

Town of Boone



Quarterly Reports July, August & September 2015



Cultural Resources Department Quarterly Report 3rd Quarter: July – September 2015

Thank you for your continued support of the Cultural Resources Department.

The following are some of the highlights for the third quarter of 2015.

- Had wonderful participation and attendance at the annual July 4th activities. The alternate parade route worked very well and we received very positive feedback.
- Hosted First Friday Gallery Open Houses and had exhibitions in the Jones House galleries for July, August, and September, featuring shows by Catherine Altice, Renea Reed, Denise Stewart-Sanabria, and a group exhibit by Mountain Peacekeepers.
- Worked with various departments and groups at ASU to identify opportunities for partnerships as well new programming opportunities. Worked closely with ASU Athletics on weekday game parking plans.
- Continued to work with the HPC primarily in the area of local landmark designation.
- Continued work on shared use policies for the Daniel Boone Park.
- The Jones House continues to serve as a meeting location for community groups and non-profit organizations. We continue to honor requests for private rentals.
- Staff continues to meet regularly with the DBDA and Cultural Resource Boards and various Town Committees to review current programs and make recommendations on how to grow and improve the departmental activities.
- Held two months (July/Aug) of outdoor Concerts at the Jones House, featuring 17 acts and 69 musicians.
- Held a five-week summer session of music lessons, featuring classes on fiddle, banjo, guitar, mandolin, and flatfoot dance.
- Started Fall Music Lessons session in late August with more than 80 students, featuring classes in ukulele, guitar, fiddle, banjo, mandolin, and performance.
- Held the first Fall 2015 Indoor Concerts performance with David Holt on Sept 27, featuring two sold out performances. Holt has an exhibition of his photography on display for the month of October.
- Awarded \$7,500 from the North Carolina Arts Council to support the Boone JAMS music lessons program.
- Awarded \$9,500 from the North Carolina Arts Council to help support and document five performances in the 2015-16 fiscal year. The David Holt show on Sept 27 was filmed and recorded as part of this project.

- Held weekly Thursday Night Jam sessions at the Jones House.
- Partnered with Resound online magazine to host their launch party at the Jones House.
- Worked with Police and Public Works to get permission to close King Street for the 15th Annual Downtown BOO!

Upcoming Events and Activities:

- Boone BOO!
- Indoor Concert Series
- First Friday Gallery Receptions and First Friday events
- ASU Game day support and promotion
- Holiday hours at the Jones House
- Christmas Tree lighting
- Christmahanakuanzaka Event with Split Rail Records
- Annual Christmas Parade and Jones House Reception



Organization:

- The DBDA board held their Annual Meeting on August 4th. The board discussed past fiscal year achievements and formulated goals for fiscal year 2015 – 2016.
- The DBDA board welcomed four new members.

Promotion:

- Assisted with the 4th of July parade and post-parade festivities at the Jones House.
- Held three successful First Fridays
- Worked with graphic designers and the board to begin designing downtown Boone brochure.
- Began working with town staff to plan the downtown Boone BOO!
- Supported gameday activities with the rental of portable restrooms in downtown and promoted events and business specials during football weekends on the downtown Boone website.

Financial:

- The DBDA audit was completed on September 30 with no findings.

Design:

- The board reached a consensus on streetscape prioritization in downtown for possible 2016 streetscape construction.
- Assisted local business with façade proposal for a possible Façade Incentive Grant.

Upcoming 4rd Quarter Activities

- Elections of DBDA officers
- Three first Fridays
- Promotion of business specials and gameday support
- Christmas wreath purchasing program
- Small Business Saturday – November 28th
- Continue to work on downtown Boone brochure



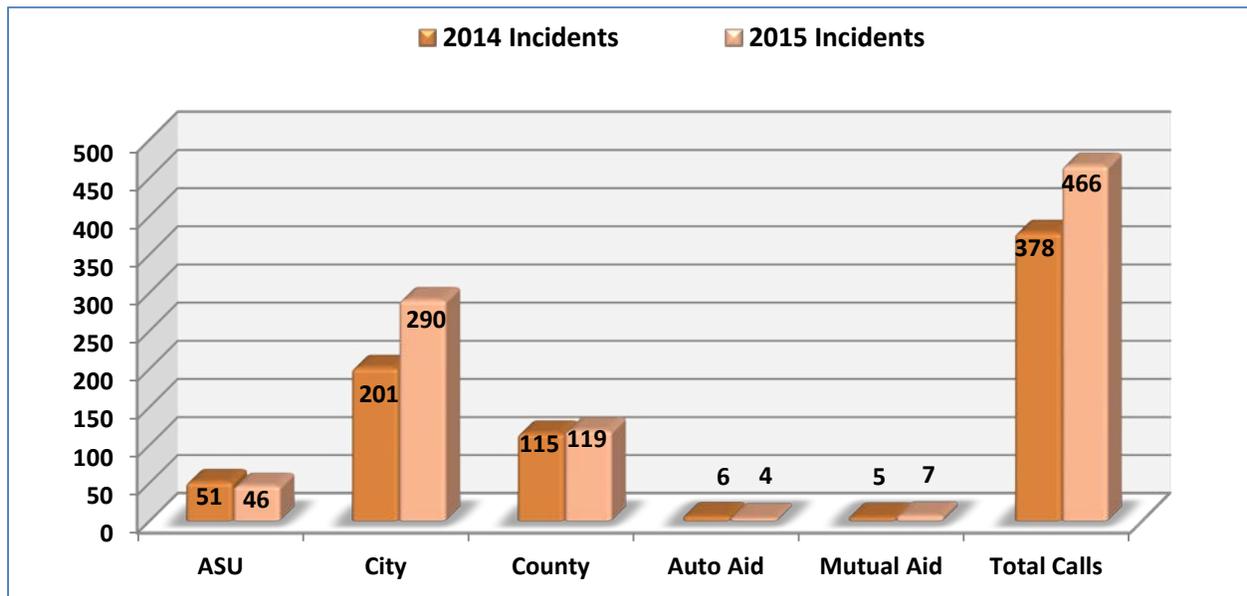
QUARTERLY REPORT

TO: Mayor & Council Members
FROM: James D. Isaacs, Fire Chief
DATE: October 26, 2015
SUBJECT: 3rd Quarter 2015 (July, Aug, Sept)

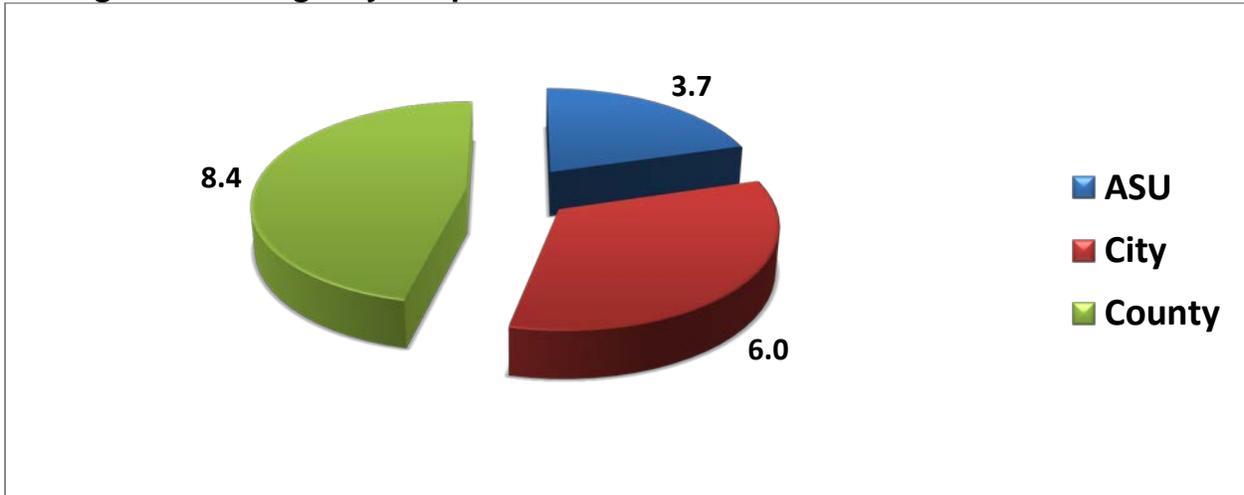
INCIDENT INFORMATION

During the third quarter of 2015, Boone Fire Department responded to 466 incidents. The average response time for non-emergency incidents was 6.8 minutes and 5.5 minutes for emergency situations.

