Vehicles.*** We have received four Vehicles ordered from last Fiscal Year. They are currently at Trucker's Lighthouse getting equipment installed. 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  
October 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	October 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
<b><i>Serious Crime Reported</i></b>				
Crimes Against Persons	7	1	101	8
Crimes Against Property	22	2	222	18
Crimes Against Society	46	4	303	24
<b>Total</b>	75	6	626	50
<b>Arrests</b>	68		649	

*\*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.*

	October 2020	TOTAL 2020
<b>Traffic Crashes Reported</b>	39	294
<b>Enforce Traffic Laws:</b>		
<b>Written Citations</b>	133	825
<b>Written Warnings</b>	97	564
<b>Verbal Warnings</b>	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.*

<b>COLLISION RATIO</b>				
<u>2020</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
<b>October</b>	39	3 YTD 44	8%	15% YTD 294

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

**Staffing:**

- Officer Brent Loveday is on FTO.
- Officer JC White is back on the road.
- Officer Larry Meadors and Officer Seth Goodcourage is in FTO and plan to go to the Law Enforcement Academy in January.
- We have one position open and are currently taking applications.

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

**Police Department  
October 2020**

***Sumner County Emergency Response Team:***

- ERT had schooling September 28th to October 2<sup>nd</sup>.
- ERT had a 3-day training October 14th to October 16<sup>th</sup>.
- October 23<sup>rd</sup> ERT had a call out Search Warrant.

**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>
<b><i>October</i></b>	80%	84%

**Communications Section**

	<b>October</b>	<b>Total 2020</b>
Calls for Service	1,122	9,776
Alarm Calls	25	310

**Request for Reports**

	<b>October</b>	<b>FY 2020-21</b>
Requests for Reports	19	68
Amount taken in	\$11.25	\$50.40
Tow Bills	\$0.00	\$0.00
Emailed at no charge	40	102
Storage Fees	\$0.00	\$0.00

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

- Sgt. Brisson attended a THSO grant online Zoom class on October 20<sup>th</sup>.
- Sgt. Brisson completed five online Grant classes over a few weeks.
- All fourth quarter claims and status reports for both DUI and the Coordinator grants have been submitted.

***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.
2. ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Safety Day in conjunction with Discover White House took place October 3<sup>rd</sup>. We gave away two bikes.

**Police Department  
October 2020**

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.***
  - October 4<sup>th</sup>, a tour of the White House Police Department was given to a child.
  - October 8<sup>th</sup>, Sgt. Enck gave a White House Police Department tour to a Girl's Scout Group.
  - October 12<sup>th</sup>, Sgt. Enck assisted TLETA with the development of a new 2-week Defensive Tactics Instructor school.
  - October 20<sup>th</sup>, Sgt. Enck assisted H.B. Williams with an active shooter drill.
  - October 24<sup>th</sup>, the White House Police Department participated in the Fall DEA Drug take back. The Drug Take Back was at Kroger and we collected 160 pounds of drugs. 90 pounds of drugs were collected from the Dropbox in our Lobby.
  - October 26<sup>th</sup> to October 28<sup>th</sup>, Sgt. Enck assisted Hendersonville Police Department with Defensive Tactics training of 6 new Hendersonville Officers and 1 White House Officer.

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

- White House Officers worked 2 Football games at WHHS

**Upcoming Events:**

- December – Shop with a Cop/Fireman

<b><i>2020 Participation in Joint Community Events</i></b>		
	<b><u>October</u></b>	<b><u>Year to Date</u></b>
<b>Community Activities</b>	7	39

**Fire Department  
October 2020**



**Summary of Month's Activities**

**Fire Operations**

The Department responded to 142 requests for service during the month with 105 responses being medical emergencies. The Department responded to 14 vehicle accidents; 5 accidents reported patients being treated for injuries and 9 accidents reported no injuries. Of the 142 responses in month of October there were 19 calls that overlapped another call for service that is 13.38% 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 October from dispatch to on scene time averaged was, five minutes and thirty-four seconds (5:34). The average time a fire unit spent on the scene of an emergency call was fifteen minutes and forty-four seconds (15:44).

**Department Event**

- October 2<sup>nd</sup> – Safety Day at Creative Corner Child Center
- October 7<sup>th</sup> – Visited Ms. Elaine's Kidz World
- October 17<sup>th</sup> – Fire Commission Testing at Station 2
- October 21<sup>st</sup> – Visited Elevated Enrichment Center
- October 24<sup>th</sup> – Birthday Drive-by Holly Tree Subdivision
- October 26<sup>th</sup>-28<sup>th</sup> – Annual in-service training
- October 27<sup>th</sup> – Day One of Hazardous Materials Training
- October 30<sup>th</sup> – Fall Family Block Party
- October 31<sup>st</sup> – Day Two of Hazardous Materials Training

**Fire Administration**

- October 1<sup>st</sup> – Lieutenant Interviews
- October 7<sup>th</sup> – Monthly Policy Review Meeting
- October 15<sup>th</sup> – Met with Transportation Control Systems and GTT about Opticom Traffic Signal Priority
- October 21<sup>st</sup> – Monthly Officer Meeting
- October 22<sup>nd</sup> – Meeting concerning December Events
- October

**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	12
Rescue & Emergency Services	365
Hazardous Conditions (No Fire)	13
Service Calls	26
Good Intent Call	32
False Alarms & False Call	45
Calls for The Month	142
Total Responses FY to Date	495

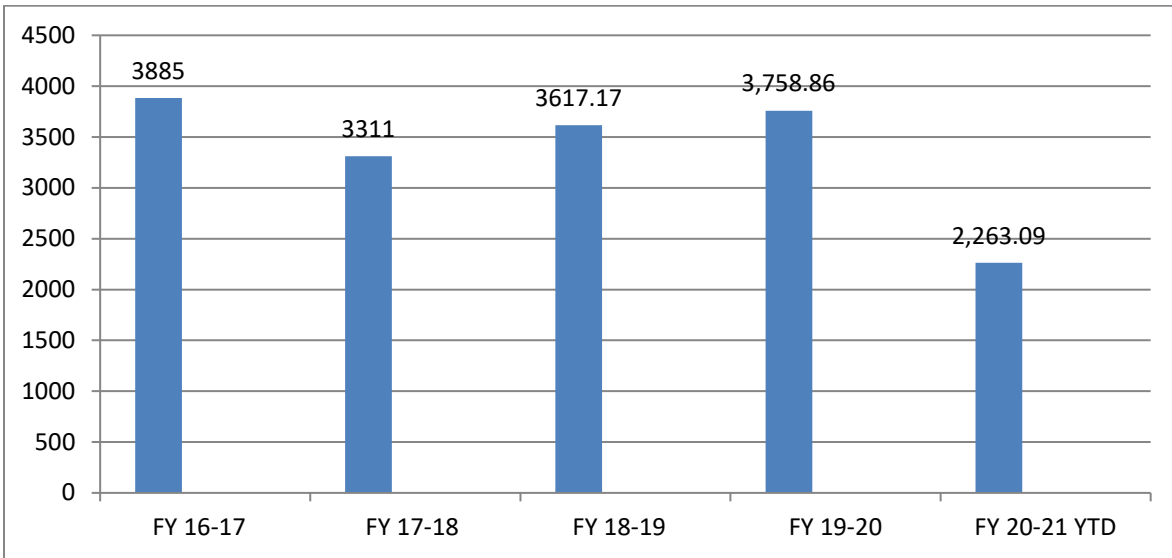
**Fire Department  
October 2020**

**Response by Station**

	Month	FY to Date	%
<b>Station #1 (City park)</b>	<b>95</b>	<b>355</b>	<b>71.71%</b>
<b>Station #2 (Business Park Dr)</b>	<b>47</b>	<b>140</b>	<b>28.28%</b>

**Fire Fighter Training**

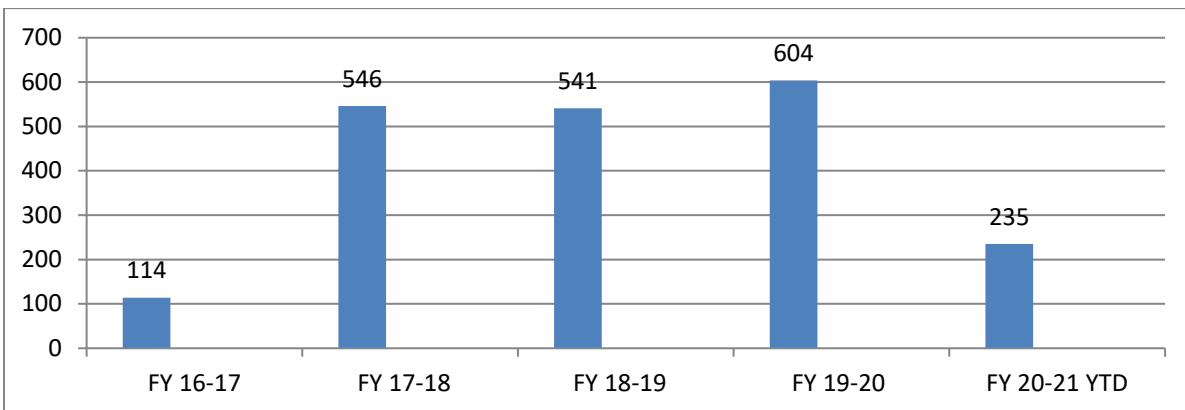
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
<b>Firefighter Training Hours</b>	784.5	<b>2263.09</b>

**Fire Inspection**

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

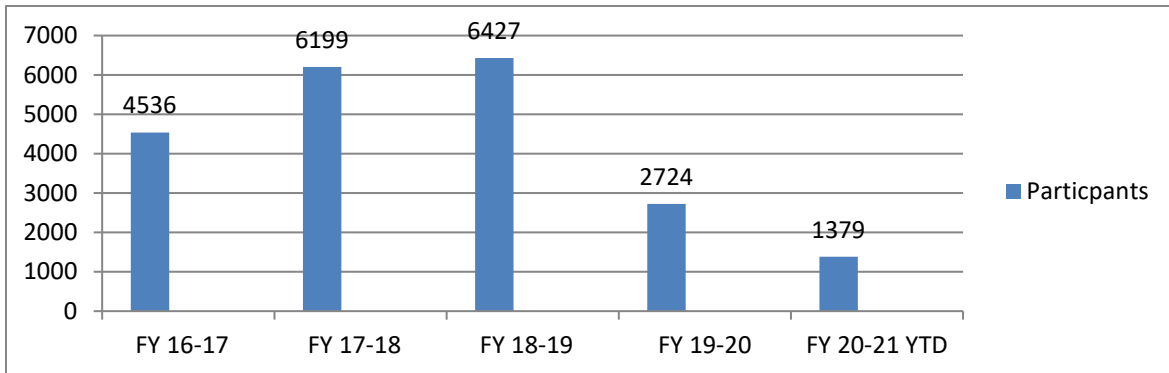


**Fire Department  
October 2020**

	<b>Month</b>	<b>YTD</b>
<b>August Fire Inspection</b>	<b>65</b>	<b>235</b>
<b>Reinspection</b>	<b>11</b>	<b>52</b>
<b>Code Violation Complaint</b>	<b>0</b>	<b>1</b>
<b>Violations Cleared</b>	<b>14</b>	<b>69</b>
<b>Annual Inspection</b>	<b>19</b>	<b>51</b>
<b>Commercial Burn Pile</b>	<b>1</b>	<b>3</b>
<b>Knox Box</b>	<b>0</b>	<b>6</b>
<b>Fire Alarms</b>	<b>1</b>	<b>3</b>
<b>Measure Fire Hydrant</b>	<b>0</b>	<b>2</b>
<b>Plans Review</b>	<b>4</b>	<b>11</b>
<b>Pre-C/O</b>	<b>0</b>	<b>1</b>
<b>Pre-incident Survey</b>	<b>21</b>	<b>82</b>
<b>Sprinkler Final</b>	<b>0</b>	<b>0</b>
<b>Final/Occupancy</b>	<b>4</b>	<b>10</b>

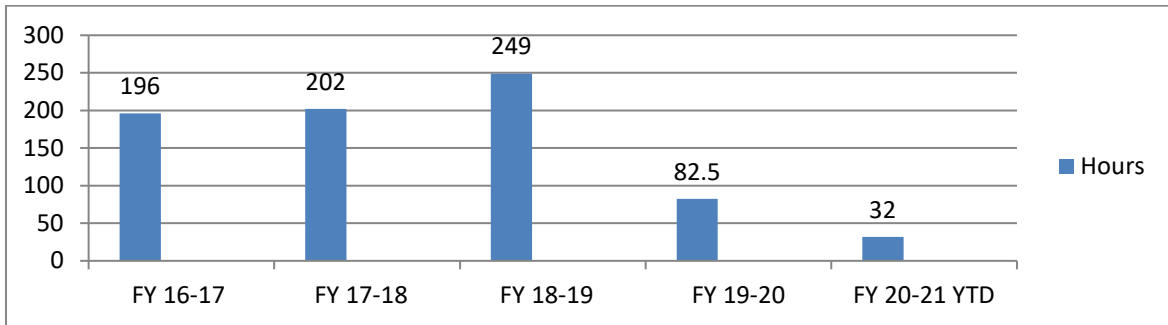
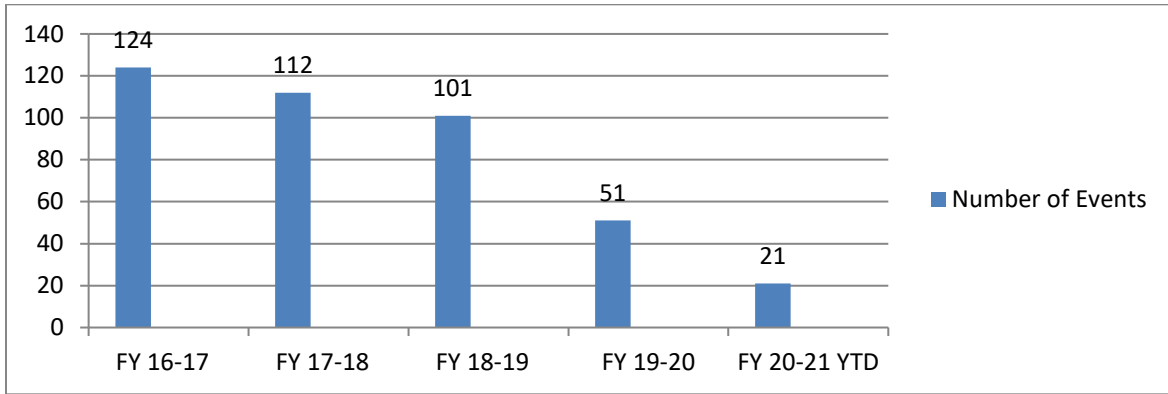
**Public Fire Education**

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  
October 2020**



	Month	YTD
<b>Participants</b>	<b>911</b>	<b>1379</b>
<b>Number of Events</b>	<b>10</b>	<b>21</b>
<b>Education Hrs.</b>	<b>17.5</b>	<b>32</b>

**Social Media Statistics**

<b>Page Views</b>	<b>629</b>
<b>Page Likes</b>	<b>149</b>
<b>Post Reach</b>	<b>7,160</b>

Public Works/Streets & Roads Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Sep	20-Oct	YTD 20/21
Street	8,134	9,364	8,741	10,229	9191.25	756	883	3,146
Facility Maintenance	3494	2187	1,227	1,137	887.25	18	120	169
Fleet Maintenance	1034	514	282	380	422.5	62	62	159
Meeting/Training	502	510	517	400	457	41	19	69
Leave	1,253	576	613	810	823	112	70	336.9
Holiday	795	470	385	555	545	30	50	120
Overtime	508.5	488	414	311	152.75	22	27	140
Administrative	385	698	803	867	1153.25	175	176	542
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	40	3	259.5
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	8	2	17
Pothole Hours	0	759	734	1,181	831.5	3	104	179.25
R-O-W Hours	0	2835	2416	4,027	3044.5	247	270	683
Sign/Repaired	0	120	91	84	63	7	3	11
Sign Work Hours	0	289	179	234	109	4	16	22.5
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	10	0	18
Traffic Light Hours	0	0	65	20	158	11	0	44

