



**March 2017 Department Reports**

**To: Mayor and Council  
Citizens of the City of Hapeville**  
**From: William R. Whitson, City Manager  
wwhitson@hapeville.org**

**Fire Department**  
**David Bloodworth, Fire Chief**  
[dbloodworth@hapeville.org](mailto:dbloodworth@hapeville.org) - 404.766.4399

*During the month of February, the Department conducted 82 blood pressure checks, which were done at the Senior Center. Also, the following trainings were held :Mayday (Firefighter down), Hazmat Firefighter II Operations, Engine Equipment Familiarization, Ladder Operations and Familiarization, web based Target Solutions classes. Also, shift personnel completed the National Fire Protection Agency 1410 Drill and One Man Hydrant Connection Training. One of our shifts provided EMS support during the Recreation Center Basketball tournament.*

<b>Fire Station #1 - 3468 North Fulton Avenue</b>	<b>Fire Station #2 - 870 South Central Avenue</b>
Auto Accidents w/ injuries 1	Motor vehicle accident w/ injuries 3
Auto Accidents w/o injuries 0	Motor vehicle accident w/o injuries 1
Auto/pedestrian accident 0	Fire, other 0
EMS 59	EMS 28
Removal of victim(s) from stalled elevator 1	Emergency Medical Service, other 0
Extrication Rescue (Other) 0	Detector activation, no fire- unintentional 1

<i>Rescue, EMS incident, other</i>		<i>Rescue, EMS incident, other</i> 0
<i>Medical Assist, assist EMS crew</i>	0	<i>Medical assist, assist EMS crew</i> 0
<i>Alarm system activation, no fire</i> 1		<i>Alarm system sounded due to malfunction</i> 1
<i>Invalid Assist</i> 0		<i>Invalid Assist</i> 0
<i>Dispatched &amp; cancelled en route</i> 4		<i>Dispatched &amp; cancelled en route</i> 1
<i>Alarm system sound/malfunction</i> 0		<i>Wind storm, tornado/ hurricane assessment</i> 1
<i>Alarm system activation/no fire</i> 1		<i>Local Alarm System, Malicious False Alarm</i> 0
<i>Gas Leak (natural gas or LPG)</i> 1		<i>Gas leak(natural gas or LPG)</i> 1
<i>Carbon monoxide detector activation</i> 1		<i>Arcing, shorted electrical equipment</i> 1
<i>False Alarm/false call</i> 0		<i>False Alarm/false call</i> 0
<i>Brush or grass mixture fire</i> 1		<i>Outside rubbish, trash or waste fire</i> 0
<i>Unauthorized burning</i> 0		<i>Smoke or odor removal</i> 1
<i>Good intent call, other</i> 0		<i>Assist Police or other governmental agency</i> 1
<i>Smoke or odor removal</i>	0	<i>Person in distress, other</i> 0
<i>Natural vegetation Fire, other</i>	0	<i>Vehicle accident, general cleanup</i> 0
<i>Telephone, malicious false alarm</i>	0	<i>Public service</i> 0

<i>Hazardous Condition, other</i> 0		<i>Smoke detector activation / malfunction</i> 1
<i>Mobile property (vehicle) fire, other</i>	0	<i>No incident found upon arrival</i> 0
<i>Public Service</i> 0		<i>Muni Alarm System, Malicious False Alarm</i> 0
<i>Power Line Down</i>	0	<i>Power Line Down</i> 0
<i>No incident found upon arrival</i> 0		<i>Removal of victim(s) from stalled elevator</i> 0
<i>Service Call, other</i>	0	<i>Building Fire</i> 1
<u><i>Total Calls at Station #1</i></u> <u>70</u>		<u><i>Total Calls at Station #2</i></u> <u>43</u>

*Total for both Stations 113 with an average response time of 02:53 minutes*

**Police Department**

**Rick Glavosek, Police Chief**

[rglavosek@hapeville.org](mailto:rglavosek@hapeville.org)- 404.669.2150

*Between February 1, 2017 and February 28, 2017 there were 454 calls for service. There were (4) Assaults, (1) Burglary, (3) Robberies, (55) Larcenies; including 29 Entering Autos, 9 Stolen Vehicles and 17 Thefts. The Department recovered (14) stolen vehicles and (4) stolen property items. The Department made 27 arrests. The average response time was 1 min 39 secs.*

