

**City of Ormond Beach
Memorandum**

To: Honorable Mayor and City Commissioners
From: Joyce Shanahan, City Manager
Subject: Weekly Report
Date: March 22, 2019

This is a weekly staff report that is used as a management tool that I thought you might find helpful. The departments are listed in alphabetical order.

City Manager

Reviewed and prepared with staff as follows:

- General discussion meetings with various members of senior staff
- Staff meeting
- Prep work for presentation at Chamber Leadership Government Day

Spoke to, attended and/or met with:

- Agenda review meetings with Mayor Partington, Deputy Mayor Kent, Commissioners Selby, Persis and Littleton.
- Rotary meeting
- News-Journal Town Hall Meetings on half cent Sales tax in DeLand
- ICMA First Time Administrators Task Force conference call
- Commission Meeting
- Countywide Managers conference call on half cent sales tax

Community Development

Planning

- The Downtown Steering Committee shall hold a welcome and kickoff meeting on Thursday, March 28, 2019 starting at 6 p.m. at the Anderson-Price building at 42 North Beach Street. Two public meetings are scheduled on Wednesday, April 17, 2019 and Wednesday, May 15, 2019 both starting at 6 p.m. at the Anderson-Price building at 42 North Beach Street.
- There are no variance applications for the April Board of Adjustment and Appeals and the meeting has been canceled.
- Planning staff has received a Special Exception application for the Total Comfort project for outdoor storage over 50%. The project is a phased development for the northeast intersection of U.S. 1 and Southland Road, with Phase 1 proposed as RV and boat storage and Phase 2 (Total Comfort) is proposed as a 26,514± square foot building, along with two 30,000-gallon gas storage tanks. The subject property is zoned as I-1 (Light Industrial). Phase 1 (RV and Boat Storage) is a conditional use and can be approved by the Site Plan Review Committee. Phase 2 (office and outdoor storage) is a permitted use, however, the site plan shows an outdoor storage area that is greater than 50% which would require a Special Exception.
- Staff attended Ormond MainStreet and discussed the issue of food trucks.
- Staff attended the Volusia Prepares, Local Mitigation Working Group Quarterly Meeting.

Building Inspections, Permitting & Licensing

- 7 new business tax receipts issued.
- 422 inspections performed within the City (19 by Private Provider).
- 122 permits issued within the City, with a valuation of \$2,725,038.

Development Services

- The Site Plan Review Committee (SPRC) met with:

1. Security First project engineers regarding the location of a double detector back flow location.
 2. Project engineers for a general discussion of the Land Development Code standards for future redevelopment of the property at 264 South Atlantic Avenue.
 3. Pre-application meeting for a subdivision of land at 373 Forest Hills Boulevard.
 4. Pre-construction meeting for 600 and 620 South Atlantic Avenue, the Ormond Beach Surf Style project.
- Projects under SPRC review include:
 1. 1345 North U.S. Highway 1, Total Comfort. 3rd Review. Phased development to include an office/warehouse use and RV and Boat storage.
 2. 835 Hull Road. 3rd Review. Construction of a 9,100 square foot office/warehouse and associated site improvements. Wild Olive ROW needs to be approved for site plan approval.
 3. 1535 North U.S. Highway 1, Dunkin Donuts. 2nd Review. Demolition of existing gas station and construction of a Dunkin Donuts coffee shop building with drive thru and associated site improvements
 4. Security First Tract 18 final plat. 1st Review. Final plat of Tract 18 of the Ormond Crossings development.
 - Below is the construction status of projects under construction:

Project	% Complete
589 South Yonge Street	95%
783 North U.S. Highway 1	35%
Antares of Ormond Beach	0%
902 South Atlantic Ave., Bank of America	100%
Cardinal Drive Beach parking	70%
Chase Bank	15%
Cypress Trails subdivision	70%
Davita Dialysis	100%
Granada Pointe	95%
Huntington Villas	10%
Independence Recycling of Volusia	25%
Lot 2, Airport Business Park	100%
Lucky's Market	35%
Volusia Memorial Mausoleum	50%
Ormond RC, Fitness Center & Building 1C	50%
Pineland	47%
135 Hernandez Lot Split-Utility Connection	95%

Security First	65%
Shoppes on Granada, Phase 2	70%
Starbucks @ Granada Plaza	40%
Thomas & Betts parking improvements (phase 1)	90%

Economic Development

- Ormond Crossings
 - Security First Managers continues the construction of their office building.
 - Installation of off-site utility work along Broadway Ave. continues.
 - Security First Managers transportation mitigation FDOT permit requires they construct turn lane improvements at the intersection of Broadway Ave. and US1 prior to occupancy of 100,000 sf of the new building. Occupancy beyond the 100,000 sf permit requires a new traffic impact study to determine whether a traffic light is warranted. A preliminary study by LTG Engineering indicates the full occupancy of the office building by Security First Managers will warrant a traffic light at Broadway and US1. According to the Ormond Crossings Development Agreement, the light must be installed by Tomoka Holdings within one year of the warrant.

- Airport Business Park
 - Concentrated Aloe is completing construction on their 40,000sf manufacturing plant on Lot 2.
 - Staff has received letters of intent from 2 property owners in the Airport Business Park to donate land for the City to extend the Signal Avenue roadway into the Southwest Quadrant of the Airport. Staff is preparing the necessary legal documents to formalize the process and present the project to the City Commission for its approval.
 - Staff continues to meet with the businesses in the Park to assist as possible with technical assistance and provide information and networking opportunities.

- Ormond Beach Chamber, Main Street, Team Volusia, and Volusia County
 - Staff is working with the Ormond Beach Chamber on a business retention and expansion survey that will be used to take the pulse of targeted industry in Ormond Beach.
 - Staff is working with Team Volusia on several Industry Prospects that are considering locations in Ormond Beach.
 - Continued to meet with regional group focused on growing the innovation and entrepreneurial eco-system in Volusia County.
 - Staff continues involvement in the Ormond Main Street marketing and branding initiative.
 - Staff participated in Volusia Days with the Daytona Regional Chamber, representing Ormond Beach in Tallahassee with members of State Legislature.

- Prospective Business Attraction/Retention/Expansion
 - Staff continues the ongoing outreach to Ormond Beach businesses to assist with expansion opportunities. To date approximately 28 companies have been visited.