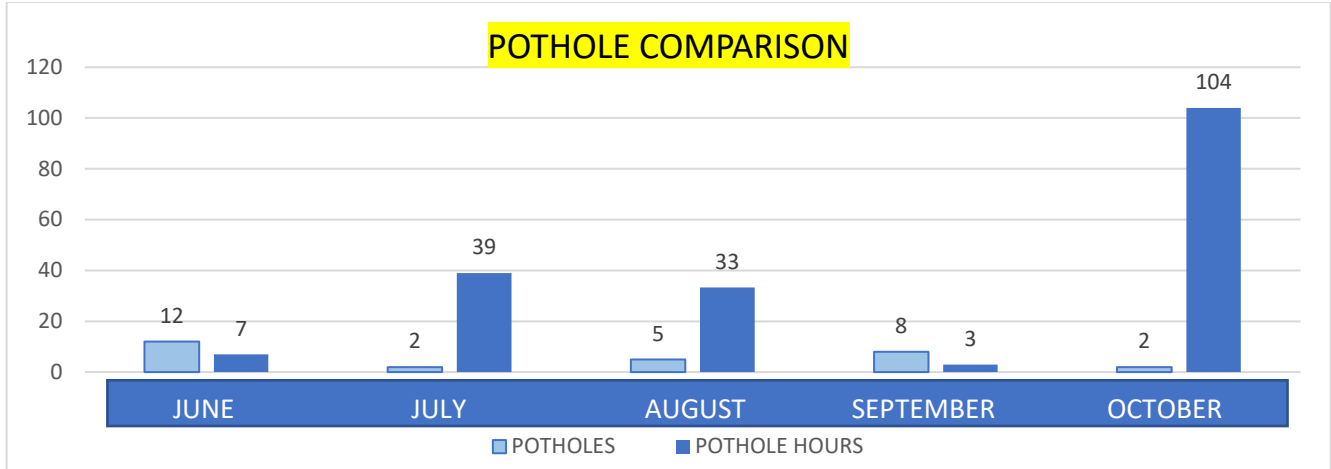
Sanitation Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Sep	20-Oct	YTD 20/21
Sanitation	2,685	3,634	4,406	4,024	4200.5	345	330	1,350
Facility Maintenance	3494	723	446	574	394.5	26	16	78
Fleet Maintenance	1034	488	445	331	294.5	22	11	85
Meeting/Training	502	265	130	135	127.5	7	11.5	25
Leave	1,253	428	700	476	336	40	90	230
Holiday	795	270	230	230	230	20	20	60
Overtime	508.5	119	4	12	39.5	0	0	0
Administrative	385	167	1	0	72.5	19	5	27
Sweeping Man Hours	0	1	0	0	0	0	0	0
R-O-W Hours	0	166	30	97	170	16	24	57
Salt Hours	0	0	0	0	0	0	0	0
Salt Tons	0	0	0	0	0	0	0	0
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	542	519	2,295
Brush Truck Loads	459	551	522	578	584	49	46	198
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	317	305	1,085
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	106	106.5	471
Litter Pickup Bags	334	507	546	511	456	50	22	163
Litter Pickup Hours	1147	1132	985	957	892	89	46	318

**Public Services Department – Public Works Division  
October 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.

**October 2020** – The Streets and Roads Department repaired two very large patches on Calista Road near the intersection of Bill Moss Road. No other potholes were repaired due to no complaints by citizens and none that were noticed by the crew. We do however, at this time have many potholes opening up and work orders have been created to get these potholes repaired before they cause any further issues. Cold patch asphalt will be ordered to enable the crew to make pothole repairs when hot mix asphalt is no longer available due to cold weather.

Pothole Complaint Response Time  
October 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 until 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
Near Bill Moss and Calista Road Intersection	Monday, October 5, 2020 7:00 AM (internally logged by Isaiah Manfredi)	Wednesday, October 13, 2020 4:30 PM	8 days and 10.5 hour

**Note:** The lengthy time frame from complaint logged to date of completion on the large patches on Calista Road were due to the fact that the crew was working on Pleasant Grove Road on punch list items to prepare for paving processes. Additionally, we had to plan accordingly for traffic control and get the assistance of other crews to aide in traffic control in order to ensure the safety of the crew when making the repairs. This was the quickest and safest way to respond to these areas, even though the time required by ordinance was not met the crew completed the repairs in a timely and safe manner.

**Public Services Department – Public Works Division  
October 2020**

**October 2020 Monthly Work Log**

Thursday 10-01-2020

- Sign installation City wide / Troubleshooting of Lane Light System 31W

Monday 10-05-2020

- PW/San. Crew meeting Pleasant Grove Road Project (driveway removal at Latrobe Specialty Metals)

Tuesday 10-06-2020

- Pleasant Grove Road Project (driveway removal at Latrobe Specialty Metals)

Wednesday 10-07-2020

- Pleasant Grove Road Project (driveway removal and hauled off debris)

Thursday 10-08-2020

- Pleasant Grove Road Project (driveway removal and hauled of debris) / removed trees on Tyree Springs Rd near Greenway crossing

Monday 10-12-2020

- Columbus Day / Holiday

Tuesday 10-13-2020

- Cut out and removed two large areas of roadway on Calista Road, installed pug-milled base stone in these two areas.

Wednesday 10-14-2020

- Installed asphalt to make road repair on Calista Road NB lane 4ft x 59ft (6 tons of asphalt) SB lane 5ft x 72 ft (9 tons of asphalt).

Thursday 10-15-2020

- Finished installing asphalt on Calista Road.

Monday 10-19-2020

- COVID Leave

Tuesday 10-20-2020

- Delivered barricades to Temple Baptist Church for Trunk or Treat Event.

Wednesday 10-21-2020

- Facility and fleet maintenance / removed sidewalk flag from Lauren Drive to pour back a new flag of sidewalk and frame around stormwater box in sidewalk area.

Thursday 10-22-2020

- Pleasant Grove Road hauled dirt and applied seed and straw behind curbing.

Monday 10-26-2020

- Facility and fleet maintenance / Set up for emissions testing / unmounted side mount mowing deck in preparation to have tractor delivered for repairs. Also opened and closed Pleasant Grove Road before and after Rogers Group completed installation of A-mix.

Tuesday 10-27-2020

- Facility and fleet maintenance / prepared salt boxes and plows for snow and ice in accordance with ordinance to have equipment prepared by October 31<sup>st</sup> / closed and reopened Pleasant Grove Road after Rogers Group finished installing B-Mod 2 in the designated areas of Pleasant Grove Road

Wednesday 10-28-2020

- Facility and fleet maintenance / continued reorganization of equipment room / cleaned trucks performed minor mechanical maintenance and greased and cleaned equipment.

Thursday 10-29-2020

- Facility and fleet maintenance / removed sidewalk flag from Lauren Drive to pour back a new flag of sidewalk and frame around stormwater box in sidewalk area.

NOTE: The last two days of this report are intentionally identical because the crew continued the identical task on back to back days.

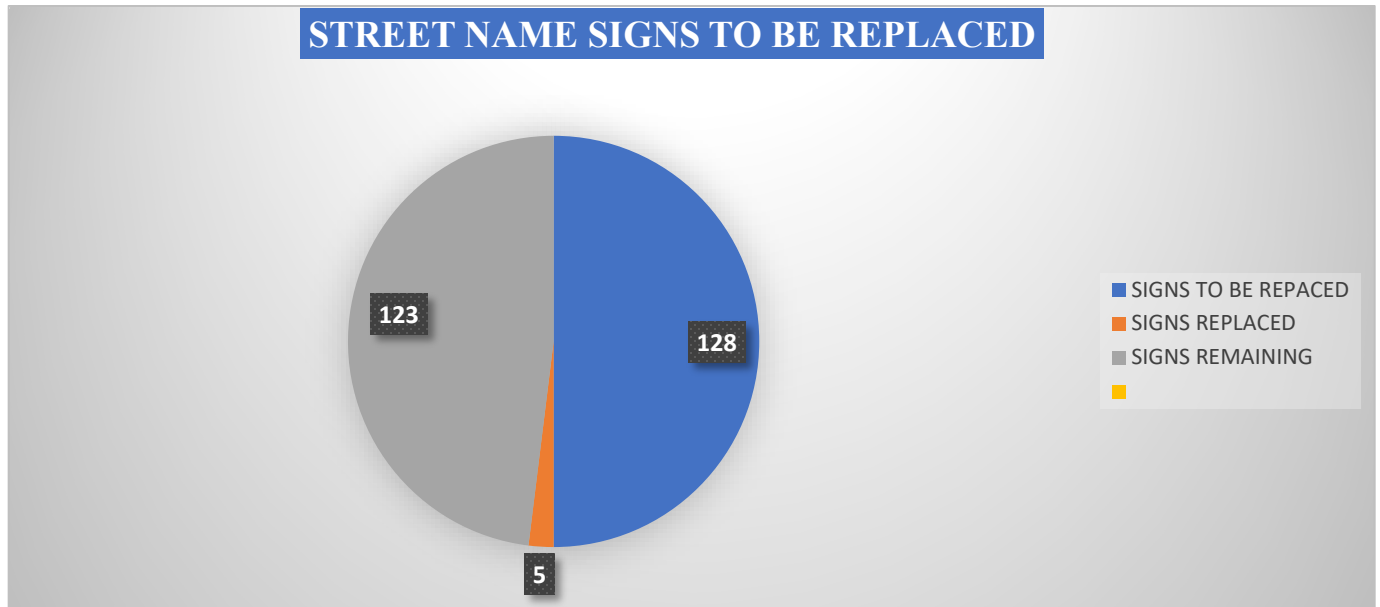
**Public Services Department – Public Works Division  
October 2020**

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

Note: Due to the Pleasant Grove Road Project there were no Decorative Street Lights retrofit this in the month of October.

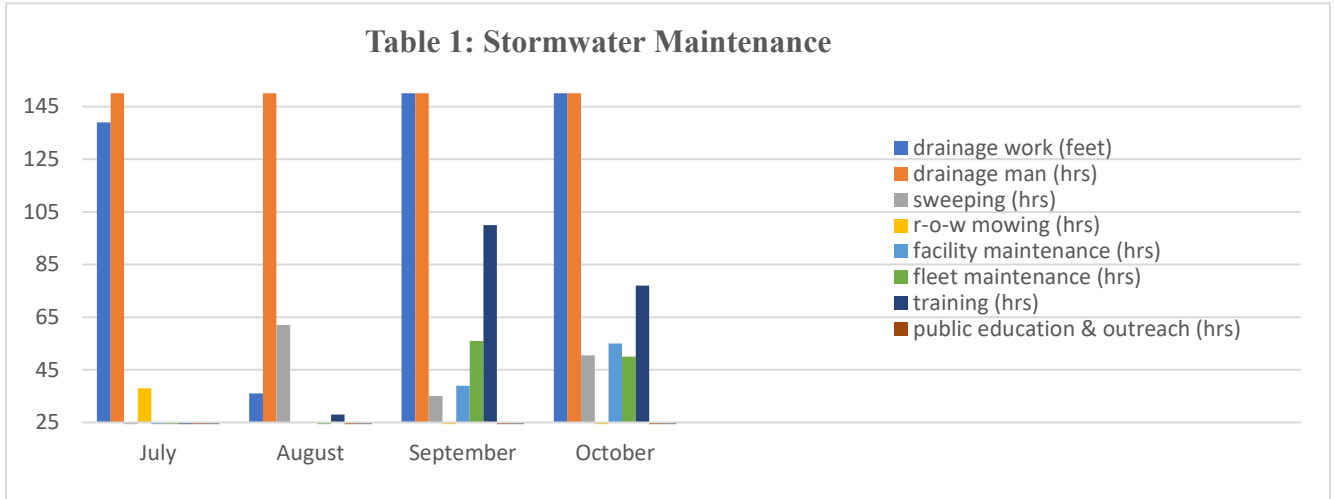
**Street Name Sign MUTCD Compliance List**

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.

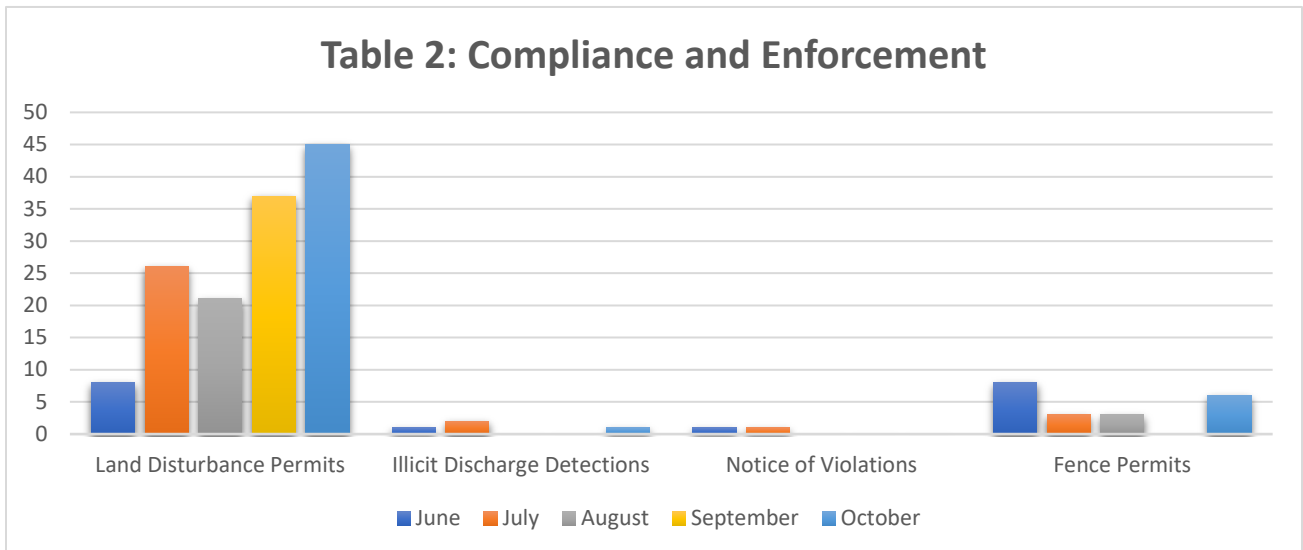


Note: Due to work on Pleasant Grove Road and other various project the Streets and Roads Crew was unable to make any sign replacements this month.

**Public Services Department – Stormwater Division  
October 2020**



**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 45 permits for land disturbance.**

**Public Services Department – Stormwater Division  
October 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.

Below are the department's current priorities and statuses.

