

Watauga Municipal Court of Record  
Monthly Performance Report

	Nov-15	YTD TOTALS	Nov-14	YTD TOTAL	GT FY 14-15
		FY 15-16		FY 14-15	
NUMBER OF NEW CASES FILED	368	823	405	1,334	7391
TRAFFIC PARKING AND NON PARKING	278	632	311	1,044	6015
NON TRAFFIC STATE LAW/PENAL CODE	52	106	77	210	1033
NON TRAFFIC CITY ORDINANCE	38	85	17	80	334
<b>CASES DISMISSED AFTER:</b>	-				
driver safety course	38	89	48	91	410
deferred disposition	153	425	246	513	2668
proof of insurance (FMFR)	2	10	4	12	107
compliance dismissal (fix it tickets)	13	47	74	166	572
ALL OTHER DISPOSITIONS	-	0	-	0	0
<b>WARRANT INFORMATION</b>	-			0	
starting number of warrants	4,739		4,618	0	
Number of warrants issued	208	399	143	499	2859
Number of warrants cleared	106	275	176	392	2620
ending number of warrants	4,841		4,585	0	
<b>COURT STAFFING INFORMATION</b>	-			0	
Number of contested cases set for hearing	52	96	77	114	497
Number of cases set on other dockets	492	1341	1,032	2,379	10744
Number of payments processed	332	790	503	2,493	11241
# of Citations w/ Balances Due	4,169		4,990	0	
# of Citations Closed	534		505	505	7138
% of Citations Closed	11%	0.11	0	8%	11.95%
monthly revenue	\$ 59,793	\$141,973	\$ 99,456	\$217,904	\$1,159,411
average citation price	\$0.00		\$107.06	\$107.06	158.0785317
ratio citation/employee	123	138	135	222	205.3055556



**CITY OF WATAUGA FINANCE DEPARTMENT  
INTEROFFICE CORRESPONDENCE**

**DATE:** December 16, 2015

**TO:** Honorable Mayor and City Council

**THROUGH:** Greg Vick, City Manager

**FROM:** Sandra Gibson, Director of Finance and Administration *S Gibson*

**SUBJECT:** Monthly Report – November, 2015

<b>SALES TAX RECEIPTS September 2015 (Received in Nov. 2015)</b>			
<b>Sales Tax</b>	<b>September 2015</b>	<b>September 2014</b>	<b>% CHANGE</b>
<b>CITY 1.5%</b>	\$ 426,749.00	\$ 431,307.00	-1.06%
<b>CCD .5%</b>	\$ 141,412.00	\$ 143,074.00	-1.16%
<b>TOTAL</b>	\$ 568,161.00	\$ 574,381.00	-1.08%

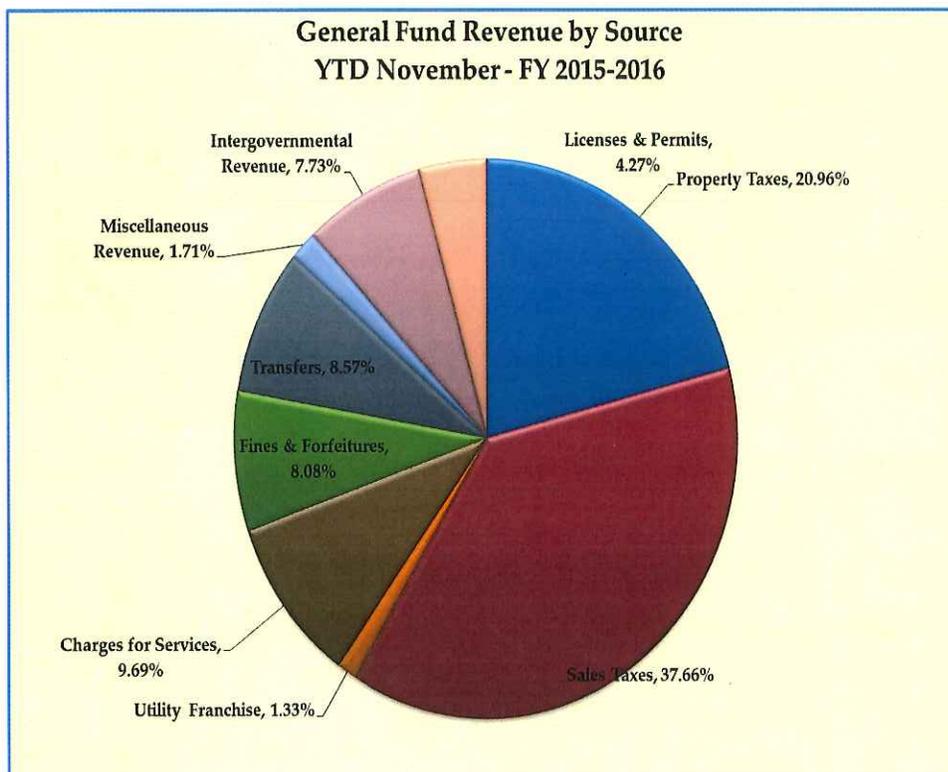
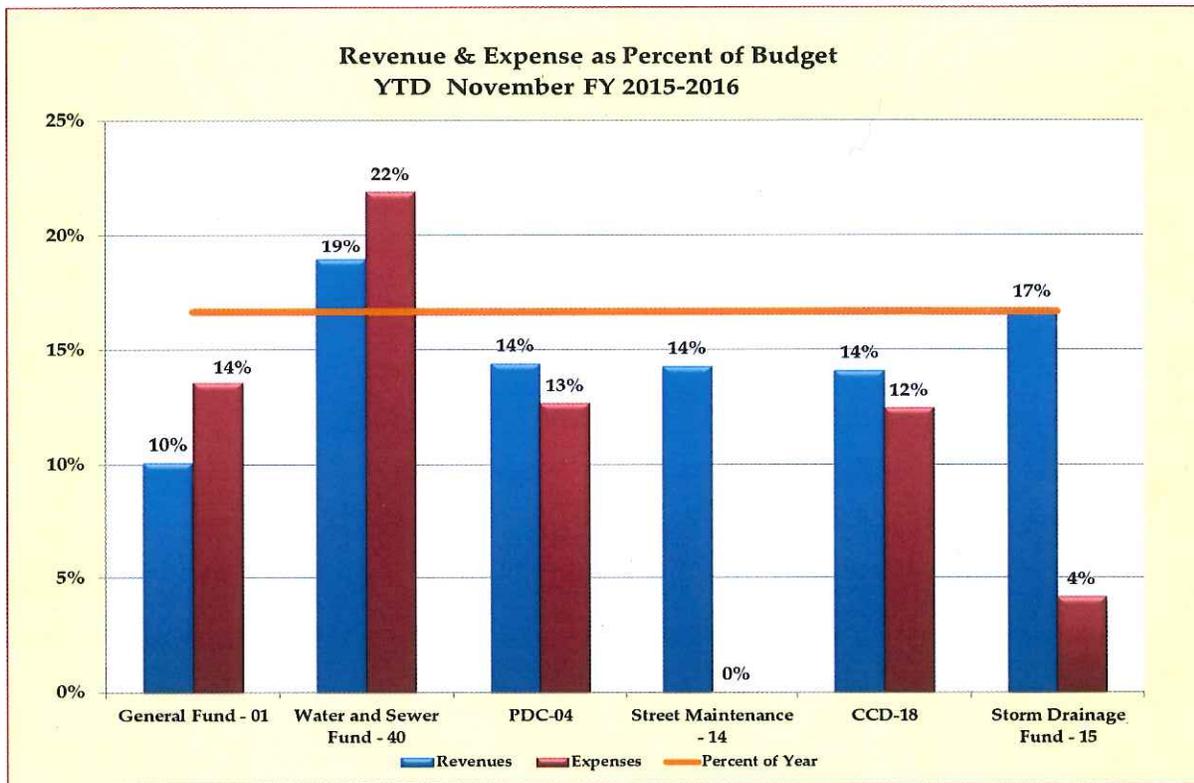
The City's sales tax receipts from the State Comptroller for the received in the Month of November, 2015 (reflecting September sales receipts) decreased by 1.06%, or \$4,558 from the same time last year.

The Crime Control Prevention District November sales tax receipts were lower than last year's receipts by 1.16%.

<b>City</b>	<b>FISCAL YEAR-TO DATE THROUGH NOVEMBER, 2015 (CASH BASIS)</b>			
	<b>FY 2015</b>	<b>FY 2016</b>	<b>\$ Change</b>	<b>% Change</b>
<b>Richland Hills</b>	\$ 390,218.69	\$ 519,834.01	\$ 129,615.32	33.22%
<b>Euless</b>	\$ 2,751,385.48	\$ 3,123,184.08	\$ 371,798.60	13.51%
<b>Haltom City</b>	\$ 1,803,208.91	\$ 1,940,489.98	\$ 137,281.07	7.61%
<b>Keller</b>	\$ 1,574,611.87	\$ 1,680,778.40	\$ 106,166.53	6.74%
<b>Dallas</b>	\$ 43,836,064.42	\$ 46,606,198.38	\$ 2,770,133.96	6.32%
<b>Arlington</b>	\$ 16,346,764.51	\$ 17,323,026.57	\$ 976,262.06	5.97%
<b>North Richland Hills</b>	\$ 2,307,627.52	\$ 2,411,135.22	\$ 103,507.70	4.49%
<b>Hurst</b>	\$ 2,585,710.26	\$ 2,662,734.99	\$ 77,024.73	2.98%
<b>Colleyville</b>	\$ 941,727.81	\$ 959,013.97	\$ 17,286.16	1.84%
<b>Fort Worth</b>	\$ 22,130,856.19	\$ 22,415,395.41	\$ 284,539.22	1.29%
<b>Weatherford</b>	\$ 1,759,471.37	\$ 1,781,412.27	\$ 21,940.90	1.25%
<b>Grapevine</b>	\$ 6,728,380.72	\$ 6,747,705.49	\$ 19,324.77	0.29%
<b>Watauga</b>	\$ 789,496.43	\$ 788,648.15	\$ (848.28)	-0.11%

**Financial Highlights**

Through November, 2015, the City is 17% through the fiscal year. All revenue and expenses are reflected in the chart below. Details of each fund's revenues and expenditures are attached.



