

CITY MANAGER'S REPORT TO CITY COUNCIL APRIL 2011



I. PUBLIC WORKS & ENGINEERING:

PLAN REVIEWS

- Received three (3) plans
- Reviewed three (3) plans

RIGHT OF WAY PERMITS

- Issued four (4) permits
- Closed out three (3) permits

STREET MAINTENANCE

- Placed Asphalt in (20) potholes, (2) driveways clearance, (5) utility cuts, (8) curb and gutter, (3) shoulders, (1) gutter pan and (11) low areas.
- Placed gravel on (1) shoulders, (2) driveways and (2) sink holes.
- Removed 18 tons of construction debris from Public Works Complex to Pistol Range.

TRAFFIC OPERATIONS

- Replaced/Maintained signals, signs, markings and street lighting – 54 locations
- Preventative Maintenance – 4 locations

STORM WATER AND DRAINAGE MAINTENANCE

- Cleaned (179) catch basins, (4) drainage ditches, (2) drainage pipe, (3) curb and gutters.
- Placed (173) basins on GPS and responded to (9) miscellaneous drainage requests.
- Placed topsoil in sinkhole at (1) location.
- Sweeper swept (22) locations and collected (56) cubic yards of debris.
- Concrete Crew repaired/replaced (120) feet of Curb and Gutter at (11) locations and (16) square yards of sidewalk at (1) locations, an 18”x24” driveway apron at (1) location and responded to (3) miscellaneous concrete requests.

RECYCLING CENTER

- 460 citizens used the Recycling Center to dispose of Category 1 materials, brush, metal products and other recyclable materials

I. PUBLIC WORKS & ENGINEERING (CONTINUED):

VEGETATION

- Removed litter from (23) locations, and responded to miscellaneous request.
- Trimmed limbs/bushes at (4) locations, responded to (3) miscellaneous tree request and removed storm damage from (11) locations.
- Cut and trimmed grass at (67) locations and sprayed grass at (4) locations.
- Assisted the Administrative Assistant with Adopt-A-Roadway cleanup on April 30, 2011.

WASTEWATER UTILITY

- Responded to (8) miscellaneous requests, (9) sewer backups, installed/repared (4) cleanouts, flushed (5) mains, repaired (5) sewer laterals, cleared roots from (1) line, repaired (1) sewer main, checked all trouble areas and cut/sprayed grass around pump stations and cut park off Archer Ave.
- Continued removing debris from pumps at Main Pump Station, removed grease from floats at Appomattox Pump Station and from wet well at Hillcrest Pump Station, removed sludge from walls at Dimmock Pump Station, placed gravel at C&B Pump Station and checked all pump stations and methane pump daily.

WATER UTILITY

- Replaced (9) meters, (1) meter top, cleaned (2) meter boxes, repaired (1) main line, (2) service lines, flushed (4) hydrants at (1) location for dirty water and responded to (4) miscellaneous requests.
- Backflow/Cross Connection Technician conducted (27) surveys, (17) completed (10) incomplete and assisted with locating underground utilities.
- Collected routine weekly water samples, performed THM's and HAA's sent to ARWA lab for testing, performed bacterial sample and disinfected by products sent to Richmond for testing.
- Miss Utility locating required (249) man-hours.

