

Cooperative Extension

All Extension Agents attended NC Extension Annual Conference in Raleigh for a week of professional development October 28-31.

4-H Youth Development

- Cape Fear Fair Goat Show. Over 30 youth participated in the Goat Show which teaches youth about raising, handling and showing goats.
- Coordinated the Extended Family and Youth program for three families participating in family enrichment and opioid prevention training. This is a 10 week class focused on middle school youth and their families to improve communication and address opioid addiction.
- Working on federal youth reporting mandates
- Attending National Extension 4-H Agents Association meeting in Greenbriar, WV
- Liz Peterson was a finalist in the Wilma Awards in Public Service

Urban Horticulture

MG Association - Horticulture in the Classroom (3rd grade) and Speakers Bureau programs - ongoing

Client calls about fall plants, disease and growing condition issues

Assisted with the Cape Fear Fair & Expo planning and

Agriculture

Soybean harvest has been delayed only because the stems and pods are not drying down due to an environmental condition called 'green stem'. Frost is the remedy. Yields to date have been average.

Planning to harvest a soybean variety demonstration in the next week to ten days.

Wheat planting is well underway.

Numerous crop production meetings and training programs are coming up between November and March. Programs will be advertised on the Pender County Extension calendar, the Pender County Facebook page and the NC Cooperative Extension website.

CED

Working with Cape Fear RC&D to draft a detailed project proposal for Pender County Emergency Hay Storage and Livestock show barn for Pender County.

Planning for late fall and winter education programs. Upcoming...

Hemp Information Meeting = Nov 14, 2019 at 6 PM. To register go

to: <https://www.eventbrite.com/e/hemp-information-meeting-dinner-at-600-pm-program-starts-at-630-pm-tickets-79790103347>

Forestry Information (Jan 27) - 10 AM to 2 PM

Auxin Herbicide and Corn Production Meeting (Mar 16 - 10 AM to 2 PM)

Beginning Beekeeper School (Feb/Mar - Monday evenings at the Ag Building from 6 PM to 9:30 PM - 10 weeks)

Health Department

Staff is identifying dates to conduct meetings for the space needs and planning study of a new HHS facility. Visits have taken place in Onslow and New Hanover touring their new HHS buildings. Another visit is scheduled for Edgecombe County on November 8th.

Recruitment has begun at health and DSS for staff interested in attending the Leadership course at Mount Calvary to begin in January 2020.

Health Director is working with the county manager and other department leaders on plans for co-location of inspection services.

There is on-going work on Benchmarks required for Reaccreditation that will be conducted in August 2020.

The October 26th National Medication Take Back Day was held at four sites in Pender County. Six hundred pounds of medications and over 2,000 syringes were collected that day.

Health Educators will be offering “Catch My Breath” program addressing smoking and vaping prevention. Programs will be held in After-School Programs at Heide Trask, Cape Fear Middle School and Burgaw Middle School.

Year-to-date the health department has administered 2,059 flu shots, 1,275 of those were provided in Pender County Schools.

The Vector Control Program is winding down as mosquito season ends. Two trucks remain available for emergencies, special requests or special events.

Health department staff continues to participate in educational events related to the roll-out of Medicaid Managed Care and its status.

DSS

Recruitment for a variety of DSS positions, including child welfare social workers is on-going.

Staff is working closely with Laserfiche on document automation.

The State has positioned a worker at DSS to answer questions and assist clients with the Medicaid Managed Care process.

Facilities & Fleet Services

- Pender County Courthouse (on-going Florence recovery): Exterior Repair(s) work is underway. All scaffolding has been erected into place. The work on repointing the brick and masonry has begun on the West (Wright Street) side of the building. The estimated timeline for exterior repairs completion is March 25, 2019. The full scope of the exterior work will include:
 - Re-pointing entire brick façade
 - Remove storm windows, repaint, reinstall
 - Caulk, repair, & repaint wood windows while storm windows are off
 - Paint cupola & exterior work
 - Repair stone steps where they have settled
- In terms of the interior repairs, we continue the effort to determine the scope of work in order to finalize plans. The most recent anticipated schedule to receive bids is January 7, 2019.
- Attended ‘Time and Attendance’ vendor software training and proposals for evaluation.
- Fleet Maintenance Team received a certificate of safety achievement from the N.C. Department of Labor for being 50% below the industry average for days away from

work, job transfer or restriction for the 9th consecutive year. We are proud of our team's accomplishment!

