

TOWN MANAGER'S WEEKLY REPORT



October 1, 2014

Town Manager

The Town Council conducted a work session and a Special Meeting on Monday, September 29th to discuss Special Event insurance requirements, outsourcing mailing of utility bills, and to consider a resolution concerning the HEPTAD dedication of property for the Leach Run Parkway.

The Town's insurance provider, the Virginia Municipal League, provided recommendations for the Town to consider adopting for Special Events permitting. Typical liability insurance requirements should be \$1,000,000, but large events such as fireworks displays, music concerts, carnivals, or attendance over 500 people should be \$5,000,000. Council has requested that staff investigate the costs for event organizers to obtain these insurance policies.

Our Finance Department received proposals from various firms to provide mailing of utility bill services, as well as provide email bill notifications. It anticipated that the preferred vendor could save the Town between \$9,000 and \$12,000 per year. Council has requested that staff research additional information about the proposed services.

Council authorized the Mayor and staff to execute a Memorandum of Understanding with HEPTAD, LLC concerning the dedication of property to the Economic Development Authority for the construction of the Leach Run Parkway. The MOU confirms that the Town will allow the future development of the HEPTAD property to connect to the Parkway so long as the connecting roads meet Town standards.

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 4 Zoning permits, 4 sign permits, 2 Business Licenses, and 12 Code Violation actions. Staff met the owner of a development in the Corridor, met with the Post Office regarding gang boxes on Cherrydale Avenue, attended the Planning Commission Meeting and Work Session, attended the Development Review Committee meeting, attended the Anti-Litter Council meeting, and met with citizens about development issues. The Planning Commission is reviewing a draft Ordinance Amendment for campground regulations, Tourism Zones, evaluating tourism rental regulations, and reviewing the Entrance Corridor restrictions. A draft Tourism Zone Ordinance and Map has been developed by staff and is being reviewed by the Planning Commission. The Comprehensive Plan Steering Committee will meet in September.

Our Police Department continued to provide patrol and enforcement within the Town. This week the Police Department received 673 calls to our Dispatch Center, our officers responded to 282 calls for service, issued 33 traffic citations, 2 DUI arrests, and 18 traffic accidents.

Our Environmental Services crews conducted maintenance on the sanitary sewer system on Jamestown Road, North Main Street, Auburn Court, Church Street, West 12th Street, and throughout Town as needed. Our crews also conducted maintenance on the water system on West 15th Street, Walnut Drive, West Main Street, Overlook Drive, and as needed. Our Street Maintenance conducted maintenance on The Hill, West 6th Street, Blue Ridge Avenue, South Royal Avenue, Laurel Street, West 15th Street, and installed 3 signs. The Horticulture Division maintained the boat landing, applied herbicide on medians, and conducted horticulture maintenance throughout the Town. Our Building and Grounds Division serviced the Town boilers, installed a plan storage area for Planning, conducted preventative maintenance on the Town's AC units, and conducted maintenance at our Town facilities. Our Fleet Maintenance Division performed 8 preventative maintenance services, conducted 1 State inspections, conducted 1 jump starts, repaired 0 flat tires, and other unscheduled repairs to vehicles and equipment. Our Solid Waste Division collected 10 on-call collections as requested.

Crews at our Wastewater Treatment Plant provided a generator to operate the Happy Creek Industrial Park Lift Station during a REC power outage, maintained a digester, maintained the septage receiving tank, continued to monitor discharge from the Dominion Power Facility, and performed routine maintenance and operations. Crews at our Water Treatment Plant maintained the calibration valve on the chemical feed line, maintained the basins attended a pre-construction meeting for a cellular antennae project at the Fairground Road Water Tank, and performed routine maintenance and operation.

Our Energy Services Department reported 1 outages: a one hour outage on September 25 that affected several customers along South Royal Avenue due to equipment failure and a pole file. Our staff continues to install equipment for the new substation. 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, and continued work order completion.

Our Visitor's Center participated in the Blue & Brews Festival, submitted an advertisement in the USA Today Winter Guide, continued the update to the DiscoverFrontRoyal.com website, mailed 222 information packets, and investigated other advertising opportunities. Staff welcomed 928 visitors to the Center and had n/a visits to our website.

Our Finance Department processed 1,705 payment receipts, mailed 754 delinquent utility bills, processed 144 move-in/move-out work orders, disconnected 64 utility accounts, in addition to their normal work activities. We also processed 503 drive through payments, 31 Saturday drive through payments, 68 on-line utility payments, and 2 on-line tax payments.

Our Risk Management Department processed 2 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 3 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 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 Tuesday, October 14th in the Warren County Government Center.