II. PLANNING & COMMUNITY DEVELOPMENT:

	Month	YTD
1. Fence Permits	4	6
2. New Sign Permits	6	32
<ul style="list-style-type: none"> • Bishop Insurance – 206 Temple Avenue • Big Bang Fireworks – 3626 Boulevard • True Diesel Performance – 1914 Snead Ave • Huff Center – 2701 Boulevard • Cravens and Noll – 456 Charles Dimmock Parkway • Brusters – 458 Charles Dimmock Parkway 		
3. Neighborhood Revitalization		
Repairs Completed	#7	\$48,420
<ul style="list-style-type: none"> • 207 Hamilton Avenue – plumbing and porch repair \$8,000 • 409 Joe Johnson Avenue – new bathroom fixtures, accessibility & railings on back porch \$6,040 • 506 Braxton Avenue – new furnace - \$7,200 • 205 Plumtree Avenue – new windows and roof - \$6,500 • 203 Davis Avenue – new roof and electrical work \$6,680 • 524 Colonial Avenue – plumbing repairs and sheetrock replacement \$7,200 • 114 Hamilton Avenue – patch and paint roof, new gutters, chimney repairs, porch repair \$6,800 		
Repairs in the Works	#0	

II. PLANNING & COMMUNITY DEVELOPMENT (CONTINUED):

Applications being processed #4

4. Zoning Property Maintenance

Property Maintenance			Zoning		
	Month	YTD		Month	YTD
Total Inspections	12	58	Total Inspections	6	25
Violations	7	43	Violations	4	17
Violations Resolved	3	39	Violations Resolved	1	14
House # Violations			Tall Grass		
	Month	YTD		Month	YTD
Total Inspections	2	3	Total Inspections	125	128
Violations	1	2	Violations	97	98
Violations Resolved	1	2	Violations Resolved	45	46
Inoperable Motor Vehicles			Building Code		
	Month	YTD		Month	YTD
Total Inspections	18	62	Total Inspections	6	20
Violations	9	46	Violations	2	9
Violations Resolved	4	41	Violations Resolved	0	7
Signs			Other		
	Month	YTD		Month	YTD
Total Inspections	2	34	Total Inspections	4	21
Violations	2	34	Violations	0	10
Violations Resolved	0	28	Violations Resolved	0	9

5. Building Inspections

	Month	YTD
New Construction Inspections	173	727
Permits for new Residents	0	0
Cost New Homes	0	0
Existing House & Maintenance Additions	8	28
Demolitions	10	34
Permits for Commercial	0	2
Cost for Commercial	6	21
Plumbing Permits Issued	\$297,500	\$911,493
Electrical Permits Issued	11	47
Mechanical Permits Issued	21	65
Swimming Pool Permits Issued	4	19
Inoperative Vehicles Towed	0	0
Letters on Water Cutoff	0	0
Court Cases	0	0
	1	1

Rental Inspections

	Month	YTD
Total Units Registered	3	40
Total Units Inspected	7	18
Dwellings	5	10
Multi-family	6	9
Apartments	0	0
First Inspection	0	0
Passed	11	19
Failed	0	0
Second Inspection	0	0
Passed	0	0
Failed	0	0
Re-Inspection – Phase 1	0	0
Passed	10	42
Failed	0	0
4 Year Cert. Issued	11	16
Apartments	0	0
No. of Units Certified	0	0

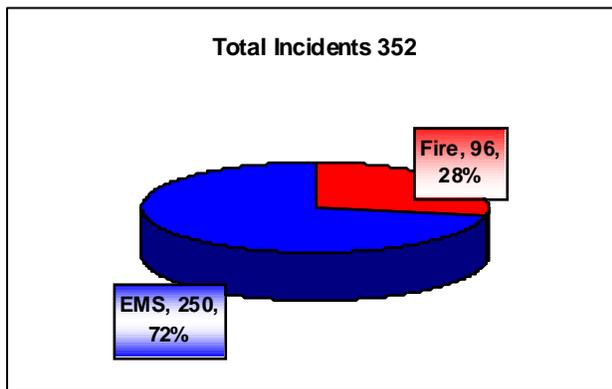
III. POLICE DEPARTMENT:

- ✓ Our officers responded to 4,043 calls for service during the month of April, 2011. During the same month last year, we responded to 3,716 calls for service—a 9% increase. No robberies were reported this month, while two (2) were reported last year during this same time frame—a 100% decrease. There was one (1) reported aggravated assault, and three (3) reported during the month of April, 2010—a 67 % decrease. We responded to three (3) burglaries in April, 2011, compared with a response to seven (7) burglaries during the month of April, 2010—a 57% decrease. There were 86 Part I, or serious, crimes reported to the Colonial Heights Police Department in April, 2011. Fifty-five (55) of those, or 64%, have been cleared. Specific percentages for the Part I crimes and arrests are available upon request.

