



City Manager's Report

September 2017

Scholes International Airport

- What we have coming up in September & October:
 - Anticipate requesting City Council approval of the draft Aviation Ground Lease Policy.
 - Anticipate requesting City Council approval of a TxDOT Grant totaling \$281,700.00
 - Rescheduled the Galveston Island 150 Air Race to September 30, 2017.
- What we did in August:
 - Hosted an Airport Tenant Meeting on August 16th to discuss the phasing of upcoming Capital Improvement Projects and how it may affect airport operations.
 - Briefed City Council on the proposed Aviation Ground Lease Policy at the August 24th Workshop.
 - Council approved a TxDOT Grant totaling \$690,000.00.
 - Supported the Texas Air National Guard and City Departments during Hurricane Harvey and subsequent relief efforts.
- The supporting data:
 - Fuel Flowage for August 2017, was 72,187 gallons, which is a 2.7% decrease from last August fuel flowage, and a 18.4% decrease for the year-to-date flowage.
 - The Traffic Count for August 2017, was 2,198 operations, while the tower was open. This is a 16.5% decrease over last August Operations, and a decrease of 1.7% for the year-to-date.
 - [Click here to view the August 2017, reports.](#)



Capital Projects – Construction Division

- All projects have suffered delays due to the impact of Hurricane/Tropical Storm Harvey
- What we have coming up in September & October:
 - Awarding a contract for construction of the new Fire Station #1
 - Awarding a contract for the Cedars at Carver Park Pedestrian and Transit Imp.
 - Starting construction of the 30th Street Ground Storage Tanks Rehabilitation
 - Starting construction of the 59th Street Ground Storage Tanks Rehabilitation
 - Starting construction of Sealy Ave. – 25th St. to 33rd St.
 - Awarding a contract for the Fire Hydrant Replacement Program
 - Starting work on the Sanitary Sewer Rehabilitation Program
 - Ribbon cutting for 27th Street improvements at Kermit Courville Stadium during homecoming
 - Completion of new waterline along Gulf Drive
 - Awarding a contract for 33rd Street from Broadway to Harborside
 - Awarding a contract for 26th Street from Ave. N to Broadway
 - Advertising for the construction of a new Public Works Facility
 - Will be opening Avenue S to eastbound traffic and starting on the westbound lane.



Capital Projects – Construction Division

- All projects have suffered delays due to the impact of Hurricane/Tropical Storm Harvey
- Ongoing projects:
 - Ave. S from 53rd St. to 61st St. – 45% complete
 - Crockett Park Little League Fields – 25% complete
 - Travel Air Bridge Replacement – 5% complete
 - 51st St. from Broadway to Postoffice – 20% complete
 - Saladia Ave. from Heard's Ln. to Ave S. – 45% complete
 - 59th Street Pump Station – 75% complete
 - 27th St. from Broadway to Ave. O – 40% complete
 - Seawall Pedestrian Access and Beautification – 80% complete
 - Market St. from 19th St. to 25th St. – 15% complete



City Marshal's Office

- What we have coming up in September & October:
 - One Deputy Marshal will attend a Code Enforcement Class at the Texas A&M Engineering Extension Service in October.
- What we did in August:
 - 36 public nuisances were abated
 - 92 court cases heard in Municipal Court
 - 14 Housing Abatement cases heard
 - 246 complaints received
 - 52 complaint based cases
 - 443 self initiated cases
 - 689 total investigations



Development Services/Building Division

- What we did in August:
 - [Permit Report from the Building Division. See attached.](#)
 - Building Official/Floodplain Manager attended the Building Officials Association of Texas Annual Conference in Rockwall, Texas.
 - The Building and Planning Divisions performed damage assessments after Hurricane Harvey.



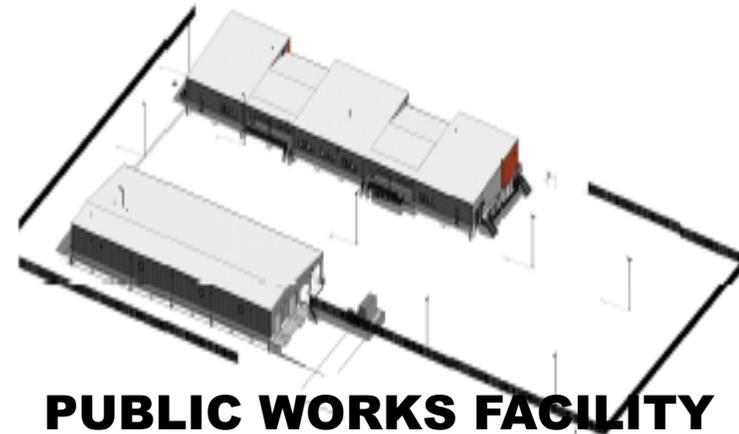
Engineering:

New and Completed Engineering Design (*includes Engineering Support to Construction*):

- **What we have coming up in September & October:**

- 73rd Street from Heard's Lane to Ave N-1/2 (Survey and location of utilities in progress)
- 45th St. SH87 to Seawall Reconst. Design (Survey and location of utilities in progress)
- 25th St. SH87 to Seawall Paving/Utilities (Survey and location of utilities in progress)
- Seawall-SH87 to Boddeker Mill & Overlay (Design kickoff meeting on Sept. 7th)
- Market St 25th to 33rd & Downtown Sidewalks (Kickoff meeting on Aug. 3rd)
- NEW Public Works/Utilities Building (9/29 **Design** Completion)-95%
- NEW Fire Station #1 (10/16 **Mobilization**)-0%
- Implementation of Lessons Learned Meetings at the end of each project for continual improvement.
- Establishment of new control system to improve the design and review of projects.

FIRE STATION #1



PUBLIC WORKS FACILITY

Engineering (Permits)

• What we have coming in September & October:

- (a) Bldg. Permit Plan Reviews, Site/ROW Construction Inspections
- (b) Certificate of Occupancy Site/ROW Construction Inspections
- (c) Subdivision Construction Plan Reviews, Site Evaluate/Inspect
- (d) ROW Construction Permits, Field Utility Verification
- (e) Temporary License to Use
- (f) Address Permits
- (g) Handicapped License Permits
- (h) Culvert Staking/ Permits
- (i) Surveying and Field Survey/GIS Mapping and Updates,
- (j) VueWorks Going Live GIS Support,
- (k) Fill permit reviews and site evaluation/inspections for drainage
- (l) Road inspections and surveying for line of sight complaints

• In-house Surveying, Design/GIS in Sept. & Oct.:

- 8" Waterline Design around Market and PW Facility – **Completed**
- 27th St Ave O to Seawall & Seawall Median Design (30%)
- Garage/Island Transit/Sanitation Barn Parking Lot Design (70%),
- GIS updates of work orders & field GPS of infrastructure plus VueWorks (ongoing)
- Neighborhood Projects Surveying, Scoping and Planning – **Completed**
- Main WWTP Sludge Holding Tank design, specifications and RFP (20%)



