

Administrative & Legislative Services Department
March 2021

Administration

City Administrator Gerald Herman attended the following meetings this month:

- March 01:
 - Americana Celebration Meeting
 - Sage Road Development Discussion
 - Staff Plan Reviews
- March 02:
 - Initial Client Complaint Meeting
 - The Parks Layout Assessment Q&A Meeting
 - GFL/Waste Industries Meet & Greet
 - COVID-19 Local Leadership Communication
- March 03: 8th Grade Career Exploration Fair
- March 04:
 - Sumner County Joint Economic Meeting
 - Rotary Police Office of the Year
- March 08:
 - Insurance Enrollment Discussion
 - Budget Presentations
 - Stormwater Advisory Board Meeting
- March 09:
 - Wastewater Treatment Plant Pre-Bid Meeting
 - COVID-19 Local Leadership Communication
 - Debt Services Discussion
- March 10: BMA Budget Retreat
- March 11: BMA Budget Retreat
- March 15:
 - TML Virtual Legislative Conference
 - Wastewater Collections Discussion
- March 16: COVID-19 Local Leadership Communication
- March 17:
 - GNRC Transportation Policy Board
 - GNRC Executive Board Meeting
 - Economic Development Team Meeting
- March 18: Meeting with Senator Blackburn and Sumner County
- March 25:
 - Wastewater Standard Specs Review
 - Community Events Center Progress Meeting
- March 26: TVA Engineer Evaluation Meeting
- March 29: Town Center Water Main Pre-Bid Meeting
- March 30: COVID-19 Local Leadership Communication
- March 31: Wastewater Treatment Plan Bid Opening

Administrative & Legislative Services Department

March 2021

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	\$ 8,977,959	↓23.84
Industrial Development	\$177,000	\$ 138,778	↑3.39
State Street Aid	\$530,000	\$ 433,588	↑6.79
Parks Sales Tax	\$4,005,125	\$ 2,973,451	↓0.76
Solid Waste	\$1,050,026	\$ 934,023	↑13.94
Fire Impact Fees	\$74,500	\$ 67,741	↑15.91
Parks Impact Fees	\$15,000	\$ 11,517	↑1.77
Police Impact Fees	\$65,000	\$ 65,000	↑24.99
Road Impact Fees	\$60,000	\$ 60,000	↑24.99
Police Drug Fund	\$4,500	\$ 2,329	↓23.23
Debt Services	\$1,137,400	\$ 140,465	↓62.66
Wastewater	\$15,108,083	\$ 4,013,664	↓48.44
Dental Care	\$70,656	\$ 46,123	↓9.73
Stormwater Fund	\$1,063,984	\$ 605,370	↓18.11
Cemetery Fund	\$43,890	\$ 32,678	↓0.55

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

Purchasing

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

Total Purchase Orders

	FY 2021	FY 2020	FY 2019	FY 2018	FY 2017
July	261	269	346	362	327
August	128	106	151	166	175
September	106	98	126	119	120
October	79	97	91	147	91
November	72	78	120	125	135
December	71	58	72	104	83
January	123	81	122	177	178
February	75	93	119	113	140
March	106	107	131	142	136
April		85	138	185	120
May		82	129	121	153
June		45	50	52	92
Total	1021	1199	1,595	1,813	1,750

Purchase Orders by Dollars	Mar. 2021	FY 2021	FY 2020	FY 2019	Total for FY21	Total for FY20	Total for FY19
Purchase Orders \$0-\$9,999	105	956	1132	1529	\$1,127,839.43	\$1,275,419.16	\$1,349,159.92
Purchase Orders \$10,000-\$24,999	0	24	34	26	\$352,187.57	\$551,938.89	\$381,155.50
Purchase Orders over \$25,000	1	41	33	40	\$3,746,984.29	\$4,035,346.92	\$7,678,174.40
Total	106	1021	1199	1595	\$5,227,011.29	\$5,862,704.97	\$9,408,489.82

**Administrative & Legislative Services Department
March 2021**

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	13	156	82	50	17,483	847,724	1,055,111	842,265
January	108	67	68	44	17,123	720,531	934,562	747,155
February	135	22	40	41	19,796	N/A	762,985	631,612
March	39	85	61	71	22,930	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	531	901	801	688	122,325	5,263,907	9,053,159	9,860,532

“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	10	15	10
January	11	23	17
February	20	70	13
March	11	69	11
April		41	10
May		29	11
June		36	25
Total	229	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	27	20	27
January	18	24	22
February	72	41	30
March	36	34	24
April		35	32
May		26	27
June		28	29
FY Total	251	356	311

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

**Administrative & Legislative Services Department
March 2021**

White House Farmers Market

The market is closed for the season. The reopening of the market will be Wednesday, May 19th.

	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

Building Maintenance Projects

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

Special Maintenance Projects

- Assisting with 50th Birthday Celebration
- Repair loose railing on steps outside City Hall building
- Replacing solar lights on stairs outside at City Hall

	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	19	3	8	19	9	17
January	11	16	14	16	23	28
February	16	18	7	21	6	19
March	12	11	7	17	16	25
April		2	12	25	14	20
May		11	6	26	27	33
June		10	9	23	14	17
Total	127	98	162	266	201	302

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

**Finance Department
March 2021**

Finance Section

During March the Finance Office continued collecting 2020 tax year property taxes, continued FYE 6/30/2022 budgeting tasks, scanning thousands of documents to reduce physical document storage space, and operating with COVID-19 precautions. The cumulative total of real estate and personal property taxes for the 2020 tax year billed is approximately \$3.8 million. As of March 31st, approximately \$3.63 million (96%) of the 2020 property taxes were collected. Any remaining unpaid property taxes after February 28th are delinquent and accrue 1.5% interest per month (18% per year) on the 1st of every month (as required by T.C.A § 67-5-2010, T.C.A § 67-1-801, and Municipal Code § 5-202). Members of the Finance Office participated in the following events during the month:

- March 1: American Celebration planning meeting
- March 2: GFOA Fundamentals of Preparing a CAFR (Comprehensive Annual Financial Report) training #5
- March 4: GFOA Fundamentals of Preparing a CAFR training #6
- March 8-9: Open Enrollment meetings
- March 8: Stormwater Advisory Board meeting
- March 9: Debt Services review with City Administrator
- March 10: BMA Budget Retreat day 1
- March 11: BMA Budget Retreat day 2
- March 24: Performance Appraisal meeting with HR Director
- March 30: Budget consolidation meeting with Public Services

Performance Measures

Utility Billing

	March 2021	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
New Builds (#)	53	242	171	62	102	111
Move Ins (#)	52	506	649	534	553	536
Move Outs (#)	40	501	602	534	576	546
New customer signup via email (#)	22	212	127	104	163	119
New customer signup via email (%)	21%	28%	15%	17%	25%	18%

Business License Activity

	March 2021	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Opened	11	50	69	75	72	93
Closed (notified by business)	0	6	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 Police Supplement	3 checks, 304 direct deposits	0 Retro adjustments	0 Voids

Accounts Payable

	March 2021	FY 2021 Total	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Total # of Invoices Processed	385	2935	4003	3940	4437	4797

**Finance Department
March 2021**

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	5,441,988	69%
Cemetery Fund	34,700	10,410	265,293	765%
Debt Services	1,167,400	350,220	1,136,102	97%
Dental Care Fund	25,200	7,560	234,125	929%
Roads Impact Fees	79,320	23,796	278,253	351%
Parks Impact Fees	69,364	20,809	189,958	274%
Police Impact Fees	55,804	16,741	182,347	327%
Fire Impact Fees	38,000	11,400	122,900	323%
Industrial Development	112,800	33,840	66,342	59%
Parks Sales Tax	695,285	208,586	1,339,987	193%
Police Drug Fund	4,100	1,230	28,045	684%
Solid Waste	936,800	281,040	508,887	54%
State Street Aid	405,200	121,560	126,614	31%
Stormwater Fund	889,000	266,700	1,009,845	114%
Wastewater	4,350,550	1,305,165	4,737,231	109%

*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	7,563,636	↑ 20.59%
Cemetery Fund	34,700	59,813	↑ 97.37%
Debt Services	1,167,400	1,003,598	↑ 10.97%
Dental Care	25,200	28,211	↑ 36.95%
Roads Impact Fees	79,320	188,406	↑ 162.53%
Parks Impact Fees	69,364	106,124	↑ 78.00%
Police Impact Fees	55,804	124,134	↑ 147.45%
Fire Impact Fees	38,000	81,900	↑ 140.53%
Industrial Development	112,800	59,705	↓ 22.07%
Parks Sales Tax	695,285	600,481	↑ 11.36%
Police Drug Fund	4,100	6,495	↑ 83.41%
Solid Waste	936,800	736,703	↑ 3.64%
State Street Aid	405,200	311,218	↑ 1.81%
Stormwater Fund	889,000	701,321	↑ 3.89%
Wastewater	4,350,550	4,283,392	↑ 23.46%

*Realized amounts reflect revenues realized from July 1, 2020—March 31, 2021

**Human Resources Department
March 2021**

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

- March 02: Wastewater Tech I Interviews
- March 08: Open Enrollment Meeting for Insurance
- March 09: Wastewater Tech I New Hire Orientation
Open Enrollment Meeting for Insurance
- March 10: Board of Mayor and Aldermen Budget Retreat
- March 11: Board of Mayor and Aldermen Budget Retreat
- March 15: TML Virtual Legislative Conference
- March 18: TCRS RetireReady Annual Employer Meeting
- March 22: Wastewater Utility Mechanic Interview
- March 22: Wastewater Utility Mechanic Interviews

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	1	1	0	0
October	0	0	0	0
November	1	0	0	0
December	0	0	0	0

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January	1	1	1	1
February	0	3	0	0
March	2	0	0	0
April		2	0	0
May		1	0	0
June		0	2	0
Total	5	8	3	1

Three-year average as of June 30, 2011: 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	0

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January	0	1	0	2
February	0	0	0	1
March	0	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, 2011: 5

**Human Resources Department
March 2021**

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	2	1	0	1

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January	2	2	1	0
February	0	1	0	1
March	0	1	0	1
April		0	0	1
May		2	5	1
June		2	1	1
Total	7	18	11	14
Percentage	6.80%	17.48%	10.68%	14.43%

Current year turnovers that occurred within 90 day probationary period: 1

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
January	1 (T)	0	1 (T)	0
February	0	0	0	1 (T)
March	0	0	1 (S)	0
April		0	0	0
May		0	1 (T)	0
June		1 (T)	0	1 (T) 1 (S)
Total	3	4	7	7

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

**Police Department
March 2021**

Meetings/Civic Organizations

- **Chief Brady attended the following meetings in February:** Department Head Staff Meeting (March 1st & 15th), White House Rotary Club (March 4th, 11th, 18th & 25th), Planning Commission (Feb. 8th), Robertson County Chief's Meeting (Feb. 9th), BMA Budget Retreat (March 10th) and Accreditation Meeting (March 29th).

- **Police Department Administration Performance Measurements**

Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by April 2021.

Susan Johnson, Accreditation Manager, gave the Assessors an Agency Profile which included a Community Profile, CEO Biography, Accreditation Manager's Biography and our future Challenges for, the assessment report. After review, there were a few standards we had to fix and get corrected. Overall, after corrections were made, both assessors put WHPD in compliance with all our files.

On Wednesday, March 31st, the assessors came to WHPD for our onsite interviews. They interviewed Chief Brady and CID Det. Sgt. Dan Hunter, who is over Property and Evidence and also over Confidential Funds. Next interview was with Asst. Chief Ring, who is over Internal Affairs Investigations. They also interviewed Susan for records and interviewed Ofc. Sisk for Patrol. The onsite went very well and they sent all our assessment notes to TLEA's Manager Janessa Edwards for review. We should know the first of April about approval and our Panel Board Review Meeting.

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	171	0	171
February	0	216	40	256
March	0	343	24	367
Total	0	730	64	794

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 2020-21. (There are 730 Patrol Shifts each year.) *Three officer minimum staffing went into effect August 5, 2015.

Number of Officers on Shift	March 2021	FY 2020-21
Three (3) Officers per Shift	52	341
Four (4) Officers per Shift	10	207

2. Acquire and place into service two Police Patrol Vehicles. We have received seven new vehicles from the 2019 and 2020 Budget years. One Administration vehicle is currently in the fleet, but is still needing equipment installed. We have two patrol vehicles at Truckers Lighthouse waiting for equipment to be installed. We have one vehicle at Sun Cool waiting to be striped. One vehicle is here waiting for to go to Sun Cool. We have 2 cars complete and added to fleet.
3. Conduct two underage alcohol compliance checks during the Fiscal Year 2020-2021. Fall Compliance checks were cancelled due to Covid 19. We will be doing Spring Compliance Checks.

**Police Department
March 2021**

4. Maintain or reduce TBI Group A offenses at the three-year average of 70 per 1, 000 population during the calendar year of 2021.

Group A Offenses	March 2021	Per 1,000 Pop.	Total 2021	Per 1,000 Pop.
Serious Crime Reported				
Crimes Against Persons	13	1	33	3
Crimes Against Property	16	1	40	3
Crimes Against Society	54	4	132	10
Total	83	7	205	16
Arrests	80		204	

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

5. Maintain a traffic collision rate at or below the three-year average of 426 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2021.

	March 2021	TOTAL 2021
Traffic Crashes Reported	26	97
Enforce Traffic Laws:		
Written Citations	141	326
Written Warnings	50	140
Verbal Warnings	490	1,326

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 2021.

COLLISION RATIO				
<u>2021</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
March	26	5 YTD 10	19%	10% YTD 97

Traffic School: Nothing to report at this time.

Staffing:

- Officer Larry Meadors graduated from the Tennessee Law Enforcement Training Academy on March 25th. He will be on FTO until released to the road.
- Officer Seth Goodcourage began attending the Tennessee Law Enforcement Training Academy on March 28th. He will graduate June 18th.
- We are currently taking applications for two Police Officer positions.

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

Sumner County Emergency Response Team:

- March 19th- ERT training.

**Police Department
March 2021**

Support Services Performance Measurements

1. Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2021.

2021 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
March	89%	91%

Communications Section

	March	Total 2021
Calls for Service	1,159	3,191
Alarm Calls	26	88

Request for Reports

	March	FY 2020-21
Requests for Reports	16	145
Amount taken in	\$10.95	\$104.20
Tow Bills	0	\$525.00
Emailed at no charge	38	238
Storage Fees	\$0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- March 15th- Sgt. Brisson attended the grant class/training at Montgomery County Sherriff's Office.
- March 25th – Sgt. Brisson submitted two grants to THSO. One grant was the Network Coordinator grant and the other was for Distracted Driving Education.

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.
D.A.R.E. has been cancelled for Spring due to COVID-19.
2. Plan and coordinate Public Safety Awareness Day as an annual event. Safety Day is in conjunction with Discover White House. At the present time, a date has not been set.
3. Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.
Citizen's Police Academy has been cancelled in 2021 due to COVID-19.
4. Participate in joint community events monthly in order to promote the department's crime prevention efforts and community relations programs.
 - Sgt. Enck picked up bikes from Cyclin America which are donated bikes to be given away at events or in the community.
 - On March 25th, we gave away a helmet for Wheels in Motion at H.B. Williams Elementary.

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

Nothing at this time.

Police Department
March 2021

Upcoming Events:

White House 50th Anniversary (April 24th)

<i>2021 Participation in Joint Community Events</i>		
	<u>February</u>	<u>Year to Date</u>
Community Activities	2	7

**Fire Department
March 2021**



Summary of Month's Activities

Fire Operations

The Department responded to 128 requests for service during the month with 89 responses being medical emergencies. The Department responded to 6 vehicle accidents; 4 accident reported patients being treated for injuries and 2 accidents reported with no injuries. Of the 128 responses in the month of March there were 31 calls that overlapped another call for service that is 24.22% 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 (6:45). The average response time for all calls in March from dispatch to on scene time averaged was, five minutes and forty seconds (5:40). The average time a fire unit spent on the scene of an emergency call was thirteen minutes and forty-seven seconds (13:47).

Department Event

- March 13th – TN Fire Commission testing
- March 22nd – Annual ladder testing/inspections

Fire Administration

- March – Weekly conference calls with Robertson County concerning COVID-19 cases and vaccine distribution
- March 3rd – ADA transition plan meeting
- March 10th – BMA budget retreat
- March 17th – Meeting to update website

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	25
Rescue & Emergency Services	827
Hazardous Conditions (No Fire)	37
Service Calls	68
Good Intent Call	77
False Alarms & False Call	95
Calls for The Month	128
Total Responses FY to Date	1129

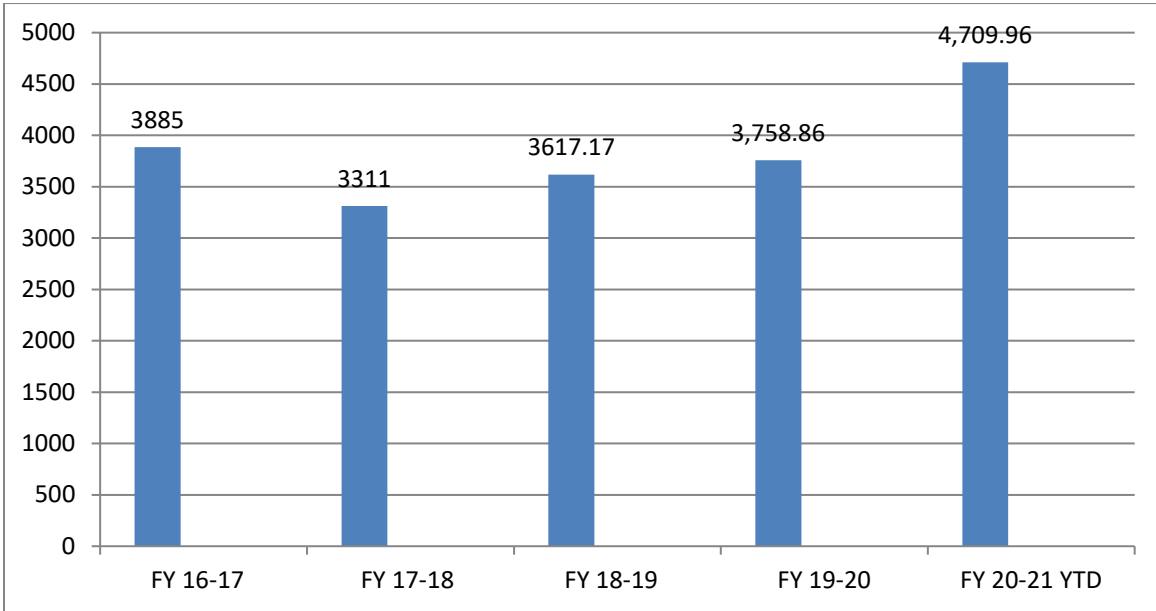
**Fire Department
March 2021**

Response by Station

	Month	FY to Date	%
Station #1 (City park)	91	773	68.83%
Station #2 (Business Park Dr)	37	350	31.16%

Fire Fighter Training

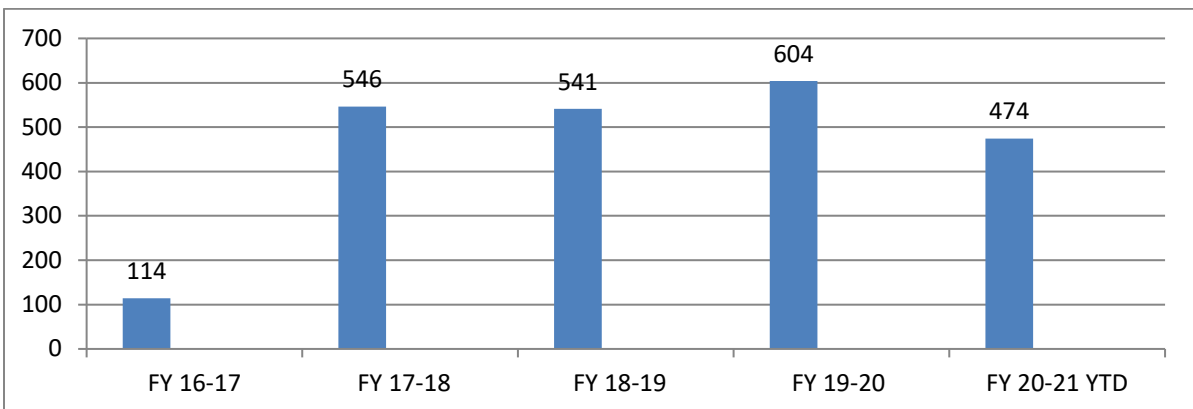
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
Firefighter Training Hours	496.5	4709.79

