



# Administrative Update

## *October 2018*

*Presented: November 27, 2018*

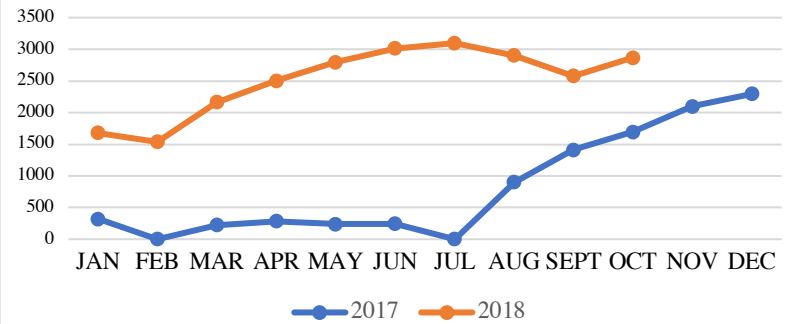


## Airports

### *Air Service Update*

- Contour announced new passenger air service to Tampa, FL.
- Contour load factors increased to 83% for October. Loads are expected to increase throughout the end of the calendar year.
- YTD enplanements: 12,646

MCN Monthly Passenger Movements



### *Airport Team*

- At Georgia Airport's Conference (GAA), Airport Manager Erick D'Leon was elected to the GAA Board of Directors.
- Airport Team attended Takeoff North America Air Service Development Conference, where they held several meetings to brief airlines on local market data and associated destinations of interest. The meetings are also a key opportunity for the airports to learn about plans and areas of interest for the air carriers regarding future route planning.
- Assisting Attorney's Office (and outside counsel) with review of all airport leases for review of Airport Compliance with FAA Grant Assurances



### *New Business Opportunities*

- Continuing to work with Industrial Authority on new projects.

## Animal Welfare

### *Adoption Events*

- Yappy Hour – October 18 with \$10 microchips and \$10 rabies vaccinations
- Fall Festival – October 27 with half price adoptions
- Halloween – October 31 with half price adoptions

### *Kennel Statistics*

Category	Number
Intake	272
Adoptions	44
Returned to Owner	31
Transferred to Rescue	171
Euthanasia	86
Owner-requested Euthanasia	3
Save rate	66.54%



## Attorney's Office

Item	Number
Ordinances	7
Resolutions	21
Executed Contracts	30





## **Business Development Services**

### *Department Effectiveness*

Licenses / Permits Issued	October 2018	October 2017	Percentage Change
New Business Licenses	49	59	-17%
Renewed Business Licenses	33	27	+22%
New Commercial Construction Permits	8	5	+60%
New Residential Construction Permits	27	8	+238%
Existing Commercial Construction Permits	7	15	-53%
Existing Residential Construction Permits	14	23	-39%

Macon Housing Authority is in the process of starting a multiple complex upgrade to approximately 440 units. Both the Housing Authority and Irving Consumer Products are expected to require a great deal of time the next several months. We have taken steps to ensure this is a smooth process for them. Our department has set in place some changes in the permitting process that will allow a much faster and more efficient means of permitting and conducting inspections.

Beginning October 1, 2018, the Property Maintenance Abatement Division stopped conducting all inspections except for tenant-occupied dwellings. This change is due to only have two Abatement Inspectors and keeping up with the number of citizen-reported violations and to address these issues has proven to be a major challenge. We are attempting to maintain tenant occupied dwelling inspections since we do not want residents living in unsafe and/or unsanitary conditions.

The Abatement Division will also try and maintain its current court cases. This has caused us to receive a large volume of complaints from citizens with concerns about vacant properties, junk cars, overgrown yards, etc. At this time all we are able to do is apologize and tell them we will place it on a list and try and get to it as soon as we can.

Some of our front office staff attended the Georgia Association of Business Tax Officials (GABTO) training conference to receive legislative updates, training, and information on Business Licenses.