Engineering – Ongoing Design Projects

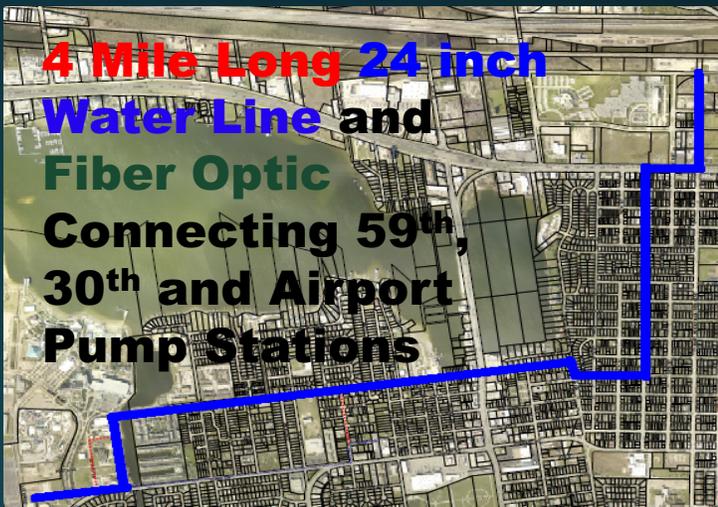
- Well Disinfection Design Wells (2A, 6A, 10, 12, 13, 16, 17)-30%
- Lift Station Pump and Electrical Upgrades – 15%
- Seawolf Park Wastewater Treatment Plant – Scoping
- Airport Pump Station Pump and Control Upgrades – Scoping
- Causeway Waterline Infrastructure Redundancy- 65%
- Airport Wastewater Treatment Plant – 95%
- Pirates Beach Wastewater Treatment Plant – 30%
- Sunny Beach 8 Mile Road Sewer – 85%
- Water (95%) and Wastewater Master Plan (20%)
- CDBG Avenue L and M Sidewalks – 100%
- Main WWTP O&M Manual – 95%



Engineering – Ongoing Design Projects

- Project Design Plan Review and Management for:
 - 59TH St 24" Waterline-59th St to Airport Pump Station – 15%
 - 30" Waterline from RR Bridge to Harborside – 15%
 - 26th Street from Broadway to Church – 100%
 - Strand Pavers 21st to 24th Intersections – 95%
 - 29th St – Broadway to Sealy (100%);
 - 29th St - Church to Harborside (75%)
- In-house Design by Engineering Department
 - Transit Center Flood Proofing, Concrete Wall (80%)
 - Development of Design Standards & Engineering Details
 - Parking Lot for Island Transit (70%)

59th Street Water Tanks



Engineering—Permits, GIS and Surveying

- Permit Related Functions:
 - Fill Permits and Site Inspections
 - Sign Permits and Site Inspections
 - Predevelopment Concepts – Engineering Support
 - Commercial & Res Bldg Permits – Plan Reviews/Inspections
 - Certificates of Occupancy and Site Inspections
 - Subdivision Construction Plan Reviews and Construction Site Visits
 - ROW Construction Permits – Plan Reviews – Site Inspections
 - Temporary License to Use Permits
 - Address Permits
 - Handicapped License Permits
 - Culvert Staking/Permits, Staking and Inspections
 - Surveying and Field Survey/GIS Mapping
 - Preparation, Scanning, and Transmittal of As-Builts and GIS Maps for Development and Capital Improvement Projects



Facilities

- What we have coming up in September:
 - Law Library flooring project will begin
 - Fire Station #2 roof soffit repairs
 - Repaired HVAC at Fire Station #7
 - Complete the apparatus bay painting project at Fire Station #4
- What we did in August:
 - City Council Office renovations have been completed
 - City Manager's Suite flooring project has been completed
 - Fire Station #4 apparatus bay painting project is ongoing
 - City Hall roof project is ongoing
 - Life Safety inspections completed
 - Handled and completed 339 work orders



Finance - Budget

- What we have coming up in September & October:
 - Finalize and adopt the FY2018 Budget.
 - Adopt tax rate for FY2018.
 - Finalize and adopt the FY2018-FY2022 Capital Improvement Plan.
 - Establish Budget and CIP in Banner Financial System.
- What we did in August:
 - Presented the FY2018 Budget to City Council.
 - Began tracking reimbursable expenses related to Hurricane Harvey.



Performance Measurement	FY2013 Actual	FY2014 Actual	FY2015 Actual	FY2016 Actual	FY2017 Estimate
Department and Fund Budgets Reviewed	81	81	83	83	85
Percent of General Fund Revenue Over/(Under)	2.7%	1.8%	1.1%	1.0%	0.9%
Percent of General Fund Expenses Over/(Under)	0.4%	0.3%	1.6%	0.2%	-0.4%
Requisitions approved	3,906	3,448	2,937	2,986	2,700
Budget Transfers	770	599	398	499	400

Finance - Utility Billing/Customer Service

- What we have coming up in September & October:
 - Due to Hurricane Harvey, no penalties will be charged on customer water service accounts in September.
 - Completion of the 7 series endpoint change-outs.
- What we did in August:
 - The twenty highest vacant usage accounts where customer's had not signed up for water service were contacted by letter and instructed to sign up for water service or the meter at that location will be locked.
 - RFP for meter testing was sent out for bid.
 - Due to Hurricane Harvey, approximately 800 customers were contacted that their August water bills were estimated and could arrive in the mail later than normal.
 - Defined new procedures for processing customer adjustments.

Performance Measures	1st QTR	2nd QTR	3rd QTR	17-Jul	17-Aug	FY 2017 YTD
Unread Meters	1,912	1,342	2,343	898	710	710
Adjustments	1287	1078	613	175	154	3,307
Water Bills Mailed Out	65,278	65,196	64,872	21,531	22,773	239,650
Outstanding "water concern" emails received	N/A	313	107	62	52	534
Outstanding "water concern" emails completed	N/A	92	337	37	32	498
Service Orders	4,432	4,230	5,996	2,257	1,698	18,613
7 Series Meter Endpoints replaced	N/A	853	2,672	594	53	4,172



Finance-Purchasing

- What we have coming up in September & October:
 - RFP openings for Rubber Wheel Trolley Vehicles, Historic Resource Surveys and Documentation, and Water Meter Testing
 - Purchasing 101 training will be scheduled for user departments
- What we did in August:
 - Prepared and advertised RFPs for Historic Resources Surveys and Documentation, Rubber Wheel Trolleys, and Water Meter Testing.
 - Bids Opened for Rehabilitation of Ground Storage Tanks for 30th and 59th Streets, and Fire Station #1.
 - RFPs opened for 26th Street Paving and Drainage, 33rd Street Improvements, 61st Street Water Line, Avenue L Storm Sewer Repair, Fire Hydrant Replacement, and Fire Department Uniforms



Finance-Purchasing

- *The supporting data:*

	August 2017	August 2016	FY 17 YTD	FY 16 Totals
# of Bids/RFPs Prepared/Advertised	3	10	66	67
# of Bids/RFPs Opened	9	7	68	70
# of Bids/RFPs Awarded by City Council 8/10/17 & 8/24/17	7	2	48	59
# of Requisitions Processed to POs	184	223	1,343	2,700
# of Work Orders Completed by Support Services	13	15	174	160



Finance-Accounting

- What we have coming up in September & October:
 - Upon approval of City Council, begin planning the implementation of CAFR software.
- What we did in August:
 - Submitted an application for and received the Certificate of Distinction from the Investment Policy Review Committee of the Government Treasurer's Organization of Texas (GTOT) for the City of Galveston's 2017 Investment Policy. The certificate is good for a two-year period ending August 31, 2019.
 - Closed the City's bank account at Bank of America seven years after selecting a new banking depository.
 - Evaluated responses to RFP 17-16 CAFR software solutions and selected a vendor for recommendation to City Council to approve.
 - Completed audit interim field work for fiscal year 2017 no major concerns noted.
 - There are forty-one Hurricane Ike FEMA projects waiting for letters and correspondence to attach to the P4s to submit to the state for close-out. Approximately forty additional Hurricane Ike FEMA projects remaining in audit phase.