Fire Inspection

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

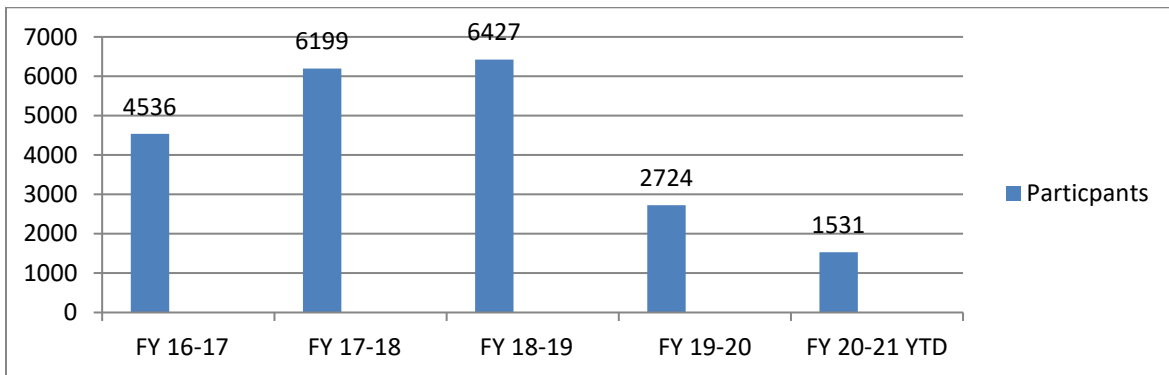


**Fire Department
March 2021**

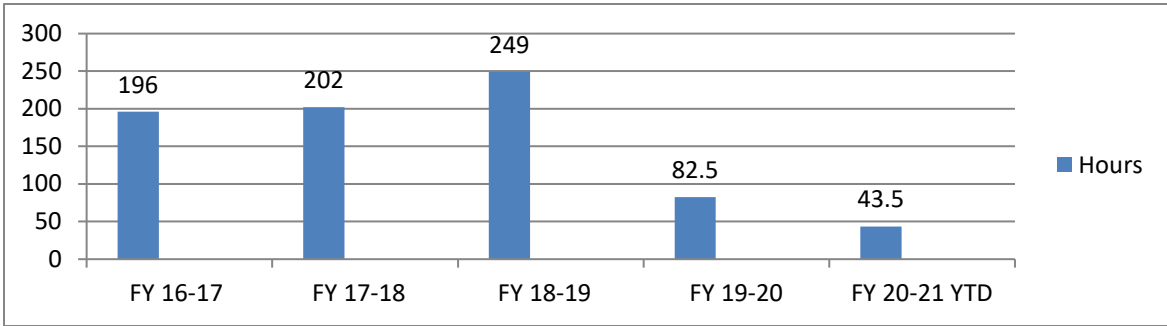
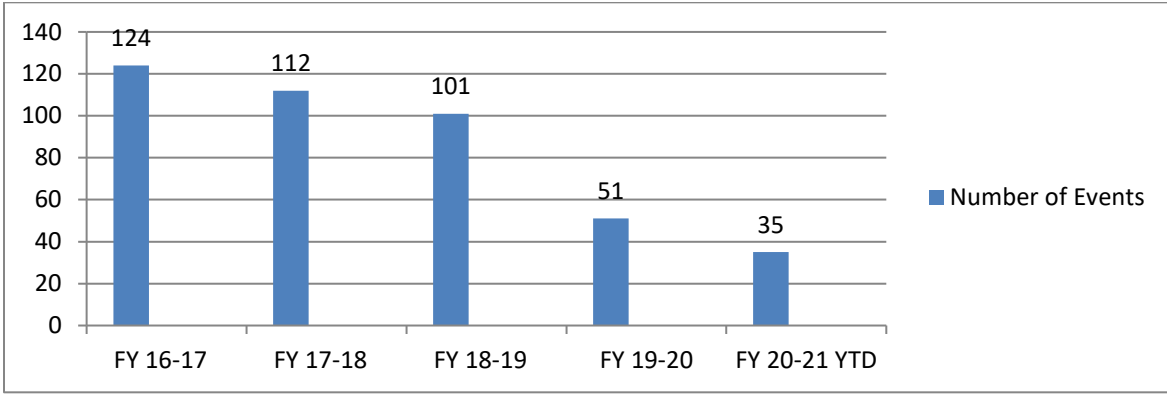
	Month	YTD
March Fire Inspection	95	569
Reinspection	25	123
Code Violation Complaint	2	5
Violations Cleared	24	136
Annual Inspection	20	125
Commercial Burn Pile	1	12
Knox Box	2	13
Fire Alarms	1	9
Measure Fire Hydrant	0	2
Plans Review	2	21
Pre-C/O	0	1
Pre-incident Survey	26	193
Sprinkler Final	6	8
Final/Occupancy	0	12

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
March 2021**



	Month	YTD
Participants	11	1531
Number of Events	5	35
Education Hrs.	3	43.5

Most public education programs have been suspended due to COVID-19

Social Media Statistics

Page Views	1,599
Page Likes	421
Post Reach	25,101

**Public Services Department – Public Works Division
March 2021**

Public Works/Streets & Roads Division

Total Hours Worked	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	21-Feb	21-Mar	YTD 20/21
Street	8,134	9,364	8,741	10,229	9191.25	1,033	767	5,650
Facility Maintenance	3494	2187	1,227	1,137	887.25	178	37	464
Fleet Maintenance	1034	514	282	380	422.5	63	27	264
Meeting/Training	502	510	517	400	457	41	56	165
Leave	1,253	576	613	810	823	193	175	764.4
Holiday	795	470	385	555	545	40	0	360
Overtime	508.5	488	414	311	152.75	156	7	169
Administrative	385	698	803	867	1153.25	108	190	1,069
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	0	18	277.5
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	27	124	187
Pothole Hours	0	759	734	1,181	831.5	10	32	258.25
R-O-W Hours	0	2835	2416	4,027	3044.5	78	400	1,580
Sign/Repaired	0	120	91	84	63	7	6	39
Sign Work Hours	0	289	179	234	109	19	14	55.5
Salt Hours	0	10	143	24	76.5	289	0	0
Salt Tons	0	12	20	23	18	59	0	0
Decorative Street Light Hours	0	57	46	125	133.5	6	0	25
Traffic Light Hours	0	0	65	20	158	7	8	52

Sanitation Division

Sanitation Division	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	21-Feb	21-Mar	YTD 20/21
Total Hours Worked	2,685	3,634	4,406	4,024	4200.5	320	380	2,447
Facility Maintenance	3494	723	446	574	394.5	53	44	218
Fleet Maintenance	1034	488	445	331	294.5	22	18	157
Meeting/Training	502	265	130	135	127.5	5	22	55
Leave	1,253	428	700	476	336	110	10	310
Holiday	795	270	230	230	230	20	0	170
Overtime	508.5	119	4	12	39.5	0	0	8
Administrative	385	167	1	0	72.5	0	7	34
Sweeping Man Hours	0	1	0	0	0	0	0	0
R-O-W Hours	0	166	30	97	170	26	92	233
Salt Hours	0	0	0	0	0	0	0	0
Salt Tons	0	0	0	0	0	0	0	0

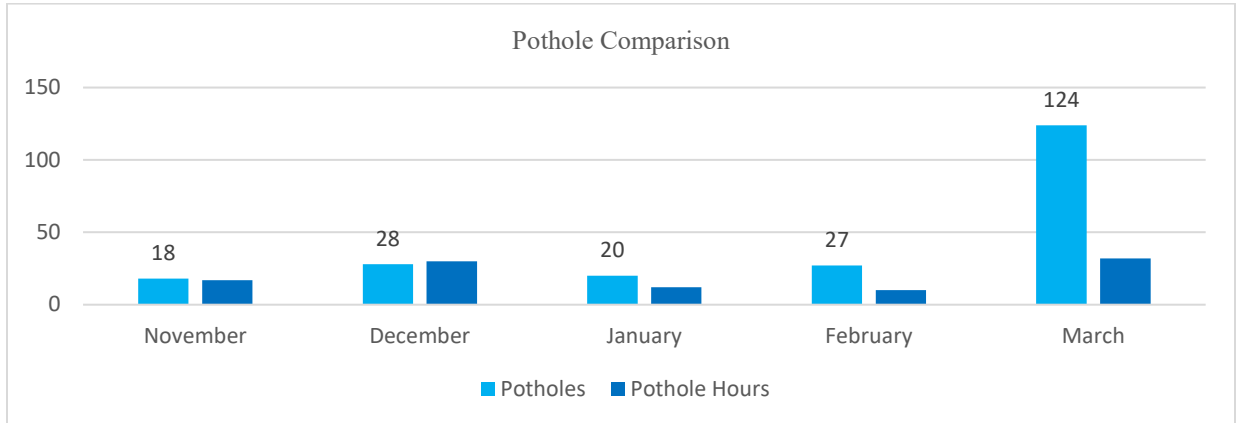
Sanitation	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	21-Feb	21-Mar	YTD 20/21
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	204	384	3,504
Brush Truck Loads	459	551	522	578	584	28	44	333
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	80	181	3,122
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	60	103	769
Litter Pickup Bags	334	507	546	511	456	15	54	254
Litter Pickup Hours	1147	1132	985	957	892	24	76	455

**Public Services Department – Public Works Division
March 2021**

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.

NOTE: As evident from the statistics below many more potholes are presenting themselves as we get into the Spring of 2021. As the road thaws potholes will become more and more prevalent.



-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 that have been repaired that month.

Pothole Complaint Response Time

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: Cold patch asphalt was used to make the repairs reported below.

STREET ADDRESS OF COMPLAINT	DATE COMPLAINT LOGGED	DATE COMPLAINT RESOLVED	ELAPSED TIME BEFORE REPAIR MADE
104 Cambria Drive	Thursday, March 4, 2021 2:48 PM	Monday, March 8, 2021 9:11 AM	3 days 18 hours 23 minutes (time span was due to weekend)
105 N. Aztec Drive	Thursday, March 4, 2021 3:00 PM	Monday, March 8, 2021 9:30 AM	3 days 18 hours 42 minutes (time span was due to weekend)
Webster Road	Wednesday, March 10, 2021 2:00 PM	Wednesday, March 10, 2021 3:00 PM	1 hour
Wilkinson Lane near Hickerson Drive	Wednesday, March 10, 2021 2:00 PM	Wednesday March 10 2021, 3:00Pm	1 hour
200-299 Donal Terrace	Tuesday, March 16, 2021 12:24 PM	Wednesday, March 17, 2021 7:00AM	18 hours 36 minutes

**Public Services Department – Public Works Division
March 2021**

Monthly Work Log

Monday 03-01-2021

- Poured concrete to repair curb on Strassle Drive

Tuesday 03-02-2021

- Picked up trailer from BJ's trailer after repairs were completed / Changed out Green Ball at Traffic Signal on Meadows, Raymond Hirsch and Tyree Springs Intersection / Repaired Lone Oak road sign

Wednesday 03-03-2021

- Seed and strawed around concrete pads at Library / Road maintenance at Calista Road / Fleet Maintenance / ADA Transition Plan Work (installed detectable warning surface mats). / Brush removal at Magnolia Blvd in CoWH ROW.

Thursday 03-04-2021

- Installed Camera and 76 / Fleet maintenance / Graded yard on Magnolia Blvd

Monday 03-08-2021

- Set-up for Emissions testing / Assisted Wastewater with Septic to Sewer Conversion on Magnolia Blvd (Traffic Control and backfill of open cut of Magnolia Blvd).

Tuesday 03-09-2021

- Installed asphalt on Union Road / Open Enrollment Meeting / Retrieval of 2 dead deer with brush truck

Wednesday 03-10-2021

- Installed asphalt on Union Road / Repaired potholes on Webster and Wilkinson Lane

Thursday 03-11-2021

- 1 hour crew meeting / Installed poles so that PD could install digital speed limit sign / facility and fleet maintenance

Monday 03-15-2021

- On-site meeting for 76 LaneLight install / Facility and Fleet Maintenance

Tuesday 03-16-2021

- Beginning of install of LaneLights at Fire Hall SR-76

Wednesday 03-17-2021

- Install of LaneLights at Fire Hall and SR-76

Thursday 03-18-2021

- Finishing LaneLight Install

Friday 03-19-2021

- Completed LaneLight Install

Monday 03-22-2021

- Installed topsoil at LaneLight crosswalk poles and seed and straw applied / Began weed control and ROW mowing

Tuesday 03-23-2021

- Installed topsoil to ditch line on Pleasant Grove Road and seed and straw ditch line / Traffic control

Wednesday 03-24-2021

- Gridsmart Camera evaluation / Traffic Control for brush pick-up / Maintenance to back road of WWTP Facility / ROW Mowing (Hardees, Calista Pump Station and guard rail on Calista, Union Road and Tyree Springs)

Thursday 03-25-2021

- Fleet maintenance / Pick-up of parts and materials at BJ's Trailer / Traffic Control and Safety Meeting for Road closure of Union Road to follow on Monday or Tuesday

Monday 03-29-2021

- Built forms for curb repair and made yard repair at 201 Louise Drive

Tuesday 03-30-2021

- Union Road, road closure for WW septic to sewer conversion initial steps

Wednesday 03-31-2021

- Fleet maintenance / Brush pick-up on Portland Road requiring traffic control (4 loads of brush) / Facility Maintenance.

**Public Services Department – Public Works Division
March 2021**

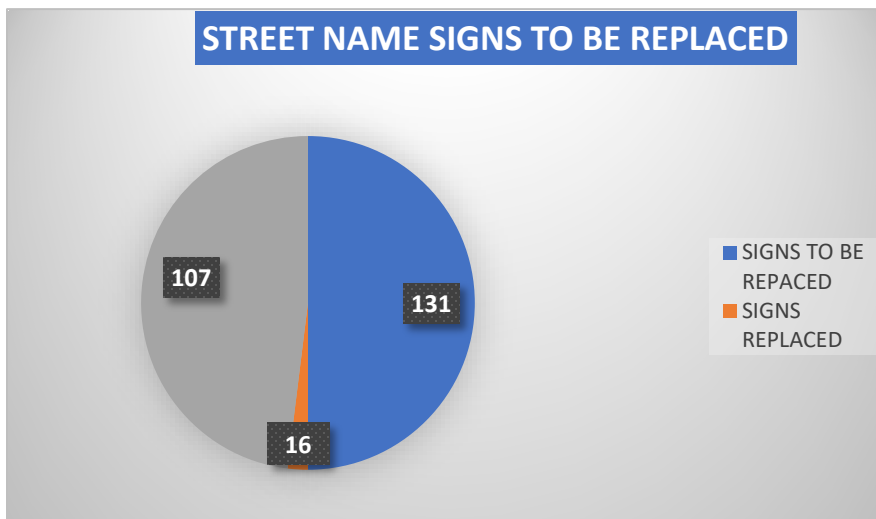
<u>Subdivision Decorative Light LED Retrofit Project</u>			
<u>UPDATED January 26,2021</u>	<u>TOTAL LAMPS</u>	<u>TOTAL RETROFIT COMPLETED</u>	<u>TOTAL RETROFIT TO BE COMPLETED</u>
High Mast Lights – I-65 Ramps	6	6	0
Briarwood Subdivision	5	1	4
Bridle Creek Subdivision	7	3	4
Business Park Drive	7	7	0
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	11
Sumner Crossing Subdivision	21	12	9
Villages of Indian Ridge	10	10	0
Spring Brook Blvd	2	2	0
Baylee Ct	2	2	0
Totals:	167	137	30

NOTE: Only Decorative Street Lights needing repairs were completed in the month of March. No retrofits were completed during this month.

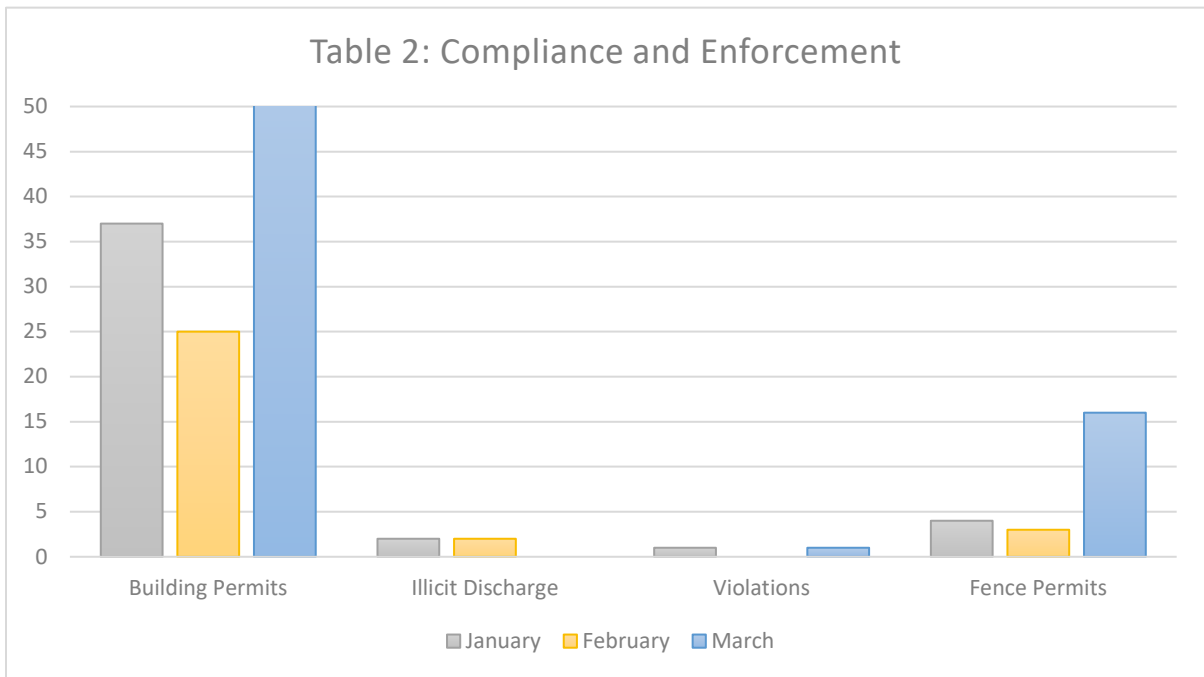
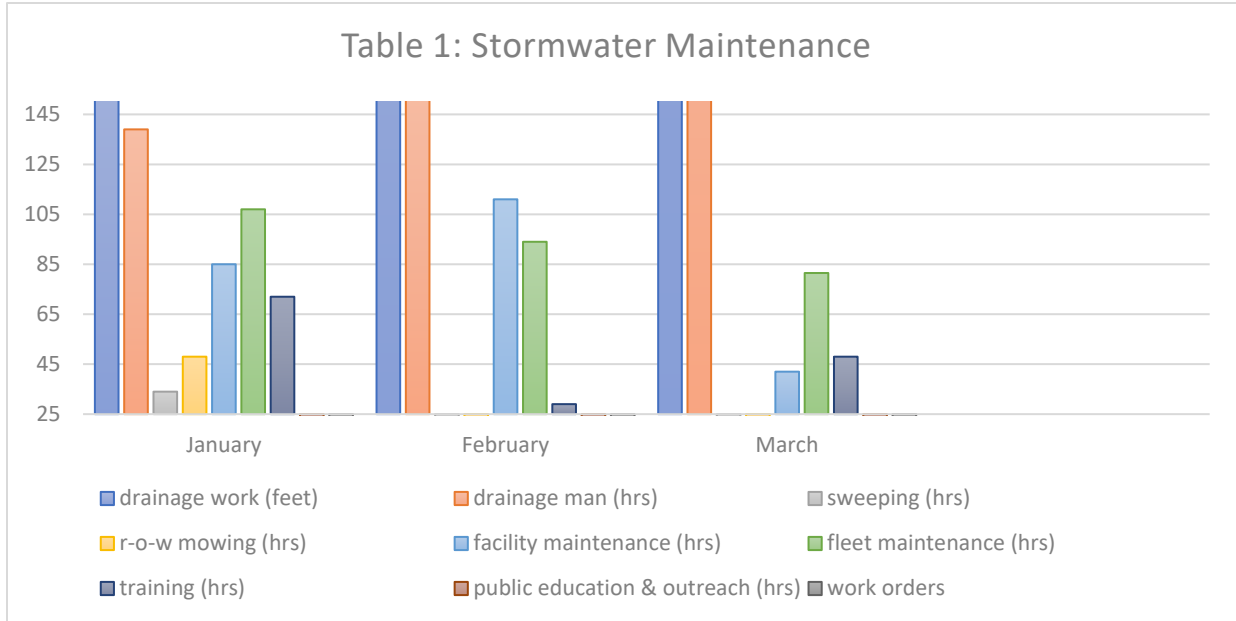
Street Name Sign MUTCD Compliance List

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 can no longer have all letters capitalized on the sign.

