



*The Weekly Report*  
*FROM*  
*THE CITY MANAGER & STAFF*  
Week Ending August 25, 2017

**FROM THE CITY MANAGER:**

*Upcoming Dates of Interest:*

Monday, September 4		<i>All City Offices Closed for Labor Day</i>
Tuesday, September 5	5:00 p.m.	Council Workshop Blanche Project Council Chambers
	6:00 p.m.	City Council Meeting <b>Public Hearing</b> <b>Non Ad Valorem Fire</b> <b>Assessment and Tentative</b> <b>FY 17/18 Budget Hearing</b> Council Chambers
Monday, September 18	6:00 p.m.	City Council Meeting <b>Final Public Hearing</b> <b>FY 17/18 Budget</b> Council Chambers

**REPORTS FROM THE STAFF**

**Assistant City Manager Cason Reports:**

*Lake City Gateway Airport: Roland Luster*

- Performed weekly maintenance checks on airport vehicles and daily foreign object debris (FOD) checks on all active taxiways and runways.
- Taxiway B Improvement Project continues to progress as planned.
- Secondary Runway 5/23 remains closed, except for taxi, while repairs are being made to collapsed drain pipe.
- Preparations underway for the Airport Security Fencing Project.
- Morning fog and afternoon rain showers impacted fuel sales for this week.

	<b>Gallons</b>	<b>Sales</b>	<b>Aircraft</b>
<b>100 LL</b>	1371.3	\$5,268.68	44
<b>Jet-A</b>	441.0	\$1,704.86	3
<b>Totals</b>	<b>1,812.3</b>	<b>\$6,973.54</b>	<b>47</b>

Finance (Donna Duncan):

- 153 invoices and 20 purchasing card receipts were scanned into the On Base data imaging system for the period August 9-15.
- Accounts payable invoices (93) were processed for period August 9-15 for total disbursement of \$432,101.79. Included in disbursement were (8) payroll payables totaling \$155,630.89. Also included were funds received for 2016 Premium Tax distribution in the amount of \$112,064.19, a check was sent to Fifth Third Bank for deposit into Police Pension Fund.
- Florida Department of Revenue Local Government User of Diesel Fuel Tax Return for July was submitted. The City claimed credit on 7600.50 gallons of gasoline fund for a refund request of \$1,094.47. Diesel fuel credit refund was \$419.47 on 13,270 gallons of fuel.
- Gross Receipts and Sales Tax for the month of July
 

Gross Receipts:	
Gas Sales	\$ 285,539.20
Gross Receipts	7,138.48
Sales Tax:	
Taxable Sales	\$ 146,149.24
Tax Paid after Collection Allowance	10,009.39

Human Resource (Michele Greene):

- We are accepting applications for the following positions:
  - Collections Technician I- Utilities
  - Communication Officer- Police
  - Distribution Technician I- Utilities
  - Police Officer- Police
- Assisted with Customer Service Representative I interviews.
- Hosted annual open enrollment fair for employees.
- Completed two (2) employment verifications.

Information Technology (Brian Hawkins):

- Implementing phase two of Police in-car and body-worn camera system
- Working with vendor on dual network authentication for public safety
- Working with vendor on phone and radio integration in Public Safety Dispatch
- Smart Utility (City of Lake City App) project preparing to go live
- Public Safety Firewall upgrade in progress
- Working with vendor on interface with Police and Fire system
- Beginning replacement fiber project at public safety building
- Preparing Disaster Recovery Site
- Resolved 25 Help Desk tickets

Procurement (Laurette Burks):

