



The Weekly Report
FROM
THE CITY MANAGER & STAFF
Week Ending September 1, 2017

FROM THE CITY MANAGER:



Upcoming Dates of Interest:

Monday, September 4

All City Offices Closed for Labor Day

Tuesday, September 5

5:00 p.m.

Council Workshop
Blanche Project
Council Chambers

6:00 p.m.

City Council Meeting
Public Hearing

**Non Ad Valorem Fire
Assessment and Tentative
FY 17/18 Budget Hearing**
Council Chambers

Monday, September 18

6:00 p.m.

City Council Meeting
Final Public Hearing
FY 17/18 Budget
Council Chambers

REPORTS FROM THE STAFF

Assistant City Manager Cason Reports:

Lake City Gateway Airport (Roland Luster):

- Performed weekly maintenance checks on airport vehicles and daily foreign object debris (FOD) checks on all active taxiways and runways.
- Taxiway B Improvement Project continues to progress as planned.
- Secondary Runway 5/23 remains closed, except for taxi, while repairs are being made to collapsed drain pipe.
- Installation of new fencing has begun as part of the Airport Security Fencing Project.
- Florida Fish & Wildlife Conservation Commission (FWC) utilized the Compass Rose Area on the airfield on Friday 8-25 to refresh FWC Officers in boat and utility trailer backing.
- FWC headquartered all of the boats and trailers being sent to Houston, TX Monday evening 8-28 on the Compass Rose area. This area provided a secure location for the boats, trailers and vehicles to be stored overnight before making their way to Texas on Tue to assist in the evacuations as a result of Hurricane Harvey.
- Preparations being made for the arrival of The Good Year Blimp that is scheduled to arrive at the airport on Thursday 8-31 and stay overnight. It is also scheduled to arrive on Tuesday 9-5 for an overnight stay.
- Morning fog and afternoon rain showers impacted fuel sales for this week.

	Gallons	Sales	Aircraft
100 LL	641.8	\$2,460.22	27
Jet-A	597.0	\$2,304.42	3
Totals	1,238.8	\$4,764.64	30

Finance (Donna Duncan):

- 248 invoices and 28 purchasing card receipts were scanned into the On Base data imaging system for the period August 22-29.
- Accounts payable invoices (180) were processed for period August 22-29 for total disbursement of \$837,829.47. Included in disbursement were (8) payroll payables totaling \$157,008.36 and payment to Ortega Industrial Contractors for Kicklighter Capital Project in amount of \$532,752.93.
- Request submitted to Suwannee River Water Management District for \$7,500.58 for Wetland Training project.

- Assisted Police Department with grant application to US Department of Justice for ballistic shields in the amount of \$13,405.
- Airport Taxiway B grant reimbursement was requested from FAA in the amount of \$197,020.
- Airport security fencing project requested \$15,970.50 from FDOT.
- Reimbursements processed through payroll on 8/29 were one training/tuition reimbursement for \$200 and four travel totaling 825.00.
- Staff continues to work on the Fiscal Year 2018 budget which will be presented to Council on Tuesday, September 5. Draft copy will be published on City website on Friday, September 1.

Human Resource (Michele Greene):

- We are accepting applications for the following positions:
 - Collections Technician I- Utilities
 - Communication Officer- Police
 - Distribution Technician I- Utilities
 - Police Officer- Police
- Began processing open enrollment selections in New World.
- Began processing enrollments for flex saving benefits.
- Met with the Colonial Life representative.
- Coordinated pre-employment appointments for two potential new hires.
- Coordinated a public meeting for fire union contract negotiations.
- Scheduled interviews for Police Officer interviews.
- Completed three (3) employment verifications.

Information Technology (Brian Hawkins):

- Implementing phase two of Police in-car and body-worn camera system.
- Working with vendor on dual network authentication for public safety.
- Working with vendor on phone and radio integration in Public Safety Dispatch.
- Smart Utility (City of Lake City App) project preparing to go live.
- Public Safety Firewall upgrade in progress.
- Working with vendor on interface with Police and Fire system.
- Replacement fiber optic cable project at public safety building in progress.
- Preparing Disaster Recovery Site.
- Resolved 55 Help Desk tickets.