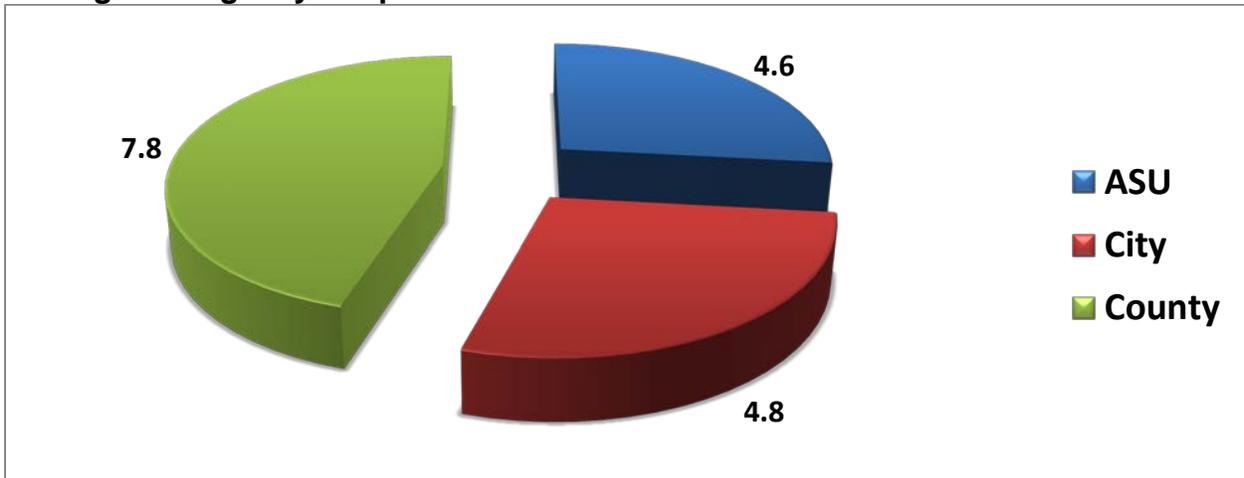
Number of Incidents by Jurisdiction



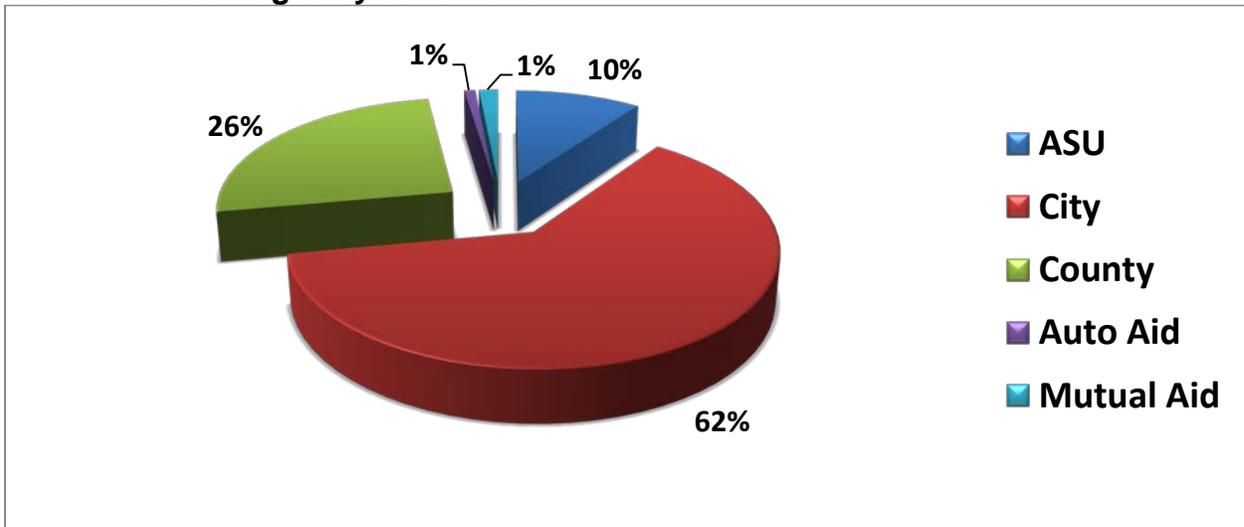
Average Non-Emergency Response Times In Minutes



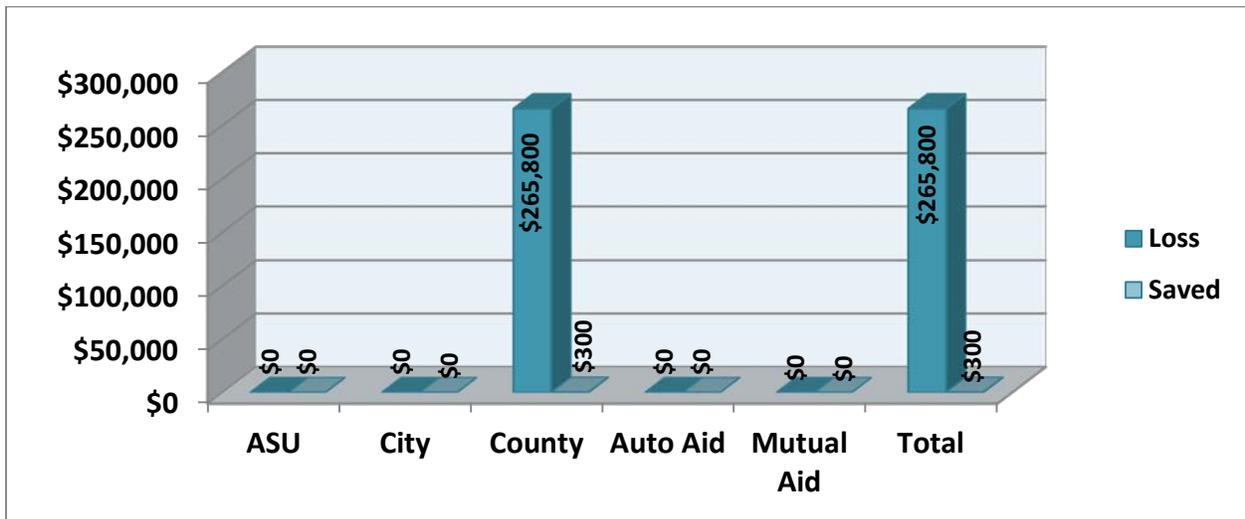
Average Emergency Response Times In Minutes



Incident Percentages by Jurisdiction



FIRE DAMAGE LOSS VS SAVED: PERCENTAGE OF VALUE SAVED 99.48%



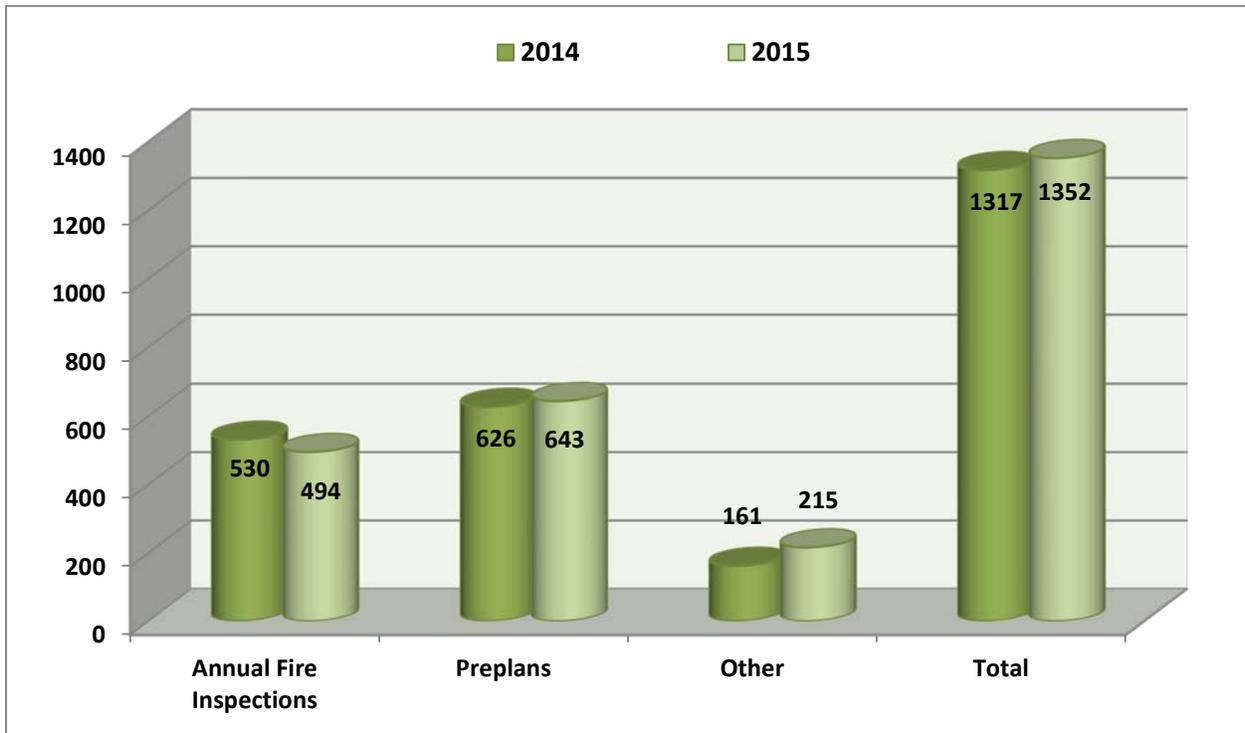
PERSONNEL

At the present time the Boone Fire Department is running a roster of 26 career firefighters and 11 volunteers for a total of 37 members. A total of 1755 training hours were completed during this quarter.

Departmental Roster Name	Total 37 Radio #	Name	Radio #
Brown, Kent	2127	Lyerly, Chris	2148
Burleson, Jacob	2151	Marsh, Ronald	2150
Clark, Matthew	2175	Marsh, Taylor	2153
Daniels, Jereme	2147	Maxey, Patrick	2155
Dean, Jeffrey	2176	McLean, Walter	2143
Edmisten, John	2173	Miller, Jared	2174
Flieg, Amy	2157	Moore, Matthew	2152
Garland, Shane	2129	Propst, Lonnie	2125
Harris, Ashley	2154	Reed, Matt	2164
Hassler, Kyle	2165	Shelton, Veronica	2161
Hassler, Reginald	2142	Smith, Greg	2170
Hicks, Michael	2159	Snider, Mike	2177
Hicks, Mike	2158	Spencer, Travis	2126
Ingwersen, Daniel	2166	Teague, Mike	2122
Isaacs, James	2121	Wade, Andrew	2171
Kerley, Jay	2137	Walker, Robert	2162
Krause, Matthew	2167	Wilson, Aaron	2135
Lentz, Adam	2156	Worley, Bradley	2163
Ley, Dennis	2136		

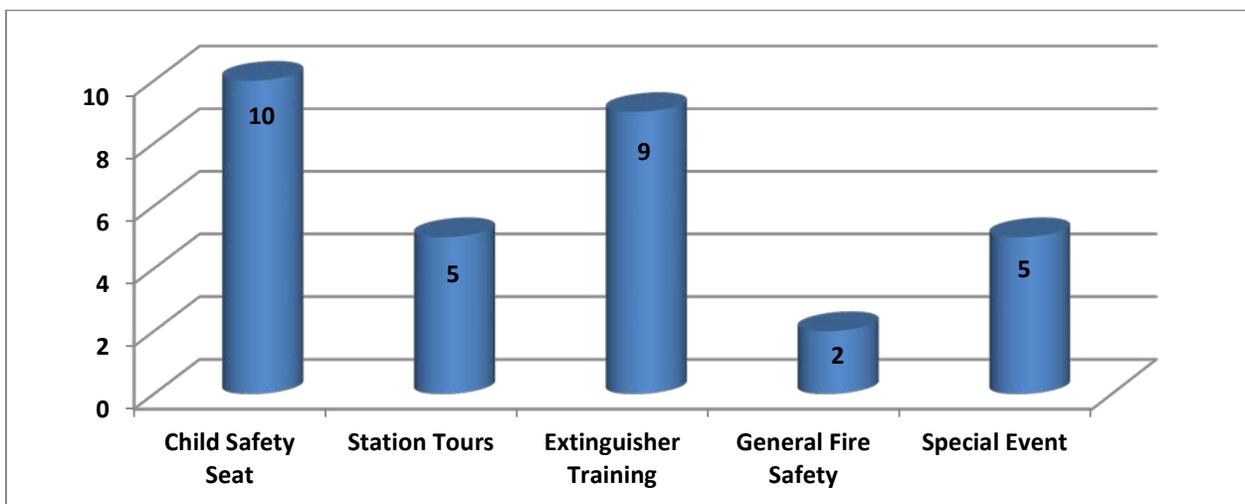
DEPARTMENTAL INSPECTIONS

Departmental inspections for the third quarter.



FIRE PREVENTION

The Boone Fire Department Prevention Bureau conducted 31 fire and life safety education programs.



