

**Administrative & Legislative Services Department
November 2020**

Administration

City Administrator Gerald Herman attended the following meetings this month:

- November 09:
 - Sewer Model Update Discussion
 - Project Advantage Update
- November 10:
 - COVID-19 Local Communication Update
 - Industrial Development Board Meeting
- November 12:
 - White House Visitors Center Final Inspection
 - Sumner County COVID Call
 - Robertson County Joint Economic Development
- November 17:
 - TCMA Regional Meeting
 - Project Advanex Meeting
 - COVID-19 Local Communication Update
- November 18:
 - RTA/GNRC/MPO Meeting
 - RTA Board Meeting
 - Economic Development Board Meeting
- November 19:
 - Sumner County Joint Economic Development Meeting
 - Community Development and Infrastructure Meeting
 - Christmas on Main Street Discussion
 - BMA Study Session
- November 23: Sewer Discussion
- November 24: COVID-19 Local Communication Update
- November 25: Community Event Center Meeting
- November 30: 31W Townhomes Meeting

Performance Measurements

Finance Update

The Administration Department’s goal is to keep each budgetary area’s expenditures at or under the approved budget as set by the Board of Mayor and Aldermen by the end of fiscal year 2020-2021.

Budget	Budgeted Amount	Expended/ Encumbered*	% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)
General Fund	\$17,548,414	\$ 4,542,633	↓15.80
Industrial Development	\$177,000	\$ 126,009	↑29.50
State Street Aid	\$530,000	\$ 285,216	↑12.12
Parks Sales Tax	\$4,005,125	\$ 2,904,762	↑30.83
Solid Waste	\$1,050,026	\$ 584,671	↑13.99
Fire Impact Fees	\$74,500	\$ 67,741	↑49.23
Parks Impact Fees	\$15,000	\$ 11,517	↑35.09
Police Impact Fees	\$65,000	\$ 65,000	↑58.31
Road Impact Fees	\$60,000	\$ -	↓41.69
Police Drug Fund	\$4,500	\$ 175	↓37.8
Debt Services	\$1,137,400	\$ 466,751	↓0.65
Wastewater	\$15,108,083	\$ 2,646,010	↓24.17
Dental Care	\$70,656	\$ 24,272	↓7.33
Stormwater Fund	\$1,063,984	\$ 432,805	↓1.01
Cemetery Fund	\$43,890	\$ 30,342	↑27.44

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

**Administrative & Legislative Services Department
November 2020**

Purchasing

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

Total Purchase Orders

	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
July	261	269	346	362	327
August	128	106	151	166	175
September	106	98	126	119	120
October	79	97	91	147	91
November	72	78	120	125	135
December		58	72	104	83
January		81	122	177	178
February		93	119	113	140
March		107	131	142	136
April		85	138	185	120
May		82	129	121	153
June		45	50	52	92
Total	646	1199	1,595	1,813	1,750

Purchase Orders by Dollars	Nov. 2020	FY 2021	FY 2020	FY 2019	Total for FY21	Total for FY20	Total for FY19
Purchase Orders \$0-\$9,999	70	593	1132	1529	\$825,679.76	\$1,275,419.16	\$1,349,159.92
Purchase Orders \$10,000-\$24,999	1	20	34	26	\$293,607.14	\$551,938.89	\$381,155.50
Purchase Orders over \$25,000	1	33	33	40	\$2,775,790.04	\$4,035,346.92	\$7,678,174.40
Total	72	646	1199	1595	\$3,895,076.94	\$5,862,704.97	\$9,408,489.82

Website Management

It is important that the city maintain a reliable web site that is updated as requests come in from various sources. The number of page visits confirms that we are providing reliable and useful information for staff and the public.

	2020-2021 Update Requests	2019-2020 Update Requests	2018-2019 Update Requests	2017-2018 Update Requests	2020-2021 Page Visits	2019-2020 Page Visits	2018-2019 Page Visits	2017-2018 Page Visits
July	15	152	61	60	11,536	1,164,517	1,080,668	825,614
August	20	126	133	56	9,145	752,932	835,519	717,462
September	17	43	22	90	8,335	679,248	214,406	739,867
October	10	78	86	43	8,390	386,735	864,091	876,346
November	174	56	40	80	7,587	695,971	812,527	808,551
December		156	82	50		847,724	1,055,111	842,265
January		67	68	44		720,531	934,562	747,155
February		22	40	41		N/A	762,985	631,612
March		85	61	71		N/A	879,671	1,165,275
April		43	56	77		N/A	820,505	959,769
May		27	29	49		5,998	946,897	1,063,568
June		48	123	27		10,251	901,328	483,003
Total	236	901	801	688	44,993	5,263,907	9,053,159	9,860,532

**Administrative & Legislative Services Department
November 2020**

Social Media Management

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

Facebook

	2020-2021 New Likes	2019-2020 New Likes	2018-2019 New Likes	2017-2018 New Likes	2020-2021 # of Posts	2019-2020 # of Posts	2018-2019 # of Posts	2017-2018 # of Posts
July	106	83	31	146	63	36	21	38
August	46	47	46	77	38	18	11	39
September	44	71	53	46	37	27	20	31
October	119	44	70	64	52	27	18	29
November	69	25	51	25	49	10	17	25
December		18	25	25		21	20	11
January		30	31	96		13	14	11
February		51	40	25		27	11	15
March		112	31	23		38	18	10
April		73	60	70		58	26	17
May		62	161	116		30	33	23
June		95	103	59		31	30	33
Total	384	705	702	772	239	336	239	282

Twitter

	2020-2021 Total Followers	2019 – 2020 Total Followers	2018 – 2019 Total Followers	2020-2021 # of Tweets	2019 – 2020 # of Tweets	2018 – 2019 # of Tweets
July	904	862	811	31	19	8
August	908	869	796	19	9	8
September	910	870	798	14	14	10
October	921	868	802	33	15	7
November	911	873	802	35	5	7
December		877	805		16	8
January		880	809		9	7
February		888	826		23	8
March		902	830		24	16
April		907	830		14	14
May		903	832		14	14
June		904	851		14	14
Total	N/A	N/A	N/A	132	176	121

**Administrative & Legislative Services Department
November 2020**

“City of White House, TN” Mobile App

	FY21 New Downloads	FY20 New Downloads	FY19 New Downloads
July	45	19	28
August	44	21	18
September	19	21	15
October	40	12	22
November	29	13	11
December		15	10
January		23	17
February		70	13
March		69	11
April		41	10
May		29	11
June		36	25
Total	177	369	191

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

	FY21 # of Request	FY20 # of Request	FY19 # of Request
July	20	36	32
August	27	39	26
September	16	18	18
October	15	40	32
November	20	27	12
December		20	27
January		24	22
February		41	30
March		34	24
April		35	32
May		26	27
June		28	29
FY Total	98	356	311

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

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
January	8	1	7	0
February	5	0	2	0
March	N/A	0	8	5
April	23	1	36	5
May	94	11	131	13
June	123	10	114	20
July	96	18	49	12
August	34	18	1	13
September	12	0	14	5
October	2	3	7	0
November	7	1	4	0
December			13	0
Total	404	63	387	73

	Application Fees # (amount collected)	Booth Payments (\$)
January	0	0
February	0	0
March	0	0
April	2	150
May	5	870
June	3	384
July	0	0
August	0	45
September	-	-
October	-	-
November	-	-
December	-	-
Total	7	\$1449

**Administrative & Legislative Services Department
November 2020**

Building Maintenance Projects

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

Special Maintenance Projects

- Hanging Christmas decorations around City Hall
- Replacing multiple types of lights out at Library
- Addition of weather stripping at the Museum

	2020-2021 Work Order Requests	2019 – 2020 Work Order Requests	2018 – 2019 Work Order Requests	2017 – 2018 Work Order Requests	2016 – 2017 Work Order Requests	2015 - 2016 Work Order Requests
July	11	10	22	21	27	22
August	27	10	26	24	28	33
September	9	13	19	22	13	31
October	6	7	14	18	12	30
November	16	7	18	34	12	27
December		3	8	19	9	17
January		16	14	16	23	28
February		18	7	21	6	19
March		11	7	17	16	25
April		2	12	25	14	20
May		11	6	26	27	33
June		10	9	23	14	17
Total	69	98	162	266	201	302

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

**Finance Department
November 2020**

Finance Section

During November the Finance Department continued collecting 2020 tax year property taxes, continued the FYE 6/30/2020 audit tasks, scanning thousands of documents to reduce physical document storage space, and operating with COVID-19 precautions.

Performance Measures

Utility Billing

	November 2020	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
New Builds (#)	28	114	171	62	102	111
Move Ins (#)	44	316	649	534	553	536
Move Outs (#)	43	313	602	534	576	546
New customer signup via email (#)	15	146	127	104	163	119
New customer signup via email (%)	21%	34%	15%	17%	25%	18%

Business License Activity

	November 2020	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Opened	7	30	69	75	72	93
Closed (notified by business)	0	3	10	9	18	1
Closed (uncollectable)	0	0	0	0	199	14

Payroll Activity

Number of Payrolls	Number of Checks and Direct Deposits	Number of adjustments or errors	Number of Voided Checks
2 regulars	1 checks, 246 direct deposits	0 Retro adjustments	0 Voids

Accounts Payable

	November 2020	FY 2021 Total	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Total # of Invoices Processed	285	1628	4003	3940	4437	4797

**Finance Department
November 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	4,511,951	57%
Cemetery Fund	34,700	10,410	257,975	743%
Debt Services	1,167,400	350,220	333,404	29%
Dental Care Fund	25,200	7,560	243,792	967%
Roads Impact Fees	79,320	23,796	139,111	175%
Parks Impact Fees	69,364	20,809	135,036	195%
Police Impact Fees	55,804	16,741	125,878	226%
Fire Impact Fees	38,000	11,400	65,065	171%
Industrial Development	112,800	33,840	93,469	83%
Parks Sales Tax	695,285	208,586	1,126,663	162%
Police Drug Fund	4,100	1,230	25,550	623%
Solid Waste	936,800	281,040	498,664	53%
State Street Aid	405,200	121,560	401,608	99%
Stormwater Fund	889,000	266,700	956,893	108%
Wastewater	4,350,550	1,305,165	3,622,364	83%

*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	2,569,562	↓ 9.19%
Cemetery Fund	34,700	47,058	↑ 93.95%
Debt Services	1,167,400	527,186	↑ 3.49%
Dental Care	25,200	14,678	↑ 16.58%
Roads Impact Fees	79,320	49,264	↑ 20.44%
Parks Impact Fees	69,364	51,202	↑ 32.15%
Police Impact Fees	55,804	36,510	↑ 23.76%
Fire Impact Fees	38,000	24,064	↑ 21.66%
Industrial Development	112,800	42,133	↓ 4.31%
Parks Sales Tax	695,285	313,497	↑ 3.42%
Police Drug Fund	4,100	1,846	↑ 3.36%
Solid Waste	936,800	404,702	↑ 1.53%
State Street Aid	405,200	175,667	↑ 1.69%
Stormwater Fund	889,000	381,015	↑ 1.19%
Wastewater	4,350,550	2,124,660	↑ 7.17%

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

**Human Resources Department
November 2020**

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

November 16: Wastewater Tech I Interviews

November 23: Wastewater Tech I New Hire Orientation

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	0
December		0	0	0

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

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

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

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		1	0	2
February		0	0	1
March		0	0	0
April		0	1	0
May		0	1	0
June		0	0	1
Total	7	4	6	5

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

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	1	2	1	2
December		1	0	1

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January		2	1	0
February		1	0	1
March		1	0	1
April		0	0	1
May		2	5	1
June		2	1	1
Total	3	18	11	14
Percentage	2.91%	17.48%	10.68%	14.43%

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

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

**Human Resources Department
November 2020**

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	0	1 (S)	0	2 (T)
December		0	0	0

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

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

Police Department
November 2020

Meetings/Civic Organizations

- *Chief Brady attended the following meetings in November: Rotary Club Meeting (Nov. 5, 12, and 19), Planning Commission Meeting (Nov. 9), Robertson County Chief’s Meeting (Nov. 10), and Department Head Meeting (Nov. 16).*

- **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, for our 3rd assessment. 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 1st.

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
November	16	8	38	62
Total	92	1,562.5	54	1,708.5

Patrol Division Performance Measurements

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

Number of Officers on Shift	November 2020	FY 2020-21
Three (3) Officers per Shift	35	209
Four (4) Officers per Shift	25	97

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 received 1 of the 3 vehicles ordered for this Fiscal Year. It is at Trucker’s Lighthouse getting equipment installed. We hope to have the other 2 vehicles in December.*

Police Department
November 2020

3. *Conduct two underage alcohol compliance checks during the Fiscal Year 2020-2021. Fall Compliance checks have been delayed due to Covid.*
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	November 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
Serious Crime Reported				
Crimes Against Persons	12	1	113	9
Crimes Against Property	37	3	259	21
Crimes Against Society	37	3	340	27
Total	86	7	712	56
Arrests	68		717	

**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.*

	November 2020	TOTAL 2020
Traffic Crashes Reported	32	326
Enforce Traffic Laws:		
Written Citations	52	877
Written Warnings	36	600
Verbal Warnings	187	2,384

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

COLLISION RATIO				
<u>2020</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
November	32	2 YTD 46	6%	14% YTD 326

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

Staffing:

- Officer Brent Loveday was released from FTO and on the road.
- Officer Larry Meadors and Officer Seth Goodcourage are 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
November 2020

Sumner County Emergency Response Team:

- November 13th, ERT had a call out Search Warrant.
- November 20th, ERT had Training.

Support Services Performance Measurements

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

2020 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
<i>November</i>	80%	84%

Communications Section

	November	Total 2020
Calls for Service	847	10,623
Alarm Calls	36	346

Request for Reports

	November	FY 2020-21
Requests for Reports	20	88
Amount taken in	\$10.80	\$61.20
Tow Bills	0	\$0.00
Emailed at no charge	19	121
Storage Fees	0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- Sgt. Brisson attended Network Coordinator Retreat in Franklin, TN on Nov. 4th -5th.
- Sgt. Brisson helped Millersville PD with the grant paperwork process Nov. 4th
- Sgt. Brisson dropped off Ollie the Otter suit to LEL Gilmore in Pleasant View.
- Sgt. Brisson dropped off DUI flyers to Portland Police Department Nov. 5th.
- Sgt. Brisson picked up the Message Board Sign for the Road on Nov. 27th.

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 3rd. We gave away two bikes. Complete.

Police Department
November 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.*
 - Nothing to report this month due to Covid.

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

- White House Officers worked 3 days in November at Walmart for Black Friday sales. (Nov. 7th, 14th & 27th – 4 Officers each day for 7 hours).

Upcoming Events:

- December –
White House Christmas Parade (12/5)
Shop w/ a Cop/Fireman (12/12)

<i>2020 Participation in Joint Community Events</i>		
	<u>October</u>	<u>Year to Date</u>
Community Activities	1	40

**Fire Department
November 2020**



Summary of Month's Activities

Fire Operations

The Department responded to 131 requests for service during the month with 87 responses being medical emergencies. The Department responded to 5 vehicle accidents; 4 accidents reported patients being treated for injuries and 1 accident reported no injuries. Of the 131 responses in month of November there were 20 calls that overlapped another call for service that is 15.27% of our responses.

UT MTAS recommends for the WHFD an average response time from dispatched to on scene arrival of first "Fire Alarm" to be six minutes and thirty-five seconds (6:35). The average response time for all calls in November from dispatch to on scene time averaged was, five minutes and twenty seconds (5:20). The average time a fire unit spent on the scene of an emergency call was fourteen minutes and seven seconds (14:07).