Finance/Budget/Utility Billing Services/Grants/PIO

Finance

- On-going Projects
 - The City continues to work with FEMA to achieve obligation on one (1) additional project work sheets for hurricane Matthew. To-date the City has received \$6.3 million dollars for hurricane Matthew reimbursement.
 - The City was obligated by FEMA for PW1055, downtown lighting and ballfield lighting are included on this PW.
 - FEMA assessment, project planning and project worksheet development for hurricane Irma continue. In regards to hurricane Irma, 98% of expenses have been submitted to FEMA for obligation review.

- The City was obligated by FEMA for three (3) hurricane Irma projects.
- Preparations for the Munis Phase 3, Utility Billing system are underway.
- 2017-18 audit is being finalized.

- Completed Projects - Weekly
 - Processed 95 Journal Entry Batches.
 - Approved 29 Purchase Requisitions totaling \$159,470.12.
 - Issued 26 Purchase Orders totaling \$181,356.42.
 - Prepared 124 Accounts Payable checks totaling \$80,239.10 and 36 Accounts Payable EFT payments totaling \$263,783.21.
 - Issued 625 past due notices on utility accounts.
 - Auto-called 207 utility customers regarding receipt of a past due notice.
 - Processed 443 payments through Interactive Voice Response System totaling \$43,157.71.
 - Grant money 2018-19 fiscal year-to-date total received, \$2.1 million dollars.

Grants/PIO

- Press Releases
 - Florida Licensing on Wheels (March 20 10 AM – 3 PM)
 - Nature Watercolor Painting (March 22)
 - Become a Water Superhero (March 23)
 - EDC Volunteers

- Other
 - Citizen Contacts
 - Media Contacts
 - Added to and updated items in News & Announcements and other pages on the City's website.
 - Completed weekly events calendar ad for Ormond Observer.
 - Attended LMS and Public Information CRS Users Group meeting.
 - Attended weekly staff meeting.

- Grants
 - Grant files maintenance and set up, monthly/quarterly/annual reporting, revisions, reimbursements, amendments, and closeouts.

Risk Management Projects

- Mayor's Health & Fitness Challenge activities
- Processed subrogation claims
- Finalizing Leadership program

Fire Department

- Weekly Statistics
 - Fires: 1
 - Fire Alarms: 4
 - Hazardous: 3
 - EMS: 81
 - Motor Vehicle Accidents: 10
 - Public Assists: 47
 - TOTAL CALLS: 146

- Aid provided to other agencies: 13 Calls – Daytona Beach (2), Volusia County (11)
- Total staff hours provided to other agencies: 12
- # of overlapping calls: 42
- # of personnel sent with EVAC to assist with patient care during hospital transport: 5
- Total EMS patients treated: 62
- Keetch-Byram Drought Index (KBDI) East Coast Volusia: 281

- Training Hours
 - NFPA 1001: Firefighting 64
 - NFPA 1002: Driver 43
 - NFPA 1021: Officer 6
 - NFPA 1500: Safety/Equipment 46
 - NFPA 1620: Preplanning 3
 - EMT/Paramedic 2
 - TOTAL TRAINING HOURS: 164

- Significant Incidents
 - 3/13/19, 10:18 AM: Muddy Creek Ln. – Structure Fire – Responded to a single family home with smoke showing from roof – one occupant removed and transported – under investigation by State Fire Marshall.
 - 3/13/19, 3:46 PM: Halifax Ave. / E. Granada Blvd. – Motor Vehicle Accident – Responded to a motorcyclist down – one patient transported as a trauma alert – a firefighter assisted EVAC during transport.

Human Resources

- Staffing Update
 - Approved/Active Recruitment
 - Maintenance Worker II (Streets/Public Works)
 - Maintenance Worker II (Wastewater Collection/Reuse Distribution/Public Works)
 - Part Time Maintenance Worker I (Senior Center/Leisure Services)
 - Part Time Maintenance Worker II (Athletic Fields/Leisure Services)
 - Part Time Maintenance Worker II (Building Maintenance/Leisure Services)
 - Part Time Recreation Leader (Gymnastics/Leisure Services)
 - Police Officer (Police)
 - Public Information Officer
 - Seasonal Part Time Maintenance Worker II (Andy Romano Beachfront Park/Leisure Services)
 - Summer Camp Counselors (Leisure Services)
 - Tradesworker (Building Maintenance/Leisure Services)
 - Treatment Plant Operator C, B, or A (Wastewater Treatment Plant/Public Works)

 - Applications Under Review
 - Office Manager (Leisure Services)
 - Office Manager (Planning)

 - Interviews Scheduled
 - Maintenance Worker III (Wastewater Collection/Reuse Distribution/Public Works)
 - Maintenance Worker IV (Wastewater Collection/Reuse Distribution/Public Works)
 - Tradesworker (Building Maintenance/Leisure Services)

 - Background/Reference Checks/Job Offers
 - Chief Treatment Plant Operator (Wastewater Treatment Plant/Public Works)
 - Evidence/Crime Scene Supervisor (Police)
 - Maintenance Worker II (Streets/Public Works)
 - Police Officer (Police)

 - Separations
 - Part Time Maintenance Worker II (Parks/Leisure Services)
 - Maintenance Worker II (Streets/Public Works)
 - Chief Treatment Plant Operator (Wastewater Plant/Public Works)
 - Treatment Plant Operator (Wastewater Plant/Public Works)

- Employee Events
 - Wellness Plan HSA contribution opportunity: Non-tobacco use affidavits accepted through 12-31-19
 - Wellness Plan HSA contribution opportunity: Skin cancer screenings offered through 12-31-19
 - Wellness Plan HSA contribution opportunity: Wellness Action Team activities offered through 12-31-19
 - ICMA representative meets with employees 3-27-19
 - Nationwide representative meets with employees 5-2-19

Information Technology (IT)