- Attended the region's Economic Outlook Conference held at the University of North Carolina, Wilmington.
- The Board of Commissioners approved the Fuel Depot and Agriculture Building generator engineering services to move forward. Cheatham and Associates out of Wilmington is in the design process. Once this process is finalized, we will be ready to solicit bids for the electrical work and generators that we will in turn take to the Board for approval.
- We have welcomed a Licensed Electrician to our staff, Mr. Troy Moore. He comes to us with a great deal of experience and we are very excited to have him on board. We are certain that having this position will benefit Pender County tremendously.
- Attended insightful Disney "Customer Experience" seminar – Pender is striving to improve the customer experience as an on-going initiative.
- Continued meetings with FEMA related to closing out Facility claims that resulted from Florence.
- Leaders within our group facilitated the *17 Essential Qualities of a TEAM Player* meeting. The TEAM quality discussed was Disciplined – "Where there's a will, there's a win."
- Daily morning meeting with Facilities Maintenance Team to discuss plan for the day (enhance communication related to maintenance work orders and work flow.)
- Weekly Leadership meeting with Foremen (Facilities, Grounds, Fleet Services) for short and long-range department planning.
- Facilities Maintenance Team provides prompt response to on-going work order process for all sites/locations.
- Grounds Maintenance Team continues to work diligently to keep both the parks and buildings grounds in excellent shape.
- Fleet Maintenance Team continues to stay on top of county needs while simultaneously reorganizing many areas of the department - on-going "work in progress."

ITS Department

1. Completed Work Orders – Generated from IT Work Order System 10/04/19 – 11/06/19:

Total: 508

- High – 90
- Medium – 395
- Low – 23

* Proactive IT Service Desk calls (By being proactive ITS can identify issues and resolve them before they become problems, which reduces the amount of work orders received):

14

2. Departmental Projects in process:

A. Computer Replacement FY 19-20:

- Replacements (Computer hardware that can't be upgraded to meet minimal specification requirements for Windows 10): 147 computers
- Progress: 14% Complete

B. Windows 10 Operating System and Hardware Upgrades:

- Computers that needed additional hardware to meet minimal specifications for Windows 10: 7 computers remaining (6 computers on hold due to Alchemy Data Conversion to Laserfiche)
- Progress: 89% (61 computers completed out of 68).

C. IT Infrastructure Refresh Project:

- This final stage involves migration of users and departmental shared files and folders. Discussing option of moving departmental shared files to SharePoint Team Site Document repositories instead of on-premise storage where applicable.

D. Laserfiche Document Management System:

- DSS: Awaiting screen "scrape" tool for chrome and completion of NC Fast Bridge. Working internally with DSS on Forms and Forms processes.
- Health Medical Records were successfully converted from Alchemy to Laserfiche. Next steps will be for internal testing and retrieval training, then setup for scanning existing physical medical records.
- After Health Medical Records has been completed, remaining departmental Alchemy databases will be moved to Laserfiche, training will be scheduled, and day-forward scanning equipment identified, purchased, and installed.

E. Hampstead Annex Audio/Video Upgrades

- Awaiting renovation completion

F. ManageEngine Product Implementation

- AD Audit + - Installed and capturing data
- AD Manager Plus – Installed and basic configuration
- AD Self Service Plus – Testing phase
- Service Desk Plus – Staff are beta testing; making adjustments as needed.
- AD Password Manager Pro - Installed
- AD Desktop Central – Installed and utilizing

G. Zuercher Implementation

- Scenario-Based testing scheduled for 10/09 - Done
- Training set for week of 10/21 and 11/22 – In Progress
- Go-Live set for 12/04
- Sheriff's Office currently entering configuration data
- Database Conversion 1st Pass complete and data mapping continues
- Interfaces information has been provided and working with interface team