Department Event

- November 7th – Hazmat hands-on training Day 2
- November 9th – Monthly Officer Meeting
- November 13th – Robertson and Sumner K-9 training
- November 21st – Hazmat hands-on training Day 3
- November 23rd – Car seat Installation

Fire Administration

- November 3rd – Monthly Policy review meeting
- November 9th – Monthly Officer Meeting
- November 23rd – Fire inspection of Exit Real Estate
- November 24th – Fire inspection of Prescription Shoppe

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	16
Rescue & Emergency Services	452
Hazardous Conditions (No Fire)	16
Service Calls	37
Good Intent Call	41
False Alarms & False Call	62
Calls for The Month	131
Total Responses FY to Date	626

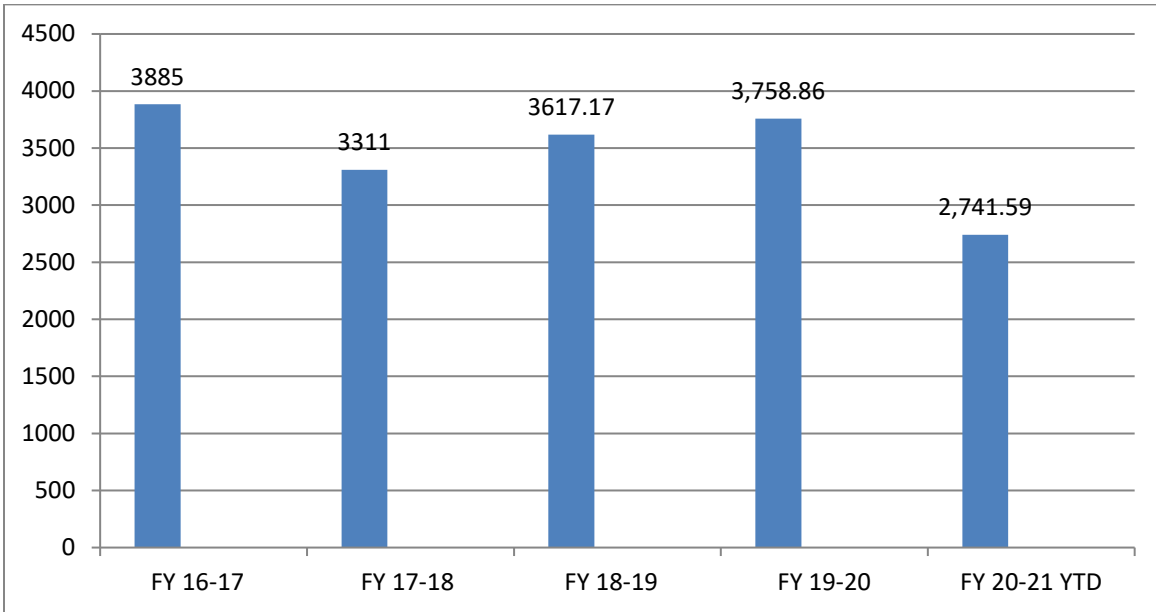
**Fire Department
November 2020**

Response by Station

	Month	FY to Date	%
Station #1 (City park)	85	440	70.4%
Station #2 (Business Park Dr)	45	185	29.55%

Fire Fighter Training

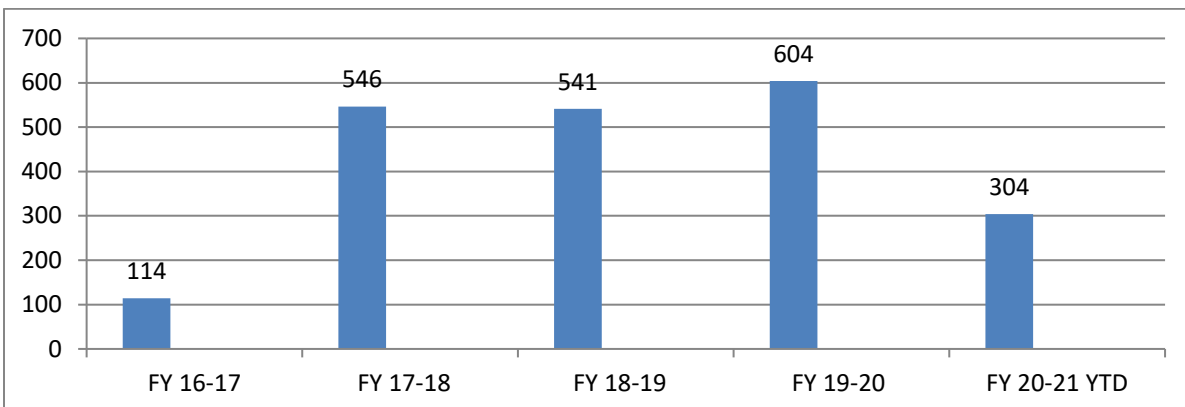
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
Firefighter Training Hours	478.5	2741.59

Fire Inspection

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

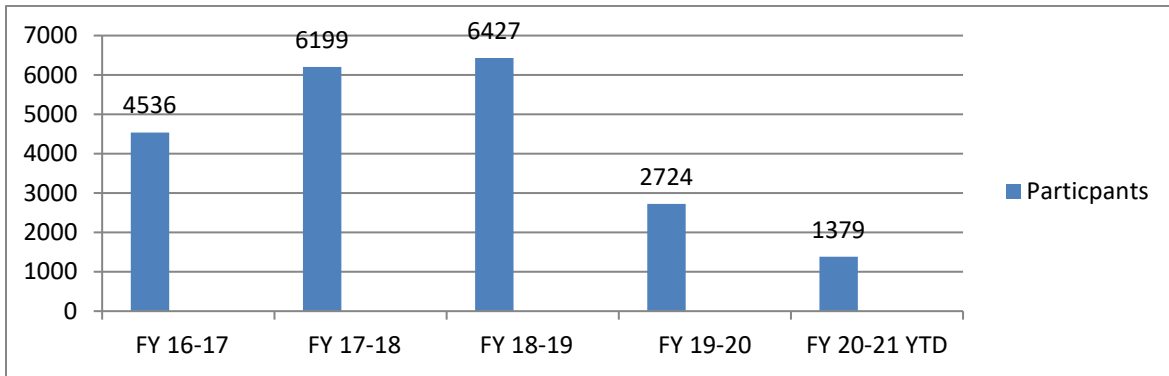


**Fire Department
November 2020**

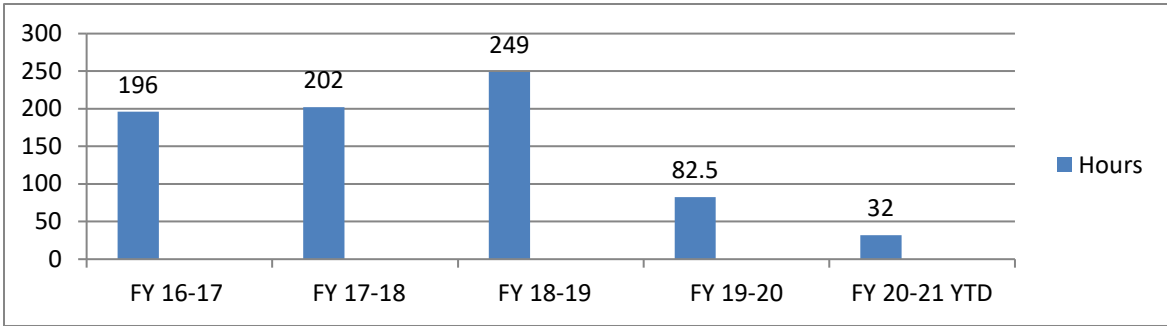
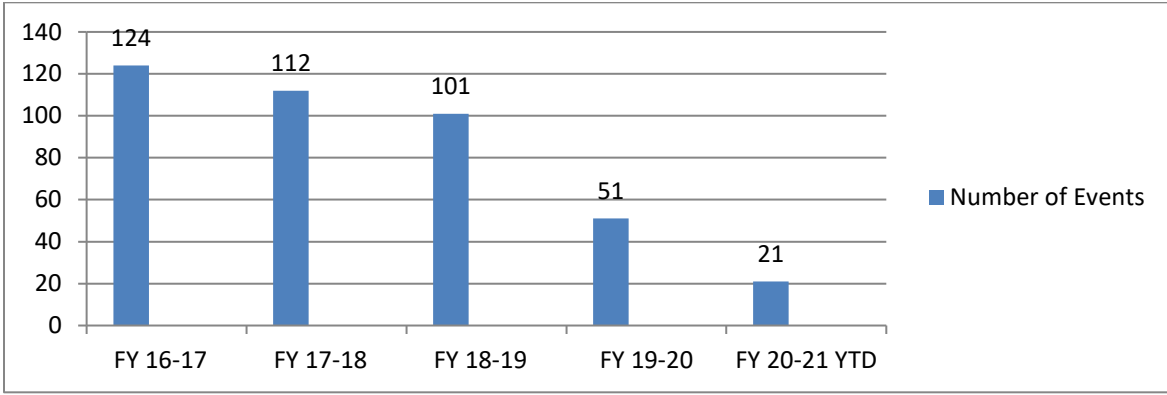
	Month	YTD
November Fire Inspection	69	304
Reinspection	13	65
Code Violation Complaint	0	1
Violations Cleared	10	79
Annual Inspection	13	64
Commercial Burn Pile	3	6
Knox Box	0	6
Fire Alarms	2	5
Measure Fire Hydrant	0	2
Plans Review	1	12
Pre-C/O	0	1
Pre-incident Survey	27	109
Sprinkler Final	0	0
Final/Occupancy	0	10

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
November 2020**



	Month	YTD
Participants	0	1379
Number of Events	0	21
Education Hrs.	0	32

Public education programs have been suspended due to COVID-19

Social Media Statistics

Page Views	801
Page Likes	200
Post Reach	10,011

Public Works/Streets & Roads Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Oct	20-Nov	YTD 20/21
Street	8,134	9,364	8,741	10,229	9191.25	883	850	3,996
Facility Maintenance	3494	2187	1,227	1,137	887.25	120	95	264
Fleet Maintenance	1034	514	282	380	422.5	62	36	194
Meeting/Training	502	510	517	400	457	19	25	94
Leave	1,253	576	613	810	823	70	138	474.4
Holiday	795	470	385	555	545	50	100	220
Overtime	508.5	488	414	311	152.75	27	12	152
Administrative	385	698	803	867	1153.25	176	134	676
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	3	0	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	2	18	35
Pothole Hours	0	759	734	1,181	831.5	104	17	196.25
R-O-W Hours	0	2835	2416	4,027	3044.5	270	302	985
Sign/Repaired	0	120	91	84	63	3	2	13
Sign Work Hours	0	289	179	234	109	16	8	30.5
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	0	0	18
Traffic Light Hours	0	0	65	20	158	0	0	44

Sanitation Division

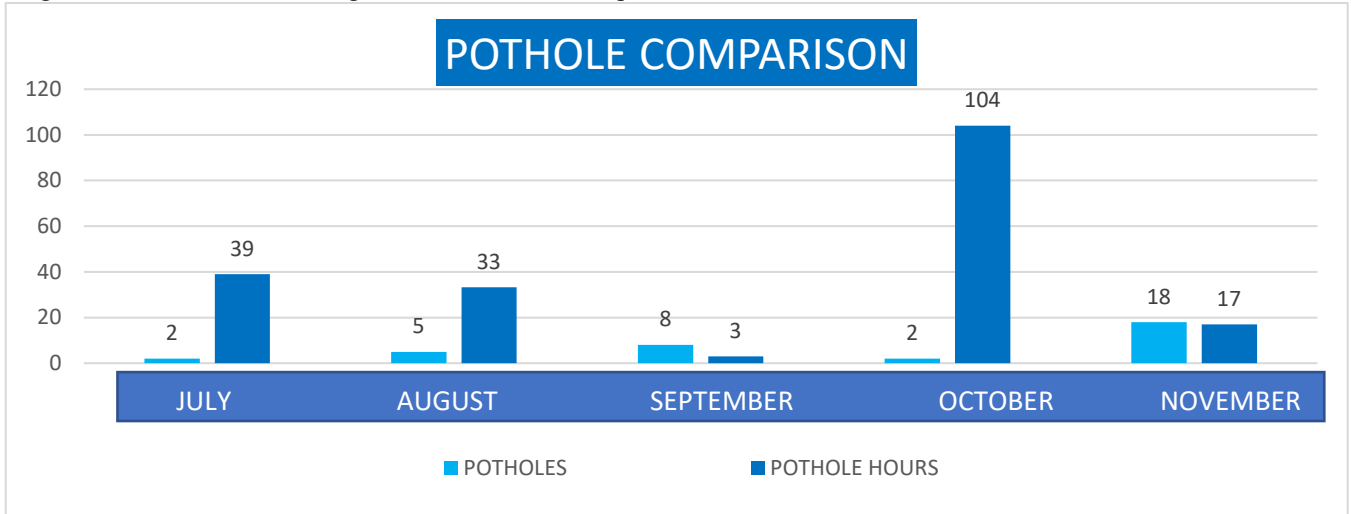
Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Oct	20-Nov	YTD 20/21
Sanitation	2,685	3,634	4,406	4,024	4200.5	330	338.5	1,689
Facility Maintenance	3494	723	446	574	394.5	16	25	103
Fleet Maintenance	1034	488	445	331	294.5	11	19	104
Meeting/Training	502	265	130	135	127.5	12	7	32
Leave	1,253	428	700	476	336	90	50	280
Holiday	795	270	230	230	230	20	40	100
Overtime	508.5	119	4	12	39.5	0	1.5	2
Administrative	385	167	1	0	72.5	5	0	27
Sweeping Man Hours	0	1	0	0	0	0	0	0
R-O-W Hours	0	166	30	97	170	24	47	104
Salt Hours	0	0	0	0	0	0	0	0
Salt Tons	0	0	0	0	0	0	0	0

Sanitation	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	20-Oct	20-Nov	YTD 20/21
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	519	453	2,748
Brush Truck Loads	459	551	522	578	584	46	46	244
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	305	912	1,997
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	106.5	90	561
Litter Pickup Bags	334	507	546	511	456	22	29	192
Litter Pickup Hours	1147	1132	985	957	892	46	45	363

**Public Services Department – Public Works Division
November 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.

NOTE: This month we officially started into what is bound to be a busy “pothole season”. This month you will notice that our number of pothole repairs jumped substantially, this is due to the introduction of the cold weather causing the road to freeze and thaw which causes the potholes to appear. We now have cold patch in stock to make these types of repairs and will order more for stock if necessary, to keep up with the potholes as they continue to appear.

Pothole Complaint Response Time

November 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.

NOTE: PW Crew discovered potholes needing repair and made the necessary repairs to 13 potholes with the use of cold patch asphalt.

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
Citywide pothole response and repair.	Monday November 9, 2020 8:00AM (internally reported by Bobby Tidwell)	Monday November 9, 2020 12:30 PM	3 hours and 30 minutes

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

November 2020 Monthly Work Log

Monday 11-02-2020

- Pleasant Grove Road backfill behind curbing on West side of roadway.

Tuesday 11-03-2020

- Poured concrete at Pleasant Grove Road to prevent undermining of resident driveway/reset stormwater junction box and poured new sidewalk flags on Lauren Drive
- Replaced fence on Patana Drive due to safety concern (hole in old fencing).

Wednesday 11-04-2020

- Seed and straw applied to ditch on Pleasant Grove Road and new Permanent Stop Sign and Speed Limit sign installed.
- Installation of new decorative block wall at Briarwood Welcome to White House Sign.

Thursday 11-05-2020

- Delivered New Holland tractor for repairs / attempted to pick up brush truck #1328 from Neely Coble Co. repairs not completed had to return vehicle.
- Removed forms from Lauren Drive sidewalk project / removed trees near City Hall back parking lot.

Monday 11-09-2020

- Installed additional Speed Limit signs on Lauren Drive due to citizen complaint of speeding (request relayed from PD to PW).
- Repaired potholes Citywide.
- Begun cutting trees on Pierre Place (citizen complaint regarding tree over hanging her property from City ROW on back side of Magnolia Village Subdivision).

Tuesday 11-10-2020

- Continued removal of tree(s) on Pierre Place

Wednesday 11-11-2020

- Holiday (Veterans Day) THANK YOU VETERANS!

Thursday 11-12-2020

- Completed cutting and staging of tree stumps, trunk, and limbs to be picked up by brush truck.

Monday 11-16-2020

- Made adjustments to cover of stormwater junction box on Lauren Drive to ensure no trip hazards exist.
- Backfill with topsoil at Briarwood sign and Pleasant Grove road.

Tuesday 11-17-2020

- Backfill with topsoil on Pleasant Grove Road

Wednesday 11-18-2020

- Removed dangerous over-hanging tree on Union Road in City ROW to avoid damaged tree from falling into the road.
- Christmas lights delivered and inspected by PW Crew.

Thursday 11-19-2020

- Backfill and punch list work on Pleasant Grove Road

Monday 11-23-2020

- Installed Christmas Lights at SR 76 and 31W / 31W and Portland Road

Tuesday 11-24-2020

- Finished Christmas Light installation
- Loaded small dump truck in preparation to have it delivered to for repair.

Wednesday 11-25-2020

- Facility and Fleet Maintenance. Went to Lowe's to purchase operating supplies.

Thursday 11-26-2020

- Holiday (Thanksgiving)

Monday 11-30-2020

- Facility and Fleet Maintenance.
- Snow and Ice preparation.

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

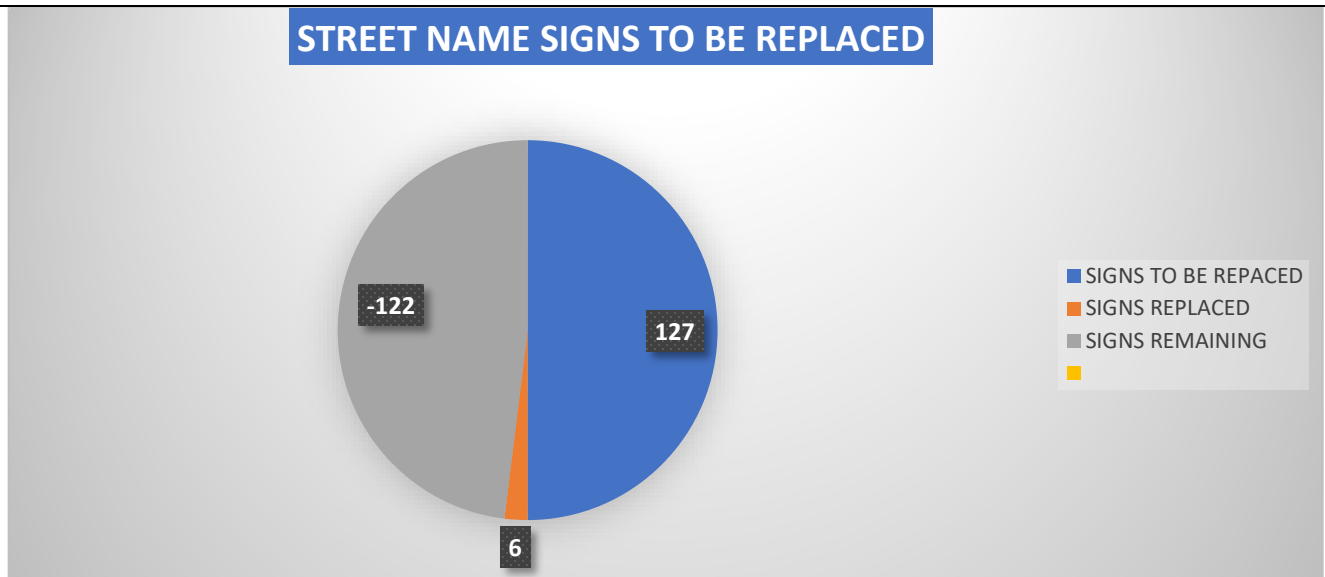
<u>Subdivision Decorative Light LED Retrofit Project</u>			
<u>UPDATED SEPTEMBER 8, 2020</u>	<u>TOTAL LAMPS</u>	<u>TOTAL RETROFIT COMPLETED</u>	<u>TOTAL RETROFIT TO BE COMPLETED</u>
High Mast Lights – I-65 Ramps	6	6	0
Briarwood Subdivision	5	1	1
Bridle Creek Subdivision	7	3	4
Business Park Drive	7	7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

NOTE: No retrofits were accomplished this month due to COVID Leave of employees and other projects taking precedence.