**General Fund –** Year-to-date revenues are 3.77% lower in comparison to last year at this time, representing 10.1% of budget collected year-to-date. General Fund expenses in total are in line with budget expectations at 13.60%.

**Property Tax.** Year-to-date, the City has received 5.6% of budgeted property taxes. The majority of property tax receipts are received in the months of December and January.

**Utility Franchise Revenue:** The majority of franchise receipts are received on a quarterly basis. Franchise receipts for the 1<sup>st</sup> quarter of FY 2015-2016 will be received in January or February 2016.

**Licenses and Permits** - License and permit fees are at 17.4% of budget collected.

**Charges for Services** - Charges for Services revenues are in line with budget but are approximately 15.4%, or \$19,236 higher than last year's revenues.

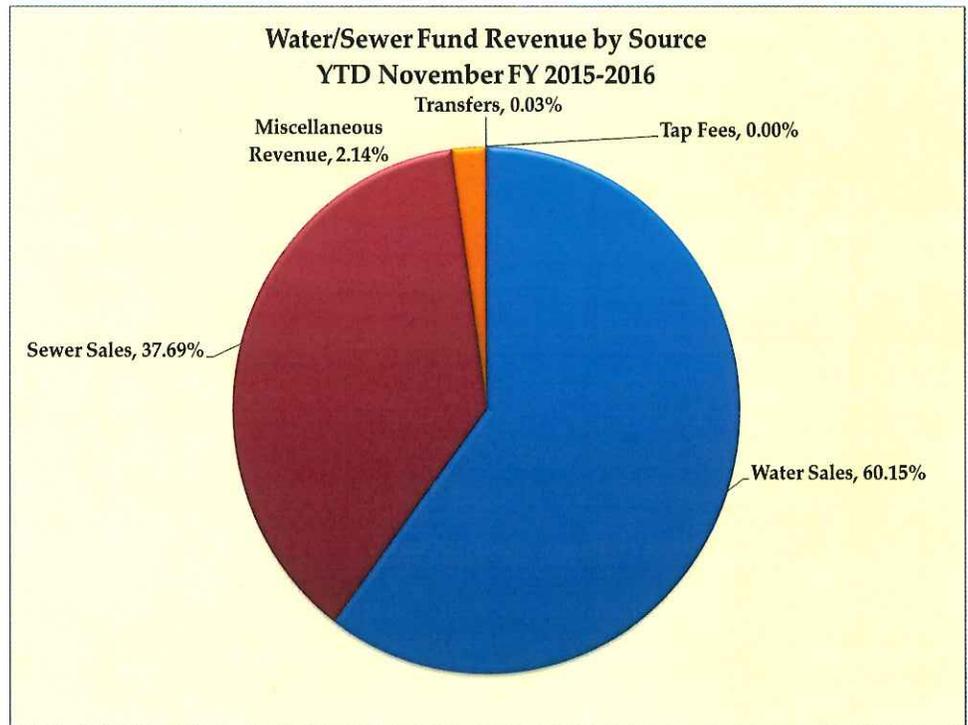
**Fines and Forfeitures** - Fines and Forfeitures are 13% of budget.

**Miscellaneous Revenue.** Miscellaneous revenue received total \$20,378 which is 7.7% of budgeted revenues.

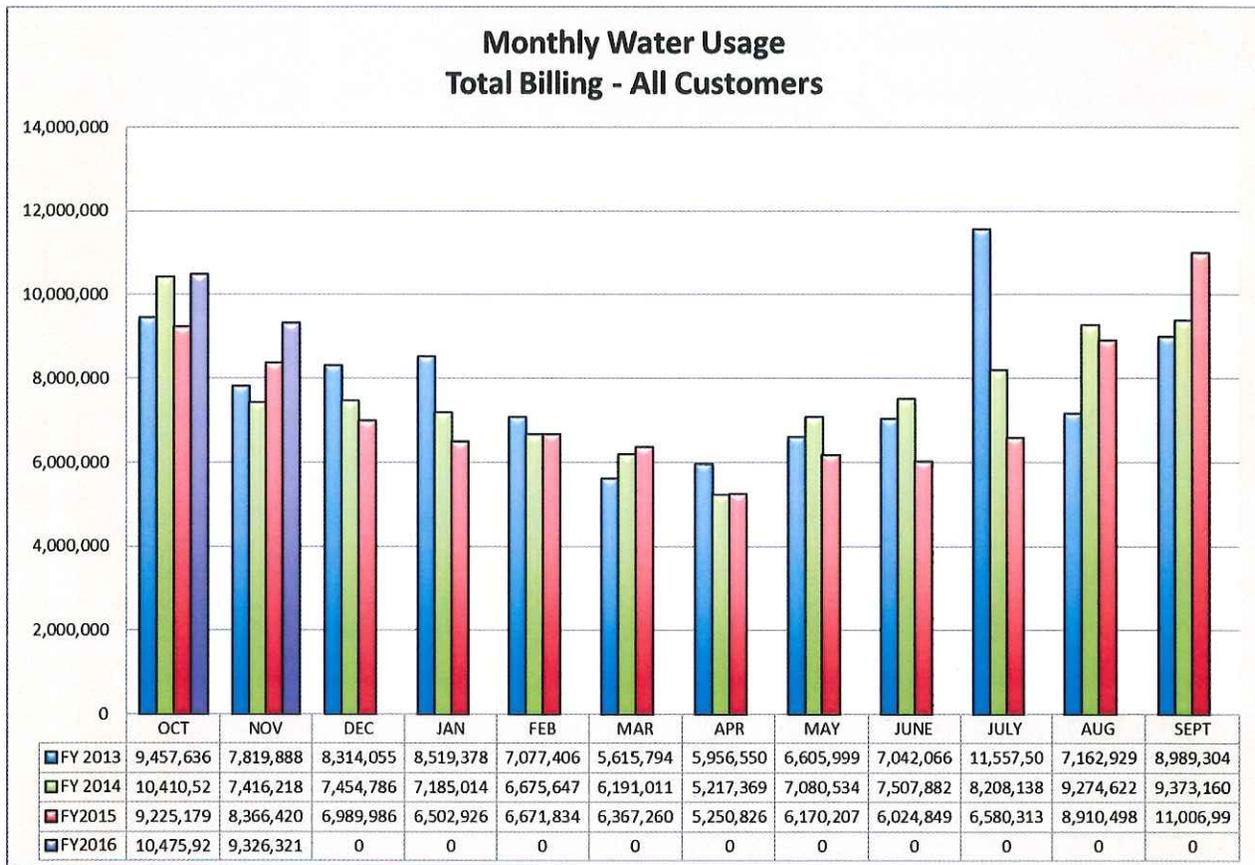
**Intergovernmental Revenue and Transfers.** Intergovernmental Revenue is 18.5% of budget and Transfers are 18% of budget.

**Water and Sewer Fund** –

Water and sewer revenues are currently at 18.9% of budgeted revenue and are up approximately \$172,026 in comparison to last year. Water usage consumption for the month of November increased by 11.5% over prior year consumption. Year-to-date expenses are currently at 21.9% due to the transfers to debt service funds for payments that occur during the 2<sup>nd</sup> Quarter of the Fiscal Year.



On the following graph, the water usage monthly trends for the years 2013-2016 are shown:



**Miscellaneous Sales** - Miscellaneous sales include penalty revenue, EPA revenue, service charges, returned check fees, and damaged/tampering fees. This category of revenue is at 16.3% of budget collected.

**Storm Drain Fund** – Revenues are flat in comparison with FY2015 and are on target with budget expectations. Expenses are at 4.2% of budget in this fund through November 2015.

**Special Revenue Funds** - In the Street Maintenance Fund, revenues are on target with 14.3% of budget collected. No expenses have been incurred at this time. The Crime Control and Prevention District has collected 14.1% of budgeted sales tax revenues and is at 12.4% of budget expended. The Parks Development Fund has collected 14.4% of sales tax revenues and is at 12.7% of budget expended through November, 2015.

**Other Financial Notes**

The FY2014-15 Audit field work is now complete. Over the next month, the Comprehensive Annual Financial Report will be compiled and is scheduled to be presented in February, 2016. There will be a change in the financial reporting for pensions this year. In the past, the City’s net unfunded pension liability was listed in the footnotes of the report and will now be reported on the Statement of Net Position. This change is being implemented to comply with the new accounting standard.

CITY OF WATAUGA  
 BUDGET TO ACTUAL COMPARISON  
 FISCAL YEAR 2015  
 For the period ending November 30, 2015 (4th Quarter)

GENERAL FUND - 01	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
REVENUE:							
TAXES							
AD VALOREM	4,414,183	249,267	5.65%	94.35%	273,055	(23,788)	-8.71%
Delinquent	30,000	5,451	18.17%	81.83%	16,563	(11,112)	-67.09%
Penalty & Interest	27,000	1,619	5.99%	94.01%	4,019	(2,401)	-59.73%
SALES TAX	3,225,551	447,784	13.88%	86.12%	483,555	(35,770)	-7.40%
UTILITY FRANCHISE	1,060,000	15,855	1.50%	98.50%	57	15,798	27.72%
LICENSES & PERMITS	291,000	50,745	17.44%	82.56%	34,087	16,659	48.87%
INTERGOVERNMENTAL REVENUE	496,500	91,885	18.51%	81.49%	83,321	8,564	10.28%
OIL & GAS LEASE REVENUE	-	-	-	-	-	0	-
CHARGES FOR SERVICES	747,000	115,185	15.42%	84.58%	95,949	19,236	20.05%
FINES & FORFEITURES	736,700	96,087	13.04%	86.96%	142,406	(46,319)	-32.53%
MISCELLANEOUS INCOME	264,600	20,378	7.70%	92.30%	16,757	3,621	21.61%
OPERATING TRANSFERS IN	565,113	101,907	18.03%	81.97%	93,285	8,622	9.24%
<b>TOTAL REVENUE</b>	<b>\$11,857,647</b>	<b>\$1,196,162</b>	<b>10.09%</b>	<b>89.91%</b>	<b>\$1,243,053</b>	<b>(\$46,891)</b>	<b>-3.77%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$12,641,480</b>	<b>\$1,719,314</b>	<b>13.60%</b>	<b>86.40%</b>	<b>\$1,709,773</b>	<b>\$9,541</b>	<b>0.56%</b>
<b>EXCESS REVENUE OVER (UNDER) EXPENDITURES</b>	<b>(\$783,834)</b>	<b>(\$523,153)</b>			<b>(\$466,720)</b>	<b>(\$56,432.36)</b>	