## **Bowden Golf Course**

### ***Grand Reopening***

- Grand Reopening held Thursday, October 25 with the first day of public play being Friday, October 26.
- Employee luncheon held for departments Wednesday, October 24 to thank them for helping with improvement project.
- The opening days of the new course (October 26-31) are considered a huge success, with nearly 300 more rounds played and \$8,035.02 more collected than the same time period last year.

<b>October 26 – 31, 2018</b>	
<b>9 Holes</b>	
Rounds Played	62
Players Booked	65
No Shows	9
<b>18 Holes</b>	
Rounds Played	331
Players Booked	344
No Shows	2+
<b>Revenue</b>	
Carts, Green Fees, Memberships, Range, Rates/Fees	\$11,648.03



## **Clerks' Office**

### ***Archive and Record Center***

<b>Action</b>	<b>Number</b>
Records Requested	215
Records Request filled	179
Whole boxes delivered	5
Boxes picked up	36



### ***Commission Activities***

- Commission Wynn attended the ACCG Legislative Leadership Conference in Jekyll Island.
- Commissioners Jones, Schlesinger, Tillman, Watkins, and Wynn hosted "On The Table" community meetings to give residents a chance to have their voice and ideas for improving Macon-Bibb County heard.

### ***Pension Board Activities***

- Monthly meetings held for the Macon Pension and Retirement System (Division A), Macon Fire and Police Employees Retirement System, and Pension Trustee Board of the Macon-Bibb County Pension Plan.
- Completed 3 sets of agendas and minutes to support the three active pension plans for Macon Bibb County.

### ***Clerk of Commission Activities***

Type	Quantity
Contracts	27
Resolutions	26
Ordinances	8
Grants	3

- Assisted with a Pedestrian Safety Review Board Field Trip.
- Assisted with coordination of “On the Table” events and data preparation.
- Assisted residents connect with their Commissioner.
- Completed 116 Open Records Requests.

### **Cooperative Extension**

#### ***Summary of Major Activities***

Item	#
4-H engagement of students, volunteers, and parents	895
Clients served via phone, email, mail, or in person <ul style="list-style-type: none"><li>• ANR: 32</li><li>• Receptionist – 229 (phone), 125 (mailout)</li></ul>	386
Samples submitted – soil, water, etc.	23
EFNEP clients taught	40
MGEV’s reporting hours	20
Volunteer hours MGEV’s gave to Macon-Bibb community	199

#### ***4-H***

- Mercer University Hosts Georgia 4-H – Fifteen Georgia 4-H’ers represented 4-H at the October 20 home football game. They, along with ROTC members and cancer survivors, carried the American Flag onto the field.
- Junior Conference Leadership – Jasmine Martin, A 10<sup>th</sup> grade student at Southwest High School, was selected from more than 100 applicants to lead a service project at Junior Conference. Junior Conference is a weekend activity where middle school students from all over the state come together to learn, play, and serve others. Jasmine was one of ten high school students selected.



#### ***FACS***

Conducted the following programs during October:

- Spice up your Life – Sodium reduction program for ‘Men to Men’ at the Wellness Center for 21 cancer survivors. Participants were taught a variety of ways to reduce sodium in their daily diets to reduce the risk of chronic disease.



- Eat Healthy Be Active – Taught to Georgia Association for the Education of Young Children State Conference for 27 child care providers. Participants learned how to teach MyPlate, conduct healthy food activities, and introduce healthy foods to young audiences.
- Outreach to Underserved Audiences – Webinar for 27 Extension Professionals from across the nation. Participants learned best management practices for reaching underserved and minority populations for programming.
- Credit workshop – Taught to six residents in Murphy Homes. The workshop focused on budgeting, saving, credit repair, and debt reduction.
- Pamper Me Pink Health Fair and Luncheon Co-coordinated event for 186 participants. The luncheon focused on breast cancer prevention. The event included information on nutrition and healthy eating, physical activity, and resources.

## **ANR**

### *Master Naturalist Program*

The fall Master Naturalist Program finished up. October visits included an overnight trip to Athens where the group had hands-on lessons from wildlife biologist and foresters from UGA's Warnell School of Forestry and Natural Resources and the Georgia Forestry Commission. The final class to Charlane Plantation will be rescheduled for the spring (due to weather).



