



# Pender County Government Update

Department

INFORMATION TECHNOLOGY SERVICE

Information Technology Services Update.

**1. Enterprise Applications Services:**

- A. Munis Upgrade to 2019.1
  - Munis testing kickoff
  - Munis LIVE update rescheduled for 10/2021 due to testing and training requirements.
  - 20% Complete
  
- B. Multifactor Authentication
  - Complete for pendercountync.gov tenant
  - Planned for pendersheriff.com tenant
  - 80% Complete
  
- C. FY 20-21 Computer Replacement
  - Sheriff's Office – 2 replacements remain
  - 99% Complete
  
- D. Cost Per Copy
  - CopyPro printer pickup – 8 remain
  - All printer/copiers deployed
  - ITS walkthrough complete
  - 99% Complete
  
- E. DSS – Laptop Deployment – CARES Funding
  - 100% Complete
  
- F. Chromecast Deployment to Conference Rooms
  - Documentation completed
  - 85% Complete
  
- G. Laserfiche – Admin Departments Deployment
  - Housing – determined no need as all data is digitally stored in Housing Manager system
  - Board of Elections – determined no need as all data is stored in State's SEIMS system.
  - Tourism – Workflow has been created. Testing by users is scheduled for 6/29
  - 30% Complete
  
- H. Sheriff's Office – AVL/GPS deployment
  - Deploying AVL devices to requested Sheriff's staff
  - 70 % complete

## 2. Geographic Information Systems (GIS):

- A. Know Your Zone Updates/Webpage
  - 100% Complete
- B. County Facilities Infrastructure Mapping Project
  - 100% Complete
- C. County Property Assets Database
  - 100% Complete
- D. NextGen 911 GIS Updates (Target goal is to ensure 98% of geospatial errors are resolved.)
  - ALI to RCL – 96.63% (98%) Required
  - 1587 Critical Errors Remain
  - July 1st, 2021 Deadline
- E. **Addressing**
  - Address Points Edited: 231
  - Addresses Created: 110
  - Address verification letters prepared: 3
  - Address change letters prepared: 9
  - New road created: 3
  - Existing roads modified: 160
  - Plats reviewed & approved: 1
  - TRC cases reviewed and responses given: 3

## 3. Operations & Communications:

- A. Courthouse Renovation - IT Items
  - Current Status: In Progress
  - 95% Complete
- B. Infrastructure Capacity Upgrades
  - Current Status: In Progress
  - 80% Complete
- C. Dell Unity XT Implementation
  - Current Status: In Progress
  - 80% Complete
- D. Hampstead Kiwanis Park Security CCTV Project
  - Current Status: Scheduled
- E. XM Fax Implementation

- Current Status: In Progress
  - 95% Complete
  - Awaiting Project Closure
- F. 911 Radio Console Equipment Replacement
- Current Status: In Progress
  - Kick-Off Meeting – June 2nd
  - 20% Complete
- G. Manage Engine MDM
- Current status: Delayed
  - Researching Zero touch deployment for android devices
  - 70% Complete
- H. 911 Hosted ESINet
- Current Status: In Progress
  - Equipment shipping 6/30
  - 45% Complete
- I. Core Infrastructure Replacement Project
- Current Status: Complete
  - Cut-To-Live: Complete
  - 100% Complete
- J. Switch Replacement – Admin Building
- Current Status: Complete
  - 100% Complete
- K. Switch Replacement – Emergency Operations
- Current Status: Complete
  - 100% Complete
- L. Switch Replacement – Health
- Current Status: Complete
  - 100% Complete
- M. Switch Replacement – Social Services
- Current Status: In Progress
  - Configuring Equipment
  - 40% Complete
- N. Switch Replacement – Hampstead Library
- Current Status: Scheduled
  - Awaiting Equipment

O. Switch Replacement – Burgaw Library

- Current Status: Scheduled
- Awaiting Equipment

P. Switch Replacement – Heritage House

- Current Status: Scheduled
- Awaiting Equipment

Q. Access Point Replacement

- Current Status: In Progress
- Replacing Access Points
- 20% Complete

**4. Technical Support Services:**

Total completed IT Work Orders MTD: **320**

• **Request count by Mode**

Email – 208  
Portal – 47  
Phone – 38  
IT Initiated – 5  
After hours – 0  
Chat – 8  
Walk-in – 14

• **Request count by Priority**

Critical: 0  
High: 18  
Medium: 296  
Low: 6

**5. Scheduled Maintenance, Upgrades, and Updates:**

- 06/22 – PCSO Server Updates
- 06/24 – May Server Updates
- 06/24 - ServiceDesk Plus Upgrade



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LIBRARY

Summer reading is off to a great start this year! Outdoor Storytime and our Story Explorers programs for elementary-aged children are being well attended and very much appreciated by children and parents alike. We continue to get enthusiastic participation with our virtual photography club, online escape rooms, and book clubs. There is always something happening at Pender County Library! Don't forget about all the great beach reads and new summer vacation books with new titles added almost daily!