Address	Scope of Work	Status	Comments / Notes
<b>612 Calista Rd.</b>	Re-channel ditch line to divert water off property with infrastructure	<input checked="" type="checkbox"/> Complete Date: 10/05/20 <input checked="" type="checkbox"/> Photos	Install piping and junction box at intersection on Wilkinson Ln to mitigate flooding
<b>212 Hillwood Dr.</b>	Establish swale off driveway to channel water downstream	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	Scheduled 11/02
<b>214 Eastside Dr</b>	Recondition ditch and installed driveway culvert	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	Ready to form and pour concrete for drive
<b>120 Strassle Dr.</b>	Repair damages in infrastructure; upgrade piping	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	CCTV of line requested; ongoing
<b>212 Morgan Trace Ct.</b>	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
<b>3123 Pleasant Grove Rd</b>	Install 2 turn lanes at intersection of Hwy 76	<input checked="" type="checkbox"/> Complete Date: 08/15 <input checked="" type="checkbox"/> Photos	Paving ETA for completion 11/05
<b>200 Carmac Drive</b>	Install driveway culvert	<input checked="" type="checkbox"/> Complete Date: 10/27 <input checked="" type="checkbox"/> Photos	
<b>107 Copperfield Dr</b>	Upgrade infrastructure to handle inflow of water during rain events; prevent flooding	<input type="checkbox"/> Complete Date: _____ <input type="checkbox"/> Photos	Outlined scope of work; project scheduled for 1 <sup>st</sup> of December

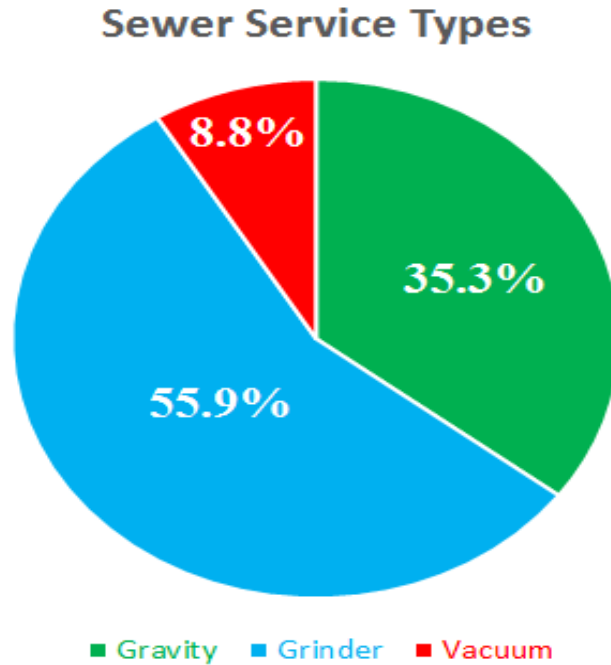
Total Hours Worked	FY 15/16	FY 19/20	31-Aug	30-Sep	31-Oct	YTD 20/21
<b>Stormwater</b>	5,744	7,204	691	887	848	2,425
<b>Work Orders</b>	0	69	20	13	15	48
<b>Overtime</b>	508.5	262	2	3	0	5
<b>Facility Maintenance</b>	3,494	638	25	39	55	119
<b>Fleet Maintenance</b>	1,034	314	18	56	50	124
<b>Administrative</b>	385	1,138	163	181	108	451
<b>Drainage Work (feet)</b>	0	3,988	36	283	367	686
<b>Drainage Man Hours</b>	0	1,371	362	336	178	875
<b>Debris Removed Load</b>	0	188	50	31	9	90
<b>Sweeping Man Hours</b>	0	309	62	35	51	147
<b>Mowing Hours</b>	0	102	0	3	0	3
<b>R-O-W Hours</b>	0	1,506	0	0	12	12
<b>Pothole Hours</b>	0	0	0	0		
<b>Shoulder/Curb Hrs</b>	0	0	0	1	1	1

**Public Services Department - Wastewater Division  
October 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 October 31<sup>st</sup>, 2020, City personnel count a total of **5,312** sewer system connections. Totalized counts of each type of connection are provided below:

<b>Gravity Sewer Connections</b>	<b>1,876</b>
<b>Low-Pressure Grinder Sewer Connections</b>	<b>2,971</b>
<b>Vacuum Connections</b>	<b>465</b>



The City counts 108 commercial grinder stations, 2,863 residential grinder stations, and 25 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>October 2020</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315	2680		137	624

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

**Alarms** –

We had no major lift station alarms this month.

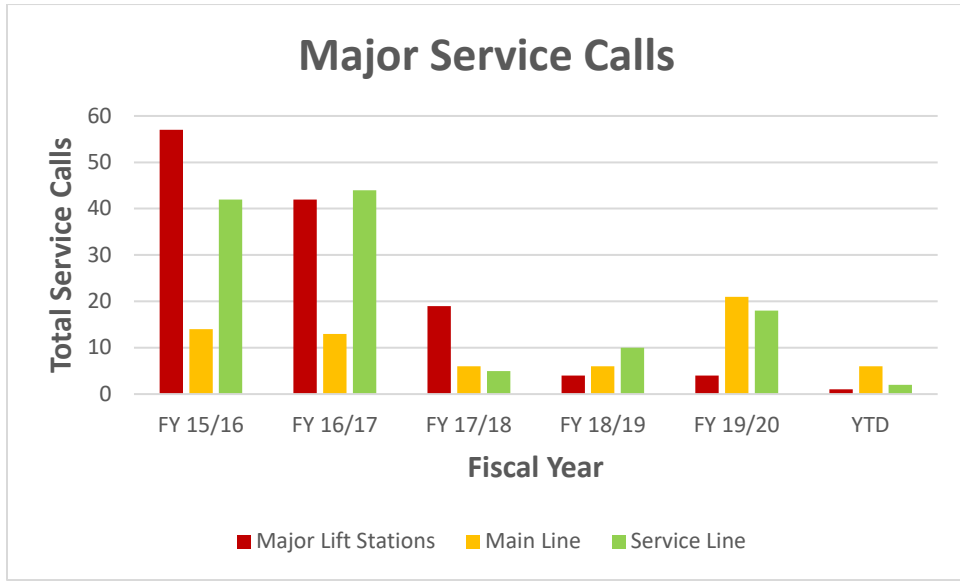
**System Repair Goals:**

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.

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.

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

<u>Repairs</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>		<b>OCT 2020</b>	<b>YTD</b>
Major Lift Stations	57	42	19	4	4		<b>0</b>	<b>1</b>
Main Line	14	13	6	6	21		<b>3</b>	<b>6</b>
Service Line	42	44	5	10	18		<b>0</b>	<b>2</b>



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 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.**
2. **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 24<sup>th</sup>, 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. Replacement of the pressure sensor has not taken place at this time. Southern Sales is having difficulties acquiring the part from Gorman Rupp.**
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. **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 Mr. Fuqua, this force main is planned for completion in early February 2021.**
4. **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 4<sup>th</sup> time this station has had to be re-piped, so we have chosen a ridged, yet flexible pipe.

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

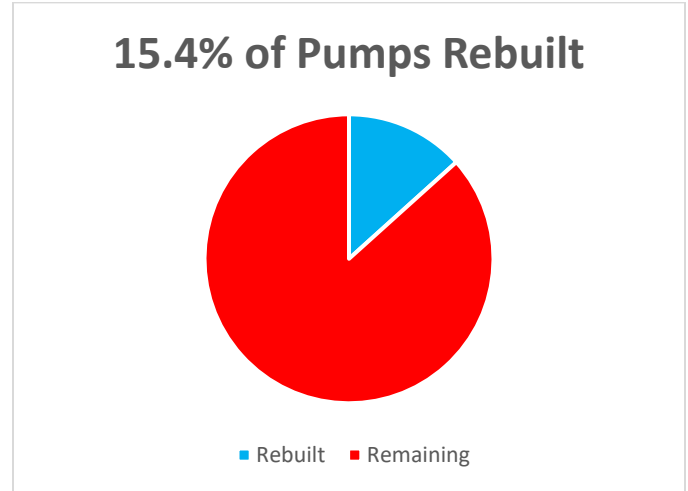
5. **Sewer Model Update** – The Sewer Model Update being conducted by Jacobs Engineering remains underway. The model has been completed on the Southern Force-Main, with Jacobs shifting to final data acquisition and testing of the Northern Force-Main and Western Force-Main. Jacobs has also expressed that they are ready to move into the Master Plan Update stage of the project, which can begin concurrently with the Model Updates to the Northern and Western mains. **Completed Model Update for the Southern Force-Main and Copes Crossing lift-station has revealed that they have exceeded their designed capacity, and will need to be upsized (or have existing flow removed) to accommodate further development on the southern and eastern sides of town. Additionally, the Meadowlark and Union lift stations have reached their wet-weather capacities. Crews have identified sources of infiltration and inflow (“I&I”) and are working to resolve, beginning with Meadowlark station.**
  
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 approved by the Board 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. **Calista Vacuum-Main Repairs** – The Calista vacuum network has been experiencing loss of vacuum over recent weeks. Crews were able to identify a target region where vacuum was being lost, and commenced a series of repairs. **A leaking 6” gate-valve was repaired/replaced on Villages Ct on 10-15-2020. A broken 3” 45-degree fitting was repaired/replaced at 104 N Aztec Ct on 10-22-2020. A broken 8”x4” Y fitting, and a broken 4” 45-degree fitting were repaired/replaced at 102 N Aztec Ct on 10-27-2020. Pressures in the Calista vacuum network have drastically improved.**

<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>		<b>Oct 2020</b>	<b>YTD</b>
<b>Vacuum System Service Request</b>	87	172	143	112	82		<b>1</b>	<b>19</b>
<b>Gravity Service Request</b>	5	12	0	10	13		<b>0</b>	<b>2</b>
<b>Low Pressure Service Request</b>	530	716	621	728	770		<b>51</b>	<b>214</b>
<b>Total Pumps Replaced</b>	313	338	401	361	449		<b>33</b>	<b>143</b>
<b>Total Pumps Rebuilt</b>	n/a	n/a	n/a	n/a	n/a		<b>9</b>	<b>20</b>
<b>Grinder Tank PM Program</b>	n/a	58	63	358	267		<b>20</b>	<b>100</b>
<b>Inspection for New Service</b>	36	23	54	103	226		<b>32</b>	<b>126</b>
<b>Final Inspection for New Service</b>	37	55	56	62	110		<b>9</b>	<b>55</b>
<b>Sanitary Sewer Overflow (SSO)</b>	6	9	1	3	49		<b>1</b>	<b>4</b>
<b>Odor Complaints</b>	16	17	28	43	43		<b>1</b>	<b>16</b>

**Public Services Department - Wastewater Division  
October 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>July - 20</u>	<u>Aug - 20</u>	<u>Sept - 20</u>	<u>Oct - 20</u>	
<b>Flow – To Creek</b>	0.503 MGD	0.490 MGD	0.427 MGD	0.563 MGD	MGD = Million Gallons/Day
<b>Flow – To Spray Field</b>	0.153 MGD	0.187 MGD	0.102 MGD	0.077 MGD	
<b>Total Flow Through Plant</b>	0.656 MGD	0.677 MGD	0.529 MGD	0.640 MGD	
<b>Capacity</b>	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
<b>% of Plant Throughput</b>	35.9%	48.4%	37.8%	45.7%	(0.640 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>	44.9%	60.4%	47.2%	57.1%	(0.640 MGD) / (1.12 MGD)
<b>Rainfall</b>	6.04"	7.19"	2.60"	4.16"	

<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>October 2020</u>	<u>YTD</u>
<b>Violations</b>	1	7	7	13	7	12	5	18

- 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 vendors to discuss potential chemical treatment options for phosphorous, and is waiting to hear back. 4 – Ammonia-related violations, mg/L max, lbs./D max, Weekly average LBS/D max. This was from the issues we had in late September. Once the biomass recovered around the 8<sup>th</sup>, ammonia has no longer been an issue. The C. Dubia (water flea) portion of the Whole Effluent Toxicity (WET) test we failed in September was successful on the retest during the week of 10/12 and we are no longer in violation.

**Public Services Department - Wastewater Division  
October 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 4<sup>th</sup>. 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 15<sup>th</sup> 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 29<sup>th</sup>, 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 7<sup>th</sup>.**
  - 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 approved resolution to apply for SRF Loan.
  - City triggered to begin 2-week period to address FNSI Public Comments (comment period has expired with no comments submitted).
  - TLDA triggered to approve the Facilities Plan (approval has been issued).
  - City to submit SRF Loan Application packet (pending).
  - 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. **H<sub>2</sub>S & 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.**  
**We are currently looking at alternative processes for H<sub>2</sub>S control in this area. With all that has been added to the Copes Crossing lift station, ferric sulfate is no longer working as well for odor control.**

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

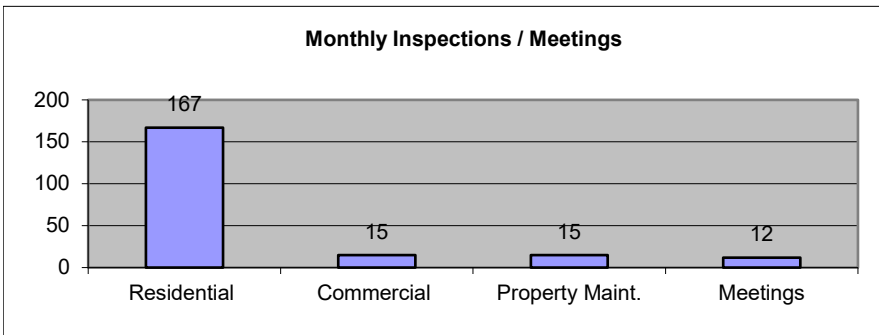
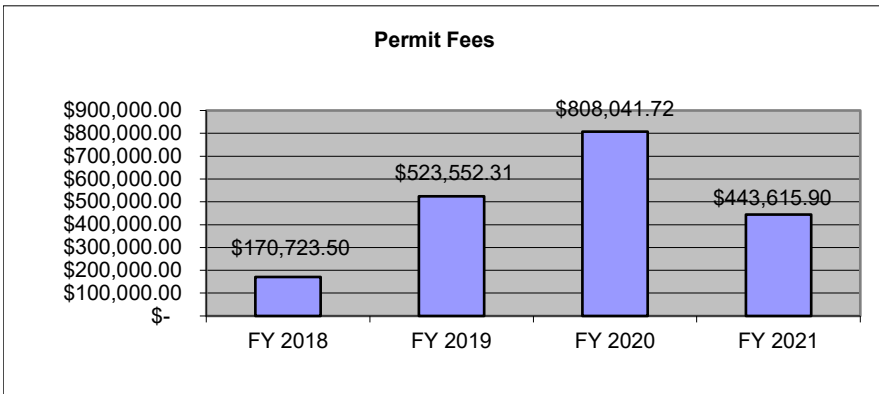
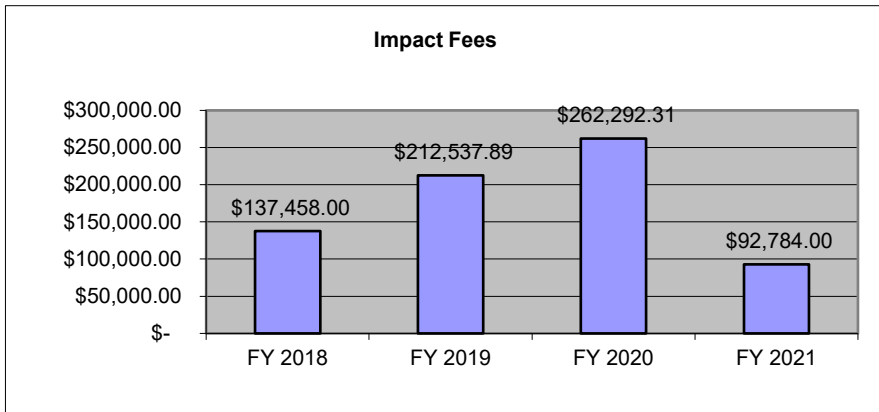
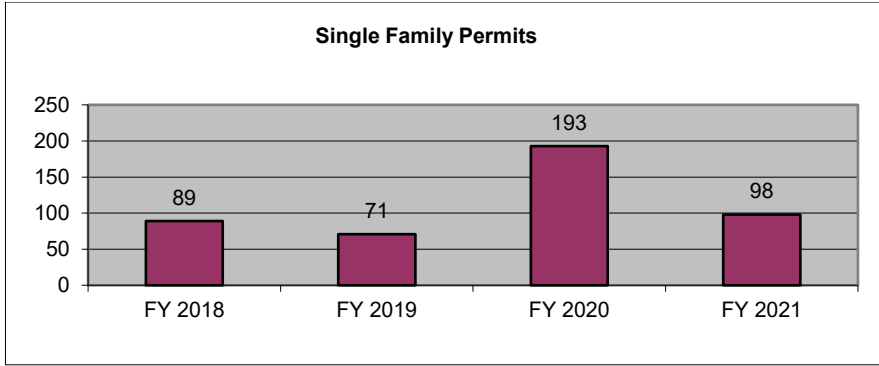
5. **Wastewater Technician:** The Wastewater division currently has a vacant position for a Wastewater Technician on the Collections crew following Ed Morris's transfer to the Stormwater division. **Applications have been reviewed and interviews will be held on October 9<sup>th</sup>.**
6. **Peracetic 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 **3.00** parts per million (ppm). The average residual was **0.09** PPM with a max residual of **0.24** 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 **6.4 CFU's** which is well below the limit. *Last month the average was 18.7.*