### *Master Gardener*

- Decorated tree for the Museum of Arts and Sciences' Festival of Trees. This project provided a means to identify native plants in the garden as well as advertise the upcoming 2019 class.
- Led weekly Junior Master Gardener after school program at Sonny Carter
- Supported My Garden, My Plate program at various schools
- Continued teaching garden program at Lanford Library
- Answered question at 'Ask a MG' clinics at Lowes
- Assisted ANR agent with facilitation of Master Naturalist program

### *My Garden, My Plate*

- Program Assistant Talibah Muhammad has this year's school garden program going strong. With the buy-in of local schools and support of the MGEVs and the BOE School Nutrition Program, the program is being offered to several schools and grade levels. A total of 401 children received the hands-on program in October.

### *Other*

- 4-H Agent, Kari Mateling, read to 5<sup>th</sup> graders at Springdale Elementary during 'Read for the Record'
- Coordinated Dish Garden, Terrarium, and Healthy Commodity 4-H Competitions at Georgia National Fair.
- Hosted 'On the Table' discussion with Extension staff; possible focus area to collaborate on: food accessibility
- Applications are currently being accepted for the 2019 Master Gardener Program

## **E-911**

Staff handled 55,049 calls in October. This is an increase from the previous month 51,543 calls in September). On average, calls were answered 90% within the first 3 rings.

## **Economic & Community Development**

### ***Community Development Block Grants***

Began drafting contracts for 2018 CDBG sub-recipients after budget approval. For next year's funding, two sessions of the Annual Funding Workshop for the Community Development Block Grant (CDBG) program were held on Thursday, October 25. This year, 70 people from 62 non-profit and neighborhood organizations attended to learn about CDBG funding and now qualify to submit a funding application for consideration. This was an increase over attendance at previous years' forums.

### ***Emergency Solutions Grant***

Reviewed Emergency Solutions Grant funding proposals to ensure they meet all requirements of the grant. Proposals are required to either provide services for homeless individuals and/or those who are at risk of homelessness.

## **Emergency Management Agency**

### ***Hurricane Michael***

The first week of October, EMA responded to Hurricane Michael, the second major hurricane to hit Middle Georgia in less than 13 months. Michael tracked up the Gulf of Mexico, and Macon-Bibb saw impacts on from October 11-12. During this time, 13 of our 18 emergency support functions (ESF) worked this event, representing more than 100 staff members from about 20 County departments and community partners.



Impacts to Macon-Bibb were the following: 150 tons of tree debris removed and disposed, 126 roads closed, 26 traffic devices down, and 15,847 residents without power. By Friday of that week all the debris had been cleared off the roads and all roads were reopened. All traffic signals repaired or replaced. Power was restored to all residents that could receive power. No reports of fatalities or injuries. Once again Macon-Bibb County emergency management team came together in very short notice to effectively respond to and recover from a major weather event.

### ***Hurricane Irma FEMA Reimbursement***

We continue to receive Public Assistance funds in from GEMA & FEMA. Our total expected reimbursement is \$2,680,184.44. Below is a breakdown of our reimbursement status:

- Funds Received = \$1,928,547.20
- Funds Outstanding = \$751,637.24

### ***Downtown Tower Update***

<b>Item</b>	<b>Cost</b>	<b>Notes</b>	<b>Vendor</b>
Back-up generator	\$4,432	New generator to provide back-up power in the case of electricity loss	Mayer Electric
Installation of generator	\$3,815	Completed	Six Rivers Electronic Contracting
Interior HVAC	\$600	Completed	Facilities Management
Metal Roof	\$950	Completed	
Wood used to strip existing roof	\$300	Completed	
Bolts, screws, etc.	\$250	Completed	
Woodwork and Paint	\$925	Completed	
Exterior metal door	\$450	On order	
<b>TOTAL</b>	<b>\$11,722</b>		