# Pender County Government Update

Department

TOURISM

*County Update, June 12-25, 2021*

## **Tourism Update**

There is a lot of good things happening in Pender County!

Pender County Tourism toured Shaken Creek Farm to meet the Wootens and learn more about blueberry production.

We met, virtually, with a company that tracks and trends visitor habits.

We attended a grants workshop in collaboration with the Golden Leaf Foundation. They are beginning to focus more on grants that are linked to economic development and job creation.

We participated in the retention and recruitment committee meeting.

We continue our collaborations with both chambers of commerce.

On Wednesday Tourism worked with Burgaw Antiqueplace, to host Shades of Blue, an evening of art. The reception and open house event far exceeded our expectations in attendance. It was a wonderful evening, proving once again, Pender County residents value and desire cultural arts. Members of the Burgaw Chamber, the Pender County TDA, Burgaw Council and Burgaw TDA were in attendance.

We are continuing to stress the importance of our blueberry culture and our blueberry giveaway campaign on Facebook continues to reach thousands.

Tourism continues to work and collaborate with the Town of Burgaw Parks, Recreation, & Tourism department, Town of Burgaw TDA, and Burgaw Chamber.

Tourism continues to assist and collaborate with Parks & Recreation.

Ghostwalk planning continues for October.

The Pender County Tourism Development Authority met in a hybrid meeting. We discussed advertising options as well as a method of providing military with discount information and a free gift upon their visit to the county.

We have extended our agreement for the 2022 visitor guide and laid the groundwork to begin preparing copy and photos.

We attended the Penderlea Store grand re-opening and we posted photos on social media to inform residents that the store is now open for business.

We launched the first stage of the African American Heritage Trail with resounding support. Media attention was spectacular. MSN.com picked up the article and posted it as a trip idea.

We have spoken to our vendors regarding advertising and have negotiated prices for our FY 21/22 ad

strategy.

We are working with a travel writer who is interested in featuring day trips.

Tammy visited two new businesses – Oval and Ale and TopSea Wingz – to welcome them to the community and to discuss our marketing strategy and their inclusion in the 2022 Visitor Guide.

### **Communications**

We have written press releases for various departments.

We have fielded many calls from the media.

We have updated the county website and social media – and we monitor all social media.



# 'AS VIBRANT AS OUR HERITAGE'



Canetuck, a Rosenwald School, served Black students during the days of segregation. It will be one of many stops on a heritage trail being developed by the Pender County Tourism Department. COURTESY PHOTO/USA TODAY NETWORK ILLUSTRATION

## Pender tourism board to launch Black history trail app on Juneteenth

**Chase Jordan** *Wilmington StarNews*  
USA TODAY NETWORK

The contributions and triumphs of Black people are deeply rooted in Pender County, and a new project aims to show that heritage.

Work on the Pender County African American Heritage Trail is underway. The purpose of the project from the Pender County Tourism Department is to highlight

Black history in the area. Karen Malloy, who serves on the tourism board, believes it's a way to educate Pender students and adults.

"When you find out there's so much local history, to me, that's even more important and exciting," Malloy said.

It will include prominent leaders, Gullah Geechee culture, and historic sites such as the Canetuck Rosenwald School, which

See **HISTORY**, Page 4A

## Teachers to be among best-paid in the state

Board of Commissioners boosting its average educator supplements

**Sydney Hoover**  
*Wilmington StarNews*  
USA TODAY NETWORK

Some of North Carolina's best and brightest teachers could soon head to New Hanover County.

The county's Board of Commissioners approved its budget last week, more than doubling average teacher supplements from the county. That makes New Hanover County teachers among the most well-paid in the state. New Hanover County was previously ranked 27th in the state for teacher supplements.

"We owe it to future generations for our kids to have the best education possible," Board of Commissioners Chair Julia Olson-Boseman said. "I think we do that by attracting and keeping the best teachers possible."

Teacher supplements from the county will now be an average of \$9,000, up more than double the current average of \$4,300.

Because of reevaluations that showed growth in property values, the county's newly approved budget allowed the commissioners to lower property taxes while still increasing revenue into their general fund, which will fund the pay raise for teachers.

The board approved that budget in a 3-2 vote, with Olson-Boseman and commissioners Jonathan Barfield Jr. and Bill Riverbark voting in favor. Vice chair Deb Hays and commissioner Rob Zapple voted against it.