100.00%

CITY OF WATAUGA  
BUDGET TO ACTUAL COMPARISON  
FISCAL YEAR 2015

For the period ending November 30, 2015 (4th Quarter)

DEBT SERVICE FUND - 03	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
REVENUE:							
TAXES							
AD VALOREM	1,750,000	101,110	5.78%	94.22%	117,934	(\$16,824)	-14.27%
Delinquent	15,000	1,897	12.65%	87.35%	7,290	(\$5,393)	-73.98%
Penalty & Interest	12,000	1,069	8.91%	91.09%	1,629	(\$560)	-34.36%
INTEREST EARNINGS	800	81	10.18%	89.82%	11	\$70	-
OTHER FINANCING SOURCES	-	0	-	-	0	\$0	-
OPERATING TRANSFERS IN	-	0	-	-	0	\$0	-
<b>TOTAL REVENUE</b>	<b>\$1,777,800</b>	<b>\$104,158</b>	<b>5.86%</b>	<b>94.14%</b>	<b>\$126,865</b>	<b>(\$22,706)</b>	<b>-17.90%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$1,760,410</b>	<b>-</b>	<b>0.00%</b>	<b>100.00%</b>	<b>-</b>	<b>\$0</b>	<b>-</b>
<b>EXCESS REVENUE OVER (UNDER) EXPENDITURES</b>	<b>\$17,390.00</b>	<b>\$104,158</b>			<b>\$126,865</b>	<b>-\$22,706</b>	

100.00%

CITY OF WATAUGA  
 BUDGET TO ACTUAL COMPARISON  
 FISCAL YEAR 2015  
 For the period ending November 30, 2015 (4th Quarter)

PARKS DEVELOPMENT FUND - 04

REVENUE:	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
SALES TAX	772,262	111,235	14.40%	85.60%	121,590	(10,355)	-8.52%
INTEREST EARNINGS	500	115	23.02%	76.98%	25	90	-
INTEREST/ESCROW	-	-	-	-	-	-	-
CONTRIBUTIONS/OTHER	-	-	-	-	-	-	-
<b>TOTAL REVENUE</b>	<b>\$772,762</b>	<b>\$111,350</b>	<b>14.41%</b>	<b>85.59%</b>	<b>\$121,614</b>	<b>(10,264)</b>	<b>-8.52%</b>
<b>TOTAL EXPENDITURES</b>	<b>795,463</b>	<b>100,763</b>	<b>12.67%</b>	<b>87.33%</b>	<b>\$ 289,308</b>	<b>(188,545)</b>	<b>-65.17%</b>
<b>EXCESS REVENUE OVER (UNDER) EXPENDITURES</b>	<b>(\$22,701)</b>	<b>\$10,587</b>			<b>(\$167,694)</b>	<b>\$178,281</b>	

100.00%

CITY OF WATAUGA  
 BUDGET TO ACTUAL COMPARISON  
 FISCAL YEAR 2015  
 For the period ending November 30, 2015 (4th Quarter)

STREET MAINTENANCE FUND - 14

REVENUE:	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
SALES TAX	779,834	111,235	14.26%	85.74%	120,188	(8,953)	(0.07)
INTEREST EARNINGS	-	129	-	-	22	107	-
INTEREST/ESCROW	-	-	-	-	-	0	-
CONTRIBUTIONS/OTHER	-	-	-	-	-	0	-
<b>TOTAL REVENUE</b>	<b>\$ 779,834</b>	<b>\$ 111,364</b>	<b>14.26%</b>	<b>85.74%</b>	<b>120,210</b>	<b>(\$8,846)</b>	<b>-7.36%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$610,000</b>	<b>\$0</b>	<b>0.00%</b>	<b>100.00%</b>	<b>2,957</b>	<b>(\$2,957)</b>	
<b>EXCESS REVENUE OVER (UNDER) EXPENDITURES</b>	<b>\$169,834</b>	<b>\$111,364</b>			<b>\$117,253</b>	<b>(\$5,889)</b>	

100.00%

CITY OF WATAUGA  
BUDGET TO ACTUAL COMPARISON  
FISCAL YEAR 2015

For the period ending November 30, 2015 (4th Quarter)

STORM DRAIN FUND - 15

	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
REVENUE:							
USERS FEE	1,415,000	236,662	16.73%	83.27%	236,655	7	0.00%
OTHER REVENUE	-	-	-	-	-	-	-
INTEREST INCOME	1,500	636	42.39%	57.61%	97	539	-
TOTAL REVENUE	\$1,416,500	\$237,298	16.75%	83.25%	\$236,753	\$545	0.23%
TOTAL EXPENDITURES	\$2,198,032	\$91,600	4.17%	95.83%	\$159,837	(\$68,237)	-42.69%
EXCESS REVENUE OVER (UNDER) EXPENDITURES	(\$781,532)	\$145,698			\$76,916	\$68,782	

100.00%

CITY OF WATAUGA  
 BUDGET TO ACTUAL COMPARISON  
 FISCAL YEAR 2015  
 For the period ending November 30, 2015 (4th Quarter)

	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
CRIME CONTROL - 18							
REVENUE:							
SALES TAX	1,544,525	223,011	14.44%	85.56%	239,608	(16,597)	-6.93%
INTEREST EARNINGS/OTHER	38,500	161	-	-	56	105	186.28%
MISC GRANT PROCEEDS	-	-	-	-	-	-	-
TOTAL REVENUE	<u>\$1,583,025</u>	<u>223,172</u>	<u>14.10%</u>	<u>85.56%</u>	<u>\$239,664</u>	<u>(16,492)</u>	<u>-6.88%</u>
TOTAL EXPENDITURES	<u>\$1,729,200</u>	<u>215,255</u>	<u>12.45%</u>	<u>87.55%</u>	<u>\$335,450</u>	<u>(120,195)</u>	<u>-35.83%</u>
EXCESS REVENUE OVER (UNDER) EXPENDITURES	<u>(\$146,175)</u>	<u>\$7,917</u>			<u>(\$95,786)</u>	<u>\$103,703</u>	
				100.00%			

CITY OF WATAUGA  
 BUDGET TO ACTUAL COMPARISON  
 FISCAL YEAR 2015  
 For the period ending November 30, 2015 (4th Quarter)

WATER & SEWER - 40	CURRENT BUDGET	11/30/2015 YTD ACTUAL	% USED	% REMAINING	11/30/2014 YTD ACTUAL	\$ CHG 16 vs 15	% CHG 16 vs 15
REVENUE:							
WATER SALES	4,528,000	944,531	20.86%	79.14%	817,216	127,314	15.58%
SEWER SALES	3,525,000	591,836	16.79%	83.21%	546,606	45,230	8.27%
MISCELLANEOUS	206,000	33,539	16.28%	83.72%	35,001	(1,462)	-4.18%
PENALTY	200,000	32,406	16.20%	83.80%	31,626	780	2.47%
INTEREST	5,000	-	0.00%	100.00%	-	-	-
TRANSFERS	-	514	-	-	-	514	#DIV/0!
TAP FEES	-	-	-	-	350	(350)	-100.00%
SALE OF ASSETS	-	-	-	-	-	-	-
<b>TOTAL REVENUE</b>	<b>\$8,464,000</b>	<b>\$1,602,825</b>	<b>18.94%</b>	<b>81.06%</b>	<b>\$1,430,799</b>	<b>\$172,026</b>	<b>12.02%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$8,764,967</b>	<b>\$1,917,283</b>	<b>21.87%</b>	<b>78.13%</b>	<b>\$1,917,681</b>	<b>(\$398)</b>	<b>-0.02%</b>
<b>EXCESS REVENUE OVER (UNDER) EXPENDITURES</b>	<b>(\$300,967)</b>	<b>(\$314,458)</b>			<b>(\$486,882)</b>	<b>\$172,424</b>	

100.00%

**WATAUGA FIRE DEPARTMENT  
MONTHLY**

<b>WATAUGA FIRE DEPARTMENT</b>	<b>NOVEMBER</b>	<b>2015</b>	<b>NOVEMBER</b>	<b>YEAR TO</b>
<b>GENERAL ACTIVITY</b>	<b>CURRENT</b>	<b>YEAR TO</b>	<b>2014</b>	<b>2014</b>
	<b>MONTH</b>	<b>DATE</b>		
<b>CALLS FOR SERVICE</b>				
Fire/EMS	165	1874	160	1736
<b>AVERAGE RESPONSE TIME</b>				
Fire	4.5	4.4	4	4.3
EMS	3.7	3.6	3.6	3.6
<b>TIME INFORMATION</b>				
Overtime Other than FLSA	69.00	1737.00	292.00	1922.75
<b>FIRE SERVICES</b>				
Avg Response Time the 1st apparatus arrives on scene	4.5	4.4	4	4.5
Structure Fire with Hose Deployment	2	6	0	12
Other Fire Response	55	483	43	385
Motor Vehicle Accident	9	84	7	82
Public Assist Calls	17	226	19	205
Mutual Aid Given (Fire)	3	14	1	38
Mutual Aid Received (Fire)	0.0	0	1.0	16
Water Usage	16	793	2	2,835,149
Hydrants tested	0	334	0	0
Specialized Response (Haz-Mat, Rescue, EOD)	1	21	5	19
<b>FIRE MARSHAL SERVICES</b>				
Certificate of Occupancy Inspections	2	53	3	53
Annual fire inspection	20	230	2	92
High Hazard Inspection	1	2	0	29
Permit Inspections	2	44	4	33
Spot Inspections	1	13	0	17
Re-Inspections Due to Violations	2	32	1	87
Alarm Plan Reviews	0	15	0	11
Sprinkler Plan Reviews	1	10	0	9
Construction Plan Reviews	2	16	0	13
Fire Alarm Acceptance Test	0	14	0	8
Sprinkler Component Acceptance Test	0	0	0	13
Man Hours spent on Fire Investigations	16	49	5	110
Man Hours spent on Emergency Management	0	3	20	140
Man Hours Spent on Public Education	2	35	10	120
Man Hours spent on special projects	8	56	80	380
Juvenile Fire Interventions	1	6	0	0
Citizen contacts made during proactive activities	<b>44</b>	1196	<b>200</b>	1260
<b>EMERGENCY MEDICAL SERVICE</b>				
Percent of Chute Time ≤ 2 Minutes	100	96.20	94	93.30
Average response time in minutes	3.7	3.60	3.6	3.60
Average Scene time with patient transport in minutes	13.5	14.30	15.6	13.80
Average scene time without patient transport in minutes	35.9	23.90	17.9	23.60
Average total time per call with patient transport in minutes	61	61.30	64	65.50

**WATAUGA FIRE DEPARTMENT  
MONTHLY**

Number of Cardiac Arrest Cases	1	15	3	21.00
Number of Cardiac Arrest with ROSC	0	1.00	0	4.00
Number of Patients Receiving CPR Prior to EMS Arrival	0	1	0	6
Number of ambulance calls answered	78	1032	85	962
Number of times mutual aid given	3	24	0	32
Number of times mutual aid received	10	106	8	113
Number of patients transported	61	960	64	796
Number of patients seen & not transported	17	169	20	183



# HUMAN RESOURCES

The Human Resources Department is committed to delivering the highest quality of service to all departments, employees, applicants and citizens. It supports the City of Watauga through recruitment, training and retention of a diverse and high performing workforce and management of employee benefits and compensation. Our goal is to make Watauga *A Great Place to Work*.

