

TOWN MANAGER'S WEEKLY REPORT



August 20, 2014

Town Manager

The Town Council conducted a work session on Monday, August 18th, to discuss utility provision to certain properties sharing a single water service, discuss amendments to Chapter 98-42 Fortuneteller Business License, and to review the Mobile Data Device Policy.

The Town has identified approximately thirty locations in Town where two separate properties share a single water service. This condition was prohibited by Town Code in 1985, but the properties were constructed prior to the adoption of the Code. As no "grandfathering" clause was included in the Code, the Town will develop a program to bring these properties into compliance. Council will consider a Special Exception for one property at the next regular meeting, and will continue discussion of the program at a future work session.

During the discussion regarding Town Code 110-17 and fortunetelling, the Town Attorney identified certain changes to Town Code 98-42 which establishes the business license requirements for fortunetelling at a fixed business location. The proposed amendment will ensure that the Code complies with current legal requirements. Council will consider the amendment at a future public hearing.

The FY14-15 Budget includes the issuance of tablets to Town Council to reduce the use of paper for Council meetings. As such, a Mobile Data Device policy that had been established for Town employees has been modified to include use of devices by Town Council. Council will consider adoption of the policy at their August 25th meeting.

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 0 Zoning permits, 1 sign permits, 2 Business Licenses, and 9 Code Violation actions. Staff attended the Board of Architectural Review meeting, toured the Town with the Steering Committee for the Comprehensive Plan Update, met with the provider of the new permit software, and met with citizens about development issues. The Planning Commission is reviewing a draft Ordinance Amendment for campground regulations, Tourism Zones, and Smoking Lounges, evaluating tourism rental regulations, reviewing the Entrance Corridor restrictions, reviewing the Leach Run Parkway design, and reviewing the former 15th Street School reuse. The Comprehensive Plan Steering Committee conducted a community tour and will meet in September.

Our Police Department continued to provide patrol and enforcement within the Town. This week the Police Department received 637 calls to our Dispatch Center, our officers responded to 271 calls for service, issued 21 traffic citations, 1 DUI arrests, and 0 traffic accidents.

Our Environmental Services crews conducted maintenance on the sanitary sewer system on North Royal Avenue and throughout Town as needed. Our sewer main lining contractor continues work in Royal Village. Our crews also conducted maintenance on the water system on Hillcrest Drive, Mallard Place, Henselstone Subdivision, Remount Road, and as needed. Our Street Maintenance crews cleared the future Police Department Headquarters lot on Kendrick Lane, inspected storm drains, repaired Main Street sidewalks, repaired curb on East 17th Street and Belmon Avenue, installed signs and stop bars on Shenandoah Shores Road, and repaired 2 signs. The Horticulture Division conducted horticulture maintenance throughout the Town. Our Building and Grounds Division conducted maintenance at our Town facilities. Our Fleet Maintenance Division performed 14 preventative maintenance services, conducted 1 State inspections, conducted 1 jump starts, repaired 6 flat tires, and other unscheduled repairs to vehicles and equipment. Our Solid Waste Division collected 9 on-call collections as requested.

Crews at our Wastewater Treatment Plant maintained the pump station, completed toxicity testing, continued to monitor discharge from the Dominion Power Facility, and performed routine maintenance and operations. Crews at our Water Treatment Plant inspected generators and performed routine maintenance and operation.

Our Energy Services Department reported 2 outages: a 25 minute outage on 8/16 on Lee and Jackson Streets that affected 20 customers due to equipment failure; an 11 minute outage on 8/17 on Shenandoah Shores Road that affected 2 customers due to a vehicle accident. Our staff continues to install equipment for the new substation and will complete the installation of the pedestrian crossings at the trail on South Street. Crews continued to maintain our electrical system.

Our IT Department continued work on the Town's Front Royal Works website for business development, continued development of the online job application process, developed the video for the Humane Society, tested VDI clients, and continued work order completion.

Our Visitor's Center coordinated displaying the Town's Visitors Guide at the Virginia Travel Show, registered to participate at the Appalachian Trail Conference, met with the Heritage Society to coordinate a time capsule at the Administration Building, and investigated other advertising opportunities. Staff welcomed 1,145 visitors to the Center and had 2,578 visits to our website.

Our Finance Department processed 1,758 payment receipts, mailed 342 delinquent utility bills, processed 144 move-in/move-out work orders, disconnected 46 utility accounts, in addition to their normal work activities. We also processed 561 drive through payments, 32 Saturday drive through payments, 54 on-line utility payments, and 6 on-line tax payments.

Our Risk Management Department processed 0 employee injury claims and 1 citizen claims.

Our Human Resources Department advertised numerous positions and received applications for those already advertised. The Town currently has 7 full-time and 3 part-time open positions, with 1 full-time offers pending and 1 part-time offer pending. Staff continued development of on-line job application process.

Upcoming Week:

Our Planning Department will attend the Board of Zoning Appeals meeting, attend the Planning Commission Meeting and work session, attend the NSVRC Meeting, and will 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.

Our Department of Energy Services will conduct routine maintenance of various lines and substations throughout our service area.

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. Information can be found <http://www.samuelslibrary.net/>

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