- Information Systems (IS)
 - Work Plan Projects
 - Tyler Munis Phase 3 – Utility Billing – Project on schedule: working on mapping and configuring the new system conversion.
 - Tyler Munis Phase 2 – Tyler Content Management (TCM) document management and imaging systems. Forms Documentation review.
 - IT Strategic Plan – Draft documentation review.
 - Enterprise Infrastructure
 - iSeries system (HTE Sungard Naviline): Major upgrade of the Naviline system over the weekend, combined iSeries and windows servers implementations.
 - Windows Servers: None
 - Networking System: None
 - Work Orders
 - New: 18
 - Completed: 45
 - In progress: 22
 - Barracuda Email Security cloud service statistics
 - Total Inbound E-Mails: 61,073
 - Inbound E-Mails Blocked: 40,625
 - Delivered Inbound E-Mails: 20,448
 - Quarantined Messages: 2,521
 - Percentage Good Email: 33.5%
 - Virus E-Mails Blocked: 23
 - Notable Events: Six Windows 2008 servers were upgraded to the Microsoft operating system version Server 2012R2 over the weekend. The legacy Enterprise System Naviline, including Utility Billing and Community Development, was upgraded to the vendor's latest version. This was done mainly for support purposes and the new html5 ability. The html5 version allows staff to start eliminating Java plug-in from the workstation configurations once fully implemented. Java is a security concern that staff is working to mitigate on all workstations and servers.
- Geographical Information Systems (GIS)
 - Addressing
 - Additions: 0
 - Changes: 0
 - Corrections: 0
 - Map/Information Requests: 0
 - Information Requests from External Organizations: 0
 - CIP Related Projects (pavement management, project tracking map): 0

- Reclaim Connections Located this week: 0 : Total in system = 2,062
- Meters GPS Located this week: 0 : Total in system = 23,674; 22,891 potable, 772 Irrigation, 11 Effluent
- Notable Events: None.

Leisure Services

Administration

- City Manager's staff meeting
- Janitorial services meeting
- Met with landscape contractor for weekly updates
- Park visits
- Recreation Specialist and EDC Coordinator spoke at Rotary Club function Thursday evening
- Assistant Director attended CYSA online certification

Contract Manager – Grounds and Athletic Maintenance

- Operations meeting with Grounds Maintenance account manager
- Operations meeting with Athletic Maintenance account manager
- Public Works meeting
- Site inspections of Grounds Maintenance service areas
- Site inspections of Athletic Maintenance service areas
- Site visits with account managers
- Conducted over-site of enhancement, trimming, install and application projects
- Follow-up to concerns, issues and questions within scope of work
- Weekly administrative assignments and activities
- Attended DOT Meet & Greet

Environmental Discovery Center

- Social media updates
- Tours were given as needed on Saturday and Tuesday through Friday.
- The EDC Coordinator attended the LEFF Mini-Conference in Ocala on Saturday from 7:30 am to 4:30 pm.
- Two EDC volunteers trained two new volunteers on Saturday from 10 am to 12 pm.
- EDC staff and EDC volunteers held a Kids' St. Patrick's Day Crafts program in the EDC classroom on Saturday from 2 pm to 3 pm.
- A Community Gardens volunteer board meeting was held in the EDC classroom on Wednesday from 3 pm to 4 pm.
- The EDC Coordinator facilitated a Project WILD and Aquatic WILD combo workshop for 15 people at the EDC on Thursday from 10 am to 4 pm.
- Artist Holly Esch held a Nature Watercolor Painting class this morning from 10 am to 12 pm.

Athletics

- The USSSA Baseball Tournament was held at the Wendelstedt Fields, as well as the Nova Fields, on Saturday and Sunday.
- The Ormond Beach Shuffleboard Club continued to hold their weekly play on Monday, Wednesday and Friday at the Sports Complex. Play is at 1 pm daily.
- Golden Spikes and Lady Renegades will continue practicing this week Monday through Thursday at 6 pm on the Nova Fields and the Softball Quad at the Sports Complex.
- SHS Softball and Baseball continued practices this week on the Softball Quad and Wendelstedt Field 2 and 3 at 3:30 pm and 4:30 pm.
- Ormond Beach Soccer Club continued practices this week nightly, Monday through Friday.
- OBYBSA Rec Baseball/Softball have a few teams practicing this week at both the Nova Fields and the Softball Quad at the Sports Complex.
- Staff is preparing for the USSA Baseball Tournament to be held at the Wendelstedt Fields, as well as the Nova Fields, on Saturday and Sunday. Staff is also preparing for the OBYBSA Free Softball Clinic to be held on Saturday from 11 am-3 pm at the Sports Complex on the Softball Quad.

Athletics Field Maintenance

- Cleaned park, tennis and basketball courts at South Ormond
- Tended to the infields, tennis and handball courts at Osceola Elementary School
- Cleaned Skateboard Park, handball, tennis, and basketball courts at Nova
- Cleaned Magic Forest and the common area of Nova Park
- Cleaned all sports parks daily of debris/trash from the events during the week
- Continued dragging infields (18) daily at Sports Complex/Nova Fields
- Continued edging infields (18) weekly at Sports Complex/Nova Fields
- Painted soccer grass parking lot
- Painting all soccer fields to be prepared for upcoming OBSC practices/games
- Prepped fields for weekend baseball tournament at Wendelstedt and Nova fields
- Added fill to Nova Field 2 left field fence line, as well as crimson stone
- Added turface to Nova Field 3

Senior Center

- Granada Squares Dance was held on Tuesday from 6 pm-9 pm

Performing Arts Center

- The Performing Arts Center hosted the following classes throughout the week as part of its regular operations:
 - CMT held regular classes Monday through Friday
 - Follies held regular classes Monday through Friday
 - Kopy Kats held regular classes on Wednesday

South Ormond Neighborhood Center

- Splash pad open through November 30
- Open park and playground sunrise to 11 pm daily
- Fitness room
- Open gym
- Pavilion rental Saturday
- PAL basketball practice, Monday and Wednesday, 6 pm-8 pm
- South Ormond Sports Club basketball practice 11 am-12:30 pm

Community Events

- Weekly administrative tasks, office work, meetings, and activities
- Preliminary planning of 2019 events in the months of March through July:
 - Art in the Park, May 4 and 5, including application tracking and input, sponsorship tracking, mailing of food vendor applications and entertainment contracts
 - Memorial Day Remembrance Service, May 27
 - Reel in the Fun Fishing Tournament June 15
 - Independence Day Celebration, July 4
 - Summer Sounds Concert Series, July 12, 19, 26

Gymnastics

- Registration is open for March session
- March session in progress
- Open Gym, Friday, March 23, 6-8 pm

Nova Community Center and Special Populations

- FitGyms conducted their person training and tennis lessons.
- Open play took place various times during the week for basketball, pickleball, ping pong, the game room and the exercise room.
- Adult Jazzercise met at various times throughout the week.
- Ms. Debby's Dance and Acting classes continued at various times throughout the week.