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.

STREET NAME SIGNS TO BE REPLACED



NOTE: Only one sign replaced in the month of November due to other projects taking precedence and crew members out on COVID Quarantine Mandates (no positive cases in the PW Department, family members of crew members tested positive resulting in 24 day quarantine)

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

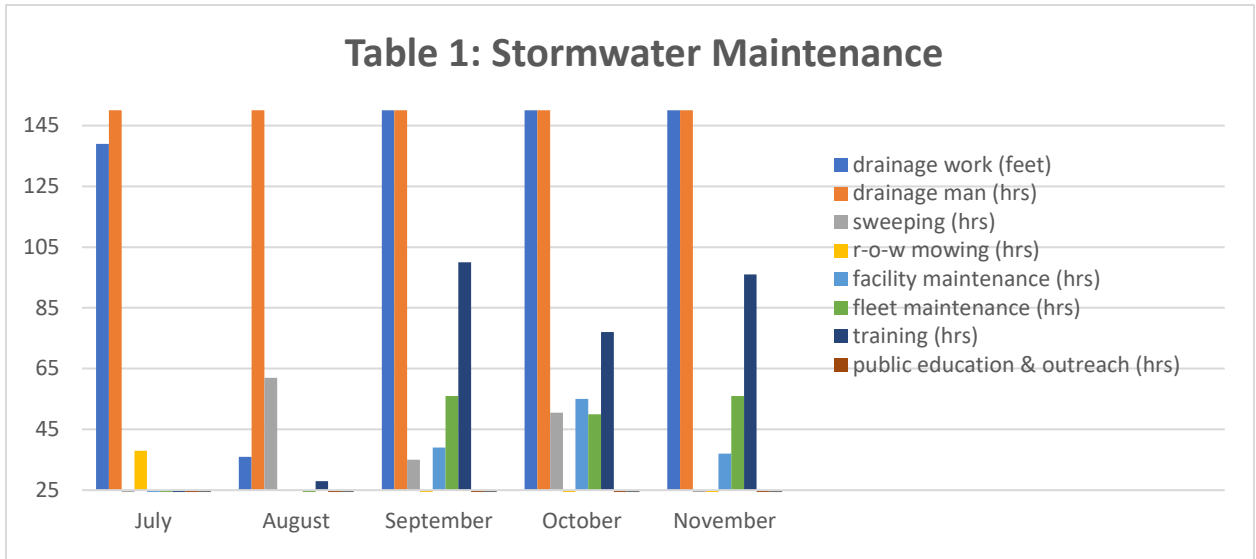


Table 1: Adequate stormwater management can result in a reduction in flooding, property damage, excessive soil erosion, degraded open space, and unacceptable water quality. The goal is to maintain the existing drainage infrastructure and provide sufficient infrastructure capacity to meet the future needs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

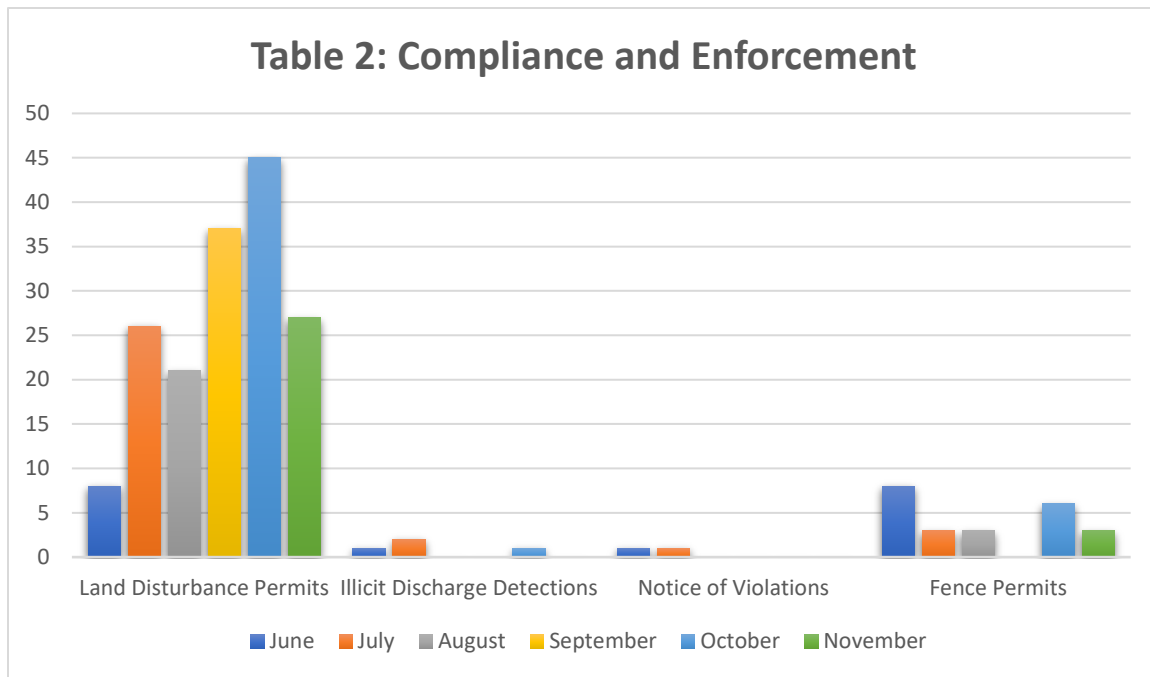


Table 2: Our goal is to ensure compliance with all applicable federal and local water quality regulations related to stormwater runoff, including and in particular, new development construction permits and the detection and elimination of illicit discharges. The City employs a series of enforcement actions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

**Public Services Department – Stormwater Division
November 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 departments priorities and work summaries

<i>Address</i>	<i>Scope of Work</i>	<i>Status</i>	<i>Notes</i>
214 Eastside Dr	The team excavated drainage easement to recondition ditch and installed new driveway culvert.	WO#01102004 Complete	
Sage Road	the task to remove buildup of sediment and open driveway culverts to allow positive flow in the right of way conveyance. The team successfully removed 5 loads in their dual tandem International Dump Truck using the teams 18000 lb. Kubota Excavator. After the ditch line was cut down to a positive grade for drainage, the team stabilized the bare soils with double net straw matting and applied contractors blend fescue/rye grass seed.	WO#-0901200001 Complete	
106 Sugar Tree Ct	The team installed and extended a concrete flume to convey runoff in watershed area.	WO#-113020008 Complete	
112 Holly Lane	The crew opened 30 out of 32 accessible catch basins and removed excess debris and materials to prohibit obstructions to water flow and quality.	WO# -110420005 Complete	
107 Copperfield Dr	Upgrade infrastructure to handle inflow of water during rain events; prevent flooding		Propose FY21-22 CIP

Stormwater Division

Total Hours Worked	FY 15/16	FY 19/20	30-Sep	31-Oct	30-Nov	YTD 20/21
Stormwater	5,744	7,204	887	848	819	4,864
Work Orders	0	69	13	15	13	81
Overtime	508.5	262	3	0	0	82
Facility Maintenance	3,494	638	39	55	37	160
Fleet Maintenance	1,034	314	56	50	56	198
Administrative	385	1,138	181	108	96	738
Drainage Work (feet)	0	3,988	283	367	413	1,405
Drainage Man Hours	0	1,371	336	178	192	1,472
Debris Removed Load	0	188	31	9	10	146
Sweeping Man Hours	0	309	35	51	24	126
Mowing Hours	0	102	3	0	0	3
R-O-W Hours	0	1,506	0	12	1	51
Pothole Hours	0	0	0	0	0	0
Shoulder/Curb Hrs	0	0	1	1	0	40

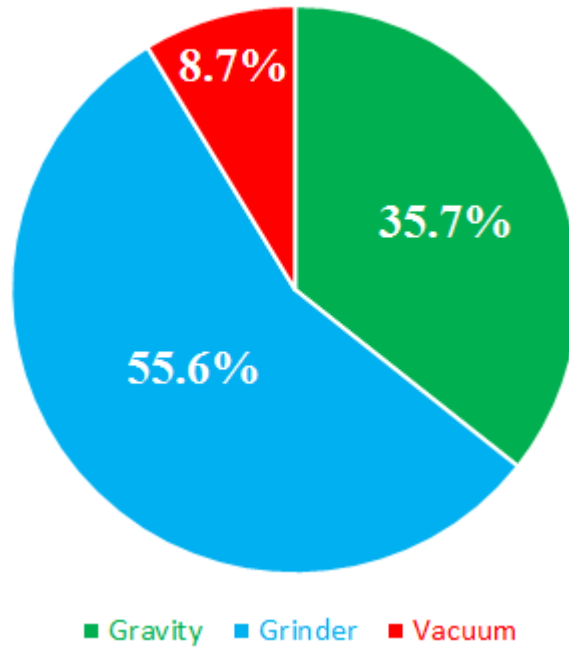
**Public Services Department - Wastewater Division
November 2020**

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 November 30th, 2020, City personnel count a total of **5,341** sewer system connections. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	1,905
Low-Pressure Grinder Sewer Connections	2,971
Vacuum Connections	465

Sewer Service Types



The City counts **109** commercial grinder stations, **2,863** residential grinder stations, and 26 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>November 2020</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315	2680		195	819

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

Alarms –

Calista Vacuum Station alarm was a fault in vacuum pump #1. City lift station mechanics were able to repair the pump and it is now operating correctly.

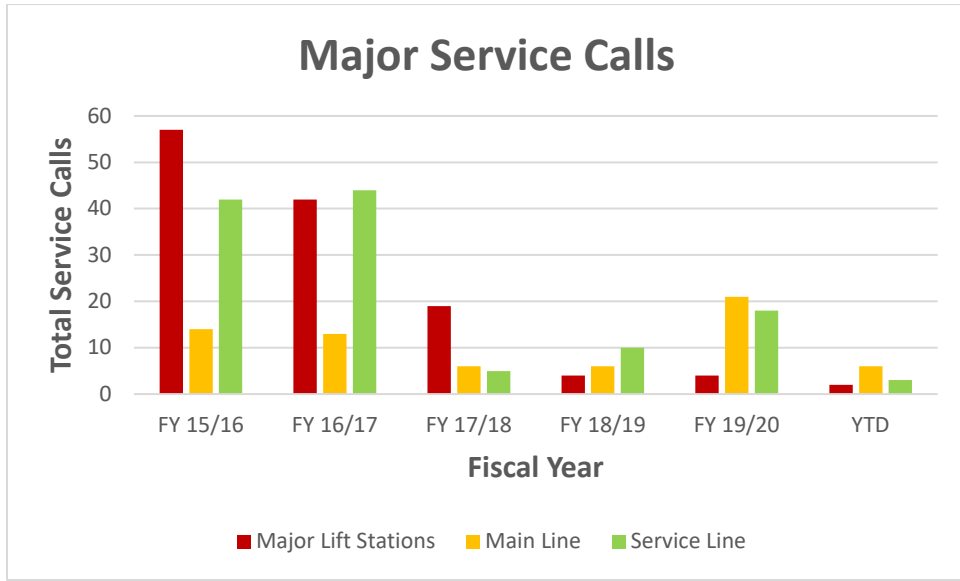
System Repair Goals:

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
November 2020**

Repairs	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20		Nov 2020	YTD
Major Lift Stations	57	42	19	4	4		1	2
Main Line	14	13	6	6	21		0	6
Service Line	42	44	5	10	18		1	3



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 24th, 2021 (initial repairs were evaluated on 12-03-2020 and deemed inadequate). 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 permanent station is ready for shipment to the site, and awaiting installation of the new 10” force-main before delivery. Caleb Fuqua has agreed to hold the installation of the new station until the 10” force main is operational, due to force-main pressure/flow concerns. According to Mr. Fuqua, this force-main is planned for completion in February-March 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 4th time this station has had to be re-piped, so we have chosen a ridged, yet flexible pipe.
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

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

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. We are working with Jacobs on final data acquisition for the Northern and Western force-mains for the Model Update, and Jacobs has been given the notice to proceed for the Master Plan Update.

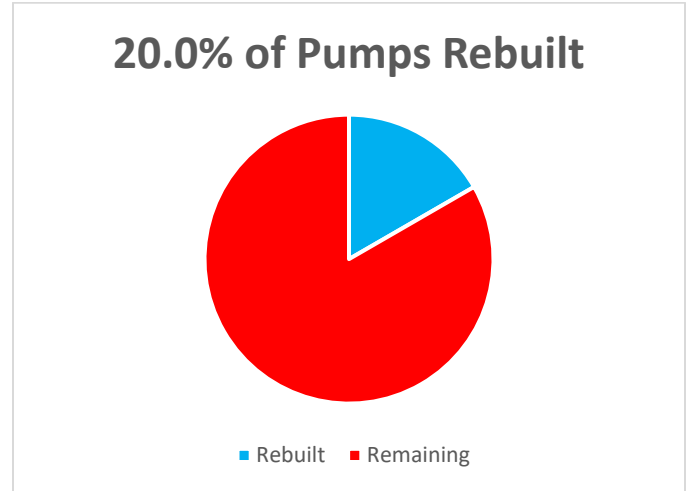
6. **Septic to Sewer Conversions** – The City continues to make progress on septic to sewer conversions. Two (2) conversions on Calista Rd have been completed in 2020. An additional eight (8) addresses have been approved by the Board to be added to the approved list of septic-to-sewer conversion projects. 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>		Nov 2020	YTD
Vacuum System Service Request	87	172	143	112	82		3	22
Gravity Service Request	5	12	0	10	13		1	3
Low Pressure Service Request	530	716	621	728	770		42	256
Total Pumps Replaced	313	338	401	361	449		35	178
Total Pumps Rebuilt	n/a	n/a	n/a	n/a	n/a		5	25
Grinder Tank PM Program	n/a	58	63	358	267		28	128
Inspection for New Service	36	23	54	103	226		19	145
Final Inspection for New Service	37	55	56	62	110		12	67
Sanitary Sewer Overflow (SSO)	6	9	1	3	49		1	4
Odor Complaints	16	17	28	43	43		4	20

**Public Services Department - Wastewater Division
November 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>Aug - 20</u>	<u>Sept - 20</u>	<u>Oct - 20</u>	<u>Nov - 20</u>	
Flow – To Creek	0.490 MGD	0.427 MGD	0.563 MGD	0.645 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.187 MGD	0.102 MGD	0.077 MGD	0.0 MGD	
Total Flow Through Plant	0.677 MGD	0.529 MGD	0.640 MGD	0.645 MDG	
Capacity	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
% of Plant Throughput	48.4%	37.8%	45.7%	46.1%	(0.645 MGD) / (1.40 MGD)
Actual Capacity	1.12 MGD	1.12 MGD	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	60.4%	47.2%	57.1%	57.6%	(0.645 MGD) / (1.12 MGD)
Rainfall	7.19"	2.60"	4.16"	3.48"	

<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>November 2020</u>	<u>YTD</u>
Violations	1	7	7	13	7	12	2	20

- 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. The C. Dubia (water flea) portion of the Whole Effluent Toxicity (WET) test we failed in November. Retest scheduled the week of December 6th.
- TDEC Order and Assessment:** On July 15th TDEC issued the City of White House an Order and Assessment notice in the amount of \$63,040 for a total of 29 violations that occurred between March 2018 and February 2020 (the only unresolved violation being the rolling total phosphorous average). An initial payment in the amount of \$12,608 was required within 30 days, with other penalties only being applicable if the provisions of the order and assessment were not met. Two (2) provisions

Public Services Department - Wastewater Division
November 2020

were of concern to City staff: The City must begin to initiate the implementation of the state-approved plans for the WWTP expansion within 90 days; and the City must remain within “significant compliance” of the facility’s permit for a period of two (2) years following completion of construction of the new facility. City personnel spoke with TDEC officials on July 29th, and were able to confirm that the City is already compliant with the 90-day initiation period as a result of the progress made with the SRF Loan process for the facility, and received an extension of the “significant compliance” period to begin one (1) year after completion of construction, to allow for the influence of the old facility’s treatment effectiveness on annual rolling averages to be completely phased out. An estimated approximate timeline of anticipated steps required to complete the SRF process and to move forward with plant bidding/construction has been provided below. The City received written confirmation of this arrangement from TDEC on August 7th.