Procurement (Laurette Burks):

- Issued Notice to Proceed for 2017-067/ITB-016-2017 Coverall of North Central Florida for Janitorial Services for 2 locations.
- Received and distributed the following executed contracts:
 - Resolution 2017-061 basic contract for Passero Associates LLC General Airport Engineering Consultant.
 - Resolution 2017-062 Task Assignment 1 with Passero Associates LLC for the design and permitting of the Corporate Hanger, parking lot and apron at the Lake City Gateway Airport.
 - Resolution 2017-063 Task Assignment 2 with Passero Associates LLC for the design and permitting for an Aviation Fuel Farm at the Lake City Gateway Airport.

- Continued contacting vendors for updated Vendor Insurance Compliance in the New World System.
- Distributed executed contract for Resolution 2017-052 Online Information Services for Collection Services.
- Held a Purchasing Card training session for employees.
- Received and issued purchased CAT Mini Excavator to the Water Distribution, Collection and Maintenance.
- Issued five hundred and forty two (542) items to departmental employees.
- Twenty-six (26) inventory tickets completed.
- Processed one (1) critical ticket for the 18” Water Transmission Main Project.
- Scanned and indexed twenty seven (27) documents into the OnBase Imaging System.
- Listed five (5) vehicles for auction on Govdeals.com.
- Received emergency pumps for the Lift Station 25.

Risk Management: Steve Roberts

- General Liability cases files – 1
- Followed up on open Workman Comp cases.
- Submitted final Emergency Action Plan (EAP), waiting for review.
- Reviewed vehicle policy for reducing insurance rates.
- Submitted SRWMD grant to Procurement.
- Attended Traffic Safety meeting.
- Submitted completed Storage Tank Certificate of Insurance to WTP.
- Submitted completed Storage Tank Certificate of Insurance to WWTP.
- Submitted completed Storage Tank Certificate of Insurance to Airport.
- Scheduled meeting to complete Airport insurance renewal.
- Reported alarming zone to IT.
- Performed after-hours City Hall maintenance.
- Investigating insurance information for Power Generators.
- Investigating insurance coverage for petroleum storage tanks.
- Investigating HVAC complaint received.
- Notified IT about a panic button monitoring issue.

Fire Chief Armijo Reports:

The Lake City Fire Department responded to 33 Emergency calls for service, with an average response time of 4 minutes and 44 seconds, including good intent calls that only require a non-priority response (no lights or siren).

Fire Inspections/Plans Review	2
Pre-Fire Plans	1

Additionally:

- Chief Armijo/Staff Attended Fire Pension Board Meeting

Growth Management Director Hoefert Reports:

Permitting and Building Inspections:

- Permit applications received

- Permits issued 11
- Building inspections 7
- Plumbing inspections 2
- Electrical inspections 1
- Mechanical Inspections 5
- Inspections approved 1
- Update of Contractor requirements (6) 1 Hr.
- Permits Fees & Information Log 1 Hr.

Current period (wk) # permits/\$ amount	Prev Yr Period # permits/\$ amount	Year to Date #permits/\$ amount	Prev YTD # permits/ \$ amount
11- \$664.64 Valuation\$67,540	8- \$2,967.42 Valuation \$417,821	537-\$74,727.16 Valuation \$10,537,768.23	336- \$50,132.09 Valuation \$7,667,945.71

Code Enforcement:

- Complaints received 5
- Property inspections performed (35) 20 Hrs.
- Meeting with responding property owners/customers (3) 2 Hrs.
- Cases brought into voluntary compliance 8
- Notices of violations issued 14
- Notice of Hearing 14
- Warning Notices issued 7
- Public records request/lien (2) 1 Hr.
- Removal of snipe signs from right of ways (12) 3 Hrs.
- Case building/research-internet cafes 10 Hrs.
- Meetings with City Attorney 1 Hr.

CRA – Wilson Park Project:

- Playground Equipment – equipment & fencing installation complete
- North Florida Professional Services for Park Master Plan in design phase
- Roadway Work – in process of executing ordinance to vacate portion of NE Calhoun Street
- Matthews Property – property has been appraised and purchase is pending

Active New Site Developments:

- Volunteers of America Cabin in the Woods Phase II Construction in Progress
- Gateway Crossing Commercial Subdivision Highway 90 West & I-75 Construction in Progress
- Blanche Hotel Renovation Pending permit
- LaQuinta Hotel NW Cali Road Site Plan Review in Progress
- Martin Orthodontics Pending permit