HUMAN RESOURCES 3RD QUARTER REPORT 2015

The Town of Boone would like to welcome the following new employees:

Stacey Miller—Building Inspector II
Victoria Cox—PT Events Attendant
Cory Myers—PT Events Attendant
Yozette Collins—Telecommunicator
Dennis Ley—Fire Captain
Mark Underwood—Maintenance Worker

Congratulations to the following employees on their promotion:

Aaron Wilson-Fire Captain, **Matt Krause**-Fire Captain, **Jereme Daniels**-Fire Captain, **Patrick Maxey**-Fire Captain, **Shane Garland**-Fire Captain, **Bobby Creed**-Police Lieutenant, **Jeff Dean**-Fire Captain

Cross Connection Technician **Mike Trivette** was promoted to the reclassified position of Utilities Service Technician effective July 20th.

The following employees resigned their positions:

Mark Parlier-Fire Driver/Operator
Tori Allen-PT Office Assistant
Brian Woods—Telecommunicator
Justin Warren- Master Police Officer

Records/Communications Supervisor **Wanda Smith** retired on July 1st, with 27 ½ years of service with the Town.

The Town of Boone employees appreciated the Merit monies that was allocated in the 2015-2016 budget. The merit increase for eligible employees, was reflected in their payroll advice as of July 1st.

Safety & Risk Management Division Third Quarter Report:

For the third quarter there was only one worker's compensation claims filed.

A Street department employee was hammering a pin out of a tail gate when a metal sliver flew in to his eye. (recordable).

Our injury rates for the year are:

Incident Rate	=	2.22
Frequency Rate	=	1.48
Severity Rate	=	10.37

Rates are figured using the following:

Incident Rate	=	(recordable cases X 200,000) divided by (work hours for the year)
Frequency Rate	=	(lost work day cases X 200,000) divided by (work hours for the year)
Severity Rate	=	(lost work days X 200,000) divided by (work hours for the year)

OFFICE OF THE CLERK 3rd QUARTER REPORT

This quarter, nine special event permits were issued and two event permits for the Greenway Trail were issued.

Town of Boone

Planning &
Inspections
Department

Third Quarter
Report
2015

Third Quarter, 2015 (July, August, September)

Zoning Amendments

RZ20150021 Wellness District Small Area Plan

The Wellness District Small Area Plan was approved at the August 2015 Council meeting.

RZ20150028 Conditional District Planned Development (PD)

Request to modify the Town of Boone Unfiled Development Ordinance to create a Planned Development (PD) zoning map amendment process. A PD zoning district creates a sui generis district not limited to the authorized uses and the development standards of a specific existing zoning district. This request was tabled at the August Council meeting and rescheduled to be heard at the November Quarterly Public Hearing.

Board of Adjustment

ZV20150315 Verizon Wireless/Russell Cellular

Laura Shoemaker, on behalf of Gateway Center of Boone, LLC, (1586-A Highway 421 S) requested a Variance to UDO Article 26, Subsection 26.09.02, (G) to erect a sign that exceeds the maximum allowed square footage for attached signs in the B-3 zoning district. This request was denied.

SU20150317 Skyline Terrace Apartments

Randy Dixon of RAB Partners, LLC requested a Special Use Permit with an extended 3 year vesting on property owned by Anna Greene at and near 141 Marich Lane and on property owned by Charles and Kathie Billing at 379 Perkinsville Drive for Use 1.13 Multi-Family Dwelling (> than 100 bedrooms) and use 11.19 Other Business or Professional Office. This project is proposed to be constructed in 4 phases and contains a clubhouse, and 9 multi-family buildings which contain 184 units (276 bedrooms). The development triggers Transitional Zone requirements pursuant to UDO Subsection 6.02.02. This request was approved.

Election of Vice Chairperson

David Welsh was elected as Vice Chairperson of the Board of Adjustment.

ZV20150397 Clara McQueen

Richard E. Mattar, on behalf of Clara H. McQueen, requested variances to UDO Subsection 16.01.02 and UDO Subsection 24.01.03 in order to recombine property located at 159/165 North St. and Watauga County PIN 2901-80-3006-000 to eliminate the street frontage requirement and to allow the required parking for a single-family dwelling to be located on a different lot within the recombination. This request was approved.

ZV20150405 Greer Crossing Shopping Center

Columbia Development requested a variance to UDO Subsection 29.06.02 for property owned by Greer Boone, LLC at 2301 Blowing Rock Road, 102 and 134 Deerfield Road to increase the built-upon area from 24% to 65% in the WS-IV Watershed Areas Critical Area (WS-IV-CA). This request was denied.

Community Appearance Commission

Central Business District Design Standards

The Commission has continued to work on draft design standards specific to the Central Business District. The Commission will be holding a workshop with the Town Council to discuss and review the draft proposed standards.

Planning Commission

The Planning Commission made recommendations on one (1) text amendment, listed under Zoning Amendments above.

Affordable Housing Task Force

Affordable Housing Website

The Affordable Housing Task Force did not meet this quarter.

Historic Preservation Commission

Cemetery Property

Town Council approved a Resolution for the Town of Boone to take ownership of the cemetery. The HPC shall meet with the Trustees and stakeholders to craft rules and regulations for the cemetery as well as recommendations of improvements that can be made to the cemetery.

Community Outreach Event

The Historic Preservation Commission hosted a Community Outreach Event on September 23, 2015 from 5:00-7:00 PM. Eric Plaag, HPC Chairperson, Annie McDonald of the Western Office of the NC Historic Preservation Office, and Lu Ann Welter of the City of Hendersonville all spoke about the Importance of Local Designation of Historic Structures and Districts and how an Architectural Surveys work.

Landmark Designation for Post Office

The Landmark Designation Application was approved by the State. The Commission voted to send the application to Town Council for the Approval of the Post Office as Boone's first Local Landmark Designation.

Landmark Designation for Jones House

Pilar Fotta, Cultural Resources Director has agreed to prepare the Local Landmark Designation Application for the Jones House. Chairperson Plaag will be assisting her and hope to bring something back to the Commission in the fall.

NCDOT Ginseng Marker

The NCDOT has delivered the marker to the Town of Boone Public Works Department. The Ginseng marker will be dedicated and installed on November 6, 2015 at 5:30 at the corner of Water and King Street.

Quasi-judicial Process

Allison Meade, Town Attorney explained the quasi-judicial process to the Board of Adjustment and discuss the expectations of Commission Members, fairness/ethics expectations and how the meetings would be conducted.

Quid Pro Quo with Belk Library Regarding Survey Materials

Belk Library has been reluctant to share items they have with the Historic Preservation Commission. The HPC voted to propose a trade with Belk Library of the Stevens Thompson Survey for the Junaluska Survey.

Election of Vice Chairperson

Teresa Pearman was elected as Vice Chairperson of the HPC.

Incorporation of Secretary of the Interior's Standards for Rehabilitation into UDO

Ms. Meade, Town Attorney and Annie McDonald of the NCSHPO (Western Office) determined that the Secretary of Interiors Standard did not need to be adopted by Town Council. The adoption of the Post Office as a local landmark designation can proceed.

The Power House

Chariperson Plaag has coordinated with Kristin Deathridge with ASU's History Department for her class to study the site and building in the Spring. Eric Plaag has also sent out a press release about the significance of the property and has been in touch with the General Manager of New River Light and Power, Ed Miller.

The Weaving Room

Eric Plaag reported to HPC that the Town or Member of the HPC could not approach the owner of the Weaving Room to seek the donation of the weaving room but a private citizen could. It was also reported that the Weaving Room would have to be moved when the property sold and the cost of the move could maybe be donated as a tax write-off. The Town will have to access where there might be room to move the weaving room.

Tree Board

The Tree Board did not meet this quarter.

Violations

Illegal Signs

Staff patrolled the Town of Boone Corporate Limits and ETJ this past quarter to locate illegal signs. The Sign Administrator located one (9) illegal sign that was displayed. The violation(s) were corrected.

Minimum Housing

There were five (5) minimum housing complaints received this quarter. Three (3) repaired, one (1) in process and one (1) unfounded.

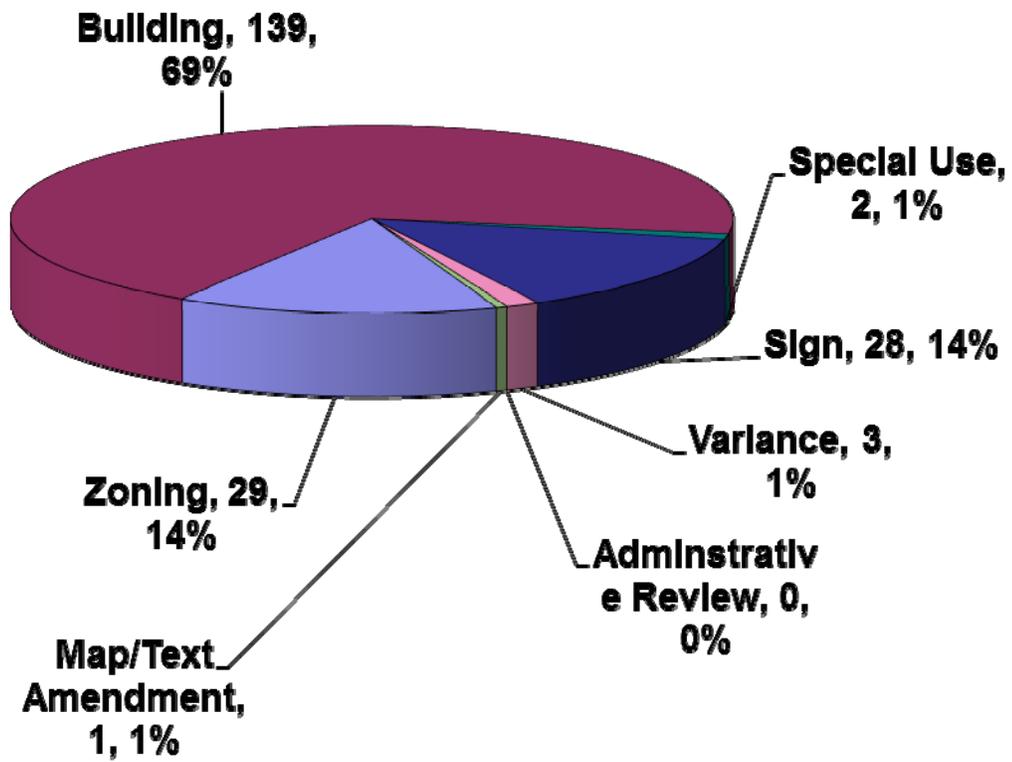
Condemnations and Derelict Buildings

Two (2) condemnations were issued this quarter. Two (2) complaints of derelict buildings were received. One (1) repaired and one (1) in process.