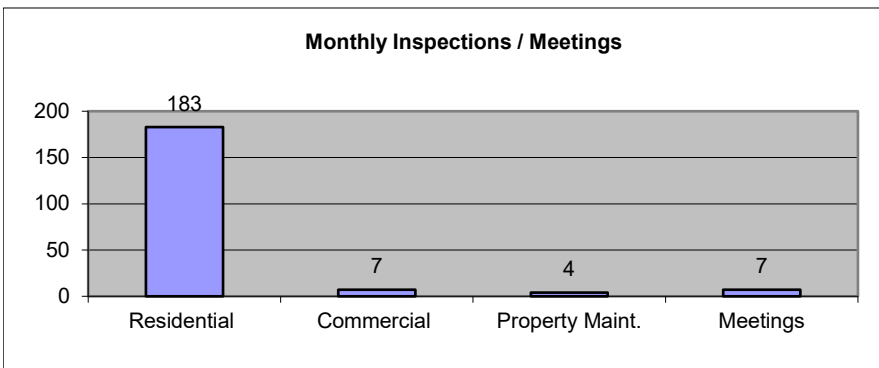
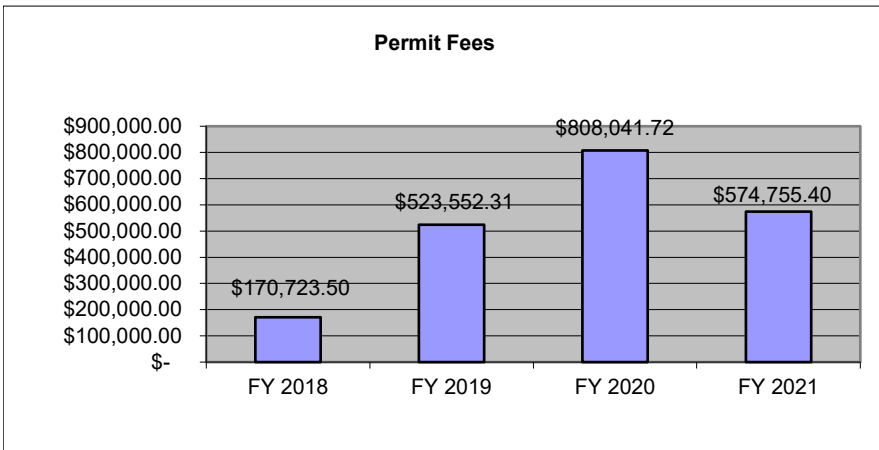
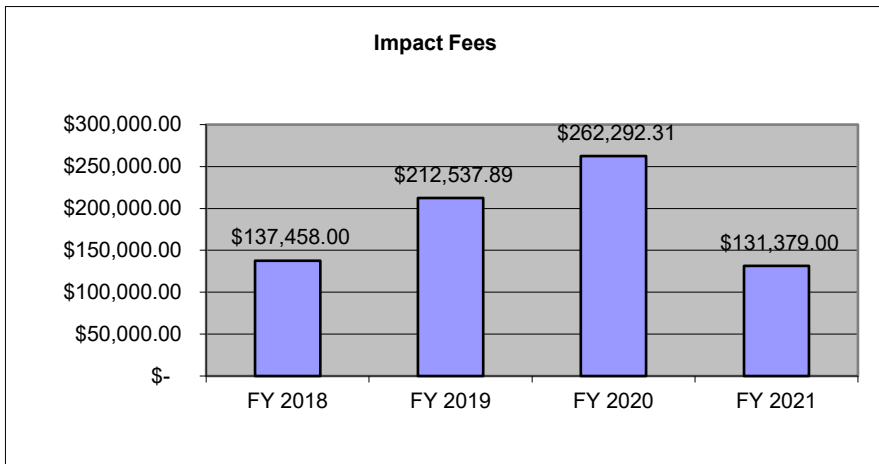
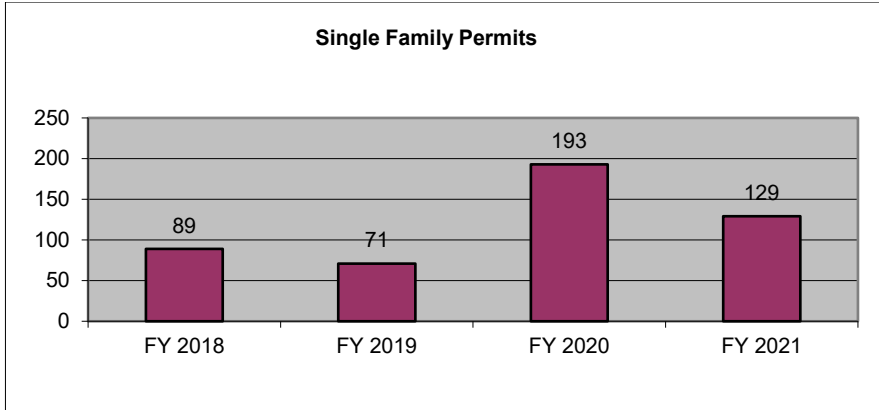
- City submitted Fiscal Sustainability Plan Certification Letter to TLDA (05-06-2020).
 - Financial Sufficiency Review completed for SRF Loan to fund WWTP expansion project (05-26-2020).
 - City advertised for SRF Loan Public Meeting (began 08-03-2020).
 - City hosted SRF Loan Public Meeting (08-19-2020).
 - City submitted minutes of SRF Loan Public Meeting to TLDA for approval following Public Meeting.
 - TLDA has released Finding of No Significant Impact (FNSI) to City (received 09-17-2020).
 - City BMA to 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 submitted SRF Loan Application packet (11-11-2020).
 - TLDA meets (date TBD) to approve SRF Loan Application (anticipated in late December).
 - City submits Performance Standards Summary to TDEC for final approval (anticipated late-December to early-January).
 - TDEC provides final approval of Performance Standards Summary (anticipated mid-January).
 - City begins 6-week advertisement period for Construction Bids for WWTP (anticipated mid-January).
 - City submits completed Fiscal Sustainability Plan to TDEC (anticipated mid-January).
 - City begins review process for Construction Bids for WWTP (anticipated late-February).
 - City selects winning bid following review process (anticipated early-March).
 - City begins advertisement of winning bid for City Board Meeting agenda (anticipated early-March).
 - 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 to early-May).
 - City issues Notice To Proceed (anticipated mid-May).
3. **H2S & Ferric Sulfate:** Staff continues to monitor the carbonaceous biochemical oxygen demand (CBOD) and the total suspended solids (TSS) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. The feed rate is 19 gallons per day at the Union Road lift station and 25 gallons per day at the Old Tyree lift station. We are currently looking at alternative processes for H2S 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.
4. **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 December 14th.
5. **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 0.15 PPM with a max residual of 0.21 PPM. *Last month the feed rate was 3.00 ppm.*

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

Our E Coli testing for the month was an average of 33.2 CFU’s which is well below the limit. *Last month the average was 6.4.*

**Planning and Codes Department
NOVEMBER 2020**



**Planning and Codes Department
NOVEMBER 2020**

	Month	FY2021	FY2020	FY2019	FY2018
MEETING AGENDA ITEMS#					
Planning Commission	9	33	69	66	69
Construction Appeals	0	0	0	0	1
Zoning Appeals	0	4	5	6	7
Tech. Review/Study Session	0	0	2	0	1
Property Maintenance	0	0	0	0	0
PERMITS					
Single Family Residential	31	129	193	71	89
Multi-Family Residential	0	0	0	13	5
Other Residential	6	36	91	93	238
New Commercial	1	2	6	3	3
New Industrial	0	2	0	1	0
Other Com/Ind	2	11	23	33	31
Sign	0	5	14	25	24
Occupancy Permits	2	21	14	25	24
Commercial Certificate of Occupancy-					
Other	1	1	12	3	14
BUILDING INSPECTIONS					
Residential	183	871	2858	2411	1112
Hours	6.45	311.95	699.58	414.98	383.59
Commercial /Industrial	7	52	110	179	165
Hours	3.58	20.43	12.83	179	165
CODE ENFORCEMENT					
Total Cases	4	67	330	179	165
Hours	2.33	24.25	70.24	86.75	75.17
Complaints Received	0	20	116	98	132
MEETINGS					
Administration	3	28	58	68	51
Hours	6	49	38.26	103.67	101
Planning	2	27	76	135	73
Hours	2	34.75	96.58	155.5	86.82
Codes	2	5	28	35	27
Hours	1	3	37.85	40.16	18.67
FEES					
Permit Fees	\$131,139.50	\$ 574,755.40	\$ 808,041.72	\$ 523,552.31	\$170,723.50
Board Review Fees	\$1,200.00	\$ 5,550.00	\$ 11,000.00	\$ 3,750.00	\$4,683.00
City Impact Fee	\$38,595.00	\$ 131,379.00	\$ 262,292.31	\$ 212,537.89	\$137,458.00
Roads	\$8,001.00	\$ 66,373.00	\$ 77,860.90	\$ 98,885.80	\$112,424.58
Parks	\$8,316.00	\$ 47,124.00	\$ 74,646.00	\$ 23,140.00	\$ 10,163.90
Police	\$8,742.00	\$ 42,551.00	\$ 59,096.30	\$ 11,704.30	\$ 8,971.20
Fire	\$5,766.00	\$ 28,068.00	\$ 36,749.61	\$ 23,344.29	\$ 5,963.72
OTHER ITEMS					
Subdivision Lots	0	0	0	235	51
Commercial/Ind. Sq Ft	0	0	15,216	214,206	27,006
Multi-Family Units	0	375		0	144
Other	n/a	n/a	n/a	n/a	n/a
Subdivision Bonds: 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	15	17	17	16	15

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

Summary of Month's Activities

Everything started to slow down in our parks this month with the winter looming. It closes out a very busy fall for us. One in which we saw the most ballfields rentals and tournaments in recent memory. Hopefully we will get through this basketball season without too much interruption and be able to go into the spring ready for a fresh start while the virus slowly dwindles away.

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

The Museum/Visitor Center renovation was completed this month. We did the final walkthroughs and punch list and everything has since been addressed. The new addition is already coming in handy for the Museum and Chamber and the outside of the building got a much needed facelift and turned out great.

Not much work was done on the Maintenance Building this month. We did have a gas line run to it for heating needs in the winter but that's about it. We will continue to chip away at it as the winter progresses. We hope to get the flooring in the office and restrooms completed this fall and continue to tidy some minor things up. We also need to add a window in the office and add the breezeway between the two buildings.

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 continued work on the Dog Park this month. At this point we are just about ready to start the shade structure installation. Hopefully it will be done or close to done by the end of next month. We have been adding to the dirt for the tubes every once in a while this fall as well in hopes of making it as stable and compact as possible before seeding and strawing. That is close to being done and should take place next month as well.

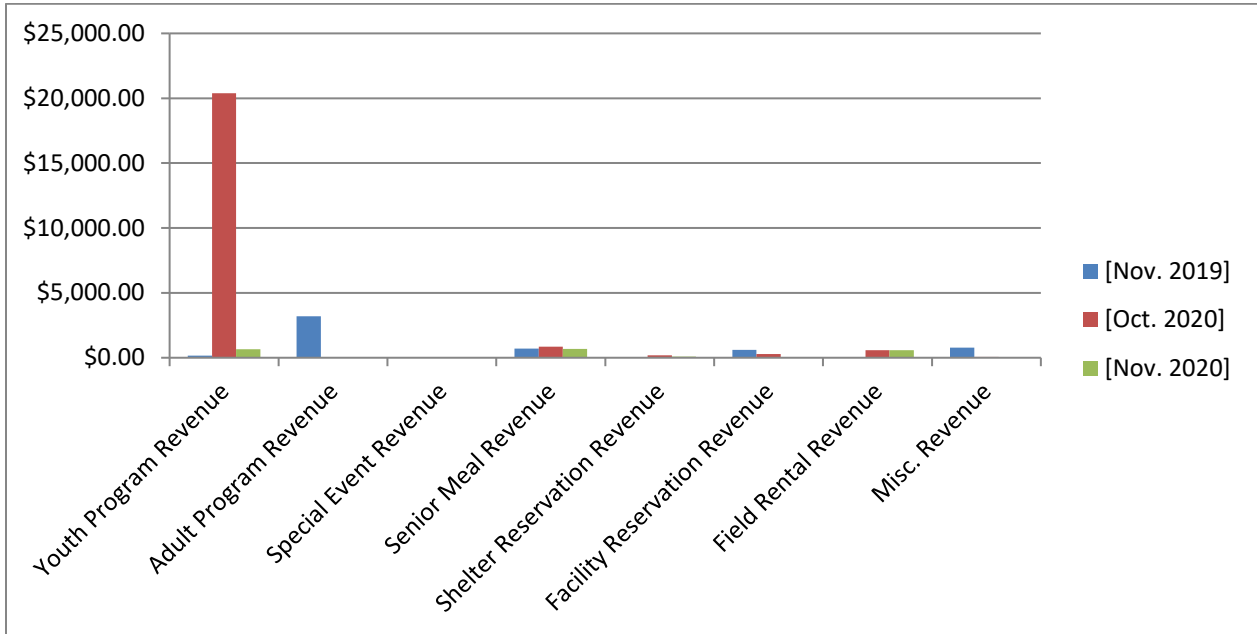
The Girl Scout and Boy Scout joint project that took place at the Soccer Complex that included a pavilion with tables was completed this month. It should be a welcome addition to the complex as shade is hard to come by. Pictures of the final product are on the next page:



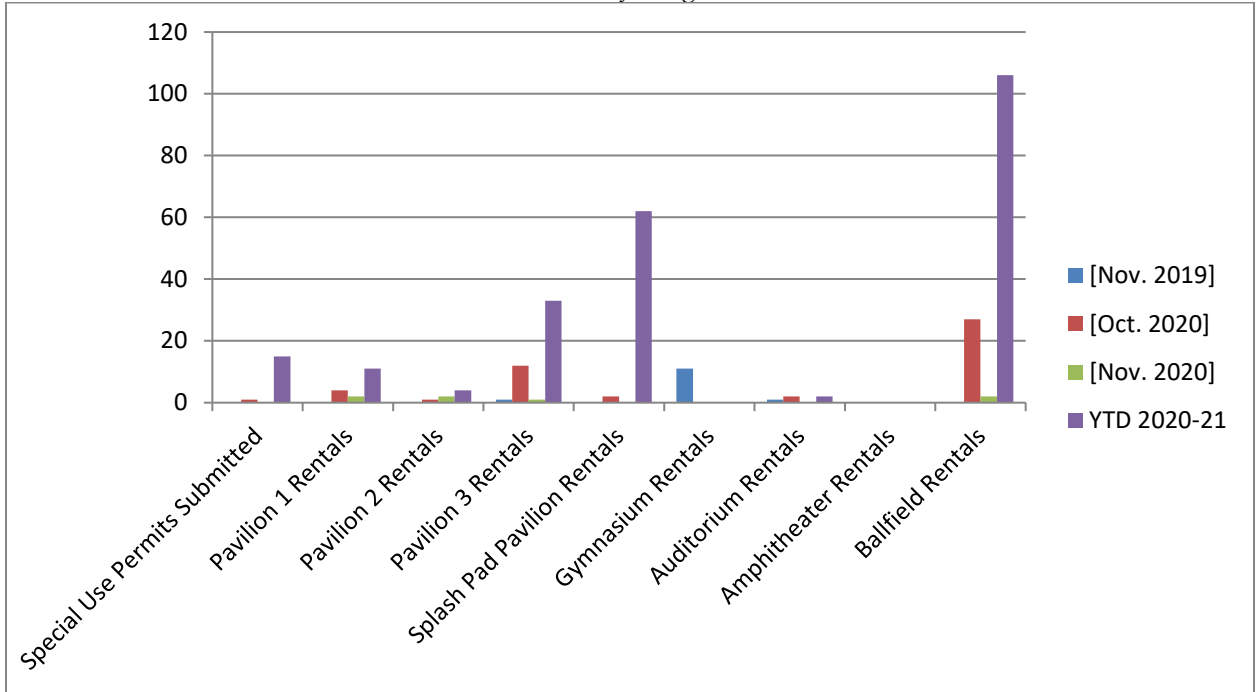
Other CIP projects this year include: paving the Greenway, buying a new Skid Loader, and a new Columbarium for the Cemetery (currently on order).