- Shining STARS Pageant took place on Saturday.
- Adult Volleyball began on Monday.
- Lunch Bunch Club continued on Wednesday.

The Casements

- Guild tours were given on the hour Monday through Friday with the first tour at 10 am and the last tour at 3 pm. Saturday tours were at 9:30 am and 10:30 am.
- A wedding ceremony was held at Ormond Memorial Gardens on Saturday from 4 pm-5 pm.
- Casements Camera Club Ebony & Ivory exhibit is on display at The Casements throughout March.
- Staff continued planning for Enviro Camp.
- Once Upon a Storytime Tea Party took place on Tuesday from 10 am-11 am.
- Greek Cooking took place in The Casements kitchen on Tuesday from 4 pm-8:30 pm.
- Staff is setting up for Tomoka Marathon which will be held on March 23 starting at 6:00 a.m.
- Pilates took place on Monday, Wednesday and Friday from 8:30 am-9:30 am.
- Yoga took place on Tuesday and Thursday from 10 am-11:30 am.

Parks Maintenance

- Citywide inspection of parks
- Inspected and posted for reservations at pavilions
- Moved and reinstalled a post and chain at Central Park I
- Repaired top cap on railing at Cassen Park
- Replaced two toddler swings at Magic Forest Playground
- Poured two columns and mounted six cleats for setup for Movies on the Halifax
- Repaired curbing at Andy Romano Beachfront Park
- Filled in soil near mailbox at Nova Community Center
- Installed new bike rack at Sanchez Park
- Installed drain plug on airplane toy at Central Park I
- Filled large hole on the grounds of the Nova Community Center
- Tightened swing at top bar on Sanchez playground
- Cleaned up trash at Riviera Park

Building Maintenance

- Preventative maintenance of City vehicles and equipment as necessary
- Weekly maintenance of fountains at PAC, Bailey Riverbridge, Arroyo, Riviera, Hospital Park, Fortunato and City Hall
- Weekly inspection of the water wheel and sump pumps at The Casements
- Tri-weekly inspection of DOT and facility lighting at various City locations
- Tri-weekly lighting inspection of airfield runways, taxiways and signage
- Replaced lighting on ballfields at Sports Complex
- Repaired phone line at Airport Gate 13
- Repaired fountain light at Fortunato Park
- Replaced lights at WWTP
- Repairs completed in Nova men's room due to vandalism
- Repaired ladies room toilet at Nova
- Replaced batteries in ADA door at City Hall
- Replaced handle on spigot at Fire Station 93
- Urinal dividers replaced at Public Works
- Assembled workstations at Police Department
- Changed filter and cleaned return duct at Ames House
- Replaced mailboxes at Nova Community Center and Gymnastics Center

Police Department

Administrative Services

- Staff hosted the Weekly Staff Meeting
- Fire Extinguishers were maintained

- Staff attended an PAL meeting
- Staff attended an Awards Committee meeting
- Staff attended Coffee with a Cop event

Community Outreach

- Youth Director Council (YDC)
Six (6) members of the YDC joined PAL Recreation Leader, Alexis Williams, on their monthly fun outing to Top Golf in Orlando. Due to Spring Break there will not be a meeting for YDC this week. The next meeting is scheduled for March 27.
- OBPAL Basketball
Practice was held for the boys' basketball teams on Monday and Friday last week. Twenty-three (23) boys attended practice at the South Ormond Neighborhood Center. On Wednesday, sixteen (16) girls attended practice at the South Ormond Neighborhood Center. The boys 12U and 14U will attend the first tournament of the season hosted by the State of Florida Association of Police Athletic Leagues in Jacksonville, Florida, this week on March 22 – 24, 2019.
- OBPAL Educational Programs, *Tutors R Us* and *R.E.A.D. (Reading, Exploration, Adventure and Discovery)* were not held this week due to Spring Break.
- Reading with a Cop
Officer Rob Pierson was the guest reader for *Reading with a Cop* on Saturday, March 17 at 10:30 am at the Ormond Beach Library. Seventeen (17) children and parents attended the program and listened to a story about the history of St. Patrick's Day. The next Reading with a Cop is Wednesday, April 24 at 2:30 pm at the Ormond Beach Library. The *Reading with a Cop* program has been selected to be presented as a model community partnership program at the Annual Librarian Conference in Orlando this summer.
- OBPAL Third Annual Donut Dash 5K
The Third Annual OBPAL Donut Dash 5K is scheduled for the morning of Saturday, April 27, 2019. The event will begin and end at the back of the Trails Shopping Center. Registration will begin at 7:00 AM with a race start at 8:00 AM. For more information and sponsorship opportunities please call (386) 676-3505. On-line registration for the Ormond Beach Police Athletic League Donut Dash 5K is available at <http://racesmith.com/races/OrmondBeachPALDonutDash5K.html>.

Community Services & Animal Control

- Animal Calls responded to: 43
- Animal Reports: 3
- Trap Neuter Release: 0
- Animal Bites: 2
- Animals to Halifax: 6
- Wildlife Calls: 1
- Found Property Reports: 0

Criminal Investigations

- Cases Assigned: 17
- Cases Cleared by Arrest/Complaint Affidavit: 3
- Cases Exceptionally Cleared: 1
- Inactive: 4
- Fraud: 5
- Burglary Business: 0
- Burglary Residential: 0
- Larceny Car break: 2
- Grand Theft: 0
- Auto Theft: 1

- Death Undetermined: 1
- Missing Persons: 0
- Recovered Missing Persons: 0
- Sex Offense/Rape: 0
- Robbery: 0
- Assaults: 1
- Police Information: 4
- Suspicious Incident: 0
- Arson: 1
- Baker Act: 2

Records

- Walk - Ins / Window: 102
- Phone Calls: 111
- Arrest / NTA'S: 27
- Reports Generated: 122
- Reports Entered: 110
- Citations Issued: 145
- Citations Entered: 155
- Warnings Entered: 297
- Trespass Warnings: 30
- CORF Entered: 96
- Mail / Faxes / Request: 25