- GIS data has been reviewed and a few changes have been requested
- Run Cards build out – In Progress
- PenderOps Interface Conversion – In Progress

H. VX Rail Upgrade

- Disaster Recovery VxRail Cluster Upgrade – Completed on 10/30/19
- Production VxRail Cluster Upgrade – Completed on 11/2/19
- RecoverPoint Appliances upgraded in preparation for upgrade

I. VoIP Phone System Upgrade

- Phone firmware updated the week of 10/27/2019
- Voice Gateway firmware upgraded on 11/2/19
- Provided vendor access to EOC servers for upgrades 11/6/19
- New VoIP Servers will be deployed 11/9/19
- VoIP Go-Live scheduled for 11/16/19
- Rightfax upgraded scheduled for 11/16/19

J. Dentrax Upgrade

- Dentrax Support performed upgrade in Test Environment on 09/19/19 - Complete
- Production upgrade on 09/30/19 – Complete

K. CureMD Migration

- Began initial discussion with CureMD regarding migration of CureMD application to CureMD's Cloud Services.

L. GIS

- Census Programs – New Construction, BAS & PSAP
- Zuercher GIS Components
- Cooperative Extension Data Conversion Tables
- Flood Zone Comparison Project
- FEMA RV Project – Ongoing
- Commerce Park Web Map Project - Ongoing
- Creation of Pender County School Board District Layer
- ArcGIS Install & Training for new Utilities Analyst
- Subdivision Layer Updates
- Betsy Devoss Mapping Project

M. Addressing

- 129 addresses added since 10/04/19
- 47 addresses modified since 10/04/19
- 8 New roads created
- 9 existing roads modified
- 9 Address Verification Letter Prepared
- 4 Change of Address Letter Prepared

- Preparing for Public Hearing for Corcus Ferry Rd.
- Onsite Addressing Training for Michael Dickson
- 367 Subdivision maps scanned for digital storage and display
- 6 TRC Cases reviewed and comment/requirements generated

3. Scheduled Maintenance, Upgrades, and Updates:

- 10/15/19 - Web Server Maintenance
- 10/15/19 - Prod VxRail Update Pre-Check
- 10/15/19 – DR VxRail Update Pre-Check
- 10/16/19 - Prod File System Repairs
- 10/28/19 - Phone Firmware Upgrade
- 10/29/19 - Phone Firmware Upgrade
- 10/30/19 - Phone Firmware Upgrade
- 10/30/19 - DR VxRail ESXi and VMware Updates
- 10/30/19 - Palo Alto Firewall Upgrade
- 11/2/19 - Voice Gateway Upgrades
- 11/2/19 - Sat-Sun, Prod VxRail ESXi and VMware Updates
- 11/5/19 - Prod Node Daughtercard Replacement (Dell/EMC)

4. Meetings/Training/Events/Demos:

- 10/10/19 – On Call Meeting
- 10/14/19 – Zuercher Training Setup
- 10/18/19 - Customer Service Training – If Disney Ran Your Office
- 10/21 - 10/25/19 – NCLGISA Conference
- 10/21/19 - Working Group for Orthophotography
- 10/22/19 – Customer Service Training – If Disney Ran Your Office
- 10/29/19 - CarolinasIT Security Re-scan
- 10/29/19 - MS-ISAC Monthly Membership Call
- 10/29/19 - New Hire Orientation
- 10/29/19 – PSAP Cybersecurity Awareness Webinar
- 10/29/19 – VoIP Project Weekly meeting
- 10/31/19 – EnerGov Fall User Group Meeting
- 10/31/19 – Palo Alto POC Call
- 10/31/19 - SDP Meeting Review
- 11/04/19 - BOCC Meeting
- 11/05/19 - BOCC MultiMedia Review
- 11/05/19 - SDP Meeting Review
- 11/06/19 - TRC Meeting for Addressing
- 11/06/19 - Zuercher Meeting @ EOC
- 11/1/19 - Pender/POC Call
- 11/1/19 – ProQA Zuercher Setup Training
- 11/1/19 – VoIP Touchbase Call
- 11/4/19 – Meet with ATT
- 11/5/19 - BCDR Call – Ransomware Assessment Call

