

## TOWN MANAGER'S WEEKLY REPORT



December 17, 2014

### Town Manager

The Town Council did not conduct a meeting this week. The next meeting for Town Council will be a work session scheduled for Monday, January 5th.

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 6 Zoning permits, 2 sign permits, 0 Business Licenses, and 4 Code Violation actions. Staff met with citizens about development issues. The Planning Commission is reviewing a draft Ordinance Amendment for Tourism Zones, evaluating tourism rental regulations, and reviewing the Entrance Corridor restrictions. The Planning Commission has recommended approval to amend the Ordinance for sandwich board signs, rezone the Avtex Property, and to rezone the properties for the Leach Run Middle School. 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 met on October 22nd to begin discussions on the update.

Our Police Department continued to provide patrol and enforcement within the Town. This week the Police Department received 608 calls to our Dispatch Center, our officers responded to 285 calls for service, issued 53 traffic citations, 2 DUI arrests, and 7 traffic accidents.

Our Environmental Services crews conducted maintenance on the sanitary sewer system on Front Street, East Prospect Street, Commonwealth Drive, Kendrick Lane, and throughout Town as needed. Our crews also conducted maintenance on the water system on West 17th Street, Royal Avenue, Short Street, Luray Avenue, Adams Avenue, and as needed. Our contractor began sealing manholes in Royal Village as part of the I&I Abatement program. Our Street Maintenance conducted maintenance on John Marshall Highway, Steel Street, Oakridge Court, Pine Street, and installed 0 signs. The Horticulture Division removed leaves from Bowman Park and conducted horticulture maintenance throughout the Town. Our Building and Grounds Division conducted maintenance at our Town facilities. Our Fleet Maintenance Division performed 18 preventative maintenance services, conducted 6 State inspections, conducted 4 jump starts, repaired 7 flat tires, and other unscheduled repairs to vehicles and equipment. Our Solid Waste Division collected 6 on-call collections as requested.

Crews at our Wastewater Treatment Plant conducted the annual inspection and sampling at the pre-treatment facilities at the Water Treatment Plant and performed routine maintenance and operations. Crews at our Water Treatment Plant oversaw upgrades at the plant and performed routine maintenance and operation. The contractor at the WTP is shoring the existing building near the excavation for the addition and installing the electrical duct banks.

Our Energy Services Department reported one outage last week: a 20 minute outage that affected 7 customer on Fox Drive due to an animal. Our staff continues to install equipment for the new substation. Crews conducted the monthly safety meeting and continued to maintain our electrical system.

Our IT Department deployed the new firewall appliance, continued to address Channel 16 issues, worked on the Sungard (Finance) server, and continued work order completion.

Our Visitor's Center experienced strong merchandise sales with 30 ornaments sold, submitted an ad to Southern Lifestyles & Hospitality, was notified that the Town was included in the top 20 Favorite Holiday Towns in Virginia by VTC, continued discussion of updates to the Battle of Front Royal Driving Tour, the Visitor's Guide and the Walking Tour, and investigated other advertising opportunities. Staff welcomed 193 visitors to the Center and had 5,255 visits to our website.

Our Finance Department processed 1,983 payment receipts, mailed 348 delinquent utility bills, processed 113 move-in/move-out work orders, disconnected 60 utility accounts, in addition to their normal work activities. We also processed 518 drive through payments, 27 Saturday drive through payments, 71 on-line utility payments, and 5 on-line tax payments.

Our Risk Management Department processed 0 employee injury claims and 3 citizen claims.

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

#### *Upcoming Week:*

Our Planning Department will attend the New Council Member Orientation, attend a Happy Cree Road - Phase II meeting, attend a meeting about the Corridor Water Study, attend a meeting about the Avtex Connector Road, attend the NSVRC Monthly meeting and meet with a citizen about expansion of an existing garage 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 and to install holiday decorations.

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 offices will be closed on Wednesday, December 24th and Thursday, December 25th in observance of Christmas Eve and Christmas Day.

The Town offices will be closed on Thursday, January 1st in observance of New Years Day.