Miscellaneous Violations or Complaints

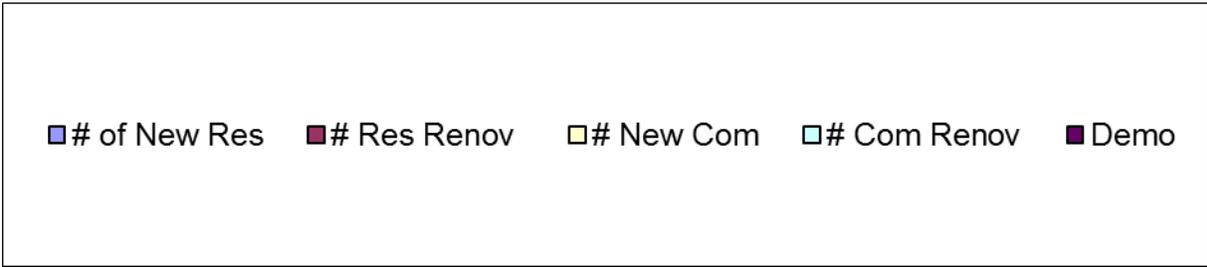
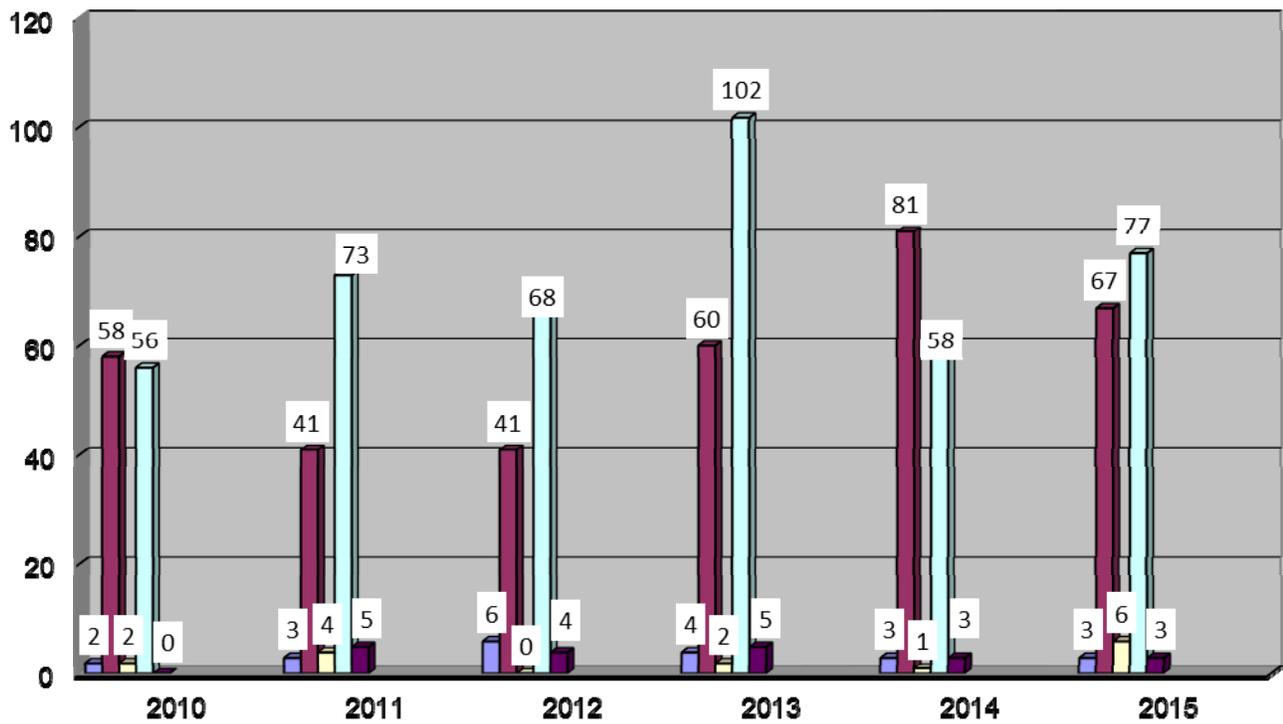
Thirty one (31) complaints/violations were received. Five (5) violations for working without permits were issued and four (4) are in process, one (1) unfounded; Three (3) dangerous conditions violations, building related, two (2) repaired; eleven (11) occupancy or miscellaneous complaints were investigation, four (4) were unfounded, four (4) are in process; three (3) were resolved and four (4) complaints regarding excessive noise that are under investigation.

**Planning & Inspections Department
Number of Permit Applications Received
For 3rd Quarter, 2015**

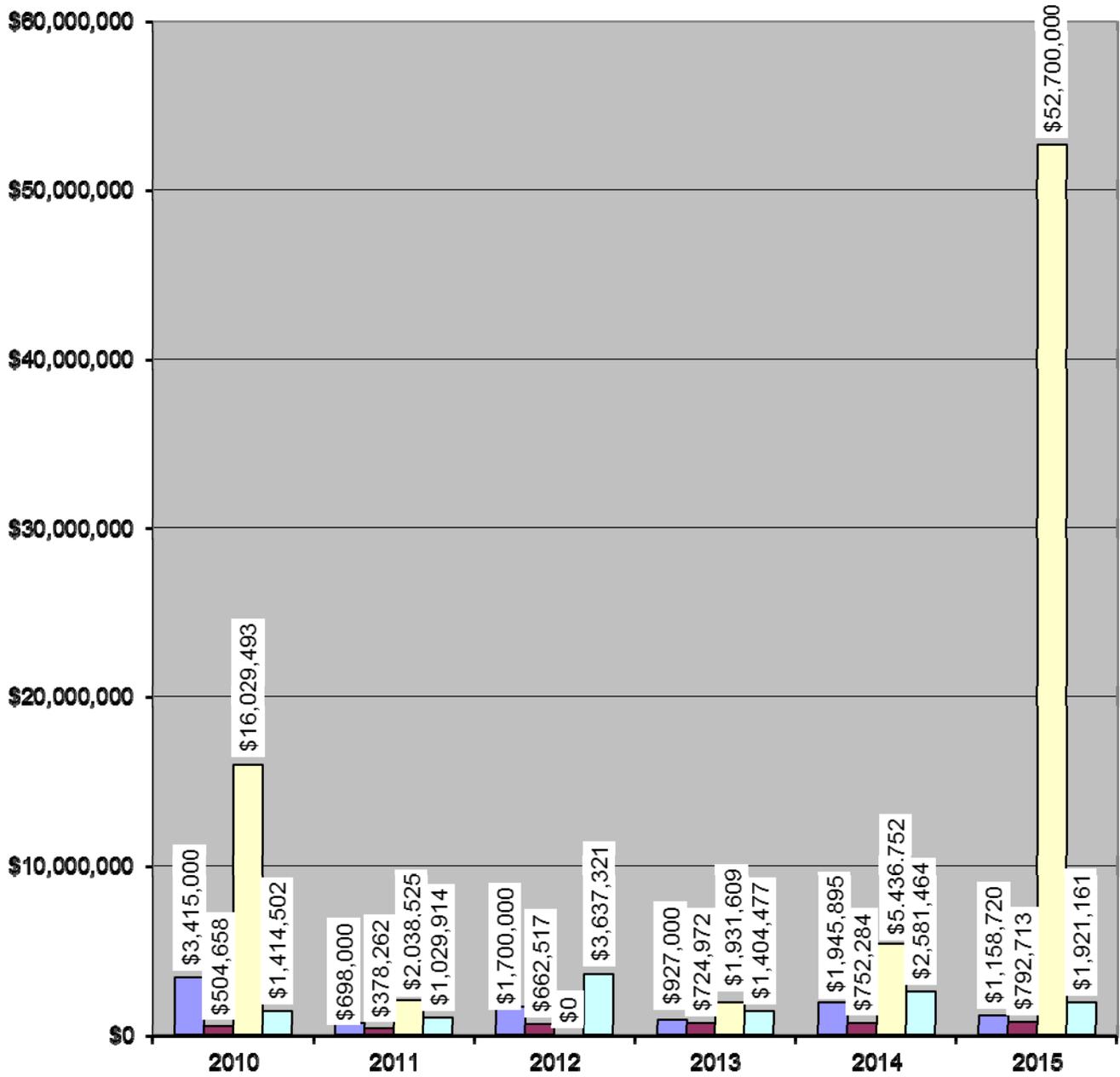


 Zoning	 Building	 Special Use
 Sign	 Variance	 Administrative Review
 Map/Text Amendment		

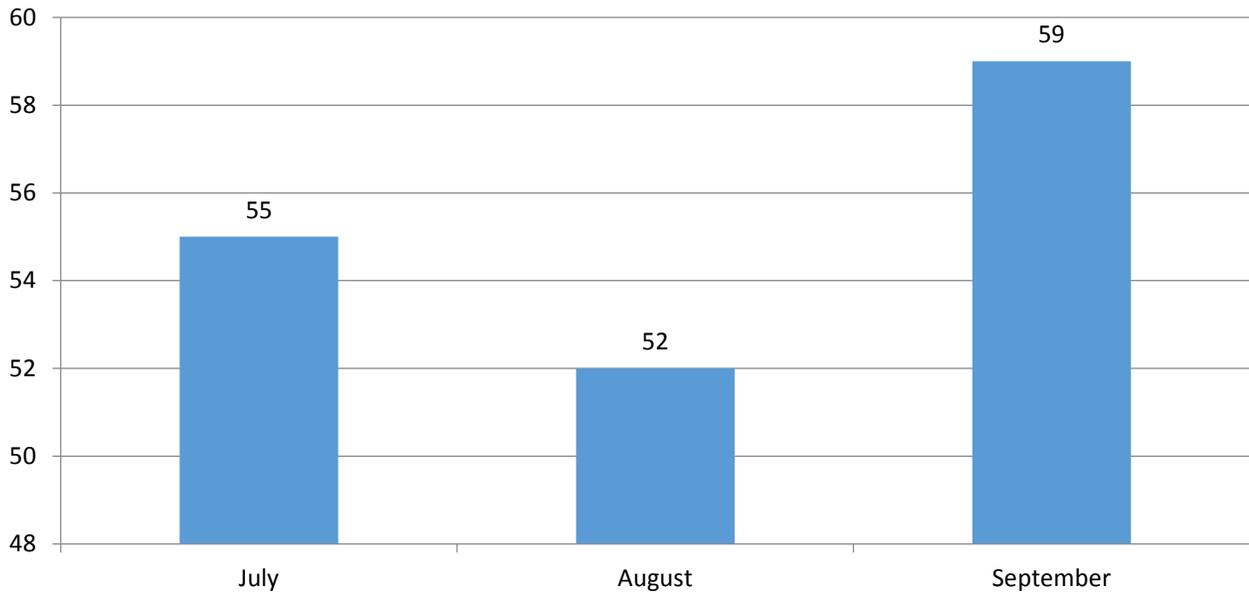
**Planning & Inspections Department
Six Year Comparison of Number of Building Permits Issued In the
3rd Quarter**