NOTE: 2 more signs were replaced in the month of March and all remaining signs have been ordered.



**Public Services Department – Stormwater Division
March 2021**





**Public Services Department – Stormwater Division
March 2021**

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 work order requests and summaries that have been completed:

<i>Address</i>	<i>Scope of Work</i>	<i>Status</i>	<i>Notes</i>
210 Robert Ave.	Ditch rehabilitation from 201-214. Redistributed extracted soil to back fill and stabilize embankments	Work Order: 030321001 Complete	
311 Hobbs Dr.	Stabilized driveway culvert	W/O # 031121003 Complete	

Public Services Department – Stormwater Division
March 2021

**341
Aller
Drive**

Rehabilitated cross drain and stabilized ditch line to counter excessive erosion.

WO#-
042320009

Complete



**100 &
101
Hobbs
Dr.**

Removed Built up sediment, re-shaped ditch line, installed Rip rap in areas to slow the velocity.

WO# -
031121002

Complete



**Public Services Department – Stormwater Division
March 2021**

Rainfall

Most recent rain event occurred on weekend of March 27th and 28th. The City received approximately 4.55 inches of rain for the month of March.

2 *NEW* complaints received.



Issues

300 Orchard Park Dr
110 Beechbrook Ct.

Scheduled for June



Calista Pond

Dewatered on 03/26 and 03/30

Removed 67,800 gallons of water to prevent localized flooding

WO# 030121019
Complete



Public Services Department – Stormwater Division
March 2021

**101-173
Highland
Drive**

Re-defining
ditch

WO#03302100
1
Complete



**135
Villages
Court**

Removed
debris and
obstructions
from
headwall
causing
ponding
during heavy
rain events.

WO# -
030121016
Complete



**Public Services Department – Stormwater Division
March 2021**

Stormwater Division

Total Hours Worked	FY 15/16	FY 19/20	31-Jan	28-Feb	31-Feb	YTD 20/21
Stormwater	5,744	7,204	832	853	974	8508
Work Orders	0	69	4	13	18	114
Overtime	508.5	262	6	23	10	147
Facility Maintenance	3,494	638	85	112	42	506
Fleet Maintenance	1,034	314	107	94	82	505
Administrative	385	1,138	145	128	174	1301
Drainage Work (feet)	0	3,988	116	510	1400	3976
Drainage Man Hours	0	1,371	139	163	387	2389
Debris Removed Load	0	188	6	6	11	175
Sweeping Man Hours	0	309	34	21	14	221
Mowing Hours	0	102	0	0	0	3
R-O-W Hours	0	1,506	48	10	18	184
Shoulder/Curb Hrs	0	0	0	0	0	40

SWEEPER LOG

Monthly Report

4 cu.yd hopper/ actual usage- 3.0 cu.yd=4.5 tons

Date	Time	Mileage	Tons	Streets
03/11/21	3	12	4.5	Orchard Park and Hampton Village
Totals:	3	12	4.5	<i>(detailed listing of all streets on file)</i>

Public Services Department – Stormwater Division
March 2021

Catch Basin Cleaning

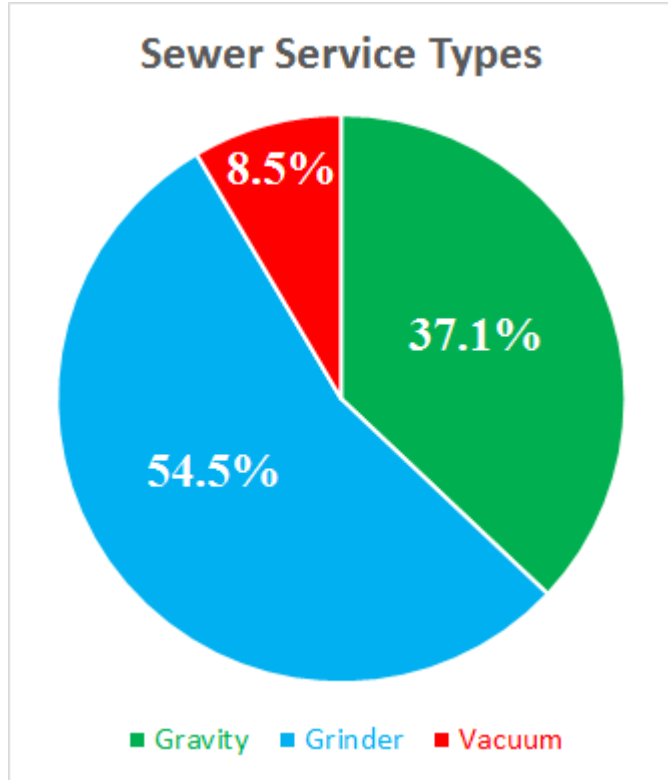
Work Order #	Neighborhood	Location:	Date:
033121005		Villages Ct.	03/31/21
033121005		Apache Trail	03/31/21
033121005		S. Aztec Dr.	03/31/21
033121005		Heritage Dr.	03/31/21
033121005		Whitson Ct.	03/31/21
033121005		Hobbs Dr.	03/31/21
033121005		N. Palmers Chapel	03/31/21
033121005	Covington Heights	Covington Bend	03/31/21
033121005		Sumner Crossings	02/24/21
033121005		Strassle Dr	03/31/21
033121005		Brooklawn	03/31/21
033121005	Orchard Park	Cherry Lane	02/24/21
033121005	Holly Tree	Willowleaf Ln	02/24/21

**Public Services Department - Wastewater Division
March 2021**

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 March 31st, 2021, City personnel count a total of 5,473 sewer system connections. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	2,028
Low-Pressure Grinder Sewer Connections	2,980
Vacuum Connections	465



The City counts 187 commercial grinder stations, 2,793 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>March 2021</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315	2680		405	1,691

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
March 2021**

<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>		<u>Mar 2021</u>	<u>YTD</u>
North Palmers Chapel	35	22	23	8	3		0	0
Calista Road	24	55	13	4	2		0	1
Wilkinson Lane	0	8	4	1	3		0	0
Portland Road	1	1	4	1	0		0	1
Cope's Crossing	4	17	15	7	8		0	5
Union Road	91	8	17	6	6		0	6
Meadowlark Drive	1	11	6	4	2		0	1
Highway 76 (Springfield)	0	1	0	1	1		0	0
Cambria Drive	1	0	0	1	4		0	3
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		0	n/a
Settler's Ridge	0	0	1	1	1		0	1
Summerlin	0	0	0	2	5		0	22
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
Fields at Oakwood	n/a	n/a	n/a	n/a	n/a		1	1
Treatment Plant	0	1	6	4	6		0	3

Alarms:

On March 1st an overflow occurred at the Fields at Oakwood lift-station. A broken cleanout allowed a significant amount of mud and groundwater to enter the newly-installed gravity sewer system, and to flood the station. Benchmark responded by contracting out vector trucks to pump down the wet-well to stop the overflow. The station wet-well was cleaned the following day, and the impacted lines were jetted and televised to ensure they were clear of debris, and to definitively identify the location of damage. Repairs were completed by the building contractor, and no further issues are anticipated.

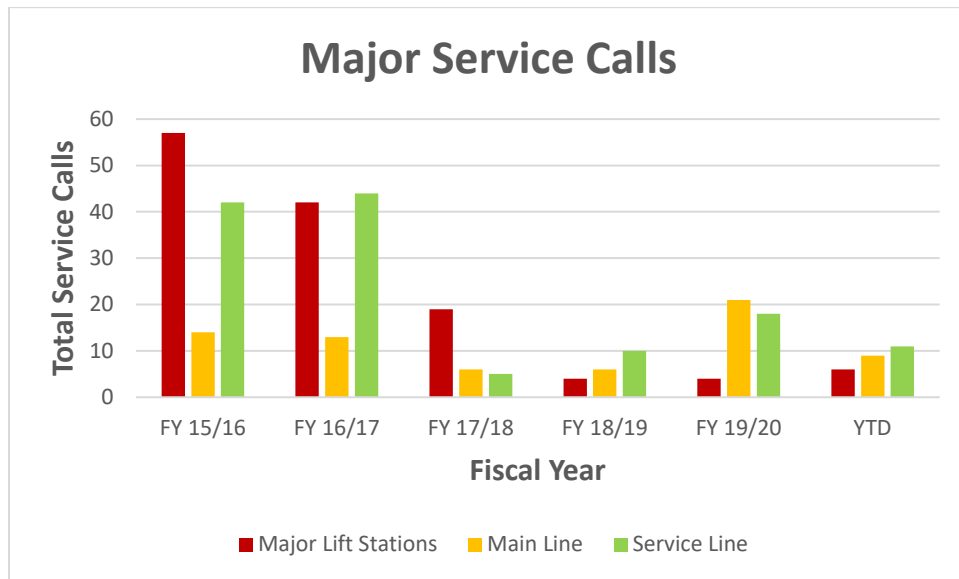
System Repair Goals:

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

**Public Services Department - Wastewater Division
March 2021**

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.

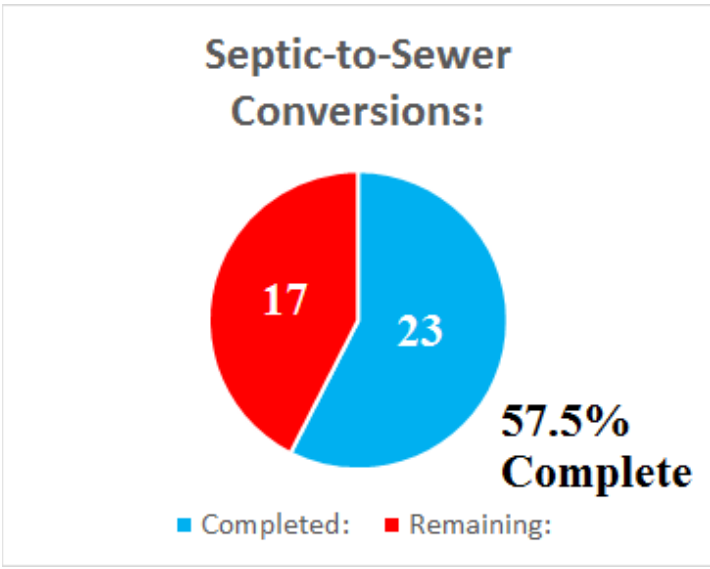
<u>Repairs</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>		<u>Mar 2021</u>	<u>YTD</u>
Major Lift Stations	57	42	19	4	4		0	6
Main Line	14	13	6	6	21		0	9
Service Line	42	44	5	10	18		5	16



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 (initial repairs were evaluated on 12-03-2020 and deemed inadequate). We are also 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. Additionally, the access road still has not been repaired to acceptable standards.
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. This 10” force main has been installed to the point where it will cross under the intersection of Pinson Lane and Pleasant Grove Road. The Permanent Station has arrived and we are waiting on the 10” FM to be completed before installing the new station.

**Public Services Department - Wastewater Division
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. Major Lift Station - The only major station we issue we had was a seal fail at the new Fields of Oakwood station. This was repaired under warranty and the station is operating as designed.
6. 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. Jacobs Engineering is compiling the final combined report for both the Sewer Model Update and the Master Plan Update.
7. Septic-to-Sewer Conversions – The City continues to make progress on septic to sewer conversions. An additional eight (8) addresses have been approved by the Board to be added to the original list of septic-to-sewer conversion projects. Two (2) conversions on Calista Rd have been completed in 2020. 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. The department plans to complete three (3) of the seven (7) Union/Magnolia projects this fiscal year, and install service stub-outs for the remaining four (4). As of 03-31-2021, the conversion for 2121 Hwy 31W has been completed, and a stub-out has been installed for 2951 Union Rd and 2961 Union Rd. Since 2961 Union Rd currently does not have any running water or septic system installed, we are flagging this project as “complete” as well, along with 2121 Hwy 31W. This marks four out of five (4/5) of the planned projects completed annually, plus one of the three (1/3) additional stub-outs installed. A total of 23 projects have now been completed on the list of 40.



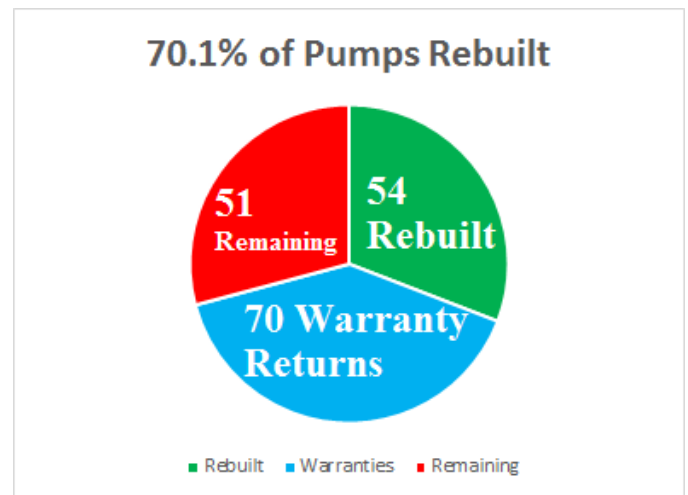
**Public Services Department - Wastewater Division
March 2021**

<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>		<u>Mar 2021</u>	<u>YTD</u>
Vacuum System Service Request	87	172	143	112	82		9	41
Gravity Service Request	5	12	0	10	13		3	12
Low Pressure Service Request	530	716	621	728	770		65	474
Total Pumps Replaced	313	338	401	361	449		32	282
Total Pumps Rebuilt	n/a	n/a	n/a	n/a	n/a		5	54
Grinder Tank PM Program	n/a	58	63	358	267		5	190
Inspection for New Service	36	23	54	103	226		48	266
Final Inspection for New Service	37	55	56	62	110		18	125
Sanitary Sewer Overflow (SSO)	6	9	1	3	49		1	14
Odor Complaints	16	17	28	43	43		1	27

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 450 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 2 pumps per week, on average, for a total of 100 extra pumps throughout the year. To further supplement the number of rebuilds we perform, Wascon also rebuilds all pumps that fail prior to expiration of their warranty period.

We have identified an error in the total number of pumps replaced YTD, and are working to resolve. Previously, only new pumps and warranty-returns were counted in the total number of pumps replaced. We are working to identify the number of rebuilds used as well, so as to better represent the number of pumps needed each fiscal year.



**Public Services Department - Wastewater Division
March 2021**

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>Dec - 20</u>	<u>Jan - 21</u>	<u>Feb - 21</u>	<u>Mar - 21</u>	
Flow – To Creek	0.703 MGD	0.625 MGD	0.725 MGD	0.784 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.00 MGD	0.00 MGD	0.00 MGD	0.00 MGD	
Total Flow Through Plant	0.703 MGD	.625 MGD	0.725 MGD	0.784 MGD	
Capacity	1.4 MDG	1.4 MDG	1.4 MGD	1.4 MGD	
% of Plant Throughput	50.2%	44.6%	51.8%	56.0%	(0.784 MGD) / (1.40 MGD)
Actual Capacity	1.12 MDG	1.12 MDG	1.12 MGG	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	58.6%	52.1%	64.7%	70.0%	(0.784 MGD) / (1.12 MGD)
Rainfall	4.69”	3.68”	7.29”	7.60”	

<u>Effluent</u>	<u>FY 14/15</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>		<u>March 2021</u>	<u>YTD</u>
Violations	1	7	7	13	7	12		1	4

1. Violations: One violation for Total Phosphorus Rolling Average in pounds per year. This will continue until the new plant is operational. Violations may continue for several months after completion of construction until the annual rolling average can be reduced below the violation limits by the new facility. The City has consulted with vendors to discuss potential chemical treatment options for phosphorous, and have completed jar-testing of potential options. The next step will be determining a feasible injection point for the chemical additive. We are currently awaiting results from our most recent TIE/TRE retests for C. Dubia. Additionally, it has been brought to our attention by Pace Analytical (contract lab which performs our weekly Nitrogen and Phosphorous testing) that the City was provided with a number of sampling kits that contained the wrong (improperly labeled/identified) preservative acid for the types of analyses we require. The improperly labeled preservative used in the supplied kits interfered with our test results, and resulted in inaccurate data showing very high Nitrogen levels (sulfuric acid should have been used, but instead nitric acid labelled as sulfuric was provided). Unfortunately, two sample kits were used of the bad batch before Pace notified us of their mistake (remaining kits were disposed of to prevent additional issues). Robert Allen has already been in contact with TDEC to determine the necessary steps for reporting the issue, and to attempt to avoid additional Notices of Violation caused by issues outside of the City’s control.

**Public Services Department - Wastewater Division
March 2021**

2. TDEC Order and Assessment: On July 15th TDEC issued the City of White House an Order and Assessment notice in the amount of \$63,040 for a total of 29 violations that occurred between March 2018 and February 2020 (the only unresolved violation being the rolling total phosphorous average). An initial payment in the amount of \$12,608 was required within 30 days, with other penalties only being applicable if the provisions of the order and assessment were not met. Two (2) provisions were of concern to City staff: The City must begin to initiate the implementation of the state-approved plans for the WWTP expansion within 90 days; and the City must remain within “significant compliance” of the facility’s permit for a period of two (2) years following completion of construction of the new facility. City personnel spoke with TDEC officials on July 29th, and were able to confirm that the City is already compliant with the 90-day initiation period as a result of the progress made with the SRF Loan process for the facility, and received an extension of the “significant compliance” period to begin one (1) year after completion of construction, to allow for the influence of the old facility’s treatment effectiveness on annual rolling averages to be completely phased out. An estimated approximate timeline of anticipated steps required to complete the SRF process and to move forward with plant bidding/construction has been provided below. The City received written confirmation of this arrangement from TDEC on August 7th.
- **10-03-2019**: City of White House submitted WWTP Facilities Plan to TDEC.
 - **02-25-2020**: TDEC/SRF issued Facilities Plan Comment Letter to City of White House.
 - **04-23-2020**: Facilities Plan Addendum submitted.
 - **05-06-2020**: City of White House submitted Fiscal Sustainability Plan Certification Letter to TLDA as part of State Revolving Fund (SRF) Loan requirements needed to finance the project (SRF Loan #2021-449)
 - **05-26-2020**: Financial Sufficiency Review submitted for SRF Loan.
 - **08-04-2020**: Public advertisement for SRF Loan Public Meeting began.
 - **08-10-2020**: TDEC/SRF approved the current City of White House Sewer Use Ordinance.
 - **08-19-2020**: City of White House and Jacobs Engineering hosted SRF Loan Public Meeting.
 - **08-20-2020**: Project Performance Standards submitted to TDEC/SRF.
 - **08-31-2020**: SRF Loan Public Meeting minutes from 08-19 meeting, as well as proof of advertisement submitted to TDEC/SRF.
 - **09-03-2020**: WWTP Expansion Project stamped and approved plans submitted to TDEC/SRF for review.
 - **09-04-2020**: TDEC/SRF formally approved the City of White House WWTP Expansion Project Plan of Operation.
 - **09-09-2020**: TDEC/SRF released Environmental Assessment for the WWTP Expansion Project.
 - **09-17-2020**: TLDA released Finding of No Significant Impact (FNSI) package to City of White House.
 - **10-15-2020**: City of White House Board of Mayor and Aldermen voted to approve Resolution #20-24 to apply for SRF Loan #2021-449 in the amount of \$12,448,000 to fund the WWTP Expansion Project.
 - **10-27-2020**: TDEC/SRF issued Facilities Plan Approval for WWTP Expansion Project.
 - **11-11-2020**: SRF Loan Application package submitted for loan #2021-449.
 - **12-14-2020**: TLDA Board approved the City of White House Loan Application Package for SRF Loan #2021-449.
 - **12-17-2020**: City of White House formally approved “100% Final Plans and Addendums” as designed by Jacobs Engineering for WWTP Expansion Project.
 - **12-23-2020**: Justification for Sole Source Equipment Procurement submitted to TDEC/SRF for WWTP Expansion Project.
 - **01-12-2021**: TDEC/SRF granted final Land Approval for the WWTP Expansion Project.
 - **01-22-2021**: TDEC/SRF approved Plans and Specifications for the WWTP Expansion Project, and cleared City to begin advertisement period for bids.
 - **02-16-2021**: WWTP Expansion Project bid advertisement published in multiple sources.
 - **03-09-2021**: Pre-bid conference for WWTP Expansion Project conducted at 725 Industrial Dr, White House, TN.
 - **03-31-2021**: Bids opened for WWTP Expansion Project.
 - City begins review process for Construction Bids for WWTP (in progress).
 - City Board of Mayor and Aldermen review bids and vote to approve/deny the project (anticipated mid-April).
 - City formally selects winning bid following review process (anticipated late-April).
 - City submits completed Fiscal Sustainability Plan to TDEC (anticipated late-April).
 - City begins advertisement of winning bid for City Board Meeting agenda (anticipated early-May).
 - City Board of Mayor and Aldermen vote for final approval of winning bid (anticipated mid-May).
 - City submits winning bid to TLDA for approval (anticipated late-May).
 - TLDA approves winning bid (anticipated mid-June).
 - City notifies bid winner, contract executed (anticipated mid-June).
 - City issues Notice to Proceed (anticipated mid-June).
 - Project breaks ground (anticipated early-July).