## **Engineering**

- Jeffersonville Road Improvement Project Groundbreaking – October 5, 2018
  - Right-of-way clearing complete.
  - Georgia Power is trimming or removing trees in preparation of utility relocation.
- Pinehill Drive sidewalk project design continuing.
- Preconstruction conferences for Defore Sports Complex Synthetic Turf at Football and Soccer Fields, Zebulon Storage, and Snow’s Memorial Chapel.
- Concrete road repairs on Stanislaus Circle completed.
- Asphalt resurfacing completed on Skipperton Road, Stonefield Circle, Manson Road, Woolfol Street, Warpath Road, Sulphur Springs Road, Moseley Dixon Road, Antioch Road, St. Charles Place, O’Hara Drive South, Wesleyan Drive, Nottingham Drive, Clinton Road, Swan Drive, Wren Avenue, and Lanier Heights Road.
- Guardrail repairs complete at Zebulon Road, Tucker Road, Wesleyan Drive at I-75, Carline Drive, and Holly Street.
- Completed mapping right of way of T-Alley, and finished field survey of Snake Alley in Shirley Hills to identify encroachments hindering garbage and recycling truck access.
- Received and reviewed preliminary concept report of Bass Road Widening Project.
- Contractor began installing silt fence for the levee Filter Blanket contract.



## **Facilities Management**

Work orders completed: 1,097

### ***Traffic signs & markings***

- Completed 263 work orders.
- Installed solar sign on Zebulon Road at Lamar Road.

### ***Traffic signals***

- Completed 245 work orders.
- Addressed 38 traffic signal intersection issues following Hurricane Michael.
- Inspected all 390 traffic signal intersections to make sure all working properly.
- Installed fiber at Fire Prevention/Fire Station # 10 for their network system.
- Continued with routine maintenance work.
- Completed 245 work orders this month.





## ***General Maintenance***

- Completed 97 work orders this month.
- Made repairs to roofs after Hurricane Michael: Fire Prevention, DFCS, Solid Waste, Airport, Grand Opera House, Animal Welfare, Facilities Management, and Board of Elections.
- Replaced siding on Fire Station #107.

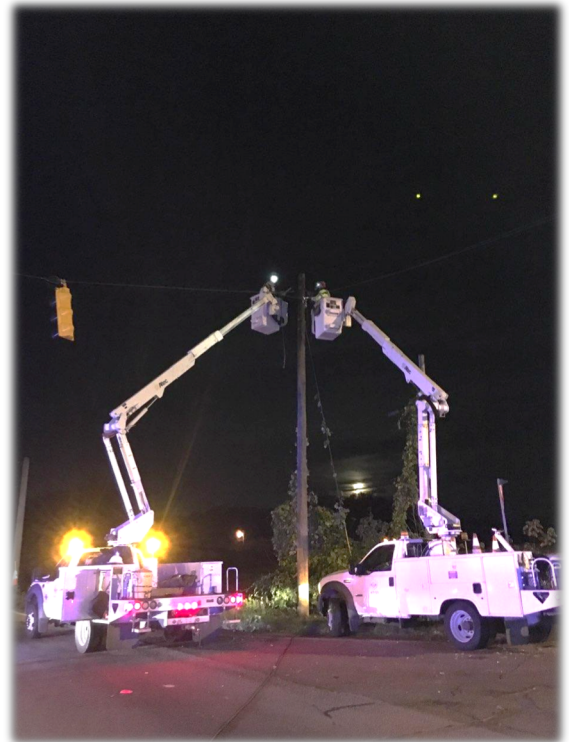
## ***Electrical***

- Completed 291 work orders.
- Reset both the 150 HP & 10 HP pump motors at Bowden Golf Course and observed the contractor in reconnecting the motors and testing them for the correct rotation. Assisted with other upgrades and repairs.
- Swapped out Second Street lights from Cherry to Poplar Streets from the existing timeclock to a photocell. With a photocell, manual adjustments are no longer required to keep lights on and off at the correct times.
- Started tracing out, examining, and documenting the set-up of the emergency generator and ATS at the Government Center.
- Resumed work on the new landscape/concert work at the Centreplex. Pulled in new wiring to support light fixtures and outlets.
- At Fire Station #3, worked on the Lutron Soft Switch 128 controller and tested and verified the fire bell circuit worked.
- Got power restored to the Frank Johnson Recreation Center.
- Assisted with witness testing of new solar array at the Sheriff's Investigative Center.
- Swapped out ten, 1000w HPS fixtures for 240w LED fixtures down at the Middle Georgia Regional Airport parking lot.