- Scanned and indexed three hundred eighteen (318) documents into the OnBase Imaging System.
- Continuing contacting vendors to obtain current insurance compliance documentation.
- Verifying vendor information submitted in VendorRegistry.com and contacting vendors with incomplete registrations.
- Completed Police fleet assignments in iWorQ.
- Processed one (1) public record request.
- Began preparation of Invitation to Bid (ITB) 018-2017 for the City of Lake City Public Restroom Retrofit Project.
- Processed documents to standardize Federal and Speer ammunition purchases from Florida Bullet for the Lake City Police Department.
- Received and distributed contract from North Florida Fencing on Invitation to Bid (ITB) 017-2017 Wetland Perimeter Fencing authorized by Resolution 2017-060.
- Received and distributed executed contract from TB Landmark Construction on Invitation to Bid (ITB) -015-2017 Horizontal Directional Drill – 245A authorized by Resolution 2017-057.
- A recommendation on Invitation to Bid (ITB) 016-2017 for Janitorial Services for City Hall and Police Department will be presented for City Council consideration at the Monday, August 21, 2017 meeting.
- Received and distributed Memorandum of Agreement from the Suwannee River Water Management District for the Public Restroom Retrofit project authorized by City Council Resolution 2017-064.
- Received and distributed executed agreement from the Department of Economic Opportunity for the Florida Small Cities CDBG Grant authorized by Resolution 2017-045.
- Awaiting return of the executed amendment to the Traffic Signal Maintenance and Compensation agreement authorized by City Council Resolution 2017-046 to the Florida Department of Transportation.
- Received executed agreement from Online Collection Services for Collection Services authorized by Resolution 2017-052.
- A member of staff participated in a free NIGP – The Institute for Public Procurement webinar titled “Construction Project Delivery – Construction Manager at Risk”. Participation provided CEUs for certification and/or recertification.
- All staff participated in Open Enrollment for 2018 City Benefits.
- Received materials ordered by the Sewer Collection department.
- Received materials ordered by the Wastewater Treatment Plant for the influent pump.
- Issued gas meter and parts for Waffle House project.
- Issued water parts for Ring Power Court project.
- Fulfilled three (3) “critical” stock requests.
- Placed and received orders for replenishment of cage, gas and water inventory items.
- Issued three hundred fifty five (355) items to departmental employees.

Risk Management (Steve Roberts):

- Workers' Compensation claims files – 1
- Followed up on open Workman Comp cases.
- Submitted final Emergency Action Plan (EAP), waiting for review.
- Reviewed vehicle policy for reducing insurance rates.
- Met with SRWMD on grants.
- Investigated complaint at Airport.
- Met with league attorney about an ongoing WC case.
- Removed Girls Club summertime bus insurance.
- Attended mitigation hearing on a General Liability case.
- Completed open enrollment meeting.
- Scheduled meeting to complete Airport insurance renewal.

**Fire Chief Armijo Reports:**

The Lake City Fire Department responded to 30 Emergency calls for service, with an average response time of 4 minutes and 03 seconds, including good intent calls that only require a non-priority response (no lights or siren).

Fire Inspections/Plans Review	6
Pre-Fire Plans	1

Additionally:

- Chief Armijo attended Meeting at HAECO
- Firefighters assisted Columbia County FD at Warehouse Fire
- Mobile Command Center Unit was transported to ServPro for cleaning
- Firefighters assisted in gas line break at Public Safety Building/Evacuation

**Growth Management Director Hoefert Reports:**

Permitting and Building Inspections:

- |   |       |
|---|-------|
| • Permit applications received          | 15    |
| • Permits issued                        | 14    |
| • Building inspections                  | 9     |
| • Electrical inspections                | 1     |
| • Mechanical Inspections                | 1     |
| • Inspections approved                  | 11    |
| • Update of Contractor requirements (4) | 1 Hr. |
| • Permits Fees & Information Log        | 1 Hr. |

Current period (wk) # permits/\$ amount	Prev Yr Period # permits/\$ amount	Year to Date #permits/\$ amount	Prev YTD # permits/ \$ amount
14- \$4,778.95 Valuation\$892,609	13- \$742.26 Valuation \$76,101	523-\$73,874.32 Valuation \$10,467,948.23	328- \$47,164.67 Valuation \$7,250,124.71

Code Enforcement:

- |                                  |         |
|----------------------------------|---------|
| • Complaints received            | 5       |
| • Property inspections performed | 22 Hrs. |

- Meeting with responding property owners/customers (3) 2 Hrs.
- Cases brought into voluntary compliance 6
- Notices of violations issued 3
- Notice of Hearing 3
- Warning Notices issued 15
- Public records request/lien (2) .5 Hr.
- Removal of snipe signs from right of ways (19) 2.5 Hrs.
- Meeting-New World fire assessment fees 1 Hr.
- Notice Generation for Internet Café Business License-Revocation 8 Hrs.

Business Tax Receipts:

- Applications reviewed and ready to issue 4 4 Hrs.
- Placed out of business (3) 1 Hr.
- Renewed license 8 Hrs.

