

Administrative & Legislative Services Department
April 2021

Administration

City Administrator Gerald Herman attended the following meetings this month:

- April 05:
 - Americana Celebration Meeting
 - Staff Plans Review
- April 06:
 - TDOT Industrial Road Access Program Zoom Meeting
 - COVID-19 Local Leadership Communication
- April 07:
 - TCMA Spring Conference
 - FSEP Board of Directors Meeting
- April 08:
 - TCMA Spring Conference
 - Robertson County JECD Meeting
 - White House Area Chamber of Commerce Chairman's Celebration
- April 09: TCMA Spring Conference
- April 12:
 - Sewer Backup Discussion
 - Town Center Water Main Bid Opening
- April 13:
 - Cemetery Board Meeting
 - TVA Project Engineer Interviews
 - COVID-19 Local Leadership Communication
- April 14: Sumner County Council of Governments
- April 15:
 - Police Department Background Packet Discussion
 - Planning Commission Discussion
- April 19: Proposed Projects and Capacity/Plan Reviews
- April 20:
 - New Building Electronics Discussion
 - Development Discussion
 - Budget Review Discussion
 - COVID-19 Local Leadership Communication
- April 21:
 - GNRC Executive Board Meeting
 - Economic Development Team Meeting
- April 22:
 - Community Event Center Walkthrough
 - Budget Review Discussion
- April 24: 50th Birthday Party Event
- April 27:
 - Fee Schedule Discussion
 - Budget Review Discussion
 - COVID-19 Local Leadership Communication
- April 29:
 - Community Event Center Progress Meeting
 - Tal Plumlee Golf Tournament

**Administrative & Legislative Services Department
April 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	\$ 10,016,768	↓26.25
Industrial Development	\$177,000	\$ 154,237	↑3.80
State Street Aid	\$530,000	\$ 434,357	↓1.38
Parks Sales Tax	\$4,005,125	\$ 3,027,051	↓7.76
Solid Waste	\$1,050,026	\$ 973,196	↑9.34
Fire Impact Fees	\$74,500	\$ 67,741	↑7.58
Parks Impact Fees	\$15,000	\$ 11,517	↓6.56
Police Impact Fees	\$65,000	\$ 65,000	↑16.66
Road Impact Fees	\$60,000	\$ 60,000	↑16.66
Police Drug Fund	\$4,500	\$ 2,329	↓31.56
Debt Services	\$1,137,400	\$ 140,465	↓70.99
Wastewater	\$15,108,083	\$ 4,434,636	↓53.98
Dental Care	\$70,656	\$ 53,698	↓7.33
Stormwater Fund	\$1,063,984	\$ 684,839	↓18.97
Cemetery Fund	\$43,890	\$ 38,460	↑4.29

*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	154	85	138	185	120
May		82	129	121	153
June		45	50	52	92
Total	1175	1199	1,595	1,813	1,750

Purchase Orders by Dollars	Apr. 2021	FY 2021	FY 2020	FY 2019	Total for FY21	Total for FY20	Total for FY19
Purchase Orders \$0-\$9,999	151	1107	1132	1529	\$1,280,659.40	\$1,275,419.16	\$1,349,159.92
Purchase Orders \$10,000-\$24,999	2	26	34	26	\$376,225.97	\$551,938.89	\$381,155.50
Purchase Orders over \$25,000	1	42	33	40	\$3,800,584.29	\$4,035,346.92	\$7,678,174.40
Total	154	1175	1199	1595	\$5,457,469.66	\$5,862,704.97	\$9,408,489.82

**Administrative & Legislative Services Department
April 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	101	43	56	77	20,881	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	632	901	801	688	143,206	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	7	41	10
May		29	11
June		36	25
Total	236	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	26	35	32
May		26	27
June		28	29
FY Total	277	356	311

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

**Administrative & Legislative Services Department
April 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	4	\$810
May		
June		
July		
August		
September		
October		
November		
December		
Total		\$810

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 back flow issue at Library
- Install new ADA cabinet at Library

	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	17	2	12	25	14	20
May		11	6	26	27	33
June		10	9	23	14	17
Total	144	98	162	266	201	302

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

**Finance Department
April 2021**

Finance Section

During April 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 April 30th, approximately \$3.70 million (97%) 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:

- April 5: American Celebration planning meeting
- April 13: Cemetery Board meeting
- April 15: Monthly BMA meeting
- April 20: Community Event Center electronics planning
- April 20: Finance / City Administrator Budget Review meeting #1
- April 22: Community Event Center walkthrough
- April 22: Finance / City Administrator Budget Review meeting #2
- April 27: Finance / City Administrator Budget Review meeting #3
- April 28: The Standard at White House Utility Billing meeting

Performance Measures

Utility Billing

	April 2021	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
New Builds (#)	23	265	171	62	102	111
Move Ins (#)	71	577	649	534	553	536
Move Outs (#)	77	578	602	534	576	546
New customer signup via email (#)	28	240	127	104	163	119
New customer signup via email (%)	30%	29%	15%	17%	25%	18%

Business License Activity

	April 2021	FY 2021 YTD	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Opened	9	59	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
3 Regulars 1 Fire Supplement	0 checks, 449 direct deposits	0 Retro adjustments	0 Voids

Accounts Payable

	April 2021	FY 2021 Total	FY 2020 Total	FY 2019 Total	FY 2018 Total	FY 2017 Total
Total # of Invoices Processed	299	3234	4003	3940	4437	4797

**Finance Department
April 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	4,728,960	60%
Cemetery Fund	34,700	10,410	268,052	772%
Debt Services	1,167,400	350,220	1,234,045	106%
Dental Care Fund	25,200	7,560	236,705	939%
Roads Impact Fees	79,320	23,796	360,255	454%
Parks Impact Fees	69,364	20,809	237,084	342%
Police Impact Fees	55,804	16,741	234,970	421%
Fire Impact Fees	38,000	11,400	157,618	415%
Industrial Development	112,800	33,840	50,474	45%
Parks Sales Tax	695,285	208,586	1,385,022	199%
Police Drug Fund	4,100	1,230	29,648	723%
Solid Waste	936,800	281,040	489,116	52%
State Street Aid	405,200	121,560	154,306	38%
Stormwater Fund	889,000	266,700	1,038,814	117%
Wastewater	4,350,550	1,305,165	4,777,935	110%

*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	8,013,072	↑ 17.94%
Cemetery Fund	34,700	65,267	↑ 104.76%
Debt Services	1,167,400	1,101,541	↑ 11.03%
Dental Care	25,200	31,536	↑ 41.81%
Roads Impact Fees	79,320	270,408	↑ 257.57%
Parks Impact Fees	69,364	153,250	↑ 137.60%
Police Impact Fees	55,804	176,757	↑ 233.41%
Fire Impact Fees	38,000	116,618	↑ 223.56%
Industrial Development	112,800	59,707	↓ 30.40%
Parks Sales Tax	695,285	659,765	↑ 11.56%
Police Drug Fund	4,100	8,099	↑ 114.20%
Solid Waste	936,800	821,061	↑ 4.31%
State Street Aid	405,200	338,968	↑ 0.32%
Stormwater Fund	889,000	791,624	↑ 5.71%
Wastewater	4,350,550	4,712,274	↑ 24.98%

*Realized amounts reflect revenues realized from July 1, 2020—April 30, 2021

**Human Resources Department
April 2021**

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

- April 05: Wastewater Utility Mechanic Interviews
- April 06: Chamber of Commerce Board Meeting
- April 08: Chamber of Commerce Chairman's Celebration
- April 22: Walk Through of Community Event Center

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	1	2	0	0
May		1	0	0
June		0	2	0
Total	6	8	3	1

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

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	1	1	3	0
August	1	0	0	0
September	1	0	0	0
October	1	1	1	0
November	3	1	0	1
December	0	0	0	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	0	1	0
May		0	1	0
June		0	0	1
Total	7	4	6	5

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

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

	FYE 2021	FYE 2020	FYE 2019	FYE 2018
July	1	1	0	0
August	1	1	1	3
September	0	2	2	1
October	0	3	0	2
November	1	2	1	2
December	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	2	0	0	1
May		2	5	1
June		2	1	1
Total	9	18	11	14
Percentage	8.74%	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.

**Human Resources Department
April 2021**

	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	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
April 2021**

Meetings/Civic Organizations

- Chief Brady attended the following meetings in April: White House Rotary Club (April 1, 8, 15, 22 and 29), Department Head Staff Meeting (April 5th & April 19th), Planning Commission (April 12th), Robertson County Chief's Meeting (April 13th), Command Staff Meeting (April 15th) and Board of Mayor and Alderman Meeting (April 15th).

- **Police Department Administration Performance Measurements**

Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by April 2021. White House Police Department accepted the Certification of Meritorious Accreditation 3rd Award on April 8, 2021, from the Tennessee Association of Chiefs of Police (TACP) President, Troy Lane, at the 2021 TACP Conference in Franklin, TN. Susan Johnson, Accreditation Manager, has now updated to the new 4th edition into our PowerDMS which includes 164 standards. She will now be getting proofs entered in for 2021.

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
April	0	232	8	240
Total	0	962	72	1,034

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	April 2021	FY 2020-21
Three (3) Officers per Shift	36	377
Four (4) Officers per Shift	24	231

2. Acquire and place into service two Police Patrol Vehicles. We have received seven new vehicles from the 2019 and 2020 Budget years. Three vehicles are complete and have been issued in the fleet to Sgt. Brisson, Sgt. Martin and Sgt. Bagwell. One car is at Sun Cool getting striped. Two have all equipment installed (except one, which is waiting on a radar) and are waiting to go to Sun Cool to be striped. The Administration car is on the road, but all equipment will be installed on May 24th.
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 sometime in May. Letters have been delivered to vendors.
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	April 2021	Per 1,000 Pop.	Total 2021	Per 1,000 Pop.
Serious Crime Reported				
Crimes Against Persons	14	1	47	4
Crimes Against Property	21	2	61	5
Crimes Against Society	45	4	177	14
Total	80	6	285	23
Arrests	64		268	

*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.

	April 2021	TOTAL 2021
Traffic Crashes Reported	37	134
Enforce Traffic Laws:		
Written Citations	148	474
Written Warnings	45	185
Verbal Warnings	409	1,735

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				
2021	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
April	37	5 YTD 15	14%	11% YTD 134

Traffic School: Nothing to report at this time.

Staffing:

- Officer Larry Meadors has been released from FTO after graduating from the Tennessee Law Enforcement Academy.
- Officer Seth Goodcourage began attending the Tennessee Law Enforcement Training Academy on March 28th. He will graduate June 18th.
- Officer Taylor Trombley terminated his position with the police department on April 1st.
- Officer Ryan Spraggins resigned from the White House Police Department April 30th. He is leaving to go work for the ABC out of Nashville.
- We are currently accepting applications for four Police Officer positions.

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

Sumner County Emergency Response Team:

- April 9th, ERT had a search warrant in Gallatin.
- April 16th, ERT had monthly training.

Support Services Performance Measurements

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

2021 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
April	83%	89%

Communications Section

	April	Total 2021
Calls for Service	1,132	4,323
Alarm Calls	33	121

Request for Reports

	April	FY 2020-21
Requests for Reports	16	161
Amount taken in	\$4.80	\$109.00
Tow Bills	\$0.00	\$525.00
Emailed at no charge	9	247
Storage Fees	\$0.00	\$0.00

Tennessee Highway Safety Office (THSO):

- Nothing to Report at this time.

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.
 - April 1st, Sgt. Enck picked up repaired bikes from Cyclin-America to be given away.
 - April 7th, Sgt. Enck spoke with Small Wonders Day Care about Law Enforcement, Patrol car show and tell and gave out goodie bags.
 - April 14th, Sgt. Enck was a guest instructor for a ground defense instructor school in Coffee County. The instructor for this class was in one of Sgt. Enck’s classes last year.
 - April 15th, we gave 2 bikes and 2 helmets away with Cyclin America at Robert F. Woodall. These were bikes that needed repairs donated by Walmart. Cyclin America did the repairs at no charge.
 - April 20th, Sgt. Enck instructed a defensive tactics class at the Tennessee Law Enforcement Academy as a Guest Instructor. We gained 8 hours of training credit for Sgt. Enck’s services.
 - April 22nd, we participated in Wheels in Motion at Heritage Elementary and gave a helmet away.
 - April 24th, we participated in the DEA National Drug Take Back event at Kroger.
 - April 26th, Sgt. Enck gave out 20 badges and ice cream coupons at the city park and the park at Holly Tree Subdivision.

- April 27th, Sgt. Enck rode bike patrol for 3 hours and handed out 25 badges and ice cream coupons at the city park.
- April 28th, Sgt. Enck instructed a 4-hour ground defense class for 3 Hendersonville Police Department New Hires.
- April 29th, we participated in Wheels in Motion at H. B. Williams Elementary where we gave out a helmet.
- April 30th, we hosted a SPEARE class for WHHS with 35 young ladies in attendance.

Special Events: WHPD Officers participated in the following events during April:
 Drug Take Back

Upcoming Events:
 Carnival (July 7-9)
 Americana (July 10th)

<i>2021 Participation in Joint Community Events</i>		
	<u>April</u>	<u>Year to Date</u>
Community Activities	12	19

**Fire Department
April 2021**



Summary of Month's Activities

Fire Operations

The Department responded to 115 requests for service during the month with 99 responses being medical emergencies. The Department responded to 11 vehicle accidents; 3 accident reported patients being treated for injuries, 7 accidents reported with no injuries, and 1 requiring extrication. Of the 115 responses in the month of April there were 18 calls that overlapped another call for service that is 15.65% 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 April from dispatch to on scene time averaged was, five minutes and fifty-three seconds (5:53). The average time a fire unit spent on the scene of an emergency call was thirteen minutes and twenty-four seconds (13:24).