Patrol

- Total Calls: 1,431
- Total Traffic Stops: 325

Operations

- Crime Opportunity Report Forms: 96

03/13/2019

- Burglary Residence Arrest, 620 McIntosh Road. Known subject broke into an ex-lovers home and battered the victim.
- Loitering Arrest, 215 Williamson Boulevard (Regal Cinema). Subject was stopped for setting off an alarm at the theater then fled from officers but was caught. Subject also had open warrants.
- Trespass Arrest, 1657 North United States Highway One (Loves Truck Stop). Subject that was issued a trespass warning was found on the property.
- Shoplifting Arrest, 1521 West Granada Boulevard (Wal-Mart). Subject failed to scan all the items in the self-checkout line.
- Arson, 390 Muddy Creek Lane. Subject lit the house on fire then had to be transported to the hospital for smoke inhalation.
- Larceny, 41 Pinehurst Circle. A tag was stolen off a trailer sometime in the past few weeks.
- Shoplifting Arrest, 1521 West Granada Boulevard (Wal-Mart). Subject placed a lower priced sticker on items and went to the self-checkout.
- Warrant Arrest, 81 Hollow Branch Crossing. Subject with a warrant was contacted.

03/14/2019

- Shoplifting Arrest, 1521 West Granada Boulevard (Wal-Mart). Subject failed to scan all the items in the self-checkout line.
- Battery Arrest, 300 Block South Yonge Street. Subject sprayed pepper spray into a car during a road rage incident.
- Carbreak, Northshore Drive at Grandview Avenue. Subject attempted to steal a trailer that was attached to a vehicle.

03/15/2019

- Battery/Domestic Violence Arrest, 24 Sugarberry Circle. Subject pulled the victim to the ground by pulling hair.
- Trespass Arrest, 1670 West Granada Boulevard (RaceTrac Gas). Two (2) subjects returned to the property after a trespass warning was issued. Both were also charged with having an open container.

03/16/2019

- Assault/Domestic Violence Arrest, 37 Standish Drive. Subject threatened a loved one with a firearm.
- Miscellaneous Arrest, 505 South Atlantic Avenue (Lotus Inn). Police responded to a verbal disturbance. The contacted parties provided false names. Once identity was established, subjects were also issued a trespass warning.
- Battery/Domestic Violence, 118 Rockefeller Drive. Subject battered a loved one then fled the scene. Arrest affidavit was completed.
- Traffic Arrest, 3 North Yonge Street (Sunoco Gas). Subject was found intoxicated during a traffic stop.
- Warrant Arrest, 800 Block North United States Highway One. Subject with a warrant was found at this location.

03/17/2019

- Carbreak, 361 South Atlantic Avenue. Unlocked vehicle was entered overnight and two (2) firearms were stolen.
- Stolen Vehicle, 158 West Granada Boulevard. Known subject is refusing to give a loaned vehicle back.
- Narcotics Arrest, Pinehurst Circle at South Center Street. A traffic stop found methamphetamines and marijuana.
- Narcotics Arrest, 2000 Block West Granada Boulevard. A traffic stop found marijuana.

03/18/2019

- Battery Arrest, 32 Byron Ellinor Drive #A. Subject was arrested for battering a known person. Another subject that was involved was arrested for an open warrant.
- Narcotics Arrest, 170 North Nova Road (7-11). A traffic stop found marijuana on the driver.
- Trespass Arrest, 21 Ocean Shore Boulevard (Birth Place of Speed Park). Subject returned to the property after being issued a trespass warning.
- Trespass Arrest, 715 South Nova Road. Subject returned to the property after being issued a trespass warning.

03/19/2019

- Stolen Vehicle, 620 South Atlantic Avenue (Family Dollar). Enclosed motorcycle trailer with three (3) motorcycles in it was stolen overnight.
- Stolen Vehicle, 344 Fir Street. Vehicle was stolen and was caught in Flagler County after a pursuit.
- Larceny, 809 Arroyo Parkway. A check was stolen from a mailbox.
- Shoplifting, 1622 North United States Highway One (Burger King). Subject walked out with merchandise and was caught but the store did not want to press charges.
- Carbreak, 1521 West Granada Boulevard (Wal-Mart). Unlocked vehicle was entered and tools were stolen.
- Battery/Domestic Violence, 100 New Britain Avenue. Victim was battered by a loved one and fled the scene. Charging affidavit is in the book.
- Burglary Residence, 335 South Atlantic Avenue. Home was entered and two (2) subjects fled on foot towards Magnolia Drive.
- Narcotics Arrest, Laurel Drive at East Victoria Circle. Subject was contacted with marijuana.

Traffic Unit

- Traffic Enforcement Stats:
 - Number of Traffic Stops: 161
 - Number of Uniform Traffic Citations Issued: 113
 - Number of Written Warnings Issued: 89
 - Number of parking tickets issued: 0
- Traffic Crash Reports
 - Number of Crashes without Injuries: 18
 - Number of Crashes with Injuries: 4
 - Number of Crashes with serious bodily injuries: 0
 - Number of fatal Crashes: 0

Neighborhood Improvement

Weekly inspection statistics by Commissioner Zones

- Zone 1: 9 Cases initiated
- Zone 2: 4 Cases initiated
- Zone 3: 7 Case initiated
- Zone 4: 10 Case initiated
- 8 signs have either been removed or sign cases created.
- 7 tree removal permit requests
- Administrative staff assisted with six (6) walk-ins and ninety-nine (99) telephonic inquiries.

Public Works

Airport Operation and Development

- Hoyle, Tanner and Associates completed a series of UAV (drone) flights this week in order to capture new aerial imagery of the airport following completion of the Runway 9/27 rehabilitation and heliport improvements projects.
- Staff continues coordination of the bidding phase for the Runway 9/27 and Taxiway Alpha extension construction projects. Final drafts of the contract documents and technical specifications for the project are under review for inclusion in the project manual for bidding. The 90% design plans have been reviewed by staff, and the consultant is now working toward completion of the 100% design plans for bidding.
- Technicians from Economy Electric and AT&T successfully diagnosed and repaired a communications interruption with the airport's Automated Weather Observing System (AWOS).
- Staff and technicians from Economy Electric and other outside vendors continue to investigate functional issues with Gate 13. Initial troubleshooting suggests that a circuit board may need to be repaired or replaced.
- Staff participated in the Florida Statewide Aviation Economic Impact Study overview webinar this week. The 2019 Statewide Aviation Economic Impact Study is currently in the process of being finalized. Based on the results of this study, the total economic impact of Florida's airports has been assessed at \$175 billion, which represents a 15% increase over the impact assessed in 2014. The 2019 study reports the economic impacts of the Ormond Beach airport include total employment of 426 jobs, total labor income of over \$18 million, and total business sales of over \$56 million.