Olson-Boseman said she hoped that would allow teachers to sustain themselves through their teaching salary, rather than taking second jobs in addition to working in the schools, especially after going to college to get a degree in education.

"I just don't think that teachers have been appreciated like they should have been," she said. "They should be paid like doctors and lawyers and the best I could do as a commissioner is get their supplement to number one."

New Hanover County Schools Media Relations

See **TEACHERS**, Page 2A

## Juneteenth called a new start





# Pender County Government Update

## Department

### UTILITY OPERATIONS

#### PENDER COUNTY UTILITIES (PCU) & WATER DISTRICTS:

We are currently advertising for the new Utilities Inspector position and will soon be advertising for the new Project Manager.

#### Field staff work and status updates since last report:

- Received Annual inspection from Public Water Supply with favorable comments. Will be back in 90 days to review increase in Bac T testing site additions and several plan modifications.
- Automatic flush valve on daily flush on Camden Ct.
- Automatic flush valve installed on Michigan Avenue.
- Rigorous flushing in distribution system in Wyndwater and surrounding areas due to numerous colored water complaints. We found several system valves closed and multiple fire hydrants not active. Remedied these problems and flushed. This had a much-improved result and low complaints to none.
- 3 Taps by staff and two relocated services.
- Five service breaks repaired and three service breaks on customer side of meter reported to customers.
- 270 locates requested and fulfilled in the last two weeks.
- One Meter Reader is still out but returning in early July from FMLA.
- All monthly reports last month completed and submitted.

#### WATER PRODUCTION NUMBERS:

January 2021 Daily Avg: 1.37 MGD from WP, 0.096 MGD from Wallace, 0.715 MGD to Hamp/SH, 0 MGD from Annex Well

February 2021 Daily Avg: 1.25 MGD from WP, 0.287 MGD from Wallace, 0.730 MGD to Hamp/SH, 0 MGD from Annex Well

March 2021 Daily Avg : 1.20 MGD from WP, 0.267 MGD from Wallace, 0.762 MGD to Hamp/SH, 0.0009 MGD from Annex & Kiwanis Wells

April 2021 Daily Avg: 1.57 MGD from WP, 0.245 MGD from Wallace, 0.937 MGD to Hamp/SH, 0.151 MGD from Annex & Kiwanis Wells

May 2021 Daily Avg: 1.77 MGD from WP, 0.293 MGD from Wallace, 0.965 MGD to Hamp/SH, 0.394 MGD from Annex & Kiwanis Wells

June 2021 Daily Avg (thru 23rd): 1.21 MGD from WP, 0.260 MGD from Wallace, 0.670 MGD to Hamp/SH, 0.349 MGD from Annex & Kiwanis Wells

## WATER TREATMENT PLANT

- Lauren attended and passed the CPR training course offered by the County.
- Erin's C-Surface Certification has been upgraded from Apprentice to Operator.
- Water Plant staff, with help from Kurt, installed two fountain aerators in the South Pond to help with pH. (see photos)
- The yearly inspection of the Water Plant was recently completed with no major issues. We were also acknowledged on the appearance of the plant and our recordkeeping.
- Backwashed GAC #2
- Production number for June through the 23rd: 27.8 million gallons for an average of 1.21MGD

## PCP WASTEWATER TREATMENT PLANT - MKKAES (Melinda K. Knoezer Adaptive Ecosystem)

Since our last update, our numbers continue to be great!

- Working on prepping MBBR for media install.
- Added measurement to Alum sight glass (see photo).

- Kurt completed CPR training.
- Staff gave a helping hand as Chris changed UV light bulbs at Maple Hill WWTP (see photos).
- Staff gave a helping hand as Chris changed belt on blower motor in Maple Hill WWTP (see photo).
- Staff gave a helping hand installing fountain aerators in the WTP south pond.

## SOLID WASTE

We are reviewing applications for the open Part-Time Scalehouse Operator position and are in the process of extending an offer to our top Solid Waste Coordinator candidate. We also will soon be advertising for the new Solid Waste Maintenance Technician position.

The Transfer Station scale house staff is creating about 125 tickets daily for disposal records. Waiting time at scales is about 3 minutes IN and 5 minutes OUT.

## SOLID WASTE DISPOSAL TONNAGE FOR MAY 2021

MSW Kitchen trash collected	2541.73 tons
Construction & demolition	620.85 tons
Recycling	110.29 tons
Tires recycled	79.27 tons
Scrap metal recycled (shreds)	102.3 tons
Whitegoods recycled	8.69 tons
TV & Electronics	18.86 tons



Blower motor belt change at  
Maple Hill WWTP-June 2021



UV bulb changeout at Maple Hill WWTTP-June





2 fountain aerators installed at  
Water Plant lagoon June 2021