Department Event

- April 5th thru 7th – Annual In-service training
- April 13th – Egg Drop at White House High School

Fire Administration

- April – Weekly conference calls with Robertson County concerning COVID-19 cases and vaccine distribution
- April 5th – Americana Celebration meeting
- April 6th – Met with WHUD to identify new fire hydrant locations at Public Works
- April 26th thru 30th – Assistant Chief Brewer attended Alabama Fire College – Fire Inspector 1 course

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	27
Rescue & Emergency Services	926
Hazardous Conditions (No Fire)	40
Service Calls	71
Good Intent Call	81
False Alarms & False Call	99
Calls for The Month	115
Total Responses FY to Date	1244

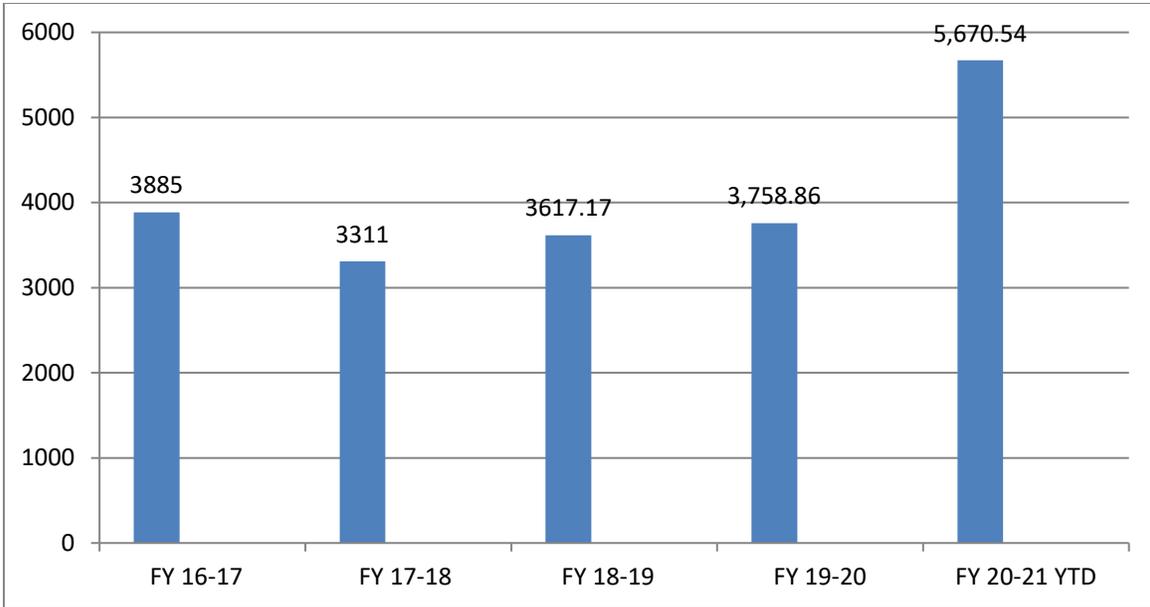
**Fire Department
April 2021**

Response by Station

	Month	FY to Date	%
Station #1 (City park)	79	852	68.48%
Station #2 (Business Park Dr)	42	392	31.51%

Fire Fighter Training

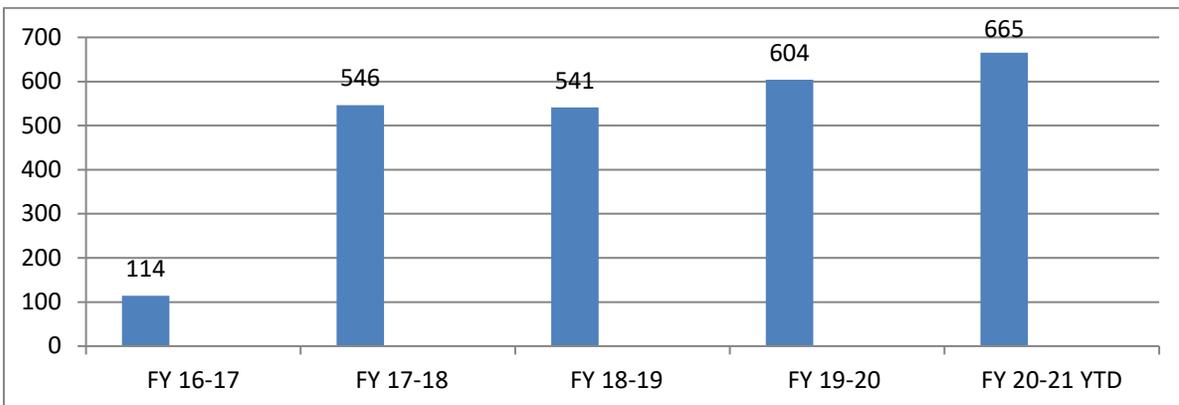
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
Firefighter Training Hours	960.76	5670.54

Fire Inspection

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

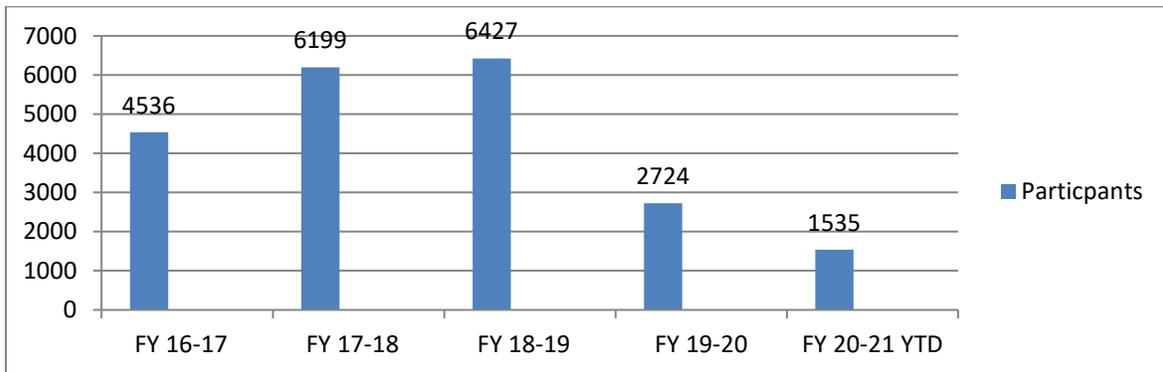


**Fire Department
April 2021**

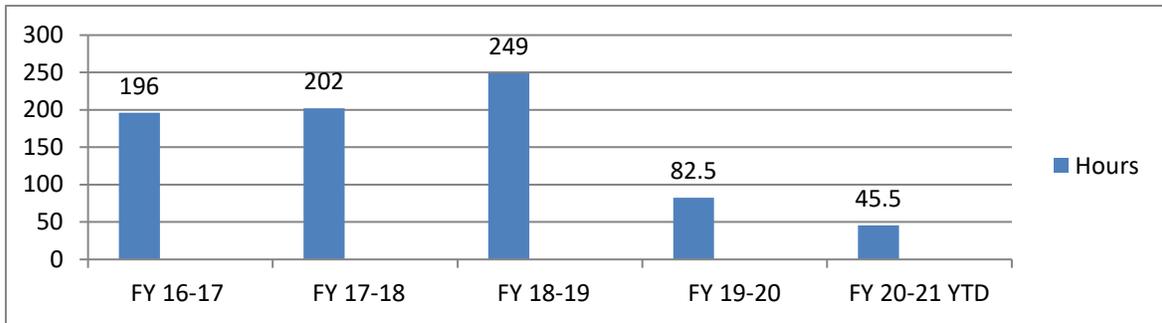
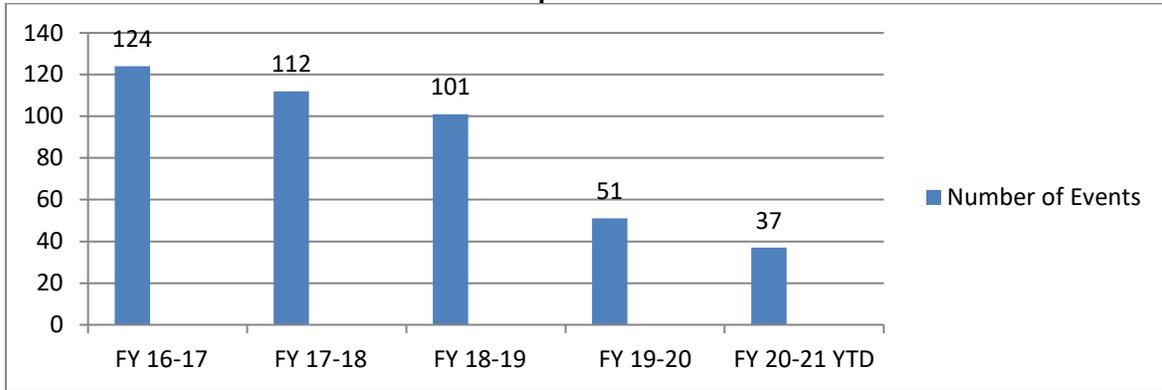
	Month	YTD
March Fire Inspection	96	665
Reinspection	27	150
Code Violation Complaint	0	5
Violations Cleared	23	159
Annual Inspection	17	142
Commercial Burn Pile	2	14
Knox Box	2	15
Fire Alarms	0	9
Measure Fire Hydrant	0	2
Plans Review	4	25
Pre-C/O	3	4
Pre-incident Survey	23	216
Sprinkler Final	1	9
Final/Occupancy	1	13

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
April 2021**



	Month	YTD
Participants	4	1535
Number of Events	2	37
Education Hrs.	2	45.5

*Station Tours and Public Education events will resume soon

Social Media Statistics

Page Views	1,734
Page Likes	448
Post Reach	27,057

Public Services Department – Public Works Division
April 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-Mar	21-Apr	YTD 20/21
Street	8,134	9,364	8,741	10,229	9191.25	740	890	6,513
Facility Maintenance	3494	2187	1,227	1,137	887.25	36	136	598.5
Fleet Maintenance	1034	514	282	380	422.5	27	14	278
Meeting/Training	502	510	517	400	457	58	73	239
Leave	1,253	576	613	810	823	155	120	863.9
Holiday	795	470	385	555	545	0	0	360
Overtime	508.5	488	414	311	152.75	7	27	195
Administrative	385	698	803	867	1153.25	190	190	1,259
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	60	319.5
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	124	18	205
Pothole Hours	0	759	734	1,181	831.5	32	9	267.25
R-O-W Hours	0	2835	2416	4,027	3044.5	402	285	1,866
Sign/Repaired	0	120	91	84	63	6	2	41
Sign Work Hours	0	289	179	234	109	14	2	57.5
Salt Hours	0	10	143	24	76.5	0	0	0
Salt Tons	0	12	20	23	18	0	0	0
Decorative Street Light Hours	0	57	46	125	133.5	0	0	25
Traffic Light Hours	0	0	65	20	158	8	2	54

Sanitation Division

Sanitation Division	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	21-Mar	21-Apr	YTD 20/21
Total Hours Worked	2,685	3,634	4,406	4,024	4200.5	380	340	2,787
Facility Maintenance	3494	723	446	574	394.5	44	34	252
Fleet Maintenance	1034	488	445	331	294.5	18	13	170
Meeting/Training	502	265	130	135	127.5	22	27	82
Leave	1,253	428	700	476	336	10	25	335
Holiday	795	270	230	230	230	0	0	170
Overtime	508.5	119	4	12	39.5	0	0	8
Administrative	385	167	1	0	72.5	7	4	38
Sweeping Man Hours	0	1	0	0	0	0	0	0
R-O-W Hours	0	166	30	97	170	92	56	289
Salt Hours	0	0	0	0	0	0	0	0
Salt Tons	0	0	0	0	0	0	0	0

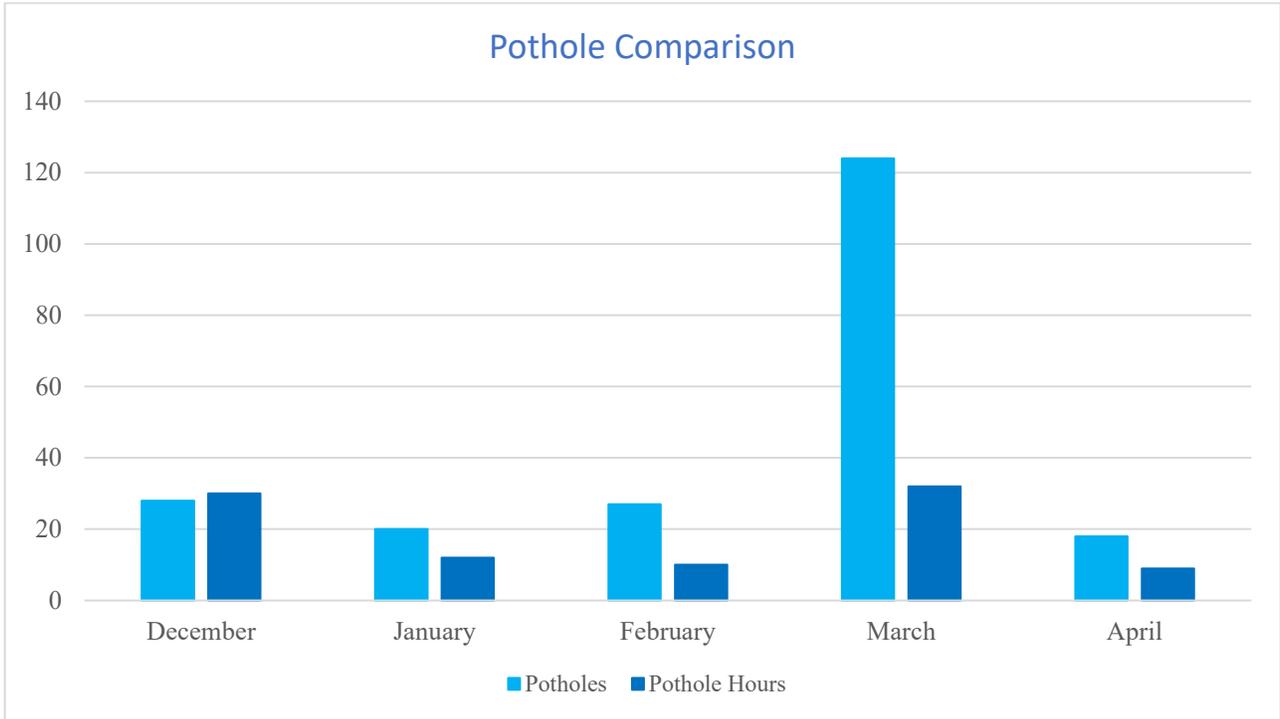
Sanitation	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	21-Mar	21-Apr	YTD 20/21
Brush Collection Stops	5,944	6,080	5,605	5,620	5161	384	696	4,200
Brush Truck Loads	459	551	522	578	584	44	56	389
Leaves Pickup Bags	3741	3,542	3,422	3,535	2934	181	525	3,647
Brush/Leaves Hours	1366	1,492	1,239	1,300	1225.5	103	125	894
Litter Pickup Bags	334	507	546	511	456	54	32	286
Litter Pickup Hours	1147	1132	985	957	892	76	47	502

**Public Services Department – Public Works Division
April 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.

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

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: All other asphalt repairs that occurred were on larger patches that required much more asphalt than a singular pothole.