Engineering

- Projects Summaries
 - Construction Projects:
 - Ormond Crossings Utility Extensions – Hydrant testing was performed and all four fire hydrants along the property line exceeded the minimum fire flow demand. The water main loop project that is starting construction will further increase flows such that all fire hydrants at Security first should meet minimum flows once that construction is complete mid-May.
 - Forest Hills Connector Trail – The Contractor is working on the boardwalk and installation of light poles.

- Laurel Creek Stream Gauges – City crews are completing the configuration of units, Engineering has scheduled to survey lake levels for calibration.
- MacDonald House – Staff is working on completion of the report of findings.
- Fishing Pier Repair – All of the new piles have been installed. Framing is 90% complete, decking is 90% complete. Contractor has begun working on electrical for lighting.
- US1 Water Main Loop from Broadway Ave. to Pine Tree Drive – Contractor has started clearing and direct bury portion of project for the 12-inch pipe is underway.
- Coquina Court Drainage – Construction is complete.
- Storm and Sewer Lining – Phase 2 – A preconstruction meeting was held on March 13.
- OBSC Improvements – Baseball Field 3 & Soccer Fields 1, 2, 3 Lighting – Conduit is being installed. Poles were delivered and are being assembled on-site.

- Bidding
 - Cassen Park Public Dock and Breakwater – The project bids were opened. Eight bids were received. The apparent low bidder was Brance Diversified, Jacksonville, FL. The bid was awarded at the March 21 CC meeting.
 - WWTP Sludge Dewatering Improvements – The bid award was moved to the April 2 CC meeting.
 - Water Plant Upgrades – The bid award was moved to the April 2 CC meeting.
 - Force Main Repairs – The bid award was approved at the March 21 CC meeting.
 - Breakaway Trails Storage and Pumping Improvements – Bid award was approved at the March 21 CC meeting.
 - CDBG Ames Parking Improvements & CDBG Landscape Renovations – The apparent low bidder is Verdego Landscape LLC. Bid award is scheduled for the May 7 CC Meeting.
 - HVAC Replacements – City Hall, SONC, The Casements – Bids were opened and one bid was received from Amsco, Casselberry, FL. The bid is being evaluated.
 - Fleming Avenue Stormwater Pump Station – The Contract for design services was approved at the March 21 CC meeting.
 - Granada Median Landscape Improvements (Orchard Street to I-95) – A disposition item for approval to bid the project is scheduled for the April 21 CC Meeting.

- Design Projects:
 - North US1 Water Main and Force Main Improvements – A Work Authorization for Force Main design is scheduled for City Commission approval at the April 16 meeting. The Water Main project will be combined with the FM improvements project along US1 and is on hold until the FM project is designed and the combined bid package can be prepared.
 - WTP Sludge Residuals Facility Improvements – The Consultant is designing the modifications to the plans and expects to be complete and ready to bid the project by April.
 - Fleming Ave Stormdrain Improvements – The Consultant has submitted 60% design plans. A review meeting was held on February 22.
 - Wilmette Avenue Pumping – Design documents have been finalized and submitted to FEMA for review.
 - OBSC Improvements – Championship Field 7 – An ECHO grant application was submitted to Volusia County. If awarded, the grant will provide funding in June 2019.
 - Secondary Raw Water Main – The Consultant is scheduling a meeting with FDOT regarding the directional drills under I-95 and the Tomoka River.
 - Tomoka Elementary Connector Sidewalk & Williamson Blvd Pedestrian Improvements – FDOT has transmitted the LAP Agreement to the City for execution, the design contract has been submitted for City Commission approval at the April 2 meeting.
 - Nova Community Park Underground Electric Utilities – The Consultant has re-submitted 100% plans, Staff is reviewing.
 - The Casements North Side Improvements – Design is in process.
 - Stormwater Master Plan Update - 2019 – Staff has begun negotiating a scope and fee for the proposed work.

- 2019 Communication Infrastructure – Engineering staff has prepared 60% drawings for the extension of fiber optic facilities from Division Avenue to Fire Station 92.
- Nova Landfill Lining Repair – The Consultant is preparing a proposal for the lining repair.
- Departmental Activities
 - Continued to prepare for storage non-digitized plans and as-built files.
 - Reviewed daily Engineering Permit applications through the ProjectDOX system.
 - Staff is completing work on applications to the River to Sea TPO for their 2019 Call for Projects.
 - Located plans for South Beach Street sidewalk for public information request.
 - Performed quarterly gas monitoring at the Nova Landfill.
 - Checked bid schedule quantities for the Granada Median Landscape project.
 - Started creating a plan set for North US1 sidewalk, per Project Manager's request.
 - Created 2 exhibits for an Ormond Crossings police station and utility site.
 - Continued creating base map for Nova Road Improvements proposed sales tax initiative project.
 - Took pictures of sites for the proposed sales tax initiative projects, and plotted and mounted exhibits for informational meeting.

Environment Management

Street Maintenance - Asphalt/Concrete

- Ripped out slab and poured – Harvard Dr.
- Stripped forms & backfilled – 200 block Rockefeller Dr.
- Poured 2 slabs & gutter – 300 block W Granada Blvd
- Rip out sidewalks, formed & prepped – S.R. 40
- Ground sidewalks – Division Ave

Forestry

- Trimmed and cleaned up at City yards and City Hall (incl. Corbin Ave parking lot at school)
- Trimmed at various bus stop benches
- Maintenance and tree inspection citywide
- Hauled debris to Nova/Transfer Station
- Ground stumps citywide
- Removed hazardous limb – Wild Cat Ln
- Trimming – Tomoka Oaks, & The Trails Sub.
- Removed dead oak – Nova Community Center