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

Revenues

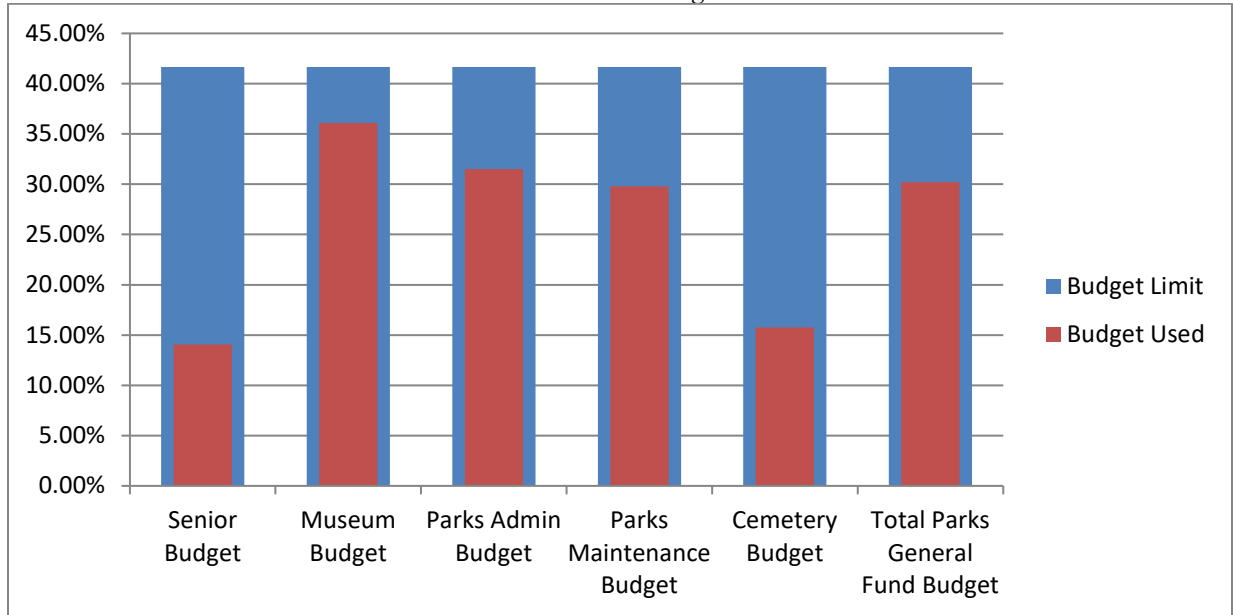


Facility Usage



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

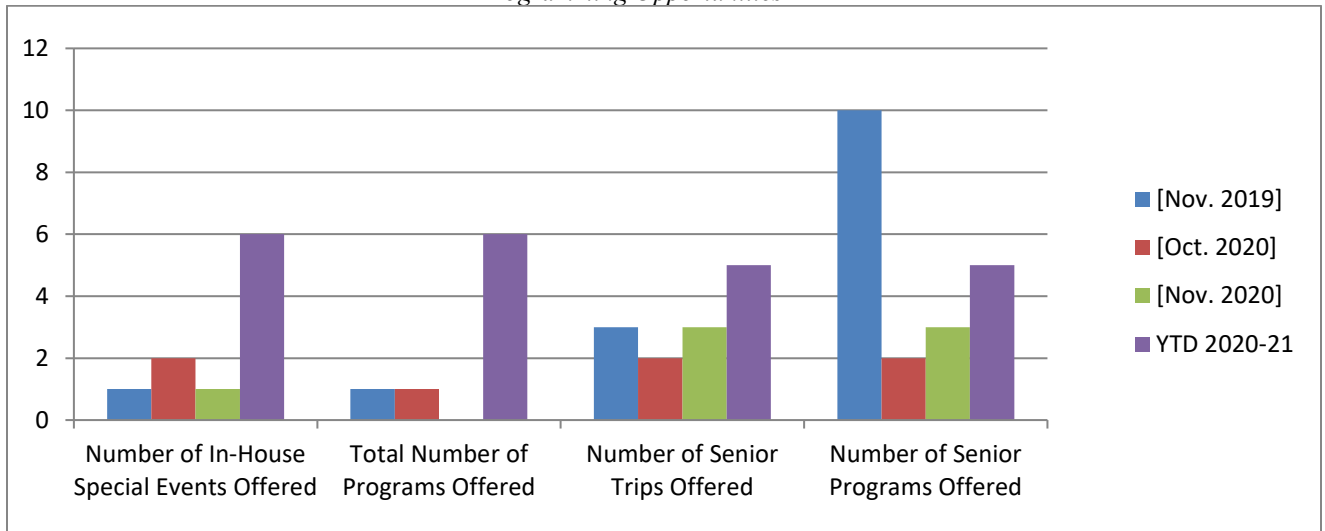
Over/Under Budget



Recreation

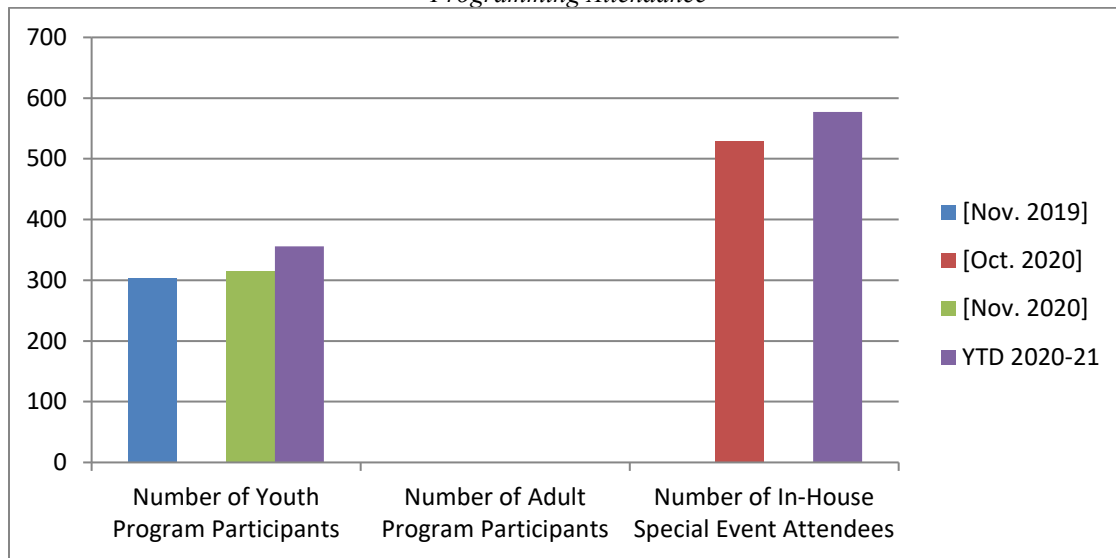
Youth Basketball sign-ups ended last month and practices began this month. We are closely following recommended guidelines and doing everything we can to provide a safe environment in order to keep this season on track. This was the largest turnout for our Youth Basketball program in recent memory with 42 teams and approximately 315 kids this year. We are practicing at the Civic Center and White House Middle School to accommodate all the practices and space everyone out as much as possible. We will utilize White House Heritage High School once again for games along with the Civic Center.

Programming Opportunities



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

Programming Attendance



Maintenance

- Performed housekeeping (trimmed, mowed, and blew off) [Fall Clean-Up] on each trailhead
- Cleared the entire area of the Switchback, along the Greenway (In preparation for more work coming in the Spring)
- Winterized the Splash Pad
- Winterized the restrooms at the Soccer Complex
- Winterized all of the water fountains along the Greenway and throughout the parks area
- Prepped the Landscape truck for the Christmas Parade
- Cleaned and organized the shop/Performed monthly maintenance on all of the equipment for our department
- Worked with a company on the Splash Pad to find the leak in our system
- Built and installed a plaque and post along the Nature Trail
- Cleared out a straight line of prior-planted trees along the Greenway/Trimmed them as well (In preparation of creating a sitting area come Spring time)

Mowing Hours Total: 222.5

Breakdown of the mowing hours by type:

Bush-Hogging: 7.5 hrs.

Zero-Turn Mower: 120.5 hrs. **(Half of this amount was simply mulching leaves and other debris)**

Reel Mowing: 41.5 hrs.

Weed-Eating: 11 hrs.

Tractor Mowing: 42 hrs.

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

Museum

Volunteers

Volunteers helped add some new items to WWII display, plan the museum's float in the Christmas parade and clip newspaper articles for archiving. For the month of November, the Museum volunteers worked for a total of 4.5 hours.

Exhibits

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

Tours at Museum

White House Senior Center visited the museum in November to view the Women's Suffrage display.

A few walk-through tours have been provided as well.

Social Media

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



Episode 31 The Necklace received 215 Views and 1 Share



Episode 32 Pitt's Barber Shop received 1.5K Views and 13 Shares



Episode 33 The Parlor Table received 529 Views and 9 Shares

Events



DAR Recognition of Mrs. Evelyn Guill

November 12, the DAR General Jethro Sumner Chapter recognized Mrs. Evelyn Guill for her contribution to the City of White House's history.

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

Additional Events Attended

November 19 – Ribbon Cutting for DIY Cabinets Inc.

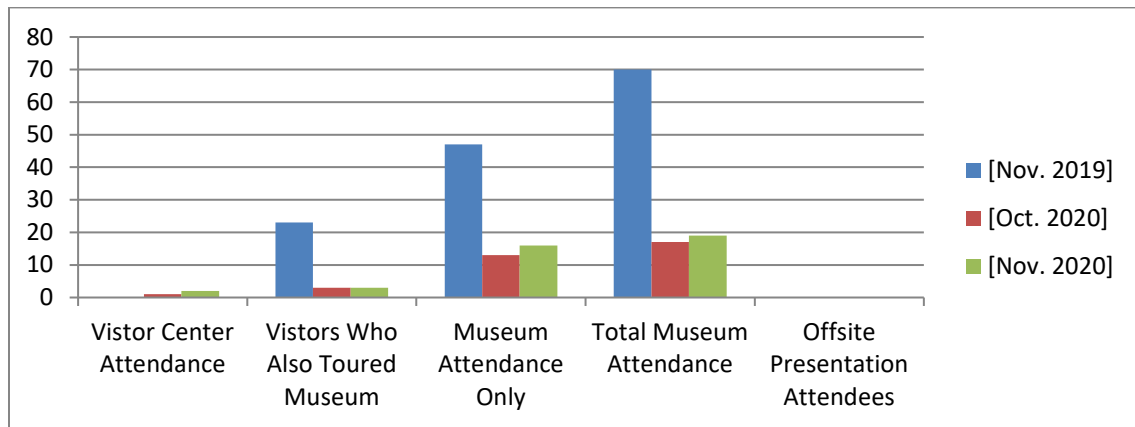
Ongoing Tasks

Continued work on collecting and scanning and sorting of pictures for the 50th Celebration for 2021.

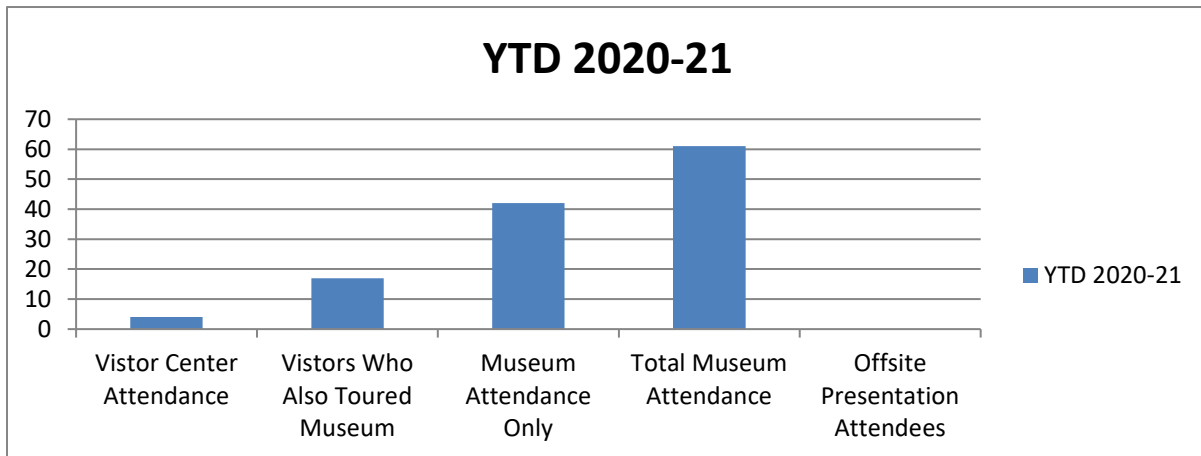
Visitors' Center and Museum Attendance

Visitors' Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors	Off Site Presentations Attendees
2	3	16	19	0

Museum/Visitor Center Usage



Museum/Visitor Center Usage YTD

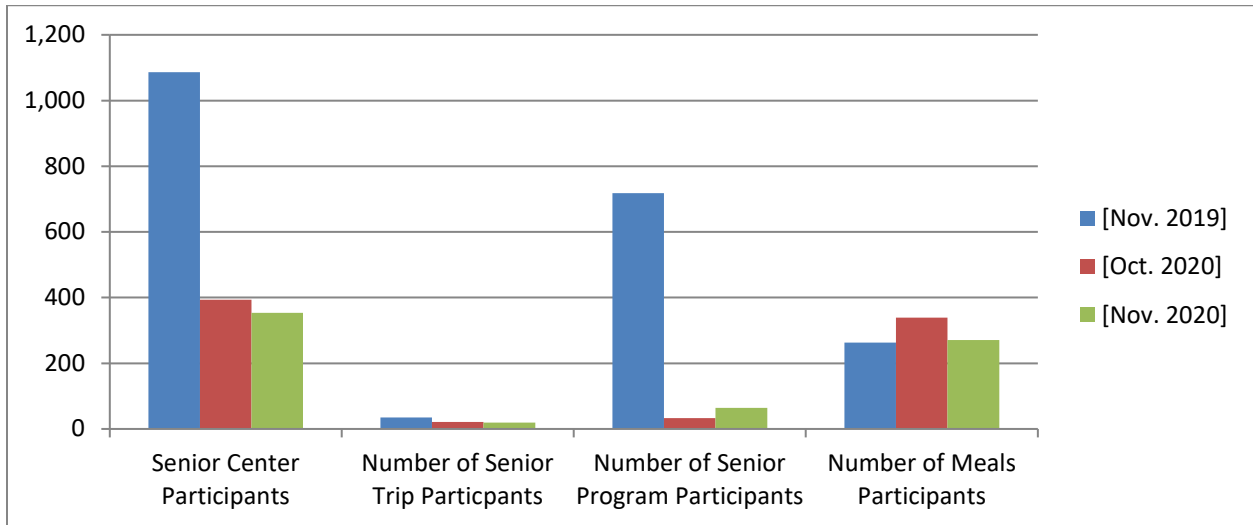


**Parks, Recreation, & Cultural Arts Department
November 2020**

Senior Center

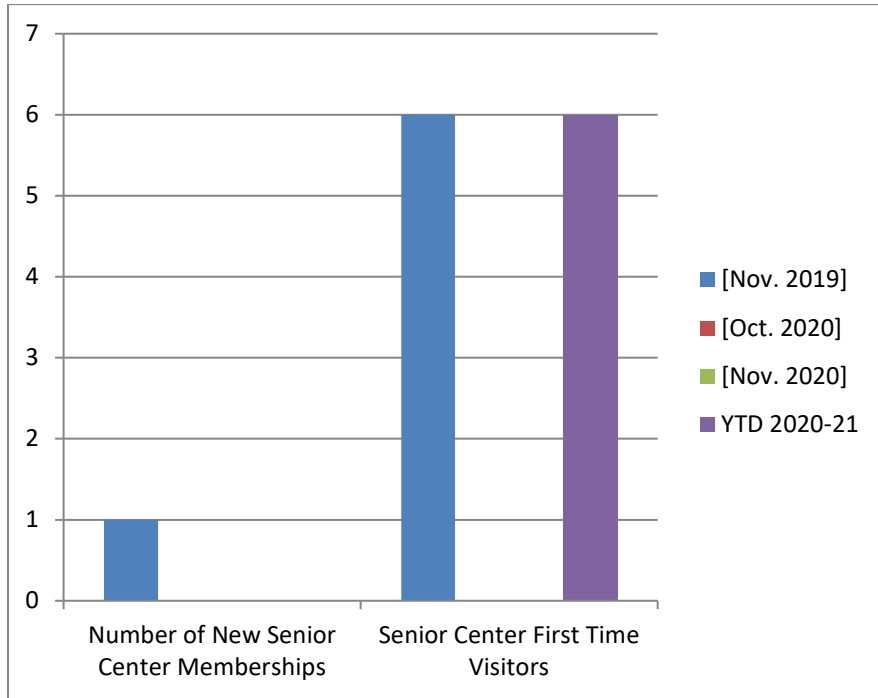
Senior Center Participation - November 2020			
<u>Outings/Events:</u>			
Picnic at the Park	10		
Bowling	6		
Bible Study	0		
Craft	9		
Movie at Center	5		
Whitehouse Museum	3		
Total	33		
		<u>Sr Meals Wednesdays</u>	
		76	
		93	
		102	
		271	TOTAL
<u>Programs:</u>			
Sittercise	50		
Walk			
TOTAL	50		
NEW MEMBERS	0		
FIRST TIME ATTENDEE	0		
TOTAL Sr Center Participants:	354		

Senior Programming/Attendance



Parks, Recreation, & Cultural Arts Department
November 2020

New Senior Memberships/First Time Visitors



Sept. 2008 July - Sept.