- 11/5/19 – CureMD Migration Call
- 11/5/19 – Palo Alto POC Call
- 11/5/19 – ServiceDesk Plus Meeting
- 11/5/19 – VoIP Weekly Meeting
- 11/6/19 – PenderOps Meeting with SO and EMS
- 11/6/19 – SentinelOne POC Discussion
- 11/6/19 – Zuercher Meeting with ITS and EMS
- 11/7/19 – PenderOps call with SO and Fire Commission President
- 11/7/19 – ServiceDesk Plus Meeting

5. Upcoming Meetings/Training/Events/Demos:

- 10/09/19 - Finance Meeting SW Region for SO
- 10/18/19 - Customer Service Training – If Disney Ran Your Office
- 11/11/19 - Veteran’s Day
- 11/12/19 – SentinelOne POC
- 11/12/19 – VoIP Project Weekly Meeting
- 11/15/19 – Zuercher Project Status Meeting
- 11/26/19 - Tyler Tech RBAC Meeting
- 11/26/19 - MS-ISAC Monthly Membership Call
- 11/27/19 - Thanksgiving Vacation
- 12/4/19 - Zuercher Go-Live
- 12/13/19 - Pender Christmas Party

6. Unplanned Outages and Disruptions:

- None to Report

Reg of Deeds 10/01/2019-10/31/2019	October		07/01/19-10/31/19
MARRIAGE LICENSE ISSUED	41		122
VITAL CERTIFICATES ISSUED (BIRTH/DEATH/MARRIAGE)	509		1934
NOTARY OATHS ISSUED	19		70
DEEDS OF TRUST RECORDED	284		1142
DEEDS RECORDED	315		1331

MISCELLANEOUS DOCS. RECORDED	508		2116
MAPS RECORDED	17		83
Passports Applications	45		155
Passport Photos	58		217
TOTAL FEES COLLECTED:	\$158,739.50		\$660,157.00

Human Resources

The HR and Finance Director, along with the County Manager began interviewing for the vacant Assistant County Manager position.

HR, Finance and the County Manager had meetings to begin planning for the upcoming budget. The HR Team met with the County Manager and the Tourism Director to define and further develop Pender County Culture.

HR held the 2nd Recruiting and Retention Committee Meeting.

HR conducted an eight (8) person orientation last week.

In the last 30 days, Human Resources has onboarded 36 new employees and processed forty seventeen (47) Payroll Change Notices.

Supplemental Open Enrollment ran from Oct 2nd to Oct 16th. HR held numerous Benefit Fair events for County Employees to gain a better understanding of their benefits. The HR Team is currently reviewing each employee's elections and enrollment.

HR partnered with Pender's Tourism department, the Chamber of Commerce, and CFCC Small Business center to bring John Formica to the area to present, "If Disney Ran your Business"

The State Health Plan Open Enrollment begin on November 2nd and will end on November 19th

HR launched the following sections on our Intranet page: Employee Birthdays, Employee Spotlight and Food Truck Day

Safety Committee meeting was held this week.

The Party Planning Committee is in full swing beginning to plan the Holiday party.

PCU

Rocky Point/Topsail WSD

PCU staff has selected a hydrogeologist/well driller (Applied Resource Management) and engineering consultant (McKim & Creed) for development of up to 3 water supply wells in the Hampstead area to address water shortages during peak demand periods. Test well drilling is anticipated for late November. We have a very aggressive schedule to have one operational well by May 1, 2020, another by May 22nd, and the third by June 26th. Our new Utilities Analyst in the Burgaw office is Amy Cox, who transferred from her Chemist position at the Water Plant. She is working both jobs currently, until we can fill her previous position. We will begin interviewing for a Utilities Clerk, Lab Technician, Water Plant Maintenance Technician 1, and Water/Sewer Maintenance Technician 3 (new position) within the next few weeks to fill vacancies within PCU.