**Planning and Codes Department  
OCTOBER 2020**



**Planning and Codes Department  
OCTOBER 2020**

	Month	FY2021	FY2020	FY2019	FY2018
<b>MEETING AGENDA ITEMS#</b>					
Planning Commission	4	24	69	66	69
Construction Appeals	0	0	0	0	1
Zoning Appeals	1	4	5	6	7
Tech. Review/Study Session	0	0	2	0	1
Property Maintenance	0	0	0	0	0
<b>PERMITS</b>					
Single Family Residential	37	98	193	71	89
Multi-Family Residential	0	0	0	13	5
Other Residential	9	30	91	93	238
New Commercial	1	2	6	3	3
New Industrial	0	2	0	1	0
Other Com/Ind	2	9	23	33	31
Sign	3	5	14	25	24
Occupancy Permits	2	21	14	25	24
Commercial Certificate of Occupancy-					
<b>Fast Pace Urgent Care-607 Hwy 76</b>					
<b>AutoZone-611 Hwy 76</b>					
Other	0	0	12	3	14
<b>BUILDING INSPECTIONS</b>					
Residential	167	688	2858	2411	1112
Hours	60.5	305.5	699.58	414.98	383.59
Commercial /Industrial	15	45	110	179	165
Hours	8.1	16.85	12.83	179	165
<b>CODE ENFORCEMENT</b>					
Total Cases	15	63	330	179	165
Hours	6.25	21.92	70.24	86.75	75.17
Complaints Received	5	20	116	98	132
<b>MEETINGS</b>					
Administration	6	25	58	68	51
Hours	8.75	43	38.26	103.67	101
Planning	5	25	76	135	73
Hours	4.5	32.75	96.58	155.5	86.82
Codes	1	3	28	35	27
Hours	0.5	2	37.85	40.16	18.67
<b>FEES</b>					
Permit Fees	\$152,665.40	\$ 443,615.90	\$ 808,041.72	\$ 523,552.31	\$170,723.50
Board Review Fees	\$0.00	\$ 4,350.00	\$ 11,000.00	\$ 3,750.00	\$4,683.00
City Impact Fee	<b>\$4,606.50</b>	<b>\$ 92,784.00</b>	<b>\$ 262,292.31</b>	<b>\$ 212,537.89</b>	<b>\$137,458.00</b>
Roads	\$14,097.00	\$ 58,372.00	\$ 77,860.90	\$ 98,885.80	\$112,424.58
Parks	\$14,652.00	\$ 38,808.00	\$ 74,646.00	\$ 23,140.00	\$ 10,163.90
Police	\$10,434.00	\$ 33,809.00	\$ 59,096.30	\$ 11,704.30	\$ 8,971.20
Fire	\$6,882.00	\$ 22,302.00	\$ 36,749.61	\$ 23,344.29	\$ 5,963.72
<b>OTHER ITEMS</b>					
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: 15	\$ 3,786,073.24	\$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	16	17	17	16	15



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

**Summary of Month's Activities**

This month continued our busy fall that has been full of events and ballfield rentals. We ended up having two softball tournaments as well as a Soccer Tournament this month along with Discover White House, Fall Family Block Party and Trail of Treats. We also continued Youth Basketball sign-ups and ended the Girls Volleyball season.

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. Everything is pretty much finished apart from just a few minor touch-ups. The new addition will be a huge help for the Museum and Chamber and the facelift that was given to the outside of the building was much needed and turned out great.

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 finish installing the fixtures for the restrooms. Everything else we will just be chipping away on throughout the fall and winter. Here are some pictures of the finished restroom fixtures:



Design work on the Soccer Complex renovation project has continued. 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 (Fields 1, 3 and 4) and possibly change them to LED, if the money is there.

Again, 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 have also applied for a property conservation grant, which is for new cameras to be installed at the quad/concessions area at the park. This should make the baseball and softball people happy once we are able to install those (assuming we get the grant).

We have continued work on the Dog Park. The rinse stations were installed and the tube work is mostly done as well as all of the agility items being installed. The only things we have left is some finishing touches to the tubes, installing the shade structure, and installing one more bench and some dirt work to clean the area up. Here are some pictures of the work that was done:



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

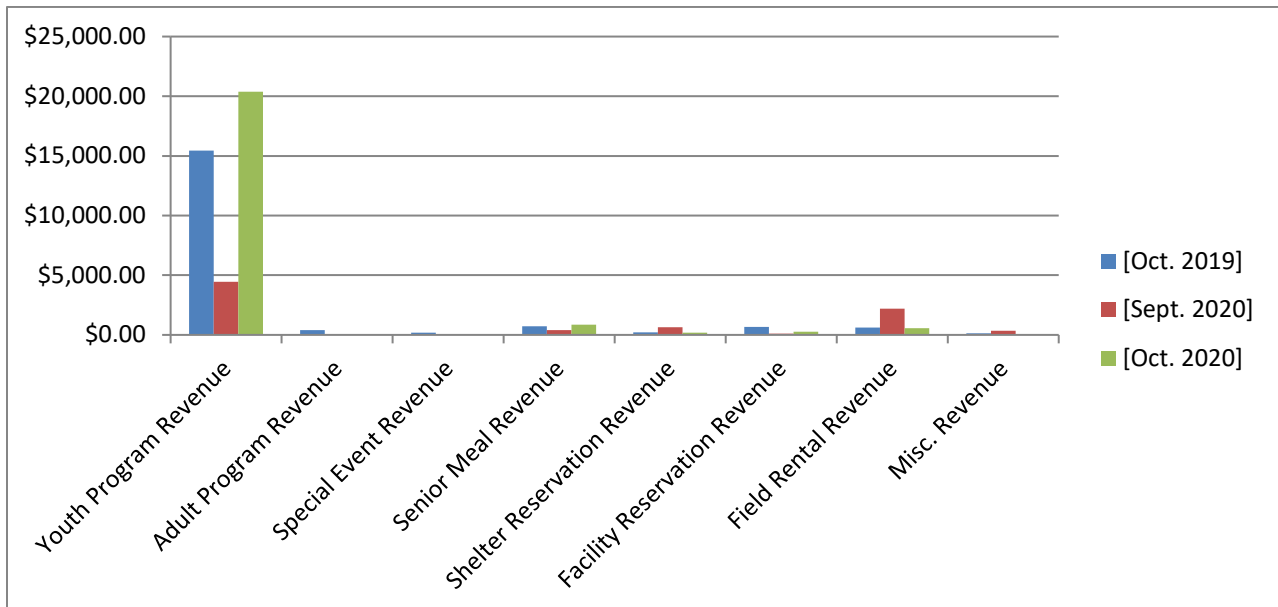
We were also able to purchase a brand new zero-turn mower this month with Impact Fee money. This will allow us to keep a full fleet of mowers on hand so we aren't ever down a mower. We have enough now for every worker to be able to mow at the same time and they are all no older than 4 years old.

The Girl Scout Project that included constructing a new pavilion for the Soccer Complex is complete now. This will be a welcome addition to the complex as it hardly has any shade for most of the day over there. We were also contacted by a boy scout that wanted to piggyback on this project and install two benches under it. We would anticipate that getting done sometime in the next few months. Here is a picture of the pavilion:



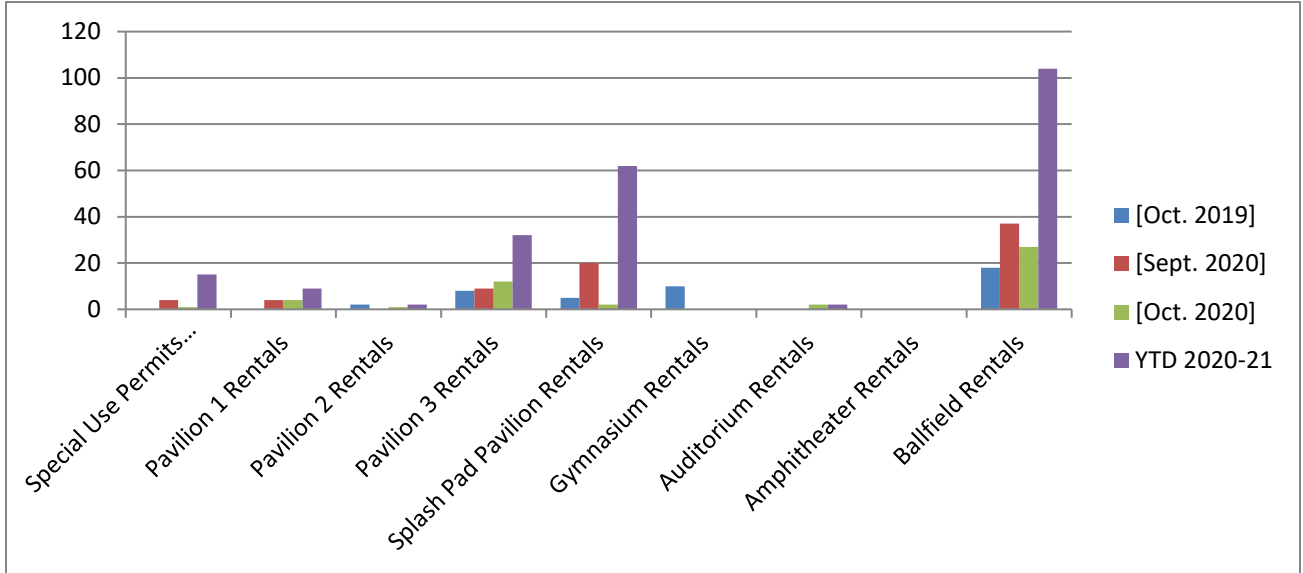
Other CIP projects this year include: paving the Greenway, buying a new Skid Loader, and a new Columbarium for the Cemetery (currently in the ordering process now).

*Revenues*

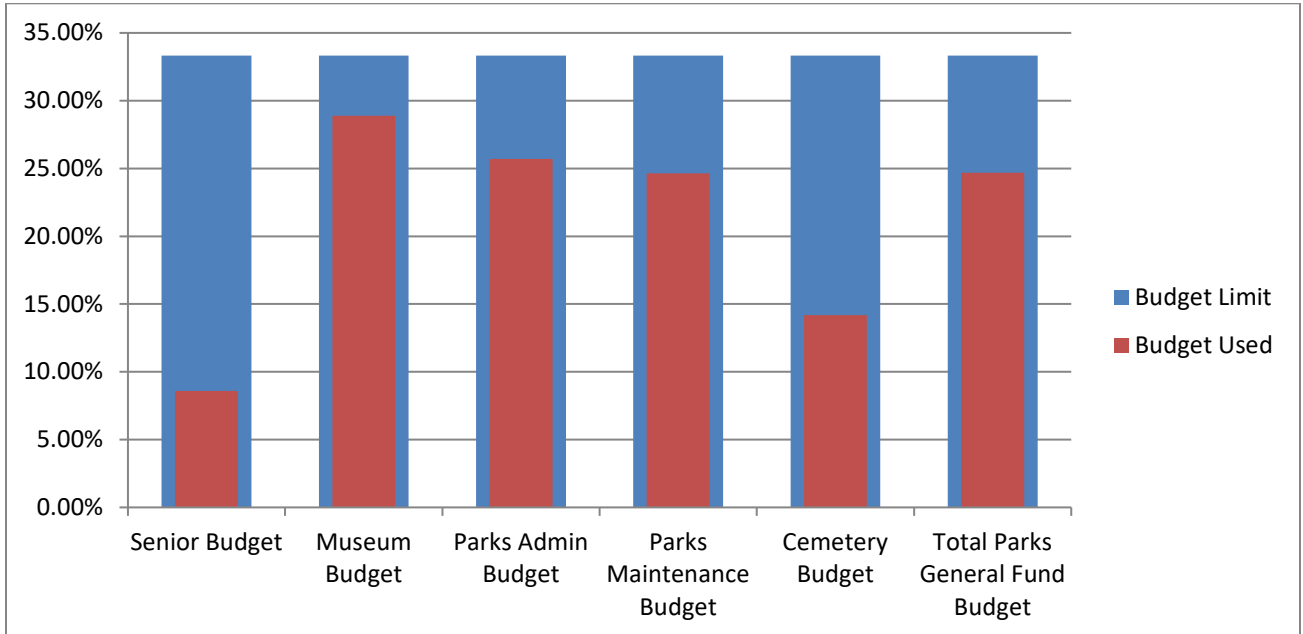


**Parks, Recreation, & Cultural Arts Department  
October 2020**

*Facility Usage*



*Over/Under Budget*





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

**Recreation**

**Safety Day**

We had our annual Safety Day on October 3<sup>rd</sup>. We had eight kids participate in the bike parade and gave out a medal to the best decorated bike. After the parade, kids participated in the Obstacle Course that the Police Department had set up for the kids with their bikes. Park Program Guides were also handed out at the City's Tent for the Discover White House event that followed.



**Girls' Volleyball**

Girls' Volleyball ended on October 24<sup>th</sup>. We had 41 participants among six teams. Trophies for everyone were given out and ribbons were awarded to the top team in the 3<sup>rd</sup>-5<sup>th</sup> Grade Bracket and 6<sup>th</sup>-8<sup>th</sup> Grade Bracket. First Place in the 3<sup>rd</sup>-5<sup>th</sup> Grade Division was Jeremey King and first place in the 6<sup>th</sup>-8<sup>th</sup> Grade Division was Roger Pond's Team.



**Youth Basketball**

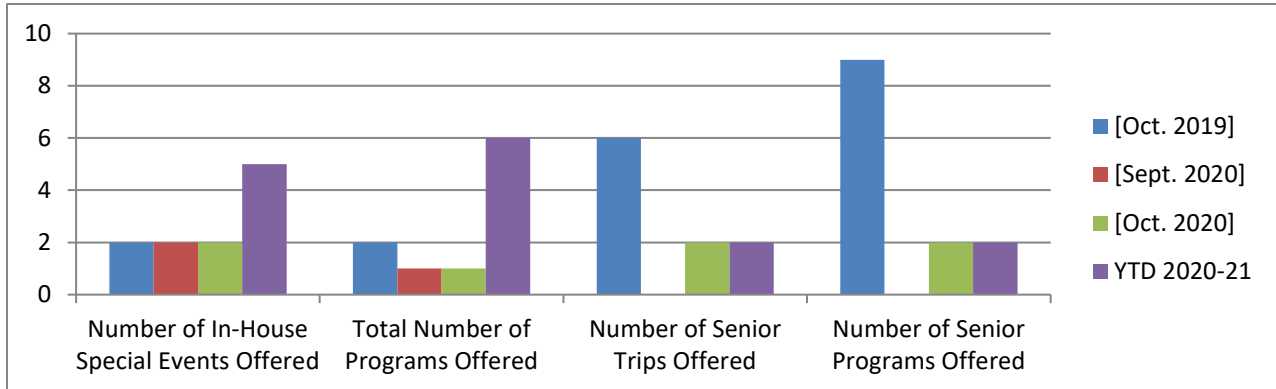
Youth Basketball Signups ended on October 25<sup>th</sup>. We have over 300 kids signed up to play this year making it our largest year ever. We are currently working on getting teams organized and gathering coaches in hopes of starting practices during the second week of November. We will be using the Civic Center, White House Middle School, and Heritage High School gyms to accommodate everyone.