## ***HVAC/Plumbing***

- Completed 100 HVAC work orders.
- Completed 82 plumbing work orders.
- Removed A/C unit from Freedom Park and installed at Bowden Golf Course.
- Worked on several ice machines: Fire Station #7, Luther Williams Field, Solid Waste, and Tax Assessors.
- Worked on several A/C issues: Courthouse, E-911, Secretary of State, Land Bank, Lake Tobesofkee, Health Department, River Edge, Airport, Animal Welfare, Board of Elections, Emergency Management, Fire Prevention, Home First, Fire Admin, Fire Station # 110, Sheriff's Outreach, Juvenile Justice Center, Randall Building, and Frank Johnson.
- Installed window A/C unit at Breezy Hill.
- Install new furnace system on dorm side of Fire Station #106.
- Installed sink in Tattnall Square Park bathroom after one was broken.
- Replaced sink in jury room on 3<sup>rd</sup> floor of Courthouse.
- Repaired busted hosebibb at Central City Park.
- Repaired water line at Lake Tobesofkee Claystone Park.
- Worked on several other toilet leaks and replaced toilet seats.



## ***800 Dig Tickets***

- Completed 282 work orders this month.

## Finance

Item	Count
Checks to Vendors	1,688
Purchase Orders to Vendors	150
Bi-weekly payrolls to 1,873 employees	2
Monthly payrolls to 1,585 retirees	3
Yearly Journal Entries	850+
Monthly Bank Recons	67
Monthly P-Card Recons	100+
Solicitations RFP/RFQ/Bids Prof Services	3

## Fire Department

### *Fire Prevention Week*

- Opening ceremonies held at Headquarters on October 2, 2018.
- A total of \$1,175 was awarded to 5<sup>th</sup>, 8<sup>th</sup>, and 12<sup>th</sup> grade students for the Louise Poe Fire Safety Essay Contest.
- Numerous activities and booths were set up around the county to share fire prevention safety measures.
  - Canvassed Lynmore Estates, installing smoke detectors, addressing marking identifications, and offering fire safety tips.
  - Display set up at Macon Mall to let people know of fire safety education programs and the importance of smoke detectors, evacuation routes, and in-home safety inspections.
  - Participated in the Touch-A-Truch program at Home Depot to show youth how to develop fire safety habits.
  - Firefighters and trucks visited Chik-fil-A on Family Night to show children and community the apparatus.
  - Attended the 100 Black Men Career Fest to talk with high school seniors about fire safety and career opportunities.



## Human Resources

- Open Enrollment dates as Nov. 26-30, 2018.
- Examined 501(A) and 457(B) plans with AndCo.
- PlanSource implementation.
- Held BSO and Fire Civil Service Board interviews.

New Hires	
Full-Time Employees	16
Part-Time Employees	24
Retirees/Beneficiaries	2
<b>Total</b>	<b>42</b>
Terminations	
Full-Time Employees	9
Part-Time Employees	7
Retirees (Deaths)	2
<b>Total</b>	<b>18</b>
Transfers	
Lateral (BSO Employees)	7
<b>Total</b>	<b>7</b>
Promotions	
Full-Time Employees	1
<b>Total</b>	<b>1</b>

## Information Technology

### *Administration*

Posted the following vacant positions: Systems & Network Manager, Network Administrator, Systems & Network Analyst II, and Database Administrator, and Web Programmer (repost)

### *Enterprise Application*

- Received 35 phone calls to unlock user E-Suite accounts.
- Added 8 users in Workforce Administration.
- Applied system update patches in MIU to test app servers.
- Terminated employees made inactive users.
- Imaged several new computers for the System and Network Team.