III. POLICE DEPARTMENT (CONTINUED):

- ✓ The month of April was a solid month for police work within the department. We participated in several community events where we collected Child DNA, as well as *National Prescription Drug Take-Back Day*, where 170 pounds of narcotics were taken to be destroyed. Our investigators have been extremely busy with several child abuse/sexual assault cases where there have been multiple family victims. Numerous arrests have been made and cases continue to be investigated. Our Street Crimes Unit assisted our patrol officers with a narcotics sweep at both the middle and high school. Several narcotics canines from surrounding jurisdictions participated in the search which resulted in one drug arrest in the high school parking lot. Our Street Crimes Unit had a very busy month, conducting several controlled buys, “knock and talks” and trash pulls, all of which led to several search warrants and many subsequent drug arrests.
- ✓ Administratively, we continue to make great strides in the area of our accreditation process. All policies and procedures have been completed and posted on our intranet. Officer Andy Barnhouse, a newly hired certified officer, has been released from field training and is currently assigned to an evening squad. We have recently been chosen among all Virginia Municipal League member agencies to be one of two police departments to field test body cameras. VML’s goal is if the testing proves safe and beneficial, to outfit all of our patrol officers with these cameras. Overall, we made 260 arrests for the month, to include 46 felonies and 133 misdemeanors; worked 77 crashes; wrote 959 traffic citations; gave 943 verbal warnings; affected 26 DUI arrests and issued 68 parking citations.
- ✓ Our Auxiliary police volunteered 228 hours during the month. Duties included a charity motorcycle ride, ride-alongs, Project Lifesaver and call-outs. Our Sentinel volunteers donated 23 hours of their time and duties include the Child DNA event and our Drug Take-Back Day.
- ✓ **Officer Greer E. Fullerton** has been selected as our *Employee of the Month* for March, 2011. Among his other duties, Officer Fullerton had four (4) DUI arrests and issued 84 traffic summonses and 89 verbal warnings for the month of March. Officer Fullerton made two (2) self-initiated narcotics arrests from traffic stops, one of which resulted in \$248.00 being seized. Greer also made a felony child endangerment arrest from a traffic stop resulting in the operator being arrested for DUI and two small children being removed from a potentially dangerous situation. He constantly strives to be a proactive, aggressive police officer. For his diligence and ambition, we believe that Officer Greer Fullerton is deserving of this recognition and should receive a gift certificate for Buffalo Wild Wings Restaurant.

IV. FIRE & EMS DEPARTMENT:



Total Fire Type Incidents: 96
Total EMS Patients: 250
 (Total EMS incidents 256)

Fire units arrived on scene in less than 7 minutes on 37.8% of emergency incidents. (average response time 7:00 minutes)

EMS units arrived on scene in less than 7 minutes on 77.5% of emergency incidents. (average response time 5:44 minutes)

Fire Division (number of incidents):