## November 2015 Highlights & Accomplishments

### Human Resources

- Participated in bid opening and evaluation committee for Classification and Compensation request for proposals (RFP)
- Held 2<sup>nd</sup> 2015 Employee Immunization Clinic
- Coordinated Service Awards presentation during Thanksgiving Luncheon
- Coordinated Employee Debriefing Meetings for City Hall tragedy on November 12, 2015
- Established and coordinated Security Committee; meetings being held weekly
- Organized 3<sup>rd</sup> Annual Community Enrichment Center Gift Drive
- Presented Personnel Manual revision #6 for City Council approval on November 16, 2015
- Coordination of Employee Holiday Dinner scheduled for December 12, 2015
- On-going recruitment, employee relations, risk management (HR Performance Measures on next page)

### Civil Service

- Conducted Fire Department Entrance Exam on November 10, 2015
- Assisted Departments with Local Government Code Chapter 143 Compliance

<b>HUMAN RESOURCES PERFORMANCE MEASURES</b>				
<b>NOVEMBER 2015</b>	<i>November 2015</i>	<i>FY2015-16 YTD</i>	<i>November 2014</i>	<i>FY2014-15 YTD</i>
<b>GENERAL</b>				
Total Full Time Employees	162.5	162.5	166.5	166.5
Total Part Time Employees	12.5	12.5	13.25	13.25
Total FTEs (Full Time Equivalent)	175	175	179.75	179.75
Employee Turnover Rate	0%	0%	1%	4%
<b>EMPLOYEE RELATIONS</b>				
Employee Complaints (Grievances)	0	0	0	0
<b>PERSONNEL CHANGES</b>				
Number of Separations/Retirement (excludes seasonal EE)	0	0	2	6.5
Promotions	0	0	1	4
Demotions	0	0	0	0
Transfers	0	0	3	3
Payroll/Benefit Transactions Performed	36	78	72	117
<b>RECRUITMENT</b>				
Number of Employees Hired	3	5	1	3
Number of Applications Processed	45	76	86	129
Number of Positions Posted	1	2	8	14
<b>RISK MANAGEMENT</b>				
Vehicle Accidents	1	3	2	6
Number of Workers' Compensation Claims Processed	2	4	0	1
Number of Family Medical Leave Requests Processed	1	3	1	3
<b>PROGRAMS</b>				
Tuition Reimbursement Requests	0	2		
Wellness Events	1	2		
Training (City Wide)	0	0		
<b><u>New Hires</u></b>	<b><u>Position</u></b>			
Robert Weber	General Maintenance Mechanic			
Lawrence Wilkinson	School Crossing Guard			
Jose Rodriguez	Equipment Operator- Water/Waste Water			
<b><u>Promotions</u></b>	<b><u>Position</u></b>			
n/a				
<b><u>Transfers</u></b>	<b><u>Position</u></b>			
n/a				

# Information Technology Monthly Report – November 2015

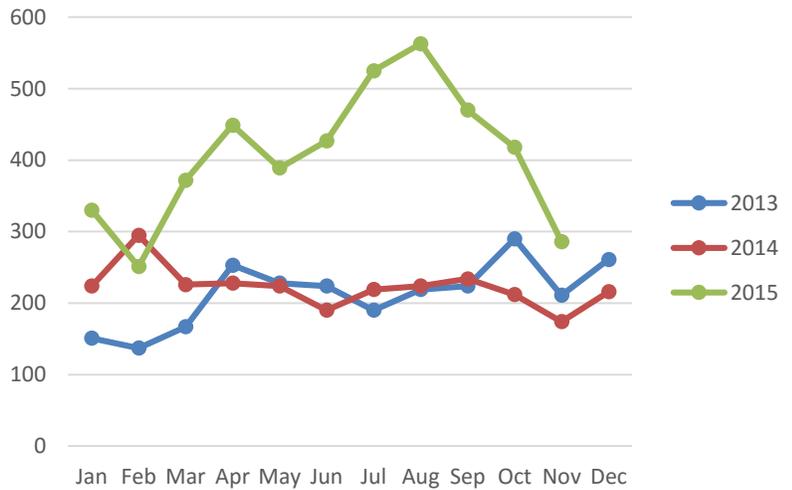
System Availability / Uptime: **100%** ↑ **NC**

Help Desk Tickets Closed: **286** ↓ **31.58%**

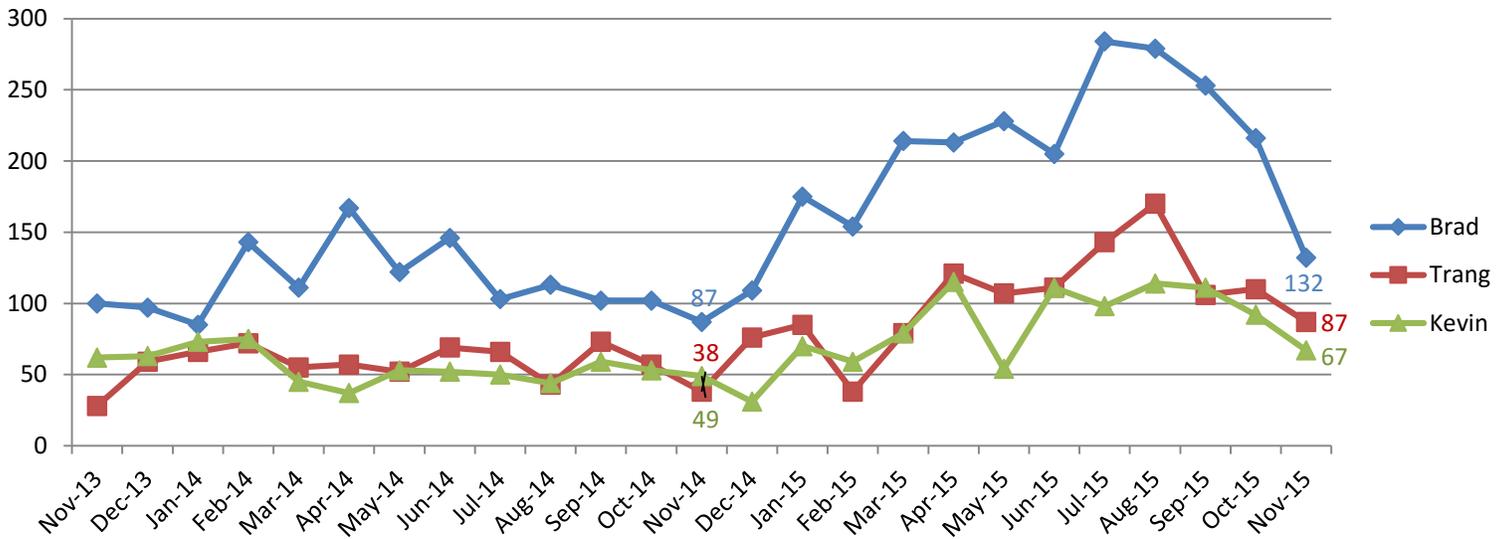
## Top 10 Ticket Types Closed and Monthly % Change

Hardware	27	<span style="color: green;">↑</span>	12.50%
Software Installs	21	<span style="color: red;">↓</span>	51.16%
Software Configuration	17	<span style="color: red;">↓</span>	59.52%
PIO	15	<span style="color: green;">↑</span>	87.50%
Staff Meetings	14	<span style="color: green;">↑</span>	133.33%
Toner/Ink	13	<span style="color: red;">↓</span>	56.66%
User Accounts / Locked	12	<span style="color: red;">↓</span>	42.86%
Phone	10	<span style="color: green;">↑</span>	42.85%
Hardware Install	9	<span style="color: red;">↓</span>	71.86%
Software Support	9		Baseline

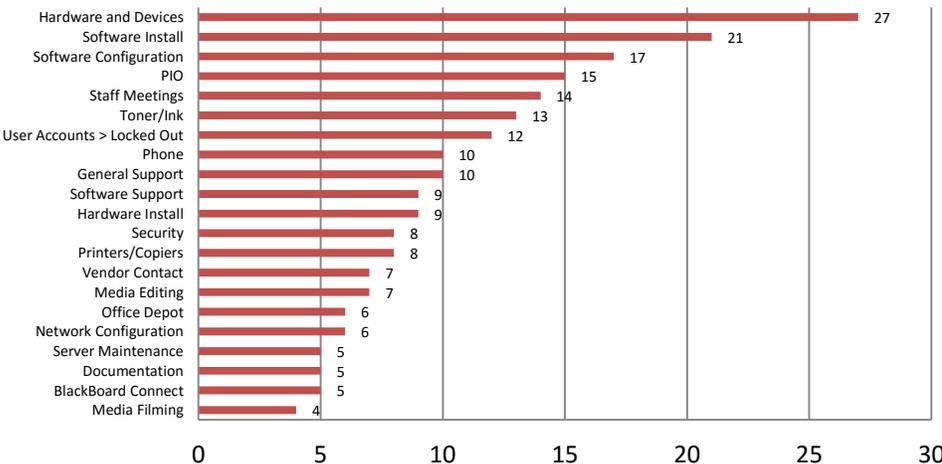
## Trends: Year Over Year Help Desk - Including Project Steps