STREET ADDRESS OF COMPLAINT	DATE COMPLAINT LOGGED	DATE COMPLAINT RESOLVED	ELAPSED TIME BEFORE REPAIR MADE
Rachel Court (Multiple potholes)	Thursday April 15, 2021 3:38 PM	Thursday April 15, 2021 4:10 PM	32 minutes
Sage Road	Tuesday April 20, 2021 8:30 AM (Identified by crew member Joseph Ellis)	Tuesday April 20, 2021 4:00 PM	7 hours and 30 minutes
Maiden Lane	Tuesday April 20, 2021 8:30 AM (Identified by crew member Josepha Ellis)	Tuesday April 20, 2021 4:00 PM	7 hours and 30 minutes

Public Services Department – Public Works Division
April 2021

Monthly Work Log

Thursday 04-01-2021

- ROW Mowing Citywide

Monday 04-05-2021

- Crew meeting / Repaired greenlight at Raymond Hirsch, Tyree, and Meadow intersection / Repaired asphalt on Star Place

Tuesday 04-06-2021

- Repaired asphalt where Magnolia Blvd. was cut to complete a septic to sewer conversion.

Wednesday 04-07-2021

- Repaired asphalt on Patana (Mill and Fill)

Thursday 04-08-2021

- Row Mowing Citywide / Fleet maintenance / repair to asphalt on Union Road

Friday 04/09/2021

- Assisted in repairing Gridsmart Camera at Wilkinson Lane

Monday 04-12-2021

- Set-up for emissions testing / Fire Hall #2 initial curb removal / Slate Court curb repair forming

Tuesday 04-13-2021

- Began removing curbs at Fire Hall #2 / Picked up supplies at Lowe's

Wednesday 04-14-2021

- Closed Union Road for Wastewater Septic to Sewer Conversion and assisted in repair to Union Road.

Thursday 04-15-2021

- ROW Mowing / Repaired potholes on Rachel Court / Curbing at Fire Hall #2

Monday 04-19-2021

- Asphalt repair on Union Road after Wastewater Septic to Sewer Conversion

Tuesday 04-20-2021

- Union Road asphalt patch

Wednesday 04-21-2021

- Union Road asphalt patch from sewer tie-in.

Thursday 04-22-2021

- Cleared overgrown trees for sight distance issue on North Palmers Chapel Road near The Reserve at Palmers Crossing / Jack hammered and removed curbing at Fire Hall #2

Monday 04-26-2021

- Dug out dirt from Fire Hall #2 and formed area to pour 7 yards of concrete in two separate sections in parking area.

Tuesday 04-27-2021

- Cleaned up dirt at Fire Hall 2 / reformed ADA Ramp at Fieldstone Drive

Wednesday 04-28-2021

- Finished form on Creekwood Drive / Made straight cuts on concrete drive area to be poured at Fire Hall #2 / Poured 7 yards of concrete

Thursday 04-29-2021

- Picked up chairs for 50th Birthday Celebration and delivered them to City Hall concession stand area (able to assist with this due to inclement weather) / Facility maintenance was also performed.

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

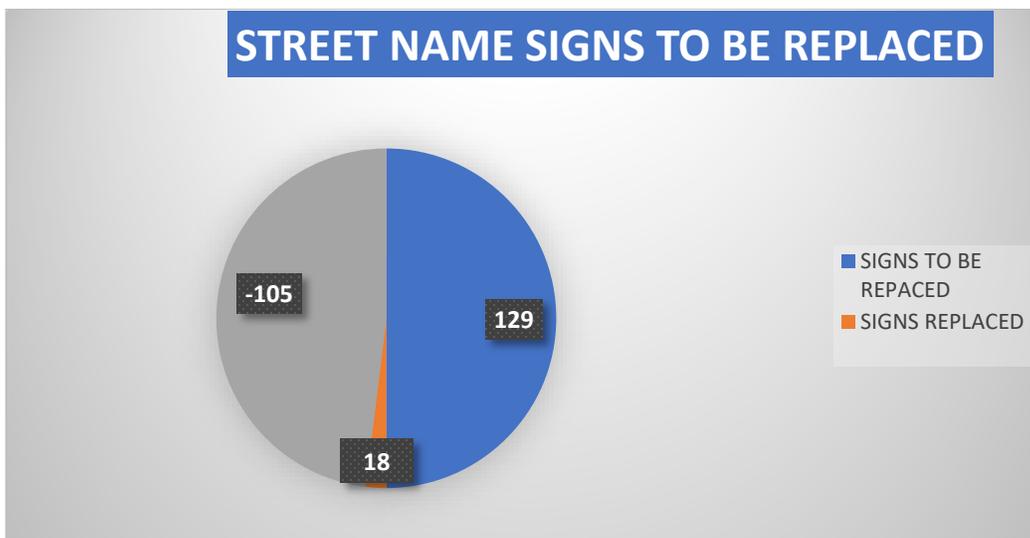
<u>Subdivision Decorative Light LED Retrofit Project</u>			
<u>UPDATED January 26,2021</u>	<u>TOTAL LAMPS</u>	<u>TOTAL RETROFIT COMPLETED</u>	<u>TOTAL RETROFIT TO BE COMPLETED</u>
High Mast Lights – I-65 Ramps	6	6	0
Briarwood Subdivision	5	1	1
Bridle Creek Subdivision	7	3	4
Business Park Drive	7	7	0
Hampton Village Subdivision	24	17	7
Heritage Trace Subdivision	5	5	0
Holly Tree Subdivision	44	44	0
Madeline Way	7	7	0
Magnolia Village Subdivision	27	16	9
Sumner Crossing Subdivision	21	12	9
Villages of Indian Ridge	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 April. No retrofits were completed during this month.

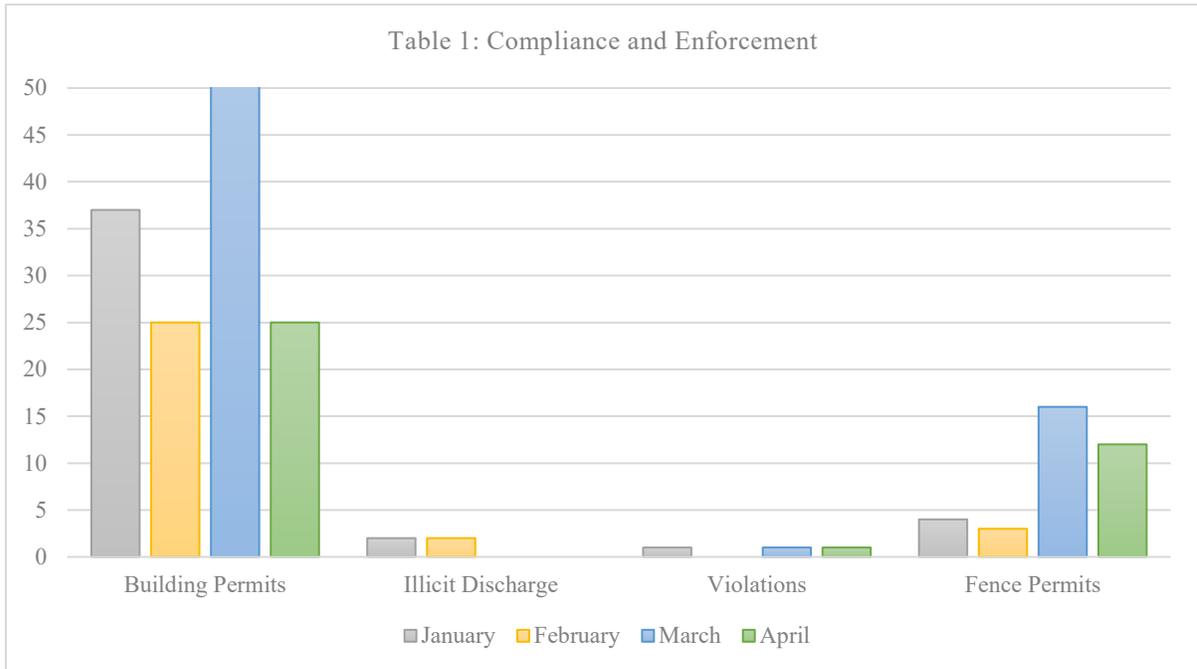
Street Name Sign MUTCD Compliance List

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: The remaining 129 signs have been ordered and delivered (these signs will be installed periodically from now until completion of project).



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



Directors Notes

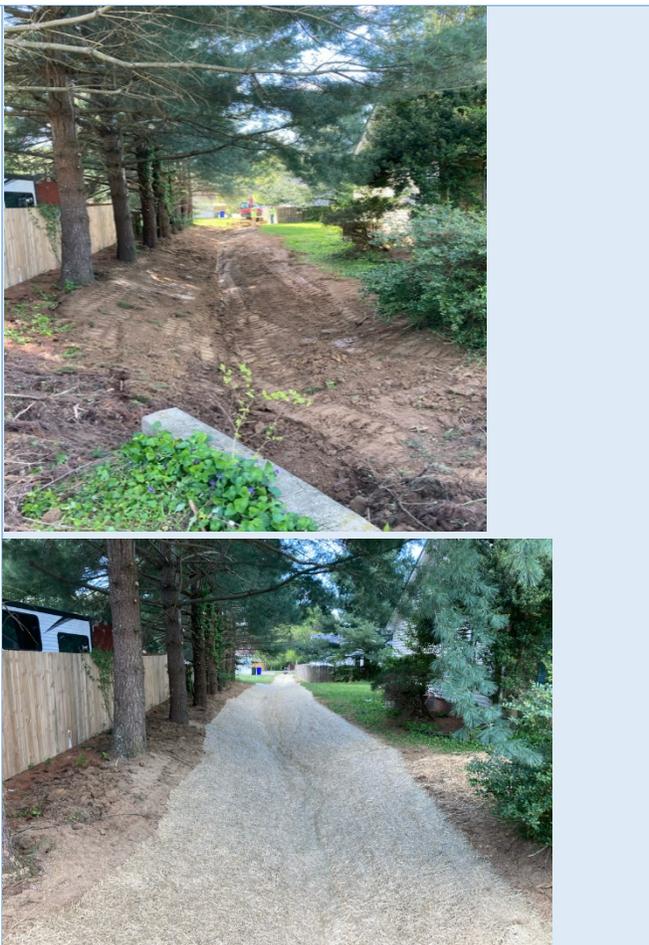
- No new stormwater complaints have been reported.
- Incident: Employee sustained bodily injury from impact with tree limb during routine vegetation maintenance. Reported on 04/28 and cleared for duty on 05/03.
- On April 22nd, The City issued 4 fence removal letters to residents in the Northwoods Subdivision. Chain linked fencing is located within the City easement and obstruct runoff. Work order has been generated to rehabilitate the swales in that area and route drainage to retention pond.
- The City was nominated for a public education and outreach award. This stems from recognition of the departments' participation in the tree giveaway and WOW newsletter that aids to empower the public and reduce stormwater pollution.
- On April 27th, a new fee schedule was proposed for land disturbance/grading to City Administrator and Planning and Codes Director. Study session scheduled for August 19th with BMA.
- Grading permits have been approved for Doris Farms and Lennar Homes: Willow Springs and Willow Grove.
- Streamside salamander was impacted by sediment from Fields of Oakwood subdivision development. Developers will be issued a notice of non-compliance and TDEC and TWRA will schedule a site visit.
- On April 22nd, we have requested a bid proposal from CSR in preparation of the Springbrook drainage improvement project.
- Legacy Farms have submitted mass grading revisions for Phase 2 which are currently under review.