Finance-Accounting

ACCOUNTING					
Performance Measures	FY2013 ACTUAL	FY2014 ACTUAL	FY2015 ACTUAL	FY2016 ACTUAL	FY2017 YTD
Number of vendor payments completed	17,849	8,011	7,162	8,430	5,233
Number of checks as percent of total vendor payments	100.00%	99.73%	99.47%	98.70%	96.90%
Number of electronic payments as a percent of total vendor payments	0.00%	0.27%	0.53%	1.30%	3.10%
Number of funds managed	255	257	260	270	274
Investment Portfolio (Millions)	\$104	\$102	\$98	\$103	\$147
Interest Earned (Thousands)	\$326	\$174	\$428	\$644	\$675
Number of FEMA PW's closed out	108	50	50	87	10
Number of bank accounts reconciled	27	27	27	27	30



Finance-Municipal Court

CATEGORY	FY 2015	FY 2016	1st Quarter 2017	2nd Quarter 2017	3rd Quarter 2017	FY2017 JULY	FY2017 AUGUST	FY 2017 YTD
Traffic Tickets								
Number of Traffic Tickets Issued	20,207	20,890	3,484	4,534	4,496	1,472	991	14,977
\$ Value of Traffic Tickets Issued	\$4,760,384.43	\$4,938,868.10	\$857,093.00	\$1,081,315.80	\$1,102,759.10	\$368,875.00	\$256,214.50	\$3,666,257.40
Number of Traffic Tickets Paid	17,189	18,188	3,289	4,209	3,835	1,199	1,001	13,533
\$ Amount Paid for Traffic Tickets	\$2,190,415.37	\$2,363,787.91	\$391,297.37	\$540,988.45	\$455,824.37	\$134,066.05	\$118,534.25	\$1,640,710.49
Parking Tickets								
Number of Parking Tickets Issued	12,404	15,453	3,273	4,354	6,380	2,402	1,530	17,939
\$ Value of Parking Tickets Issued (\$30 to \$75 per ticket)	\$349,802.10	\$621,730.48	\$125,240.00	\$145,290.25	\$229,534.40	\$88,467.25	\$59,205.75	\$647,737.65
Number Parking Tickets Paid	7,021	6,975	2,679	2,948	2,843	1,108	902	10,480
\$ Amount Paid for Parking Tickets	\$223,387.17	\$275,497.07	\$128,078.98	\$130,516.70	\$115,086.58	\$45,097.52	\$38,342.90	\$457,122.68
Warrants Served								
Number of Warrants Served	13,233	12,916	2,538	3,474	2,697	1,000	733	10,442
\$ Value of Warrants Served	\$3,387,412.68	\$3,199,751.25	\$613,322.06	\$929,912.48	\$649,742.71	\$258,738.68	\$175,183.55	\$2,626,899.48
Number Warrants Satisfied on Non-Cash Basis	6,416	4,845	989	1,370	1,051	432	261	4,103
\$ Value Community Service/Jail Time Served	\$2,055,274.03	\$1,661,479.19	\$358,968.48	\$520,230.74	\$378,528.71	\$160,836.76	\$107,575.27	\$ 1,526,139.96
Number Warrants Paid	8,558	2,344	601	795	746	275	TBD	TBD
\$ Amt Warrants Paid	\$803,153.12	\$846,340.30	\$151,606.09	\$312,691.16	\$213,378.20	\$65,646.52	TBD	TBD
Statistics								
\$ Amt Tickets Issued	\$4,642,064.08	\$5,560,598.58	\$982,333.00	\$1,226,606.05	\$1,332,293.50	\$457,342.25	\$315,420.25	\$ 4,313,995.05
\$ Amt Tickets Paid	\$2,178,095.47	\$2,639,284.98	\$519,376.35	\$671,505.15	\$570,910.95	\$179,163.57	\$156,877.15	\$2,097,833.17
Percent \$ Amt Tickets Paid	47%	48%	53%	55%	43%	39%	50%	49%



Finance-Municipal Court

CATEGORY	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017 YTD
Traffic Tickets					
Number of Traffic Tickets Issued	29,041	22,147	20,207	20,890	14,977
\$ Value of Traffic Tickets Issued	\$6,891,429.54	\$5,323,112.12	\$4,760,384.43	\$4,938,868.10	\$3,666,257.40
Number of Traffic Tickets Paid	12,823	11,249	17,189	18,188	13,533
\$ Amount Paid for Traffic Tickets	\$3,121,296.31	\$2,694,407.36	\$2,190,415.37	\$2,363,787.91	\$1,640,710.49
Parking Tickets					
Number of Parking Tickets Issued	17,172	25,556	12,404	15,453	17,939
\$ Value of Parking Tickets Issued (\$30 to \$75 per ticket)	\$291,924.00	\$434,452.00	\$349,802.10	\$621,730.48	\$647,737.65
Number Parking Tickets Paid	9,724	14,060	7,021	6,975	10,480
\$ Amount Paid for Parking Tickets	\$208,997.47	\$327,762.10	\$223,387.17	\$275,497.07	\$457,122.68
Warrants Served					
Number of Warrants Served	14,940	12,501	13,233	12,916	10,442
\$ Value of Warrants Served	\$4,713,639.37	\$3,915,766.55	\$3,387,412.68	\$3,199,751.25	\$2,626,899.48
Number Warrants Satisfied on Non-Cash Basis	11,630	10,472	6,416	4,845	4,103
\$ Value Community Service/Jail Time Served	\$2,781,634.66	\$2,300,878.50	\$2,055,274.03	\$1,661,479.19	\$1,526,139.96
Number Warrants Paid	3,310	2,029	8,558	2,344	TBD
\$ Amt Warrants Paid	\$1,932,004.71	\$1,614,888.05	\$803,153.12	\$846,340.30	TBD
Statistics					
\$ Amt Tickets Issued	\$7,183,353.54	\$5,757,564.12	\$4,642,064.08	\$5,560,598.58	\$4,313,995.05
\$ Amt Tickets Paid	\$3,330,293.78	\$3,022,169.46	\$2,178,095.47	\$2,639,284.98	\$2,097,833.17
Percent \$ Amt Tickets Paid	46%	53%	47%	48%	49%



Fleet Facilities

- What we have coming up in September & October:
 - Continue fleet services
 - Continue with Seawall Construction
 - Continue with Trolley Car repairs
- What we did in August:
 - Mechanics worked on 392 vehicle work orders within the month and performed:
 - General Repairs - 651
 - Accident Repairs - 13
 - Recall Repairs - 1
 - PM's - 108
 - Repairs from PM's - 62
 - Road Calls – 89



Fleet Facilities

• Other Services

- Provided 74,183 gallons of fuel for city and outside organizations.
- Re-decating older fleet vehicles with newly designed decals.
- Provided follow up fleet training and support for the Port of Galveston and Galveston County repair shops.
- Auctioned groups of items.
- Received new fleet vehicles.