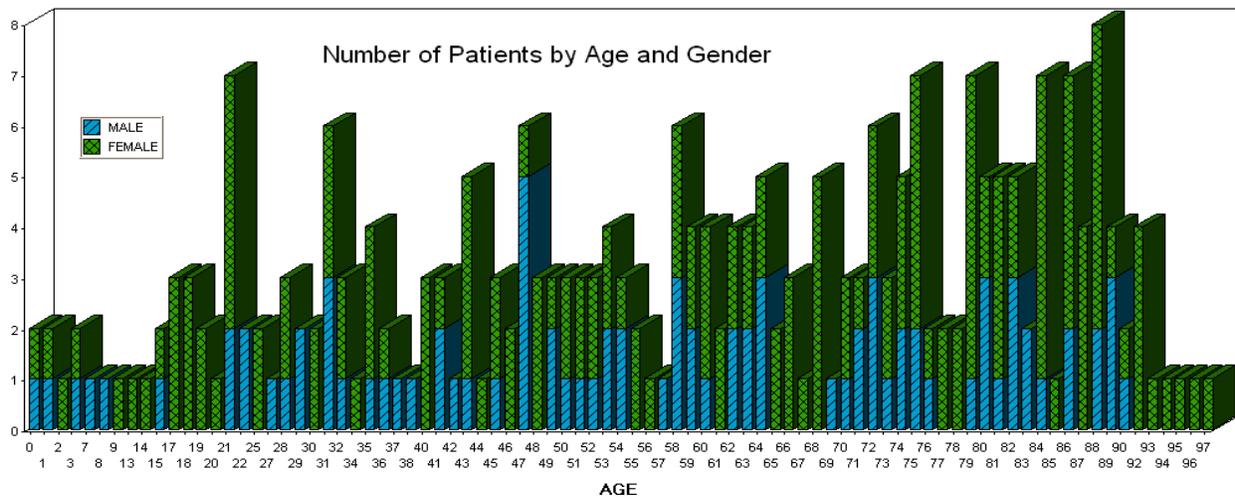
Fires		Hazardous situations		Service calls and false calls	
Building Fire	1	Electrical Problem	4	Good Intent Calls	24
Cooking Fire	3	Power Line Down	3	Public Service	25
Vehicle Fire	2	Natural Gas Leak	1	Alarm Activation (no fire)	15

IV. FIRE & EMS DEPARTMENT (CONTINUED):

Brush/Trash Fire	5	Chemical/gasoline Spill	1	Child Seat Installation	7
Other Type Fire	1	Other Hazardous Condition	3	Smoke detector installation	1
M/A to Chesterfield EMS First Responder	5	M/A received from Chesterfield Fire			2
M/A to Petersburg	1				

EMS Division (number of patients):

Abdominal pain	14	Choking	2	Pain	10
Allergic reaction	1	Convulsions/Seizure	7	Psychiatric Problem	5
Altered Mental Status	2	Diabetic Problem	11	Sick Person	11
Assault	3	Fall	22	Stroke/CVA	4
Back Pain	9	Headache	3	Traffic Accident	16
Breathing Problem	32	Heart Problem	4	Traumatic Injury	9
Burns	1	Hemorrhage/Laceration	2	Unconscious	21
Cardiac Arrest	1	Invalid Assist	1	Other type EMS Calls	42
Chest Pain	26	Machine/Equipment Injury	1		
M/A to Petersburg EMS	3	M/A received from Chesterfield EMS			2
M/A to Prince George EMS	1	M/A received from Petersburg EMS			1



V. FINANCE DEPARTMENT:

Finance - Checks processed: 1,386

Two (2) alarm citations were processed during April.

New City auditors began preliminary audit information process.

Purchasing - 170 total purchase orders completed with 125 being processed by the purchasing and 45 departmental purchases being reviewed as compared to 196 being completed for the same period in 2010. In addition 124 check requests were prepared by departments which are not processed by Purchasing.

Bids Issued/Opened during the month:

- **Invitation # 10-122902-978 – Bill Paying Services** – Issued on December 3, with a bid opening date of December 22. Five proposals were received. Proposals are presently being reviewed.
- **Invitation # 10-032902-981 - Charles Dimmock & Jennick Drive Traffic Signalization Plan** – Issued on March 11, and opened on March 29. Presently working on the contract documents.