**Public Services Department - Wastewater Division
March 2021**

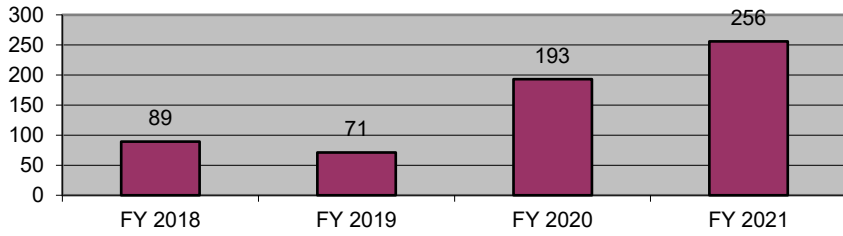
3. H₂S & Ferric Sulfate: Staff continues to monitor the carbonaceous biochemical oxygen demand (CBOD) and the total suspended solids (TSS) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. The feed rate is 25 gallons per day at the Union Road lift station and 19 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. 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 0.17 PPM with a max residual of 0.34 PPM. Last month the feed rate was 3.0 ppm.

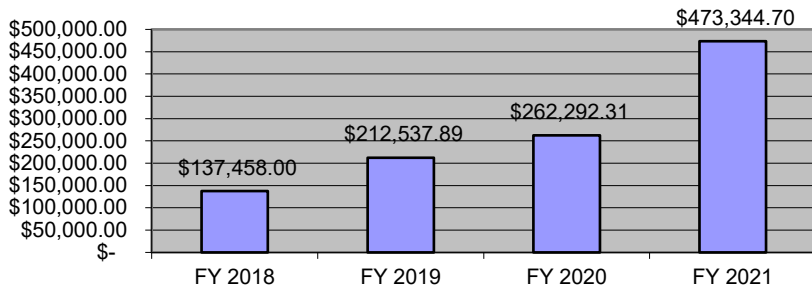
Our TDEC permit states in part that, "The concentration of the E. Coli group after disinfection shall not exceed 126 CFU's (colony forming units) per 100 ml." Additionally, our daily maximum concentration limit is 941/1000ml. Our E Coli testing for the month was an average of 21.8 CFU's which is well below the limit. Last month the average was 20.6.

**Planning and Codes Department
MARCH 2021**

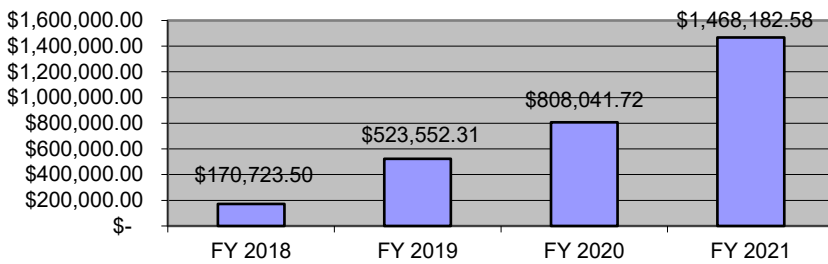
Single Family Permits



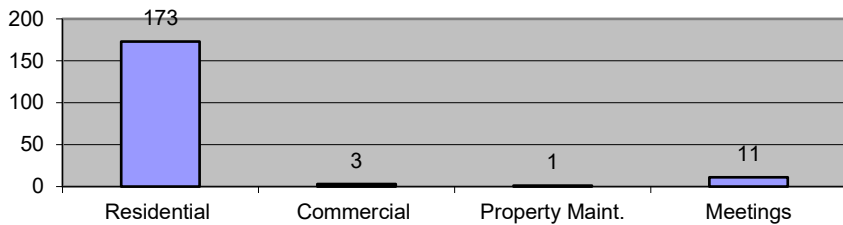
Impact Fees



Permit Fees



Monthly Inspections / Meetings



**Planning and Codes Department
MARCH 2021**

	Month	FY2021	FY2020	FY2019	FY2018
MEETING AGENDA ITEMS#					
Planning Commission	5	56	69	66	69
Construction Appeals	0	0	0	0	1
Zoning Appeals	0	4	5	6	7
Tech. Review/Study Session	0	2	2	0	1
Property Maintenance	0	0	0	0	0
PERMITS					
Single Family Residential	50	256	193	71	89
Multi-Family Residential	22	22	0	13	5
Other Residential	11	60	91	93	238
New Commercial	1	4	6	3	3
New Industrial	0	2	0	1	0
Other Com/Ind	1	17	23	33	31
Sign	3	10	14	25	24
Occupancy Permits		21	14	25	24
Commercial Certificate of Occupancy-					
Other	4	8	12	3	14
BUILDING INSPECTIONS					
Residential	173	1425	2858	2411	1112
Hours	12	428	699.58	414.98	383.59
Commercial /Industrial	3	59	110	179	165
Hours	2	24.93	12.83	179	165
CODE ENFORCEMENT					
Total Cases	1	72	330	179	165
Hours	0.5	28.75	70.24	86.75	75.17
Complaints Received	1	23	116	98	132
MEETINGS					
Administration	6	43	58	68	51
Hours	8	70	38.26	103.67	101
Planning	5	36	76	135	73
Hours	4	44.75	96.58	155.5	86.82
Codes	0	5	28	35	27
Hours	0	3	37.85	40.16	18.67
FEES					
Permit Fees	\$291,752.30	\$ 1,468,182.58	\$ 808,041.72	\$ 523,552.31	\$170,723.50
Board Review Fees	\$1,600.00	\$ 80,500.00	\$ 11,000.00	\$ 3,750.00	\$4,683.00
City Impact Fee	\$97,002.00	\$ 473,344.70	\$ 262,292.31	\$ 212,537.89	\$137,458.00
Roads	\$34,026.00	\$ 206,316.00	\$ 77,860.90	\$ 98,885.80	\$112,424.58
Parks	\$25,190.00	\$ 102,806.00	\$ 74,646.00	\$ 23,140.00	\$ 10,163.90
Police	\$22,764.00	\$ 130,745.90	\$ 59,096.30	\$ 11,704.30	\$ 8,971.20
Fire	\$15,022.00	\$ 39,853.80	\$ 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					
	\$ 3,764,385.30	\$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	19	17	17	16	15

****Numbers for the Building Spections, Code Enforcement and Meetings sections are not updated due to reporting software glitch. These numbers will be updated next month.****

Parks, Recreation, & Cultural Arts Department
March 2021

Summary of Month's Activities

This month, sports got back in full swing for the spring and we started mowing season. Things will start getting busier and busier for us as the year progresses.

An update on some projects:

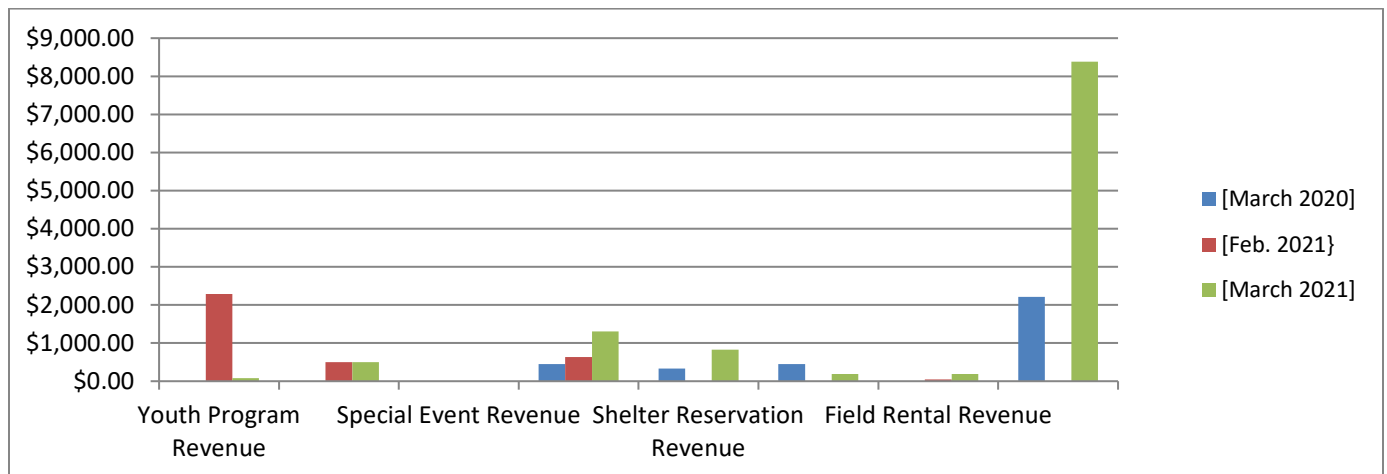
Design work on the Soccer Complex renovation project has continued and is at 99% completion. We are looking at going out for bid sometime in April, possibly. So, maybe by summer they can be started on construction, which means this project will carry over to next year's budget. Again, the current plan is to construct 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. *Just a note that we still have not heard about the grant we applied for which involved Phase II of this project.*

As far as the barn at the Byrum Park location, we are still trying to figure out a plan for it. We do know that the Fire Department will not be able to burn it. So, we are trying to coordinate things with Waste Industries so we can fill the large dumpster that is out there and then they can come out and dump it and bring it back within a day so we can get it done in a weeks' time between us filling it one day and then them dumping and returning the next. We anticipate about three dumps will be necessary. Any remaining after that will just be hauled off with our dump truck to Public Works.

The final project we have for the year is the Greenway paving. That went out for bid this month and we did a pre-bid meeting for that. At the pre-bid meeting, the companies that attended expressed concern over accessing the area we wanted to pave (Wayside). We had hoped that they could access the area if they had smaller equipment that could go over the bridge that leads to this section but it is a wooden bridge and they thought it would not be safe to attempt to cross it with as heavy as some of their equipment is. So, after attempting to find another solution, it was determined that there was no access point that was really doable at the current moment, so we canceled the bid until we can figure something else out on it. It seems the only way to really access this section would be to go across the property along Tyree Springs Road but as it does not belong to us, we are currently unable to do that. We have attempted to get permission from the property owner in the past but they asked for certain contingencies that the city was unable to grant at the time. However, it seems the property may be under new ownership here soon, so maybe the new owner will be more open to us doing that. If not, we will probably attempt to bid out a different section of the Greenway to pave.

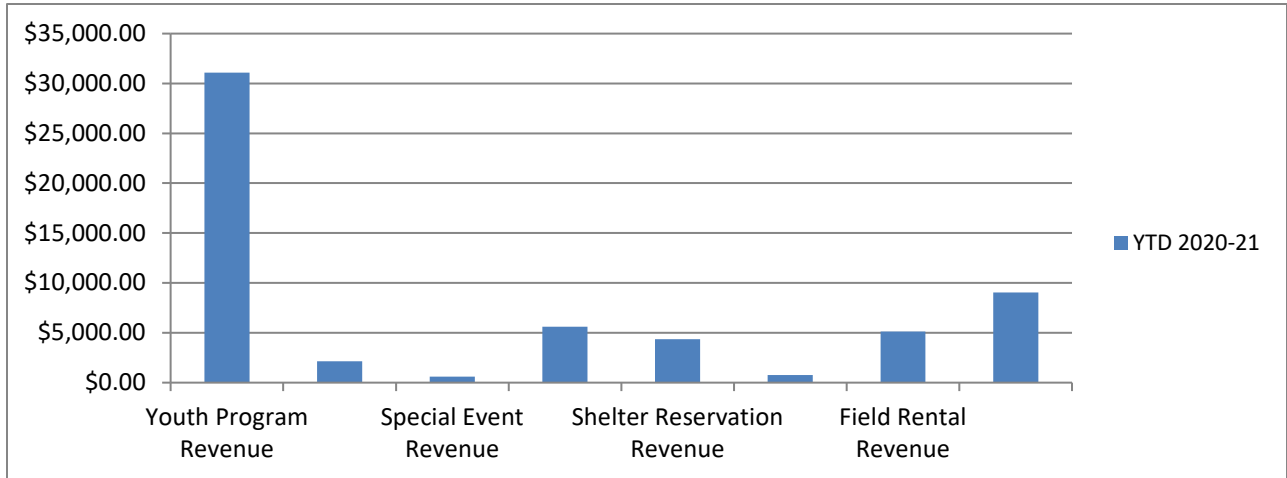
Finally, we are still waiting on the Columbarium to arrive from China. They have informed Scott Kelly that it will be around May before it arrives because of COVID delays. The base has already been installed, so all that will be necessary is Scott placing the Columbarium on top of it and securing it.

Revenues

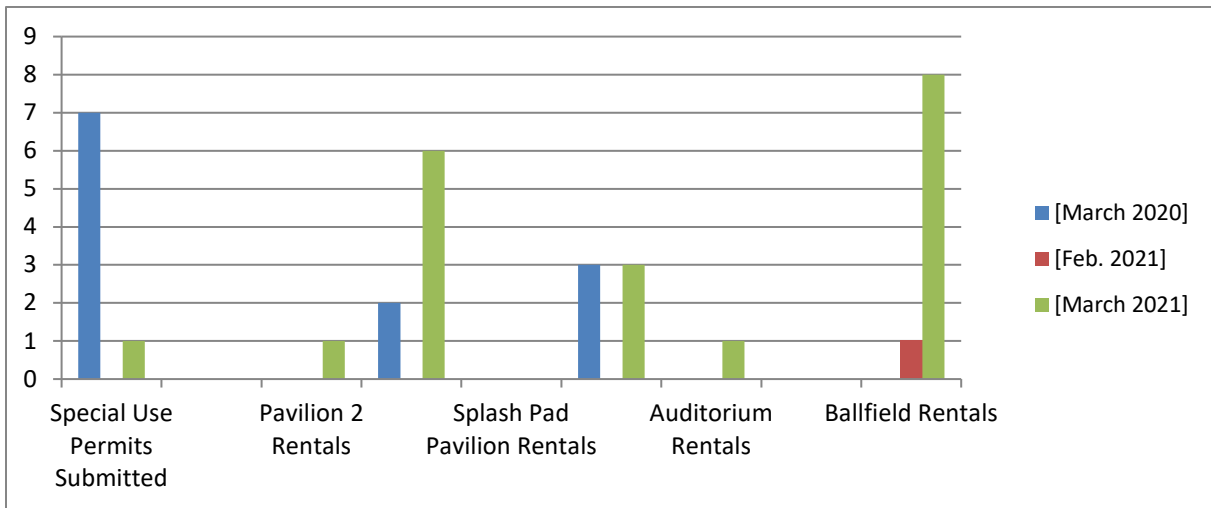


**Parks, Recreation, & Cultural Arts Department
March 2021**

Revenues YTD



Facility Usage



**Parks, Recreation, & Cultural Arts Department
March 2021**

Recreation

Youth Basketball

- Season ended on March 13th
- All players were awarded a trophy and tournament winners a medal
- Tournament Winners
 - 3/4 Grade Girls: Team Locklear
 - 3/4 Grade Boys: Team Buchring
 - 5-8 Grade Girls: Team King
 - 5/6 Grade Boys: Team Greer
 - 7/8 Grade Boys: Team Smith

Girls' Volleyball

- Practices began March 23rd
- 6 Teams total – 50 Players
- Uniforms have been ordered through Smith Team Sales
- Season begins April 13th

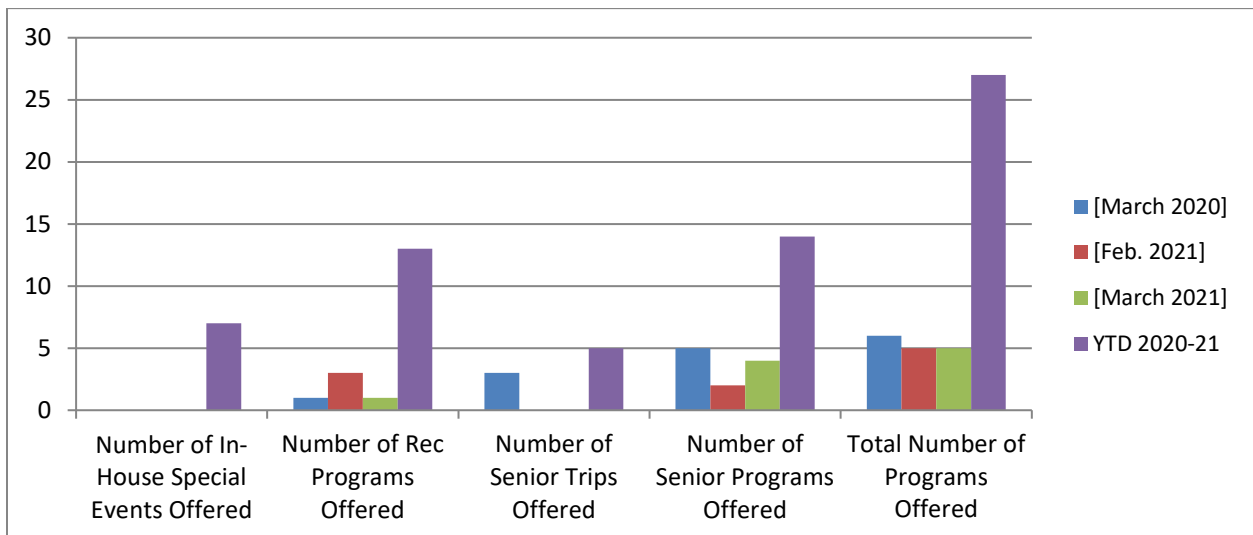
Challenger Baseball

- Practices Began March 23rd
- 11 players signed up
- Uniforms ordered through Smith Team Sales
- Games begin on April 10th and will be competing against White House Youth Baseball and Hendersonville potentially