**Planning & Inspections Department
Six Year Dollar Amount Comparison of Building Permits Issued In
the 3rd Quarter**



3rd Quarter # of Building Permit Applications

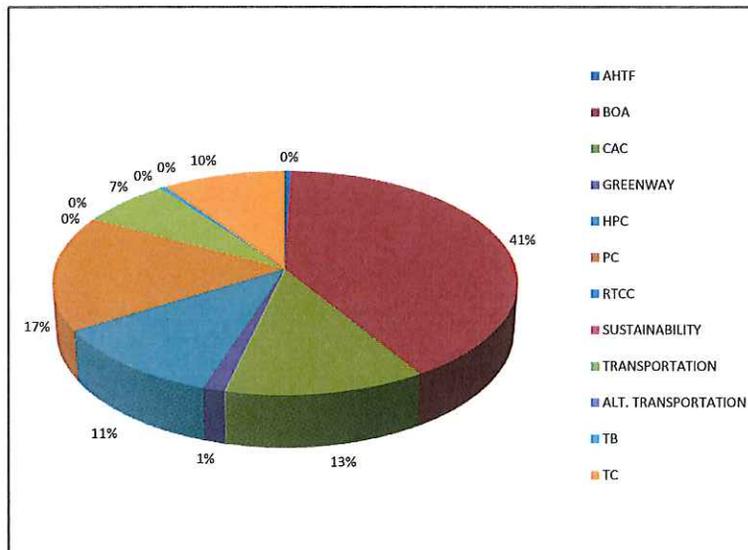


Town of Boone 3rd Quarter 2015 Planning and Inspections Report

Permit Applications Received	3rd Quarter 2015	3rd Quarter 2014
Permit Type	Amount	Amount
New Single-Family Building Permits	7	3
New Multi-Family Building Permits	1	0
New Commercial Building Permits	2	1
Other Building Permits (Commercial)	86	64
Other Building Permits (Residential)	70	87
New Single-Family Zoning Permits	6	2
New Multi-Family Zoning Permits	0	0
New Commercial Zoning Permits	2	2
Other Zoning Permits	25	38
Sign Permits	53	14
Special Use Permits	1	1
Variance Applications	6	3
Administrative Review Applications	1	2
Subdivision Applications	3	0
Annexation Petitions	0	0
Rezoning Petitions	3	4
Total	266	221
Construction Value	\$11,824,636	\$7,931,244

Top Ten Priorities			
Rank	Task	Notes	Assigned
1	Medical District Overlay		Feb-14
2	E-1 & E-2 Uses		Feb-14
3	Downtown Zoning		Feb-14
4	Technical Specifications Manual		Feb-14
5	Develop Mid-Town Overlay		Feb-14
6	Revise Article 26 "Signs"		Feb-14
7	Revise Article 25 "Appearance"		Feb-14
8	Fee Schedule Update		Feb-14
9	Process Improvement		Feb-14
10	Board Training Program		Feb-14

Board/Commission Reports (April 2015- June 2015)			
	Mins.	Scheduled	Held
AHTF	60	3	0
BOA	5280	3	3
CAC	1620	4	4
GREENWAY	180	1	1
HPC	1440	5	4
PC	2160	2	2
RTCC	0	0	0
SUSTAINABILITY	0	0	0
TRANSPORTATION	900	3	3
ALT. TRANSPORTATION	0	0	0
TB	60	1	0
TC	1260	3	3
Totals	12960	25	20



Memo



To: Mayor Pro-tem Brantz and Town Council
From: Dana Crawford, Chief of Police
CC: John Ward, Town Manager
Date: 11/2/2015
Re: Quarterly Report July-September 2015

Attached, you will find the Quarterly Report that reflects statistics for the last quarter. Last quarter we had experienced an increase in Aggravated Assaults, the major contributing factor being alcohol. This quarter this statistic has gone down by 50% and become steady year to date over 2014. We have had a substantial decrease in reported Robberies, Reported Rapes, Arson, Fraud and Motor Vehicle Theft.

Unfortunately, we have experienced an increase in the number of Motor Vehicle B&E's over 2014, but have made some arrests that have curtailed this issue for the moment.

Our Narcotics Investigations Unit has seized over 11.5 pounds of marijuana, 18 grams of heroin, 2 pounds of crystal methamphetamine and 13 ounces of cocaine and 1.75 milliliters of LSD. During this reporting period this unit has also seized over \$13,000 in cash and assisted other local, state and federal agencies with seizures of over \$49,000.

Once again, thank you for your support of Boone Police Department. Please let me know if you have any questions.

Respectfully Submitted

Quarterly Report

July thru September 2015

Offense/Activity	Jul-Sept 1	Jul-Sept 1	%	YTD 14	YTD 15	%
Murder	0	0	----	0	1	100%
Rape	4	4	----	9	7	-22%
Robbery	1	0	-100%	7	1	-86%
Aggravated Assault	6	3	-50%	14	15	7%
Misdemeanor Assault	30	30	----	83	81	-2%
Burglary-Residential	7	10	43%	23	30	30%
Burglary-Business	2	3	50%	5	6	20%
Arson	2	0	-100%	4	1	-75%
Fraud	14	15	7%	52	45	-13%
Motor Vehicle Theft	5	2	-60%	13	10	-23%
Motor Vehicle B & E	12	19	58%	23	41	78%
Vandalism	41	38	-7%	104	134	29%
Noise Complaints	177	176	-1%	478	406	-15%
Property Damage Vehicle Crashes	275	282	3%	678	744	10%
Personal Injury Vehicle Crashes	40	49	23%	79	112	42%
Alcohol / Drug Related Crashes	11	11	----	23	31	35%
Calls for Service	2954	2988	1%	7643	7915	4%
Alarms Activated	213	246	15%	760	746	-2%

DWI Arrests	46	44	-4%	143	110	-23%
DWI (Provisional)	9	4	-56%	18	17	-6%
Noise Citations	29	19	-34%	76	45	-41%
Overweight Truck Citations	0	0	----	0	0	----
Patrol Div. Drug Charges	127	110	-13%	312	353	13%

Training Hours	1102	1838	67%	4351	5404	24%



QUARTERLY REPORT PUBLIC WORKS DEPARTMENT JULY - SEPTEMBER 2015

STREET DIVISION-

- 707 man hours of asphalt patching using 220 tons of asphalt
- Contractor used 1,876 tons of asphalt resurfacing the following streets:
 - Southview Drive
 - Section of Blairmont Drive
 - Mary Street
 - Woodland Drive
 - Horn in the West Drive
- 214 man hours of storm drain construction in various places throughout Town
- 875 man hours maintaining and repairing numerous storm drains
- 14 man hours assisting other divisions
- 438 man hours performing miscellaneous tasks
- 24 man hours performing vehicle and equipment maintenance

TRAFFIC DIVISION-

- 829 man hours removing, installing, replacing and constructing various signs in Town
- 461 man hours marking streets and parking lots
- 307 man hours repairing and replacing streetlights/signals
- 33 man hours assisting with other divisions

FACILITIES MAINTENANCE –

- 394 man hours of residential brush pick up
- 152 man hours of residential junk pick up
- 91 man hours of street sweeping downtown area 3 days a week
- 59 man hours of miscellaneous clean up
- 330 man hours of trash pickup 7 days a week downtown and other problem areas as needed
- 250 man hours of weed eating
- 14 man hours of residential leaf pick up
- 344 man hours of tree and right of way maintenance
- 19.5 man hours of sidewalk cleaning
- 40 man hours of storm drain maintenance
- 8 man hours of vehicle and equipment washing
- 23 man hours of equipment maintenance

- 20 man hours of assisting with concrete crew
- 31 man hours of spraying
- 83 man hours mowing curbing

PUBLIC FACILITIES –

- 197 man hours of concrete forming and preparation
- 165 man hours of pouring and finishing concrete
- 415 man hours painting
- 34 man hours of equipment maintenance
- 226 man hours miscellaneous building maintenance
- 217 man hours of carpentry projects
- 84 man hours assisting other departments
- 8 man hours for masonry repairs
- 6 man hours plumbing repair
- 92 man hours of electrical installation and repairs
- 10 man hours building and finishing cabinets and shelves
- 6 man hours of HVAC maintenance
- 6 man hours maintaining retaining walls
- Assisted with network and security installation

COMMUNITY APPEARANCE

- Planned, supervised and participated in the summer maintenance program for Junaluska Park, North Street, Park Jaycees Park, Clawson and Burnley Park, Morningside Park, Jimmy Smith Park, Strawberry Hill Arboretum, Lee and Vivian Reynolds Greenway, Greenway Loop and the Daniel Boone Monument. Planned, supervised and participated in summer maintenance program for the grounds of Jones House, Downtown Post Office, City Hall, Police Department, Daniel Boone Gardens, Brown Building and all town beautification areas.
- Planted one hundred trees on greenway with ASU and New River Light & Power
- Planned, supervised and participated in the town's forestry program which includes keeping an annual work plan, tree planting, pruning and brush removal, management of forestry budget, maintaining Tree City USA certification requirements
- Maintained work records, prepared bills and ordered stock

Work Performed

- | | |
|--------------------------|----------|
| • Administrative | 5 hrs. |
| • Equipment Maintenance | 10 hrs. |
| • Flowerbeds | 60 hrs. |
| • Mowing / Weed-eating | 616 hrs. |
| • Mulching | 6 hrs. |
| • Special Projects | 85 hrs. |
| • Trash/ Patrol/Inspect | 257 hrs. |
| • Tree/Shrub Maintenance | 120 hrs. |
| • Watering | 225 hrs. |

FLEET MAINTENANCE –

- Service & maintenance of all town vehicles as needed.
- Replaced brakes, and components on service trucks and cars.
- Replaced and repaired tires on town vehicles.
- Repaired electrical problems on town vehicles.
- Replaced U-joints, hyd. hoses, wheel bearings, batteries, radiators, lights, power steering pumps, door lock actuators, drivelines, brake lines, brake calipers, steering components, fuel pumps, transmission pan & lines, fuel pumps, belts, thermostats, 1 engine, radiators.
- Install lights, bed liner, running boards, and shovel holders on new vehicles.
- Sand blast & paint one do-all.
- Inspect all town vehicles as needed.
- Repaired exhaust systems.
- Prepared snow removal equipment ready for winter season.

COMMUNITY IMPROVEMENT-

Fifteen (15) reports pertaining to litter and debris accumulation, vehicle violations as well as noxious growth were managed by phone and /or written notice. Thirteen (13) of the complaints reported were closed with compliance met and two (2) cases are being monitored.

ADOPT-A-FLOWERBED PROGRAM-

Nine (9) organizations/individuals are participating in the Adopt-A-Flowerbed Program this quarter.