**Public Services Department – Stormwater Division
April 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 for the month of April:

Address	Scope of Work	Status	Notes
102 Bridlewood Court	Excavated ditch to appropriate slope from Laura Drive to Bridlewood and stabilized for positive flow.	Work Order: 041221003 Complete	

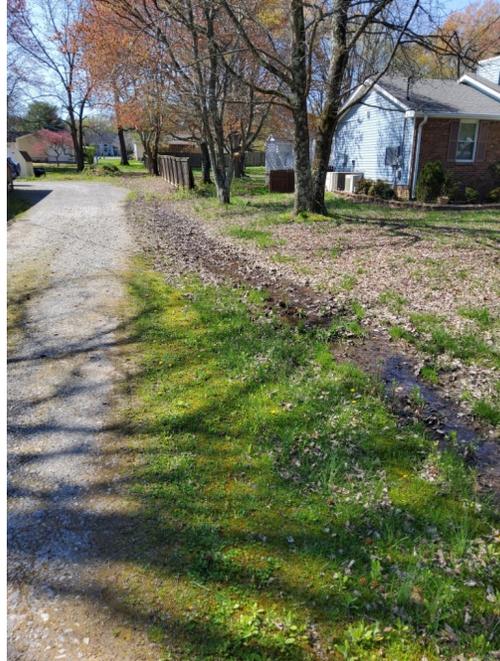
Public Services Department – Stormwater Division
April 2021

223 Rolling
Acres Drive

Illicit
Discharge –
sump pump

Work Order:
040521003

Complete



309 Valley View
Drive.

Undergrowth
and
vegetation
extracted
from
conveyance
and repaired
washouts

W/O #
041221003
Complete



Public Services Department – Stormwater Division
April 2021

524 North
Palmers Chapel
Road

Pave
secondary
entrance to
the Reserve.
Sheet flow
impacting
downstream
neighbors.
Future
widening
project to
route
discharge to
Honey Run
Creek

WO#-
040421006

Complete



Fields of
Oakwood

Stormwater
construction
inspection
for erosion
control

ongoing



The Parks

Open trench
inspection

WO#-
040721008

Complete



Public Services Department – Stormwater Division
April 2021

<p>100 Baylee Court</p> <p>Installed 30' of 12" ADS into existing catch basin.</p>	<p>WO# - 040721001</p> <p>Complete</p>	
<p>403 Autumn Wood Drive</p> <p>Repaired voids in homeowners' yard. Excavated excess and built-up fill obstructing conveyance. Bare areas stabilized. Culverts jettied to efficacy.</p>	<p>WO# - 040521007</p> <p>Complete</p>	

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

Stormwater Division

Total Hours Worked	FY 15/16	FY 19/20	31-Mar	30-Apr	YTD 20/21
Stormwater	5,744	7,204	974	899	9404
Work Orders	0	69	18	15	129
Overtime	508.5	262	10	15	162
Facility Maintenance	3,494	638	42	15	521
Fleet Maintenance	1,034	314	82	83	638
Administrative	385	1,138	174	207	1508
Drainage Work (feet)	0	3,988	1400	925	4901
Drainage Man Hours	0	1,371	387	375	2764
Debris Removed Load	0	188	11	10	185
Sweeping Man Hours	0	309	14	140	361
Mowing Hours	0	102	0	18	21
R-O-W Hours	0	1,506	18	0	184
Shoulder/Curb Hrs.	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	Subdivision / Street
04/01/21	18	39	6	31W S, Meadowbrook, RHPK, Bridle Creek
04/12/21	18	25	9	Beechbrook, Springbrook, 31W N
04/13/21	18	28	6	Covington Heights, Heritage Farms, Tison Est.
04/14/21	18	31	6	Highway 76, Briarwood, Kennedy, Walnut
04/15/21	18	25	6	Highway 76, Soccer Complex, Greystone
04/21/21	18	12	6	Magnolia Village
04/22/21	18	24	6	Holly Tree, Indian Ridge
04/26/21	18	19	6	Indian Ridge, Northwoods
04/27/21	16	19	6	Northwoods
Totals:	160	228	60	

Public Services Department – Stormwater Division
April 2021

Right-of-Way Mowing

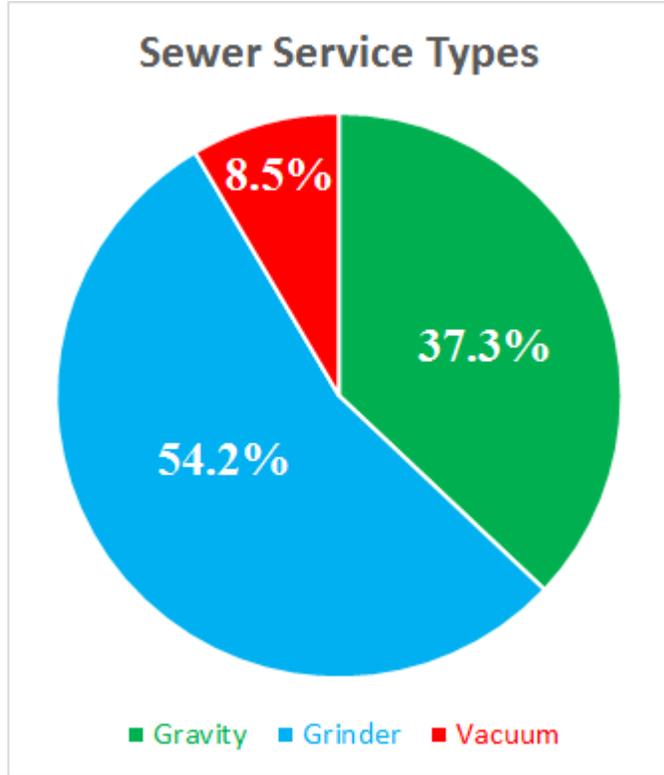
Work Order #	Type of SCM	Location:	Date:
042721001	Detention Pond	North Palmers Chapel Road	04/26/21
042721001	Detention Pond	Shady Lane	04/27/21

**Public Services Department - Wastewater Division
April 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 April 30th, 2021, City personnel count a total of 5,496 sewer system connections, with 23 new applications for service in April, 2021. Totalized counts of each type of connection are provided below:

Gravity Sewer Connections	2,051
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>April 2021</u>	<u>YTD</u>
Tennessee 811	1,691	1,670	1849	2315	2680		381	2,072

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
April 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>Apr 2021</u>	<u>YTD</u>
North Palmers Chapel	35	22	23	8	3		1	1
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	2
Treatment Plant	0	1	6	4	6		0	3

Alarms:

On 04-19-2021 the North Palmers Chapel vacuum station had a control fuse blow in the AirVac panel. This caused the vacuum pumps, sewer pumps, and alarms to become deactivated. A minimal amount of water overflowed into the floor of the basement, which Derek Hough cleaned up as soon as he replaced the fuse and got the station working properly. We are uncertain how long the station was down. There were no reports of issues in the service area that we are aware of. This issue was discovered during daily station inspection.

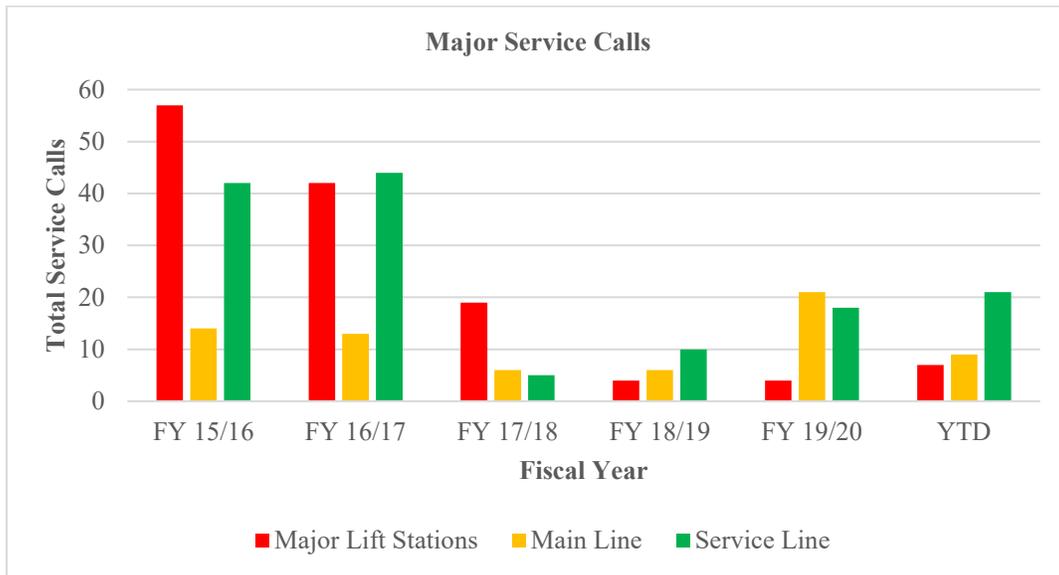
On 04-30-2021 an alarm was triggered at the newly-installed Fields at Oakwood station which briefly lost power due to construction activities disrupting electrical service on-site.

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

System Repair Goals:

The goal is to minimize failures with the major lift stations and the mainline gravity, low-pressure and high-pressure force-mains, and the air-vacuum systems. Key personnel have been trained over the last three (3) years on the proper operation and maintenance of the major lift stations. This program has been very successful in reducing the number of station failures. Some of the lift stations are either at or near their anticipated useful life. Therefore, we will continue to encounter equipment failures until the stations are replaced. The mainline and service line repairs are mitigated in a large part by the 811-line marking program. However, we do encounter residents or contractors that dig without notifying the 811-call center. Under these circumstances the City must make repairs; and if the line break was due to negligence, the responsible party will be billed. In some cases, the breaks are due to weather events or age.

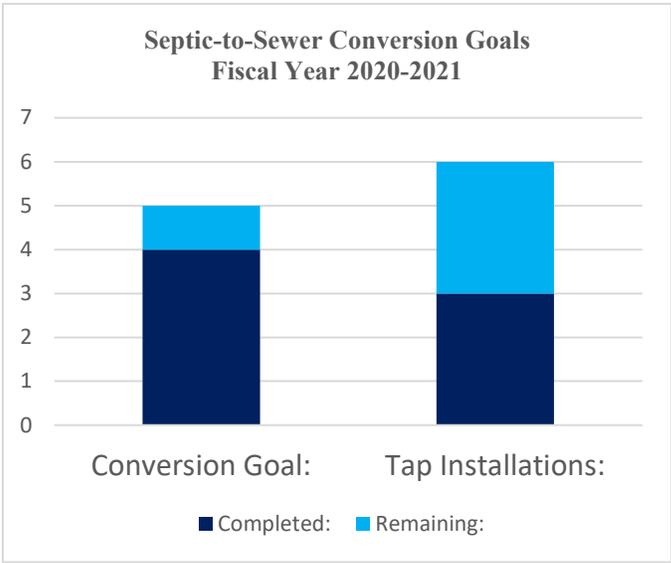
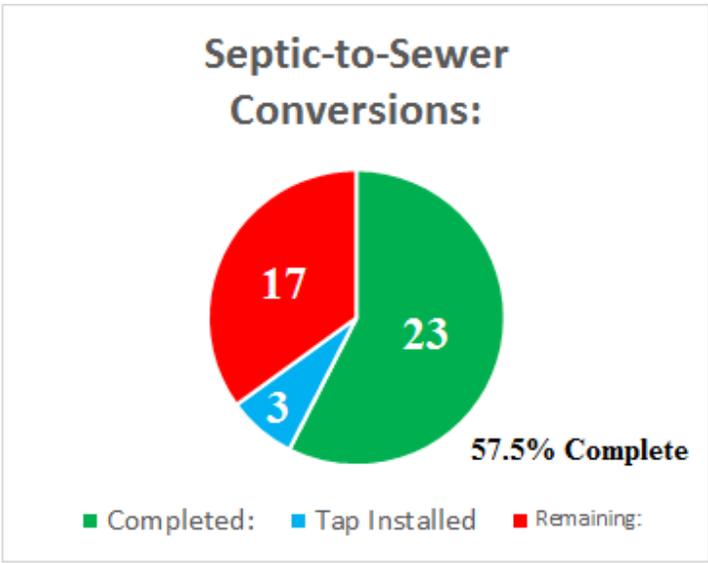
<u>Repairs</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>		<u>Apr 2021</u>	<u>YTD</u>
Major Lift Stations	57	42	19	4	4		1	7
Main Line	14	13	6	6	21		0	9
Service Line	42	44	5	10	18		5	21



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.

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

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 on-site and awaiting installation. The 10” FM is installed and testing should begin soon. Last we heard from Mr. Cook, he is waiting until the 12” WHUD line is also installed (they are nearing completion of this as well) so he can have enough water to fill the 10” for testing.
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 issue of significance that we had was with a blown control fuse at N. Palmers Station as described above.
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 moved into the Master Plan Update stage of the project, which should be completed soon. 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. Plans are in motion to construct a new 18” Southern Force-Main to ease flow restrictions on the existing main, and to reroute a significant volume of flow off the Copes Crossing station and into the proposed Farmstead station set to begin construction this year.
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 were completed in late-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 taps for the remaining four (4). As of 04-30-2021, the conversion for 2121 Hwy 31W has been completed, and a tap has been installed for 2951 Union Rd, 2961 Union Rd and 2966 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 three of the six (3/6) remaining Union Rd taps installed. A total of 23 projects have now been completed on the list of 40.