V. FINANCE DEPARTMENT (CONTINUED):

- **Invitation # 11-050502-982 – Proposal under PPEA, for a new Courthouse** - Issued on March 14, with proposals due May 5. Pre-proposal conference was held on April 14.
- **Invitation # 11-042102-983 – Proposal for Web Re-Design Services, Content Management System & Hosting Services.** Issued on April 6 with proposals due on April 29. The State of VA will no longer provide this service as of late summer.
- **Invitation # 11-042902-984 – Proposal for Outbound Notification System.** Issued on April 6, with proposals due on April 29.

Other Purchasing Activity:

- Purchase Order issued to rebuild one of main pumps at the Hillcrest Pump station.
- Ambulance billing contract was renegotiated with rate reduced from 6.18% to 6%.
- Purchase Order issued to change burned out lights/ballast at various ball fields and tennis courts.
- Purchase Order issued to rebuild observation deck, destroyed by vandals, at Ft Clifton.

Risk Activity:

Automobile Claims – Police vehicle damaged by manhole cover.

General Claims – Sewer backup claim was turned over to insurance.

Utility Billing:

Bi-monthly Utility Bills Sent – 3,598

Delinquent Notices Sent –775 or 21.7% with 198 cut off for nonpayment

Received \$4,701.15 in delinquent bills using the State Set-Off Debt Collection System.

VI. HUMAN RESOURCES DEPARTMENT:

Advertisements

<u>Department</u>	<u>Position</u>
Recreation & Parks	Landscape Technician (Part-time)

Training

New employees continue to complete required ICS and VML University on-line training courses.

Miscellaneous

- ◆ The following new employee orientation session was held in April 2011: Bruce Cashion (City Assessor).
- ◆ The first annual Employee Benefits Fair was held on April 8, 2011, which was visited by approximately 100 employees. The event provided employees with an opportunity to learn more about their benefit options and health/wellness opportunities.
- ◆ Attended a presentation at John Randolph Medical Center (JRMC) on April 14, 2011 for an overview on their Occupational Medicine facility/program in an effort to expand physician options under the City’s workers’ compensation program.

Worker’s Compensation

The following workers’ compensation reports were filed during the month of April 2011:

<u>Date</u>	<u>Department</u>	<u>Description of Injury</u>
04-05-11	Police	Lower back/hip pain after vehicle was rear ended during a traffic stop.
04-27-11	Fire	Overcome by smoke during warehouse fire.

VI. HUMAN RESOURCES DEPARTMENT (CONTINUED):

04-27-11	Fire	Exposed to burning plastic/polymers during warehouse fire.
04-27-11	Fire	Exposed to burning plastic/polymers during warehouse fire.
04-27-11	Fire	Exposed to burning plastic/polymers during warehouse fire.
04-27-11	Fire	Exposed to burning plastic/polymers during warehouse fire.
04-27-11	Fire	Exposed to burning plastic/polymers during warehouse fire.

VII. INFORMATION TECHNOLOGY DEPARTMENT:

- The City's web site had 44,852 visits in the month of April with 70,883 page views, including 2,862 visits to the City job listings page. The top five pages visited after the home page were: Jobs, Library, Real Estate Assessment Search, Purchasing RFPs, and Recreation & Parks.
- Citizens submitted and city staff processed 270 service requests and questions through the "Citizens Action Center" online during the month of April. The FAQs were viewed 282 times during this same period.
- April's City e-News was distributed via email to 4,127 customers. The City of Colonial Heights' Facebook Page now has 1,887 fans.
- Proactive Information Management completed 80.50 hours of IT service and maintenance for City departments in April.
- An RFP for the re-design of the City website, implementation of a web content management system and web hosting services was issued, with thirteen (13) proposals received by the April 29, 2011 deadline.

VIII. LIBRARY:

- The library staff circulated 21,380 titles in April.
- The public computer center was used 1,778 times.
- 218 children participated in storytime.
- An average of 538 residents used the library each day.
- The library's meeting rooms were used 121 times.
- 2,318 residents visited the Colonial Heights Virtual Library to retrieve 532 articles from their homes and offices.