Staff has performed the following work over the last few weeks:

- Performed 4G wireless updates for Mission SCADA at Sloop Point Booster, Rocky Point Tank, 210 Booster, and Hampstead Tank. Waiting for an antenna upgrade by Mission before we can upgrade Topsail tank to 4G.
- Received new pipe tapping kit, which allows some water service installations by staff.
- Staff performed their first water tap on Pender County water system in Hampstead.
- Met with customer on 117 for a service connection and 2" Fire line for an elderly care business in the client's home. A 3/4" tap service and a 2" fire line connection to be performed on 11-6-2019.
- Completion of approximately 9 taps this month by outside contractors.
- Working to repair two fire hydrants that are out of service. Hydrants will be ordered and changed out as quickly as possible.
- Installation of a locked cap on the interconnect with Surf City at the corner of the Surf City Fire Department to minimize accidental or unauthorized opening of interconnection
- Staff had pictures taken for Breast Cancer Awareness
- Completion of continuing education for State Certified Staff
- Sourcing contractor for work at Regional lift Station for repairs
- Performing work on submersible pump at Cape Fear School Lift Station
- Performing work on Del Labs lift station
- All monthly reports last month completed and submitted
- Anthony and James Proctor met with NCDEQ about system compliance, interconnections, and reporting.
- Training with staff on GPR (Ground Penetrating Radar) to assist in locations of difficult utilities
- Replaced all batteries in GPR's and each have a spare in the office
- Ordered Hammerhead pneumatic penetrating bullet and compressor. This is used to bore under roads attached to compressor to install up to 2.5" water service.

- Ordered concrete saw system that meets 2017 OSHA regulations for Silica dust protection
- Getting prices for capital equipment at this time
- Getting prices for structures at the Solid Waste Transfer Station waste water system to mitigate freezing issues
- Multiple meetings in Sparrows Bend, and other new developments for water system main pressure testing

Scotts Hill WSD

Design work is proceeding on a permanent interconnection with CFPWA. We will be working on the final details of a water transfer agreement over the coming months.

Maple Hill WSD

Easements for the interconnection with ONWASA are currently being sought. Construction permits have been received, as well as the last remaining requirements to initiate the grant and loan for the project.

Moore's Creek WSD & Central Pender WSD

The road settlement issues on US 421 where part of the system was expanded last year have been repaired under warranty.

Water Treatment Plant

Sal and Matt successfully made repairs to Filter #3 drain valve.

NPDES discharge pump #2 is out for repair with Xylem.

All is going well with Amy's transition. Matt has assumed the role of lab administrator with the State, and successfully completed and uploaded Bacteriological data to PWS/EPA databases for October.

Tom Hedrick passed his A-Distribution exam.

Derek Robinson passed his B-Surface exam.

We will begin interviewing Water Plant Maintenance Technician 1 candidates soon, as well as the Lab Technician (formerly Chemist) position. We seem to have a good batch of applications.

Finished flow from the Water Plant for the month of October averaged 1.39 MGD.

MKKAES (Melinda K. Knoezer Adaptive Ecosystem – PCP WWTP)

A new operator will begin work on November 18th. This operator will replace our former operator who left in mid-August. Filling this position provides much needed assistance to the Plant Superintendent.

We have received new motors for the second UV unit this month. We have replaced a coil on one of the process blowers as well, which was a critical fix. We have been battling our seasonal flip inside the plant too, which means we have been spraying foam down for the past 3 weeks (when seasons go from warm to cold and cold to warm, plant biology changes and can cause issues). It is now over, and our numbers have all stayed within permit limits.

Solid Waste

The transfer station is currently creating about 90 tickets for disposal records daily. Waiting time at the scales is about 3 minutes IN and 3 minutes OUT.

County disposal report for September, we collected:

- 783.62 tons of C&D,
- 1992.20 tons of household garbage
- 86.11 tons of household recycling
- 11.75 tons of TV & electronics

The transfer station scalehouse and the scales are in good condition, and facility is fully staffed.

11/04/19 4:30 pm Sheriff department was called by convenience site employees on resident that didn't wanted to pay for disposal of house items at Transfer Station and on the way leaving scale house started throwing stuff at main gate on the grass. Not sure if police report was filed.