### *Geographic Information Systems (GIS)*

- Awarded Technology Association of Georgia's Excalibur Award for Nonprofits and Governments.
- Completed Tyler New World integration project so that New World data integrates with GIS.
- Developed and launched new county-wide application for new solid waste service delivery, in partnership with Solid Waste Department, Public Affairs Office, and ADS.
- Worked with Solid Waste on routing of SeeClickFix yard waste requests.
- Presented at monthly ESF meeting, and hosted GIS personnel from Sandy Springs.
- Presented at Georgia Geospatial Conference on GIS Division and MaconInsights.



Application Usage for October		
Application	Item Views for Period	Avg Item Views Per Day
MaconInsights	5,600	186.67
Where to Vote	19,652	655.07
Electoral Districts	165,838	5,527.93



**Legacy Systems**

*Journal Technologies/Data Conversion*

- Journal requested two types of data extracts from the mainframe:
  - Convert Civil/Magistrate reports to CVS flat text files
  - Recreate the RC extract tables from the mainframe VSAM files

*Civil/Magistrate Court*

- Going live to E-Court Software, with Journal on-site in Macon-Bibb October 29-November 8.
- Will be using both Mainframe and E-Court through December 12.

**Phone Systems**

- Completed work at Fire Station 3.
- Inventoried AT&T spreadsheets, including approximately 200 lines.
- Located unused T1 and phone lines in Macon-Bibb government, and sent disconnection notices for inactive lines.

Estimated Annual Savings	
Date of Notice	Est. Savings
October 4	\$42,882.24
October 17	\$33,448.32
October 29	\$18,845.52

**Radio Systems**

*Battery Revitalization Project*

- 77 batteries tested: 48 passing, 22 good, 2 failed, and 5 decommissioned.

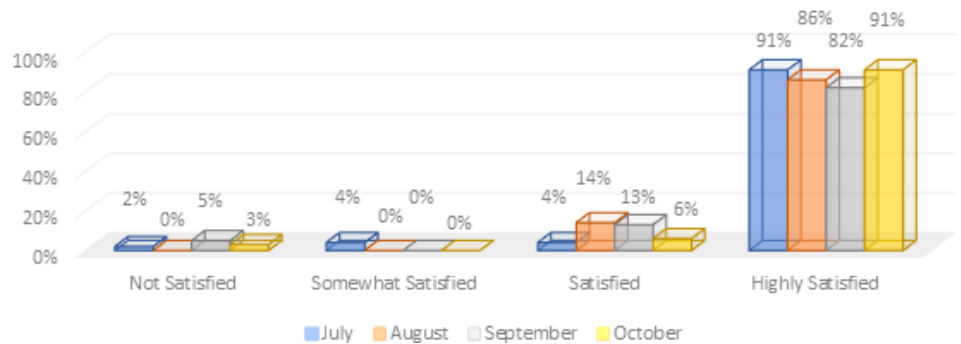
*Radio Alignment Project*

- 21 radios tested and aligned.
- Preparatory work for Hurricane Michael.

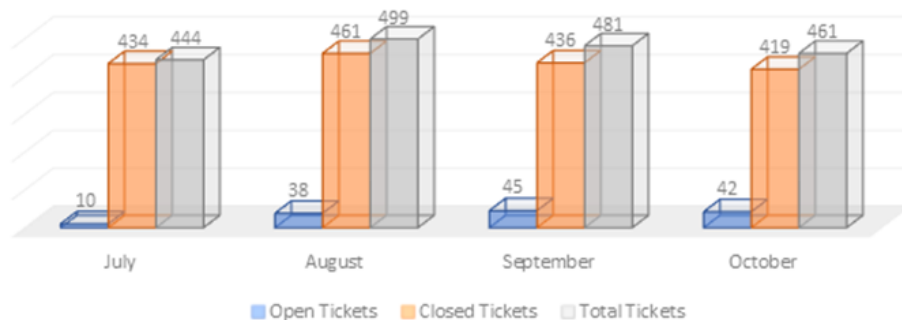
**Systems**

- Worked with Cox Communications to identify accounts that are no longer needed.
- Completed computer and hardware install for opening of Historic Bowden Golf Course.
- Completed move of equipment to Fire Station/BSO Precinct #3.
- Installed work stations for Senior Citizens Center staff.
- Installed 22 of 42 work stations needed to run state-mandated DRIVES program at Tax Commissioners' Office.