- | | |
|---|------------------------------|
| SW Perimeter Glen | |
| • Waffle House
348 SW Baya Avenue | Construction in Progress |
| • Cornerstone Commercial Site
Hwy 247 & Home Depot Drive | Pending permit |
| • ABC Liquors Interior Remodel
Hwy 90 West | Construction in Progress |
| • Kicklighter Reuse Plant | Construction in Progress |
| • TD Bank Remodel | Construction in Progress |
| • Waffle House Remodel
3639 US Hwy 90 West | Construction in Progress |
| • LC Municipal Airport Hanger
Hwy 90 East | Construction in Progress |
| • Double Eagle Investors
184 N. Marion Avenue | Construction in Progress |
| • Red Ginger Restaurant
Hwy 90 West/Gleason Place | Construction in Progress |
| • Luxury Nail Salon
Hwy 90 West/Gleason Place | Construction in Progress |
| • Hunter Chevron
Hwy 90 West & Commerce Drive | Pending permit |
| • Harper Lake Assisted Living Facility
NW Cole Road | Site Plan Review in Progress |
| • HCA Hospital Parking Lots
NW Commerce Drive | Site Plan Review in Progress |
| • Tru by Hilton Hotel
NW Centurion Drive | Site Plan Review in Progress |
| • Lake City Hotels
Hwy 90 W (old Inn & Out Campground) | Site Plan Review in Progress |

Tap & Impact:

- New Tap Applications submitted 1

Police Chief Gilmore Reports:

Major Case Synopsis:

VICTIM FOUND BY OFFICER WHO HEARD GUNSHOTS

On Monday August 28, 2017, at approximately 11:11pm, Officer Rebecca Miles with the Lake City Police Department was patrolling the neighborhood near NW Lake Jeffery Drive and NW Ashley Street when she heard the sound of gunfire.

The officer moved towards the sound of the gunshots to investigate and found a deceased subject in the roadway. The body appeared to have been struck by a vehicle in addition to being shot.

The deceased has been identified as Johnathan F. Ferkin (4/26/1993), a work-release inmate assigned to Bridges of Lake City. Investigators with the Lake City Police Department and Special Agents from the Florida Department of Law Enforcement responded to the scene, which resulted in the closure of NW Lake Jeffrey Drive for about 9 hours.

“It is unfortunate the victim was already deceased when we arrived, despite the swift response time,” said Lake City Police Chief Argatha Gilmore. “However, the fast work of our units allowed us to quickly secure the crime scene and preserve evidence.”

Anyone having information about this incident or others can contact the Lake City Police Department by e-mail at: tips@lcflapd.com or call anonymously on the TIP line at (386) 719-2068.

Major Executive Summary:

R.A.D. INSTRUCTORS DEMONSTRATE DEFENSIVE MOVES

We would like to thank Columbia Bank's Heritage Club for the opportunity to demonstrate our RAD program recently. Rape aggression defense classes, taught by the Lake City Police Department, teach women of all ages how to defend themselves against a potential aggressor. For more information, call 386-719-5742.





BREAKFAST WITH THE CHIEF

Breakfast with the Chief is scheduled for Saturday, September 23rd at 10:00 am to 11:30 a.m. at Lake City Moose Lodge 624 NE Williams St, Lake City, Florida 32055. Join Chief Gilmore for Breakfast. Enjoy a free meal while discussing community issues and concerns or asking any questions you may have for the Chief of Police.

RAPE AGGRESSION DEFENSE (R.A.D.) TRAINING

Date for next class is September 11th. Each class has a maximum of 20 people per class. If you are interested in this program please contact Officer Andy Mangrum at 386-719-5742.

LAKE CITY POLICE EXPLORER PROGRAM

Are you, or is someone you know, between the ages of 14 and 21 and interested in a possible Law Enforcement career? The Lake City Police Explorer Program is designed to help young men and women gain a realistic understanding of a police career and learn valuable leadership skills while performing service for their community. If interested please call Officer Mike Lee at 386-758-5489 for more information.

Community Annex Facility:

Update on the Lake City Police Department Community Annex project: Chief Gilmore and department staff are working with City Officials on designing blueprints for new building.

Community Relations and Crime Prevention Report:

- **Citizen's Police Academy:** next session will begin on August 31, 2017. Class is filling up fast. Please join us for this 10th Session, free and open to the public. Enjoy hands-on learning of what law enforcement officers do, and why! Contact Officer Andy Mangrum at 386-719-5742 or email mangruma@lclapd.com.

Criminal Interdiction Unit:

Investigations Worked on by Unit:

Surveillance: 5-A area, Broadway and MLK, Joe Coney and Morgan, Lake City Villas, Cypress Inn, Ramada Inn, America's Best Inn, Rodeway Inn. Watched for narcotic activity in the area of Dixie and Long, Joe Coney and Morgan, Village Square, Gateway Center, Baymont Inn, Ramada Inn, Gateway Inn, Cypress Inn, MLK and Joe Coney.