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

Parks, Recreation, Cultural Arts Department

November 2020

	FYE 2019	FYE 2020
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Nov. 19	Oct-20	Nov. 20	YTD 20-21
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Facility Usage

Special Use Permits Submitted	13	15
Pavilion 1 Rentals	3	7
Pavilion 2 Rentals	11	5
Pavilion 3 Rentals	106	38
Splash Pad Pavilion Rentals	177	106
Total Number of Pavilion Rentals	297	156
Gymnasium Rentals	130	79
Cafteria 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	1	0	15
0	4	2	11
0	1	2	4
1	12	1	33
0	2	0	62
1	19	5	110
11	0	0	0
0	0	0	0
1	2	0	2
0	0	0	0
12	2	0	2
0	27	2	106
0	1	2	4
23	3	3	17
47	13	16	42
70	17	19	61

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

304	0	315	356
0	0	0	0
1	2	1	6
0	530	0	577
1	1	0	6
201	200	200	600
1	0	0	0
1,086	393	354	910
6	0	0	6
3	2	3	5
35	21	19	40
10	2	3	5
718	33	64	97
4	4	3	9
263	339	271	773
0	0	0	0

Revenues

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

\$154.00	\$20,388.00	\$648.00	\$27,617.00
\$3,190.00	\$0.00	\$0.00	\$650.00
\$10.00	\$0.00	\$0.00	\$605.00
\$701.00	\$850.50	\$677.50	\$1,935.50
\$0.00	\$195.00	\$85.00	\$3,530.00
\$593.75	\$275.00	\$0.00	\$375.00
\$0.00	\$570.00	\$590.00	\$4,890.00
\$780.00	\$55.46	\$0.00	\$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

96	255.5	222.5	1599.5
0	1	2	7
0	1	1	6
13	4	3	17
7	2	2	8

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

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Total Number of Pavilion Rentals			297	156	1
Total Number of Facility Rentals			196	89	12
Ballfield Rentals			7	45	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Vistor Center Attendance			6	21	0
Vistors Who Also Toured Museum			14	84	23
Museum Attendance Only			85	668	47
Total Museum Attendance			99	752	70
Offsite Presentation Attendees			0	15	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Number of In-House Special Events Offered			8	7	1
Total Number of Programs Offered			34	18	1
Number of Senior Trips Offered			54	37	3
Number of Senior Programs Offered			117	76	10

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Number of New Senior Center Memberships			16	16	1
Senior Center First Time Visitors			32	59	6

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Number of Youth Program Participants			679	578	304
Number of Adult Program Participants			240	76	0
Number of In-House Special Event Attendees			2987	2964	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Senior Center Participants			14,966	9594	1,086
Number of Senior Trip Participants			896	613	35
Number of Senior Program Participants			9,989	6798	718
Number of Meals Participants			4052	2235	263

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Nov. 19
Youth Program Revenue			#####	#####	\$154.00
Adult Program Revenue			\$ 8,460.00	\$ 3,580.00	\$3,190.00
Special Event Revenue			\$ 4,355.00	\$ 2,009.00	\$10.00
Senior Meal Revenue			#####	\$ 5,961.50	\$701.00
Shelter Reservation Revenue			#####	\$ 4,780.00	\$0.00
Facility Reservation Revenue			#####	\$ 8,046.88	\$593.75
Field Rental Revenue			\$ 2,521.00	\$ 1,203.34	\$0.00
Misc. Revenue			#####	#####	\$780.00

Oct-20	Nov. 20	YTD 20-21
1	0	15
4	2	11
1	2	4
12	1	33
2	0	62
0	0	0
2	0	2
0	0	0
27	2	106

Oct-20	Nov. 20	YTD 20-21
19	5	110
2	0	2
27	2	106

Oct-20	Nov. 20	YTD 20-21
1	2	4
3	3	17
13	16	42
17	19	61
0	0	0

Oct-20	Nov. 20	YTD 20-21
2	1	6
1	0	6
2	3	5
2	3	5

Oct-20	Nov. 20	YTD 20-21
0	0	0
0	0	6

Oct-20	Nov. 20	YTD 20-21
0	315	356
0	0	0
530	0	577

Oct-20	Nov. 20	YTD 20-21
393	354	910
21	19	40
33	64	97
339	271	773

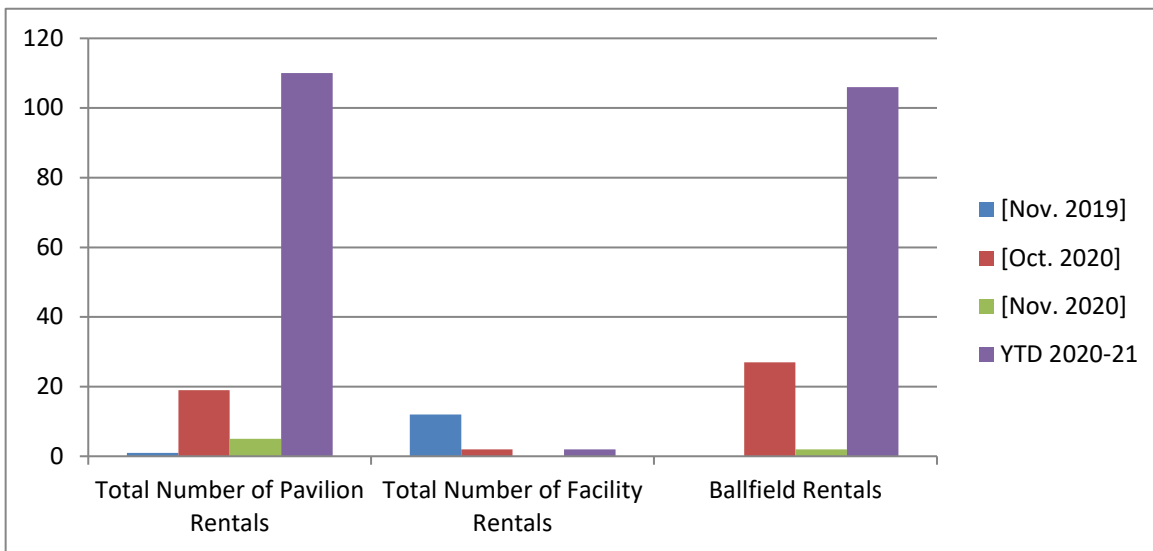
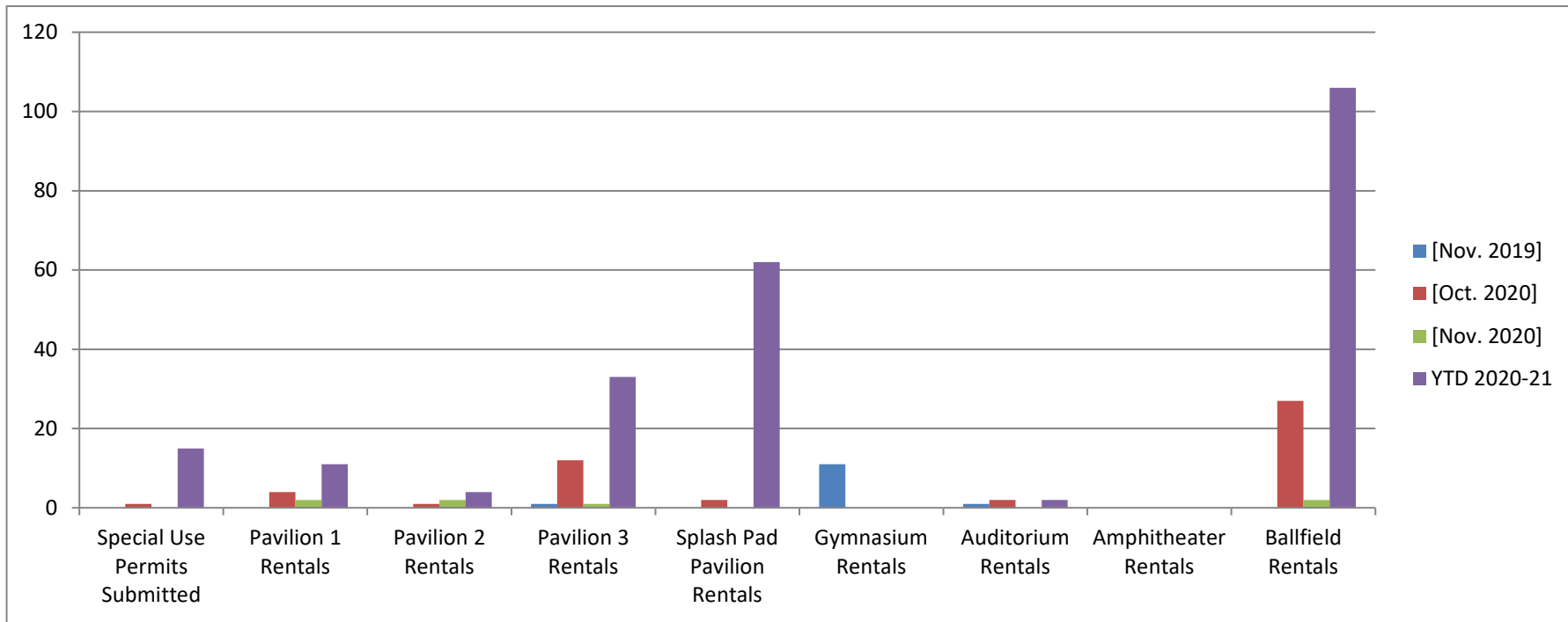
Oct-20	Nov. 20	YTD 20-21
\$20,388.00	\$648.00	\$27,617.00
\$0.00	\$0.00	\$650.00
\$0.00	\$0.00	\$605.00
\$850.50	\$677.50	\$1,935.50
\$195.00	\$85.00	\$3,530.00
\$275.00	\$0.00	\$375.00
\$570.00	\$590.00	\$4,890.00
\$55.46	\$0.00	\$500.46

Target

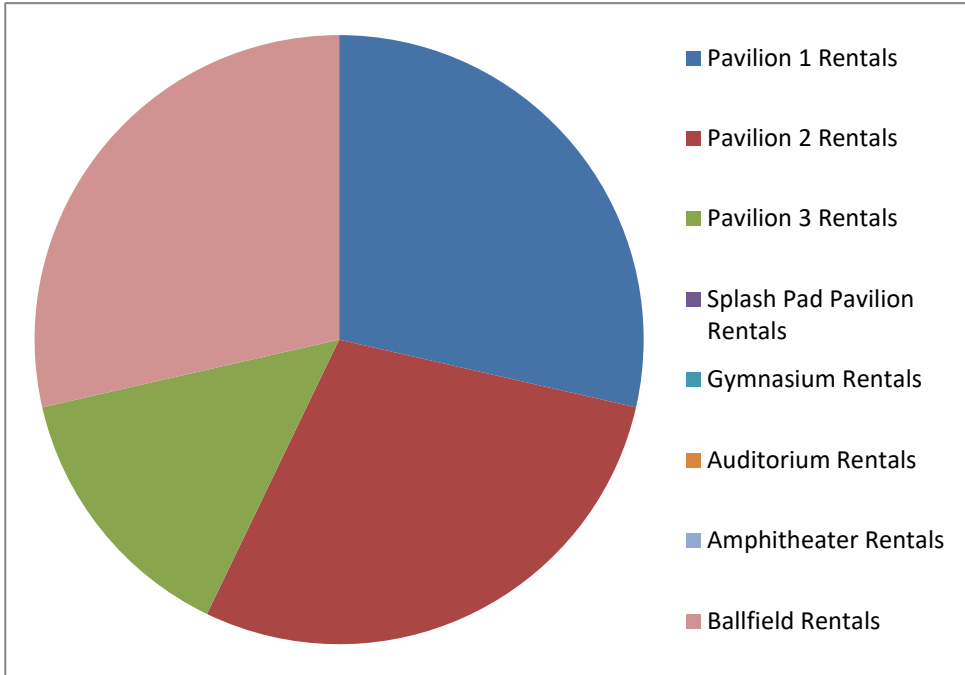
Actual

Senior Budget	41.67%	14.08%
Museum Budget	41.67%	36.08%
Parks Admin Budget	41.67%	31.52%
Parks Maintenance Budget	41.67%	29.80%
Cemetery Budget	41.67%	15.74%
Total Parks General Fund Bu	41.67%	30.19%