Rentals

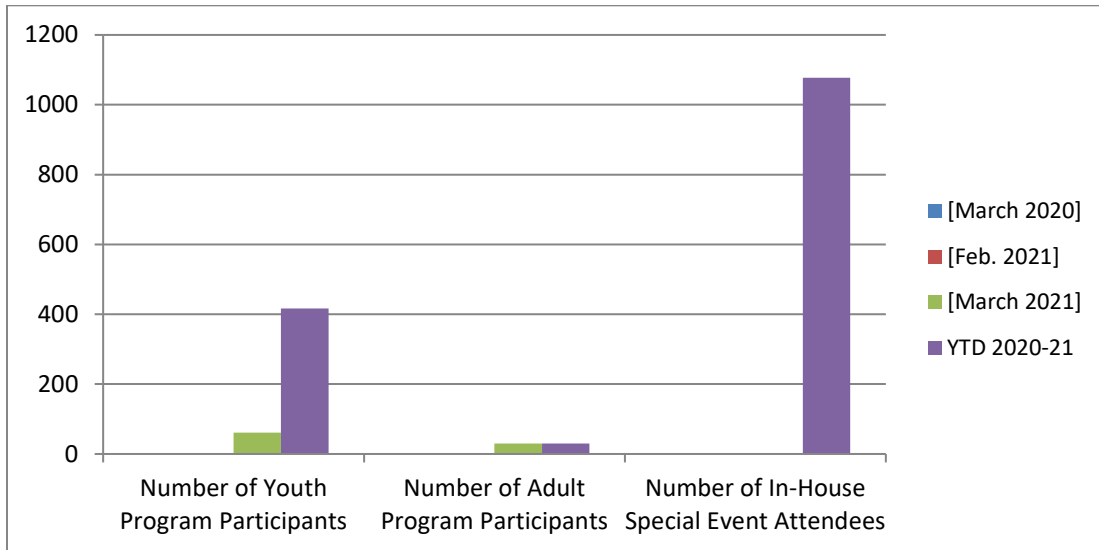
- Pavilion and gym rentals have started picking back up again
- Hope to have plenty of rentals this year with the improving weather

Programming Opportunities



**Parks, Recreation, & Cultural Arts Department
March 2021**

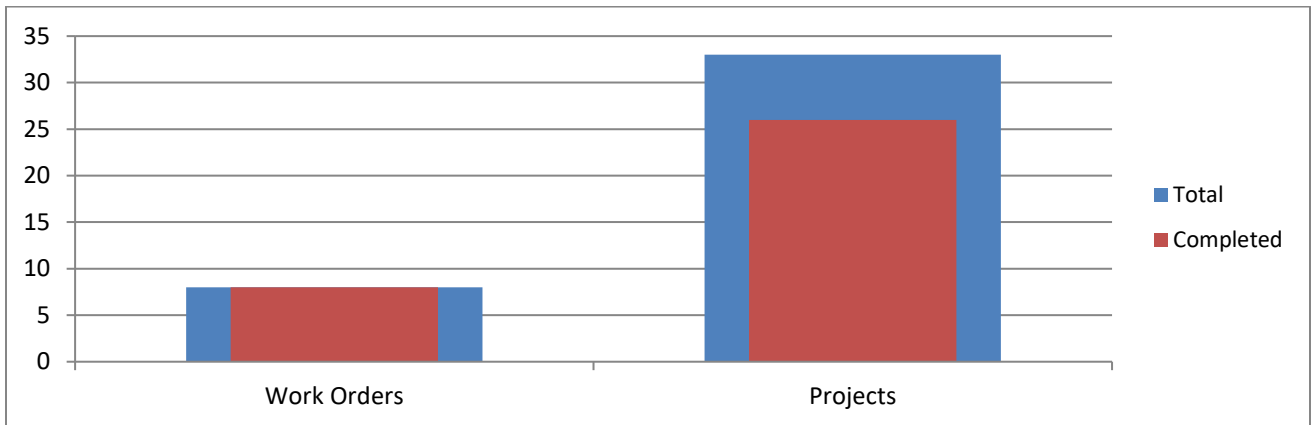
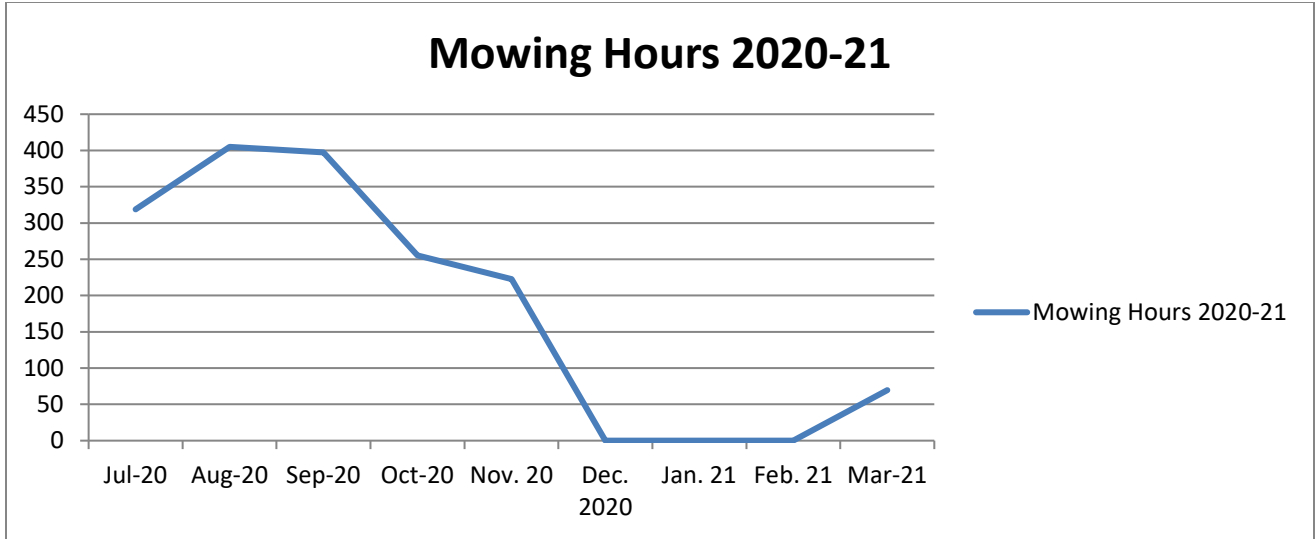
Programming Attendance



Maintenance

- Cleared the Greenway of flood damage
- Performed several small repairs to the Splash Pad. We are still working through diagnosing what the problem with it is
- De-winterized the restrooms at the soccer complex
- Cut up an extremely large tree that fell over the Greenway after a bad storm from the night before
- Painted all of the benches along the Nature Trail
- Cleared the Nature Trail of debris after flooding
- Installed the last bench at the Dog Park
- Painted all of the poles (anything that was painted black got painted) along the Greenway
- Began painting the bridges along the Greenway
- Spread the first round of fertilizer on all of the sports fields
- Sprayed all of the sports fields
- Trimmed all of the ornamental trees at the main park and the trailheads
- Repaired and painted an obstacle at the Dog Park
- Filled holes at the soccer complex with dirt
- Began cleaning out all of the ditch lines at the main park. We will use this time to clean them out, and to re-shape them to allow water to flow better and make them easier to mow
- Box-graded the drive at the Dog Park and at the Soccer Complex
- Installed water eels at the entrances of fields 2 and 3. This will stop the run-off of the field soil
- Filled several pot holes at the entrance to the soccer complex with asphalt

Parks, Recreation, & Cultural Arts Department
March 2021



Museum

Volunteers

Volunteer helped take down the Women’s Suffrage display and begin the setup for the 50th display for the city’s 50th year of incorporation. We worked on contacting demonstrators and looking at the grounds to plan for setup for The Gathering on October 9, 2021, which will coincide with Harvest Moon. For the month of March, the museum volunteers worked for a total of 17.5 hours.



The museum volunteers pictured front row L-R: Terry Palmer, Josette Williams and Bob Hendricks, were recognized at the March Board of Mayor and Aldermen meeting for their dedication in getting the museum’s arrangement to match Mrs. Guill’s vision. They each were presented with the City’s Distinguished Service Award. Congratulations! And a Big Thank You!

**Parks, Recreation, & Cultural Arts Department
March 2021**

Exhibits

The City is celebrating 50 years of incorporation in 2021. An exhibit featuring artifacts and photos from the City's past 50 years will be on display.

Tours at Museum and More

March has been a month of awakenings. The museum had the most walk-through tours this month since 2019.



I also had the privilege preparing a lesson for a young homeschool group about how the City got its name and how it became incorporated.

Social Media Promotion



White House History Wednesday's monthly edition was posted on Wednesday, March 24, 2021 with a new episode on The City's Incorporation.

Loaned Artifacts



March 29, 2021/Loan – Terry Palmer loaned the museum an antique egg basket which dates circa 1880 used by an area resident, Mary Williams Palmer. This basket has been placed in the home living exhibit.

Returned artifacts that were loaned for the Women's Suffrage exhibit. Costume Necklace worn to vote for first time returned to Terry Palmer. Susan B. Anthony painting returned to artist GW Owen.

**Parks, Recreation, & Cultural Arts Department
March 2021**

Additional Items

March 2-10, 2021, helped pull pictures and prepared written information for printed displays to be used at the 50th Celebration. Mandy Christenson designed materials for print. Also, during this preparation, I had the privilege of having a couple of phone discussions with Mayor Billy S. Hobbs questioning him about decisions he made during his service to the City.

March 8, 2021, met with former Fire Chief Joe Palmer to document some history over the past 50 years.

March 12, 2021, attended interview with Mayor Billy S. Hobbs prepared by Meagan Waller.

March 17-19, 2021, attended a virtual conference presented by Tennessee Association for Museums.

March 31, 2021, interview with Billy Lambeth concerning his life in White House as a boy.

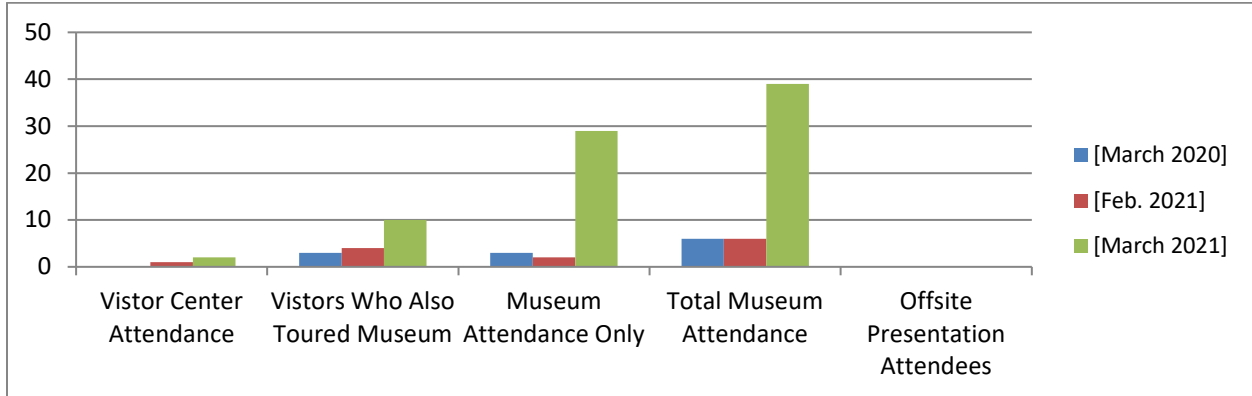
Facility Usage

White House Youth Soccer (WHYS) used the training room on March 24, 2021.

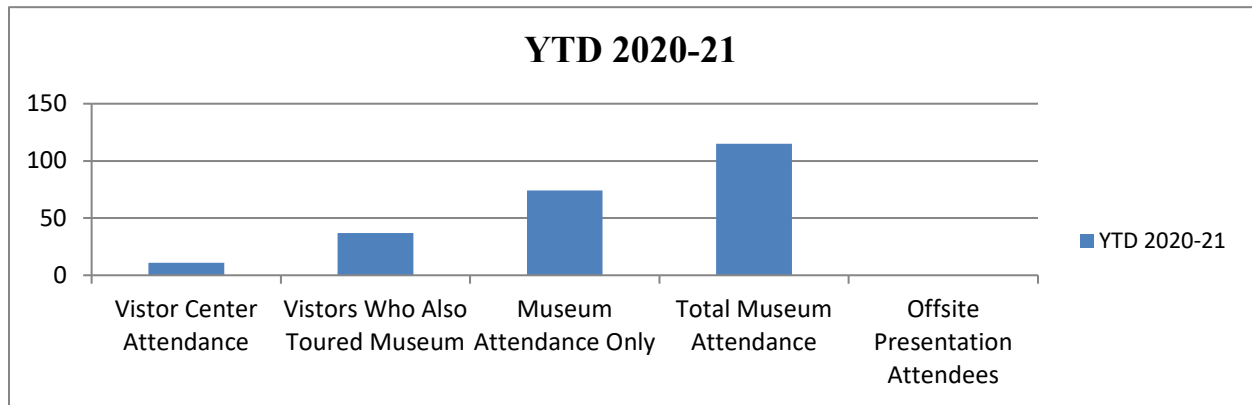
Visitors' Center and Museum Attendance

Visitors' Center Only	Visitors' Center and Toured Museum	Museum Only	Total Museum Visitors	Off Site Presentations Attendees
2	10	29	39	0

Museum/Visitor Center Usage



Museum/Visitor Center Usage YTD



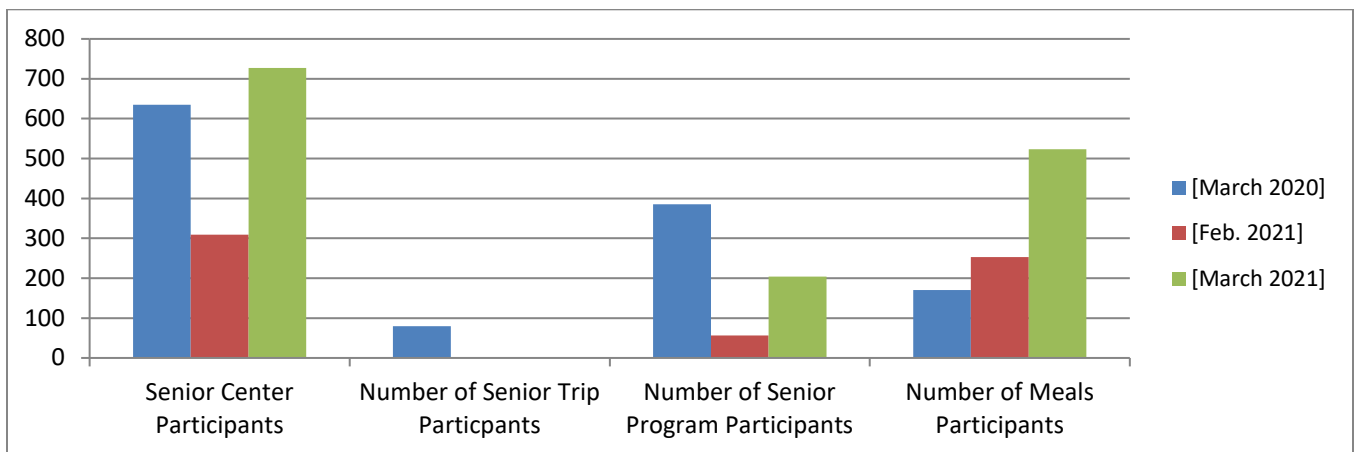
**Parks, Recreation, & Cultural Arts Department
March 2021**

Senior Center

The Senior Center has continued to offer their drive-thru meals with great success. They had multiple weeks this month with 90 or more participants and a couple with over 100. Next month will be very similar to this month with the type of offerings they will have but as we get closer to summer, the thought is things will get pretty much back to normal, which is very exciting for the seniors.

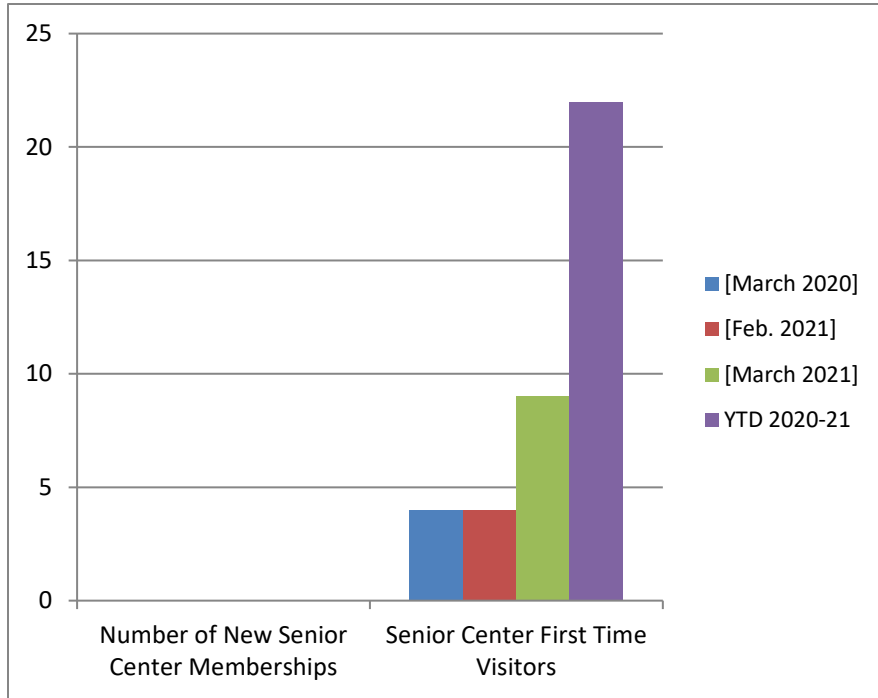
Senior Center Participation - March 2021			
Outings/Events:			
Crafts	3		
Movie at Center	3		
Total	6		
		Sr Meals Wednesdays	
			103
			97
			120
			93
			110
		523	TOTAL
Programs:			
Fittercise	108		
Walk			
Yoga	90		
TOTAL	198		
NEW MEMBERS	0		
FIRST TIME ATTENDEE	9	Arleen, Judy, Linda, Joyce, Lisa, Carlie, John	
TOTAL Sr Center Participants:	727		

Senior Programming/Attendance



Parks, Recreation, & Cultural Arts Department
March 2021

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
March 2021**

	FYE 2019	FYE 2020
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

Mar. 20	Feb. 21	Mar. 21	YTD 20-21
7	0	1	29
0	0	0	11
0	0	1	5
2	0	6	39
0	0	0	62
2	0	7	117
3	0	3	3
0	0	0	0
0	0	1	3
0	0	0	0
3	0	4	6
0	1	8	115
0	1	2	11
3	4	10	37
3	2	29	74
6	6	39	115

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
Number of Rec 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
Total Number of Programs Offered		

0	0	61	417
0	0	30	30
0	0	0	7
0	0	0	1077
1	3	1	13
203	200	200	1400
0	0	0	0
635	309	727	2771
4	4	9	22
3	0	0	5
80	0	0	40
5	2	4	14
385	56	204	496
2	3	5	25
170	253	523	2235
0	0	0	0
6	5	5	27

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

\$0.00	\$2,289.00	\$77.00	\$31,083.00
\$0.00	\$500.00	\$500.00	\$2,150.00
\$0.00	\$0.00	\$0.00	\$605.00
\$447.50	\$632.50	\$1,308.50	\$5,603.50
\$330.00	\$0.00	\$827.50	\$4,357.50
\$450.00	\$0.00	\$187.50	\$762.50
\$0.00	\$50.00	\$193.00	\$5,133.00
\$2,210.00	\$0.00	\$8,380.20	\$9,056.66

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

37	0	69.5	1669
0	0	1	8
0	0	1	8
3	2	5	33
3	5	5	26

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Special Use Permits Submitted			13	15	7
Pavilion 1 Rentals			3	7	0
Pavilion 2 Rentals			11	5	0
Pavilion 3 Rentals			106	38	2
Splash Pad Pavilion Rentals			177	106	0
Gymnasium Rentals			130	79	3
Auditorium Rentals			4	10	0
Amphitheater Rentals			3	0	0
Ballfield Rentals			7	45	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Total Number of Pavilion Rentals			297	156	2
Total Number of Facility Rentals			196	89	3
Ballfield Rentals			7	45	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Vistor Center Attendance			6	21	0
Vistors Who Also Toured Museum			14	84	3
Museum Attendance Only			85	668	3
Total Museum Attendance			99	752	6
Offsite Presentation Attendees			0	15	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Number of In-House Special Events Offered			8	7	0
Number of Rec Programs Offered			34	18	1
Number of Senior Trips Offered			54	37	3
Number of Senior Programs Offered			117	76	5
Total Number of Programs Offered					6

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Number of New Senior Center Memberships			16	16	0
Senior Center First Time Visitors			32	59	4

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
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	0

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Senior Center Participants			14,966	9594	635
Number of Senior Trip Participants			896	613	80
Number of Senior Program Participants			9,989	6798	385
Number of Meals Participants			4052	2235	170