• Construction

- Moving forward with the repairs to the Galveston Trolley System.
- The city has awarded the contract for repairs to the trolley cars to Gomaco. Trolley are currently being rebuilt.
- Seawall Improvements construction continues. Two restrooms remain to be installed. Bus stops are completed except at restroom locations.



Galveston Fire Department

- August Activity Report
 - Emergency Responses = 883
 - Property Values = **\$87,036,460.00** Saved
= **\$606,760.00** Lost
 - Fire Inspections = 131
 - Permit Fees Collected = \$5,835.00
- Response to Hurricane Harvey
 - Shelter Operation (Maguire-Dent)
 - Airport Evacuation operation (evacuees from Dickinson, Beaumont and Pt Arthur)
 - TIFMAS – Two trucks & eight personnel to Port Arthur



Galveston Fire Department

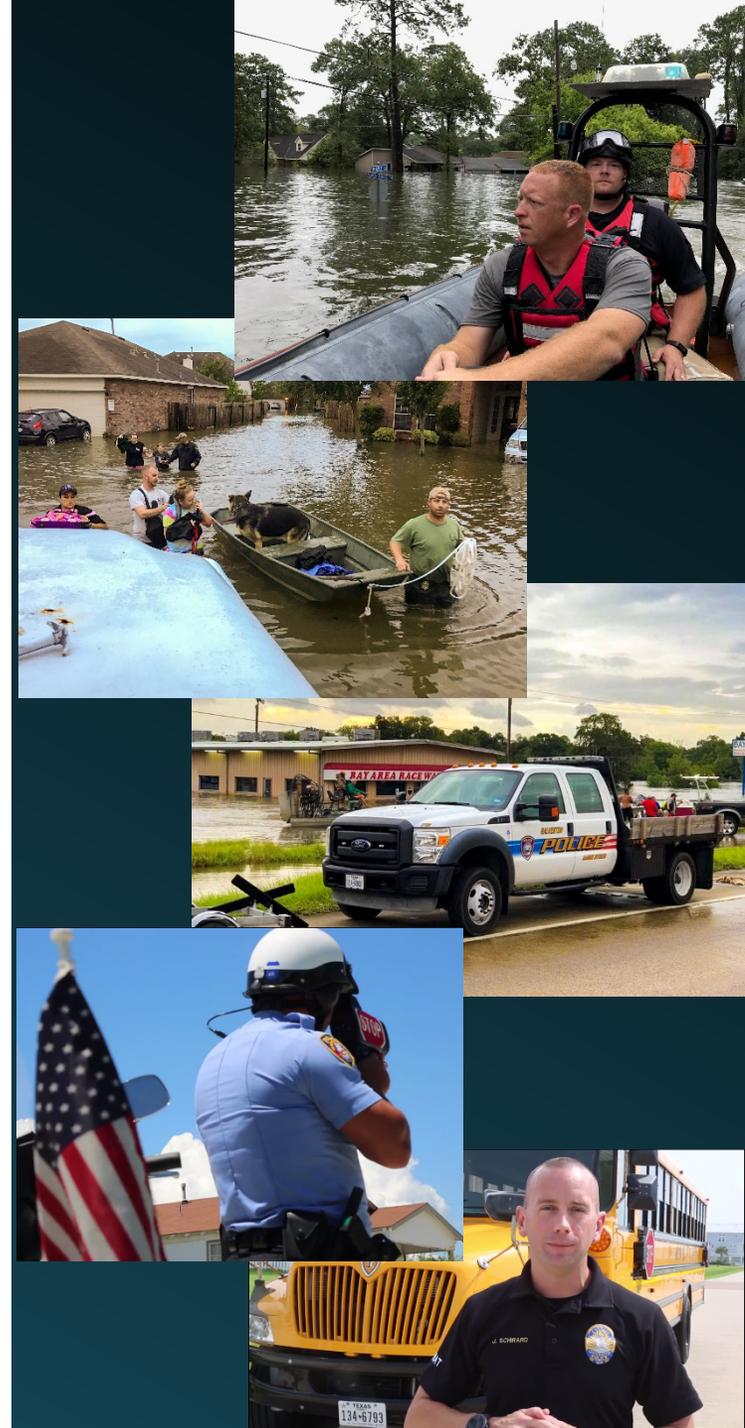
Planned for September & October

- Required Protective Clothing Maintenance & Inspection
- Preventing Firefighter Fatalities Training - September
- Officer Development Training - October
- Acceptance of New Pumper - October



Galveston Police Department

- What we have coming up in September & October:
 - We will be finishing background investigations for our last civil service exam and hiring several Cadets
 - Will be conducting PD Command Staff Meet & Greet with the public in cooperation with Starbucks on two occasions in September
 - Our next Civil Service Exam is scheduled for September 22nd
 - National Night Out is scheduled for October 3rd and planning has already begun
- What we did in August:
 - The Traffic Safety Unit began targeted School Zone traffic enforcement during both the morning and afternoon time periods
 - In cooperation with the City PIO's office, produced two "Back to School" public service announcements concerning School Zone Traffic Safety as well as School Bus safety and traffic law
 - Hurricane "Harvey"
 - Officers worked a total of 10,095 Hours over the course of eight days
 - Officers answered a total of 1,249 Calls For Service
 - Communications Center dispatched a total of 1,941 police, fire, and EMS calls
 - NO INJURIES OR MAJOR EQUIPMENT LOSS (including flooded vehicles) was sustained during all Hurricane Operations
- Statistics for August
 - Calls for Service: 5,174
 - Arrests: 403
 - Citations: 653



Island Transit

- What we have coming up in September & October:
 - Kick off Houston Galveston Connector
 - Receive (4) New Fixed Route Buses
 - Re-Start the Rubber Wheel Trolleys
- What we did in August:
 - Amended TXDOT Grant Agreement to Fund Harris County Rides Pilot Taxi Program
 - Rubber Tire Trolley Service Ridership 19,317
 - Fixed Route Ridership including shuttles 68,505
 - Assisted in supporting evacuees from North Galveston County, including transport of individuals to and from shelters, and to Scholes Field for evacuation assistance by National and State Guard during Hurricane Harvey. Also transported Guard personnel to lodging at shift change over a 3-4 day period.