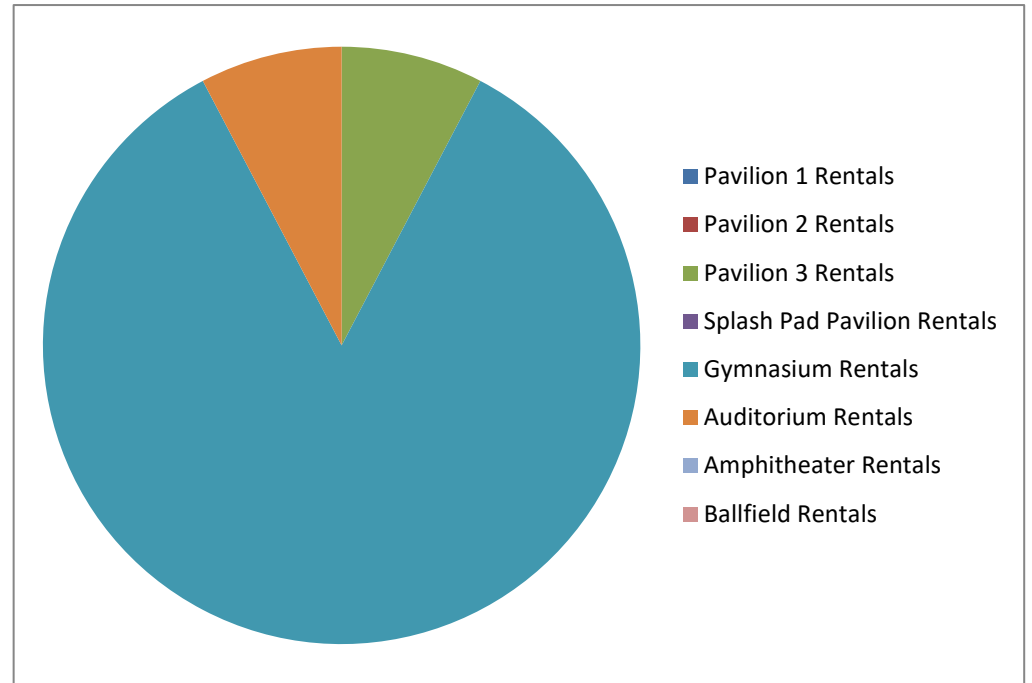
Facility Usage



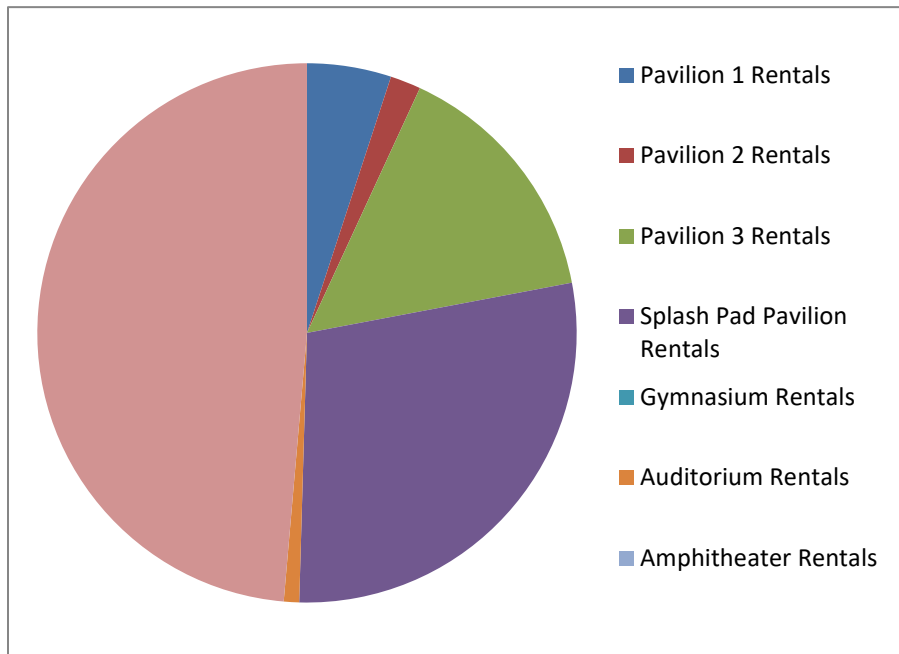
Facility Usage This Month



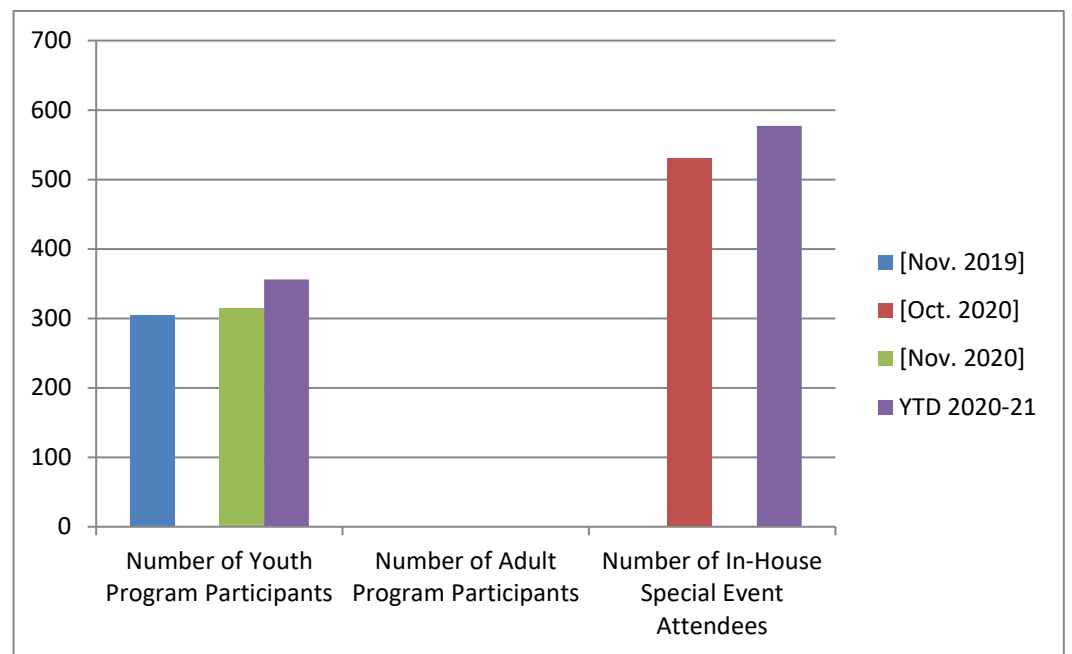
Facility Usage November 2019



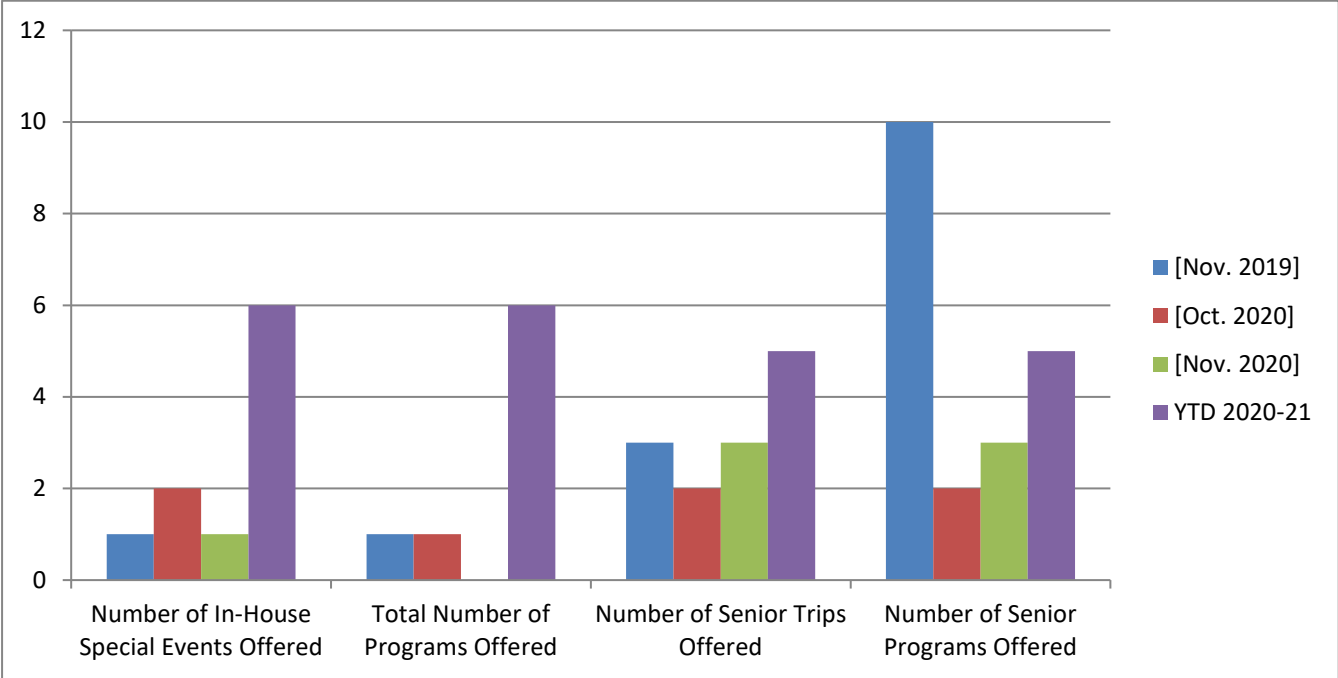
Facility Usage YTD 2020-21



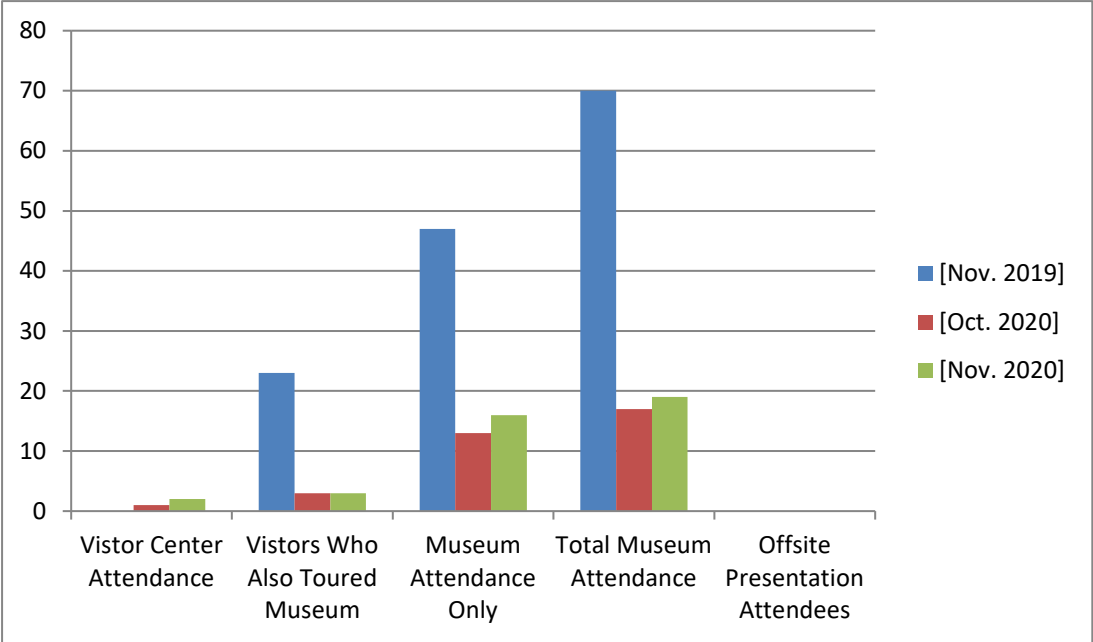
Rec Programming/Events Participation/Attendance



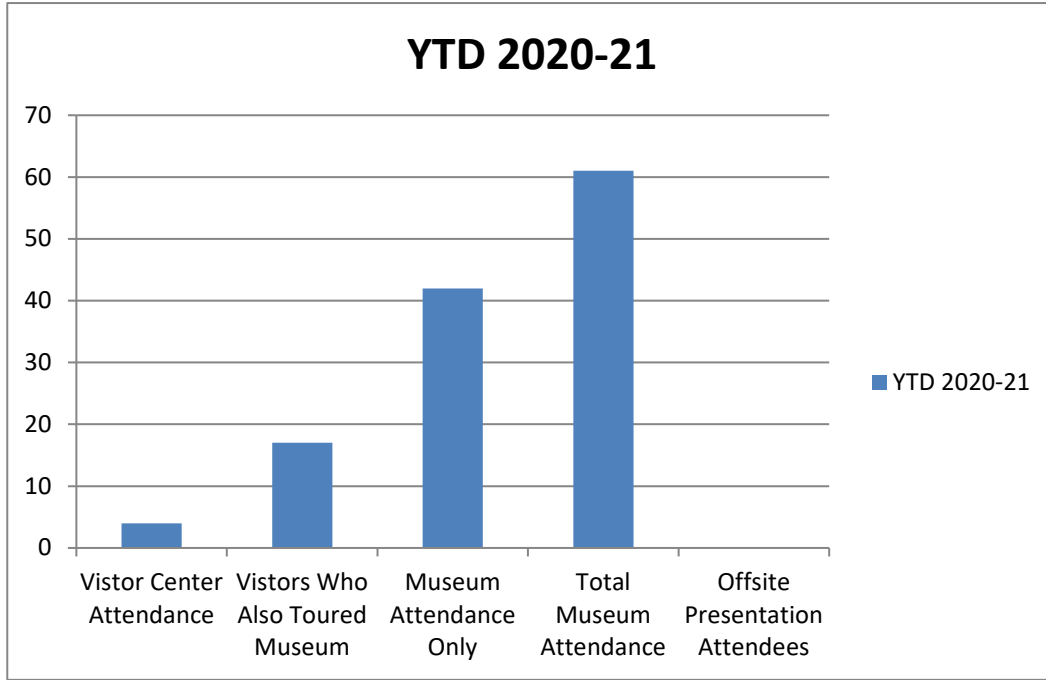
Programming Opportunities



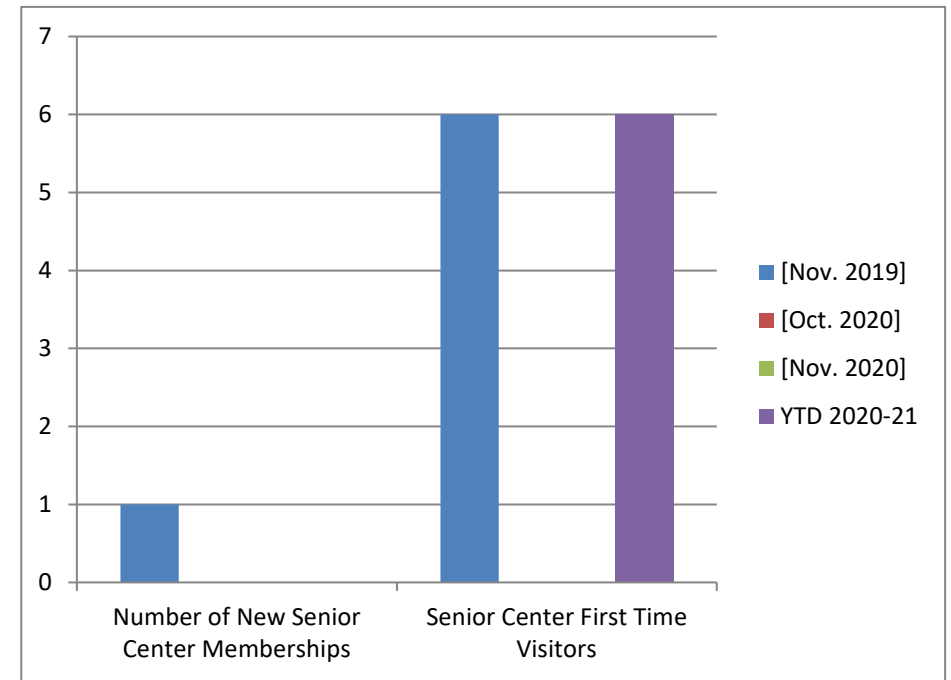
Museum/Visitor Center Usage



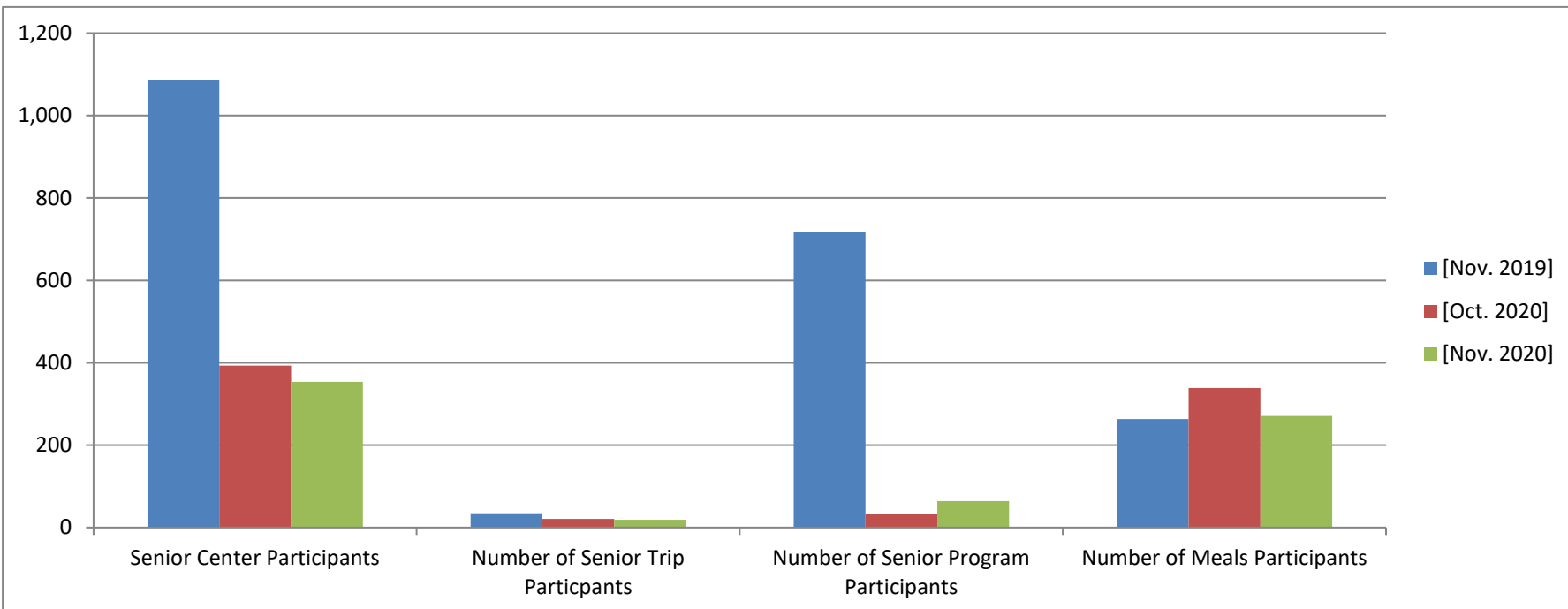
Museum/Visitor Center Usage YTD



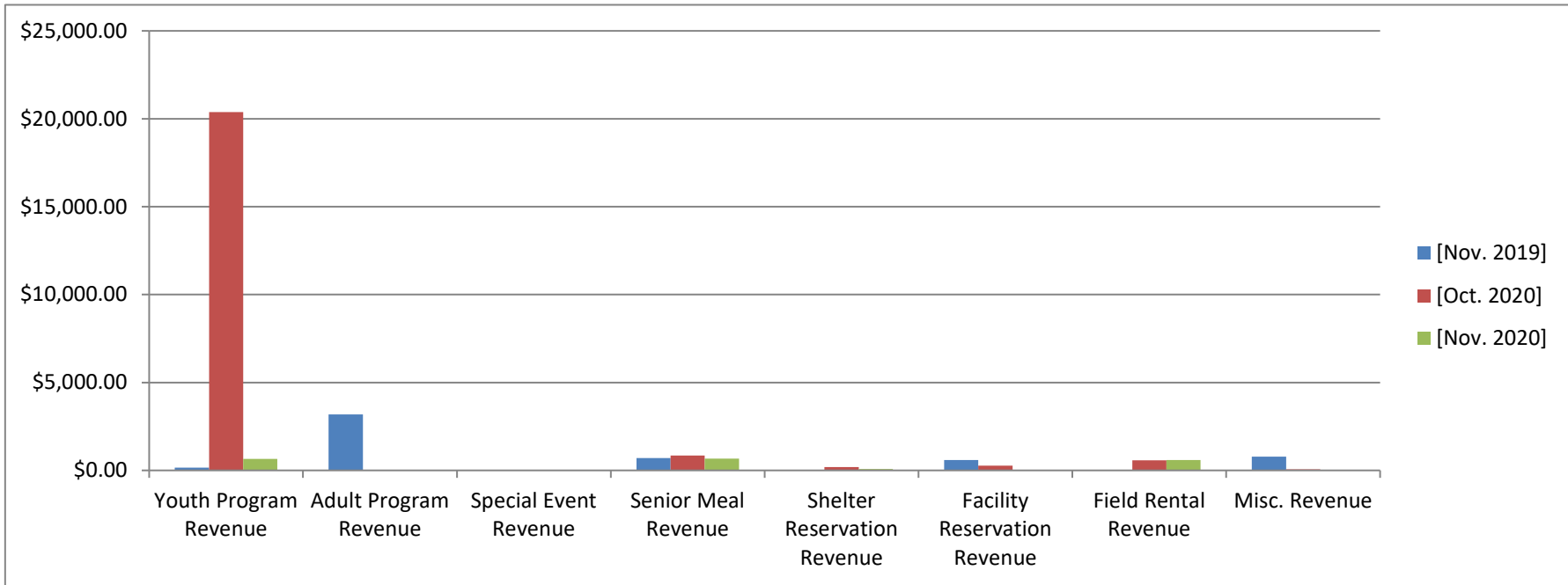
New Senior Memberships/First Time Visitors



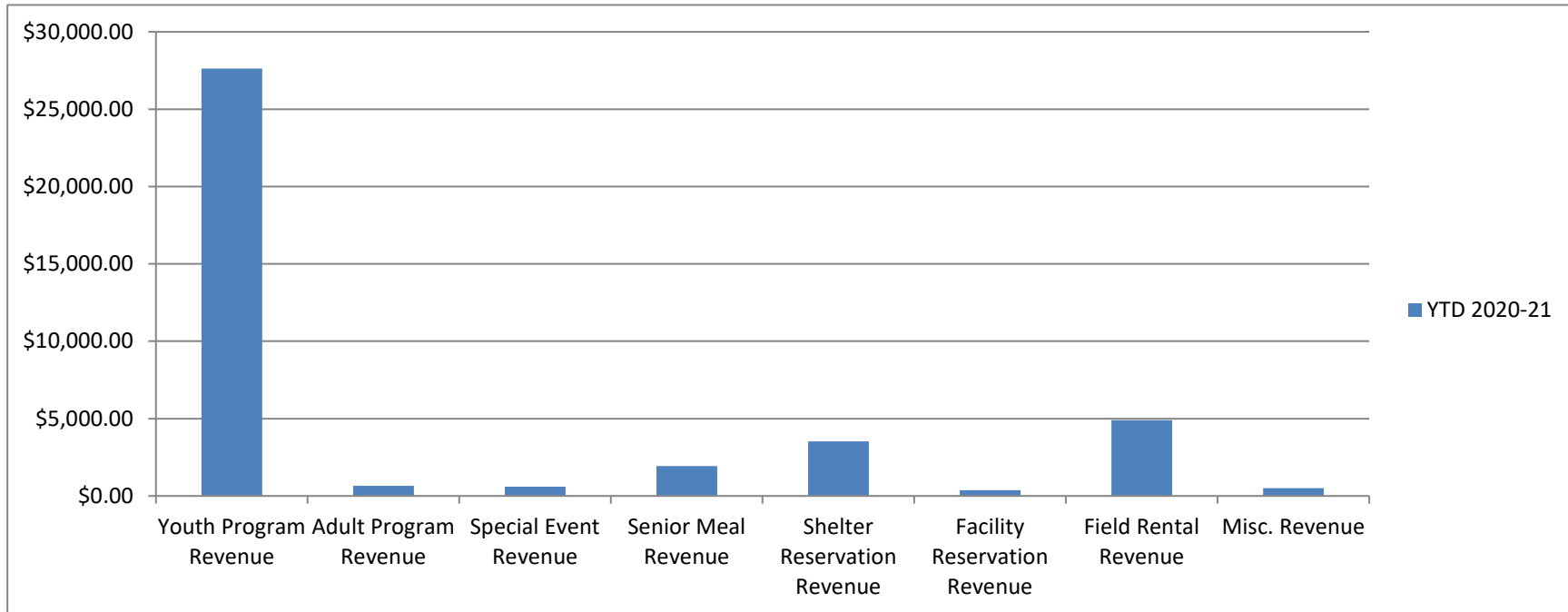
Senior Programming Participation/Attendance