Library

North Carolina Library Association conference: The NCLA 2019 Conference took place in Winston-Salem and was attended by three members of our staff From October 16 to October 18. Youth Services staff members Dee Smith and Terri Strong attended workshops on school-library partnerships and on innovative ideas for children's programming. Deputy Director Allen Phillips-Bell attended a library leadership track covering topics such as library management and using data to inform planning and strategy.

LIBRARY SELECTED SERVICE MEASURES		
SEPT	OCT	
8,133	11,454	Visitors entering library buildings.
13,019	14,966	Printed paper books & other physical loans
5,275	5,318	E-books, E-audio, E-video, all other E-collection use
18,294	20,284	Grand Total Printed + E-format item loans
5,633	4,044	Other online collection usage
1,379	1,861	Info/help desk questions requiring in-depth assistance.
659	865	Public internet computer sessions.
3,787	4,309	Wireless Internet sessions.
31	44	Programs for children.
547	819	Attendance for children's programs.
60	61	Community events in meeting rooms.
92	124	Hours contributed by volunteers.
56	61	PreK class rooms receiving Early Literacy Outreach services.

Tourism and Communication

- Ghost Walk 2019 was successful. The feedback we are receiving is – it was the best one yet.

- Our Charlotte campaign which includes digital advertising, geofencing, a billboard and an ad in the Carolina Panthers program, is yielding results of twice the national average, according to the analytics. The real test is to see an increase in ROT from the area.
- We are assisting the Town of Topsail Beach and Pender County Parks and Recreation to create a Christmas event on Nov. 30 that includes a lighted parade and tree lighting ceremony.
- We have made our reservations and airline tickets for the New York Travel Show. We are partnering with VisitNC on this promotional opportunity.
- We are assisting the Town of Burgaw with the Second Annual Blueberry Drop. We have started planning meetings and we hope to continue to grow this event.
- Our staff is assisting in the planning of the employee Brunch with Santa, Dec. 13.
- We are working with parks and recreation and facilities to hammer out a film permitting process for county-owned property.
- We met with the Burgaw Chamber and Burgaw Parks and Rec to participate in their holiday shop local programs and a holiday light decorating contests (Stephanie created the business and home decoration contest last year).
- We are finishing the 2020 Visitor Guide. It is going to be packed with new information.
- We have started planning the 2020 Gathering of the Friends of the Mountains to Sea Trail.
- We are attending the NC Coast Host meeting in Lumberton this week.
- We set up a booth at the NC Spot Festival and distributed information. We met a great many residents who are new to the area.

Communications and other projects

- We assisted with the implementation of the John Formica customer service training in Hampstead and Burgaw.
- From Hemp to Tax Bills we have sent several news releases to our media partners, including releases regarding Ghost Walk and upcoming Holiday events.
- We are working in the implementation of an initiative to reduce employee turnover and enhance the work environment.
- We attended the Burgaw Autumn Harvest Dinner sponsored by Burgaw Now and the town. It was a wonderful event.
- We met with Amy Suggs from NC Department of Commerce regarding the retail and broadband needs of Pender County. Kat Stockholder from Richard Johnson's office joined us. The state now has a broadband group focused only upon assisting communities with Internet capabilities. Kyle Breuer is going to be involved in this as well. Because of the NC Dept. of Commerce workshop I attended in Smithfield, I met with Amy and we are going to get some input and assistance regarding the need of retailers.
- The YWCA Trailblazers – a group of local women who are working with YWCA staff – has selected three programs to bring to Pender County. We are in the process of site selection to host one program. There is a possibility of working with our parks and rec a third program. Very promising!

- Pender Education Partnership's second annual State of Education and Economy was extremely successful and well attended. This event unites educators and business leaders at a host business. Guests funded all teacher mini-grants to enhance classroom learning.
- Nov. 12-13 is the North Carolina Beach Inlet and Waterway Association annual fall conference in Wrightsville Beach. We will attend both days of the conference because we are on the board of directors.
- We monitored our social media accounts many hours in the day and evening.