Grants & Housing Department

- **What we have coming up in September & October:**
 - Complete the Environmental Review Record for the 2017 CDBG and HOME Programs **(HUD Regulatory Requirement)**
 - Amendment to the City's 5-year Consolidated Plan for the Assessment of Fair Housing **(HUD Regulatory Requirement)**
 - Staff will conduct desk audit and site visits on the Community Housing Development Organization (CHDO) Affordable Housing Program **(HUD Regulatory Requirement)**
 - Staff will continue to work with other jurisdictions within our region to complete the Assessment of Fair Housing (AFH) Plan. The AFH is a local planning document that breakdowns fair housing issues in our City and identifies and ranks significant issues that contribute to the fair housing issues **(HUD Regulatory Requirement)**



Grants & Housing Department

- **What we have coming up in September & October:**
 - Staff will be accepting and reviewing applications for the Housing Rehabilitation Program, which will assist homeowners' with repairs and bring their housing unit up to current Building Codes
 - Staff will be accepting applications for the City's Homebuyer Assistance Program, which will assist with up to \$14,500.00 for down payment and closing cost towards the purchase of a new home within the City of Galveston
 - Staff will continue to perform construction progress inspections on several housing units under the Housing Rehabilitation/ Reconstruction Program **(HUD Regulatory Requirement)**
 - Staff will conduct ten (10) desk audits on CDBG funded City Departments Projects to ensure that the activities and expenditures are eligible, allowable, and conforming to the grant. Enter all project accomplishments into HUD's IDIS Reporting System **(HUD Regulatory Requirement)**



Grants & Housing Department

- **What we have coming up in September & October:**
 - Staff received and will review one (1) application from the Galveston Historical Foundation (GHF) for assistance through the City's Rental Assistance Program. GHF has several housing units for rent under their HOME funded Community Housing Development Organization (CHDO) Program **(HUD Regulatory Requirement)**
 - Staff accepted and will review one (1) application for the City's Housing Rehabilitation Program. Applicant is requesting for housing assistance with repairs and bring their housing unit up to current Building Codes **(HUD Regulatory Requirement)**
 - Staff reviewed and determined income qualified one (1) application from the Houston Area Urban Development Corporation (HAUCDC) for assistance through the City's Homebuyer Assistance Program. HAUCDC has several housing units for sale under their HOME funded Community Housing Development Organization (CHDO) Program **(HUD Regulatory Requirement)**



Grants & Housing Department

- **What we did in August:**

- Completed the City's 2016 Consolidated Annual Performance and Evaluation Report (CAPER) for the 2016 CDBG and HOME Program Year. The CAPER is a 90-page detailed HUD year-end report providing all project information and accomplishments, financial summary and expenditures, and City-wide community development and housing information pertinent to meeting the City's priority needs. Conducted a 15-day citizen comment period and a public hearing on August 23rd; no comments were received. Submitted the 2016 CAPER to HUD on August 30th **(HUD Regulatory Requirement)**
- Provided additional information to the City's HUD representative for their review of the 2017 Action Plan (application for CDBG and HOME). HUD has a 45-day review period for the approval of the City's 2017 plan **(HUD Regulatory Requirement)**



Grants & Housing Department

- **What we did in August:**

- Staff completed financial review of CDBG projects and developed 2016 program year-end drawdown to close-out the year of \$125,804.85 to reimburse the City **(HUD Regulatory Requirement)**
- Staff conducted Implementation Meetings for the 2017 CDBG funding with City Departments **(HUD Regulatory Requirement)**
- Staff submitted the Annual Section 3 Report, that captures employment and contracting opportunities generated by Section 3 covered projects **(HUD Regulatory Requirement)**
- Staff performed construction progress inspections on several housing units under the Housing Rehabilitation/Reconstruction Program **(HUD Regulatory Requirement)**



Grants & Housing Department

- **What we did in August:**

- Sold the property (1,104 SqFt/2 Bedrooms/1 Bath home) located at 303 – 17th Street to a low to moderate income homebuyer and assisted them with down payment and closing cost through the City's Homebuyer Assistance Program
- Staff received and reviewing two (2) applications from the Houston Area Urban Development Corporation (HAUCDC) for assistance through the City's Homebuyer Assistance Program. HAUCDC has several housing units for sale under their HOME funded Community Housing Development Organization (CHDO) Program **(HUD Regulatory Requirement)**
- Staff facilitated the approval (City Council) and execution of two (2) HUD Certification of Consistency with the Consolidated Plan forms for Woman, Inc. and the Gulf Coast Center. This enabled both agencies to file a grant application with the Texas Homeless Network to receive HUD funds to assist the homeless



Neighborhood Projects

- *What we have coming up in September & October:*
 - Solicit bid for concrete projects located at Colony Park, Central Middle School, Channelview-Pruitt, Lindale Park, and Lake Madeline (Districts 1, 3, 5, and 6)
 - Solicit bid for the replacement of the gas lamps in the Downtown area (District 3)
 - Installation of new playground equipment with a shade cover at Wright-Cuney Park (District 1)
 - Installation of new playground equipment at Lindale Park (District 3)
 - Installation of additional Cobra-head street lights in the Williams-Borden neighborhood (District 2)



Neighborhood Projects

- ***What we did in August:***

- August 15th saw the Grand Opening of the Lasker Park Community Pool. The \$4 million plus project included a contribution of neighborhood funds that was initiated by former Councilman Norman Pappous and supported by current Councilman Mike Doherty

- ***Council Projects and Initiatives Status:***

- See attached for complete list and updates of all Neighborhood Projects



Neighborhood Projects

COUNCIL PROJECTS AND INITIATIVES
CITY MANAGER'S REPORT
September 2017

PROJECTS	DISTRICT	DESCRIPTION	STATUS
STREET REPAIRS - DISTRICT 1 (VARIOUS)	1	Repair various streets within District 1.	<i>Underway. Additional streets scheduled with Public Works mill and overlay. Completed: Ave L - 51st to 53rd, Ave L - 43rd to 45th, 41st - Ball to Sealy, Ave N - 40th to 42nd, Church - 30th to 32nd, 31st - Church to Ball, Postoffice - 32nd to 33rd, Sealy - 40th to 41st, Sealy - 33rd to 35th, 43rd - Broadway to Ball.</i>
RIGHT-OF-WAY IMPROVEMENTS - DISTRICT 1	1	Various right-of-way improvements including increased lighting, accessible ramps, transit stops, etc within District 1.	<i>Pending Market Street Design Project Phase 2, west Market, 25th Street to 33rd Street.</i>
PARK IMPROVEMENTS - WRIGHT CUNEY	1	Install new playground equipment with shade covering and other miscellaneous improvements.	<i>Underway. City Council approved contracts. Purchase Order (PO) for materials and installation processed. Vendor given notice to proceed.</i>
WALKING TRAIL - CENTRAL	1	Sidewalk improvements for continuous walking path around Central Middle School.	<i>Underway. Preparing request for proposal in order to solicit competitive bids for all concrete work.</i>
STREET LIGHTS - WILLIAMS BORDEN	2	Increase street lighting in the Williams-Borden neighborhood. Cobra head lighting.	<i>Underway. PO for materials and installation processed with CenterPoint. Vendor given notice to proceed.</i>
CODE ENFORCEMENT - DISTRICT 2	2	Increased code enforcement for District 2.	<i>Underway. Code enforcement staff working evenings and weekends since October 2016.</i>
SHADE STRUCTURES - SAN JACINTO PARK	2	Install 4 - 14'x14' shade structures in San Jacinto Park.	<i>Shade structures installation completed. Awaiting tables and benches to complete project.</i>
SHADE STRUCTURE - MENARD PARK	2	Install 1 - 36'x36' shade structure in Menard Park.	<i>Shade structure installation completed. Awaiting tables and benches to complete project.</i>
27TH STREET IMPROVEMENTS - PHASE 2	2	Ave O to Seawall Blvd streetscape improvements including curbing, sidewalks, lighting, landscaping, etc.	<i>Planning. Pending Phase 2 design.</i>
BANNERS	2	Install banners in the silk stocking neighborhood.	<i>Planning. Banners prohibited in neighborhoods. Neighborhood seeking LDR text amendment.</i>
LINDALE PARK IMPROVEMENTS	3	Playground equipment, splash pad, miscellaneous park improvements.	<i>Underway. PO for playground materials and installation processed. Vendor given notice to proceed.</i>
ADOUE PARK IMPROVEMENTS	3	Miscellaneous park improvements.	<i>Planning. Playground equipment will be purchased via Buyboard vendor.</i>