IX. RECREATION & PARKS DEPARTMENT:

Recreation Division

In April the Recreation Division began its Youth Baseball Season. Practices started the first week in April and games began on April 25th. We also held our Annual Easter Egg hunts for teens, youth and special needs children. We coordinated Spring Break activities for children wanting something to do over their break and also continued preparations for the Summer Playground Program that begins in June.

Athletics	2011	2010
Adult Softball	21	24
Baseball Rookie (ages 4-5)	75	69
Baseball Coach Pitch (ages 6-8)	123	119
Baseball Minor League (ages 9-10)	88	78
Baseball American League (ages 11-12)	72	67
Baseball National League (ages 13-15)	53	50
Baseball Appomattox League (ages 14-16)	11	18
Softball Pee Wee League (ages 9-11)	54	65
Softball Junior Leagues (ages 12-14)	52	43

Agency on Aging		
Activities	2011	2010
AARP	36	32
Bingo in Senior Center	88	64
Bowling	190	96
Bridge Party	92	96
Bridge Tournament	96	104
Crochet & Knitting	48	52
Golf at Prince George	478	472
Senior Club Meeting	145	192

IX. RECREATION & PARKS DEPARTMENT (CONTINUED):

Athletics (continued)	2011	2010
Golf Lessons	9	n/a
Track and Field Program	34	n/a
Swim Lessons	13	8

Activities	2011	2010
Club Board Meeting	9	12
Senior Citizen Dance	61	77
Sing A-Long	48	52
Sing A-Long CH Health Center	14	9
Table Games	9	0

Activities/Programs	2011	2010
POWER	6	6
Little Tikes Preschool	10	n/a
Easter Egg Hunt	244	392
Easter Egg Teen Night Hunt	25	51
Ringling Brothers Circus Trip	25	28
Spring Break Activities	22	47
Teen After School Program	13	n/a
Instructor Based Programs	2011	2010
Belly Dancing	14	14
Karate	19	20
Zumba	25	n/a
Yoga	4	n/a
Cardio Fusion	36	23
Facility Usage	2011	2010
Community Room Attendance	1,285	1,235
Community Room Reservations	27	28
Pavilion Attendance	2,358	1,904
Pavilion Reservations	34	34
Field Attendance	354	n/a
Field Rentals	5	n/a
Teen Center Attendance – CHHS Students	35	109
Teen Center Attendance – CHMS Students	236	311
Teen Center Peak Hours (Mon-Thur)	3:00 – 6:00 pm	
Teen Center Peak Hours (Fri-Sat)	4:00 – 5:00 pm	
Meals	2011	2010
Home Delivered Meals	0	20
Site Meals	149	0
Breakfast Meals	0	10
Bags	0	20
Total	149	50
Transportation	2011	2010
Total Passengers	85	
Total Trips	468	479
Total Miles	2068	3048
Wheelchairs	15	10
Volunteer Hours	6	7
Donations	\$213	\$127

Awareness/Education	2011	2010
Alzheimer Speaker	15	0
Petersburg School of Nursing	0	36
TRIAD	32	0
Classes	2011	2010
All Fired Up	0	43
Craft Classes	13	0
Crafts Easter Eggs Hunt Vol.	12	0
Line Dance Class	52	46
Mary Carole Workshop	51	64
Painting Class Kay Tirpak	16	18
Painters Group	28	48
Splash of Color	18	12
Tap Class Beginners	0	32
Tap Class Inter. & Beginners	82	71
Tap Class Advance	112	149
Quilting Class	16	0
Quilters Retreat	21	0
Watercolor	12	8
Fitness	2011	2010
Strength Training Class	189	167
Sit Down Exercises	240	240
Floor Exercises	135	70
Yoga	85	134
Zoomer Boomer	255	219
Tai Chi	52	44
Trips	2011	2010
Garden Trip	8	0
Washington Trip Pentagon	0	43
Cruise Meeting	0	48
Riverdance	0	24
Savannah Trip	45	0
From the Heart	12	0
Museum Trip	10	12
Total	2825	2824

Violet Bank Museum	2011	2010
Attendance	259	350
Attendance Outreach	300	201

- Participated in 2 outreach programs: Tredegar & Ettrick Celtic Festival
- Redeveloping traveling displays for outreach programs.