**Trail of Treats**

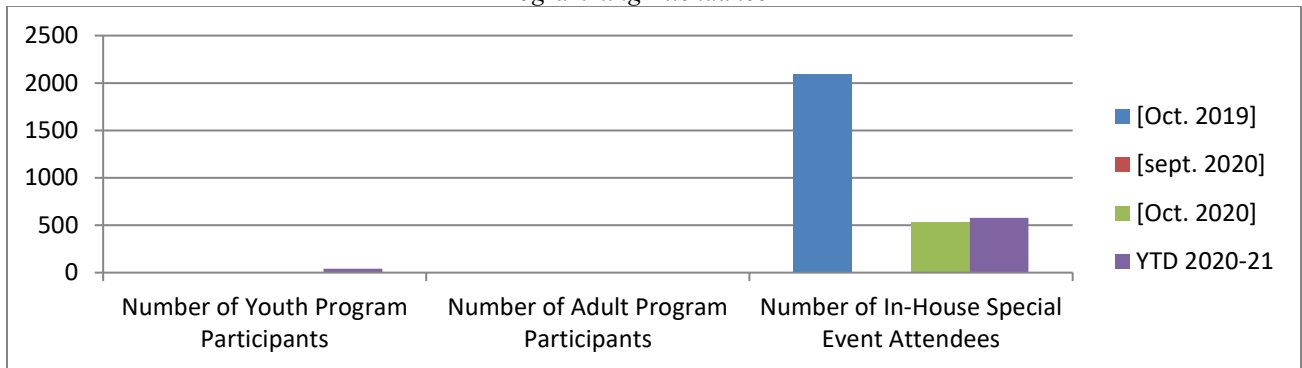
Trail of Treats took place October 29<sup>th</sup>. We stuffed 1,000 ziploc bags with candy and passed them out Thursday evening. We were setup in front of the White House Museum and passed out candy, bags, maps, and flyers for the Block Party. We estimate that nearly 150 cars came by and nearly 500 people stopped by our booth. We had 25 other businesses help participate in our Trail of Treats with Reid Insurance taking home first place in the decorating competition with their booth decorated like Netflix's popular documentary *Tiger King*.

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

*Programming Opportunities*



*Programming Attendance*



**Maintenance**

- Completed dirt work at the Dog Park for the sidewalks and the tubes
- Spread mulch at the Splash Pad
- Hosted two (8am-11pm) softball tournaments throughout the weekends in October (an additional scheduled tournament ended up getting rained out)
- Spread ryegrass seed over all of the sports fields
- Fixed a leak behind the locker room from the High School
- Began work on the shade structure (planning and coordinating phase of project)
- Performed a repair to a busted line at the soccer complex between fields four and five
- Cleaned and organized the shop/did monthly maintenance for all of the equipment for our dept.
- Spread mulch at the main park entrance and the quad entrance
- Hosted “Trail of Treats” event for the Parks Dept./set up at the museum
- Started building a hand rail for the staircase in the new shop

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

**Museum**

**Volunteers**

Volunteers helped plan and prepare items for Discover White House and Fall Family Block Party. For the month of October, the Museum volunteers worked for a total of 12 hours.

**Exhibits**

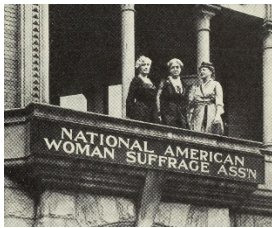
The 19<sup>th</sup> Amendment/Women's Suffrage display will run until the end of March 2020.

**Tours at Museum**

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

**Social Media**

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



**Episode 28** Women's Suffrage Organizations received 251 Views



**Episode 29** Women's Suffrage Battle Continues received 321 Views

**October 21**, I did something a little different with a Facebook live providing information about early voting in both Robertson and Sumner Counties. Received 443 Views



**Episode 30** Perfect 36 received 322 Views

**Events**



**DISCOVER WHITE HOUSE**

October 3, the museum participated in Discover White House with period music, period dress, artifact display and picture display.



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

**Empowering Women Exhibit & Book Signing** – October 13 Museum was open for those attending book signing to view the Women’s Suffrage display.

**FALL FAMILY BLOCK PARTY** – October 30

Museum had period music, period dress, musket demonstrations and a pumpkin patch with free pumpkins for kids. Save the date magnets were given out for The Gathering at the White House Inn. An event that will happen in conjunction with 2021’s Harvest Moon.



**Additional Events Attended**

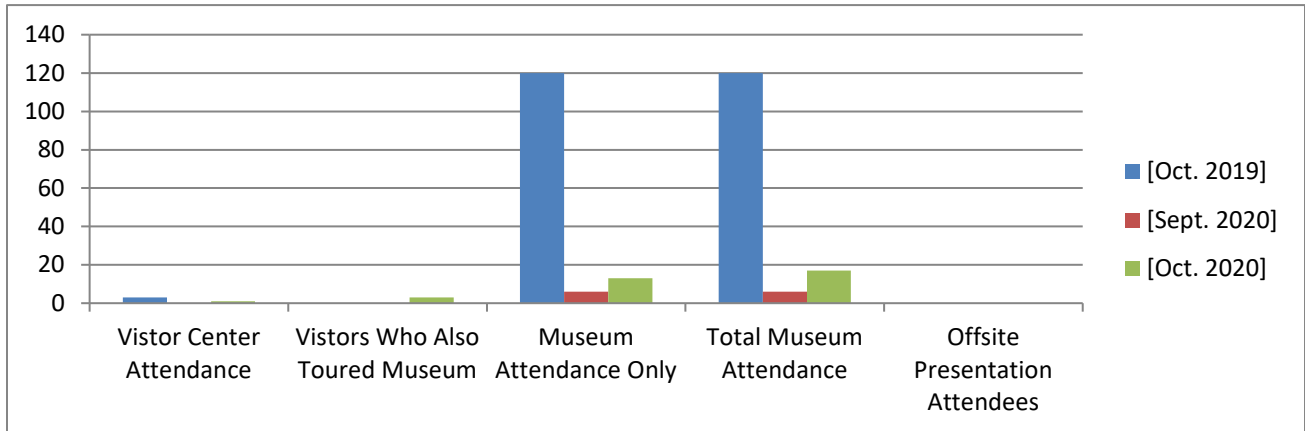
- October 1 – Ribbon Cutting Cassie’s Flower Pad
- October 14 – 50<sup>th</sup> Celebration Meeting
- October 15 – Ribbon Cutting Hometown Nutrition
- October 22 – Construction Punch List Meeting
- October 28 – Fire Department Community Breakfast

**Visitors’ Center and Museum Attendance**

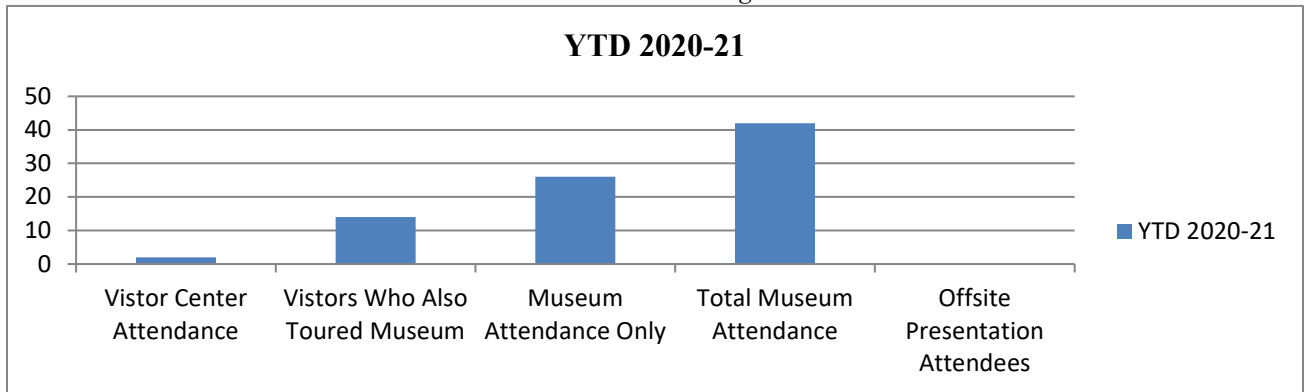
Visitors’ Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors	Off Site Presentations Attendees
1	3	13	17	0

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

*Museum/Visitor Center Usage*



*Museum/Visitor Center Usage YTD*



**Seniors**

<b>Senior Center Participation - October 2020</b>	
<b>Outings/Events:</b>	
Picnic at the Park	15
Bowling	6
Bible Study	3
<b>Total</b>	<b>24</b>
<b>Sr Meals Wednesdays</b>	
	70
	94
	84
	91
<b>Total</b>	<b>339</b>
<b>Programs:</b>	
Sittercise	30
Walk	0
<b>Total</b>	<b>30</b>
<b>NEW MEMBERS</b>	0
<b>FIRST TIME ATTENDEE</b>	0
<b>TOTAL Sr Center Participants:</b>	<b>393</b>



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  
October 2020

	FYE 2019	FYE 2020
--	----------	----------

19-Oct	Sep-20	Oct-20	YTD 20-21
--------	--------	--------	-----------

**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
Cafeteria 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	4	1	15
0	4	4	9
2	0	1	2
8	9	12	32
5	20	2	62
15	33	19	105
10	0	0	0
0	0	0	0
0	0	2	2
0	0	0	0
10	0	2	2
18	37	27	104
3	0	1	2
0	0	3	14
120	6	13	26
120	6	17	42

**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	0	0	41
0	0	0	0
2	2	2	5
2097	0	530	577
2	1	1	6
200	200	200	400
2	0	0	0
1,186	163	393	556
6	6	0	6
6	0	2	2
113	0	21	21
9	0	2	2
801	0	33	33
5	2	4	6
272	163	339	502
	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

\$15,445.00	\$4,440.00	\$20,388.00	\$26,969.00
\$390.00	\$0.00	\$0.00	\$650.00
\$190.00	\$0.00	\$0.00	\$605.00
\$719.00	\$407.50	\$850.50	\$1,258.00
\$205.00	\$640.00	\$195.00	\$3,445.00
\$675.00	\$100.00	\$275.00	\$375.00
\$605.00	\$2,190.00	\$570.00	\$4,300.00
\$134.92	\$345.00	\$55.46	\$500.46

**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

120	397.5	255.5	1377
3	1	1	5
3	1	1	5
4	1	4	14
6	0	2	6

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Special Use Permits Submitted			13	15	0
Pavilion 1 Rentals			3	7	0
Pavilion 2 Rentals			11	5	2
Pavilion 3 Rentals			106	38	8
Splash Pad Pavilion Rentals			177	106	5
Gymnasium Rentals			130	79	10
Auditorium Rentals			4	10	0
Amphitheater Rentals			3	0	0
Ballfield Rentals			7	45	18

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Total Number of Pavilion Rentals			297	156	15
Total Number of Facility Rentals			196	89	10
Ballfield Rentals			7	45	18

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Vistor Center Attendance			6	21	3
Vistors Who Also Toured Museum			14	84	0
Museum Attendance Only			85	668	120
Total Museum Attendance			99	752	120
Offsite Presentation Attendees			0	15	

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Number of In-House Special Events Offered			8	7	2
Total Number of Programs Offered			34	18	2
Number of Senior Trips Offered			54	37	6
Number of Senior Programs Offered			117	76	9

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Number of New Senior Center Memberships			16	16	2
Senior Center First Time Visitors			32	59	6

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
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	2097

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Senior Center Participants			14,966	9594	1,186
Number of Senior Trip Participants			896	613	113
Number of Senior Program Participants			9,989	6798	801
Number of Meals Participants			4052	2235	272

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	19-Oct
Youth Program Revenue			#####	#####	#####
Adult Program Revenue			\$ 8,460.00	\$ 3,580.00	\$390.00
Special Event Revenue			\$ 4,355.00	\$ 2,009.00	\$190.00
Senior Meal Revenue			#####	\$ 5,961.50	\$719.00
Shelter Reservation Revenue			#####	\$ 4,780.00	\$205.00
Facility Reservation Revenue			#####	\$ 8,046.88	\$675.00
Field Rental Revenue			\$ 2,521.00	\$ 1,203.34	\$605.00
Misc. Revenue			#####	#####	\$134.92

Sep-20	Oct-20	YTD 20-21
4	1	15
4	4	9
0	1	2
9	12	32
20	2	62
0	0	0
0	2	2
0	0	0
37	27	104

Sep-20	Oct-20	YTD 20-21
33	19	105
0	2	2
37	27	104

Sep-20	Oct-20	YTD 20-21
0	1	2
0	3	14
6	13	26
6	17	42
0	0	0

Sep-20	Oct-20	YTD 20-21
2	2	5
1	1	6
0	2	2
0	2	2

Sep-20	Oct-20	YTD 20-21
0	0	0
6	0	6

Sep-20	Oct-20	YTD 20-21
0	0	41
0	0	0
0	530	577

Sep-20	Oct-20	YTD 20-21
163	393	556
0	21	21
0	33	33
163	339	502

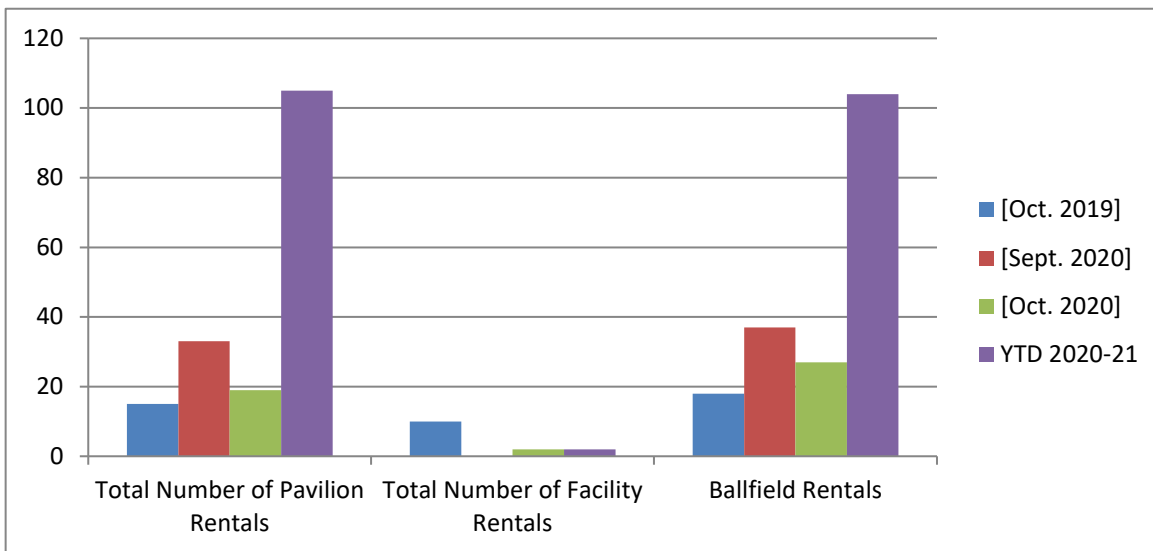
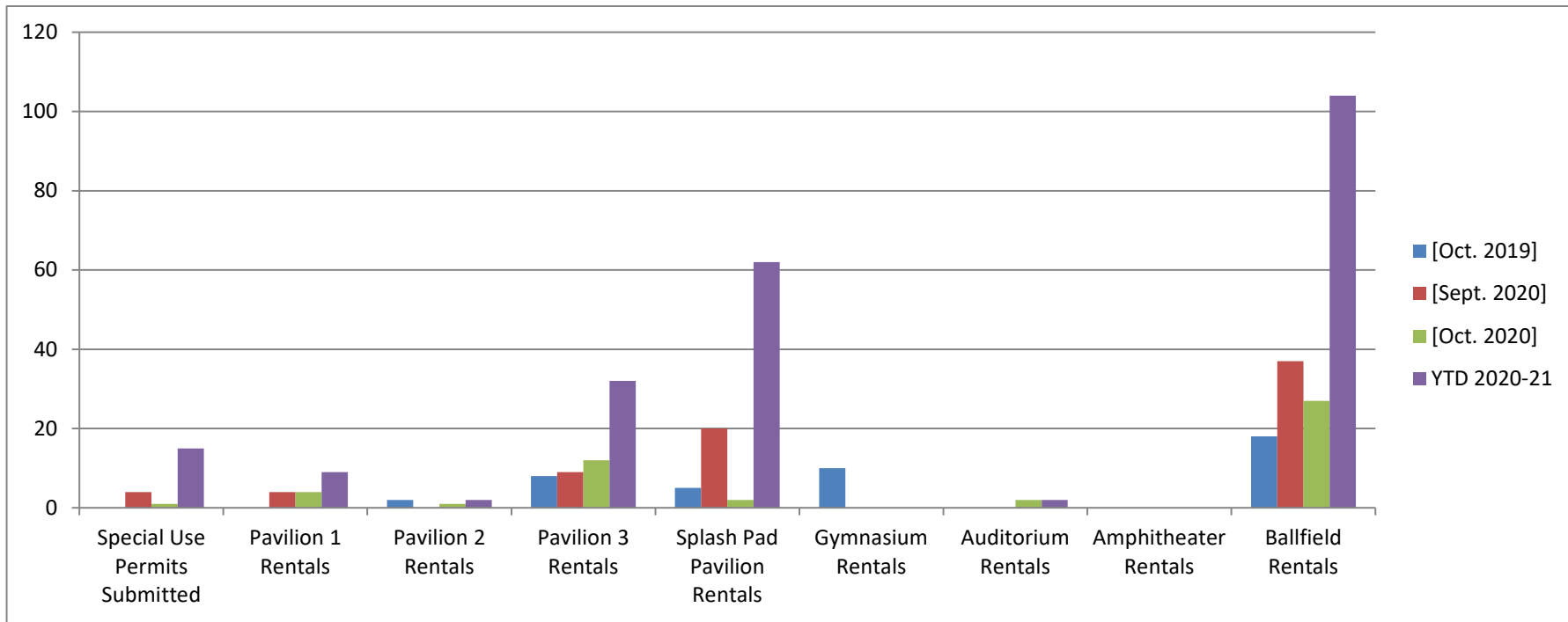
Sep-20	Oct-20	YTD 20-21
\$4,440.00	\$20,388.00	\$26,969.00
\$0.00	\$0.00	\$650.00
\$0.00	\$0.00	\$605.00
\$407.50	\$850.50	\$1,258.00
\$640.00	\$195.00	\$3,445.00
\$100.00	\$275.00	\$375.00
\$2,190.00	\$570.00	\$4,300.00
\$345.00	\$55.46	\$500.46