Planning & Zoning:

- Assisted with sign specifications for 1 new commercial development 2 Hrs.
- Received & reviewed site plan for 3 new hotels/2 restaurants 6 Hrs.
- Verified Zoning Districts for 11 customers 5 Hrs.
- Research for proposed amendment to Land Development Regulations 4 Hrs.
- Amended Land File Database 3 Hrs.
- Researched property owners for proposed street renaming 2 Hrs.
- Prepared 5 Legal Notices for September Zoning Board meeting 5 Hrs.
- Reviewed and processed documents for CDBG Contract 2 Hrs.
- Built 5 public notice signs for September Zoning Board meeting 2 Hrs.
- Prepared 2 concurrency assessments for Sept. Zoning Board Meeting 6 Hrs.
- Prepared Resolutions for 2 rezonings 4 Hrs.

CRA – Wilson Park Project:

- Playground Equipment – equipment & fencing installation complete
- North Florida Professional Services for Park Master Plan in design phase
- Roadway Work – in process of executing ordinance to vacate portion of NE Calhoun Street
- Matthews Property – property has been appraised and purchase is pending

Active New Site Developments:

- Volunteers of America Cabin in the Woods Phase II Construction in Progress
- Gateway Crossing Commercial Subdivision Highway 90 West & I-75 Construction in Progress
- Blanche Hotel Renovation Pending permit
- LaQuinta Hotel NW Cali Road Site Plan Review in Progress
- Martin Orthodontics SW Perimeter Glen Pending permit
- Waffle House 348 SW Baya Avenue Construction in Progress
- Cornerstone Commercial Site Hwy 247 & Home Depot Drive Pending permit

- ABC Liquors Interior Remodel  
Hwy 90 West Construction in Progress
- Kicklighter Reuse Plant Construction in Progress
- TD Bank Remodel Construction in Progress
- Waffle House Remodel  
3639 US Hwy 90 West Construction in Progress
- LC Municipal Airport Hanger  
Hwy 90 East Construction in Progress
- Double Eagle Investors  
184 N. Marion Avenue Construction in Progress
- Red Ginger Restaurant  
Hwy 90 West/Gleason Place Construction in Progress
- Luxury Nail Salon  
Hwy 90 West/Gleason Place Construction in Progress
- Hunter Chevron  
Hwy 90 West & Commerce Drive Pending permit
- Harper Lake Assisted Living Facility  
NW Cole Road Site Plan Review in Progress
- HCA Hospital Parking Lots  
NW Commerce Drive Site Plan Review in Progress
- Tru by Hilton Hotel  
NW Centurion Drive Site Plan Review in Progress
- Lake City Hotels  
Hwy 90 W (old Inn & Out Campground) Site Plan Review in Progress

Tap & Impact:

- New Tap Applications submitted 2
- \$560.00 Tap Fees
- \$5,212.50 Impact Fees

**Police Chief Gilmore Reports:**

Major Case Synopsis:

RUNAWAY JUVENILE



Last seen on Tuesday, August 22, 2017 at 11PM when she ran away from a local youth facility wearing a burgundy dress. She is presumed to have been picked up by a friend in an unknown type vehicle as she has made previous attempts to leave the facility. She is possibly headed back to the Daytona Beach area.

#### DESCRIPTION

AGE: 17	SEX: FEMALE	RACE: AFRICAN
AMERICAN		
HEIGHT: 5'07"	HAIR: BLACK/BLONDE	
WEIGHT: 120	EYES: BROWN	

\*\*\* If seen please CALL police immediately at (386) 752-4343 or dial 9-1-1\*\*\*

CONTACT: Investigator Kevin Johns at (386) 758-5471 -TIPS LINE:  
(386) 719-2068

#### Major Executive Summary:

#### BREAKFAST WITH THE CHIEF

Breakfast with the Chief is scheduled for Saturday, September 23<sup>rd</sup> at 10:00 am to 11:30 a.m. at Lake City Moose Lodge 624 NE Williams St, Lake City, FL 32055. Join Chief Gilmore for Breakfast. Enjoy a free meal while discussing community issues and concerns or asking any questions you may have for the Chief of Police.

#### RAPE AGGRESSION DEFENSE (R.A.D.) TRAINING

Date for next class September 11<sup>th</sup>. Each class has a maximum of 20 people per class. If you are interested in this program please contact Crista Thomas at 386-719-5742.

#### LAKE CITY POLICE EXPLORER PROGRAM

Are you, or is someone you know, between the ages of 14 and 21 and interested in a possible Law Enforcement career? The Lake City Police Explorer Program is designed to help young men and women gain a realistic understanding of a police career and learn valuable leadership skills while performing service for their community. If interested please call Officer Mike Lee at 386-758-5489 for more information.

#### Community Annex Facility:

Update on the Lake City Police Department Community Annex project: Chief Gilmore and department staff are working with City Officials on designing blueprints for new building.