## Trends: Help Desk Calls Closed by Technician



## Closed Tickets by Request Type



## Projects / Accomplishments November 2015

- **Spillman Touch**
- **Fire Safety Video**
- **Security Incident - PIO Response**
- **Begin Security Analysis**

**WATAUGA PUBLIC LIBRARY-REPORT SUMMARY**  
**Monthly Report-November, 2015**

<b>DEPARTMENT TOTALS</b>	<b>Current Month</b>	<b>This Month Last Year</b>	<b>Year to Date 2015-16</b>	<b>Year to Date 2014-15</b>
Circulation Total	20,093	25,307	42,739	54,835
Total in Collection	N/A	N/A	111,096	107,025
In House Program Attendance	1,624	1,253	4,226	3,440
Outreach Program Attendance	47	95	47	142
Cards Issued	124	124	312	367
Door Count	8,008	7,083	17,719	18,037
Notary Service	8	9	41	20
Reference & Directional Transactions	1,675	1,591	3,427	3,357
Self-Check Out Transactions	811	651	1,801	1,537
Study Room Usage (hours)	457	519	1,076	1,241
Volunteer Hours	404.00	387.25	851.50	853.50
<b>*CIRCULATION* SERVICES</b>	<b>Current Month</b>	<b>This Month Last Year</b>	<b>Year to Date 2015-16</b>	<b>Year to Date 2014-15</b>
Books	11,999	10,808	25,994	23,657
Books on CD	471	3,511	1,008	7,338
DVDs	4,717	4,789	9,691	10,227
Kits	161	245	356	555
Music CDs	336	282	691	738
Periodicals	182	216	389	528
eBooks	271	243	550	533
eAudiobooks	165	170	401	403
eMagazines	79	60	175	98
Renewals	N/A	3,625	0	7,613
Metropac Materials	1,712	1,358	3,484	3,145
<b>TOTAL CIRCULATION</b>	<b>20,093</b>	<b>25,307</b>	<b>42,739</b>	<b>54,835</b>
Reserves Processed	1,326	1,360	2,904	3,239
Interlibrary Loan Requests	20	0	33	1
Self-Check Out Transactions	811	651	1,801	1,537
Self-Check Out-Items Checked Out	4,272	3,543	9,311	7,481
Revenue Collected	\$ 3,652.48	\$ 2,724.65	\$ 6,515.42	\$ 5,898.67
<b>ADULT SERVICES</b>	<b>Current Month</b>	<b>This Month Last Year</b>	<b>Year to Date 2015-16</b>	<b>Year to Date 2014-15</b>
Number of In House Programs	68	48	149	118
In House Program Attendance	801	616	1,938	1,548
Outreach Programs	1	1	1	2
Outreach Programs Attendance	47	10	47	22
Internet Users	1,301	1,342	3,023	3,224
<b>YOUTH SERVICES</b>	<b>Current Month</b>	<b>This Month Last Year</b>	<b>Year to Date 2015-16</b>	<b>Year to Date 2014-15</b>
Number of In House Programs	35	30	78	74
In House Program Attendance	823	637	2,288	1,892
Outreach Programs	0	5	0	6
Outreach Programs Attendance	0	85	0	120
Youth Computer Users	800	800	1,600	1,600
<b>TECHNICAL SERVICES</b>	<b>Current Month</b>	<b>This Month Last Year</b>	<b>Year to Date 2015-16</b>	<b>Year to Date 2014-15</b>
Material Items Received	1,020	680	2,027	1,859
Materials Added	994	832	1,786	1,892
Materials Withdrawn	171	244	495	735
Materials Purged (MIA)	0	0	0	0

\*Please note some Library statistics have been affected by the migration to a new Library Catalog (Polaris).

## Library Performance Measures for FY 2015-2016

### Effectiveness:

1. The Library will receive a 95% approval rating from satisfied customers, as measured in Customer Survey responses.

#### Comments:

- a. "Very helpful."
- b. "Awesome."

#### Requests:

- a. "Could you put more coment books."

2. 400 programs will be offered to patrons of all ages.  
104 programs were offered in November.  
228 programs have been offered this fiscal year.
3. 10 visits to public schools in Watauga will reach many students.  
0 school visits were made November.  
0 school visits have been made this fiscal year.
4. 5% percent of the collection will be evaluated for retention or replacement.  
633 material items were evaluated in November.  
A total of 1,511 material items have been evaluated this fiscal year.
5. 8500 material items will be added to the collection.  
994 material items were added in November.  
A total of 1,786 material items have been added this fiscal year.

**MONTHLY REPORT FOR PARKS DEPARTMENT- November 2015  
11/1-11/30/2015**

<b>Turf Maintenance <sub>1</sub></b>	<b>Cycles per month</b>	<b>Crew (3) hours per month</b>
Municipal Buildings ①	1	0.25
Park Grounds ⑦	7	33.75
Right of Ways ③	2	4.5
Undeveloped properties ③	0	0
<b>Totals:</b>	<b>10</b>	<b>38.5</b>

<b>Sanitation <sub>2</sub></b>	<b>Cycles per month</b>	<b>Man hours per month</b>
Capp-Smith	18	36
Foster Village	12	24
Parks-general	12	24
Recreation Center	12	24
<b>Totals:</b>	<b>54</b>	<b>108</b>

<b>Landscape <sub>3</sub></b>	<b>Sites per month</b>
Fertilize	2
Plant installation	2
Irrigation checks	15
Irrigation repairs	4
Herbicide spraying	3
Trimming/pruning	8

<b>Sports field maintenance <sub>4</sub></b>	<b>Mowing cycles</b>	<b>Game preparation cycles</b>
Baseball	2	3
Football	1	4
Kickball	2	3

**MONTHLY REPORT FOR PARKS DEPARTMENT- November 2015**  
**11/1-11/30/2015**

**Additional work completed**

Assembled christmas tree at Capp Smith Park.

Installed christmas lights and decorations on municipal buildings.

Shut down irrigation systems throughout the city.

Remove excess trash from lake

Repaired lighting system at Capp-Smith Park and Whites Branch Trail.

Monthly playground safety inspections.

Repaired fence panels at Capp-Smith park as needed.

Repaired broken playground equipment.

Performed preventative maintenance on all mowers.

Assisted recreation and administrative staff with Thanksgiving luncheon.

Assisted recreation staff with Veterans Memorial ceremony at Capp Smith Park.

<sub>1</sub> Includes mowing, string trimming, edging, blowing, debris and trash removal.

<sub>2</sub> Cleaning of restroom facilities, emptying trash cans, and removal of loose trash on grounds.

<sub>3</sub> All work associated with horticulture

<sub>4</sub> Field maintenance includes mowing, clay surface repair/preparation, striping, base anchor repair, and pitching mound repair.

# Planning and Development Division

## Monthly Report

November FY 16 YTD

Planning and Development Correspondence		
Outgoing	9	32
Incoming	9	41
Planning and Development Meetings		
Internal	3	9
External	0	4
Economic Development Correspondence		
Outgoing	106	17
Incoming	0	0
Economic Development Meetings		
Future Business Opportunities	0	4
Current Businesses	7	17
Events		
City Events	2	2
Chamber Events	1	1
Economic Development Organizations	1	0
Applications		
Certificate of Occupancy	2	7
Planning and Zoning	0	2
Zoning Board of Adjustments	0	0
Marketing Collateral Created		
Site/Property Flyers	2	2
Newsletter Submissions	1	3
News Articles Published	0	1
Correspondence		
Business Anniversary Cards Sent	28	83
Marketing Material Distributed	14	43
Social Media		
Website Updates	5	5
New Connections	0	17
Interactions	4	65
Updates	0	4
Available Property		
Shopping Centers (SF)	65,856	
Stand Alone Buildings (SF)	19,370.00	
Vacant Land (Acres)	53.904	

WATAUGA POLICE DEPARTMENT  
MONTHLY

WATAUGA POLICE DEPARTMENT		November	2015	November	2014	YEAR TO
		CURRENT	YEAR TO	2014	YEAR TO	2014
		MONTH	DATE	2014	DATE	2014
ADMINISTRATIVE/SUPPORT SERVICES						
<b>ADMINISTRATIVE</b>						
Total Overtime		230.00	3001.00	275.00		2471.00
Number of Part One Crimes reported		53	706	55		563
Total Hours of Training Provided		296	1061.00	395		2428.00
<b>ANIMAL CONTROL</b>						
Number of animals confined		32	511	46		609
Number of calls for service dispatch		141	1014	86		829
Number of animal bites investigated		2	27	4		41
Number of Dangerous Dogs Determined		1	1	0		1
Number of Animals Adopted		16	279	24		343
<b>Total Number of Animals Euthanized</b>		<b>5</b>	<b>145</b>	<b>16</b>		<b>142</b>
Euthanized Due to Space		0	5	1		1
Euthanized Due to Illness, Aggression, or Ferrel		5	125	15		123
Euthanized Wildlife		0	15	0		18
<b>RECORDS</b>						
Public Information Requests processed monthly		55	575	38		545
Number of Incoming records processed monthly		669	14977	1034		22212
Accident Reports Requested - Total		19	161	7		257
<b>COMMUNITY SERVICES</b>						
Area School Events/Contacts		10	117	10		24
Neighborhood Watch Group Meetings		0	1	0		3
Crime Prevention Training/Meeting		1	29	3		11
Explorer Post Meetings		2	37	4		15
Explorer Post Hours		56	1328	132		390
VIPS - Hours		104	1065.3	n/a		n/a