Target

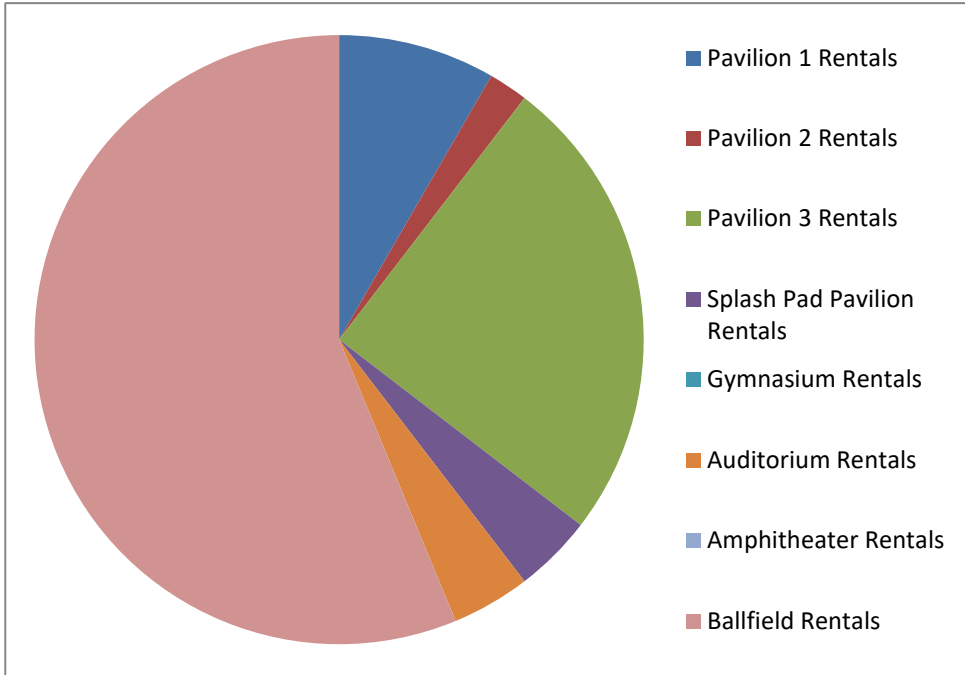
Actual

Senior Budget	33.33%	8.58%
Museum Budget	33.33%	28.90%
Parks Admin Budget	33.33%	25.71%
Parks Maintenance Budget	33.33%	24.63%
Cemetery Budget	33.33%	14.19%
Total Parks General Fund Bu	33.33%	24.69%

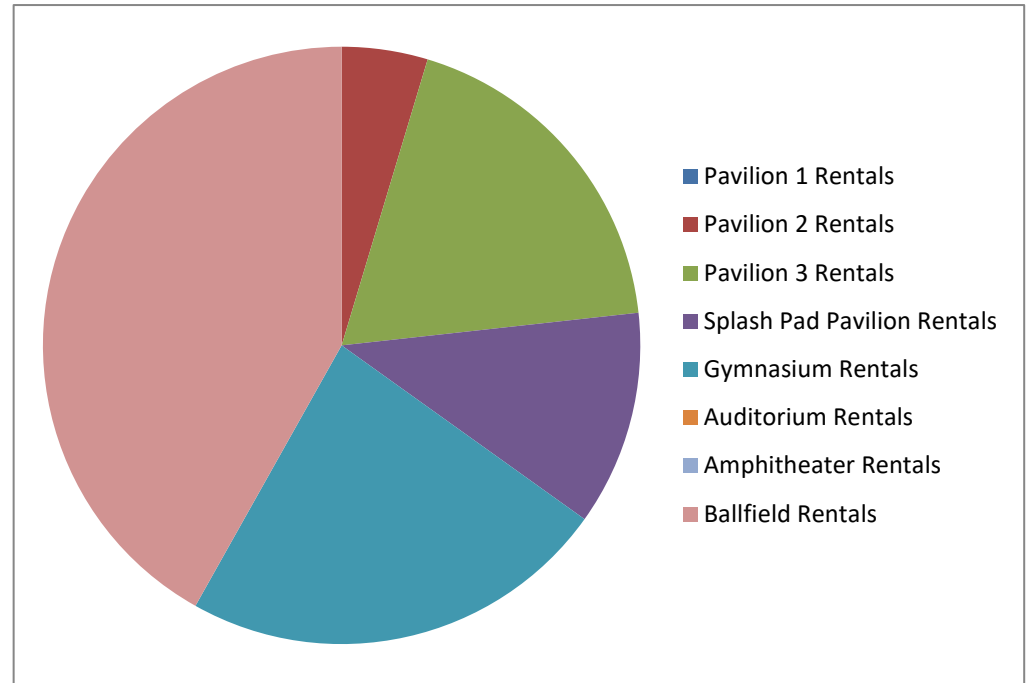
# Facility Usage



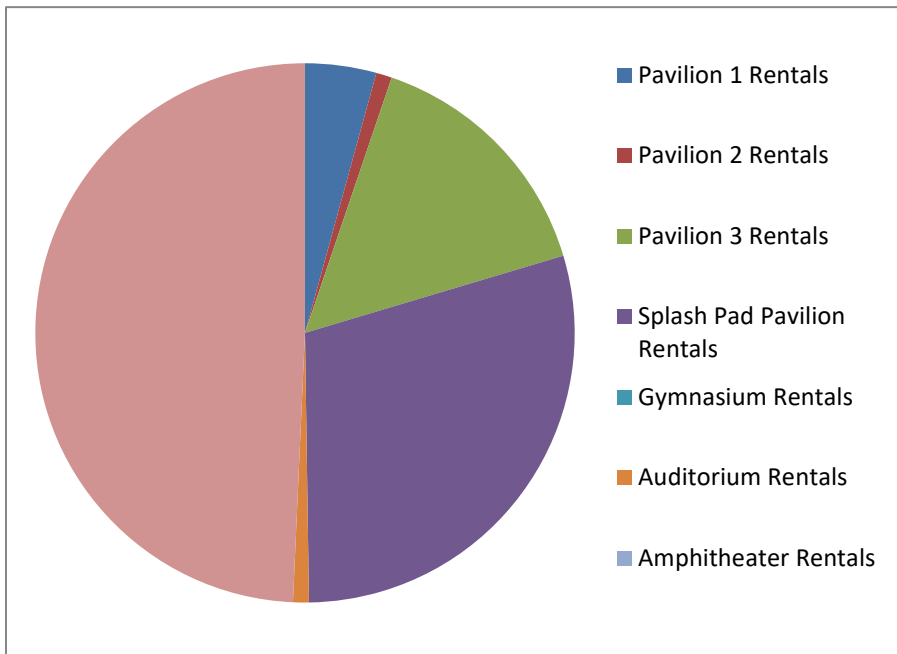
**Facility Usage This Month**



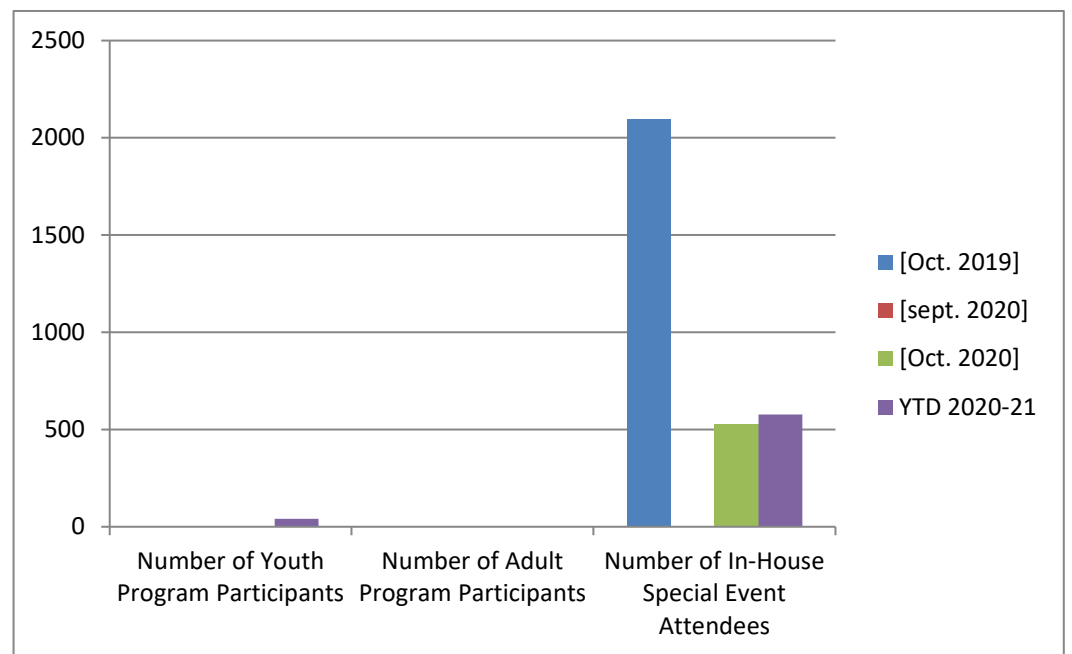
**Facility Usage October 2019**



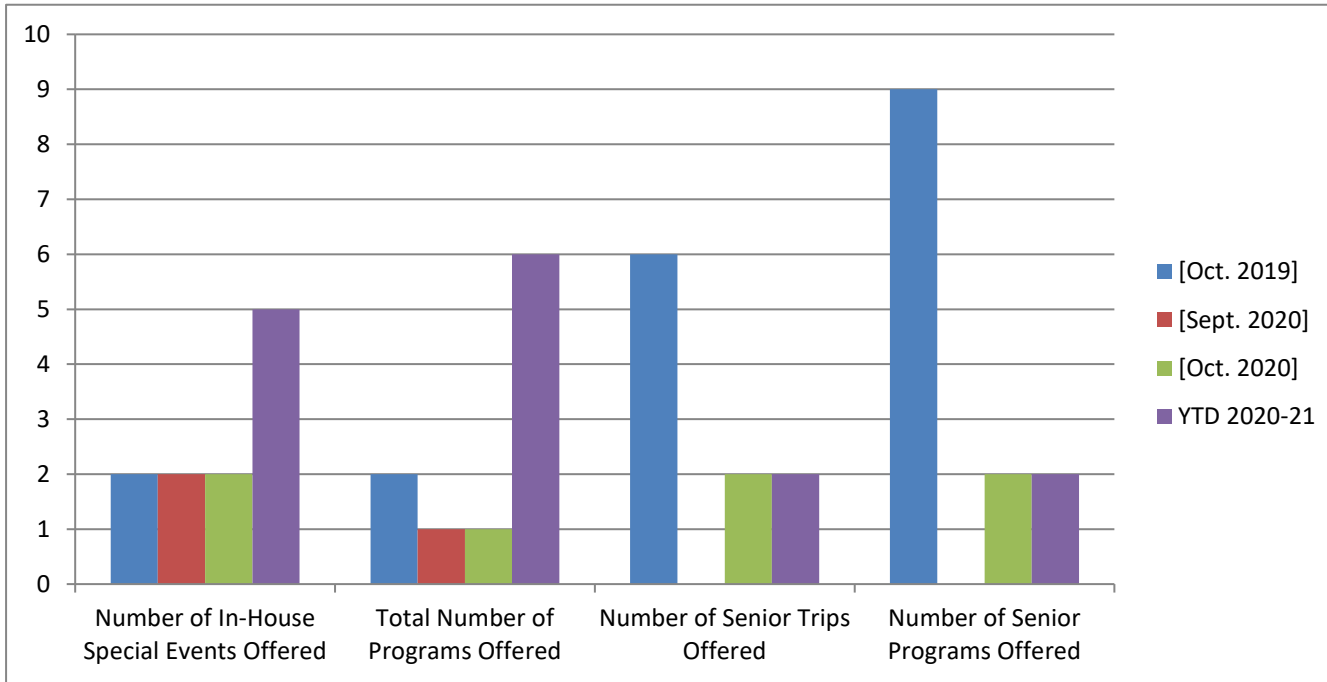
**Facility Usage YTD 2020-21**



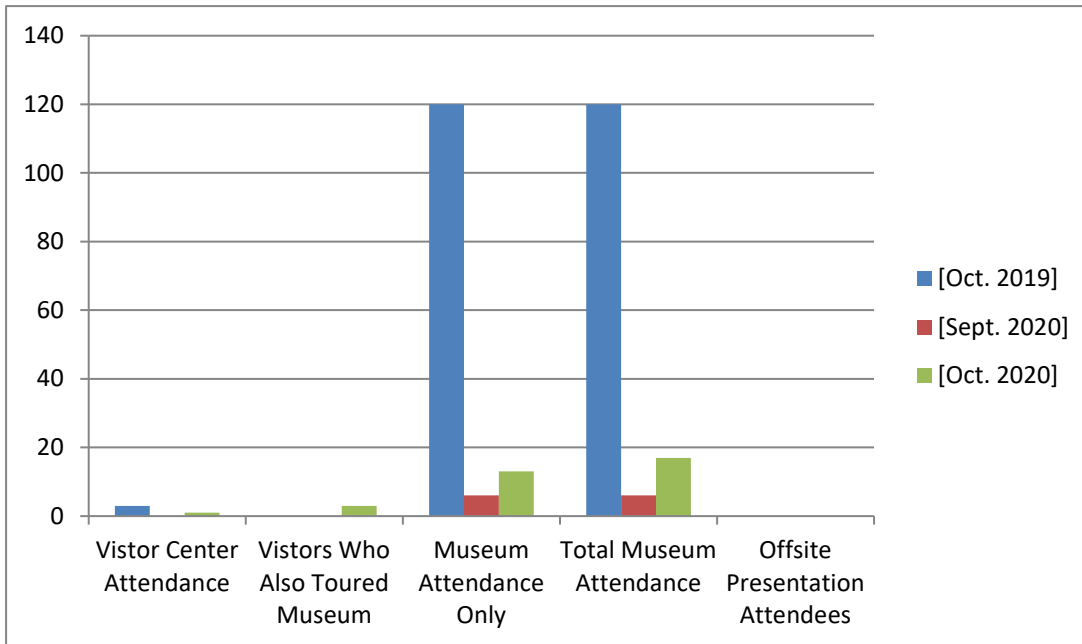
**Rec Programming/Events Participation/Attendance**