	FYE 2017	FYE 2018	FYE 2019	FYE 2020	Mar. 20
Youth Program Revenue			#####	#####	\$0.00
Adult Program Revenue			\$ 8,460.00	\$ 3,580.00	\$0.00
Special Event Revenue			\$ 4,355.00	\$ 2,009.00	\$0.00
Senior Meal Revenue			#####	\$ 5,961.50	\$447.50
Shelter Reservation Revenue			#####	\$ 4,780.00	\$330.00
Facility Reservation Revenue			#####	\$ 8,046.88	\$450.00
Field Rental Revenue			\$ 2,521.00	\$ 1,203.34	\$0.00

Misc. Revenue			#####	#####
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\$2,210.00

Feb. 21	Mar. 21	YTD 20-21
0	1	29
0	0	11
0	1	5
0	6	39
0	0	62
0	3	3
0	1	3
0	0	0
1	8	115

Feb. 21	Mar. 21	YTD 20-21
0	7	117
0	4	6
1	8	115

Feb. 21	Mar. 21	YTD 20-21
1	2	11
4	10	37
2	29	74
6	39	115
0	0	0

Feb. 21	Mar. 21	YTD 20-21
0	0	7
3	1	13
0	0	5
2	4	14
5	5	27

Feb. 21	Mar. 21	YTD 20-21
0	0	0
4	9	22

Feb. 21	Mar. 21	YTD 20-21
0	61	417
0	30	30
0	0	1077

Feb. 21	Mar. 21	YTD 20-21
309	727	2771
0	0	40
56	204	496
253	523	2235

Feb. 21	Mar. 21	YTD 20-21
\$2,289.00	\$77.00	\$31,083.00
\$500.00	\$500.00	\$2,150.00
\$0.00	\$0.00	\$605.00
\$632.50	\$1,308.50	\$5,603.50
\$0.00	\$827.50	\$4,357.50
\$0.00	\$187.50	\$762.50
\$50.00	\$193.00	\$5,133.00

\$0.00	\$8,380.20	\$9,056.66
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	Target	Actual
Senior Budget	75.00%	26.69%
Museum Budget	75.00%	57.85%
Parks Admin Budget	75.00%	54.43%
Parks Maintenance Budget	75.00%	50.28%
Cemetery Budget	75.00%	63.62%
Total Parks General Fund Bu	75.00%	51.27%

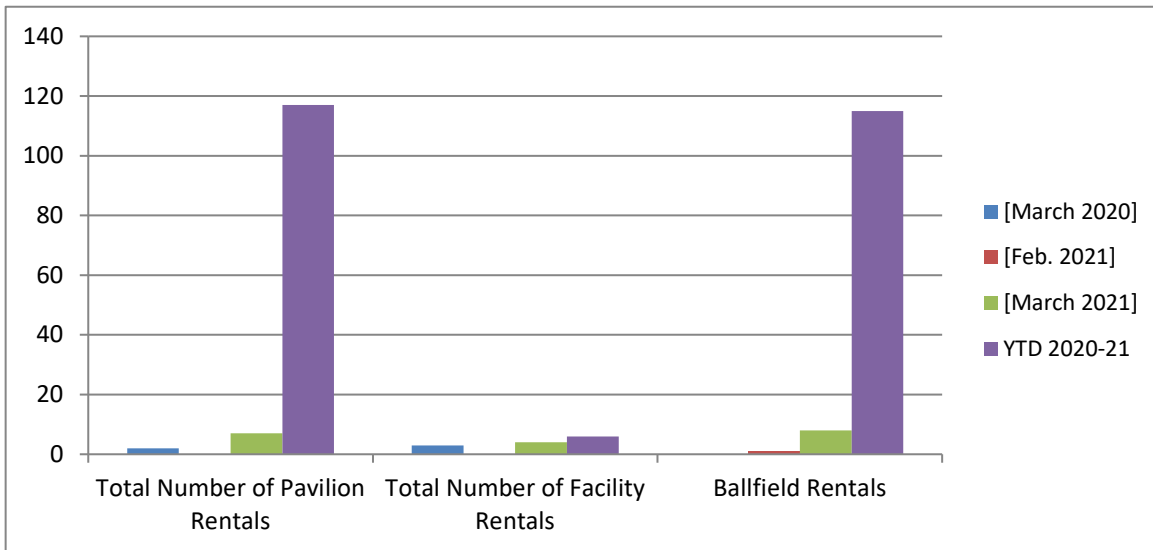
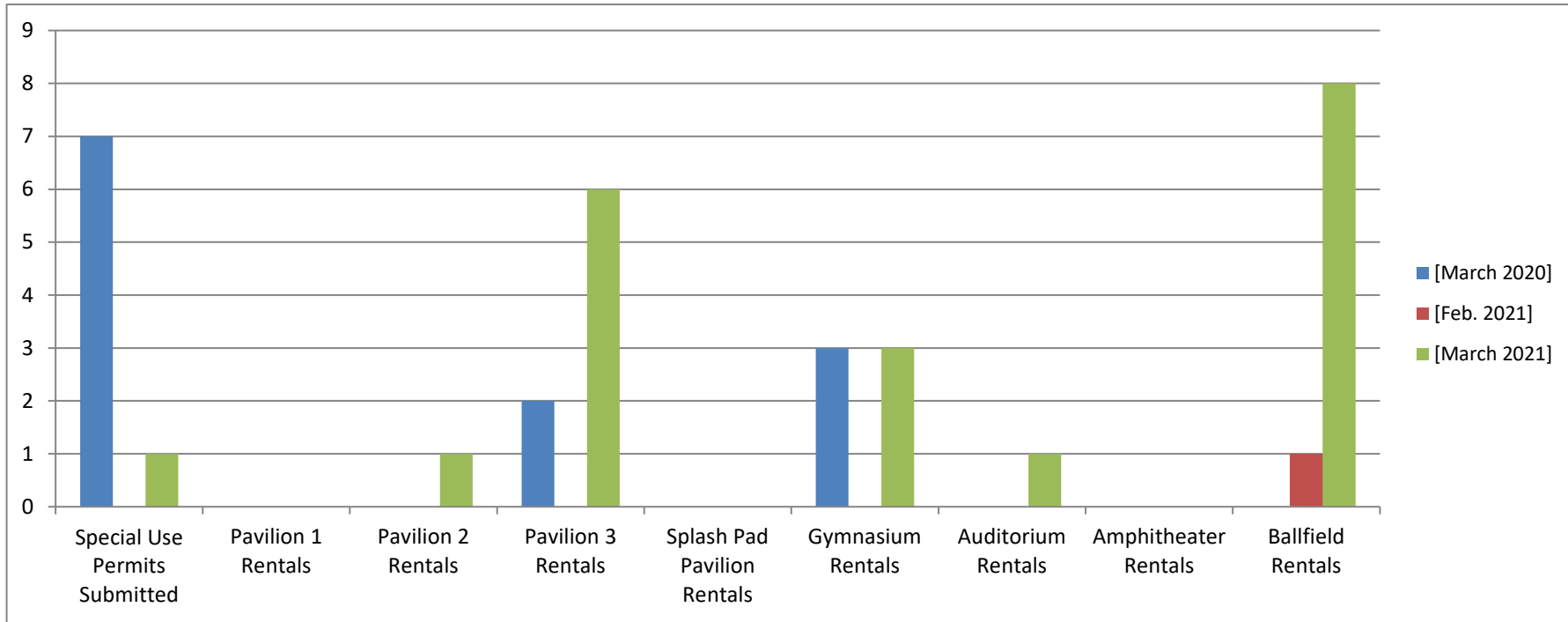
	Total	Completed
Work Orders	8	8
Projects	33	26

Jul-20	Aug-20	Sep-20	Oct-20	Nov. 20	Dec. 2020	Jan. 21	Feb. 21	Mar-21
319	405	397.5	255.5	222.5	0	0	0	69.5

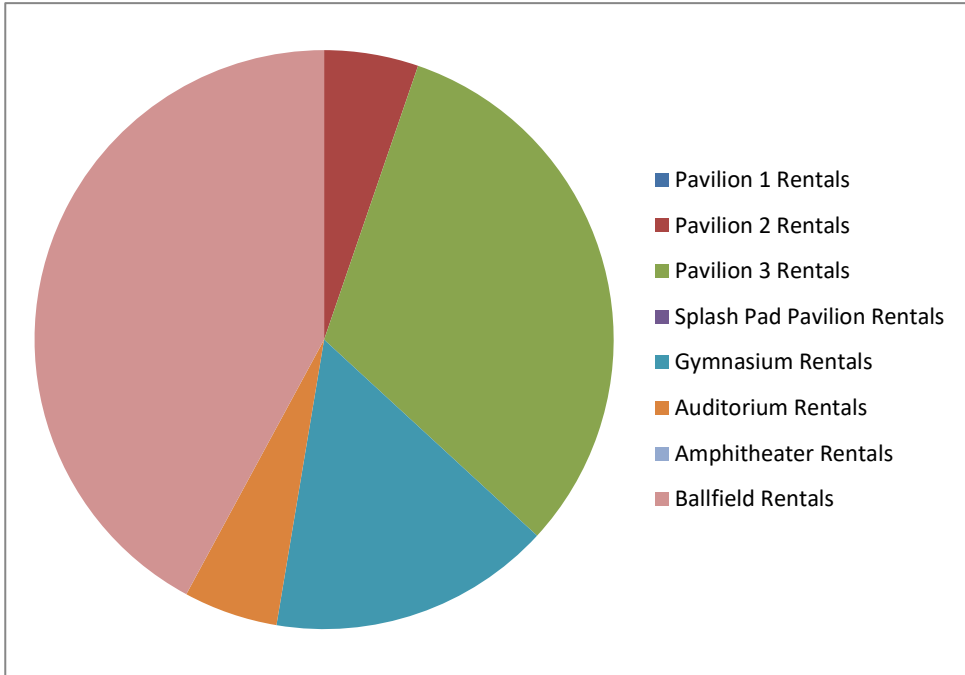
YTD 20-21

1599.5

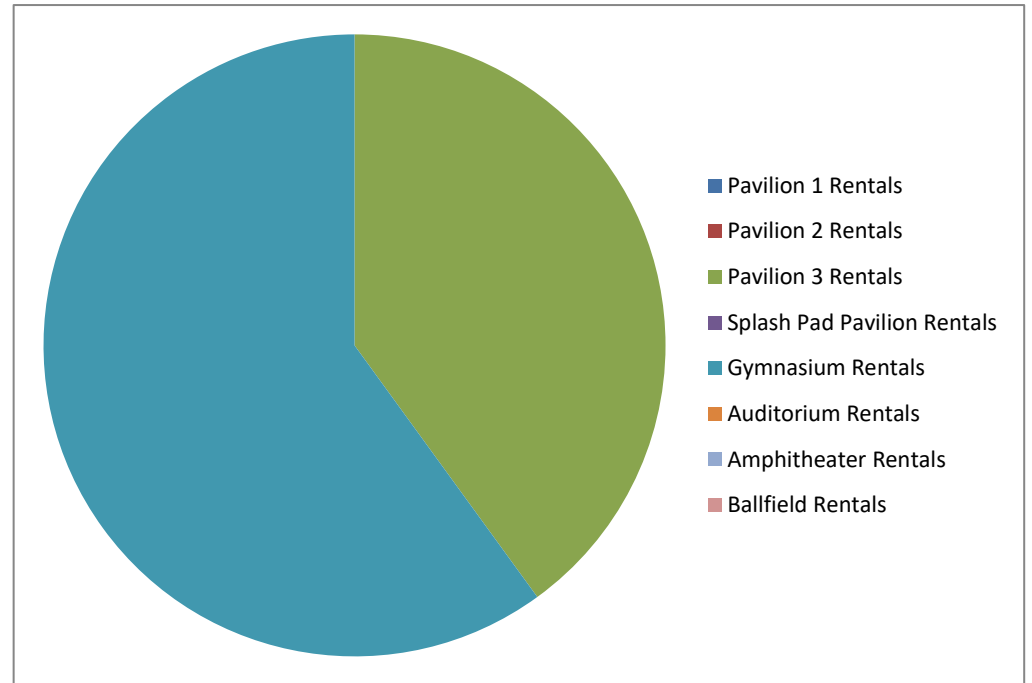
Facility Usage



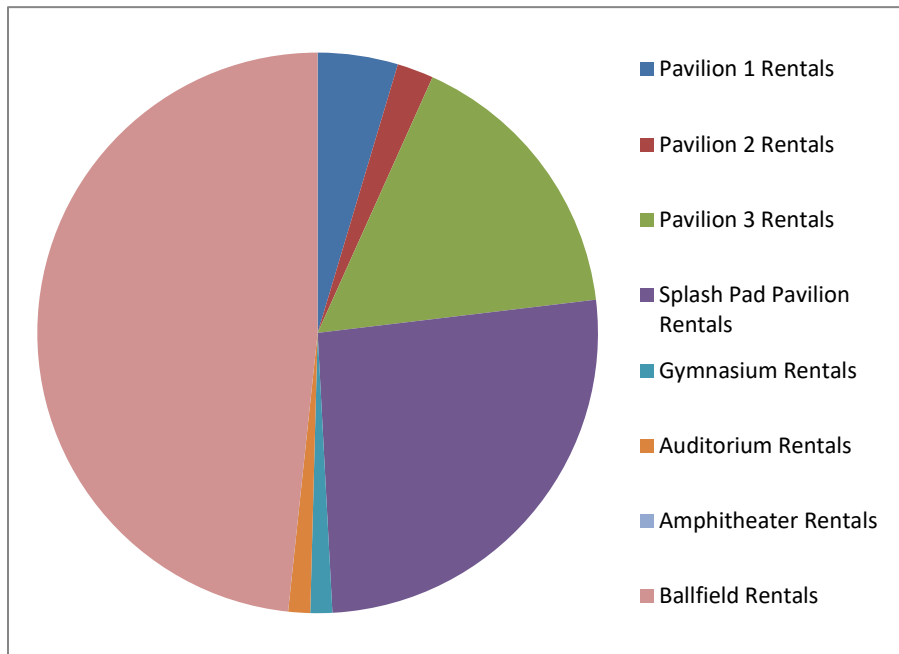
Facility Usage This Month



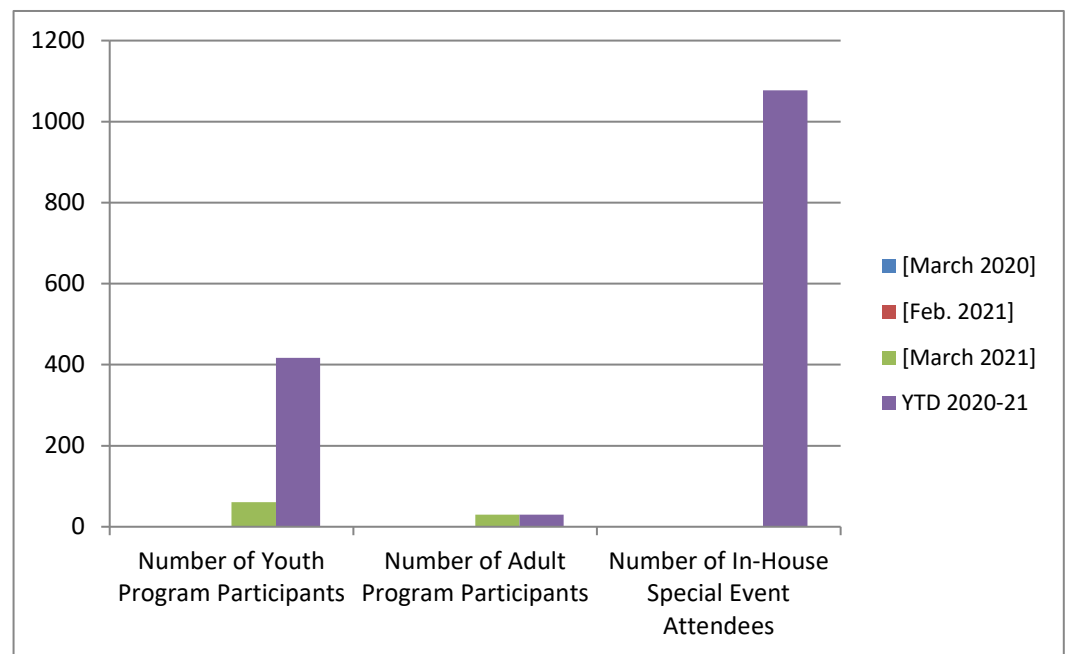
Facility Usage March 2020



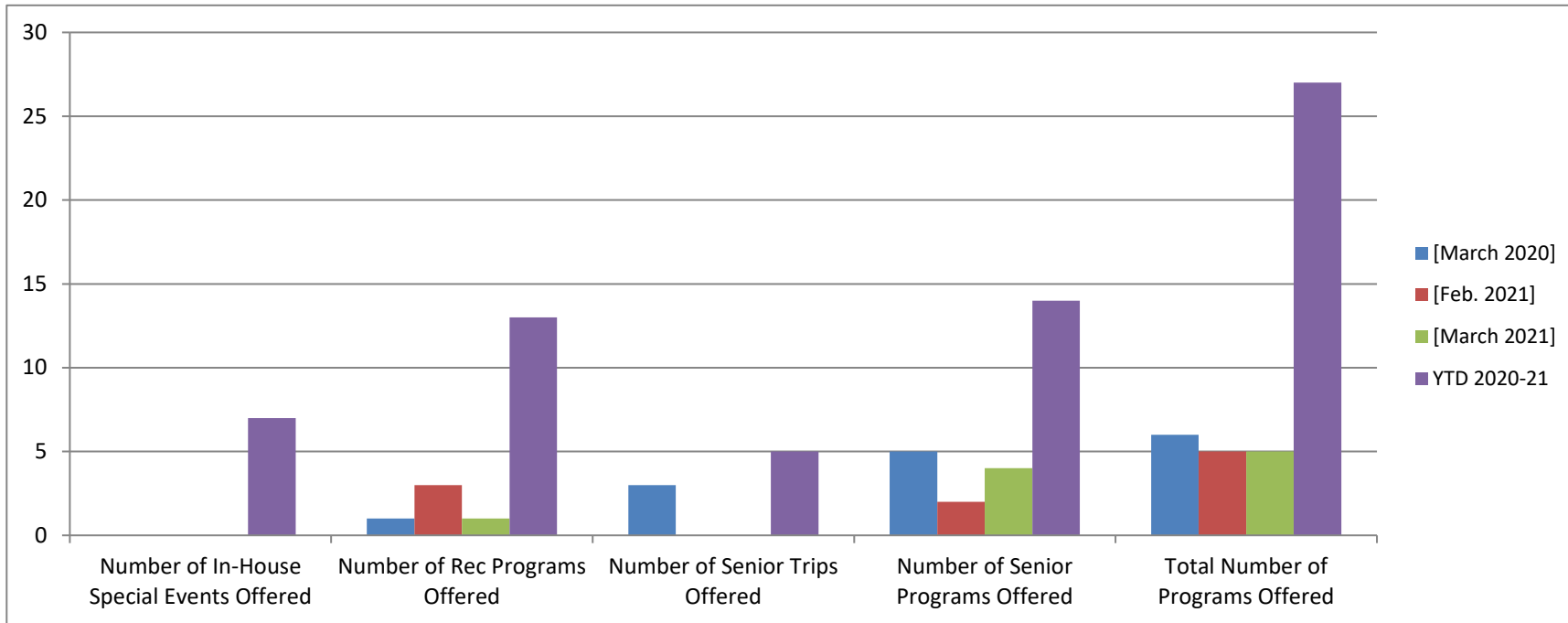
Facility Usage YTD 2020-21



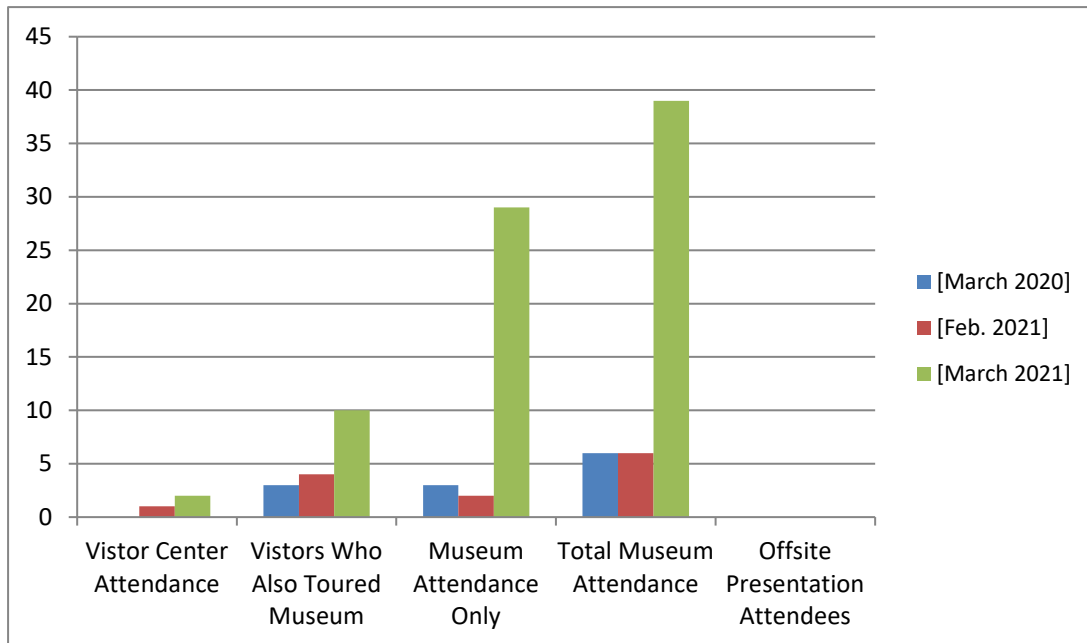
Rec Programming/Events Participation/Attendance