FY 2019 Q1 MBIT Satisfaction Survey



FY 2019 Q1 MBIT Helpdesk Ticket Summary



## Internal Audit

Staff attended the Department of Audits and Accounts (DOAA) - 2018 Governmental Accounting & Reporting Issues Seminar in Tifton, Georgia. Each received 16 hours of continuing education hours.

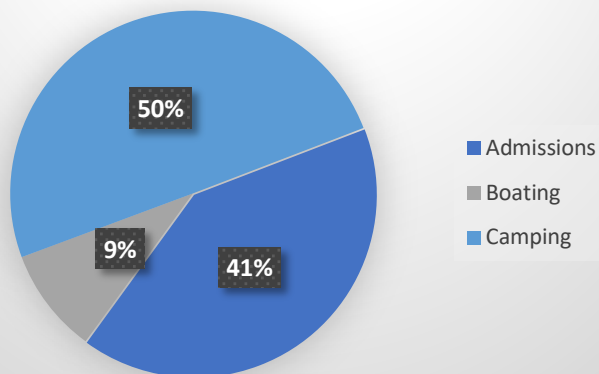
## Lake Tobesofkee

### *Major Activities*

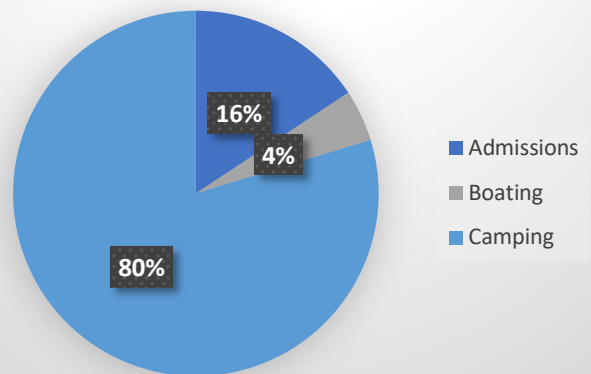
- Met with property owners regarding dock specifications.
- Met with property owner regarding a still water backup on Macon-Bibb property.
- Hosted Take A Kid Mountain Bike Racing event at Arrowhead Park, Georgia Boys Tournament Trail Fishing Tournament, and SOGA Area Athlete Appreciation Day.
- Upgrades in process for the new bicycle trails at Arrowhead Park.
- Homeowners Association using Claystone Pavilion.
- Worked with Board of Elections to set up training for 6 days usage of Claystone Pavilion.



### Claystone Park



### Arrowhead Park



## Municipal Court

Data	October 2018	YTD
Court Sessions in Municipal Court	21	77
Court Sessions in LEC	5	20
Cases before judge at Municipal Court	373	1,369
Cases before judge at LEC	7	44
Number of citations issued	699	3,398
Total paid citations	881	3,746
Value of all paid citations	\$134,177.54	\$420,559.42

## Parks & Beautification

### *Major Activities*

- Bernd Park Grand Reopening – October 1, 2018
- Adopt-a-Park Program Announced – October 15, 2018
- Major resources spent on Hurricane Michael cleanup.
- Fountains winterized. Cherry Street Plaza still running for events.
- Irrigation systems and parks winterized with 400 bales of straw to date.
- Rose Hill / Allman Project – 85% Complete
- Centreplex Landscape Project – 95% Complete
- Blair Overlook Project – 95% Complete



## Public Affairs

### *Monthly Summary*

Strategy	Count
Media Coverage	84 stories
Videos Produced	8
Live Broadcasts	7
The Hub	3 Issues 27 Stories
Press Releases	14
Web Postings	14
Facebook	4,838 (+157)
Twitter	5,141 (+36)
Instagram	1,385 (+7)
Community Events	10*

\*One event was Hurricane Michael, which required all communication (press conferences, releases, social media, interviews, etc. to focus on that.