## Programming Opportunities

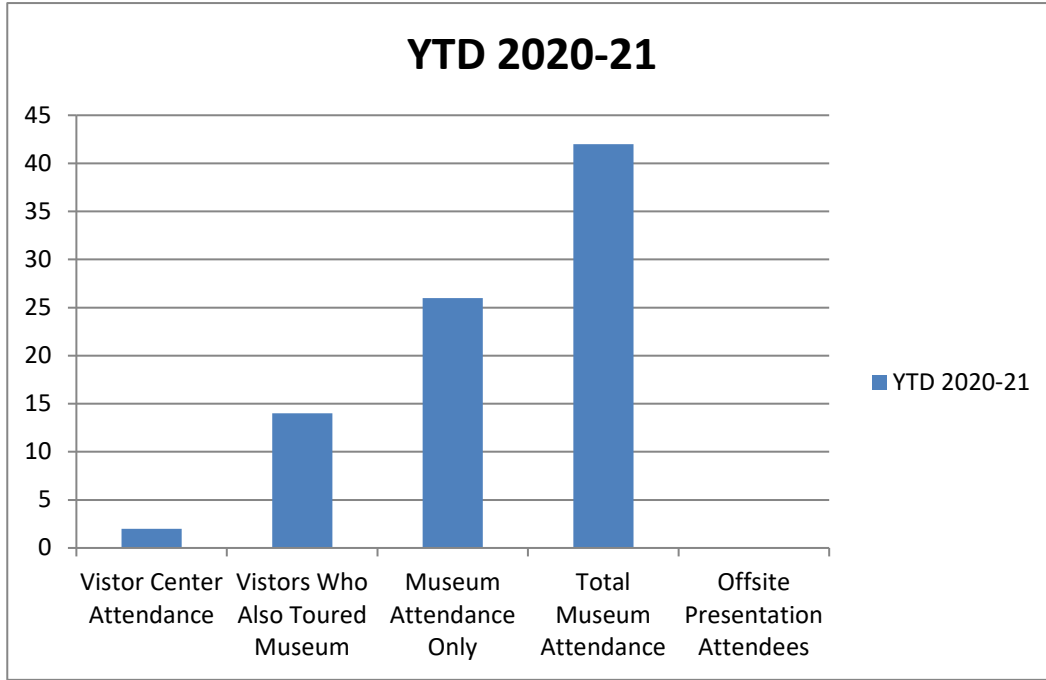


## Museum/Visitor Center Usage

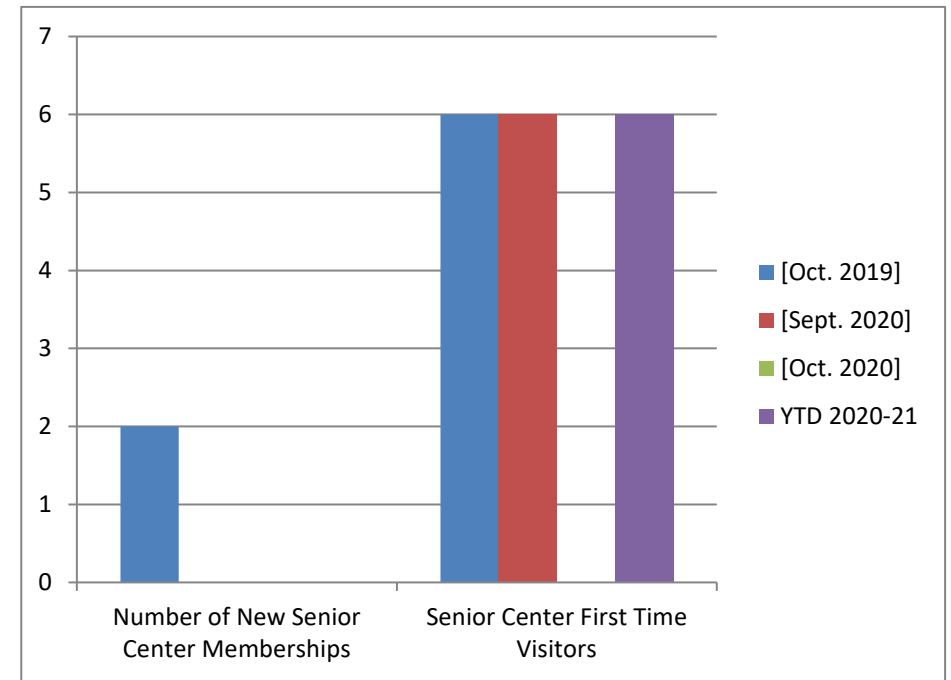




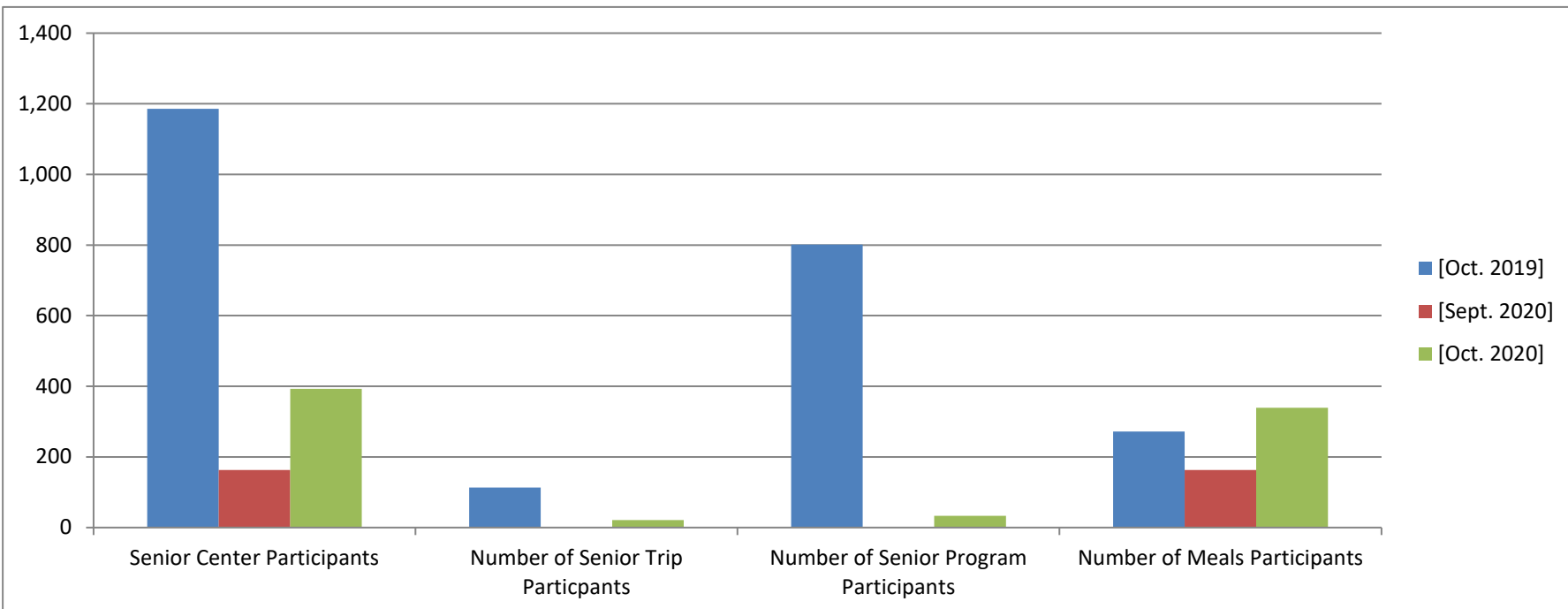
## Museum/Visitor Center Usage YTD



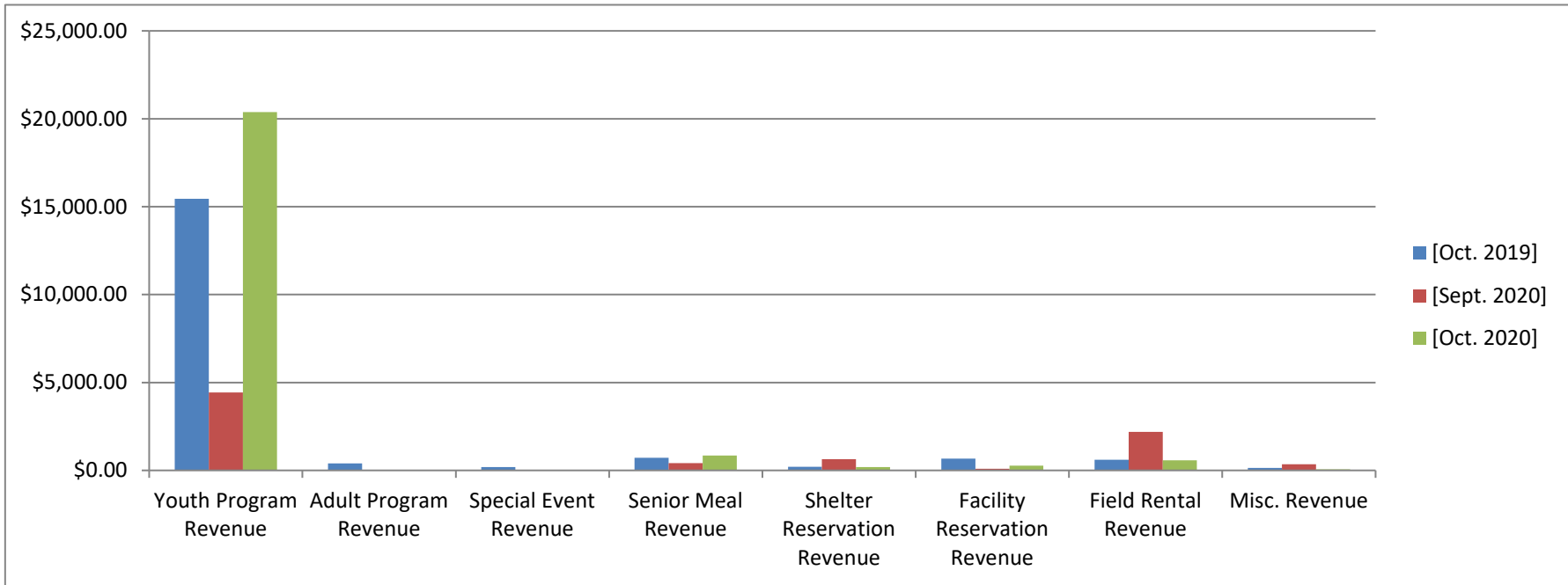
## New Senior Memberships/First Time Visitors



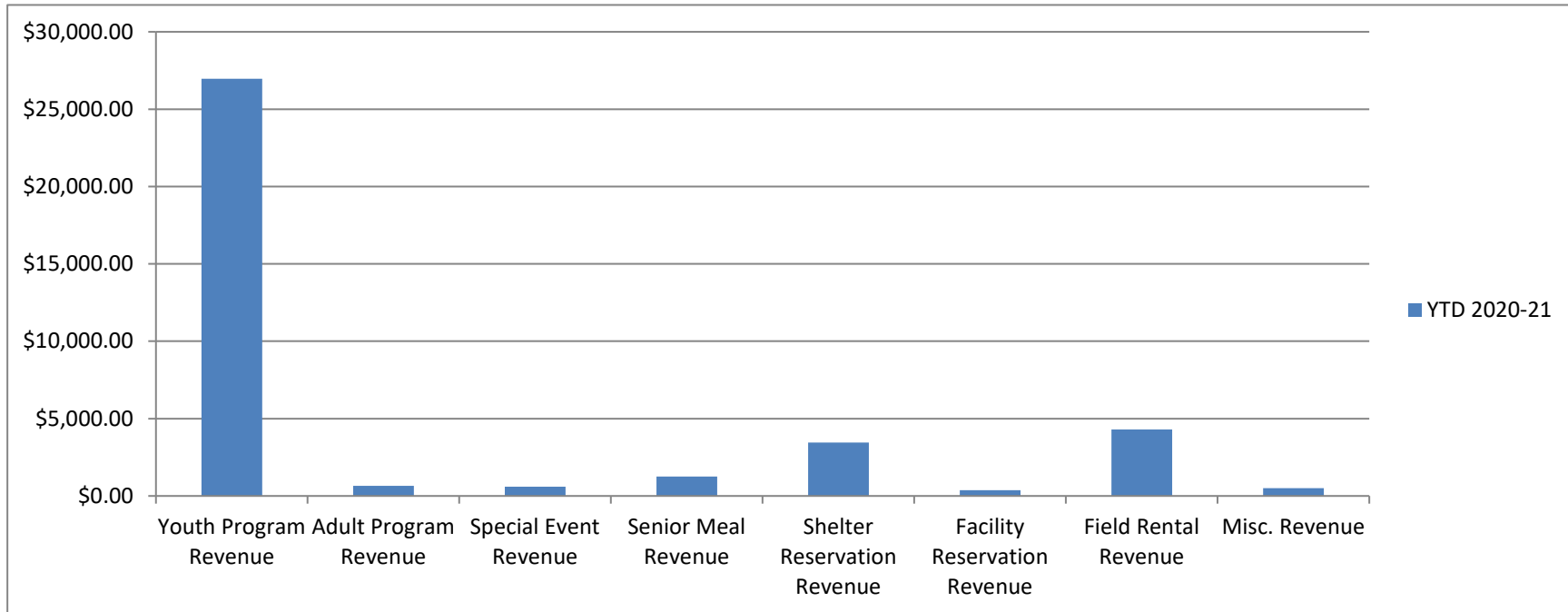
## Senior Programming Participation/Attendance