#### Community Relations and Crime Prevention Report:

- Citizen's Police Academy: next session will begin on August 31, 2017. Class is filling up fast. Please join us for this 10<sup>th</sup> Session, free and open to the public.

Enjoy hands-on learning of what law enforcement officers do, and why! Contact Crista Thomas at 386-719-5742 or email [thomasc@lcflapd.com](mailto:thomasc@lcflapd.com).

*Criminal Interdiction Unit:*

Investigations Worked on by Unit:

Watched for narcotic activity in the area of Dixie and Long, Joe Coney and Morgan, Village Square, Gateway Center, Baymont Inn, Ramada Inn, Cypress Inn, MLK and Joe Coney.

Traffic Stops: 13

- Warnings: 12
- Citations: 1
- Misdemeanor: 1

Suspicious Person/Vehicle: 5

Property Checks: 12

Assist Shift: 22

- Disturbance: 7
- Shots Fired
- Suspicious Person/Vehicle
- Traffic Stop
- Alarm
- Well Being Check
- Obstruction Roadway
- Discharging Firearms
- Juvenile Complaint: 2
- PD Assist: 2

*Criminal Investigation Division:*

- Total Cases Investigated: 8
- Total Cases Unsolved: 8
- Assault: 1
- Burglaries: 2
- Robbery: 2
- Theft: 2
- Other: 1

*Patrol Division:*

- Hit and Run: 4
- Reckless Driving: 1
- Fleeing and Eluding LEO: 1
- Driving While License Suspended/Revoked: 1
- Possession of New Legend w/o Prescription: 1
- Fraud: 3
- Sell of Liquor to person under 21: 1



- Battery: 5
- Bomb Threat: 1
- Property Damage: 5
- Burglary:3
- Larceny (Petty): 1
- Grand Theft (Vehicle): 2
- Larceny (Felony): 8
- Retail Theft: 2
- Recovery of Property: 1
- Stolen Property:1
- Possession of Stolen Property: 1
- Robbery w/Firearm: 1
- Robbery Sudden Snatch: 1
- Resisting Officer W/Violence: 1
- Loitering: 1
- Possession of Controlled Substance: 1
- Possession of Less Than 20 Grams of Marijuana: 6
- Possession of Narcotic Equipment: 9
- Violation of Probation: 2
- Execute Felony Warrant: 1
- False Name to LEO: 1
- Tampering with Evidence: 1
- Violation of Probation: 1
- Active Warrants for Arrests: 7
- Notice to Appear: 1
- Affidavit Warrants: 12
- Traffic Warnings: 3
- Traffic Stops: 28
- Accidents: 297
- Citations: 20

**Public Works Director Thomas Reports:**

Traffic:

- Locates 44
- Trouble Calls 4
- Marked all electric and fiber at US 90 and Lake Jeffrey
- Installed new pedestrian button at US 90 and Faith Road
- Adjusted school flasher times at Baya and Ermine and at US 90 and Ermine per the Police Department
- Installed new pedestrian pole and assembly that was damaged at US 90 and Baya west

- Training for Trafficware Traffic Signal System

Signs:

- Installed new sign post at Avalon and Brown
- Sign maintenance in Quail Ridge subdivision, washed signs, replaced 6—"15 MPH" signs, 5—"Watch for Children" signs, 1—"5 M.P.H." sign and 1—"STOP" sign
- Sign maintenance straightened Hernando and Camp, McCray and Paxton and Davis and Montana
- Made 3—"SPEED LIMIT 15" and 3—"5 M.P.H." signs
- Assisted Traffic Department at Baya and US 90 on pedestrian pole
- Made sign for Gas Department

Street and Storm water:

- Street Sweeper—40 miles of roads throughout the City
- Cleaned ditch on SE Sycamore
- Picked up parts for repairs on fiber at Police Department
- Cleaning out drains on SE Church
- Repairing broken sidewalks in SW area
- Cleaning drains

Grounds:

- Mowing and edging City right of ways
- Routine park maintenance, picking up trash, hedging, mowing at Alligator Lake, Lake Montgomery, Lake Isabella, Wilson Park, Sally May Park and around Lake Desoto
- Cleaning up and mowing at Park and Ride
- Mowing and weed eating at cemeteries
- Mowing what can be mowed on road side ditches that are full of water
- Mower shop----Repairing weed eaters and lawnmowers

Tree and Asphalt:

- Patched 22 potholes
- Trimmed trees in the NE area
- Picked up downed tree on NE Joe Coney