*The Department issued 309 citations to include parking, traffic and general copies.*

*The E911 Center handled 3,026 incoming calls.*

*Department Personnel continued to receive daily roll call and in-service training on topics such as in Fostering Positive Community Relations, Domestic Violence, Legal Updates, and the HPD's Standard Operating Procedures.*

*The Detective Division reviewed (25) cases, assigned (13) cases for investigation, and closed (12) cases. (3) Cases were closed with arrest warrants. The Detective Division obtained (5) warrants and responded to (3) crime scenes for investigation.*

*Code Enforcement: Code Enforcement handled (177) new calls for service, of which (22) were animal incidents, (20) parking in grass, (5) tall grass & weeds, (15) permit issues, (52) outside storage, (56) littering or pollution problems, (43) property maintenance- exterior, and (0) were other code compliance issues. The unit closed (123) cases and issued (42) citations.*

*Abatements: The current properties that are under abatements are as follow: 3 Woodrow lot (between Wheeler and N. Fulton Avenue), 278 Moreland Way, 330 Mount Zion Road, 437 Walnut Street, 472 Walnut Street, 370 Woodrow Avenue, 3001 Dogwood Drive, 3309 North Fulton Avenue, 3285 North Whitney Avenue and 3227 Jackson Street.*

*Our Municipal Court heard 288 cases with final dispositions as follows:*

**52%** **Disposition:** *Guilty as Charged, Nolo Contendre, Guilty, Jailbond Forfeited, Appearance Bond Forfeited, and Bond Forfeiture.*

**21%** **Disposition:** *Dead Docket, Dismissed, Nolle Prosequi, Nolo Contendre- Fine Suspended, Guilty- Fine Suspended or Guilty Time Served.*

**3%** **Disposition:** *Transferred to Another Court, Bind Over to State Court, or Merged with Another Case.*

**24%** **Disposition:** *Failure to Appear.*

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## **Community Services**

**Lee Sudduth, Interim Director**

[leesudduth@hapeville.org](mailto:leesudduth@hapeville.org)- 404.669.2120

*The Dogwood Drive LCI Streetscape Project and the Rail Facilities Improvement Project are scheduled to be under construction sometime at the beginning of 2017.*

*The Loop Road Streetscape is currently in the ROW phase.*

*Please remember we are currently in a Level 2 drought. There can be no driveway & sidewalk washing, no car washing at home and no fountain or waterfall use. Please see our website for all of the restrictions during Level 2.*

**Building Permits**

3160 Forrest Hill Drive (14009400091494)  
3120 Forrest Hill Drive (14009400091585)  
3420 Elkins Street (1412700030642)  
567 North Central Avenue (14009500150380)  
421 King Arnold Street (14009500080553)  
3416 Elkins Street (14012700030659)  
3224 Lake Avenue (14009900030752)  
456 Moreland Way (14009400100493)

**Mechanical Permits**

3423 North Fulton Avenue  
803 North Central Avenue  
3161 Oakdale Road  
3159 Oakdale Road  
3157 Oakdale Road  
3271 Old Jonesboro Road

**Plumbing Permits**

3423 North Fulton Avenue  
3316 Wheeler Street  
3314 Wheeler Street  
700 Doug Davis Drive  
3120 Forrest Hill Drive

**Electrical Permits**

1200 Virginia Avenue  
700 Doug Davis Drive  
3271 Old Jonesboro Road  
3118 Sylvan Road  
1 Clay Place  
3420 Elkins Street  
3427 Forrest Hill Drive  
427 King Arnold Street

**Tree Permits**

3273 North Fulton Avenue  
2128 Lavista Circle  
515 Lake Drive  
3112 Grove Circle  
509 Lake Drive  
3226 Forrest Hill Drive  
388 North Avenue

**Recreation**

**Tod Nichols, Manager**

[tnichols@hapeville.org](mailto:tnichols@hapeville.org) 404-669-2136

**Athletics**

Youth Basketball season is coming to a close. Our last regular season games will be played on February 18, 2017. Please contact us at 404-669-2136 for specific game times for ages 4 - 14.

For more information on our Athletic Department contact Ray Rollins at [rollins@hapeville.org](mailto:rollins@hapeville.org) or 404-669-2127.