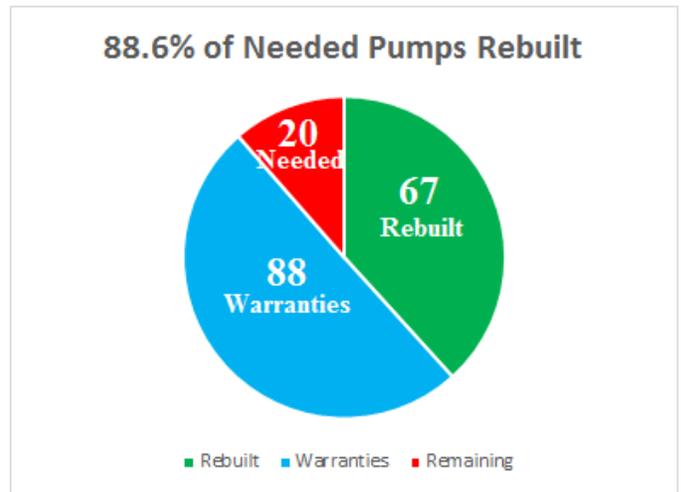
**Public Services Department - Wastewater Division
April 2021**

<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>Apr 2021</u>	<u>YTD</u>
Vacuum System Service Request	87	172	143	112	82		7	48
Gravity Service Request	5	12	0	10	13		3	15
Low Pressure Service Request	530	716	621	728	770		68	542
Total Pumps Replaced	313	338	401	361	449		38	416
Total Pumps Rebuilt	n/a	n/a	n/a	n/a	n/a		13	67
Grinder Tank PM Program	n/a	58	63	358	267		12	202
Inspection for New Service	36	23	54	103	226		41	307
Final Inspection for New Service	37	55	56	62	110		37	162
Sanitary Sewer Overflow (SSO)	6	9	1	3	49		2	16
Odor Complaints	16	17	28	43	43		3	30

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. To-date we have rebuilt 67 pumps in-house, and received 88 warranty-returns.

Last month we identified an error in the total number of pumps replaced YTD, and have since reconciled the total number. Previously, only new pumps and warranty-returns were counted in the total number of pumps replaced. We have now identified 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
April 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>Jan - 21</u>	<u>Feb - 21</u>	<u>Mar - 21</u>	<u>Apr - 21</u>	
Flow – To Creek	0.625 MGD	0.725 MGD	0.784 MGD	0.642 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	.625 MGD	0.725 MGD	0.784 MGD	0.642 MGD	
Capacity	1.4 MDG	1.4 MGD	1.4 MGD	1.4 MGD	
% of Plant Throughput	44.6%	51.8%	56.0%	45.8%	(0.642 MGD) / (1.40 MGD)
Actual Capacity	1.12 MDG	1.12 MGG	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	52.1%	64.7%	70.0%	57.3%	(0.642 MGD) / (1.12 MGD)
Rainfall	3.68”	7.29”	7.60”	3.69”	

<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>April 2021</u>	<u>YTD</u>
Violations	1	7	7	13	7	12		1	5

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 passed the TIE/TRE test performed in April. The water was not toxic. We also passed a C. Dubia only IC25 Toxicity test. We are awaiting the results of the second quarter WET test performed last week.
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.

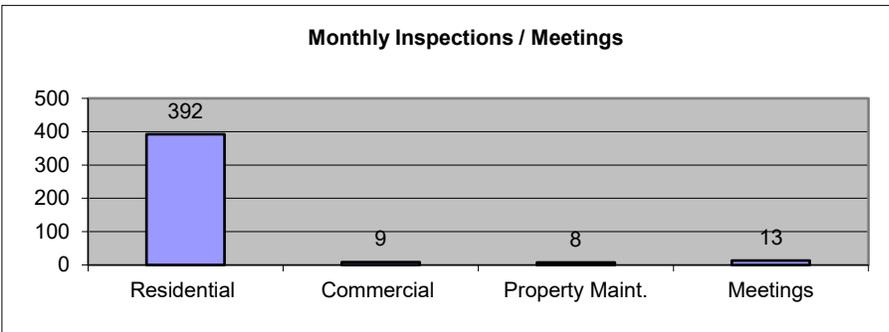
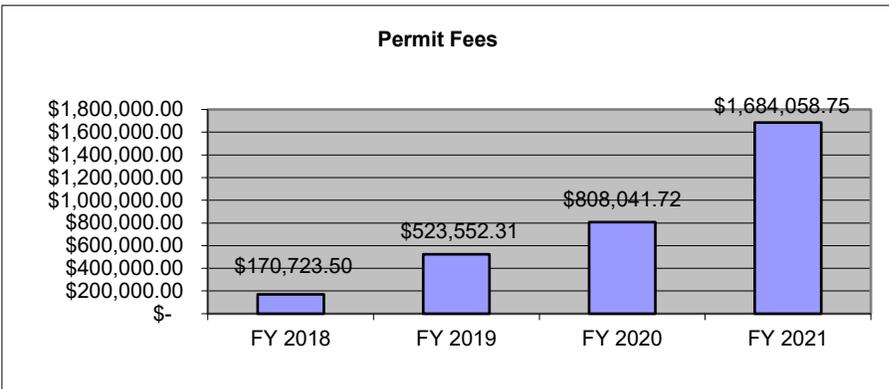
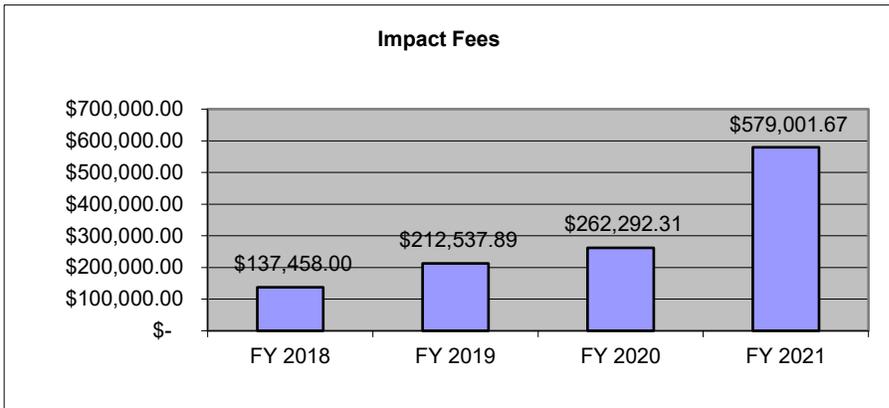
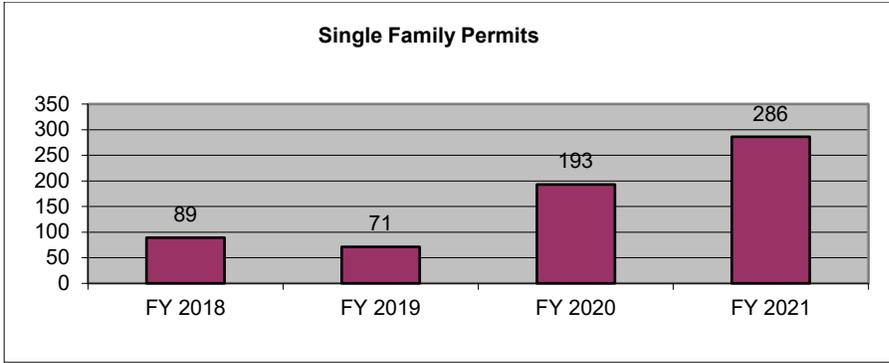
Public Services Department - Wastewater Division
April 2021

- 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 meeting 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.
 - 04-01-2021: City began review process for Construction Bids for WWTP.
 - 04-12-2021: City submits request to SRF for review of an \$8,000,000 increase to the SRF loan in response to received bids.
 - 04-15-2021: City of White House Board of Mayor and Aldermen voted to accept bid by Reeves Young in the amount of \$20,990,00 for the Wastewater Treatment Plant Expansion Project.
 - 04-28-2021: Complete bid package for WWTP Expansion Project submitted to TDEC/SRF for approval.
 - City submits completed Fiscal Sustainability Plan to TDEC (anticipated late-May).
 - TLDA approves winning bid (anticipated late-May).
 - City notifies bid winner, contract executed (anticipated late-May).
 - City issues Notice to Proceed (anticipated early-June).
 - Project breaks ground (anticipated late-June).
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 odor scrubber processes for H₂S control in this area. With the increasing flows to the Copes Crossing 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 2.50 parts per million (ppm). The average residual was 0.10 PPM with a max residual of 0.20 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 18.4 CFU's which is well below the limit. *Last month the average was 21.8.*

**Planning and Codes Department
APRIL 2021**



**Planning and Codes Department
APRIL 2021**

	Month	FY2021	FY2020	FY2019	FY2018
MEETING AGENDA ITEMS#					
Planning Commission	5	61	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	30	286	193	71	89
Multi-Family Residential	0	22	0	13	5
Other Residential	9	69	91	93	238
New Commercial	1	5	6	3	3
New Industrial	0	2	0	1	0
Other Com/Ind	5	22	23	33	31
Sign	0	10	14	25	24
Occupancy Permits		21	14	25	24
Commercial Certificate of Occupancy-					
Other	4	8	12	3	14
BUILDING INSPECTIONS					
Residential	392	1817	2858	2411	1112
Hours	24	452	699.58	414.98	383.59
Commercial /Industrial	10	69	110	179	165
Hours	2	26.93	12.83	179	165
CODE ENFORCEMENT					
Total Cases	8	80	330	179	165
Hours	2	30.75	70.24	86.75	75.17
Complaints Received	7	30	116	98	132
MEETINGS					
Administration	7	50	58	68	51
Hours	9	79	38.26	103.67	101
Planning	6	42	76	135	73
Hours	5	49.75	96.58	155.5	86.82
Codes	2	7	28	35	27
Hours	2	5	37.85	40.16	18.67
FEES					
Permit Fees	\$215,876.17	\$ 1,684,058.75	\$ 808,041.72	\$ 523,552.31	\$170,723.50
Board Review Fees	\$0.00	\$ 80,500.00	\$ 11,000.00	\$ 3,750.00	\$4,683.00
City Impact Fee	\$105,656.97	\$ 579,001.67	\$ 262,292.31	\$ 212,537.89	\$137,458.00
Roads	\$48,090.60	\$ 254,406.60	\$ 77,860.90	\$ 98,885.80	\$112,424.58
Parks	\$11,880.00	\$ 114,686.00	\$ 74,646.00	\$ 23,140.00	\$ 10,163.90
Police	\$27,523.51	\$ 158,269.41	\$ 59,096.30	\$ 11,704.30	\$ 8,971.20
Fire	\$18,162.86	\$ 58,016.66	\$ 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	17	17	17	16	15

Parks, Recreation, & Cultural Arts Department April 2021

Summary of Month's Activities

This month sports continued as usual and we had a couple of special events take place at our facilities. Next month we hope to get the Splash Pad open to kick-off a summer that should be much better than this time last year.

Just an update on the Splash Pad: We have continued to investigate the issue this month but still have not been able to locate it. We have scheduled American Leak Detection to come back out and their first availability was May 10th. So, we have that scheduled and, in the meantime, we are going to take up every feature and expose the drain lines, so that they can pressure test each component and determine what exactly our problem is. Hopefully this will resolve our issue and we can be open before Memorial Day but it will just depend on the level of repair necessary before we can give a definitive timeline on it.

The 3rd Anniversary of the Rover's Ridge Dog Park opening took place April 17th. The Dog Park committee wanted to host this event to show off what we had done with the \$25,000 grant we received from the Boyd Foundation as well as serve as a tribute to Denis Godek, who tragically passed away and was a vital part of making the dog park happen. His family was present and a plaque was presented in his honor which will be placed inside the shelter at the dog park. Overall, the event was a huge success and the representative from the Boyd Foundation was very pleased with the way the dog park turned out.



The City's 50th Annual Birthday Party took place in our auditorium and gymnasium on April 24th. This was originally scheduled to take place last month at the amphitheater but got postponed due to the weather. The weather still didn't cooperate this time but the back-up plan was to use our auditorium and gym to host the event. The next event associated with the city's anniversary will be at the Americana Celebration on July 10th.

An update on some projects:

Design work on the Soccer Complex renovation project was completed this month and the project was sent out for bid. A pre-bid meeting is set for May 3rd and the bid opening will be May 17th. We will probably get it on the June Board Meeting, so construction will likely start around July. 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. *

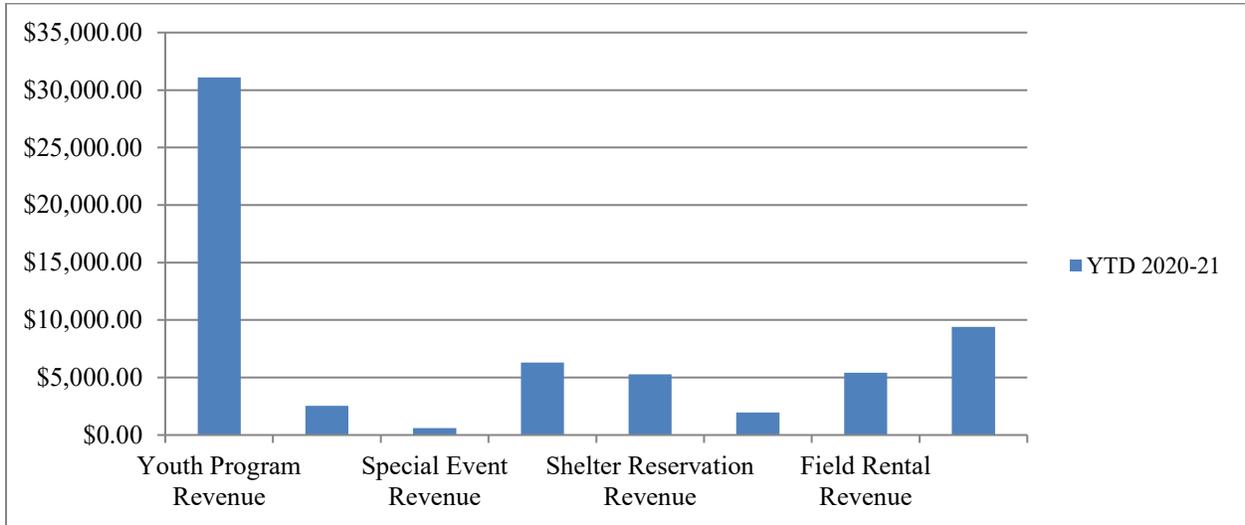
As far as the barn at the Byrum Park location, we plan on going forward with that project in the coming weeks. We have gotten behind on a few other projects and were still trying to coordinate things with Waste Industries but we think we have that figured out now. So, it is just a matter of getting caught up enough to take care of it.