Administrative:

- Met or called back 19 citizen complaints
- Sending out letter to all property owners east of Gwen Lake for meeting on easement.
- Working with IT Department on installing new pipe and replacing concrete sidewalk and driveway for Police Department
- Processed 15 purchasing card receipts and 5 purchase orders
- Entered mileage for Public Works, Fleet Utilities D & C, Utility Maintenance, Recreation and Gas Departments
- Received 36 citizen complaint calls
- Working with survey crew on Wilson Park
- Set up two meetings for Gwen Lake Project

Fleet Shop:

- Serviced two PD vehicles
- Took one PD vehicle to dealer in Live Oak for repairs
- Removed and replaced four trailer tires
- Removed and replaced hydraulic hose on E-423
- Replaced one tire on vehicle 139
- Working on A/C on Vactor truck
- Stripping PD vehicles
- Greasing and fueling machines

**Recreation Director Phillips Reports:**

Recreation:

We have issued 520 cards to gain entry to the Racquetball Facility as of today's date. Cards are still being issued at the Teen Town Center. You must have a photo ID/Driver's License and complete a usage agreement application.

Girls Club Center:

Our afterschool registration has begun and we still have openings in all age groups for the girls. The fee is \$250.00 and it is first come first served up to the first 75 members who register. We pick up from all public area schools excluding Fort White. Girls may be in kindergarten to attend our after school program. We welcome you to come visit us and tour our facility. The more new smiles the better! We have already received multiple phone calls interested in our afterschool program, and have new members registered. We are eager to mentor all of our new friends and start the school year.

Last week we welcomed in our new group for our after school program. All of our members arrived successfully from their designated schools. The girls were all gathered and we went over expectations and daily procedures. After that time, girls were introduced to their after school leaders and met their peers in the group. We have three age groups that range from kindergarten thru eighth grade. Girls are divided among age groups. We have all returning leaders from last year and this summer. We are pleased to have great leadership and familiarity with the program going into our new school year.

Girls settled in during the week with routines and expectations. Board games, playground, four square, and outdoor equipment were used daily so girls could become more familiar with location of games and equipment as well as enjoy socializing with their new peers and leaders. This time helps the leaders establish any special accommodations for any of the girls that may be required. As always, safety and the needs of our members are our first priority.

Several of our girls received scholarships for tennis lessons by the LCCCTA. Girls were selected by interest, ability, and ages from the lessons provided free of charge by the LCCCTA. Once a week Coach Tom Coleman, tennis coach from Columbia High School, will come to the Girls Club and give these lessons at the tennis courts adjacent to our facility. This is convenient to the parents as the girls are already at our facility in the afternoons. Parents still pick up the members at their regular time. It is definitely a win-win situation for all involved parties. We are grateful for the opportunity for our members!

Athletics – Teen Town Center:

We have completed our first week of the 2017 Fall After School Session at the Boys Club at Teen Town. We have thirty seven boys enrolled in our program. The boys enjoyed showing off their new backpacks and school clothes the first week they returned. After the boys complete all their homework they are able to participate in the daily activities which include: playing on the playground, riding scooters, dodgeball, and watching movies.

We are in the second week of remodeling our Teen Town bathrooms and kitchen. For more information on the Boys at Teen Town or renting our facility, please call the Teen Town Center at 386-754-3607.



*Staff Photos*

**Executive Director Dyal Reports:**

Distribution & Collections (Brian Scott):

Construction

- Drilled meter lids at Windsong and Callaway Subdivisions
- Completed sewer main repairs at Texas and Lee

Distribution Maintenance

- |                  |    |     |
|------------------|----|-----|
| • Service Orders |    | 148 |
| ➤ Turn On        | 9  |     |
| ➤ Turn Off       | 18 |     |

➤ Initial Read	34	
➤ Final Read	47	
➤ Various Assorted Service Orders	37	
➤ Meter exchanges	2	
➤ Set/ Exchange MXU	1	
➤ Locates		89
➤ Read Cycles 4 also completed necessary repairs		
➤ Repaired two broke water mains on Palm Drive		
➤ Set two meter boxes		
➤ Installed two water taps		
➤ Installed a 1-inch irrigation tap		
➤ Assisted sewer crew on Texas Street		
➤ Completed fire hydrant repairs on Lake City Avenue		
➤ Repaired a 2-inch blow off		
• Call-Out		
➤ Water	2	
➤ Sewer	4	
➤ Maintenance	6	