- **Fun Zone Casino** – Watched parking lot for suspicious vehicles and people.
- **Happy Times Casino** – conducted surveillance of parking lot and walk through of business.
- **Lucky Duck Casino** - Watched parking lot for suspicious vehicles and people.
- **Slots of Fun Casino** – conducted surveillance of parking lot and walk through of business.

The HIDTA Unit conducted three undercover narcotic investigations, where illegal narcotics were purchased from two known subjects; investigation is on-going. Continue to do surveillance and work on search warrants and subpoenas for a long term investigation.

Traffic Stops: 27

- Warnings: 25
- Citations: 4
- Misdemeanor: 2

Narcotic Seizures:

- Methamphetamines: 2.3 grams

Crash Report: 1

Suspicious Person/Vehicle: 6

Property Checks: 43

Assist Shift: 27

- Disturbance: 8
- Shots Fired
- Vehicle crash
- Missing person
- Suspicious Person/Vehicle: 3
- Juvenile Complaint
- Discharging Firearms
- Cruelty to Animals
- Well Being Check
- Follow up Investigation
- Information
- Disturbance: 4
- Fight
- Accident
- Domestic Violence
- Burglary
- 911 Hang Ups

Report Type: 2

- Narcotics

Area of Focus by Unit:

- 580 NE MLK

Criminal Investigation Division:

- Total Cases Investigated: 13
- Total Solved: 2
- Total Cases Unsolved: 11
- Arrests: 1
- Total Charges Filed: 8
- Burglaries: 4
- Criminal Mischief: 1
- Missing Person: 1
- Sex Offense: 1
- Theft: 2
- Other: 4

Patrol Division:

- Hit and Run: 2
- Driving While License Suspended/Revoked: 3
- Possession of New Legend w/o Prescription: 1
- Public Disorder: 1
- Battery: 12
- Aggravated Battery: 2
- Kidnapping: 1
- Criminal Mischief: 1
- Property Damage: 3
- Burglary: 7
- Trespassing: 4
- Larceny (Petty): 4
- Larceny (Felony): 9
- Retail Theft: 7
- Dealing In Stolen Property: 1
- Fraud: 2
- Contributing to Delinquency of a Minor: 1
- Neglect Treatment of a Child: 1
- Making False Report: 1
- Bribe: 1
- Resisting Officer W/Violence: 1
- Loitering: 2
- Possession of Controlled Substance: 1
- Possession of Less Than 20 Grams of Marijuana: 1

- Possession of Narcotic Equipment: 3
- Execute Misdemeanor Warrant: 2
- False Name to LEO: 1
- Tampering with Evidence: 1
- Aiding Unmarried Minor Runaways: 1
- Violation of Probation: 2
- Active Warrants for Arrests: 19
- Notice to Appear: 1
- Affidavit Warrants: 10
- Traffic Warnings: 10
- Traffic Stops: 63
- Accidents: 17
- Citations: 20
- Arrests: 1

Public Works Director Thomas Reports:

Traffic:

- Locates 72
- Trouble Calls 5
- Working on timing issues on US 90
- Completed repairs on Baya Avenue street light circuit
- Replaced Pedestrian Pole and button at US 90 and Baya Avenue
- Training on new traffic system
- Reported six streetlights to FPL for repair
- Trouble shoot and repair school clocks at Niblack School

Signs:

- Replaced sign post on Long Street
- Replaced “SPEED HUMP” sign on Redding Street
- Replaced “ADOPT A STREET” signs
- Replaced “DIP” and “WATCH FOR CHILDREN” signs on Long Street
- Made “E” numbers for boat and trailer for Utilities
- Performing sign maintenance
- Replaced three “STOP” signs and posts at Montgomery / Alachua, Montgomery / Main and Knox / Columbia streets

Street and Storm water:

- Street Sweeper—continued cleaning roads throughout the City
- Removed sidewalk at PD and installed about 400’ of 4” pipe for the fiber
- Mowing ditches
- Repairing broken sidewalks in SW area
- Cleaning drains

Grounds:

- Mowing and edging City right of ways

- Routine park maintenance, picking up trash, hedging, mowing at Alligator Lake, Lake Montgomery, Lake Isabella, Wilson Park, Sally May Park and around Lake Desoto
- Cleaning up and mowing at Park and Ride
- Mowing and weed eating at cemeteries
- Continued mowing what can be mowed on road side ditches that are full of water
- Mower shop---Repairing weed eaters and lawnmowers

Tree and Asphalt:

- Patched 18 potholes
- Trimming trees in the NE area

Administrative:

- Met with or called back 16 citizen complaints
- Working with IT Department on installing new pipe and replacing concrete sidewalk and driveway for Police Department
- Processed 9 purchasing card receipts and 27 purchase orders
- Entered mileage for Public Works, Fleet Utilities D & C, Utility Maintenance, Recreation and Gas Departments
- Received 29 citizen complaint calls

Fleet Shop:

- Serviced two PD vehicles
- Picked up one PD vehicle from dealer in Live Oak for repairs
- Removed and replaced four tires on three vehicles
- Ordered transmission for Utilities van
- Replacing filters on Street Sweeper
- Installed battery on one vehicle
- Replaced brakes on one PD vehicle
- Repaired A/C on Vactor truck
- Stripping surplus PD vehicles, preparing for auction
- Greasing and fueling machines

Recreation Director Phillips Reports:

Recreation:

As of today's date, we have issued 520 cards to gain entry to the Racquetball Facility. If you are interested, cards are still being issued at the Teen Town Center. You must have a photo ID/Driver's License and complete a usage agreement application.

Girls Club Center:

Our afterschool registration has begun and we still have openings in all age groups for the girls. The fee is \$250.00 and it is first come first served up to the first 75 members who register. We pick up from all public area schools excluding Fort White. Girls may be in kindergarten to attend our after school program. We welcome you to come visit us and tour our facility. The more new smiles the better! We have already received multiple phone calls interested in our afterschool program, and have new members registered. We are eager to mentor all of our new friends and start the school year.

Our arts and crafts kicked off with Ms. Miranda making three dimensional flowers with the two older groups. Materials used were styrofoam balls, skewers, q-tips and paint. Each flower was designed by each girl's individual perspective. They are displayed in our main building to show off our member's creativity! The girls had a lot of fun and we are looking forward to continuing a scheduled craft once a week with each group with specialized planning by Ms. Miranda.

We had several rainy day dismissal schedules. During this time all members are brought into the main building and walked out individually under our drive-thru shelter for safety precautions, as well as keep our members as dry as possible during the thunderstorms. Parents are receptive to this procedure, and positively wait until we are able to walk their child out under the shelter provided. In addition, we ensure all roll calls are called and updated when we bring all of our members inside and leaders prevent any unnecessary movement outdoors.

The older group was treated with ice cream sundaes by Ms. Danielle. Of course all the toppings made the treats extra special as each member made their own with their favorite flavorings! Each group is settling into a routine and we have successfully conveyed our expectations and daily procedures. Continuity is a large factor when creating a successful and safe environment for our girls. Parents have responded well to our program with positive comments when picking up their child. That is a goal we strive for and take pleasure in serving our community!

Athletics – Teen Town Center:

We have completed our second week of the 2017 Fall After School Session at the Boys Club at Teen Town. We have thirty seven boys enrolled in our program. The boys enjoyed showing off their new backpacks and school clothes the first week they returned. After the boys complete all their homework they are able to participate in the daily activities which include: playing on the playground, riding scooters, dodgeball, and watching movies.

We are in the third week of remodeling our Teen Town bathrooms and kitchen. For more information on the Boys at Teen Town or renting our facility, please call the Teen Town Center at 386-754-3607.

Executive Director Dyal Reports:

Distribution & Collections (Brian Scott):

Construction

- Repaired broke water main and irrigation system; also laid sod on Harris Lake Drive
- Inspected broe on CR-245 A
- Programming meters at Windsong Apartments
- Assisted with repairing a water leak on Baya and McCray

Distribution Maintenance

- | | |
|------------------|-----|
| • Service Orders | 182 |
| ➤ Turn On | 45 |
| ➤ Turn Off | 56 |

- Initial Read 40
- Final Read 32
- Various Assorted Service Orders 26
- Set Meter 1
- Meter exchanges 2
- Set/ Exchange MXU 1
- Locates 124
- Removed meters and lowered water line behind Marion Street Deli
- Installed 400 feet of 2" water line on Ring Court
- Repaired a fire hydrant on Old Jacksonville Loop
- Repaired two broke water mains
- Call-Out
 - Water 4
 - Maintenance 3
- Completed maintenance at fountain
- Televised gravity main at Hanger 7
- Responded to sewer call at 1120 Shenandoah
- Assisted FPL at Lift Station 165
- Completed inspection and maintenance on two portable generators
- Inspected five lift stations
- Troubleshoot 10 lift stations