Neighborhood Projects

COUNCIL PROJECTS AND INITIATIVES
CITY MANAGER'S REPORT
September 2017

STEETLIGHTS - DISTRICT 3	3	Increased lighting in District 3 via decorative street lights or cobra head fixtures.	<i>Underway. CenterPoint initial estimate for both Church St and Sealy Ave streetlights over budget. CenterPoint now preparing estimates for Church St and Sealy Ave individually.</i>
GAS LAMP FIXTURES - DOWNTOWN	3	Repair downtown gas lamp fixtures.	<i>Underway. Preparing request for proposal in order to solicit competitive bids for purchase, installation and maintenance.</i>
STREET REPAIRS – DISTRICT 4	4	Repair various streets within District 4.	<i>Underway. Additional streets scheduled with Public Works mill and overlay. Completed: Ave Q1/2, 59th to 61st, Leeland Dr - 57th to Saladia, 57th- Ave P to Ave Q, 48th – Ave N ½ to Ave O ½, 55th – Ave P ½ to Ave Q.</i>
COMMUNITY POOL PROJECT	4	Contribution to the community pool project in Lasker Park.	<i>Complete. Grand opening was August 15.</i>
CURB & SIDEWALKS - COLONY PARK	5	Repair curbs and sidewalks in the Colony Park Neighborhood.	<i>Underway. Preparing request for proposal in order to solicit competitive bids for all concrete work.</i>
GULF VILLAGE SIGN BEAUTIFICATION	5	Install landscaping and other features to beautify the existing Gulf Village Neighborhood sign.	<i>On Hold – Per CM Tarlton-Shannon. To meet with neighborhood to determine specifics for improvements.</i>
NEIGHBORHOOD SIGN - ROBERT COHEN	5	Install a neighborhood sign for the Robert Cohen Neighborhood.	<i>Pending. No location determined for sign. Neighborhood reviewing possibilities.</i>
CHANNELVIEW-PRUITT - 77TH STREET IMPROVEMENTS	5	Streetscape improvements including street improvements, sidewalks, curbing, decorative streetlights, landscaping, etc.	<i>Underway. Preparing request for proposal in order to solicit competitive bids for all concrete work. CenterPoint provided estimate and site plan for decorative street lights.</i>
ENTRANCE TO TEICHMAN POINT	5	Streetscape improvements including street improvements, neighborhood sign, landscaping, sidewalk/trail, etc.	<i>Underway. Neighborhood has decided on a sign design. Preparing request for proposal in order to solicit competitive bids and review process for TXDOT approval.</i>
STREET REPAIRS – DISTRICT 6 (VARIOUS)	6	Repair various streets within District 6 including Legas Dr bulkhead repair.	<i>Completed: Yale, Princeton, Rice, Tradewinds, 75th- Stewart to Beluche, Dominique - Stewart to Beluche, Lakeview. Legas Drive bulkhead repair - Preparing request for proposal in order to solicit competitive bids.</i>



Planning and Development Division

- What we have coming up in September & October:
 - Continue working on the Broadway Corridor Redevelopment Plan with DesignWorkshop. Two public meetings were held.
 - Adriel Montalvan continues to lead the City Council's review of proposed revisions to the Land Development Regulations.
 - Work on the Neighborhood to Standards Program is continuing.
 - Kick off the survey of the potential Texas Hero Monument Historic District and expansion of the East End Historic District.
 - Designation of the Cedar Lawn Neighborhood Conservation District is scheduled for September 14th.
- What we did in August:
 - Participated in Substantial Damage training with the Building Division
 - Adriel Montalvan attended a meeting of the Audubon Society
 - Held two Pre-Development Meetings



- **What we did in August:**

PLANNING COMMISSION:

17P-045 (2201 Postoffice/ Avenue E) Request for a license to use for the placement of a dumpster in the alley right of way.

17P-046 (2201 Market/Avenue D) Request for a license to use for the placement of a dumpster in the alley right of way.

17P-047 (5115 Avenue T) Request for a designation as a Galveston Landmark.

17P-048 (2102 Strand/Avenue B) Request for a license to use for the placement of a dumpster in the alley right of way.

17P-049 (909 21st Street) Request to reconfigure five lots.

17P-050 (327 23rd Street) Request for a license to use for the placement of a dumpster in the alley right of way.

17P-051 (Pier 41) Request for an amended Specific Use Permit.

17P-052 (2202 Mechanic/Avenue C) Request for a license to use for the placement of a dumpster in the alley right of way.

17P-053 (422 22nd Street) Request for a license to use for the placement of a dumpster in the alley right of way.



Landmark Commission

17LC-053 (5115 Avenue T) *Request for a designation as a Galveston Landmark.*

17LC-054 (1612 Avenue M 1/2) Request for a Certificate of Appropriateness for modifications to the structure including a rear addition.

17LC-055 (1707 Mechanic/Avenue C) Request for a Certificate of Appropriateness for the construction of a new single-family structure.

Zoning Board of Adjustment

17Z-007 (Spanish Main Blvd) Request for variances from the Galveston Land Development regulations setbacks for a Residential, Single Family (R-1) zoning district.



Planning Administration

17PA-036 Discussion and consider for action an Ordinance extending the moratorium and temporary suspension of the acceptance of any new development applications, including but not limited to, development permits, plat applications, site plan, demolition permits, and building permits for properties directly adjacent to Broadway/Avenue J from 6th Street to the Causeway.

17PA-037 (22103 Yoakum) Request to replat two lots into one.

17PA-038 (827 Church / Ave F) Revocation of 17LTU-020.

17PA-039 Consider for action, a waiver from Ordinance No. 17-031, the Broadway moratorium, to allow for the replacement of a pole sign with a monument sign and the installation of a new flat wall sign at 2501 Broadway Boulevard, EZ Pawn



Planning Administration

17PA-040 (7019 Lasker) Request for a Zoning Verification Letter.

17PA-041 (6028 Heards Lane) Request for a Zoning Verification Letter.

17PA-042 Request to amend the Design Standards for Historic Properties regarding paint palette for items in the right-of-way.

17PA-043 (Beachtown Galveston Village) Request to Vacate the Plat done in (2014) from two lots to five lots back to the original two lots.

17PA-044 (3002 69th Street) Request for a Zoning Verification Letter.

17PA-045 Request to Amend Chapter 32 – Streets, Sidewalks, and Public Places, of the Code of Ordinances of the City of Galveston, modifying the items eligible for Administrative Licenses to Use to include dumpsters in alleys.

17PA-046 Consider for Approval a contract with Valenzuela Preservation Studio, LLC as the consultants for the Potential Historic District Survey. Funding source is the Historic Preservation Account.