#### Collection Maintenance

- Responded – Lift Station Calls 12
- Completed maintenance at fountain
- Televised gravity main on Early Street
- Inspected the manhole to Lift Station 160
- Installed flanges on pumps
- Confined space entry in manhole at Texas Avenue and Lee Street for concrete removal
- Install a new pump at Lift Station 05
- Troubleshoot 16 lift stations

#### Natural Gas (Steve Brown):

- Locates 71
- (Gas) Service Orders 31
- Odorant Complaint 4
- Retirement of Services 3
- Completed a service re-route for 512 and 536 NW Shelby Terrace
- Installed new gas services at 336 and 350 SW Silver Palm
- Completed maintenance at the City YZ and Meter Station
- Exchanged the smart point transceiver at 204 N. Marion Avenue
- Reprogrammed the meter at 536 NW Shelby
- Researched generator BTU's for 1104 SW Main
- Sized the meter set for 348 SW Baya
- Updated the Utilities Emergency Plan
- OQ Training
- Upcoming:

- Cathodic Protection (reads, surveys, maintenance)
- Retirement of services and removal of meters in order to meet compliance guidelines

Water Plant (Mike Osborn):

- Gallons Treated (Price Creek WTP) 3.36 MGD
- Gallons Treated (Brandon Brent WTP) 0.018 MGD
- Samples Processed In-House 188
- Samples Processed Outside Lab 9
- Hydrants Flushed 5
- Safety Training: Personnel Protective Equipment
- Vendors On Site
  - UniFirst
  - Odyssey
  - AC Shultes
- Ongoing Maintenance
  - Shop & Building Maintenance/Housekeeping
  - Lawn Maintenance

Wastewater Treatment Plant (Hugh Van-Skyhawk):

- Gallons Treated 3.40 MGD
- Bio-Solid Loads Hauled (H&H) 3
- Inspected/Service Problems at WWTP 5
- Samples Processed In-House 90
- Samples Sent to Outside Lab 10
  - Daily Testing
- Vendors On Site
  - UniFirst
  - Waste Pro
  - TAW
  - Wet Land Solutions
- Assisted TAW with the setting of the sole plates and setting of Effluent Pumps 2 & 3
- Ongoing Maintenance
  - Shop & Building Maintenance/Housekeeping
  - Lawn Maintenance
  - Preventative Maintenance at WWTP/Service Zone
  - Weekly/Monthly/Quarterly Inspections at WWTP/PAR/Plant 2

Sprayfield/Bio-Solids Site

- Met with contractor regarding the Wet Land Perimeter fence line
- Ongoing (Sprayfield Operator)
  - Grounds Maintenance at Sprayfield, Reclaim Site, Bio-Solid Site & Steadly Field
  - Bio-Solid Site Inspection
  - Shop Maintenance at Sprayfield
  - Truck Maintenance/Equipment Maintenance/Repairs

- Pumping Down Reservoir Levels at Sprayfield/Changing Laterals/Collected Samples
- Flow Meter Readings/Reservoir Flow Reports
- Swapped out Sludge Trailer (WWTP)

GIS and CAD:

- Staked mowing limits along SW Texas Avenue
- Staked utility easement at 4818 W Hwy 90
- Staked south boundary line parcel 02580-001
- Verified sewer manholes on parcel 02579-006
- Researching the easement on parcel 11347-00

Customer Service (Jason Dumas):

• Phone Calls Taken	775*
• Walk-up Customers Assisted	641
• Bills Generated	1,913
• Total Number of Payments Collected	1,200
• Total Amount of Payments	\$206,797.79
○ Over the Counter (671)	
▪ Cash	21,706.77
▪ Check	97,097.50
▪ Charge	9,740.04
▪ Wire	5,729.37
▪ Other	3,516.20
○ Esuite payments (316)	31,206.54
○ Lock box payments (117)	37,801.37
• Taps Processed	2
• Pages Scanned	586
• Lien Requests Processed	2
• Postage Processed	166 parcels
<i>*Not all phone calls were logged</i>	
Service Orders Generated	
• Field Service Orders	174
• Meter Problem	4
• Leak Check	10
• Cut Off Non-Pay	21
• Turn Back On	12
Reads:	
• Initial Read	32
• Final Read	41
Sensus Analytics Leak Alarm Report	
• Total number of accounts researched for a possible leak	393
• Total number of calls to notify customer of a possible leak	131
Meters Active on Flexnet System (to date):	12,484
• Water Meters – all sizes	9,589
• Gas Meters	2,895