**Programs**

*Please stop into The Hoyt Smith Center to get one of our program guides. It has a list of all the activities the Department offers from the tiny tots to the recycled teenagers!*

*Our Busy Bee After School Program has begun and the group meets on school days Monday through Friday from 2:30pm - 6:00 pm.*

*For more information on our Programs contact Katie Ray at [kray@hapeville.org](mailto:kray@hapeville.org) or 404-669-2134.*

### **Special Events**

*For more information on our Special Events contact Holli Stephens at [hstephens@hapeville.org](mailto:hstephens@hapeville.org) or 404-669-2116.*

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### **Economic Development**

**Contact: City Manager, William Whitson**

**Department: 404-669-8269**

### **Department/HATT Activities**

*Produced City Newsletter and all Departmental related advertising and promotional materials and FB activities. (Just as a reminder, the deadline for the March 2017 edition of the Hapeville Hometown News is Tuesday, March 14<sup>th</sup> by 5:00 p.m.) Promoted City Sponsored events including the Academy Theatre productions at the Hapeville Performing Arts Center (City Website, FB, and Newsletter).*

*Staff represented the City at various regional meetings, including the Aerotropolis Alliance meeting. Staff continued work with regional counterparts in the CID and the Airport Area Chamber of Commerce.*

### **Main Street Board Activities**

*Staff is preparing for the upcoming South Arts Film Series at Christ Church in Jess Lucas Park at 6 p.m. Reception with the Filmmaker, 7 p.m. Film Screening, March 17th: Maya Angelou: And Still I Rise. Visit the City website or FB for more information.*

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### **Planning and Zoning Activities**

**Lynn M. Patterson, City Planner**

**[lpatterson@bcstudio.com](mailto:lpatterson@bcstudio.com) - 404.205.0123**

### **Meetings**

- *Mayor & Council*
- *Planning Commission*
- *Design Review Committee*
- *Board of Zoning Appeals*

### **Other Planning and Zoning activities**

- *Review of City Agreement with HOA, Lily Way*
  - *Permitted Uses Inquiries, Multiple*
  - *Easement Inquiry*
  - *Dimensional Requirements Review, Multiple*
  - *Film Set Inquiry*
  - *Cell Tower Inquiry*
  - *Architectural Standards Inquiries, Multiple*
  - *Site Plan Review Inquiries, Multiple*
  - *Occupational Tax Certificate Review, 3401 Northside Drive*
  - *Occupational Tax Certificate Review, 3182 Forrest Hills Drive*
  - *Occupational Tax Certificate Review, 3066 Hope Street*
  - *Occupational Tax Certificate Review, 3279 Dogwood Drive*
  - *Occupational Tax Certificate Review, 1301 Virginia Avenue*
  - *Economic Development Team Meeting*
  - *Sign Permit, 1155 Virginia Avenue, Suite K*
  - *Sign Permit, 3118 Sylvan Road*
  - *Rezoning, Airport Station*
  - *Design Review, 3416 Elkins Road*
  - *Design Review, 3420 Elkins Road*
  - *Design Review, 924 Custer Street*
  - *Design Review, 3271 Jonesboro Road*
  - *Design Review, 482 Woodrow Avenue*
  - *Site Plan Review, 3416 Elkins Road*
  - *Site Plan Review, 3420 Elkins Road*
  - *Site Plan Review, 3271 Jonesboro Road*
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**Finance Director**

**James Schuster**

[jschuster@hapeville.org](mailto:jschuster@hapeville.org)-404-669-2118

***Month / Year-End Closing and Reporting***

- *Completed January Bank Account reconciliations.*

***Year-end audit support***

- *Completed accounting information and requirements for FY 2016 audit and CAFR.*
- *Preparing notes and additional documents for CAFR.*

***Budget Process***

- *Completed "mid-year" budget amendment for FY 2017.*
- *Preparing support for Department Heads for 2018 Budget*

***Other Accounting and Billing***

- *Generate payrolls for ~120 full time & 30 part time employees*
- *Distribute all payroll and vendor checks.*
- *Maintain payment records for ~500 vendors*
- *Collect 10-20,000 cash receipts transactions (revenues)*
- *Process credit card and wire transfer payments*
- *Monthly Billing and collections for ~2,100 Water & Sewer customers*
- *Tax payment collections and rebilling*