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

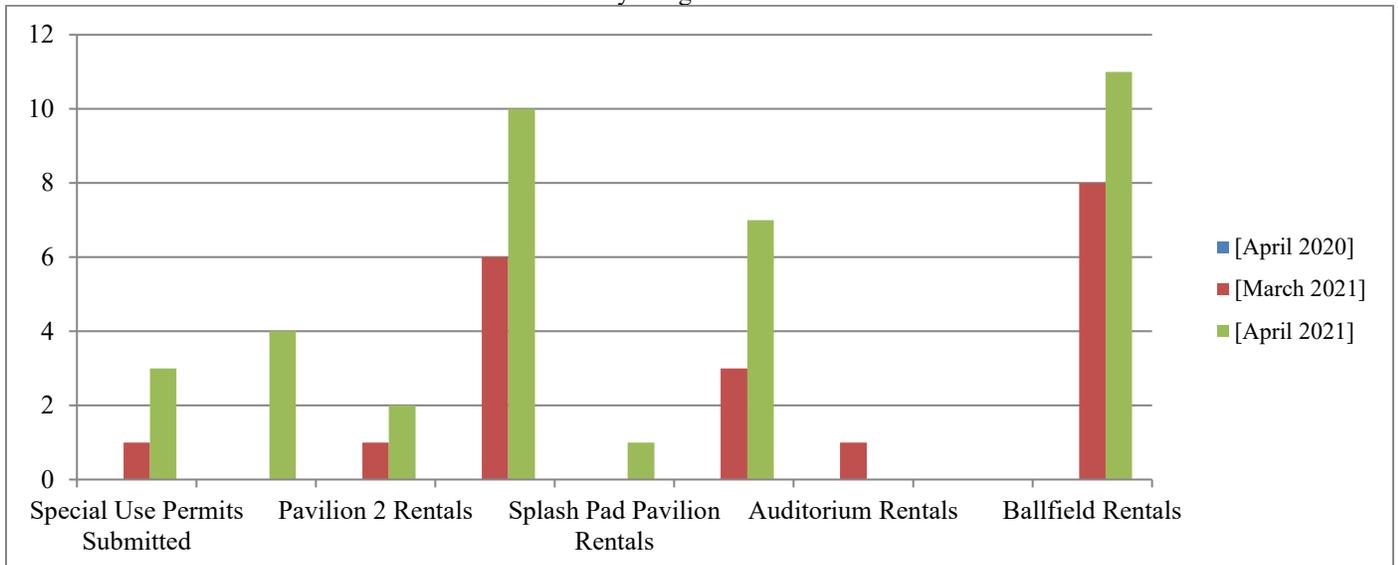
As was mentioned last month, we had to do some re-thinking on the Greenway paving after the companies expressed concern over accessing the part of the Greenway we wanted to pave. After some thought, it was decided to forego this project this year so that we can wait for a better opportunity for access as well as use the money allocated towards this project for other projects that have come up recently, like the Tennis Courts, etc.

Lastly, the Tennis Courts are currently being designed by CSR. The design work was approved by the board in the April meeting and it started shortly thereafter. The hope is to get this project done by the end of the calendar year at the latest before the tennis season gets started in January.

Revenues YTD

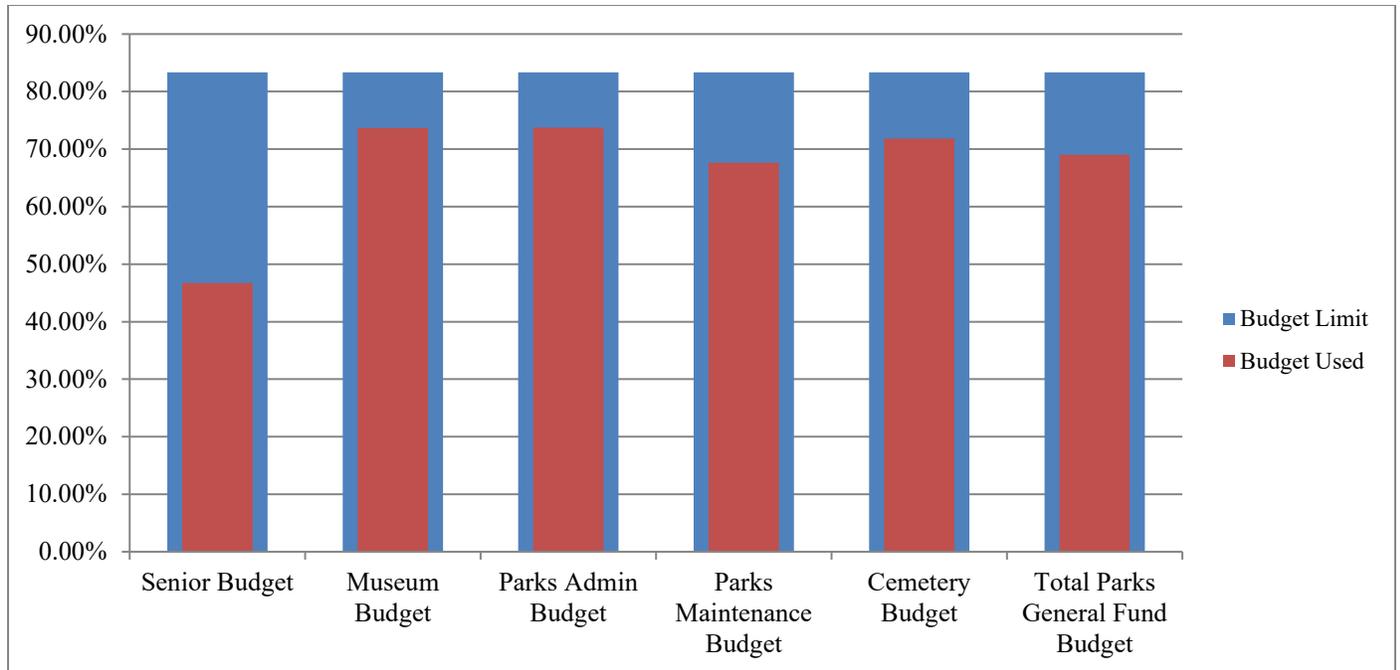


Facility Usage



Over/Under Budget

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



Recreation

In the month of April, girls' volleyball games started on April 13th and will continue until May 27th. Games have been on Thursday and Saturdays and practices on Tuesdays. All uniforms were given out and trophies were ordered through First Place Trophy in Hendersonville.

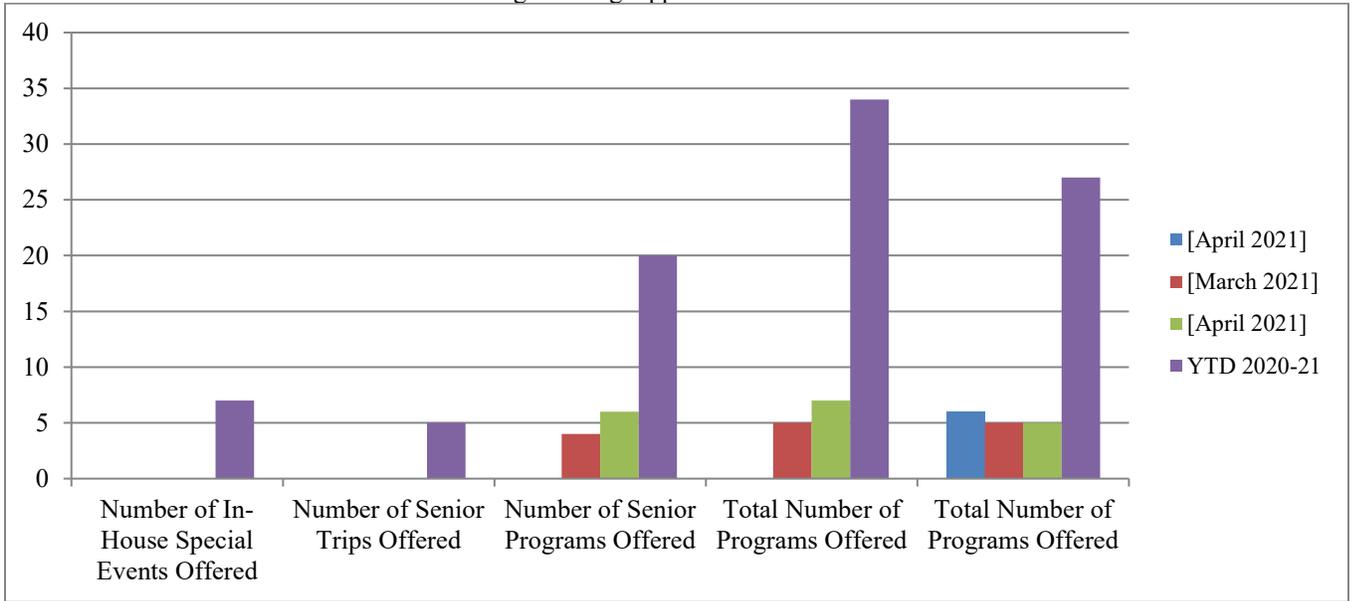
Challenger baseball also started their games in April with games happening each Saturday morning at the park. Practices take place on Tuesday evenings. Rick Smith was our supplier for uniforms this year with the team deciding to be the Yankees this season. Debbie with All Star Photography came and did team pictures on April 17th. We did have Tennessee Realtor Partners reach out and become a sponsor for the league this season. Trophies have been ordered for the team and their end of the year party will happen at the park on May 22nd.

We began signups for Men's Adult Basketball during the month of April and will continue signups until the first week of June.

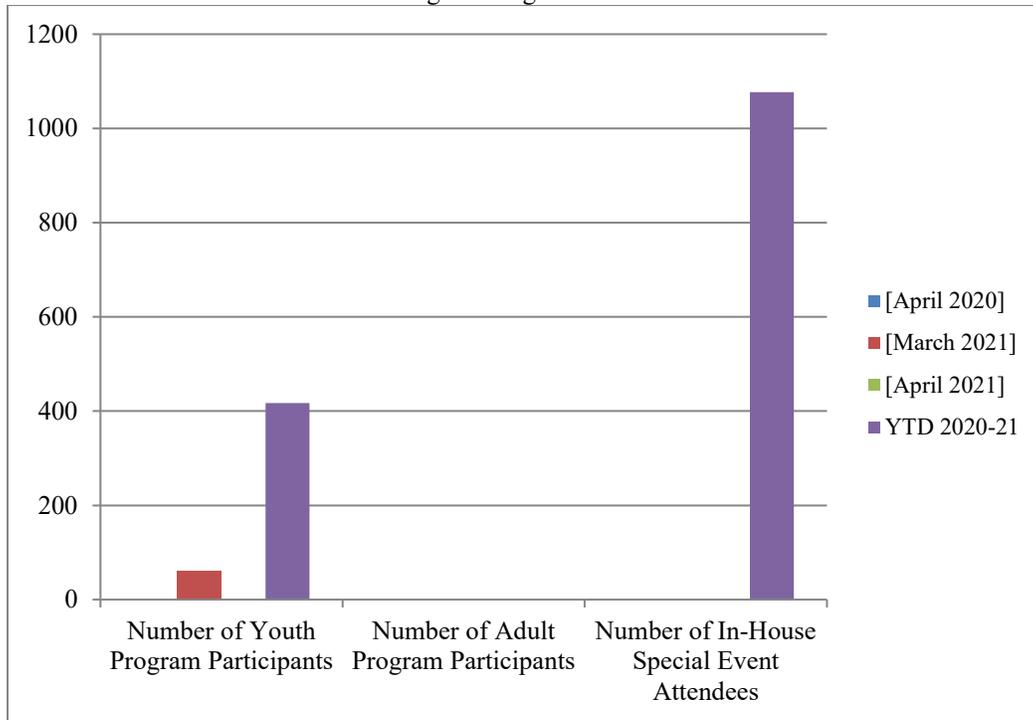
We were able to order supplies needed for both the park and office during April. Field chalk, Field paint and field dry for the athletic fields were purchased from Springfield Co-op for this season. Acoustic foam panels were added in the gym to help with noise and additional pieces will be purchased to continue to address this issue. Hand dryers were also ordered and received for both the Civic Center Bathrooms and Soccer Complex to cut down on paper towels and battery expenses. Some of the new ideas we have explored for parks is offering youth flag football, cornhole, and pickleball in the near future. Coaches were contacted about doing a summer basketball camp with us but have been unable to get someone to do so at this current time. Lastly, 5K medals and t-shirts were ordered to make sure they were received in time for the big race.