Thank you to EMB Environmental Management that adopted the butterfly garden located at the entrance of the Greenway Trail Loop.

The following flowerbeds are available for adoption:



Flowerbed #1 ~ Hwy 105 Ext & Realty Row

***Tentatively adopted by Baymont Inn & Suites



Flowerbed #5 ~ Junaluska Park Entrance

ADOPT-A-STREAM PROGRAM-

Twelve (12) of the thirteen (13) Adopt-A-Stream segments are adopted this quarter. Combined adopter and volunteer effort produced the collection of approximately 75 pounds of trash and recycling from our stream segments during July, August and September. Thank you to all who have committed to helping Boone maintain a clean stream environment.

ADOPT-A-STREET PROGRAM–

Seventy-eight (78) organizations/individuals are participating in the Adopt-A-Street Program this quarter adopting 126 streets (39.12 miles) within the town limits of Boone. These fine

individuals cleared 30 bags of trash and recycling from our town streets in addition to the Litter Sweep totals.

We wish to extend appreciation to the following organizations that joined the Adopt-A-Street Program this quarter:

- Asian Student Association ~ Buena Vista
- Chi Upsilon Sigma Sorority ~ Cecil Street and Perry Street
- Executive Impact Club ~ Dogwood Road
- Matt W. ~ Deck Hill Road (to Town limits)

Phi Kappa Tau ~ Howard Street (Appalachian Street to S. Water Street)

FALL LITTER SWEEP AND “BOONE CLEAN-UP DAY”–

The Fall “BOONE CLEAN-UP DAY” was a tremendous success on Saturday, September 19th. We had a fabulous turnout with community involvement and the Adopt-A- Street/Stream organizations. Approximately 250 pounds of recycling and 500 pounds of trash and debris were collected from our streets, streams, and trails.

CONGRATULATIONS TO THE WINNERS OF THE MOST UNUSUAL LITTER CONTEST:



- 1st Place -\$100.00 – Lovill House Inn ~ Metal Mole Trap
2nd Place -\$50.00 – The Haydar Family ~ Pop Top Coke Can

The “FALL LITTER SWEEP” campaign from September 19th – October 3rd was overwhelmingly successful with participation from both the community and Adopt-A-Street/Street organizations. Town residents were also allotted an additional curbside collection of either household debris or natural yard debris.

Collection totals:	Solid Waste	2.49 tons (4,980 pounds)
	Natural Debris	16.42 tons (32,840 pounds)

Combined debris total for “Boone Clean-up Day” and the Litter Sweep:
38,570 POUNDS!!!!

COMMUNITY SERVICE PROGRAM-

During the 3rd quarter, community service workers performed a total of 77.25 hours of litter pick up and other services within the Town. A total of approximately 250 pounds of litter were collected from Town streets.

RECYCLING –

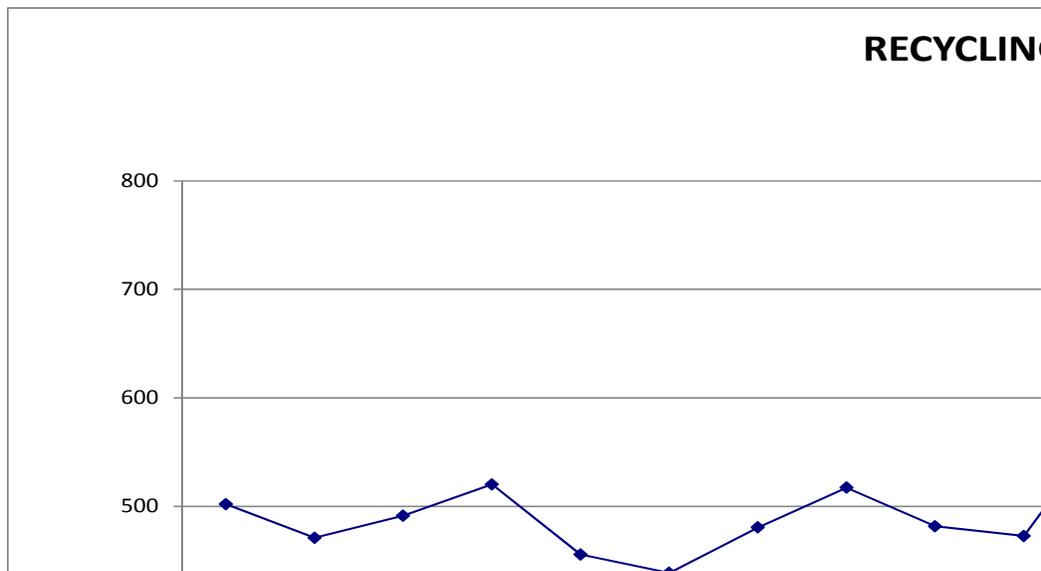
TONNAGE	FISCAL YR. 1 ST QTR.	FISCAL YR. TOTAL
SINGLE STREAM COLLECTION		
Aluminum/steel cans, Plastic, Office Ledger, Mixed Paper, Glass	366.27	366.27
OCC:	365.98	365.98
TOTAL	732.25	732.25

Participation – Fiscal Yr. 1ST Quarter:

Residential curbside: 60%	Restaurants: 50
Apartment Complex: 59	Business OCC route: 78
Businesses/Offices: 420	Home compost bins: 550(total)
Recycling Bins: 68 (distributed this quarter)	

Boone Recycling Center Tonnage (included in above totals)

	FISCAL YR <u>1ST QTR</u>	FISCAL YR <u>TOTAL</u>
Aluminum/Steel Cans:	2.81	2.81
Plastic:	6.77	6.77
Mixed Paper:	12.96	12.96
Glass:	14.88	14.88
Cardboard (OCC):	<u>7.56</u>	<u>7.56</u>
TOTAL	44.98	44.98



SINGLE STREAM RECYCLING COLLECTION

Single Stream Recycling program continues to show an increase over past recycling collections. As you can see by the above chart, the first quarter collections dipped due to the hardships

caused by the adverse winter weather. The second quarter, 2015 indicates the largest collection thus far. The results from NCDENR of the statewide ranking profile for FY(13/14) that was released holding Watauga County ranking 8th in public recycling per capita recovery and ranking 3rd in household recyclables per capita recovery. The single stream program in its first five quarters of operation holds a 24% increase in recycling tonnage over past collections.

PROGRAM EDUCATION AND EVENTS:



Saturday September 19, 2015

Boone Clean Up Day - This event's purpose is to rid litter from our streets and streams. Lunch was provided for those that participated and the day featured the "Most Unusual Litter Contest".



Saturday August 22, 2015

Watch for Me NC Program - On August 22nd the Town's Water Conservation, Recycling and Adoption Programs partnered with the Planning Department, Police Department, Appalachian State University, and other community sponsors to participate in the Watch for Me NC bike rodeo event at Hardin Park Elementary. The event centered on bicycle and pedestrian awareness and safety in our community.

Saturday July 4, 2015

4th of July Parade - The Water Conservation, Recycling and Adoption Program coordinators all walked in Town of Boone's 4th of July Parade. Over 400 goodies bags with stickers and candy were given out during the parade.



Town of Boone
Department of Public Works
Utility Services and
Cross Connection Control Program

Quarterly Report
July 1st thru Sept 30th 2015

Projects under Review and/or Approved this quarter

- Goodwill (Mountaineer Crossing Phase III)
- Modern Subaru/Toyota
- Shadowline Square
- Watauga Green
- Zaxby's
- Jackson & Sumner Project
- The Standard Project
- The River Walk Mixed Use Project
- The New Hampton Inn
- Krispy Kreme
- The New Verizon Upfit
- Macados Expansion
- Winkler Square Apartments
- FMC Watauga Project
- Dixon Perkinsville Multi-Family
- Barberitos Restaurant
- Staples Renovation
- Winkler Oaks Appartments
- Insomnia Cookies Upfit
- Hardin Park School Playground
- Davidson Office Building
- Gateway Storage Building
- Hospitality Mints Filter Building
- Greenway Baptist Church Drainage Upgrade
- 247 Queen Street Stairs Project

Maps Produced This Quarter

- US Highway 321 /1641 Blowing Rock Road
- Archie Carroll Road/IJ Bingham Place
- 535 West King Street
- 362 West King Street
- 475 Blowing Rock Road

- Green Baptist Church

Permit submittals researched and approved

- 120 Boone Heights Drive
- 261 Boone Heights Drive
- 869 Hwy 105 Extension
- 1675 Blowing Rock Road
- 161 C Howard Street
- 207 Winklers Creek Road
- 724/728 West King Street
- 2640 Highway 105
- 116 West King Street
- 338 Deerfield Road
- 200 Den Mac Drive

Number of Test reports filed this quarter 135

Number of new devices installed 19

Number of test due notices this quarter 87

Number of past due for testing notices this quarter 33

Number of install notices 0

Number of Notice of Violations submitted 0

Water and Sewer Operations
Third Quarter Report
July 1st thru September 30th

During the third quarter of 2015 the Water and Sewer Operations Department continued to do normal maintenance on all water and sewer lines.

The following is a list that consists of the water leaks that were repaired during this quarter:

1. 7/2/15 1" Water leak at 2348 Highway 105
2. 7/10/15 ¾" Water leak at 144 Woodland Drive
3. 7/15/15 1.5" Water leak at 610 Highway 321
4. 7/16/15 ¾" Water leak at 466 Poplar Grove Road
5. 7/20/15 1" Water leak at 231 Boone Heights
6. 7/21/15 1" Water leak on Hidden Shadows Drive
7. 7/25/15 1" Water leak on Hidden Shadows Drive
8. 8/3/15 8" Water leak on Meadowview Drive
9. 8/6/15 2" Water leak on Fairway Drive
10. 9/12/15 2" Water leak at Meadow Hills intersection

The following is a list consists of the new water taps that were made during this quarter:

1. 7/2/15 6" Water tap for new Hampton Inn
2. 7/2/15 1.5" Water tap for new Hampton Inn
3. 7/8/15 2" Water tap at 545A Highway105 Extension
4. 7/8/15 1" Water tap at 545A Highway 105 Extension
5. 7/10/15 ¾" Water tap at 144 Woodland Drive
6. 8/5/15 1" Water tap at 362 West King Street
7. 8/11/15 ¾" Water tap at lot #2 Market Court
8. 8/20/15 ¾" Water tap at I.J. Bingham Road
9. 9/24/15 ¾" Water tap at 1641 Blowing Rock Road

The following water system apparatus were replaced/repared during this quarter:

1. 7/10/15 Moved tanks to stockyard
2. 7/14/15 Cleaned up trucks
3. 7/15/15 Dug out line at meter at 362 West King Street
4. 7/15/15 Located lines on Hamby Alley
5. 7/16/15 Programed meters at 322 Clawson Street
6. 7/17/15 Landscaped at 466 Poplar Grove Road
7. 7/17/15 Mowed around pump stations
8. 7/20/15 Raised valve boxes at Meadow Hill intersection
9. 7/21/15 Checked hydrant at 1048 Highway 105
10. 7/21/15 Checked hydrant at 3069 Highway 105
11. 7/24/15 Spotted water line at 247 Queen Street
12. 7/27/15 Checked for leak at 126 Sherry Lane (customers side)
13. 7/27/15 Flushed hydrants from hospital to end of line on Deerfield Road
14. 7/27/15 Replaced 2 meter boxes at 224 Yosef Drive
15. 7/27/15 Replaced meter box at 259 Ridge View Drive
16. 7/28/15 Cleaned up shop and break room
17. 7/28/15 Repaired meter boxes at 201 Brown Street
18. 7/28/15 Cleaned up stockyard
19. 7/28/15 Flushed hydrant at 227 North Water Street.
20. 7/28/15 Flushed hydrant at 122 Wallace Circle
21. 7/29/15 Matched meters to condos on Azor Court
22. 7/29/15 Repaired hydrant at 643 Greenway Road
23. 7/29/15 Checked for leak at 178 Hunting Road (outside faucet was on)
24. 7/29/15 Turned off water on Candy Lane (BREMCO hit line)
25. 7/30/15 Mowed around pump stations
26. 7/31/15 Mowed around water tanks
27. 7/31/15 Cleaned out valve boxes on Stadium Drive and Poplar Hill
28. 8/4/15 Cut asphalt at 362 West King Street for tap
29. 8/5/15 Repaired hydrant at 465 Green Street
30. 8/10/15 Put cold patch in utility cut on Fairway Drive
31. 8/13/15 Mowed at Town Lake
32. 8/13/15 Changed out meters
33. 8/14/15 Mowed around pump stations
34. 8/17/15 Dug out and rebuilt meter box at 186 Honeysuckle Lane
35. 8/18/15 Raised meter boxes at new Zaxby's on 105 Extension
36. 8/19/15 Removed graffiti off of Junaluska tank
37. 8/19/15 Uncovered meters
38. 8/19/15 Checked pressure at 298 Dogwood Road (156 psi)
39. 8/19/15 Dug out and killed old tap on Pine Street
40. 8/20/15 Worked on pump at Old Bristol pump station

41. 8/20/15 Repaired safety chains on 10 ton trailer
42. 8/21/15 Uncovered meters
43. 8/21/15 Mowed around all water tanks
44. 8/21/15 Pulled pump at Old Bristol pump station
45. 8/24/15 Matched meters at 236 and 250 Oak Street
46. 8/25/15 Lowered meter boxes at 728 & 724 West King Street
47. 8/26/15 Landscaped at 325 Leola Street
48. 8/26/15 Matched meters at 188 Watauga Green
49. 8/26/15 Uncovered meters
50. 8/26/15 Checked line size in meter box at 1620 Blowing Rock Road (6")
51. 8/27/15 Uncovered meters
52. 8/27/15 Installed pump at Old Bristol pump station
53. 8/28/15 Located 8" main at old K-Mart
54. 8/28/15 Painted hydrants
55. 8/31/15 Dug out and raised meter box at 249 Moretz Street
56. 8/31/15 Dug out and raised meter box at 135 Shady Lane
57. 8/31/15 Dug out and raised meter box at 1281 Fairway Drive
58. 8/31/15 Dug out and raised meter box at 1305 Fairway Drive
59. 8/31/15 Mowed around pump stations
60. 9/2/15 Maintained Dogwood pump station while fire department flushed hydrants
61. 9/3/15 Raised hydrant at new Goodwill Store on Highway 105
62. 9/3/15 Checked for leak at 381 Meadowview Drive (customer's side)
63. 9/4/15 Mowed around Church Street tank
64. 9/8/15 Distributed water cut off notices
65. 9/9/15 Replaced 4 -2" valves on Wallace Circle
66. 9/10/15 Cleaned up shop
67. 9/11/15 Took apart old meters
68. 9/11/15 Distributed water cut off notices
69. 9/14/15 Changed out bad meters
70. 9/14/15 Dug out and replaced meter at 2282 Highway 105
71. 9/14/15 Helped street department with sidewalk at Hunting Hills Drive
72. 9/14/15 Landscaped on Meadowview Drive (due to water leak)
73. 9/15/15 Dug out and replaced meter at 259 Furman Road
74. 9/16/15 Changed out bad meters
75. 9/16/15 Replaced valve box lids on Highway 105
76. 9/17/15 Uncovered meters on route # 13
77. 9/21/15 Uncovered meters on route # 18
78. 9/21/15 GIS water lines on Deerfield Road
79. 9/22/15 Dug out and replaced meter box on Queen Street
80. 9/22/15 Uncovered valve boxes on Mary Street
81. 9/23/15 Uncovered meters on route # 13
82. 9/23/15 Mowed around all pump stations
83. 9/24/15 Landscaped around hydrants.
84. 9/24/15 Dug out hatch lid at Church Street tank
85. 9/25/15 Worked on trailer for track hoe
86. 9/28/15 Cleaned up stock room
87. 9/29/15 Cleaned up trucks
88. 9/29/15 Cleaned up stock room
89. 9/30/15 Reprogrammed meters at 116 Herring Loop
90. 9/30/15 Built shelves in stock room

The following list consists of sewer taps that were completed during this quarter:

1. 7/13/15 4" sewer tap at 518 Blairmount Drive
2. 7/20/15 6" sewer tap at 114 Clement Street

3. 7/23/15 6" sewer tap for Hampton Inn
4. 7/24/15 4" sewer tap at 300 Brook Hollow Road
5. 9/2/15 4" sewer tap at I.J. Bingham Road
6. 9/2/15 4" sewer tap for ASU

The following sewer mains were unstopped and or cleaned during this quarter:

1. 7/9/15 Unstopped and cleaned 240' of 4" line at 204 Meadowview Drive
2. 7/10/15 Unstopped and cleaned 100' of 4" main on Pinnacle Drive
3. 7/16/15 Cleaned 300' of 6" main on Howard Street
4. 7/22/15 Unstopped and cleaned 500' of 8" main at 230 E. King Street (est. 700 gallons)
5. 7/30/15 Unstopped and cleaned 125' of 4" main on Pinnacle Drive
6. 8/5/15 Cleaned 2400' of 6" main at 1200 Blowing Rock Road
7. 8/7/15 Cleaned 125' of 6" main on Green Street
8. 8/7/15 Unstopped and cleaned 60' of 4" line at 170 Clawson Street
9. 8/21/15 Unstopped and cleaned 30' of 4" line at 747 West King Street
10. 8/24/15 Cleaned 6087' of 8" main at Kellwood, Candy Lane and Deer Valley
11. 8/25/15 Cleaned 140' of 8" main at 140 West King Street
12. 9/1/15 Unstopped and cleaned 100' of 4" line at 228 Hampton Drive
13. 9/5/15 Cleaned 140' of 8" main at 178 West King Street
14. 9/8/15 Cleaned 2826' of 8" main from Milton Brown Heirs (by Samaritans Purse)
15. 9/11/15 Cleaned 3597' of 8" main in Blairmount Drive
16. 9/14/15 Cleaned 6740' of 8" main on Hunting Hills, Furman Road and Doctors Drive
17. 9/17/15 Cleaned 50' of 4" line at 215 Wallace Circle
18. 9/21/15 Cleaned 4500' of 8" main at Boone Heights Drive, Johnson Street and Gate Way Drive
19. 9/27/15 Cleaned 75' of 6" main at 161 Flowers Drive

The following sewer system apparatus were replaced/repared during this quarter:

1. 7/2/15 Located lines at 807 Hill Crest Circle
2. 7/6/15 Replaced 60' of 4" main at 110 Flowers Drive
3. 7/7/15 Changed out manhole rim and lids on Blairmount Drive
4. 7/8/15 GPS new sewer main on Clement Street
5. 7/9/15 Checked alarm at GDS pump station
6. 7/9/15 Took generator to Industrial Park pump station (for power company)
7. 7/9/15 Checked alarm at GDS pump station
8. 7/9/15 Changed out manhole rim and lids on Blairmount Drive
9. 7/10/15 Cut asphalt for tap at 518 Blairmount Drive
10. 7/15/15 Located lines at 559 West King Street
11. 7/15/15 Located lines at 880 Greenway Road
12. 7/17/15 Took photos of manholes on East King Street
13. 7/21/15 Mowed around pump stations
14. 7/22/15 Repaired 4" line at 125 Windy Drive
15. 7/23/15 Took photos of manholes on Hidden Valley Circle
16. 7/23/15 Installed 6" clean out at Greenway Church
17. 7/24/15 Smoke tested line at 166 Wildwood Lane
18. 7/24/15 Took photos of manholes
19. 7/27/15 Took generator to all pump stations
20. 7/27/15 Took photos of manholes
21. 7/28/15 Replaced 120' of 4" main on Pinnacle Drive
22. 7/28/15 Worked on GIS for manholes
23. 7/29/15 Mowed around pump stations
24. 7/29/15 Checked alarm at GDS, Rolling Hills and Armory pump stations

25. 7/29/15 Took photos of manholes on Green Street and Old Bristol Road
26. 7/30/15 Mudded down rim at 230 East King Street
27. 7/30/15 Took photos of manholes
28. 7/31/15 Uncovered manhole at 163 Boone Creek Drive
29. 8/3/15 Worked on GIS for manholes
30. 8/4/15 Installed 15' of 6" pipe at Greenway Church
31. 8/10/15 Checked alarm at Mack Brown pump station
32. 8/10/15 Replaced clean out on Trillium Ridge
33. 8/11/15 Took photos of manholes
34. 8/11/15 Checked alarm at Dewey Wright pump station
35. 8/12/15 Checked alarm at Dewey Wright pump station
36. 8/14/15 Mowed around pump stations
37. 8/14/15 Checked sewer back up at 200 Park Street
38. 8/17/14 Checked alarm at Dewey Wright pump station
39. 8/18/15 Replaced starter float at Dewey Wright pump station
40. 8/18/15 Checked for gas smell at all pump stations
41. 8/19/15 Uncovered manhole at Archie Carroll Road and I.J. Bingham Road
42. 8/20/15 Worked on GIS for manholes on Highway 105
43. 8/24/15 Mowed sewer right of way
44. 8/25/15 Mowed at Armory pump station
45. 8/25/15 Lowered sewer clean outs and installed boxes at 728 & 724 West King Street
46. 8/25/15 Inspected manholes on Highway 105
47. 8/26/15 Mowed right of way in Council Oaks
48. 8/31/15 Mowed around pump stations
49. 9/1/15 Mowed right of way from Brookside Drive to Indian Pipes
50. 9/1/15 GIS manholes
51. 9/2/15 Mudded down manhole lids at Crossing Way
52. 9/2/15 Replaced manhole rim and lid on Industrial Park Drive
53. 9/3/15 Mowed around Armory pump station
54. 9/3/15 GIS manholes
55. 9/8/15 Checked line at 122 Hawthorne Lane (broke down on customer's side)
56. 9/17/15 Installed clean out at 215 Wallace Circle
57. 9/22/15 Mudded down manhole lid on Poplar Grove Connector
58. 9/23/15 Mowed around pump stations
59. 9/24/15 Checked on sewer leak at 936 Queen Street was coming out of drain)
60. 9/29/15 Worked on Armory pump station
61. 9/30/15 Checked all creek crossings and town lake
62. 9/30/15 Checked to see where line ran at 240 Watauga Drive

The following sewer mains were CCTV inspected during this quarter

1. 7/13/15 60' of 8" main on Dalph Blan Street.
2. 7/15/15 40' of 4" line at 559 West King Street

The Water and Sewer Maintenance Division and contractors installed 138 new meters and changed out 18 meters.