### *SeeClickFix*

Category	Number
Requests Opened	999
Requests Acknowledged	1,191
Requests Closed	378
Commission District	Number
District 1: Valerie Wynn	102
District 2: Larry Schlesinger	127
District 3: Elaine Lucas	109
District 4: Mallory Jones	84
District 5: Bert Bivins	156
District 6: Joe Allen	99
District 7: Scotty Shepherd	109
District 8: Virgil Watkins	113
District 9: Al Tillman	100
Department	Number
Animal Welfare	6
Parks & Beautification	67
MWA	1
Facilities	19
Property Maintenance	33
Public Works	247
Recreation	2
Solid Waste	614*
Traffic Engineering	9
Other	1

\*80 of these are from Hurricane Michael.





## **Public Works**

### ***Hurricane Michael***

- Crews began work at 3:00 a.m. to begin clearing roads.
- 126 roads reopened after storm due to fallen trees.
- Debris removed on 178 streets and roads.
- 2,182 hours and 46.2 overtime hours total needed.



### ***Special Projects***

- Cleared / removed stumps and landscaping assistance for Bowden Reopening.
- Re-stabilized bank wall around Freedom Park pond walkway.
- Prepared site for Jeffersonville Road Improvement Project Groundbreaking.
- Camellia Garden sidewalk repair
- Repaired storm pipe (included building a box) on Wesleyan Drive North.
- Clearing land and grading Middle Georgia Regional Airport fence line facing Hwy 247 to make way for new fence needed for security purposes.

### ***Summary Data***

<b><i>Mosquito Spraying (Seasonal Recap)</i></b>	
Miles	10,417
Total acres	153,126.2
Gallons of BioMist	1,267.9
<b><i>SewerVac</i></b>	
Tons of debris collected	55.47
Feet of pipes cleaned	1,502
Boxes cleaned	38
<b><i>Street Maintenance &amp; Cleaning</i></b>	
Right-of-Ways cut	30 miles
Sidewalks cut and litter picked up	10 miles
Potholes Repaired	441
Litter collected	132 bags 1,056 pounds
Bridges sprayed to prevent weeds	20
Detention ponds cleaned	5
Concrete pouring	180 feet
<b><i>Illegal Dump Sites</i></b>	
Cleaned	Reece Street Center Street Churchill Street



## Recreation

October Recreation Participation		
Recreation Centers	Tennis Centers	Youth & Adult Athletics
17,192	1,445	853



**Central City Skate Park  
Phase II Groundbreaking  
September 27, 2018**



**South Bibb Recreation Center  
Phase II Groundbreaking  
October 24, 2018**

## Solid Waste

### *Daily Operations*

Operation	Metric
Recycling	420.18 tons
Scrap Metal Recycling	4.17 tons
Yard/Bulk Waste	105.2 tons
Solid Waste Disposal	111.76 tons
Disability Exemptions	395
Indigent Exemptions	241
Landfill Dirt Hauled	220 loads
Transfer Station Roll Offs	110 Loads



### *Service Delivery Change*

In addition to the below daily operations, Solid Waste worked with ADS and Public Affairs to communicate the November service delivery change. During October, this included a direct mail to all residential property owners, multiple media hits, and an explanatory press conference.





## Tax Assessors Office

Operation	Metric
Real Property Field Reviews	1,360
Personal Property Field Reviews	384
Pre-bill Mobile Home Field Reviews	301
Deed Transfers	446
Personal Property Audits	18
2018 Tax Appeals	App 1,500
	86% Complete
	113 completed in October
Board of Equalization Hearings	68
Hearing Officer Appeals	2

## Vehicle & Equipment Maintenance

- Finalize final ½ of sanitation truck refurbish project to support brush pick up.
- Preparing rear property to be sold
- Unforeseen urgencies are essential and “major” aspect of VM Day-to-Day Operations.