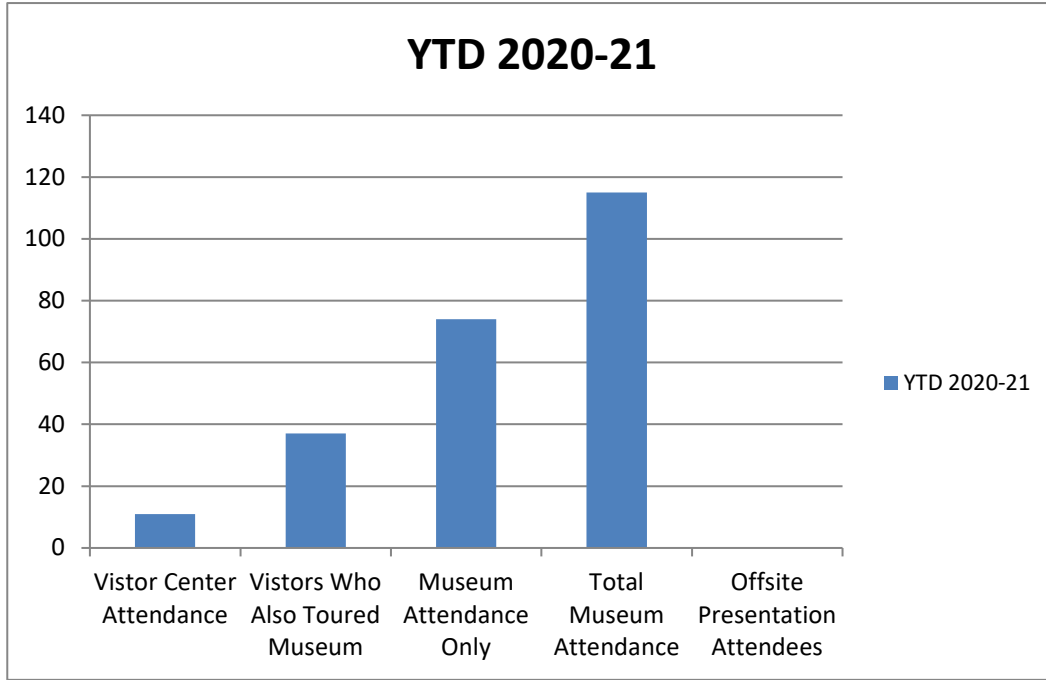
Programming Opportunities



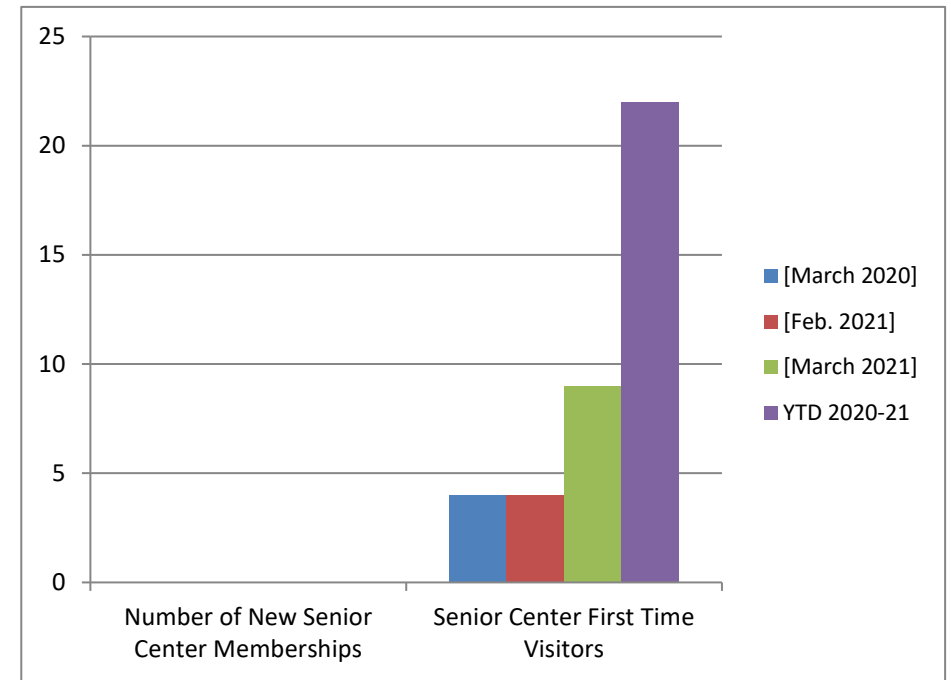
Museum/Visitor Center Usage



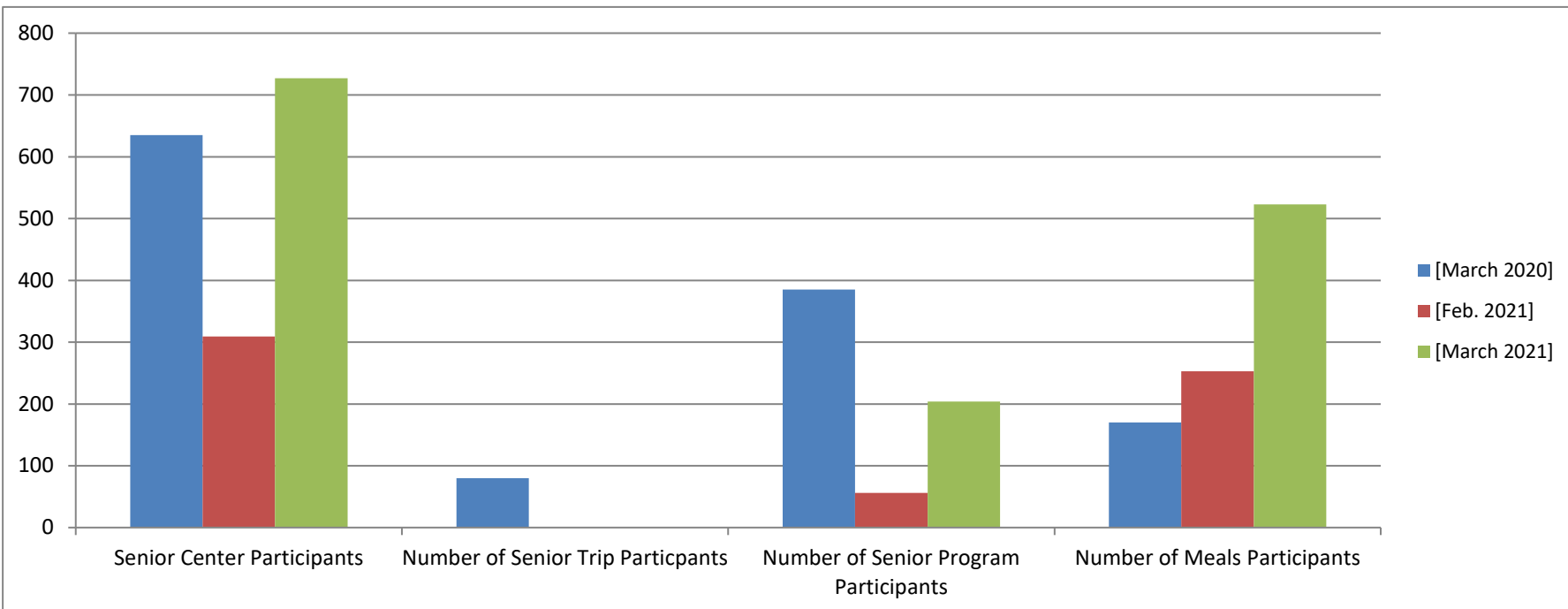
Museum/Visitor Center Usage YTD



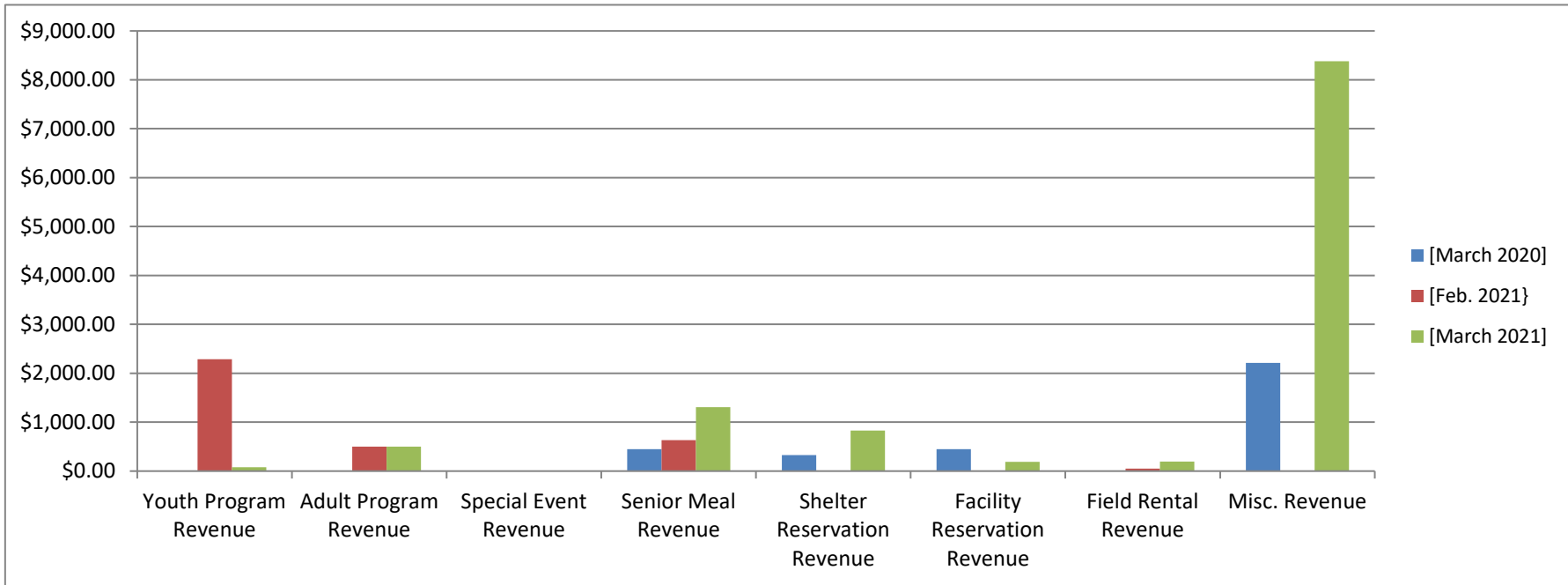
New Senior Memberships/First Time Visitors



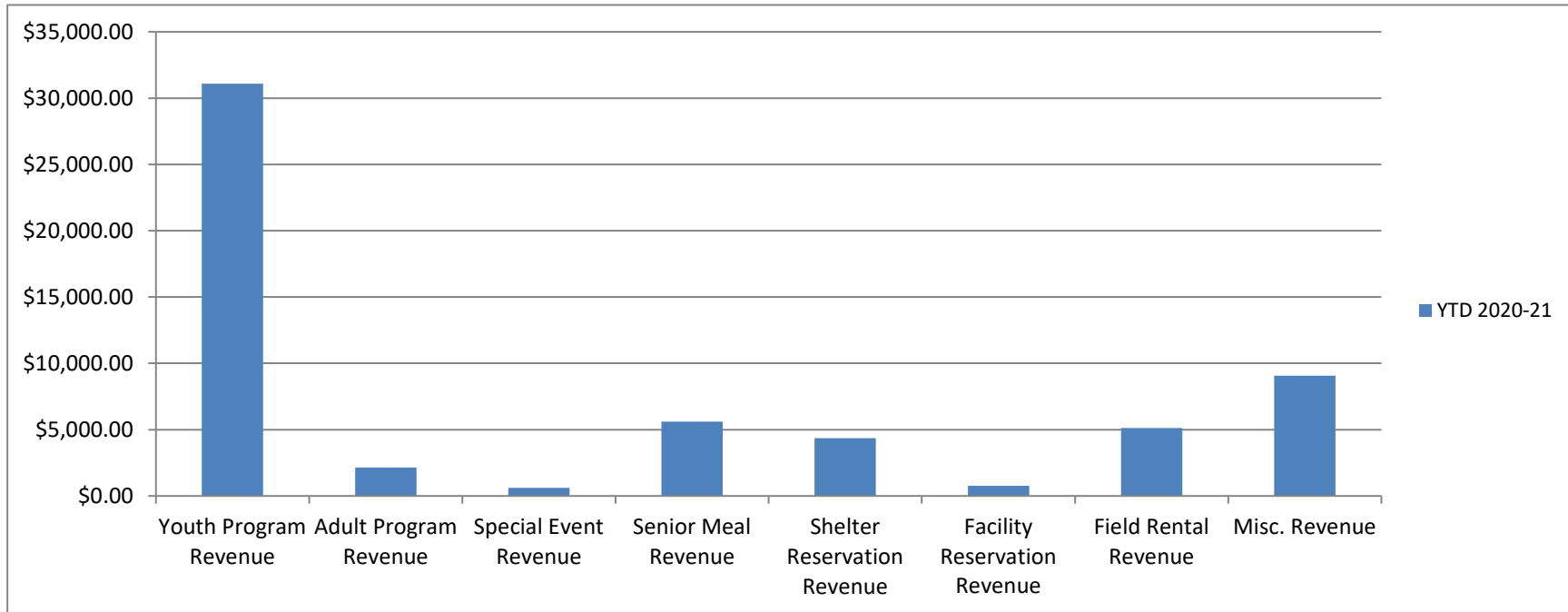
Senior Programming Participation/Attendance