IX. RECREATION & PARKS DEPARTMENT (CONTINUED):

- Continuing development of comprehensive plan.
- Preparing for Headquarter Days and regular duties.

Parks – Horticulture – Buildings & Grounds

- Prepared Fort Clifton Park for Ft. Clifton Festival to include handicap access at the pavilion and installed and/or repaired roof and siding at amphitheater.
- Installed new foul poles on Shepherd Stadium and Civic Field.
- Painted Assessor's office at City Hall.
- Assisted Office on Youth with Animal Shelter project; scraping, priming and painting.
- Planted Cork Screw Willow and assisted with Arbor Day ceremony at Lakeview Park.
- Installed metal edging around mulch beds at City Hall.
- Removed dead Holly tree at Library.
- Thinned out Hollies at City Hall.

X. OFFICE ON YOUTH & HUMAN SERVICES:

Prevention Programs and Activities

Staff presented an "Anger Management" program for 4 youth. Presentation of "Alcohol Prevention" Pilot Program was delivered to 55 CHMS 8th grade students, as well as "Drug & Alcohol Diversion" Program to 1 Colonial Heights Student. "Assault Diversion" Program was presented to 34 teens at Chesterfield Courthouse. Staff presented substance abuse prevention information to 12 teens receiving their driver's license this month.

Ongoing prevention planning/collaboration continued with the Inter-Agency Prevention Team, CADRE Coalition (Teen Meeting), Positive Parenting Coalition, Operation Christmas Child, Systems of Care – Team Building Meeting, Health Advisory Board, Toastmasters International, CAAN-DUU Coalition – Community Kick-Off, Prevent Child Abuse Virginia Conference and Positive Parenting Coalition, and Juvenile & Domestic Violence Task Force. For "Child Abuse Prevention Month", the JDVTF planted over 200 pinwheels at the Colonial Heights Public Library and set up a resource table for citizens. In addition, a Proclamation was received and Denim Day was observed.

VJCCCA Crime Control Programs

Community Service Learning Program served 18 youth who completed 139 hours of community service in the community.

Staff presented an "Anger Management" program for 4 youth.

Shoplifting Diversion Program served 30 families offering information and education regarding consequences of stealing.

Youth Advisory Council

The Youth Advisory Council held its monthly meeting with 15 members in attendance. Two YAC members helped to "plant" the Pinwheel Garden at the Public Library in observance of Child Abuse Prevention Month. Two members and a friend helped with the City-Wide Clean-Up Day. Two shoe vouchers were issued from the YAC Shoe Fund.

Youth Services Commission

Commission held its regular monthly meeting.

Kids' After-School Program

Students enjoyed reading "*Bartholemew and Oobleck*" by Dr. Seuss. After reading the story, students talked about the three states of matter (solids, liquids, gases). They applied their knowledge by making Oobleck from Borax, glue and water. This activity reinforced SOL standards (oral language, scientific predictions & observations).

XI. FLEET MAINTENANCE:

	# Workorders	Total	Sublet	Sublet total
2011	82	\$14,721.46	5	\$5,521.86
2010	74	\$15,131.75	4	\$ 435.00

Most repairs are normal maintenance issues. The new Battalion 3 unit is almost ready (waiting on the rest of the equipment). Most of the sublet repair costs went to replacing the cylinder head on Squirt 2.

The sublet repairs consist of the following:

Dealer repair	5,077.57
Seat repair	85.00
Alignment	45.00
Towing	50.00
Glass replacement	264.29