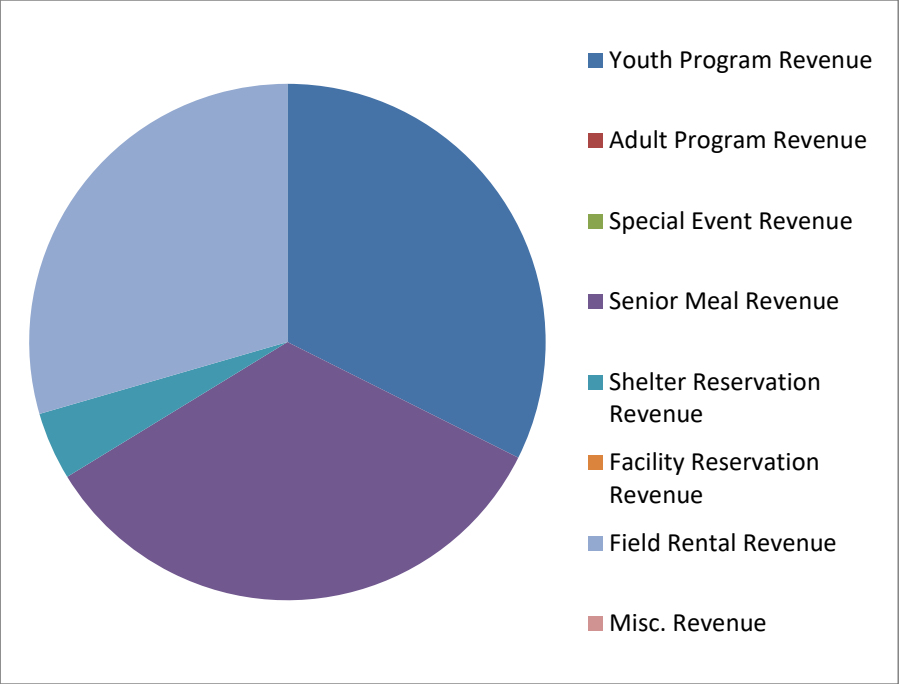
Revenues



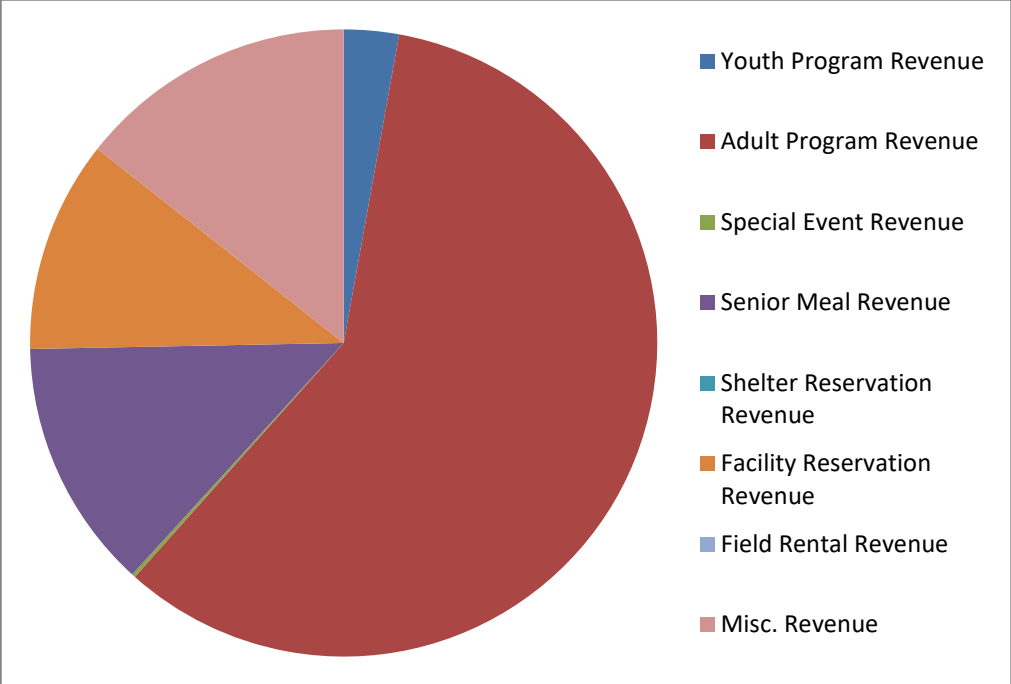
Revenues YTD



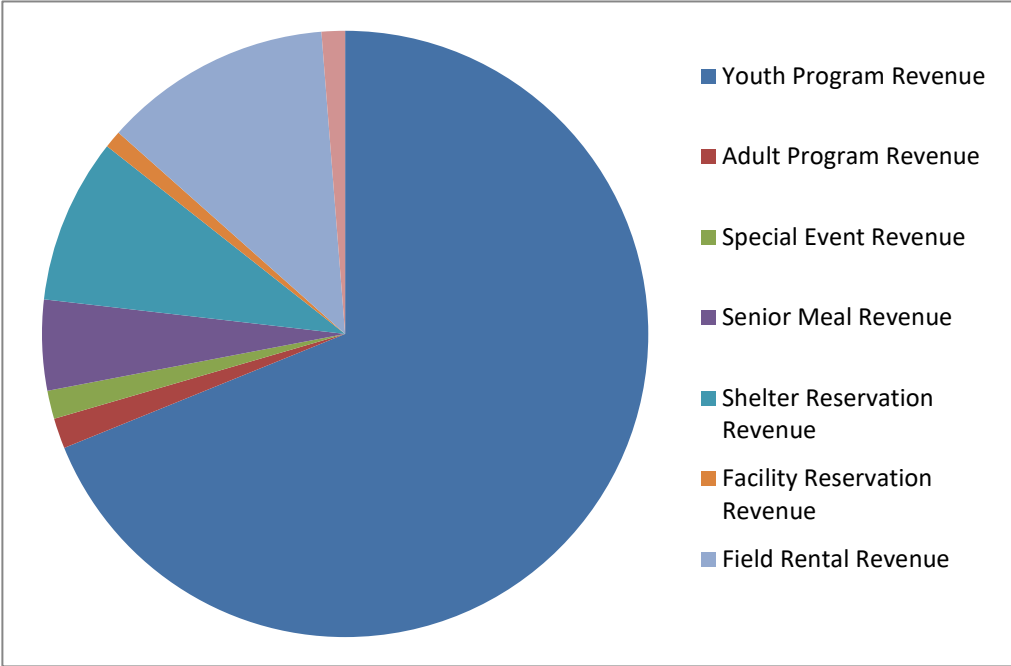
Where Revenues Came From This Month



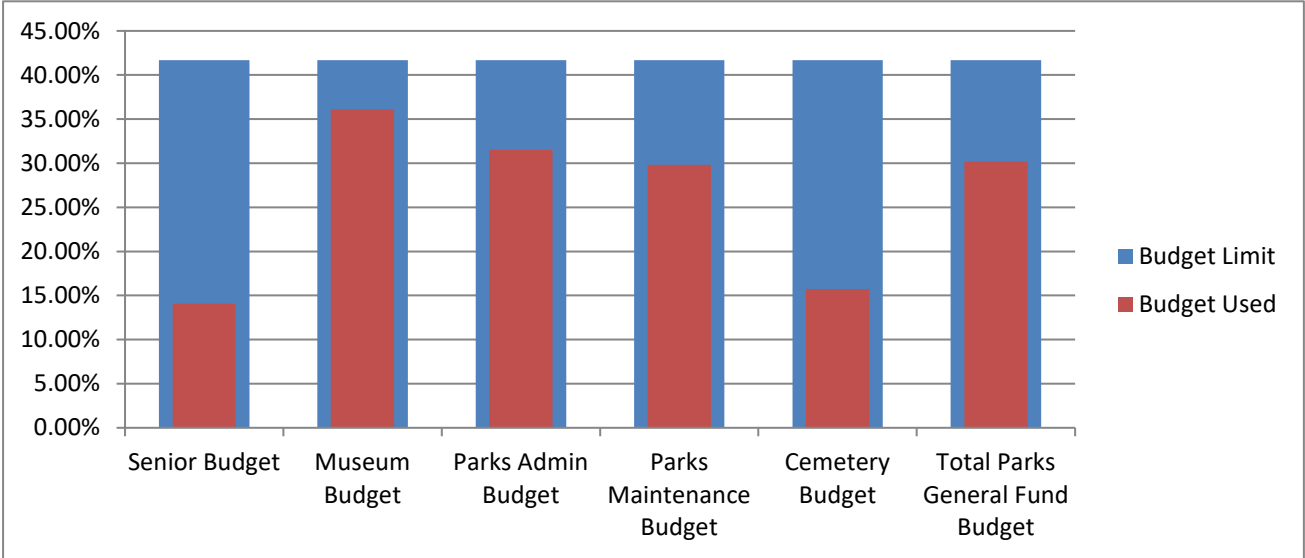
Where Revenues Came From November 2019



Where Revenues Come From YTD



Over/Under Budget



White House Public Library
November 2020

Summary of Activities

The library director attended parts of Library Con Live which is an annual program put on by Library Journal and Library School Journal. The event had special guests and virtual vendor booths. Many of the sessions had limits on the amount of attendees that could be on the live speaker events. The director did not attend any of the live events but went to all of the vendor booths and made a list of books to order for the library.

The library board met on November 12. They voted to update the technology checkout form and put limits on the amount that could be charged on a fax. The board also reviewed the long-range plan, state standards, the library budget, programs, and COVID survey.

The library director and library supervisor got new professional headshots taken for the city's new website.

The library director attended a meeting to discuss some of the final details on the virtual tree lighting event. Instead of being live, the event is going to be pre-recorded. This will allow us to film on a night when it is not raining. In addition to the tree lighting, there will also be a message from Santa, a reading of the Night Before Christmas, and some Christmas music.

The library staff put up the Christmas décor this month in case any of the virtual tree lighting pre-recording needed to be done inside the library.

Cash Express is doing their coat and toy drive this year. They have a box to collect these items in the library.

The Friends of the Library decided not to do their Christmas wish tree this year since there could be a lot of people struggling this holiday season.

The library switched to grab and go crafts and virtual programs only for teens and tweens. The videos are being watched by patrons and many of the grab and go kits are being picked up.

Most of the story times in November were cancelled due to weather. In December, all story times will be virtual. However, patrons can come and pick up the grab and go kit that goes along with the story.

Department Highlights

The highlights for the month was getting the library decorated for Christmas and getting all of the teen video and grab and go kits ready.

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

Official Service Area Populations

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

November Membership

Year	Cumulative Members			
	New Members	Updated Members	Total Members	% of Population with Membership
2016	67	339	11,737	85
2017	60	421	6,943	50
2018	73	194	8,204	58
2019	74	207	8,204	67
2020	53	214	7,035	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: 37,188

Estimated Value of Total Materials: \$929,700

Last Month: \$927,025

Total Materials Available Per Capita: 2.59

Last Month: 2.57

State Minimum Standard: 2.00

Materials Added in November

2016	2017	2018	2019	2020
318	242	230	311	127

Yearly Material Added

2016	2017	2018	2019	2020
3,674	3,602	3,123	3,004	2,906

Physical Items Checked Out in November

2016	2017	2018	2019	2020
4,522	4,800	4,313	4,393	4,465

Cumulative Physical Items Check Out

2016	2017	2018	2019	2020
63,252	63,421	62,536	65,522	45,909

The checkouts for November were actually higher than last year despite having a 5 item checkout limit.

November

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	33	66	48	65	56
Study Rooms	98	57	117	65	14
Lego Table	65	281	54	163	0
Games and Puzzles	44	48	57	77	140
Seeds	7	5	0	6	8
Test Proctoring	1	0	9	6	0
Charging Station	0	6	9	8	7
STEAM Packs	*	*	22	37	0
Cake Pans	*	*	*	2	1
Notary Services	*	*	*	9	4
Library Visits	*	*	3,746	3,891	2,566
Website Usage	*	*	874	1,372	2,094
Reference Questions	7	7	6	5	10

Yearly Totals

2016	2017	2018	2019	2020
299	585	644	137	329
821	828	1,082	253	289
2,094	2,643	1,891	553	459
510	528	743	222	815
82	1,197	586	112	298
9	56	152	27	74
26	86	90	19	41
*	*	148	61	25
*	*	6	1	28
*	*	*	16	80
*	*	52,565	55,728	27,612
*	*	2,517	16,935	16,057
80	115	59	77	50

November

Library Use	2018	2019	2020
Library Volunteers	20	24	6
Volunteer Hours	125	183	67

Yearly Totals

18-19	19-20	20-21
82	36	10
809	1,286	407

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

November	2016	2017	2018	2019	2020
Wireless	903	798	609	443	387
Adult Computers	351	279	336	292	144
Kids	165	139	145	136	8

Yearly Computer Users

2016	2017	2018	2019	2020
8,367	8,725	9,535	2,017	3,388
4,640	4,413	4,642	1,103	1,906
2,136	2,209	2,088	556	427

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

Universal Class November Counts

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
0	1	8	3	1

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	49	1,719	779

Programs

1,000 books	Monthly Sign ups	Yearly Sign ups	100 mark	500 mark	Completions
2018	7	29	2	0	0
2019	2	38	2	2	0
2020	1	81	0	1	2

Monthly

Nov Kids	Kids Sessions	Kids Attendance
2016	15	181
2017	8	185
2018	11	182
2019	9	202
2020	1	17

Yearly Totals

Kids Sessions	Kids Attendance
178	2,988
181	4,268
158	4,437
46	737
43	1,185

Grab & Go Kits

Kits Offered	Picked Up
8	225
Yearly	
32	759

Virtual Programs

Videos	Views
0	0
Yearly	
22	4,147

In November, we only had one face-to-face sidewalk story time because the rest were cancelled due to weather. During winter, we will only offer virtual story times and grab and go kits.

Monthly

Nov	Teen Events	Teens Present
2016	3	12
2017	4	30
2018	5	11
2019	3	15
2020	0	0

Yearly

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

Monthly

Nov	Tween Events	Tweens Present
2019	4	27
2020	0	0
Yearly		
2019	10	150
2020	5	18

Combined Programs

Teen/tweens	Nov	Yearly
In-person Session Attendees	0	0
Grab & Go Kits Taken	3	10
Virtual videos Views	2	10
	60	1,551

In November we only offered grab and go kits for the teens because the time change made it too dark to hold teen/tween programs outside. We also made virtual tutorials to teens to watch at home as they completed the grab and go craft.

Monthly

Nov Adults	Adult Sessions	Adult Attendance
2016	6	9
2017	9	29
2018	12	115
2019	10	27
2020	2	6

Yearly

Adult Sessions	Adult Attendance
61	662
145	689
175	1,009
41	232
41	197

Device Advices	Nov	Yearly
2019	*	125
2020	5	51

Interlibrary Loan Services

November	2016	2017	2018	2019	2020
Borrowed	25	15	54	59	46
Loaned	12	20	43	36	23

Yearly Interlibrary Loan Services

2016	2017	2018	2019	2020
668	562	690	690	506
249	305	410	410	141

Nov 2020 R.E.A.D.S.

Adults	Juvenile
1412	78

2020-2021 totals

Adults	Juvenile
7,629	418

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

November 2020

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH	\$5,506.02
TOTAL MONIES COLLECTED YTD	\$21,216.95

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH	\$1,911.87
TOTAL MONIES COLLECTED YTD	\$8,569.89

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$7,417.89</u>
TOTAL REVENUE YTD	\$29,786.84

DISBURSEMENTS

LITIGATION TAX	\$486.30
DOS/DOH FINES & FEES	\$80.75
DOS TITLE & REGISTRATION	\$171.00
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$62.07
CARD FEES	\$27.95
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$828.07</u>
TOTAL DISBURSEMENTS YTD	\$3,486.93

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$6,589.82</u>
TOTAL ADJUSTED REVENUE YTD	\$26,299.91

DRUG FUND

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$451.25</u>
DRUG FUND DONATIONS YTD	\$1,745.61

Offenses Convicted & Paid For Month	Count	Paid
Anti-Noise/Misc	2	\$192.50
Financial Responsibility Law	14	\$472.50
Registration Law	16	\$1,011.80
Improper Equipment	2	\$20.00
Child Restraint		
Improper Passing	1	\$55.00
DL Exhibited		
Red Light	8	\$513.55
Open Container		
Stop Sign	2	\$0.00
Speeding	25	\$2,660.06
Seat Belt	1	\$30.00
Failure To Yield		
Exercise Due Care	2	\$139.77
Texting/Hands Free Law	5	\$231.27
Total	78	\$5,326.45