Beachfront Construction Permit

17BF-092 (347 East Beach Dr.) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a dune walkover.

17BF-093 (11815 Sunbather Lane) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to build a new fence.

17BF-094 (19419 Shores Drive) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to move a dune.

17BF-095 (13626 Grand Terre) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a fence.

17BF-096 (12906 Bermuda Beach) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a driveway and mitigation plan.

17BF-097 (23101 Gulf Drive) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to install a cargo lift.

17BF-098 (1717 Seaside Drive) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a single-family home.

17BF-099 (64 Grand Beach Blvd) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a single-family home.

17BF-0100 (3815 Periwinkle) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to construct a new house.



Beachfront Construction

17BF-0101 (13102 John Reynolds) Request for a Beachfront Construction Certificate/Dune Protection Permit in order to add a roof to an existing deck.



Parks & Recreation – Parks & Maintenance

- What we have coming up in September & October:
 - Continue remodeling Restrooms & Installing Parking Lot Lighting at Schreiber Park
 - Installing picnic tables under shade structures at Menard and San Jacinto Parks
 - Installing playground equipment and shade structure at Wright Cuney Recreation Center.
 - Complete repairs of lighting at Hampton Battery Park
 - Begin construction on 53rd Street Baseball and Playground Complex
 - Continue mowing and maintaining all city ballfields, parks and right of ways and recreation centers
- What we did in August:
 - Cleaned up roads and parks after Hurricane Harvey.
 - Trimmed trees at Lindale Dog Park and outer perimeter of park.
 - Completed demolition of 53rd Street Baseball and Playground Complex
 - Cleaned north side of City right-of-way on Broadway from 54th to 57th Streets.
 - Continued mowing and maintaining all city right of ways parks and athletic fields.
 - Mowed I-45 Feeder Road from 59th Street to the Causeway.
- The supporting data:
 - Click [here](#) to view the Master Plan for Parks, Recreation, and Open Space in Galveston, Adopted in 2012.



Parks & Recreation – Recreation & Administration

- What we have coming up in September & October:
 - Continue adult and youth programming, as well as community events at both Recreation Centers.
 - Continue hosting the Galveston Farmers Market every Thursday 3pm to 6pm and cooking classes on those days at McGuire Dent Recreation Center from 5pm to 6pm
 - Kick off the Youth After School Program
 - Host The Galveston Ukulele Society each Saturday 10am-12noon
- What we did in August:
 - Hosted community events such as Galveston Farmers' Market, including cooking classes each day from 6pm-8pm
 - Completed the Youth Summer Recreation Program
 - **McGuire-Dent Recreation Center** Attendance – Adults: 5,205; Youth – 2,195
 - Adult Activities included general workouts, Kardio Kickboxing, Aerobox, Pickle-Ball, Ladies Badminton, Pick-up Basketball, family oriented Futsol, Guitar, Fitcamp, and Thursday Night Tennis League
 - Youth activities included the Summer Recreation Program which features, guitar lessons, arts & crafts, karate, tennis, and sports camp, cheerleading and tumbling, and boxing Partner with GSD serving 65 breakfast and 125 lunches per day.
 - **Wright Cuney Recreation Center** Attendance – Adults: 460; Youth – 1,524
 - Adult Activities included general workouts, parenting classes, Pick-up Basketball, Latin Dance, Senior Bingo, computer help, and seasonal Volleyball.
 - Youth activities included the Summer Recreation Program which features, guitar lessons, arts & crafts, karate, tennis, and sports camp, cheerleading and tumbling, and boxing Partner with GSD serving 35 breakfast and 75 lunches per day
- The supporting data:
 - Click [here](#) to view the Hours of Operation and Daily Schedule at McGuire-Dent and Wright Cuney Recreation Centers.



Parks & Recreation – Aquatics

- What we have coming up in September & October:
 - Now offering Lap Swimming hours.
 - Possibly hosting a Red Cross Lifeguard Certification course (last for year).
 - Will host Red Cross Safety Training for Swim Coaches

- What we did in August:

- Hired Patrick Hopper, full-time Pool Maintenance Technician.
- All maintenance staff and Lead Lifeguards attended CPO (Certified Pool Operator) Training.
- Hosted Grand Opening! Huge success!
- Visit/audit from South Texas Red Cross Representative
 “Beautiful facility, excellent pool to host training.
 And you make your lifeguards workout!! Love it!”
 – Stephanie Darimont

- The supporting data:

NEW Hours of Operation →

READY. SET. SWIM!

HOURS OF OPERATION: TUESDAY - SUNDAY

TUESDAY - FRIDAY
 7:00 A.M. TO 10:00 A.M. | LAP SWIMMING ONLY
 3:00 P.M. TO 7:00 P.M. | OPEN SWIM

SATURDAY & SUNDAY
 10:00 A.M. TO 6:00 P.M. | OPEN SWIM

ENTRY FEES:

DAILY PRICES	ADULT (18-54)	CHILD (2-17)	SENIOR (55+)	CHILD UNDER 2
RESIDENT	\$4.00	\$3.00	\$3.00	FREE
NON-RESIDENT	\$6.00	\$4.00	\$4.00	FREE

GALVESTON
 EST. Lasker Park 2017
 COMMUNITY SWIMMING POOL

GALVESTONTX.GOV/LETSSWIM FOR MORE! | 2016 43RD STREET | GALVESTON, TX 77550



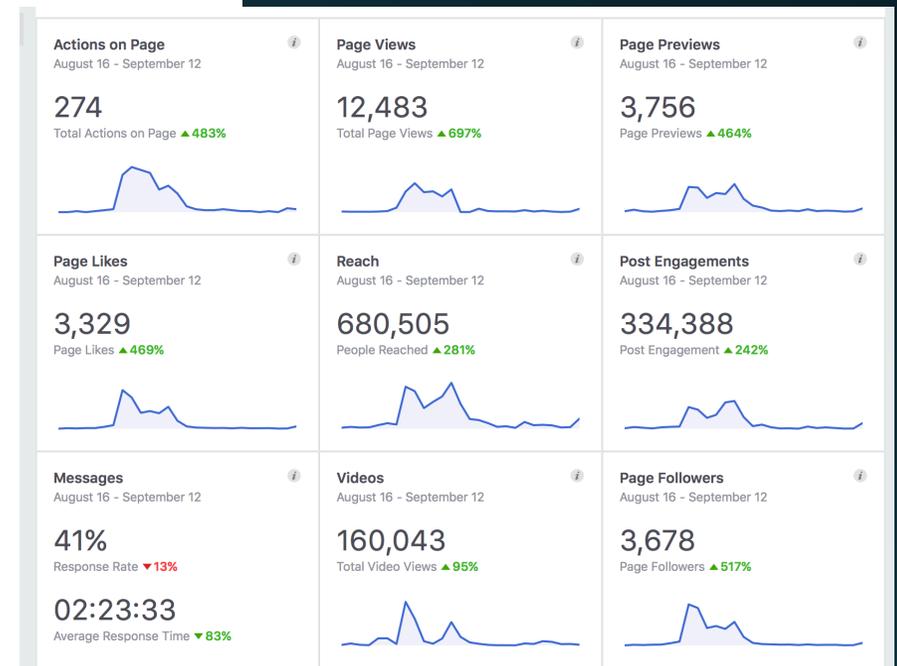
Parks & Recreation – Special Events

- What we have coming up in September & October:
 - **Galveston Island Market** (9/16)
 - **Captain Kids Triathlon** (9/17)
 - **3rd Annual Island Girl Triathlon** (9/24)
 - **Galveston Island Shrimp Festival** (9/29 – 9/30)
 - **Galveston Island Mini Maker Faire** (10/7)
 - **Muscle Beach Classic 5K** (10/14)
 - **Toughest 10K (Causeway)** (10/21)
 - **Bike Around The Bay** (10/21-10/22)
 - **ARToberfest** (10/21-10/22)
 - **36th Annual Island Oktoberfest** (10/27-10/28)
 - **6th Annual Daily News Press Run** (10/28)
- What we did in August:
 - **Summer Pop Band Concerts** (Every Tuesday finishing 8/15)
- The supporting data:
 - Click [here](#) to view the Special Events Calendar and more information on upcoming events. You may also contact (409) 797-3705 for additional questions or comments.