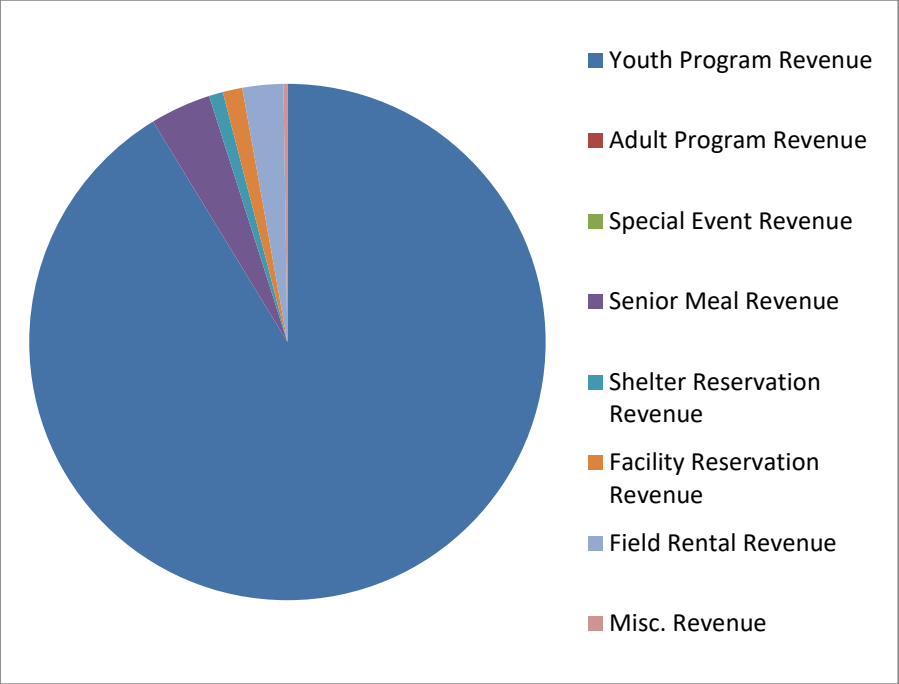
## Revenues



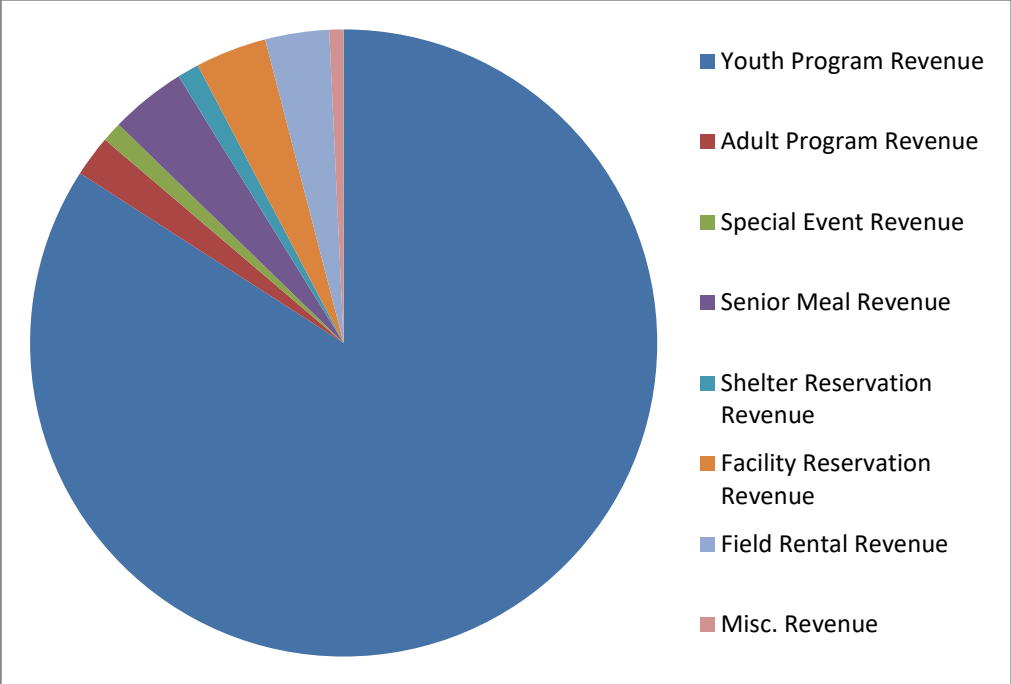
## Revenues YTD



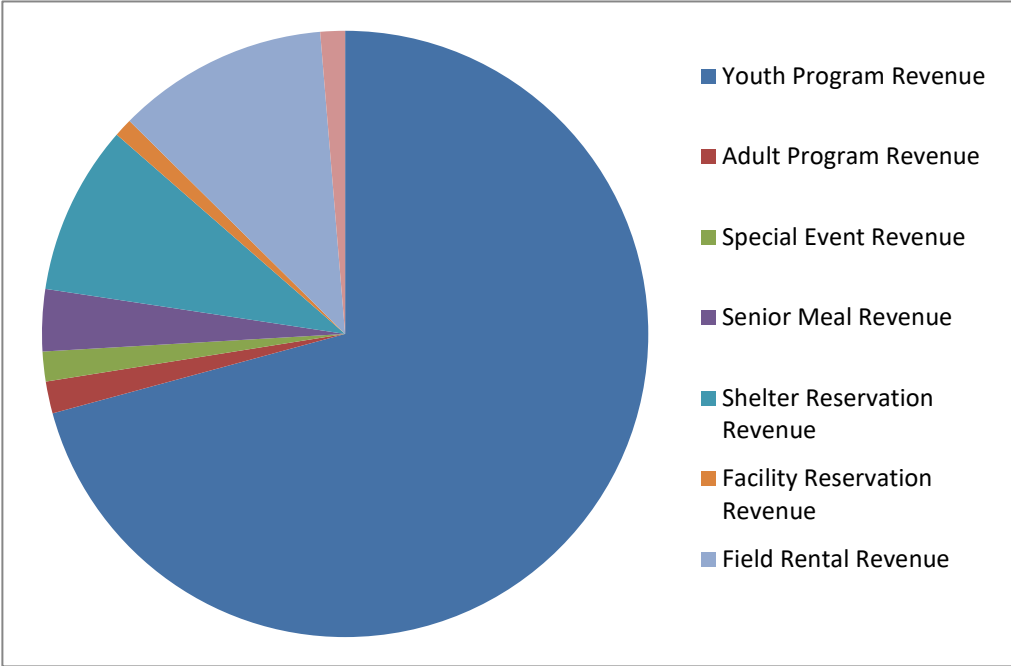
### Where Revenues Came From This Month



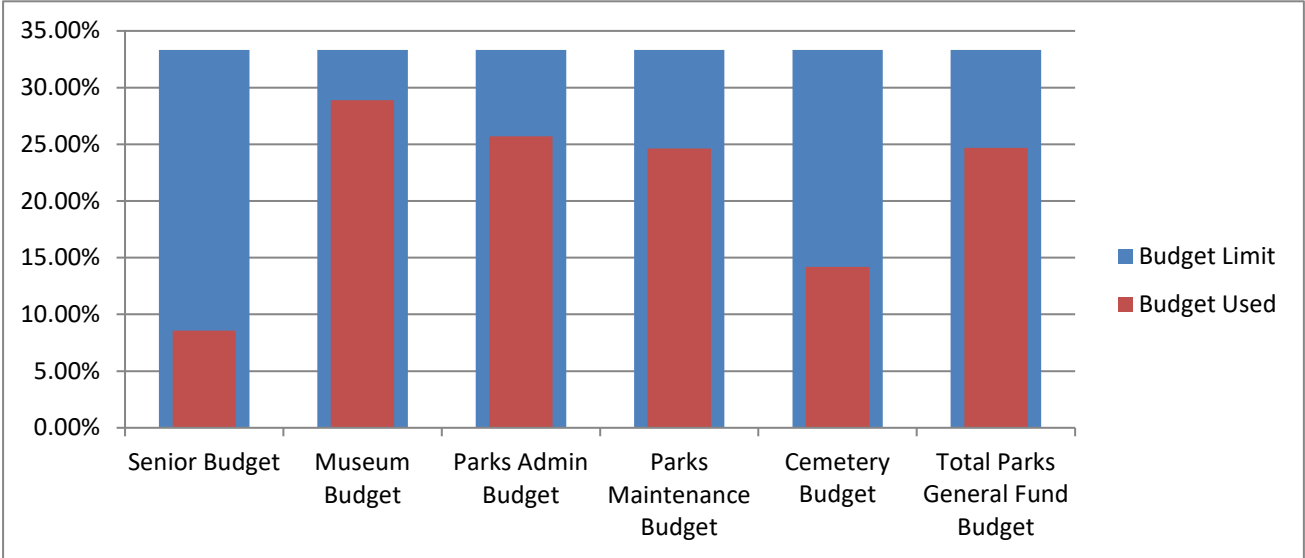
### Where Revenues Came From October 2019



### Where Revenues Come From YTD



# Over/Under Budget



## **White House Library Monthly Report October 2020**

### **Summary of Activities**

The library director and other staff members worked a booth for the Chamber's Discover White House event. The library gave out all of its October schedules and had to print more. In addition, the balloon twister was so popular that the library paid for him to stay an extra hour. All in all, the event was very successful and we think it helped to increase the story time attendance the following Wednesday.

The library director attended one of the Southern Book Festival virtual session on October 7. The session showed how to make expressionism artwork using simple craft supplies.

The library director attended a webinar on COVID in relation to libraries. The session showed how different cleaning methods can damage books and how COVID will survive longer when it is in-between stacked books. After listening to the webinar, the staff decided to quarantine hard to clean items (board games, puzzles) for one week instead of 3 days.

The library director met with the city administrator and other city employees to discuss Christmas related programs. At this meeting, it was decided that we would not have our Christmas Open House. Instead, we will do a live virtual program in which we will have a tree lighting, a reading of the night before Christmas, some live music, and possibly a message from Santa. The virtual event will still be on the first Thursday in December.

The library director, library supervisor, and children's librarian handed out candy to daycares on October 27 and 28. The library also participated in the Trail of Treats event on October 29. The library gave out 300 small individual bags of candy. Once the bags were gone, the staff then gave out just loose candy to kids.

The library director and catalog librarian met with a Tech Logic representative on October 29. The two discussed different tech logic equipment they already have and what new equipment they now offer.

The library director reached out to Copper Creek Electrical to get a quote to add lights on the library patio in addition to the outlets. However, the quote has not been received because the director has had the company work on fixing the library's fire alarm, sump pump, and light fixture. Unfortunately, only the light has been fixed because the other two are more involved.

The library patio furniture was vandalized by some teens. The library director made a police report and will work on getting cameras installed that area in addition to lights in the hopes that this will not happen again.

### **Department Highlights**

The highlights for the month were the success with the different programs the library participated in, such as Discover White House, Trail of Treats, and the Daycare trick or treating.

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

**Official Service Area Populations**

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

**October Membership Cumulative Members**

Year	New Members	Updated Members	Total Members	% of Population with Membership
2016	84	459	11,675	85
2017	73	575	6,884	49
2018	92	270	8,133	57
2019	94	267	9,281	66
2020	81	295	6,983	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:** 37,081

**Estimated Value of Total Materials:** \$927,025

**Last Month:** \$923,750

**Total Materials Available Per Capita:** 2.58

**Last Month:** 2.57

**State Minimum Standard:** 2.00

**Materials Added in October**

2016	2017	2018	2019	2020
265	501	263	480	233

**Yearly Material Added**

2016	2017	2018	2019	2020
3,674	3,602	3,123	3,004	2,779

**Physical Items Checked Out in October**

2016	2017	2018	2019	2020
5,583	5,737	6,360	5,499	5,001

**Cumulative Physical Items Check Out**

2016	2017	2018	2019	2020
63,252	63,421	62,536	65,522	41,444

The checkouts for October are still down due putting in COVID restrictions on the number of items allowed out per person.

**October**

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	51	65	56	46	35
Study Rooms	76	67	106	86	17
Lego Table	185	146	52	165	0
Games and Puzzles	43	58	65	55	110
Seeds	4	10	0	10	10
Test Proctoring	1	1	2	7	1
Charging Station	0	5	6	6	7
STEAM Packs	*	*	46	36	0
Cake Pans	*	*	*	1	17
Notary Services	*	*	*	5	8
Library Visits	*	*	4,627	4,735	3,283
Website Usage	*	*	1,054	1,630	1,452
Reference Questions	10	7	3	11	8

**Yearly Totals**

2016	2017	2018	2019	2020
299	585	644	137	273
821	828	1,082	253	275
2,094	2,643	1,891	553	459
510	528	743	222	686
82	1,197	586	112	290
9	56	152	27	74
26	86	90	19	34
*	*	148	61	25
*	*	6	1	27
*	*	*	16	76
*	*	52,565	55,728	25,046
*	*	2,517	16,935	13,963
80	115	59	77	40

**October**

Library Use	2018	2019	2020
Library Volunteers	14	16	6
Volunteer Hours	115	149	91.5

**Yearly Totals**

18-19	19-20	20-21
82	36	9
809	1,286	340

We do not have as much work for our volunteers, so we have only been allowing so many to volunteer at a time.

**Computer Users**

October	2016	2017	2018	2019	2020
Wireless	812	1005	780	633	416
Adult Computers	389	365	412	385	163
Kids	151	199	148	171	11

**Yearly Computer Users**

2016	2017	2018	2019	2020
8,367	8,725	9,535	2,017	3,001
4,640	4,413	4,642	1,103	1,762
2,136	2,209	2,088	556	419

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

**Universal Class October Counts**

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
0	1	28	29	4

**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	48	1,716	778

**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	3	80	0	1	2

**Monthly**

Oct Kids	Kids Sessions	Kids Attendance
2016	17	235
2017	17	359
2018	17	404
2019	13	334
2020	3	127

**Yearly Totals**

Kids Sessions	Kids Attendance
178	2,988
181	4,268
158	4,437
46	737
42	1,168

**Grab & Go Kits**

Kits Offered	Picked Up
9	265
<b>Yearly</b>	
24	534

In October, we offered face-to-face sidewalk story times for the younger kids and then grab and go kits for the older ones. We had to cancel a few of our sidewalk story times due to rain. So we put their crafts out as grab and go kits as well as a few that were left over from last month.

**Monthly**

Oct	Teen Events	Teens Present
2016	5	47
2017	7	59
2018	6	22
2019	7	33
2020	0	0

**Yearly**

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

**Monthly**

Oct.	Tween Events	Tweens Present
2019	4	27
2020	0	0
<b>Yearly</b>		
2019	10	150
2020	5	18

**Oct. combined Programs**

Teen & Tweens	Present
4	29
<b>Yearly</b>	
11	77

In October 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**

Oct Adults	Adult Sessions	Adult Attendance
2016	13	49
2017	13	35
2018	12	51
2019	8	47
2020	2	17

**Yearly**

Adult Sessions	Adult Attendance
61	662
145	689
175	1,009
41	232
39	191

Device Advices	Oct.	Yearly
2019	*	125
2020	3	46

I created a separate box for device advice appointments. I would normally count them with the regular adult programs, but I feel they should be separated to track what technology services we are offering to patrons.

**Interlibrary Loan Services**

October	2016	2017	2018	2019	2020
Borrowed	56	50	48	74	65
Loaned	4	31	17	35	23

**Yearly Interlibrary Loan Services**

2016	2017	2018	2019	2020
668	562	690	690	460
249	305	410	410	118

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

Adults	Juvenile
1403	95

**2020-2021 totals**

Adults	Juvenile
6,217	340

**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**

**October 2020**

**CITATIONS**

TOTAL MONIES COLLECTED FOR THE MONTH	\$5,325.88
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$15,710.93</b>

**STATE FINES**

TOTAL MONIES COLLECTED FOR MONTH	\$1,349.45
<b>TOTAL MONIES COLLECTED YTD</b>	<b>\$6,658.02</b>

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$6,675.33</u>
<b>TOTAL REVENUE YTD</b>	<b>\$22,368.95</b>

**DISBURSEMENTS**

LITIGATION TAX	\$509.45
DOS/DOH FINES & FEES	\$185.25
DOS TITLE & REGISTRATION	\$171.00
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$71.97
CARD FEES	\$27.91
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$965.58</u>
<b>TOTAL DISBURSEMENTS YTD</b>	<b>\$2,658.86</b>

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$5,709.75</u>
<b>TOTAL ADJUSTED REVENUE YTD</b>	<b>\$19,710.09</b>

**DRUG FUND**

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$522.97</u>
<b>DRUG FUND DONATIONS YTD</b>	<b>\$1,294.36</b>

<b>Offenses Convicted &amp; Paid For Month</b>	<b>Count</b>	<b>Paid</b>
Improper Equipment	1	\$10.00
Financial Responsibility Law	21	\$979.54
Registration Law	14	\$960.29
Codes Violations	1	\$55.00
Child Restraint		
Improper Passing		
DL Exhibited	1	\$102.50
Red Light	6	\$519.01
Open Container		
Stop Sign	1	\$117.50
Speeding	24	\$2,366.57
Seat Belt	1	\$30.00
Failure To Yield		
Exercise Due Care		
Texting/Hands Free Law	1	\$46.00
Total	71	\$5,186.41