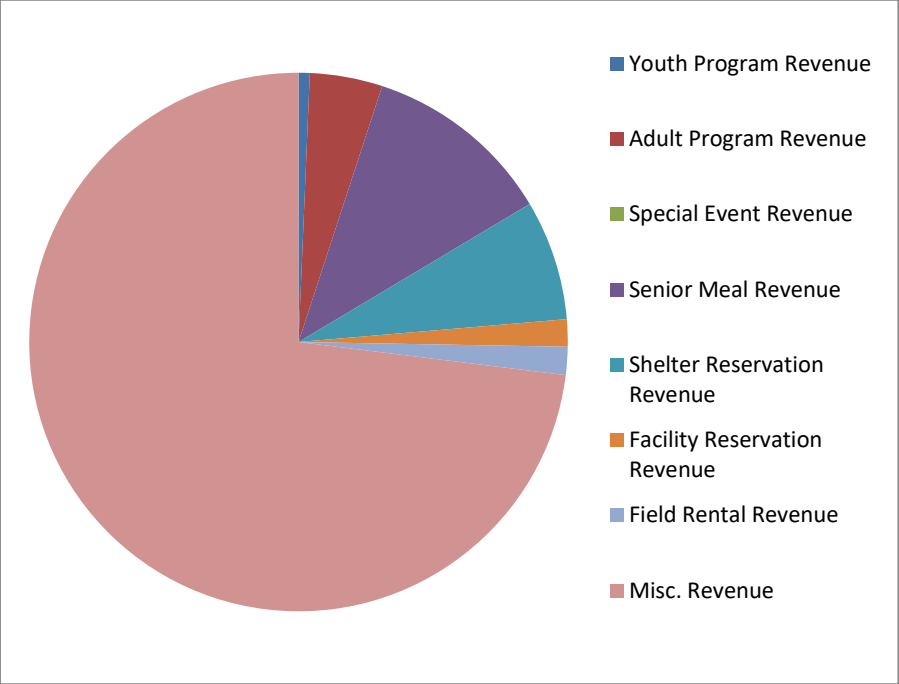
Revenues



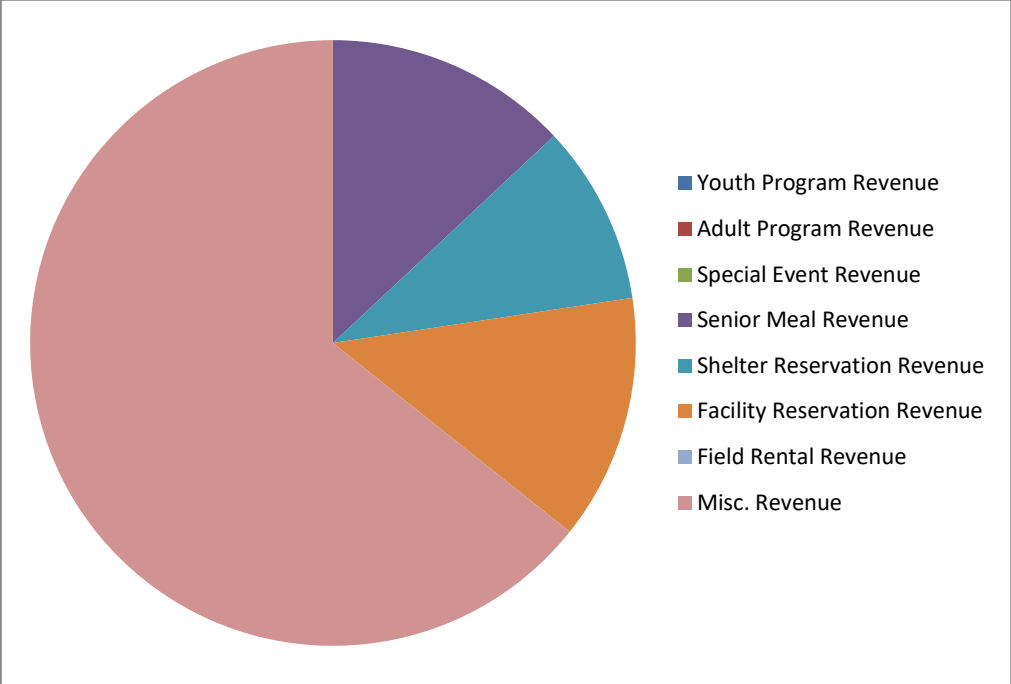
Revenues YTD



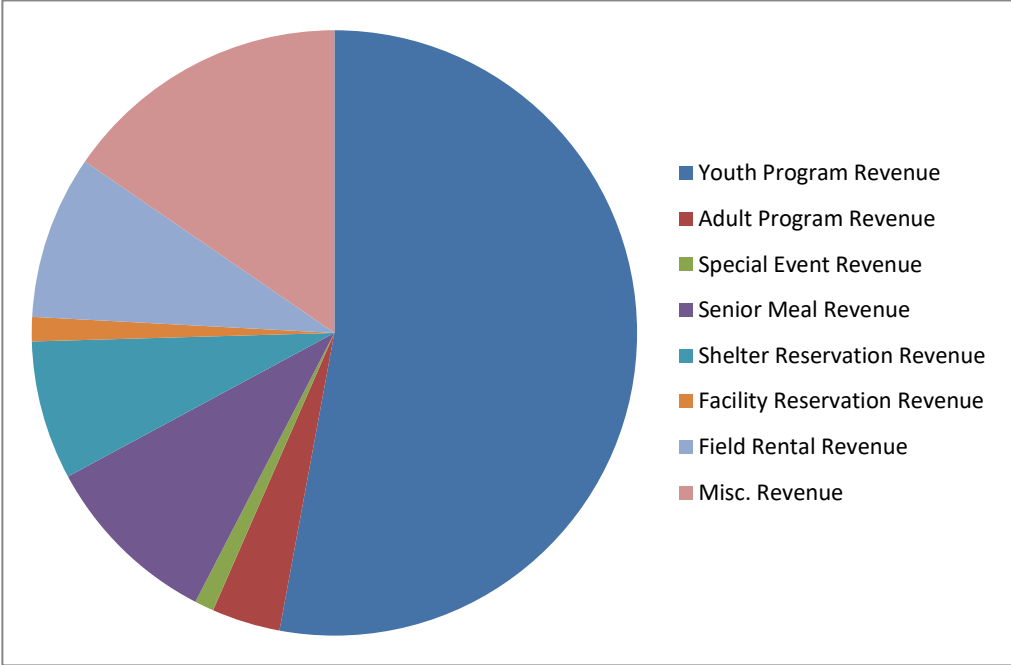
Where Revenues Came From This Month



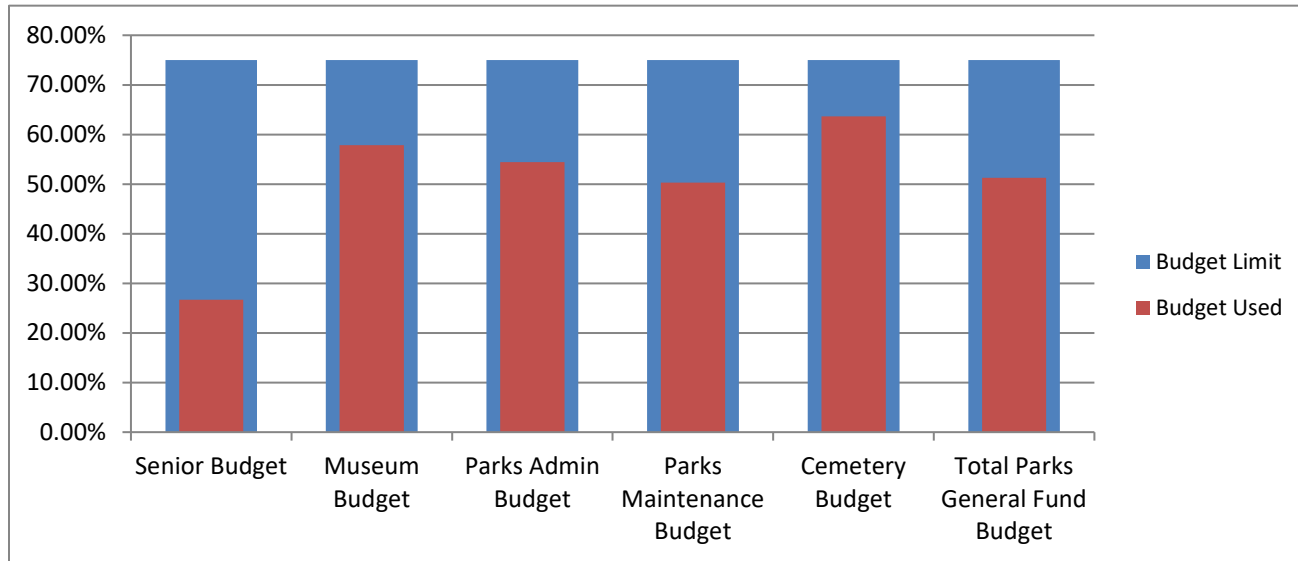
Where Revenues Came From March 2020



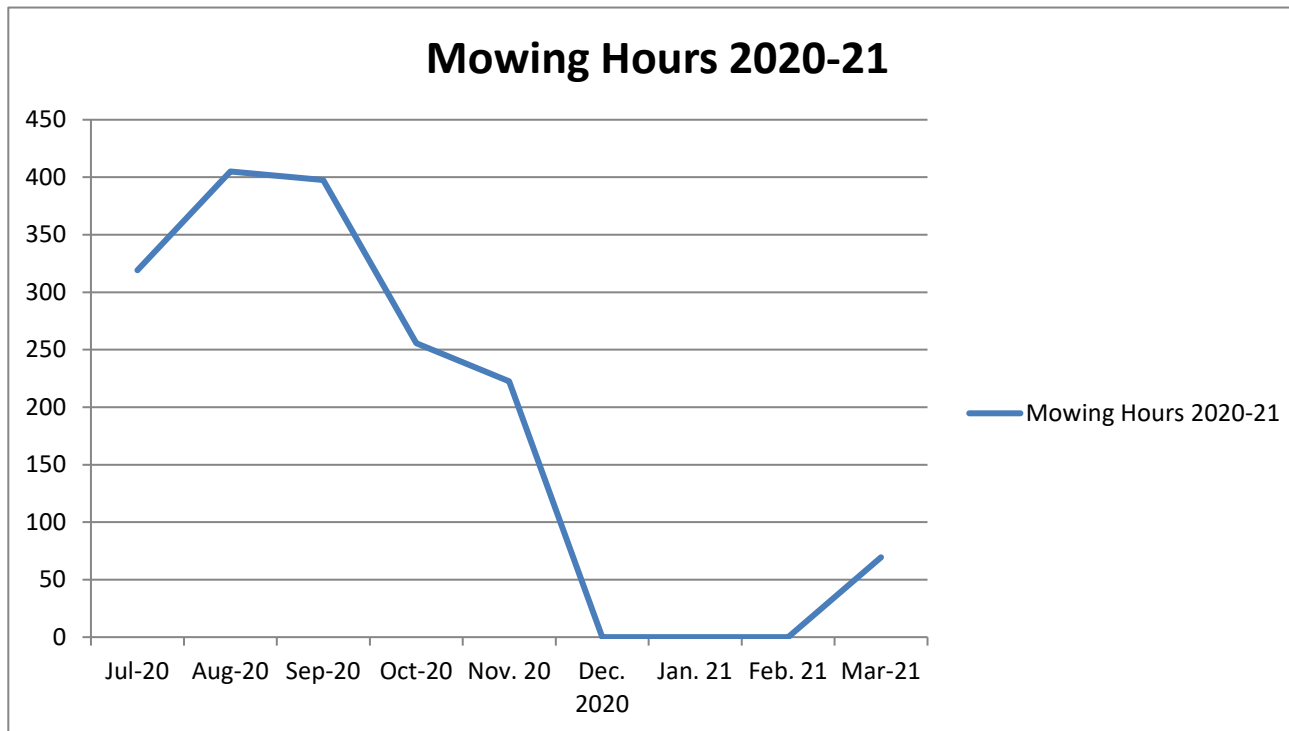
Where Revenues Come From YTD

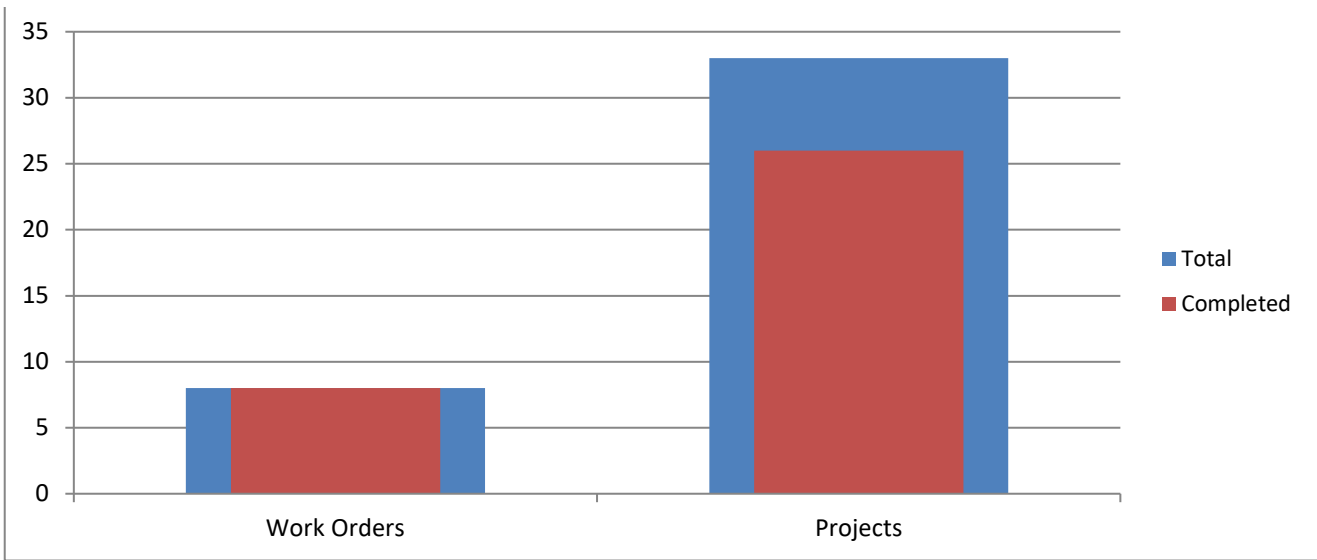


Over/Under Budget



Mowing Hours 2020-21





	FY 2011-12	FY 2012-13		FYE 2016
Mowing Hours				

FYE 2017	FYE 2018	FYE 2019	FYE 2020
		1,554	2,601

18-Jun	Dec. 19	Aug. 18	Sept. 18	Oct. 18
90	0	75	75	40

Nov. 18	Dec. 18	19-Jan	19-Feb	19-Mar	Jul-12	Aug-12	Sep-11	Oct-11	Nov-11
40	0	0	0	40					

Dec. 18	Jan. 19	Apr. 19	May-19	Jun-19	Jul. 19	Aug. 19	Sep-19	Oct-19	Nov-19
		75	237	817	782	318	321	120	96

Dec-19	Jan-20	Feb-20	Mar. 20	Apr. 20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0	0	0	37	303	338	286	319	405	397.5

Oct-20	Nov. 20	Dec. 2020	Jan. 21	Feb. 21	Mar-21	YTD 20-21
255.5	222.5	0	0	0	69.5	1599.5

White House Public Library
March 2021

Summary of Activities

The lights were installed on the outdoor patio space in March. They are bright and keep the entire area well lit. This space can now be used at night and the brightness will hopefully help to reduce vandalism.

The library director attended the second city budget retreat. At this meeting, department heads presented their CIP requests to the board of Mayor and Aldermen.

The library board met in March. However, because there was not enough board members to form a quorum, the group only discussed items and did not vote on anything.

The library director applied for a storybook trail grant through the Governor's Early Literacy Foundation. This grant will allow us to put a storybook trail around the city greenway, which is a trail that has pages of a book installed for children to read as they walk the trail.

The children's librarian and library supervisor attended a READsquared webinar on March 11. The two learned how to set up READsquared based on our summer reading program design, uploading pictures, and using reports. The library will use this software again this year from our summer reading program.

The library director, circulation clerk, and library supervisor attended different sessions at the teen librarian summit. Some of the sessions included: blind book dates, having an active Teen Advisory Board, a state-wide quest, cooking programs, digital escape rooms, and using discord and twitch. The director and other staff will discuss if any of these ideas could be used for our teen programs.

The library director attended a regional training on communication in a diverse workplace. The trainer talked about ways to communicate with businesses, different groups, individuals, etc.

The director and children's librarian worked on booking performers for the con and Summer Reading. They are making progress, but still have some more slots to fill. However, they should be filled before summer.

The library put the children's computers back out to get ready for summer reading. The staff will also put out more furniture, steampacks, and plush sets so children have more items to checkout.

Department Highlights

The highlights for the month were the amount of work that was completed for summer reading through booking performers, getting READsquared set up, getting ideas from the Teen summit, and putting certain children items out for circulation again. Getting the lights on the patio was also a major highlight. The new sign is the last item on the outdoor patio CIP project that needs to be completed. The sign is being made now and should be installed before June.

**White House Public Library
March 2021
Performance Measures**

Official Service Area Populations

2017	2018	2019	2020	2021
13,833	14,035	14,202	14,363	

Membership

March	2017	2018	2019	2020	2021
New Members	115	85	90	79	60
Updated Members	319	263	254	319	307
Yearly Totals	2017	2018	2019	2020	2021
Total Members	11,893	7,073	8,376	9,496	6,873
% of population with membership	86	51	59	66	47

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: 37,801

Estimated Value of Total Materials: \$945,025

Last Month: \$938,550

Total Materials Available Per Capita: 2.63

Last Month: 2.61

State Minimum Standard: 2.00

Materials Added in March

2017	2018	2019	2020	2021
428	203	207	277	374

Yearly Material Added

2017	2018	2019	2020	2021
3,602	3,123	3,004	3,025	712

Physical Items Checked Out in March

2017	2018	2019	2020	2021
5,819	5,465	5,458	5,966	4,051

Cumulative Physical Items Check Out

2017	2018	2019	2020	2021
63,421	62,536	65,522	50,042	12,022

We were closed for a week in February due to snow, which is one reason our checkout counts were low.

Miscellaneous item checkouts

March	2017	2018	2019	2020	2021
Technology Devices	55	47	45	36	68
Study Rooms	74	80	84	29	23
Games and Puzzles	35	54	86	91	59
Seeds	420	107	84	47	257
STEAM Packs	*	*	20	23	0
Cake Pans	*	*	1	1	0

Yearly Totals

2017	2018	2019	2020	2021
585	644	137	381	176
828	1,082	253	305	63
528	743	222	955	288
1,197	586	112	302	442
*	148	61	25	0
*	6	1	28	7

Library Services Usage

March	2017	2018	2019	2020	2021
Lego Table	120	264	200	70	0
Test Proctoring	0	15	14	6	2
Charging Station	6	12	8	1	2
Notary Services	*	*	*	4	18
Library Visits	*	4,909	4,743	3,132	3,292
Website Usage	*	*	1,118	1,882	2,264
Reference Questions	4	11	4	1	8

Yearly Totals

2017	2018	2019	2020	2021
2,643	1,891	553	459	0
56	152	27	74	2
86	90	19	47	8
*	*	16	88	23
*	52,565	55,728	30,007	8,116
*	2,517	16,935	17,977	6,376
115	59	77	60	17

Library Volunteers

March	2018	2019	2020	2021
Library Volunteers	17	14	39	9
Volunteer Hours	109	117	93	125

Yearly Totals

18-19	19-20	20-21
82	36	17
809	1,286	828

We have not been allowing as many volunteers in the building at a time due to COVID.

Computer Users

March	2017	2018	2019	2020	2021
Wireless	601	1054	650	341	357
Adult Users	360	449	380	178	178
Kids Users	209	183	194	78	7

Yearly Computer Users

2017	2018	2019	2020	2021
8,725	9,535	2,017	3,829	781
4,413	4,642	1,103	2,138	558
2,209	2,088	556	427	14

White House Public Library

March 2021

Performance Measures

Universal Class Counts

March	
Sign ups	2
Courses started	5
Lessons viewed	44
Class Submissions	20

Yearly Totals

2017	2018	2019	2020	2021
27	24	9	10	5
39	52	16	53	28
273	661	194	1,771	294
258	445	105	800	161

Programs

1,000 books	2018	2019	2020	2021
Monthly Sign-ups	7	2	1	1
Yearly Sign-ups	29	60	81	81

Achievements	2018	2019	2020	2021
100 Mark	2	0	0	3
500 Mark	2	2	0	1
Completion	0	1	2	0

Face-to-face Kids Programs

March	2017	2018	2019	2020	2021
Programs	19	12	16	7	2
Attendees	379	219	284	145	49
Yearly	2017	2018	2019	2020	2021
Programs	181	146	154	43	2
Attendees	4,268	4,260	4,201	1,185	49

Virtual Kids Programs

March	2020	2021
Videos	0	2
Views	0	16
Yearly	2020	2021
Videos	24	10
Views	4,182	161

Grab & Go Kits

March	2020	2021
Kits	0	6
Taken	0	162
Yearly	2020	2021
Kits	38	17
Taken	1094	617

The staff is doing pre-recorded virtual story times. The staff is putting out separate grab & go kits for children ages 0-5 & 6-9.

Face-to-face Teen Programs

March	2017	2018	2019	2020	2021
Programs	2	6	6	3	0
Attendees	2	21	6	11	0
Yearly	2017	2018	2019	2020	2021
Programs	47	82	68	13	0
Attendees	481	432	518	81	0

Tween Face-to-Face Programs

March	2020	2021
Programs	1	0
Attendees	1	0
Yearly	2020	2021
Programs	5	0
Attendees	18	0

The library is not having face-to-face programs right now because it is too cold to meet outside.

Combined Face-to-Face

March	2020	2021
Programs	0	0
Attendees	0	0
Yearly	2020	2021
Programs	11	0
Attendees	77	0

Virtual Teen & Tweens

March	2020	2021
Videos	0	3
Views	0	50
Yearly	2020	2021
Videos	12	6
Views	1,591	94

Grab & Go

March	2020	2021
Kits	0	4
Taken	0	36
Yearly	2020	2021
Kits	13	10
Taken	152	106

Not as many grab and go kits were offered because we were closed due to snow.

Face-to-face Adult Programs

March	2017	2018	2019	2020	2021
Programs	15	18	14	8	3
Attendees	56	59	67	31	17
Yearly	2017	2018	2019	2020	2021
Programs	145	175	157	42	6
Attendees	689	1,009	1,343	214	34

Virtual

March	2020	2021
Videos	0	0
Views	0	0
Yearly	2020	2021
Videos	18	0
Views	4,972	0

Device Advice

Sessions	2019	2020	2021
March	*	*	8
Yearly	125	51	10

A box was added for adult virtual programs in case we have to start offering those types of programs again.

Interlibrary Loan Services

March	2017	2018	2019	2020	2021
Borrowed	83	66	73	63	51
Loaned	35	21	21	7	14

Yearly Interlibrary Loan Services

2017	2018	2019	2020	2021
562	690	690	534	151
305	410	410	151	36

March	R.E.A.D.S
Adults	1804
Juvenile	118

Yearly Totals	2017-2018	2018-2019	2019-2020	2020-2021
Adults	15,773	21,138	23,138	14,330
Juvenile	725	1,430	1,189	769

The READS statistics come from the state.

CITY COURT REPORT

March 2021

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH	\$2,778.01
TOTAL MONIES COLLECTED YTD	\$31,533.64

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH	\$2,052.95
TOTAL MONIES COLLECTED YTD	\$13,909.95

<u>TOTAL REVENUE FOR MONTH</u>	<u>\$4,830.96</u>
TOTAL REVENUE YTD	\$45,443.59

DISBURSEMENTS

LITIGATION TAX	\$257.78
DOS/DOH FINES & FEES	\$85.50
DOS TITLE & REGISTRATION	\$85.50
RESTITUTION/REFUNDS	\$0.00
ONLINE CC FEES	\$21.74
CARD FEES	\$11.27
WORTHLESS CHECKS	\$0.00
<u>TOTAL DISBURSEMENTS FOR MONTH</u>	<u>\$461.79</u>
TOTAL DISBURSEMENTS YTD	\$5,466.37

<u>ADJUSTED REVENUE FOR MONTH</u>	<u>\$4,369.17</u>
TOTAL ADJUSTED REVENUE YTD	\$39,977.22

DRUG FUND

<u>DRUG FUND DONATIONS FOR MONTH</u>	<u>\$1,641.12</u>
DRUG FUND DONATIONS YTD	\$6,259.78

Offenses Convicted & Paid For Month	Count	Paid
Open Container	1	\$132.50
Financial Responsibility Law	5	\$506.09
Registration Law	5	\$396.28
Improper Equipment		
Parking Prohibited	7	\$357.00
One Way Road		
DL Exhibited	1	\$0.00
Red Light		
Careless Driving		
Stop Sign	1	\$117.50
Speeding	12	\$1,134.40
Seat Belt		
Failure To Yield		
Exercise Due Care	1	\$112.50
Open Container		
Total	33	\$2,756.27