**WATAUGA POLICE DEPARTMENT  
MONTHLY**

<b>OPERATIONS</b>						
Calls for Service	1451	8921	666	7449		
Offense/Incident Reports Written	136	1750	143	1696		
<b>Accidents Reports Written - Total</b>	<b>11</b>	<b>126</b>	<b>9</b>	<b>91</b>		
Non-injury	6	56	6	44		
Injury	5	69	3	47		
Fatality	0	1	0	0		
<b>TRAFFIC VIOLATIONS ISSUED</b>						
by Officers	280	6207	395	7601		
by Automated Red Light Enforcement	836	10387	1076	11172		
<b>ARREST INFORMATION</b>						
<b>Total Arrest Made</b>	<b>39</b>	<b>623</b>	<b>61</b>	<b>925</b>		
Felony	7	77	4	73		
Misdemeanor	32	546	57	852		
<b>CRIMINAL INVESTIGATIONS</b>						
Case Clearance rate	10.23%	26.26%	25.00%	24.18%		
Average number of cases assigned to each investigator	22	17.23	15	25.84		
<b>RESPONSE TIMES</b>						
<b>COMMUNICATIONS</b>						
Avg Time Priority 1 Police Calls are Held (minutes, sec)	n/a	n/a	1:41	2:03		
Avg Time Priority 2 Police Calls are Held (minutes, sec)	n/a	n/a	2:18	2:41		
Avg Time Priority 3 Police Calls are Held (minutes, sec)	n/a	n/a	5:39	10:34		
<b>PATROL</b>						
Average response time to priority 1 calls (minutes, secs)	n/a	n/a	5:21	5:09		
Average response time to priority 2 calls (minutes, secs)	n/a	n/a	6:51	6:59		
Average response time to priority 3 calls (minutes, secs)	n/a	n/a	10:54	19:02		
<b>TRAFFIC/MOTORS DIVISION</b>						
Number of traffic contacts initiated	122	2871	132	3090		
Number of citations issued	144	3379	136	3986		

**WATAUGA PUBLIC WORKS  
MONTHLY**

<b>PUBLIC WORKS DEPARTMENT MONTHLY REPORT (2015-2016)</b>		CURRENT NOVEMBER 2015	2015-2016 YEAR TO DATE	NOVEMBER 2014	2014-2015 YEAR TO DATE
GENERAL ACTIVITY					
<b>COMMUNITY DEVELOPMENT DIVISION</b>					
<b>CODE ENFORCEMENT</b>					
High Grass & Weeds	78	279	31	208	
Vacant Property High Grass & Weeds	2	7	10	23	
Fence Maintenance	33	70	33	79	
Property Maintenance	124	194	87	306	
Swimming Pool Maintenance	15	23	6	23	
Unightly Conditions	317	418	43	141	
Inoperative Vehicles	155	242	39	104	
Right of Way Obstruction (Tree)	56	155	88	240	
Right of Way Obstruction (Vehicle)	340	1162	24	65	
Total Code Enforcement Cases	1745	3568	806	1255	
<b>INSPECTIONS/REGISTRATIONS/GARAGE SALE PERMITS</b>					
Building Inspections	108	221	82	346	
Single Family Rental Home Inspections (Total)	49	94	65	151	
Interior Inspections (Change of Occupancy)	49	49	48	117	
Exterior Inspections (Occupied)	0	45	17	34	
Single Family Rental Homes (Registrations)	76	152	74	139	
Vacant Property (Registrations)	2	10	1	7	
Garage Sale Permits	72	165	35	149	
Certificates of Occupancy Issued	3	3	3	5	
<b>PUBLIC WORKS DIVISION</b>					
<b>STORM DRAIN</b>					
Monthly maintenance of City rights-of-way (man-hrs)	84	126	40	80	
Monthly maintenance of City channels (man-hrs)	18	78	40	80	
Sweeping of City streets per schedule (man-hrs)	42	102	24	84	
Tree trimming and obstructions in drainage channels (man-hrs)	2	2	0	20	
Tree trimming and obstructions on City rights-of-ways (man-hrs)	28	42	48	58	
Chipping limbs at Browning property (man-hrs)	0	0	20	20	
Delivering Sandbags due to inclement weather	0	4	0	0	
Installing trip hazard repairs,Grinding sidewalks	4	12	0	0	
<b>STREETS</b>					
Water / Sewer Repairs Completed	2	2	4	8	
Subgrade Failure Repairs	2	2	1	3	
Overlay - Subgrade Repairs (Concrete poured / yards)	0	0	0	0	
Curb & Gutter Repairs - Contracted (Linear Feet)	0	0	731	731	
Cold Mix Pothole Repairs	32	93	3	9	
Cutting back Vegetation (by property)	0	12	15	34	
Crack Seal (Total miles)	3.3	5.97	0	1.97	
Customer Street Concerns (MyGov/Phone/Email)	0	6	2	3	
Ice and Snow Treatment / Removal (in days)	0	0	0	0	
<b>SIGNS &amp; SIGNALS</b>					
Regulatory Signage Fabricated / Replaced	2	5	1	16	
Regulatory Signage Repair / Reset	2	6	6	13	
Street Name Sign Replacements (Retroreflectivity Program)	14	40	40	96	
Traffic Signal Call-outs (during work hours)	5	8	1	2	
Traffic Signal Call-outs (after hours)	2	7	1	1	
Signal Cabinet Preventative Maint. Signals and Flashers	8	12	10	13	
Sign Down Call-Outs (during work hours)	1	1	1	1	
Sign Down Call-Outs (after hours)	0	1	1	1	
Graffiti Repairs	3	7	0	4	
Paint Striping (Linear Foot)	0	6140	375	825	
Storm Damage Repairs (Traffic Signals)	0	0		0	

**WATAUGA PUBLIC WORKS  
MONTHLY**

<b>PUBLIC WORKS DEPARTMENT MONTHLY REPORT (2015-2016)</b>		CURRENT NOVEMBER 2015	2015-2016 YEAR TO DATE	NOVEMBER 2014	2014-2015 YEAR TO DATE
GENERAL ACTIVITY					
<b>FLEET &amp; FACILITIES DIVISION</b>					
<b>FLEET</b>					
Number of Work Orders		51	112	64	131
Completed PM's		17	34	21	52
Outsourced Repairs		0	2	2	6
Repeat Repairs		0	0	0	0
<b>FACILITIES</b>					
HVAC Repairs		3	6	6	8
Plumbing Repairs		13	26	14	29
Electrical Repairs		18	33	17	36
Mechanical Repairs		1	2	3	9
Structural Repairs		5	9	3	10
Misc Repairs		13	28	13	29
Outsourced Repairs		1	2	2	3
Total Repairs Requested		54	106	58	124
<b>UTILITIES DIVISION</b>					
<b>WATER</b>					
Service calls		11	17	5	10
Water service line repairs		0	3	2	4
Water meters replaced		34	35	0	0
Water main breaks repaired		1	6	3	9
Line locates		1	3	1	3
Fire Hydrants replaced		0	0	1	1
Fire Hydrants repaired		2	3	0	1
Water turn on's / off's		5	12	2	10
<b>WATER TECH</b>					
Water samples taken		25	50	25	50
Grease trap's inspected		64	128	64	128
Grease trap permit violations		1	7	1	3
Sand trap's inspected		11	22	11	22
Sand trap permit violations		1	1	0	0
<b>SEWER</b>					
Service calls		2	7	2	6
Sewer service line repairs		0	1	4	7
Camera footage inspections of sewer mains		0	1000	1000	2500
Preventative cleaning sewer main footage		10,000	20000	1200	11200

**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

**COMMUNITY DEVELOPMENT DIVISION**

**CAPITAL IMPROVEMENT PROJECTS**

City Projects Overview 

Project	Phase	Location	Arch. Project Cost	Arch. Design Completion	Const. Estimate
Senior Center	DESIGN	Watauga Community Center	Plan: \$22,090 Design: \$178,693 Const.: TBD	Plan: 100% Design: 0% Const: 0%	\$1,800,000
Professional Services Phase Two Agreement with Barker Rinker Seacat Architecture for design and construction was approved by Council on October 8, 2015. This included Alternate #1					

Project	Phase	Location	Engr. Project Cost	Engr. Design Completion	Const. Estimate
Summit Ridge Channel Protection	CONSTR.	Summit Ridge	Design: \$5,000 Procur.: \$0 Const.: \$1,000	Design 100% Procur. 100% Const. 80%	\$46,996
Construction started October 22, 2015 but was stopped on October 27 <sup>th</sup> when a gas line was found to be in conflict. Atmos has not completed the gas line relocation yet.					

2

City Projects Overview 

Project	Phase	Location	Engr. Project Cost	Engr. Completion	Const. Estimate
Wastewater Improvements South	CONSTR.	South Watauga	Design: \$526,355 Procur.: \$11,000 Const.: \$64,000	Design 100% Procur. 100% Const. 49%	\$7,490,798 Total*
*The Construction cost includes Watauga Heights Phase 1 Storm Drain Improvements. Construction started June 22, 2015 and scheduled completion is November 13, 2016. Through November 30, 2015, the contractor has performed \$1,302,583.00 on the contract.					

Project	Phase	Location	Engr. Project Cost	Engr. Completion	Const. Estimate
Wastewater Improvements North	PLAN	North Watauga	Plan: \$200,000 Design: \$ Procur.: \$ Const.: \$	Plan: 100% Design: 0% Procur. 0% Const. 0%	TBD
The SSES report was completed on November 24, 2015.					

3

**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

City Projects Overview



Project	Phase	Location	Engr. Design/ Survey Cost	Engr. Design Completion	Const. Estimate
<b>Bursey Road</b>	CONSTR.	Whitley to Willis	Design: \$195,000 Procur.: \$15,000 Const.: \$42,000	Design 100% Procur. 100% Const. 35%	\$1,428,468.80
Construction began July 13, 2015 and is scheduled to be completed on June 7, 2016. Through November 30, 2015, the contractor has performed \$734,533.35 on the contract.					
Street Overlay 2015	PROCUR.	Inwood Drive Dove Ct., Ridgewood Dr. Linda Dr.		Design 100% Procur. 100% Const. 10%	\$ 331,000
Work is planned for early September. Bids were sent out in June and was presented to Council in July.					