Natural Gas (Steve Brown):

- Locates 70
- (Gas) Service Orders 34
- Odorant Complaint 1
- Retirement of Services 1
- Installed a low pressure line at 437 NW Rosemary
- Installed new gas service and set meter at 348 SW Baya Avenue
- Researched BTU information for Teeko T-Shirts
- Verify BTU information for Red Ginger
- Researched and received the calculation data for the Excessive Flow Valves
- Trouble shooting the corrector at PCS, display not working.
- Completed Cathodic Protection maintenance at 531 NW Palm Drive
- Public Service Commission
 - Completed our yearly audit
 - Second year in a row with no violations.
- Installed 2 marker poles on W HW 90 & Bascom Norris
- OQ Training
- Upcoming:
 - Cathodic Protection (reads, surveys, maintenance)
 - Retirement of services and removal of meters in order to meet compliance guidelines

Water Plant (Mike Osborn):

- Gallons Treated (Price Creek WTP) 3.31 MGD
- Gallons Treated (Brandon Brent WTP) 0.018 MGD
- Samples Processed In-House 180
- Hydrants Flushed 5
- Safety Training: Personnel Protective Equipment
- Vendors On Site
 - UniFirst
 - C & C Electric
 - Hawkins
- Ongoing Maintenance
 - Shop & Building Maintenance/Housekeeping
 - Lawn Maintenance

Wastewater Treatment Plant (Hugh Van-Skyhawk):

- Gallons Treated 3.18 MGD
- Bio-Solid Loads Hauled (H&H) 3
- Inspected/Service Problems at WWTP 5
- Samples Processed In-House 90
- Samples Sent to Outside Lab 10
 - Daily Testing
- Vendors On Site
 - UniFirst
 - Little and Williams
 - Waste Pro
 - TAW
 - Wet Land Solutions
- Set the new influent pump and stand in the building; removed old motor and pump from building
- Contractor working on doorways at the influent building
- Ongoing Maintenance
 - Shop & Building Maintenance/Housekeeping
 - Lawn Maintenance
 - Preventative Maintenance at WWTP/Service Zone
 - Weekly/Monthly/Quarterly Inspections at WWTP/PAR/Plant 2

Sprayfield/Bio-Solids Site

- Met with contractor regarding the Wet Land Perimeter fence line
- Ongoing (Sprayfield Operator)
 - Grounds Maintenance at Sprayfield, Reclaim Site, Bio-Solid Site & Steadly Field
 - Bio-Solid Site Inspection
 - Shop Maintenance at Sprayfield
 - Truck Maintenance/Equipment Maintenance/Repairs
 - Pumping Down Reservoir Levels at Sprayfield/Changing Laterals/Collected Samples
 - Flow Meter Readings/Reservoir Flow Reports

- Swapped out Sludge Trailer (WWTP)

GIS and CAD:

- Staked mowing limits along SW Texas Ave
- Staked utility easement at 4818 W Hwy 90
- Staked south boundary line parcel 02580-001
- Verified sewer manholes on parcel 02579-006
- Researching the easement on parcel 11347-00

Customer Service (Jason Dumas):

- Phone Calls Taken 721*
- Walk-up Customers Assisted 589
- Bills Generated 2,592
- Total Number of Payments Collected 1,071
- Total Amount of Payments \$260,038.23
 - Over the Counter (573)
 - Cash 27,447.02
 - Check 84,558.69
 - Charge 7,326.20
 - Wire 13,042.05
 - Other 310.16
 - Esuite payments (281) 36,888.26
 - Lock box payments (217) 90,465.85
- Taps Processed 1
- Pages Scanned 426
- Lien Requests Processed 7
- Postage Processed 113 parcels

**Not all phone calls were logged*

Service Orders Generated

- Field Service Orders 257
- Meter Problem 2
- Leak Check 10
- Cut Off Non-Pay 61
- Turn Back On 51

Reads:

- Initial Read 50
- Final Read 41

Sensus Analytics Leak Alarm Report:

- Total number of accounts researched for a possible leak 147
- Total number of calls to notify customer of a possible leak 53

Meters Active on Flexnet System (to date): 12,487

- Water Meters – all sizes 9,592
- Gas Meters 2,895