**Other Managerial /Administrative Duties**

- *Respond to Mayor, City Manager and Department requests*
- *Respond to citizen open record requests*
- *Meet with individual customers and citizens with comments, complaints*
- *Staff meetings, Council meetings*

**Water Accounts**

*Residential - 26*

*Commercial - 5*

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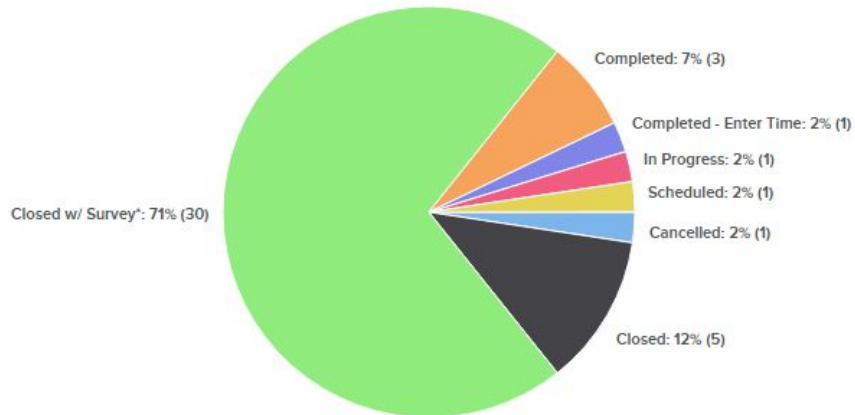
**Liberty Technology**

**Steven Lease**

[steven@libertytech.net](mailto:steven@libertytech.net)



## Tickets Opened by Status Previous Month



**33** Tickets Closed Last Month  
Tickets Closed Last Month

**52.89** Actual Hours on tickets closed last m...  
Actual Hours on tickets closed last month

**42** Tickets Opened Last Month  
Tickets Opened Last Month

## Opened vs. Closed Tickets - Quarterly



Resolution within SLA Last Month - 93.33%

Median resolution time (Hours) Last month - 10.25

### Projects In Progress:

- Security Cameras - Cameras installed, including LPRs, and functional at 2 locations. A return merchandise authorization (RMA) has occurred for one LPR to correct the lens.

Server configured and software is pulling feeds for PTZ cameras and LPRs. A third location has infrastructure equipment and enclosure installed. Still awaiting Comcast installation at 2 additional locations.

- Server replacement - Only outstanding issue is spinning up the TCM server (a function of InCode for scanning and viewing).
- Office 365 - Project delayed due to mail archiver failing and issues with the Police Department taking priority.
- Work station replacements for critical City staff accomplished.
- City's new firewall installed providing dual WAN redundancy and true high speed Internet for City services.

**Administrative Services**

**Jennifer Elkins, City Clerk**

[jelkins@hapeville.org](mailto:jelkins@hapeville.org)- 404.766.3004

**City Clerk**

Upcoming Meetings:

- Hapeville Development Authority- March 9, 2017 at 7:30 p.m. at City Hall
- Planning Commission Meeting- March 14, 2017 at 6:00 p.m. at Hapeville Municipal
- Main Street Board Meeting- Cancelled
- Mayor and Council Work Session- March 21, 2017 at 6:00 p.m. at Hapeville Municipal
- Design Review Commission- March 15, 2017 at 6:00 p.m. at City Hall
- Alcohol Review Board- March 16, 2017 at 6:15 p.m. at City Hall
- Board of Appeals- March 23, 2017 at 6:00 p.m. at Hapeville Municipal
- Hapeville Clean and Beautiful- March 13, 2017 at 6:30 p.m. City Hall

Meeting times and places are subject to change, please visit [www.hapeville.org](http://www.hapeville.org) for further information.

**Open Records Request:**

<b>March 2017</b>	<b>March 2016</b>
41 Open Records Request were processed	17 Open Records Request were processed
Total Time: 10 hours 15	Total Time: 2 hours 55 min
Total Cost: \$ 240.58	Total Cost: \$10.00

**Human Resources**

The City is currently accepting applications for the position of Police Officer. Applications are available online ([www.hapeville.org](http://www.hapeville.org)) or at City Hall.

- Responded to Job Openings and Labor Turnover Report
  - Collected Applications for all open positions
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