Maintenance

- Rotated Special Event Bridge signs
- Debris cleanup on Granada Bridge and Memorial Gardens
- Graded roads & boat ramps at all City parks, Airport Sports Complex and Old Tomoka Rd.
- Picked up litter at various bus stops in the City, on DOT roads, at Orchard and Wilmette and on the Tomoka River Bridge
- Weed control on streetscape and FDOT areas
- Cleaned benches citywide
- DOT weed control on all state roads
- Trimming in various areas citywide
- Trash pickup – US 1 mediums from Wilmette to Flagler Ave
- Debris pickup – US 1 from Wilmette to Broadway Ave
- Cleaned up walk – Fleming Ave between Fred Gamble & US 1
- R.O.W. Trimming – N/S US 40 between Winding Woods & Kings Crossing

Sign Shop

Repaired, replaced or installed signs at the following locations and other jobs:

- Citywide locations, checked for signs that might need attention

- Fabricated various signs & decals for upcoming jobs
- Washed & cleaned signs in various locations
- Straightening & replacing signs – citywide
- Installing 4 new HIP stop signs – Washington St

Stormwater Maintenance

- Locate, gates, pumps – citywide
- Basin inspection – citywide
- Rechecking pipe order, placing in stock & shop maintenance – Public Works
- Cut roadway, prep for pipe repair – Harvard at Loyola
- Pipe repair – Harvard Dr.

Vactor

- Vac-con – Harvard Dr.

Street Sweeping/Streetsweeper (3 days)

- 100 miles of road cleaned
- 28 cubic yards of debris removed

Fleet

- Mileage traveled by all departments for the week: 22,872
- PM Services completed for the week
 - Emergency Vehicles and Equipment: 1
 - Non-Emergency Vehicles and Equipment: 9
- Road Calls for the week: 0
- Quick Fleet Facts:
 - Fuel on hand: 9,757 gallons unleaded, 7,473 gallons diesel
 - Fuel used in one week: 2,208 gallons of unleaded and 777 gallons of diesel.
 - Fleet completed 38 work orders this week.

Utilities

- Projects Summary
 - Breakaway Trails Reuse Storage and Pumping Improvements – The bid was awarded at the March 21 City Commission meeting.
 - Breakaway Trails Yard Electrical and Pump Upgrades – Electric service easement has been recorded and sent to FP&L, new utility transformer installation date to be provided by FP&L next week.
 - Leeway Storage Tank and Pump Station Rehabilitation Project – Consultant preparing 95% plans and specs for final review.
 - Lift Stations 3M, Tomoka Meadows and Ashford Lakes Improvements – City staff and consultant reviewed shop drawings and provided comments.
 - SCADA Integration Services RFP – SCADA network database test was performed on March 15. Preliminary SCADA design was provided to City staff for review and comment.
 - Shadow Crossings Reuse Pump Facility Upgrades – 60% plans and specs being developed by the consultant.
 - WTP Elevated Water Tank Rehabilitation – Shop drawing comments returned to contractor for steel fabrication. Tank is scheduled to be prime coated during the 2nd week of April. Steel is scheduled to ship from the fabricator at the end of April.
 - WTP LPRO Membrane Replacement – Kick-off meeting to be scheduled.
 - WTP Lime Slaker and Sodium Hypo Upgrades - The bid was awarded at the March 21 City Commission meeting.

- WWTP Influent Pumps VFD Replacement – VFDs are being fabricated, delivery scheduled for April 15. Demo of Influent Pump #2 VFD is complete.
- WWTP Sludge Dewatering Improvements – The bid was awarded at the March 21 City Commission meeting.
- WWTP Operating Permit Renewal – A permit review meeting will be scheduled.
- SPRC Projects (Utilities Review)
 - 835 Hull Road, Air One Warehouse – received plans for review.
 - Pineland Subdivision – Received plans for review.
 - 1535 North US Highway 1, Dunkin Donuts – Received plans for review.
 - Deerfield Trace Subdivision (Flagler County) – Received updated lift station pump curve for review.
 - Security First Insurance – Received Pineland Trail extension final plat for review.
 - 1345 North U.S. Highway 1, Total Comfort – Received plans for review.

Water Treatment (3-9-19 to 3-15-19)

- Delivered 43.85 million gallons for the week ending March 15, 2019 (6.26 MGD).
- Backwashed 16 filters for a total of 842,000 gallons backwash water.
- Raw water average daily withdrawal rate from all wells through February 28, 2019 @ 6.334 MGD, SJRWMD 2018 allocation @ 7.556 MGD.
- Produced & hauled 81.0 wet tons of dewatered sludge (65 - 70% solids).
- Operated north & south plant generators for routine PM.
- Ongoing: Painting and restoration of plant piping.
- 12% blended Hypochlorite system, a 12 to 1 ratio, is working extremely well.

Wastewater Treatment

- Domestic and Industrial Wastewater flow was 33.21 Million Gallons.
- Influent flow rate Average Daily Flow (ADF) for weekly period @ 4.74 MGD.
- Produced 33.21 Million Gallons of Reuse.
- Produced 0.00 Million Gallons (NOD) of Surface Water Discharge.
- Most recent annual period ADF Rates (February 01, 2018 – January 31, 2019) (MGD): Influent 4.82 MGD (Permit 8 MGD); Surface Water Discharge 1.61 MGD (Permit 6 MGD); Reuse 3.66 MGD (Permit 10 MGD)
- Hauled 143.45 tons of dewatered residual solids (14%-18% Solids).

Water Distribution

- Installed 5 new residential water services.
- Replaced or repaired 5 water meter boxes.
- Repaired ¾" water service at 170 N. Nova Rd. Leak was in outside southbound lane of Nova Rd.
- Replaced 1" water service at 899 John Anderson Dr. from main to meter.
- Responded to 23 reports of customer concerns regarding low pressure, cloudy water or assistance with other plumbing needs.
- Responded to and/or repaired 14 water service leaks.
- Performed fire hydrant maintenance on 13 hydrants.
- Performed a 3" commercial water meter test, meter tested accurate.
- Assisted with utility location services.
- Utility locate service for water/wastewater/reuse/city power and fiber optic cables: received notice of 197 regular and 4 emergency utility locates for the previous week.

Wastewater Collection – Reuse

- Crews responded to 16 trouble calls in the Breakaway/Hunters Ridge PEP System service area and 2 in the conventional system service area. Responded to 4 reuse trouble calls.
- Replaced control panel at 6 Fox Cliff Way.
- Repaired broken sanitary service line at 42 Carriage Creek Way.