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

Programming Opportunities



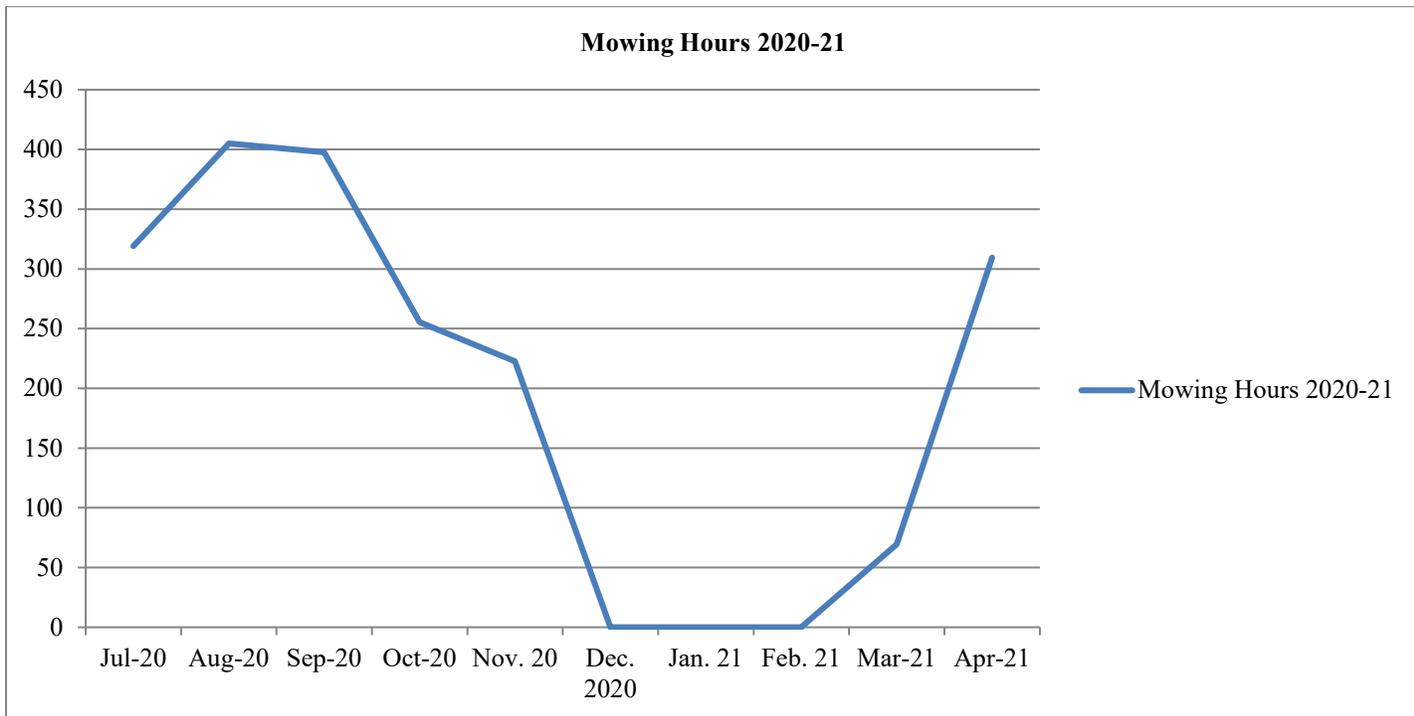
Programming Attendance



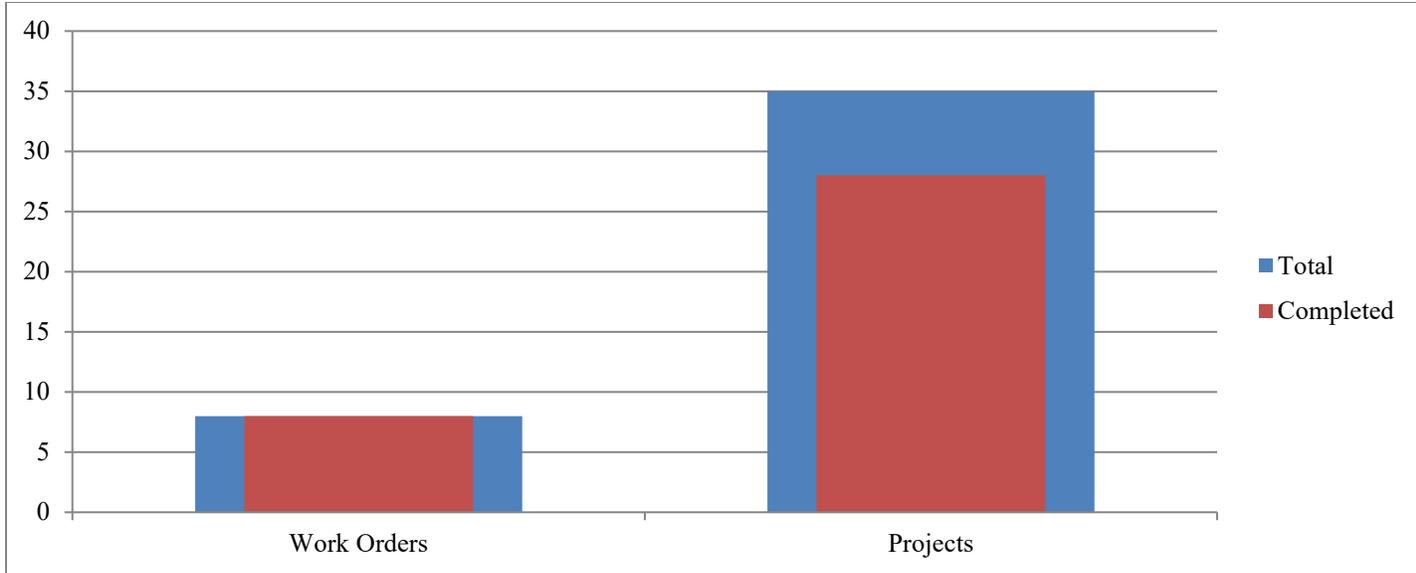
**Parks, Recreation, & Cultural Arts Department
April 2021**

Maintenance

- Filled in behind and installed water eels, seed and straw mat, as well as fenced off the area at entrances to fields 2 and 3
- Sprayed out all of the rye grass on all of the sports fields
- Built the pitcher's mound for field 6
- Filled holes and seed and straw mat in front of Jr. Pro field
- Worked throughout the month on the Splash Pad to diagnose its problem
- Filled pot holes at the entrance to soccer complex with asphalt
- Sprayed all park land for weeds in all areas
- Finalized all work at the Dog Park to bring it to 100% completion
- Painted foul lines on all ball fields twice
- Did dirt work and seed and straw mat at the amphitheater



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



Museum

Volunteers

Volunteer helped set up some interviews with long-time locals. These interviews were recorded for future reference. Volunteer helped with getting caught up on newspaper clippings. Volunteers worked a total of 15 hours for the month of April.

Exhibits



Current exhibit features artifacts and box displays which includes pictures and descriptions from the City's past 50 years. New artifacts from the city's police department were added to the display.

Social Media Promotion



White House History Wednesday's monthly edition was posted on Wednesday, April 28, 2021 with a new episode on the beginning of the parks system in White House.

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

Loaned Artifacts



Several of past patches from the police department were loaned for the 50th Anniversary display.



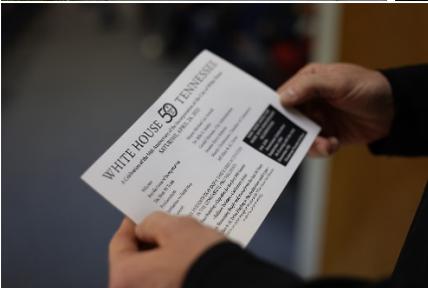
Assistant Chief Ring loaned several items from the City's police department for the 50th Anniversary display

Tours at Museum

The museum had a few walk-in tours in April.

Additional Items

Saturday, April 24, 2021, was the city's 50th Birthday Celebration. Unfortunately, due to weather, the event had to be moved indoors. The event began with a brief program in the auditorium followed by birthday cupcakes, face painting, balloon twisters, caricatures artist and a history walk in the gym. Attendance was around 400.



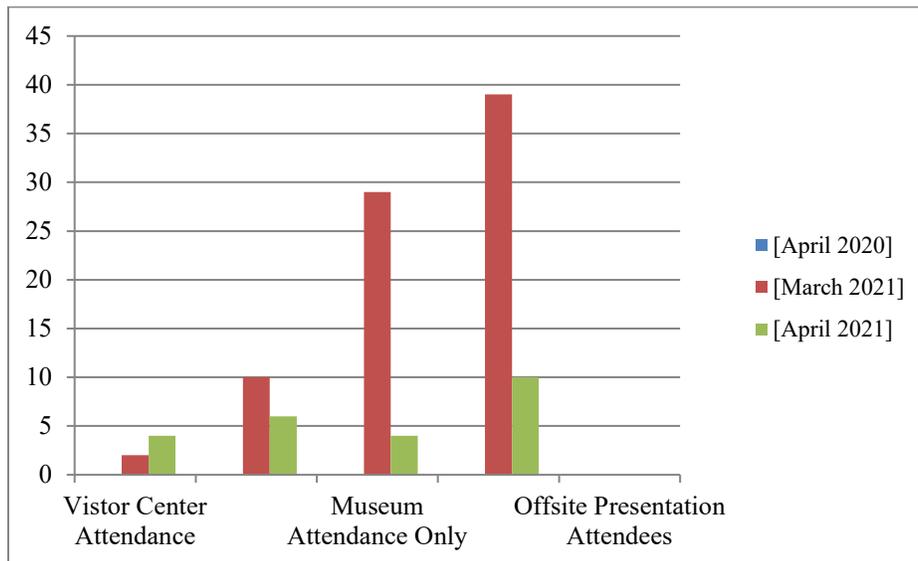
**Parks, Recreation, & Cultural Arts Department
April 2021**



Visitors' Center and Museum Attendance

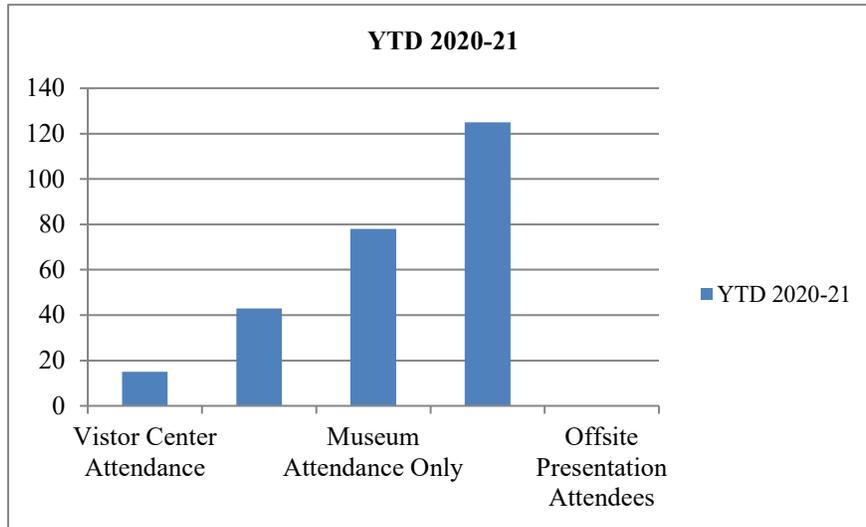
Visitors' Center Only	Visitors' Center and Toured Museum	Museum Only	Total Museum Visitors	Off Site Presentations Attendees
4	6	4	10	0

Museum/Visitor Center Usage



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

Museum/Visitor Center Usage YTD



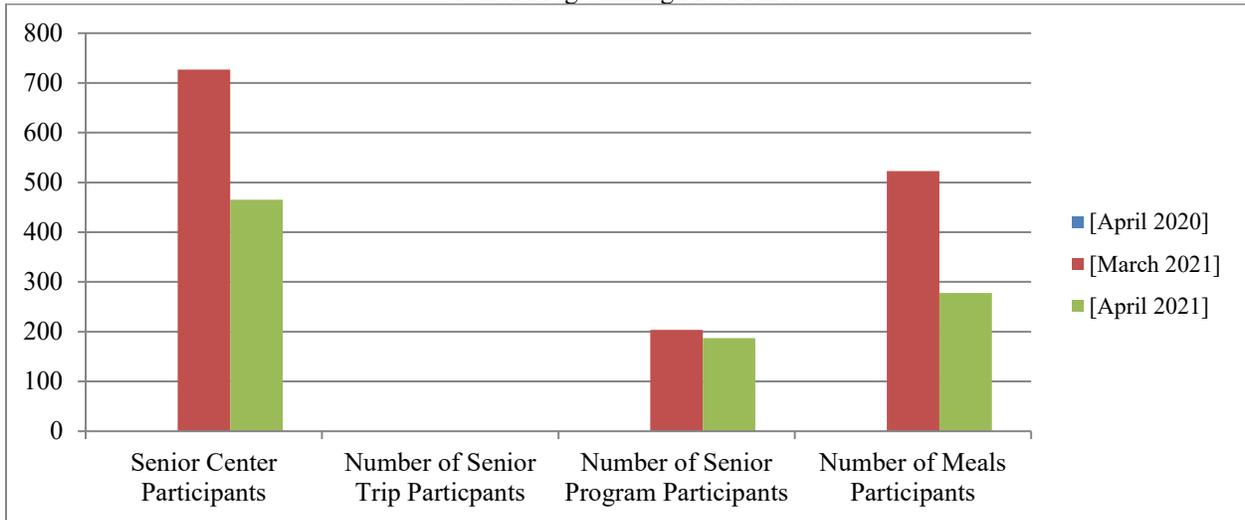
Senior Center

The Senior Center has continued to offer their drive-thru meals with great success. This month a little more was added to their calendar as they were offered the opportunity to come to the center and do crafts, do a bible study, and watch a movie. Next month a little more will be added as they will have a strength training class added to the gym by the same lady that does the fittercise and chair yoga classes. They will also be doing a BINGO day and have a day to play dominos, so things are almost back to normal. Starting June 1st we will start offering the Senior Meal inside again. So, at that point things will be just about back to normal for the first time in over a year.