4

City Projects Overview



Project	Phase	Location	Engr. Design/ Survey Cost	Engr. Design Completion	Const. Estimate
Storm Drain Improvements	CONSTR.	Watauga Heights <b>Phase 1</b>	Design: \$93,250 Procur.: \$10,600 Const.: \$14,550	Design 100% Procur. 100% Const. 0%	\$1,312,418*
*Combined with WW Improvements South project, which started June 22, 2015. Work in Watauga Heights will not start until Summer 2016.					
Storm Drain Improvements	DESIGN	Watauga Heights <b>Phase 2</b>	Design: \$93,250 Procur.: \$0 Const.: \$14,550*	Design 100% Procur. 0% Const. 0%	\$ 1,000,000
Plans complete. Will likely combine with future Whitley waterline replacement project. Burgess & Niple already under contract for future Construction Administration effort					

5

**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

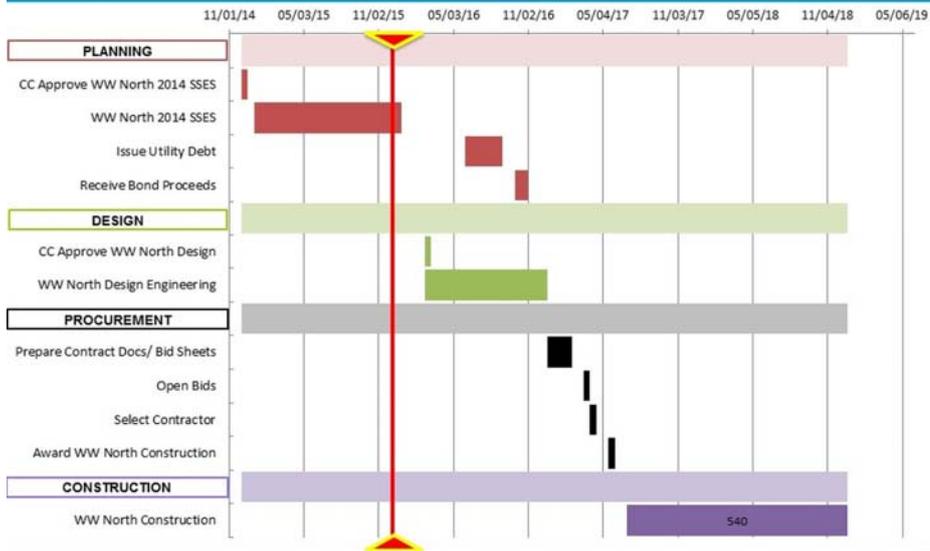
City Projects Overview



Project	Phase	Location	Engr. Design Cost	Engr. Design Completion	Const. Estimate
Capital Improvement Plan 2015-2019	PLAN	City-Wide	Plan: \$24,730.00	Plan: 75%	TBD
Burgess & Niple is updating the 2013-2017 Capital Improvement Plan (CIP). The report will include sections for streets, drainage, water and wastewater.					

6

Wastewater Improvements North  
Estimated Project Timeline



7

**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

Summit Ridge Channel Protection



Constr. Start: October 22, 2015

Constr. Completion: January 29, 2016

<b>Contractor: GRod Construction</b>			
<b>Construction Estimate</b>		<b>Days</b>	
<b>Cost:</b>	\$46,996.00	<b>Duration:</b>	30
<b>Performed:</b>	\$0.00	<b>Elapsed:</b>	60
<b>Complete:</b>	0.00%	<b>Complete:</b>	20.00%

**Current Status:**

- Construction started October 22, 2015.
- 30 days for final completion (11/21/16)
- Project was stopped on October 27 – awaiting Atmos to relocate gas line. Estimating the construction will be complete 1/29/16.

8

Wastewater Improvements South  
Watauga Heights Phase 1



Constr. Start: June 22, 2015

Constr. Completion: November 13, 2016

<b>Contractor: Ark Contracting Services</b>			
<b>Construction Estimate</b>		<b>Days</b>	
<b>Cost:</b>	\$7,490,798.00	<b>Duration:</b>	510
<b>Performed:</b>	\$1,302,583.00	<b>Elapsed:</b>	161
<b>Complete:</b>	17.39%	<b>Complete:</b>	31.57%

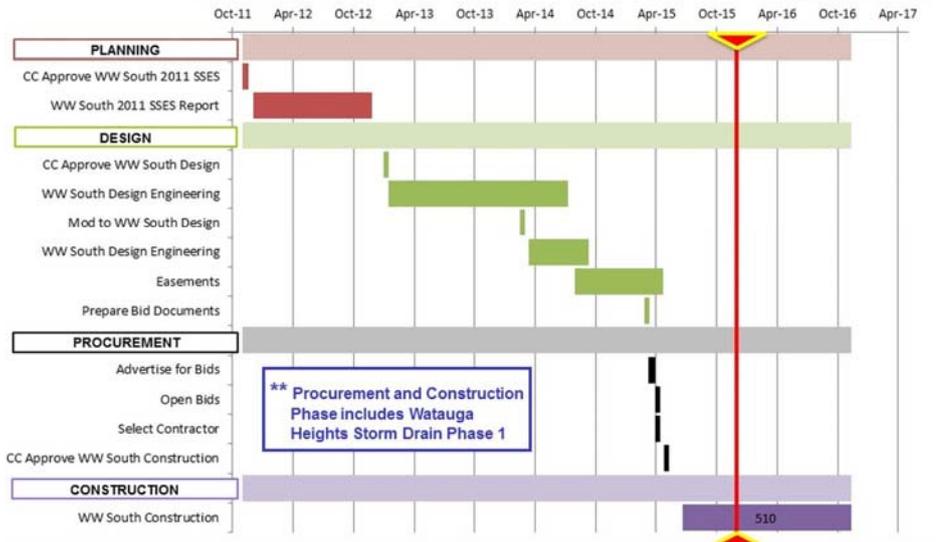
**Current Status:**

- Construction started June 22, 2015.
- 480 days for substantial completion (10/14/16)
- 510 days for final completion (11/13/16)

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**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

Wastewater Improvements South  
Watauga Heights Phase 1



10

Bursey Road Street Project Design



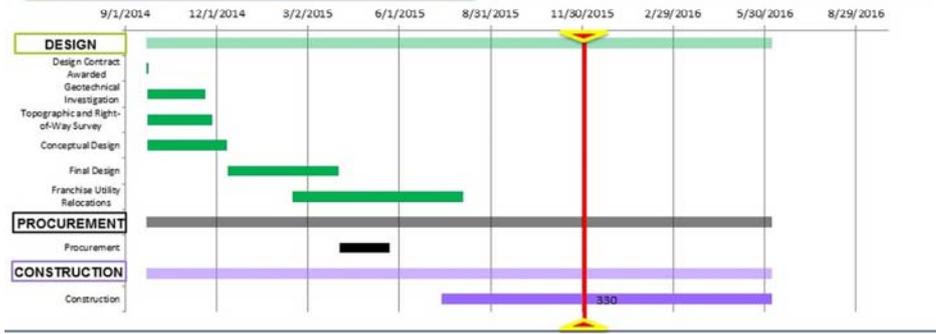
Constr. Start: July 13, 2015

Constr. Completion: June 7, 2016

Contractor: McClendon Construction			
Construction Estimate		Days	
Cost:	\$1,428,713.80	Duration:	330
Performed:	\$734,533.35	Elapsed:	141
Complete:	51.41%	Complete:	42.73%

**Current Status:**

- Construction started July 13, 2015.
- 300 days for substantial completion (5/8/16)
- 330 days for final completion (6/7/16)



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**PUBLIC WORKS DEPARTMENT**  
November 2015 - Monthly Report

**UTILITIES DIVISION**

**WATER & WASTEWATER BRANCH**  
*Service Calls*

<b>Water Service Calls:</b>			
<b>DATE</b>	<b>ADDRESS</b>	<b>REASON FOR CALL</b>	<b>ACTION</b>
11/9/15	8248 Willis	Pressure check	Arrived at location, and put pressure gauge on water hose bib, pressure was 58 p.s.i. Spoke with resident and told them they have good pressure.
11/12/15	6516 Charmaine	Water leak	Arrived at location, pumped out water from meter box and found small leak on customers side. Informed customer of leak. They will call a plumber.
11/27/15	6632 Mona Lisa	Leak in meter box	Arrived on location, found leak on customer's side. Notified customer to call a plumber.
<b>Wastewater Service Calls:</b>			
11/8/15	8208 Lesley	Sewer backup	Arrived at location, checked up and down stream flow, it was slow, so we cleaned sewer main with jet-vac. The main ran good afterwards.
11/17/15	6829 Quail Meadow Dr	Sewer backup	Arrived at location, Checked City sewer main. Main flow was good. Gave resident a copy of video policy. Customer will call a plumber.

**FISCAL YEAR 2015-2016**  
**MONTHLY ACTIVITY REPORT FOR PURCHASING/ ACCOUNTS**

**ACTIVITY:**

Number of purchase orders processed
Dollar value of purchase orders processed
Bids, proposals, or quotes processed
Renewed bids, proposals, quotes
Product pricing/vendor location for end-user departments
New vendors added
Number of Accounts Payable Checks Processed
Number of Employee Payroll Changes Processed
Number of Employee Payroll Direct Deposits/Hard Checks Processed

**Senior Center Update:**

The Construction Manager @ Risk is due December 29, 2015  
Anticipated presentation to Council in January

**;) PAYABLE/PAYROLL - NOVEMBER 2015**

<b>Current Month NOVEMBER 2015</b>	<b>Last Year NOVEMBER 2014</b>	<b>Year to Date CURRENT FY 2015-16</b>
180	178	565
\$480,634.10	\$819,381.74	\$2,765,026.49
3	2	6
1	0	1
8	15	18
11	7	16
275	233	517
24	28	422
498	505	993