Public Information Office

- What we have coming up in September & October:
 - Second edition of Island Times to publish.
 - Begin planning for holiday events and city holiday party.
 - Assist fire department in promoting fire prevention month.
- What we did in August:
 - Handled all media and public communication during Harvey.
 - Published numerous back to school safety reminders.
 - Assisted in grand opening of the Lasker Park Community Pool.
 - Launched the new PD recruiting video as well as publicized the September civil service exam.
 - Published 17 videos in August.
 - Published and distributed 18 press releases.
 - 334,388. Increased our Facebook following by 3,329 people, reached 680,505 people, engaged 334,388, and had 160,043 video views.



Public Information Office

- Waves of Information:
 - <https://www.youtube.com/watch?v=GkWhucZhe40>
 - <https://www.youtube.com/watch?v=U8WUrkW5Vpw&t=12s>
 - <https://www.youtube.com/watch?v=l3CCsURSeas&t=16s>
- Employee Spotlights:
 - Interns: <https://www.youtube.com/watch?v=Si9oS6BTQ7c&t=9s>
 - Employees: <https://www.youtube.com/watch?v=aZlI9HjjuY4&t=36s>
- Features:
 - Back To School: <https://www.youtube.com/watch?v=xPeO6Y2fevQ&t=8s>
 - Pool Opening: <https://www.youtube.com/watch?v=3hD8i6l3syt&t=13s>
 - Bus Safety: <https://www.youtube.com/watch?v=NT1JaVj4Nz8>
 - LED Street Signs: <https://www.youtube.com/watch?v=cshZW-9ZRw4>
 - Police Recruiting: <https://www.youtube.com/watch?v=W1tjdjpCQZg&t=6s>
 - Waves of Progress: https://www.youtube.com/watch?v=_lyGLHZ7Wjo&t=8s
- Harvey:
 - <https://www.youtube.com/watch?v=ZTWkRy5AUAg>
 - Day After: <https://www.facebook.com/cityofgalveston/videos/1565393623522314/>
 - Press Conference: <https://www.facebook.com/cityofgalveston/videos/1560202224041454/>
- Pets of the Week:
 - <https://www.youtube.com/watch?v=PAaQt0qaRnc&t=3s>
 - <https://www.youtube.com/watch?v=GSDyzb9n-24&t=4s>
 - <https://www.youtube.com/watch?v=xwiELEPELtu>



Public Works - Management Services

- What we did in August 2017 :
 - Dispatched approximately 2,688 service request from the Public Infrastructure Department. These requests were for various concerns such as reporting a water leak or pothole etc...
- The supporting data:
 - [Click here to view the report.](#)



Public Works - Recycling Center

- What we have coming up in September:
 - Continue getting Galveston ISD ready for recycling for the school year.
 - Continue plans for the new Recycling Building to house employees, baler, compactor, Styrofoam machine and other various tools and equipment.
 - Hurricane Harvey Recovery
- What we did in August:
 - Took possession of the new (rental) paper compactor.
 - The center serviced a total of 13,799 vehicles. The daily average is 445 cars.
 - The total residents taking advantage of the free mulch has increased 1,044 from this same time last year.
 - The Recycle center saved 1,173.59 landfill yards this month. Which is an increase of 59.32 yards saved.
- The supporting data:
 - [Click here to view report for August.](#)



Public Works - Sanitation Division

- What we have coming up in September 2017:
 - Continue with Hurricane Harvey Debris removal
- What we did in August 2017:
 - Moved all vehicles to the Recycling Center in preparation of Hurricane Harvey
 - Began Hurricane Harvey debris removal
 - Made scheduling arrangements with staff to come in early to clear Hurricane Harvey debris each morning in the downtown area
 - Completed 457 bulk pickups.
 - Completed 124 cart work orders.
- The supporting data:
 - [Click here to view the report for August.](#)



Public Works - Water

- *What we did in August 2017 :*
 - With the Saladia, Avenue S and 51st Street Roadway Projects being ongoing projects, the Water Distribution crews provided utility locates and water line shutdowns for the project contractors.
 - With the Gulf Drive Waterline Project being an ongoing project, the Water Distribution crews will provide utility locates and water line shutdowns for the project contractor.
 - Connected the new 31st Street 8 inch water system to existing water system at 31st Street and Postoffice.
 - Repaired Blower #3 at the Airport Wastewater Treatment Plant.
 - Took video of holes within the aeration basin wall at Pirates Wastewater Treatment Plant.
 - Removed sludge from the Digester at the Airport Wastewater Treatment Plant.

[Click here to view the August Water Reports.](#)



Public Works - Water

- Upcoming for September 2017:
 - With the Saladia, Avenue S and 51st Street Roadway Projects being ongoing projects, the Water Distribution crews will continue to provide utility locates and water line shutdowns for the project contractors.
 - With the Gulf Drive Waterline Project being an ongoing project, the Water Distribution crews will continue to provide utility locates and water line shutdowns for the project contractor.
 - Replace 20 foot deep manhole on Ferry Road adjacent to Lift Station #6.
 - Replace the sanitary sewer system in the 54th Street to 55th Street, Avenue R to Avenue R ½ alley.
 - Repair 3 blower systems at the Main Wastewater Treatment Plant that were damaged during Tropical Storm Harvey.
 - Repair 7 sanitary sewer cave-in that developed after Tropical Storm Harvey.
 - Install water taps for the proposed Public Works Facilities
 - Replace the gate at the Terramar Wastewater Treatment Plant.
 - Repair holes that were located in the aeration basin wall at Pirates Wastewater Treatment Plant.

[Click here to view the August Water Reports.](#)



Public Works - Compliments

- Thank you so much for fixing the pot hole. My kids ride on the street almost every day. Your work makes a big difference in our life.
- Dear Cindy, I am a resident of Galveston. I have called your office upon more than one occasion. In fact, your staff has become my "go to" site when I need to find out where to get services in the city. They are always upbeat, friendly and professional. They know the city government and show enthusiasm in helping citizens. I consider them a real asset to the city. I am happy to know that my tax dollars go to them. Outstanding work. Sincerely, Bonnie K Hays
- Thank you for your immediate attention to this matter. I was over whelmed by how quickly your staff responded. They have come and gone already. Street is clear. Emotions are high during the threat of storm and you got it done.