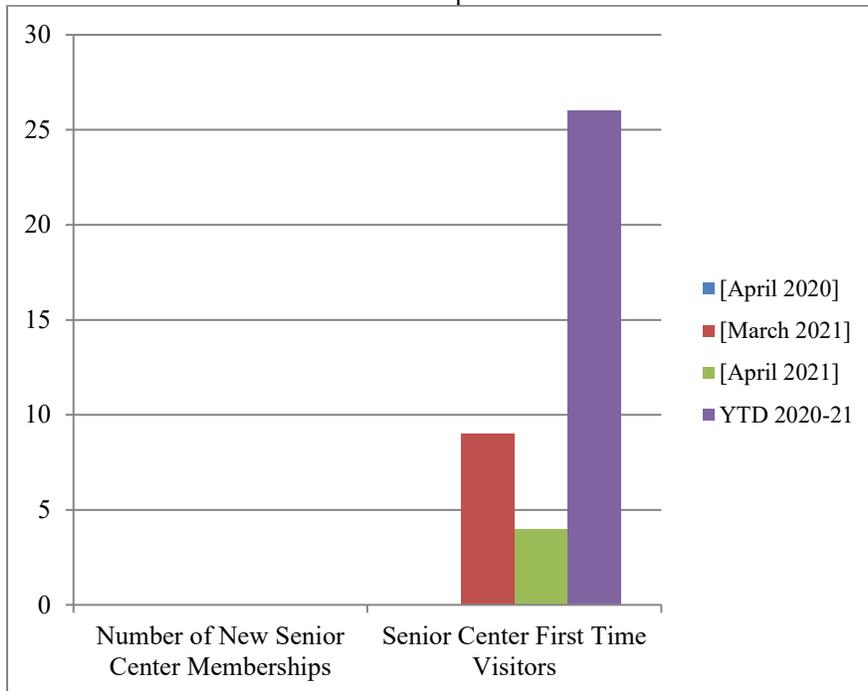
Senior Center Participation - April 2021			
<u>Outings/Events:</u>			
Crafts	3		
Movie at Center	3		
Bowling	7		
Lunch at Park	4		
Total	17		
		<u>Sr Meals Wednesdays</u>	
		81	
		91	
		106	
		278	TOTAL
<u>Programs:</u>			
Fittercise	125		
Walk			
Yoga	45		
TOTAL	170		
NEW MEMBERS	0		
FIRST TIME ATTENDEE	4	Sue, Debbie, Judy, Daphe	
TOTAL Sr Center Participants:	465		

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

Senior Programming/Attendance



New Senior Memberships/First Time Visitors



	FYE 2019	FYE 2020
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	Apr. 20	Mar. 21	Apr. 21	YTD 20-21
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Facility Usage

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

0	1	3	32
0	0	4	15
0	1	2	7
0	6	10	49
0	0	1	63
0	7	17	134
0	3	7	10
0	0	0	0
0	1	0	3
0	0	0	0
0	4	7	13
0	8	11	126
0	2	4	15
0	10	6	43
0	29	4	78
0	39	10	125

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	61	0	417
0	0	0	0
0	0	0	7
0	0	0	1077
0	1	1	14
0	200	200	1600
0	0	0	0
0	727	465	3236
0	9	4	26
0	0	0	5
0	0	0	40
0	4	6	20
0	204	187	683
0	5	3	28
0	523	278	2513
0	0	0	0
0	5	7	34

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	\$77.00	\$0.00	\$31,083.00
\$0.00	\$500.00	\$390.00	\$2,540.00
\$0.00	\$0.00	\$0.00	\$605.00
\$0.00	\$1,308.50	\$701.00	\$6,304.50
\$145.00	\$827.50	\$925.00	\$5,282.50
\$0.00	\$187.50	\$1,187.50	\$1,950.00
\$0.00	\$193.00	\$277.50	\$5,410.50
\$312.10	\$8,380.20	\$343.93	\$9,400.59

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

303	69.5	309.5	1978.5
0	1	0	8
0	1	0	8
0	5	2	35
0	5	2	28

White House Library April 2021

Summary of Activities

The library director, library assistant, and circulation clerk attended the virtual TLA conference on April 7 and 8. The director got a good idea for the maker space from one of the sessions. She is hoping she can put that idea into place in the 2021-2022 budget year.

The library director met with Andrew Armstrong and Emmie Seal separately to discuss the con layout. We discussed where each booth could go, space needed for each area, and needed con presenters. Andrew reached out to some of his contacts to help fill those spaces.

The library director and some of the staff did an escape room to get ideas for their con escape room. There will be two different escape rooms running at the con, and they needed ideas for these two events. They got some ideas and are hoping they can create the puzzles/clues in time for the event.

The library director met with the Sumner County IT director, Dennis Cary, to discuss the library's circulation system. He mentioned that he is looking at circulation systems to make sure that the libraries have the best circulation system at the best cost. The director stated that she needed a circulation system that could run RFID tags and the city would not pay for migrating to a new system. After discussing her concerns, she then showed Mr. Cary their RFID tag system.

The library director attended some of the city's 50th anniversary birthday party. The city had displays made about different departments/city businesses to showcase then and now. There was a display made about the library and it is now in the library's lobby for viewing.

The library director attended a coding workshop virtually through the regional library. It was very helpful in showing how to start a coding club and why they are important. The director thinks we will try to start a coding club up once COVID is over.

A power surge caused all of the library computers to lose their IP addresses. A state tech had to come out to help get the computers back online. However, while in the server room, we noticed black spots on the wall. The library director has a mold inspection company coming to look at the spots.

Department Highlights

The highlights for the month were the different training options that provided helpful tips, doing the escape room, the con meetings, and the new library history display.

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

Official Service Area Populations

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

Membership

April	2017	2018	2019	2020	2021
New Members	84	77	76	16	63
Updated Members	1,127	243	253	106	237
Yearly Totals	2017	2018	2019	2020	2021
Total Members	11,893	7,073	8,376	9,496	6,934
% of population with membership	86	51	59	66	48

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

Total Material Available: 37,924

Estimated Value of Total Materials: \$948,100

Last Month: \$945,025

Total Materials Available Per Capita: 2.64

Last Month: 2.63

State Minimum Standard: 2.00

Materials Added in April

2017	2018	2019	2020	2021
342	532	472	336	136

Yearly Material Added

2017	2018	2019	2020	2021
3,602	3,123	3,004	3,025	848

Physical Items Checked Out in April

2017	2018	2019	2020	2021
5,175	5,003	4,852	3,340	3,650

Cumulative Physical Items Check Out

2017	2018	2019	2020	2021
63,421	62,536	65,522	50,042	15,672

Miscellaneous item checkouts

April	2017	2018	2019	2020	2021
Technology Devices	27	24	43	26	65
Study Rooms	74	77	100	0	27
Games and Puzzles	39	51	73	37	70
Seeds	48	30	46	30	127
STEAM Packs	*	*	26	0	0
Cake Pans	*	*	4	0	0

Yearly Totals

2017	2018	2019	2020	2021
585	644	137	381	241
828	1,082	253	305	90
528	743	222	955	358
1,197	586	112	302	569
*	148	61	25	0
*	6	1	28	7

Library Services Usage

April	2017	2018	2019	2020	2021
Lego Table	295	132	185	0	0
Test Proctoring	0	0	11	1	30
Charging Station	0	5	30	0	2
Notary Services	*	*	*	4	7
Library Visits	*	4,379	4,551	0	2,724
Website Usage	*	*	1,084	1,101	2,113
Reference Questions	109	7	9	16	5

Yearly Totals

2017	2018	2019	2020	2021
2,643	1,891	553	459	0
56	152	27	74	32
86	90	19	47	10
*	*	16	88	30
*	52,565	55,728	30,007	10,840
*	2,517	16,935	17,977	8,489
115	59	77	60	22

Library Volunteers

April	2018	2019	2020	2021
Library Volunteers	9	13	0	8
Volunteer Hours	68	115	0	114

Yearly Totals

18-19	19-20	20-21
82	36	17
809	1,286	942

We have not getting many volunteers as some organizations are not requiring volunteer work at this time due to COVID.

Computer Users

April	2017	2018	2019	2020	2021
Wireless	596	588	658	140	331
Adult Users	348	321	384	8	165
Kids Users	170	141	152	0	80

Yearly Computer Users

2017	2018	2019	2020	2021
8,725	9,535	2,017	3,829	1,112
4,413	4,642	1,103	2,138	723
2,209	2,088	556	427	94

White House Public Library

April 2021

Performance Measures

Universal Class Counts

April	
Sign ups	1
Courses started	2
Lessons viewed	23
Class Submissions	2

Yearly Totals

2017	2018	2019	2020	2021
27	24	9	10	6
39	52	16	53	30
273	661	194	1,771	317
258	445	105	800	163

Programs

	2018	2019	2020	2021
1,000 books				
Monthly Sign-ups	7	2	1	0
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	1

Face-to-face Kids Programs

April	2017	2018	2019	2020	2021
Programs	19	13	18	0	6
Attendees	346	321	341	0	41
Yearly	2017	2018	2019	2020	2021
Programs	181	146	154	43	8
Attendees	4,268	4,260	4,201	1,185	90

Virtual Kids Programs

April	2020	2021
Videos	10	2
Views	1,907	21
Yearly	2020	2021
Videos	24	12
Views	4,182	182

Grab & Go Kits

April	2020	2021
Kits	0	6
Taken	0	124
Yearly	2020	2021
Kits	38	23
Taken	1094	741

We held face-to-face programs when the weather was nice and virtual story times when it was rainy or cold outside.

Face-to-face Teen Programs

April	2017	2018	2019	2020	2021
Programs	2	6	5	0	0
Attendees	12	16	9	0	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	0	0
Attendees	0	0
Yearly	2020	2021
Programs	5	0
Attendees	18	0

Combined Face-to-Face

April	2020	2021
Programs	0	4
Attendees	0	13
Yearly	2020	2021
Programs	11	4
Attendees	77	13

Virtual Teen & Tweens

April	2020	2021
Videos	2	1
Views	377	1
Yearly	2020	2021
Videos	12	6
Views	1,591	95

Grab & Go

April	2020	2021
Kits	0	3
Taken	0	25
Yearly	2020	2021
Kits	13	13
Taken	152	131

The library started holding face-to-face teen programs again as well as putting out grab and go kits.

Face-to-face Adult Programs

April	2017	2018	2019	2020	2021
Programs	15	17	17	0	5
Attendees	43	56	76	0	15
Yearly	2017	2018	2019	2020	2021
Programs	145	175	157	42	11
Attendees	689	1,009	1,343	214	49

Virtual

April	2020	2021
Videos	9	0
Views	2,655	0
Yearly	2020	2021
Videos	18	0
Views	4,972	0

Device Advice

Sessions	2019	2020	2021
April	*	42	3
Yearly	125	51	13

The library tried to add a chess club in April, but there was not enough interest. So this program will not be continued in May.

Interlibrary Loan Services

April	2017	2018	2019	2020	2021
Borrowed	55	49	60	0	50
Loaned	18	27	35	0	18

Yearly Interlibrary Loan Services

2017	2018	2019	2020	2021
562	690	690	534	201
305	410	410	151	54

April	R.E.A.D.S
Adults	1878
Juvenile	101

Yearly Totals	2017-2018	2018-2019	2019-2020	2020-2021
Adults	15,773	21,138	23,138	16,208
Juvenile	725	1,430	1,189	870

The READS statistics come from the state.

CITY COURT REPORT

April 2021

CITATIONS

TOTAL MONIES COLLECTED FOR THE MONTH \$6,534.34
TOTAL MONIES COLLECTED YTD \$38,067.98

STATE FINES

TOTAL MONIES COLLECTED FOR MONTH \$3,661.76
TOTAL MONIES COLLECTED YTD \$17,571.71

TOTAL REVENUE FOR MONTH \$10,196.10
TOTAL REVENUE YTD \$55,639.69

DISBURSEMENTS

LITIGATION TAX \$566.08
DOS/DOH FINES & FEES \$171.00
DOS TITLE & REGISTRATION \$242.25
RESTITUTION/REFUNDS \$0.00
CREDIT CARD FEES \$57.39
ON-LINE CC FEES \$57.45
WORTHLESS CHECKS \$0.00
TOTAL DISBURSEMENTS FOR MONTH \$1,094.17
TOTAL DISBURSEMENTS YTD \$6,560.54

ADJUSTED REVENUE FOR MONTH \$9,101.93
TOTAL ADJUSTED REVENUE YTD \$49,079.15

DRUG FUND

DRUG FUND DONATIONS FOR MONTH \$1,603.12
DRUG FUND DONATIONS YTD \$7,862.90

Offenses Convicted & Paid For Month	Count	Paid
Codes Violations	2	\$60.00
Financial Responsibility Law	21	\$1,259.31
Registration Law	19	\$1,133.41
Improper Equipment	3	\$10.00
Parking Prohibited	2	\$102.00
Right of Way in Crosswalk	1	\$0.00
DL Exhibited	2	\$0.00
Red Light	3	\$128.02
Careless Driving	1	\$55.00
Stop Sign	4	\$316.51
Speeding	28	\$2,675.04
Seat Belt	3	\$80.00
Failure To Yield	2	\$117.50
Exercise Due Care	8	\$533.31
Inproper Lane Change	2	\$66.79
Total	101	\$6,536.89