	CURRENT MONT	2015 YTD	NOV	2014 YTD
<b>FACILITY RENTALS</b>				
COMMUNITY CENTER	2,198	1,020	685	4,983
FOSTER VILLAGE BUILDING	313	5,545	510	9,370
CAPP SMITH PARK	180	950	0	3,230
<b>TOTAL</b>	<b>2,690</b>	<b>7,515</b>		
REVENUE		\$10,210.00	\$1,195.00	\$17,583.00
<b>RECREATION CENTER CLASSES</b>				
FIT PASS	363	3,541	355	5,632
KARATE	192	795	285	2,247
KAJUKEMBO	62	191	15	308
KRAV MAGA MARTIAL ART	48	354	41	303
MUSIC LESSONS	22	124	22	180
INTRO TO DANCE	90	887	95	812
CW CLASSES	103	825	135	2,199
HAWAIIAN DANCE	0	280	0	402
TIME FOR TOTS	120	120	120	624
TINY TOTS	80	80	80	436
FIT PASS CHILD CARE	194	993	228	1,124
EXCERSISE 101	164	200	94	744
PERSONAL TRAINING	0	0	0	0
CAMP WATAUGA	0	1,570	0	3,440
CAMP TON OF FUN	0	1,025	0	2,000
BC FIT CLUB	308	1,226	298	988
<b>TOTAL ATTENDANCE</b>	<b>1,746</b>	<b>12,211</b>	<b>1,768</b>	<b>21,439</b>
<b>TOTAL REVENUE</b>				
<b>YOUTH SPORT LEAGUES</b>				
SUMMER TRACK	0	1,401	0	590
YMCA	0	12,800	3,000	3,000
YOUTH BASKETBALL	0		75	5,523
<b>TOTAL ATTENDANCE</b>	<b>0</b>	<b>14,201</b>	<b>3,075</b>	<b>9,113</b>
REVENUE				
<b>ADULT SPORT LEAGUES</b>				
ABL OPEN		2270	150	1,280
MEN'S FLAG FOOTBALL	130	868		1407
<b>TOTAL ATTENDANCE</b>		<b>3,138</b>	<b>150</b>	<b>2,687</b>
REVENUE				

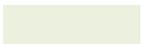
	CURRENT MONT	2015 YTD	NOV	2014 YTD
<b>SENIOR CENTER PROGRAMS</b>				
SENIORS N MOTION	36	348	25	579
Zumba Gold	0	18/98	24	31/211
KNIT KNOTS	6	196	31	406
SENIOR CENTER GAMES	575	6,585	475	4,794
SENIOR CRAFTS	12	127	23	52
BOWLING	148	1,550	148	1,633
WATER AEROBICS	0	340	0	173
GAME NIGHTS	0	118	0	140
AARP Safety Drive	1/11	4/72	0	5/77
AARP TAX AIDE	0	40/198	0	47/209
HEALTH EDUCATION	28	27/395	20	359
EDUCATION	18	196	18	190
liFE LINE /MOBILE HEALTH	0	76	0	194
TAFB Store Donation	296	2,959	264	2,502
Feed America SENIOR SHARE	69	741	83	623
Pet Food Bank	50	806		
Day Outings	0	35	9	62
Fishing Derby	0	18	0	35
QUILTING			68	0
<b>TOTAL ATTENDANCE</b>			<b>1,188</b>	<b>11,742</b>
<b>REVENUE</b>				

	CURRENT MONT	2015 YTD	NOV	2014 YTD
<b>COMMUNITY CENTER ATTENDANCE</b>				
AVERAGE DAILY	104	188	108	192
MEMBERS REGISTERED/USE	55	602	71	554
<b>TOTAL</b>				
MEMBERSHIP REVENUE	\$1,730	\$14,643	\$2,565	\$9,134
WALK IN FEE REVENUE	\$478	\$3,539	\$699	\$6,098
VENDING REVENUE	\$148	\$408	\$121	\$544
<b>TOTAL</b>		<b>\$18,590</b>	<b>\$3,385</b>	<b>\$15,776</b>
<b>SENIOR CENTER ATTENDANCE/EXPENDITURES</b>				
AVERAGE DAILY ATTENDANCE	40	393	38	330
ACTIVE MEMBERS	92	747	98	583
MONTHLY MEAL EXPENDITURES	\$76	\$1,990	\$129	\$639
MONTHLY RIDES	104	1,501	112	935
<b>SPECIAL EVENTS</b>				
ATTENDANCE	0	15,250	0	20,100
REVENUE	\$0	\$23,839	\$0	\$23,795
<b>VOLUNTEERS NUMBER/HOURS WORKED</b>				
YOUTH SPORTS	0		0	100/402
SPECIAL EVENTS	0	30	0	40
SENIOR SERVICES	20/154	184/3572	42/2014	261/10135.5

NOTE HAVE MOVED 2014 YTD INTO COLUMNS

Ready for NOV 2015 input

29	31	28	28	31	147
<b>37</b>	34	31	30		132
27	0	28	25		80
31	35	31	0		97
21	34	32	0		87
<b>32</b>					
<b>177</b>	<b>134</b>	<b>150</b>	<b>83</b>	<b>31</b>	<b>575</b>
					148
					723







FY 2015-2016 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16 Apr-16 May-16

**RESIDENTIAL**

# of Customers 7,894 7,884  
 Water Usage Cu. Ft. 8,590,495 7,425,820  
 Water Billings \$414,929.60 \$360,957.93

Average Per Customer  
Water Usage Cu. Ft. 1,088 942  
 Water Billing \$ 52.56 \$ 45.78  
 - 0 - 0 - 0 - 0 - 0 - 0

**COMMERCIAL**

# of Customers 316 317  
 Water Usage Cu. Ft. 1,885,431 1,900,501  
 Water Billings \$85,178.01 \$ 87,072.06

Average Per Customer  
Water Usage Cu. Ft. 5,967 5,995  
 Water Billing \$ 269.55 \$ 274.68  
 - 0 - 0 - 0 - 0 - 0 - 0

**CONSOLIDATED**

# of Customers 8,210 8,201  
 Water Usage Cu. Ft. 10,475,926 9,326,321  
 Water Billings \$ 500,108 \$ 448,030  
 - \$ - \$ - \$ - \$ - \$ - \$ -

Average Per Customer  
Water Usage Cu. Ft. 1,276 1,137  
 Water Billing \$ 60.91 \$ 54.63  
 - 0 - 0 - 0 - 0 - 0 - 0

Cummulative  
 Water Usage Cu. Ft. 10,475,926 19,802,247  
 Water Billings \$ 500,108 \$ 948,138  
 - - 0 0 0 0 0 0 0

Jun-16      Jul-15      Aug-16      Sep-16      Total

\$ - 0      \$ - 0      \$ - 0      \$ - 0      \$ - 0

\$ - 0      \$ - 0      \$ - 0      \$ - 0      \$ - 0

\$ - 0      \$ - 0      \$ - 0      \$ - 0      \$ - 0

\$ - 0      \$ - 0      \$ - 0      \$ - 0      \$ - 0

\$ 1,448,245

Water Use Analysis - FY 2011

	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Total
<b>RESIDENTIAL</b>													
# of Customers	7,915	7,869	7,886	7,886	7,878	7,887	7,892	7,913	7,890	7,891	7,879	7,993	94,679
Water Usage Cu. Ft.	7,729,822	6,764,228	5,550,927	5,307,710	5,430,156	5,294,930	4,267,557	5,130,497	4,907,488	5,404,342	7,305,553	9,403,833	72,497,043
Water Billings	\$364,014.35	\$321,323.54	\$268,704.95	\$258,141.72	\$263,834.09	\$257,593.61	\$214,023.59	\$250,399.26	\$240,986.78	\$262,772.67	\$345,570.83	\$452,233.13	\$3,499,599
<b>Average Per Customer</b>													
Water Usage Cu. Ft.	977	860	704	673	689	671	541	648	622	685	927	1,191	766
Water Billing	\$ 45.99	\$ 40.83	\$ 34.07	\$ 32.73	\$ 33.49	\$ 32.66	\$ 27.12	\$ 31.64	\$ 30.54	\$ 33.30	\$ 43.86	\$ 57.30	\$ 36.96
<b>COMMERCIAL</b>													
# of Customers	311	310	311	311	309	313	312	311	312	312	312	315	3,739
Water Usage Cu. Ft.	1,495,357	1,802,192	1,439,059	1,195,216	1,241,678	1,072,330	983,289	1,039,710	1,117,361	1,175,971	1,604,945	1,603,163	15,570,251
Water Billings	\$66,160.17	\$ 62,144.96	\$63,198.48	\$52,730.95	\$55,922.63	\$48,708.73	\$43,600.94	\$47,911.84	\$50,400.27	\$52,013.12	\$69,969.70	\$72,419.39	\$ 685,181
<b>Average Per Customer</b>													
Water Usage Cu. Ft.	4,808	5,168	4,627	3,843	4,018	3,426	3,152	3,343	3,581	3,769	5,144	5,089	4,164
Water Billing	\$ 212.73	\$ 200.47	\$ 203.21	\$ 169.55	\$ 180.98	\$ 155.62	\$ 139.75	\$ 154.06	\$ 161.54	\$ 166.71	\$ 224.26	\$ 229.90	\$ 183.25
<b>CONSOLIDATED</b>													
# of Customers	8,226	8,179	8,197	8,197	8,187	8,200	8,204	8,224	8,202	8,203	8,191	8,208	98,418
Water Usage Cu. Ft.	9,225,179	8,366,420	6,989,986	6,502,926	6,671,834	6,367,260	5,250,826	6,170,207	6,024,849	6,580,313	8,910,498	11,006,996	88,067,294
Water Billings	\$ 430,175	\$ 383,469	\$ 331,903	\$ 310,873	\$ 319,757	\$ 306,302	\$ 257,625	\$ 298,311	\$ 291,387	\$ 314,786	\$ 415,541	\$ 524,653	\$ 4,184,780
<b>Average Per Customer</b>													
Water Usage Cu. Ft.	1,121	1,023	853	793	815	776	640	750	735	802	1,088	1,341	895
Water Billing	\$ 52.29	\$ 46.88	\$ 40.49	\$ 37.93	\$ 39.06	\$ 37.35	\$ 31.40	\$ 36.27	\$ 35.53	\$ 38.37	\$ 50.73	\$ 63.92	\$ 42.52
<b>Cummulative</b>													
Water Usage Cu. Ft.	9,225,179	17,591,599	24,581,585	31,084,511	37,756,345	44,123,605	49,374,431	55,544,638	61,569,487	68,149,800	77,060,298	88,067,294	
Water Billings	\$ 430,175	\$ 813,643	\$ 1,145,546	\$ 1,456,419	\$ 1,776,176	\$ 2,082,478	\$ 2,340,103	\$ 2,638,414	\$ 2,929,801	\$ 3,244,587	\$ 3,660,127	\$ 4,184,780	