

## TOWN MANAGER'S WEEKLY REPORT



May 7, 2014

### Town Manager

The Town conducted a work session on Monday, May 5th to continue discussion of the proposed FY14-15 Budget, discuss establishing the Senior Dispatcher Program, and discuss proposed Code Amendments to the Ordinances concerning Urban Forestry, Zoning, and Subdivision & Land Development.

Council discussed a number of items associated with the proposed FY14-15 Budget. Upon arriving at consensus at the majority of items, the Town will advertise and conduct public hearings concerning the FY14-15 Budget, water and sewer rates, and temporary electric connection fees at their May 27th regular meeting.

The Chief of Police Norman Shiflett presented the details associated with the proposed Senior Dispatcher program for the Police Department. The program will establish education and experience requirement for several levels of Dispatchers within the Department: Trainee; Dispatcher 1, Dispatcher 2, and Senior Dispatcher. Upon achieving the necessary skills, a Dispatcher can advance to the next position level in a similar manner to the Master Police Officer Program. The program will be added to the FY14-15 Budget and be effective July 1, 2014.

Our Planning Director, Jeremy Camp, presented Town Council an overview of the changes developed and recommended by the Planning Commission to the Town's Urban Forestry, Zoning, and Subdivision & Land Development Ordinances. Following consideration of the FY14-15 Budget, Council will continue discussion of the proposed changes at a future work session.

As always, please feel free to contact this office with any ideas or suggestions to improve how the Town provides service to our community.

### Department Updates

#### *Last Week:*

Our Planning Department processed 9 Zoning permit, 3 sign permits, 6 Business Licenses, and 1 Code Violation actions. Staff met with the EDA and Building Official about possible developments on South Street and North Royal Avenue, attended a meeting about the Farmer's Market, attended the Planning Commission Work Session, and met with citizens about development issues. The Planning Commission is reviewing a draft Ordinance Amendment for campground regulations, Tourism Zones, and Hooka Lounges, reviewing a Special Use Permit for a Bed & Breakfast on Druid Hill, reviewing the development plan for the WWTP, and the rezoning application for the new Middle School. The Town

and County are continuing to finalize the agreement for the new permit software. Popeye's restaurant is under construction on North Shenandoah Avenue; the Hess Gas Station is being reconstructed on North Shenandoah Avenue; Little Caesars Pizza is being renovated on North Royal Avenue.

Our Police Department continued to provide patrol and enforcement within the Town. This week the Police Department received 702 calls to our Dispatch Center, our officers responded to 337 calls for service, issued 25 traffic citations, 0 DUI arrests, and 11 traffic accidents.

Our Environmental Services crews conducted maintenance to the sanitary sewer system on Hill Street, West 16th Street, East Main Street, Fletcher Street, and throughout Town as needed. Our crews continued the spring hydrant flushing program. Our crews also conducted maintenance on the water system on Kelley Drive, Valley View Drive, Belmont Avenue, Company 1 Fire Station, and throughout the Town. Our Street crews conducted street repairs on Bel Air Avenue, Stonewall Drive, Virginia Avenue, 2nd Street, West 15th Street, Forrest Hill Drive, Hillvue Street, Ayview Drive, Pow Moor Drive, Brown Avenue, West 18th Street, and as needed. Our sign crews installed and repaired 7 signs and coordinated line painting throughout the Town. The Horticulture Division conducted horticulture maintenance throughout the Town. Our Building and Grounds Division repaired a roof leak at the Administration Building and conducted maintenance at our Town facilities. Our Fleet Maintenance Division performed 9 preventative maintenance services, conducted 2 State inspections, conducted 0 jump starts, repaired 0 flat tires, and other unscheduled repairs to vehicles and equipment. Our Solid Waste Division collected 24 on-call collections as requested, and bear proofed 0 cans.

Crews at our Wastewater Treatment Plant took delivery of the rotary fan press from the Town of Round Hill, conducted quarterly equipment calibration, maintained the septage receiving tank, and performed routine maintenance and operations. Crews at our Water Treatment Plant received VDH approval of the 2013 Water Quality Report, performed basin maintenance, conducted quarterly equipment calibration, assisted locating a water leak on Kelley Drive, and performed routine maintenance and operation.

Our Energy Services Department reported 1 outages: an 82 minute outage on Cardinal Wind that affected 2 customers due to a tree.

Our IT Department resolved email issues, began work on the Tourism Center PSA video, resolved phone system issues, updated the mobile app, and continued work order completion.

Our Visitor's Center arranged an ad in the Baltimore Ravens 2014 Yearbook, coordinated Town participation at the Avtex Site Community Day, met with the Main Street Advisory Committee, and investigated other advertising opportunities. Staff welcomed 734 visitors to the Center and had 2,042 visits to our website.

Our Finance Department processed 1,880 payment receipts, mailed 811 delinquent utility bills, processed 199 move-in/move-out work orders, disconnected 72 utility accounts, in addition to their normal work activities. We also processed 674 drive through payments, 23 Saturday drive through payments, 63 on-line utility payments, and 1 on-line tax payments.

Our Risk Management Department processed 1 employee injury claims and 2 citizen claims.

Our Human Resources Department advertised numerous positions and received applications for those already advertised. The Town currently has 5 full-time and 1 part-time open positions, with 1 full-time offers pending and 0 part-time offer pending.

*Upcoming Week:*

Our Planning Department will attend the Governor's Panel on E Communication to discuss the Town's Web-based efforts during the Envision Front Royal effort and meet with citizens with zoning questions.

Our Police Department will continue to patrol the Town.

Our Department of Environmental Services plans to conduct preventative maintenance throughout Town. The Town will continue line and pavement marking painting.

Our Department of Energy Services will continue pedestrian signalization improvements at Royal Avenue and Commerce Avenue, and conduct routine maintenance of various lines and substations throughout our service area. Our contractor will continue work on the Riverton Substation.

Our IT Department will continue routine maintenance of the Town's network and computer systems.

Our Tourism Department will continue to welcome visitors.

Our Risk Management and Human Resources Departments will continue address safety and personnel issues.

### Civic Events

Samuels Public Library has numerous events scheduled throughout the week, and now have Sunday hours of operation. Information can be found <http://www.samuelslibrary.net/>

Town Council will conduct a regular meeting at 7:00 pm on Monday, May 12th at the Warren County Government Center.

The Town will conduct our Public Hearing for the FY14-15 Budget at 7:00 pm on Tuesday, May 27th at the Warren County Government Center.

The Fraternal Order of Police will conduct their Spring Carnival at the Carnival Grounds on 8th Street through Saturday, May 10.