The Water and Sewer Maintenance Division pulled 1 meter.

The Water and Sewer Maintenance Division Bench tested 2 meters.

The Water and Sewer Division mowed an estimated 1 mile of right of ways this quarter.

Wastewater Treatment Plant

Third Quarter Report
July 1st thru September 30th

Personnel and Training

1. Mark Soule attended Pretreatment conference.

Influent Treatment

1. Process Control: The plant is operating at a solids retention time of 13 days with system solids ranging from 60,000-80,000 pounds. MLSS is maintained at 2800-3500 ppm.
2. Selected discharge monitoring data is given below:

	2014			2015	
<u>Sept</u>	<u>Jul</u>	<u>Aug</u>	<u>Sept</u>	<u>Jul</u>	<u>Aug</u>
<i>Average Flow (MGD)</i>	2.08	2.16	2.40	2.06	
2.30 2.61					
<i>BOD (mg/l)</i>	<2.0	< 2.0	< 2.0	< 2.0 <	
2.0 < 2.0					
<i>TSS (mg/L)</i>	<2.5	<2.5	<2.5	<2.5	
<2.5 <2.5					
Ammonia Nitrogen (mg/L)	<0.1	<0.1	<0.1	<0.1 <0.1	
<0.1					
Chronic Toxicity	Passed			Passed	
Metals	None			None	

Solids Handling/Air Quality

1. Production for the period was 38 tons. There was 65 ton distribution. Capacity stands at 15%

Maintenance

Some of the significant maintenance activities included:

1. Conducted annual preventative maintenance on blowers, pumps, and compressors.
2. Re-piped scumwell discharge pipe.
3. Serviced Barscreens.
4. Replaced coil on #1 RAS starter.
5. Replaced 4 shafts in conveyors for the drier building.
6. Serviced UV system.
7. Replaced motor on influent composite sampler.

Laboratory

1. Regular laboratory schedule

Pretreatment

1. Carwash annual inspections
2. Quarterly sample at Goodnight Brothers
3. Issued NOV to Appalachian Mountain Brewery and Hard Mountain Cider for irregular reporting and failure to adhere to submitted spill plan.
4. Issued NOV to Hospitality Mints (2 PH violations, notification violation, incomplete report, and late reporting)
5. Issued authorization to construct to Hospitality Mints for new treatment.
6. Notifies WMC of prohibition and issued requirements to WMC for plan to prevent future accidental discharge of fuel to sewer

FOGPP

1. Conducted second half of education events required for 2015.
2. Inspection program is active with annual, waiver, variance and 13 initial inspections taking place.

Water Treatment Plant **Third Quarter Report** July 1st thru September 30th

The Water Treatment Plant operated in a normal fashion during the 92 days of the third quarter of 2015. The plant was operated every day with an average of 13.25 hours per day, and a total of 1,219 hours during this quarter. Total source water pumped was 161.342 million gallons with an average of 1.754 million gallons of water each day. This water met or exceeded all Federal and State standards for drinking water.

Day to day operations were routine throughout the quarter.

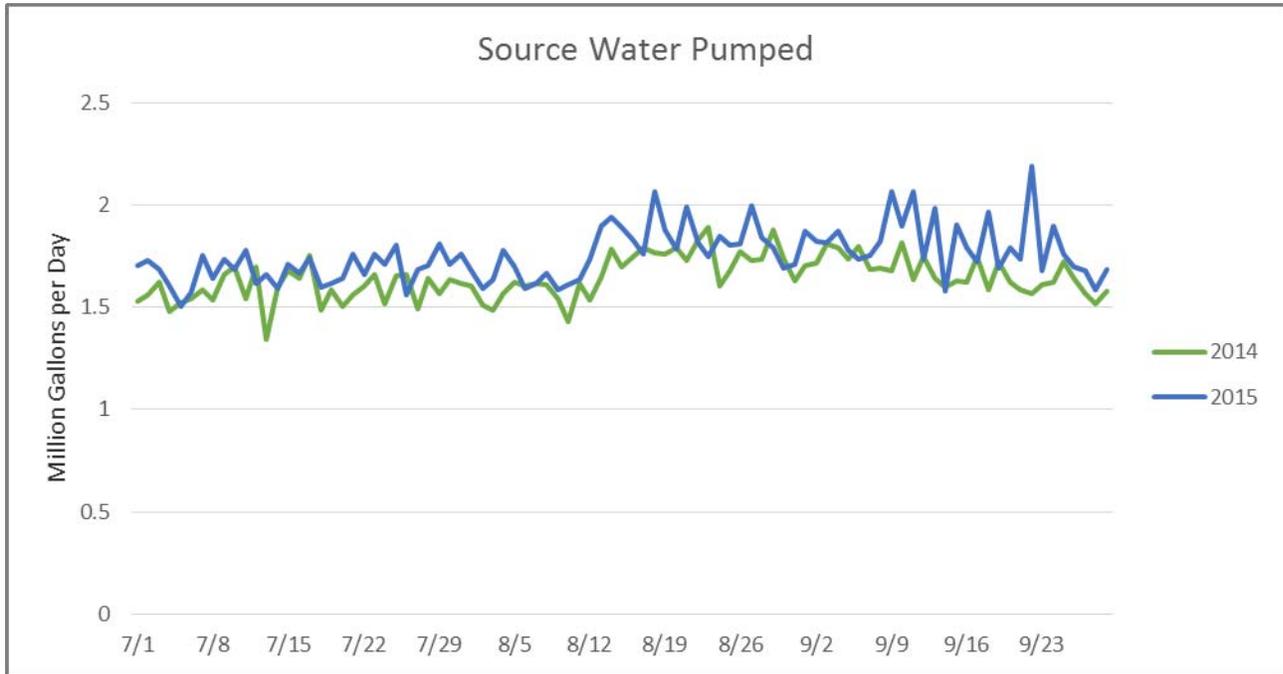
The following information compares the third quarter of 2014 with the third quarter of 2015:

	<u>Third Quarter 2014</u>	<u>Third Quarter 2015</u>
Total Source Water	151.080 million gallons	161.342 million gallons
Ave. per Day	1.642 million gallons	1.754 million gallons
Total Hrs. of Operation	1211 hours	1219 hours

Ave. Hour per Day

13.16 hrs./day

13.25 hrs./day



Every Drop Counts
Water Conservation Program
Third Quarter Report
July 1st thru September 30th

Watch for Me NC Program



On August 22nd the Town's Water Conservation, Recycling and Adoption Programs partnered with the Planning Department, Police Department, Appalachian State University, and other community sponsors to participate in the Watch for Me NC bike rodeo event at Hardin Park Elementary. The event centered on bicycle and pedestrian awareness and safety in our community.

Fourth of July Parade

The Water Conservation, Recycling and Adoption Program coordinators all walked in Town of Boone's 4th of July Parade. Over 400 goodies bags with stickers and candy were given out during the parade.



Project WET Class

On Friday August 28th the Water Conservation Coordinator joined Wendy Patoprsty at the New River State Park for a Project WET demonstration. Wendy Patoprsty and Park Ranger Tom Randolph held a day long Project WET class. The Water Conservation Coordination joined them to teach the Incredible Journey. The Incredible Journey is a Project WET activity that provides a hands on experience to help teach children the importance of the water cycle.

Rain Barrel Giveaway

During the months of July, August and September 2 winners were chosen per month to receive an Ivy 50 gallon rain barrel from Rain Water Solutions. The winners this year are as follows:

July- Laura Stokes and Leigh Jacobs

August- Carol King and Adam King

September- Jill Reese and Pam Henson

Boone Clean Up Day

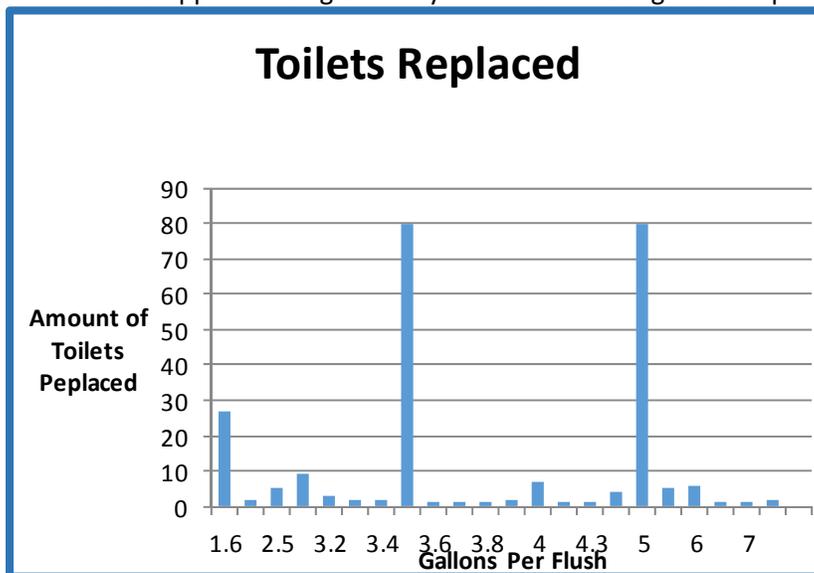
On Saturday September 19th the Water Conservation Coordinator joined the Recycling and Adoption Coordinator to help with the Boone Litter Sweep. This event encourages all Boone citizens to take a moment to help beautify Boone and keep our planet healthy.

WaterSense® Toilet Rebate Program

In July, of this year the WaterSense® Toilet Rebate Program entered its fourth year. This program gives Town of Boone water customers a rebate for replacing older or less efficient toilets, with a WaterSense® labeled high efficiency toilet. Customers must fill out an application and once approved Single-Family customers are eligible for up to \$100 per toilet



or
are



replaced, and Multi-Family Commercial customers eligible for \$50 per toilet replaced.