- Adjusted reuse flow to beachside to 50% in preparation for bioassay at WWTP.
- Located reuse valve that feeds Tomoka Oaks golf course.
- Located and turned on reuse service at 4 Whipper-in Cir.
- Turned on reuse main to Deer Creek.
- Located PEP tank and panel at 30 Shadow Creek Way. Discovered breaker to be off, reset and talked to homeowner.
- Received 50 new Champion pumps and transported to BAT.
- Found sanitary service at 382 McIntosh Rd. Customer to clean up yard so we can locate C/O.
- Opened reuse zone valve at 3 Bent Stream Way.
- Checked PEP system at 78 Saddlers Run. Called in as an alarm, self-cancelled. Homeowner needed to remove sprinkler lines that are on top of chamber lid. Once sprinkler lines removed discovered that pump was plugged with “flushable” wipes. Discussed with homeowner.
- Replaced PEP pump at 33 Laurel Ridge Way, 10 Tomoka Cove Way, 11 Tomoka Cove Way, 12 Tomoka Cove Way, 23 Tomoka Cove Way and 31 Cedar Creek Way.
- Vacuumed out 2” force main on Tomoka Cove Way after multiple pump failures over the weekend.
- Investigating possible illicit discharge in Airport Business Park
- Assisted Stormwater in pipe repair at Harvard Dr. and Loyola Dr.
- Located and marked reuse service at 36 Carriage Creek Way.
- Adjusted reuse distribution system in response to low tank levels from high demand.
- Televised 8 work orders from the PM list
- Checked force main pressure Spanish Waters 3 psi, Ocean Mist Hotel 0 psi, Ormond Mall 1 psi.
- Low pressure sewer gauge readings: AM Foxhunters Flat (4 inch) 11 psi, Westland Run 9 psi & Shadow Crossing Blvd. (4 inch) 6 psi.

Wastewater Plant – Lift Stations

- Influent VFD’s, Contractor on site to begin VFD replacement project, removed out of service VFD#2 New VFD’s scheduled for delivery on or about April 15, VFD #3 not responding in automatic, replaced faulty time delay relay and returned to service.
- Saddlers Run - Called in by Operator on shift, alarm sounding at station periodically, no call from WIN911, no signs of high level, flow from mix flush valve interfering with high level float, float damaged, relocated and replaced with new, will monitor.
- Post Anoxic Basin, installed Flygt guide rail mast and Davit crane assembly, and Flygt submersible mixer.
- Ormond Mall, Force Main pressures: Static/1 Pump/ 2 Pumps = 8/16/22.
- Spanish Waters, Force Main pressures: Static/1 Pump/ 2 Pumps = 6/24/30
- Spanish waters, grounds keeping, trim bushes and trees.
- Post Anoxic Basin, temporary repair to loose plumbing at spray misting system while awaiting supplies for permanent repairs.
- Centrifuge #2, begin installation of replacement main bowl drive motor.
- McDonalds, weekly odor control and wet well cleaning, ok.
- SCADA monitor/response: Ormond Mall, no starts #2, reset Motor Starter; 8P, no starts #1, reset Motor Starter; Huntington Woods, #1 stuck on, clean Floats.
- Weekly Plant PM’s: Poly Blends, #1, #2; Clarifiers, #1, #2, #3, #4; Grit Snail; Bar Screens, #1, #2; Influent Room pump transfer; Influent Bypass pump; Final Tanks Bypass pump; deragg Submersible Aerator #1 South.
- Lift Station PM’s: 20 monthly performed and 0 annual.

Water Plant – Well Fields – Booster Stations – Reuse System

- Call out, Lime Slurry pump #3, VFD not operational, performed reset, will monitor.
- Lime Slurry pump #3, follow up from call out inspected unit and replaced gear box, ok.
- South Sludge Pit, added a male 2” Chicago fitting in the existing 2” ball valve, ok.
- DE gasifier #2, repair a Sodium Hypochlorite leak in 1” feed line, ok.
- North Plant SCADA Server unresponsive and not updating. Reboot, ok.

- Lime slurry area, replaced photo eye to control light poles.
- South Sludge Pit, began installation of effluent pump out line for tanker removal, flushed lines.
- Lime Slurry pumps 1 & 2, lubricated.
- Operational check: Rima wells, Riverview, Granada, Nova, Standish booster stations, Shadow Crossings.
- Well PM's: All Division Wells; SR 19 & 20; B.A.T. 2, 3, 4. All Hudson Wells excluding 33, & 34 (no access); Well 24H Generator Check.

SCADA - OTHER

- VTSCADA, Worked with Star controls to test communication to lift stations over radio network and Hi Service PLC @ WTP.
- Reboot of lift station SCADA server at end of day, monitor would not boot up, replaced with office spare for the weekend. OK.

Utilities Regulatory Activities

- Cross Connection Control (CCC) Vendor – The CCC data management contract will expire at the end of 2019. Staff is evaluating whether to perform another RFP or utilize the new Munis software the City is gradually converting to. Personnel from Munis displayed to Utility staff the capability of their software with regard to backflow device testing and tracking.
- Fats, Oils, and Grease (FOG) Program – Staff is compiling information to begin building an operational FOG program for the City. The FOG program is designed to assist in the elimination of sanitary sewer overflows and equipment malfunction due to clogs.
- Wetlands Monitoring Report – Staff performed the fieldwork necessary for the Wetlands Monitoring report with E Sciences, Inc., the City's contract environmental consultant. The fieldwork included visiting all 10 wetlands to inspect the areas foliage and visible water levels. The report highlights the City's 7 production wells' impact on the wetlands in Rima Ridge.
- Earth Day Event – Staff confirmed 104 students from Ormond Beach Elementary school are attending the City's Earth Day event. The students will participate in activities by the Volusia County Library, the Museum of Arts and Sciences, and possibly a local author doing a book reading.
- Sewer Contributions Evaluation – Staff is conducting surveillance and sampling portions of the sewer collection system to discover contributors which may be causing collection system H₂S production, manhole degradation (excessive corrosion), and/or upsetting the WWTF. The samples collected were delivered to the City's contract laboratory for analysis. Also, staff inspected one facility identified as potentially making illicit discharges. The inspection allows staff to communicate with facilities and gain knowledge of their recent discharge activities. This facility is already permitted under the City's Industrial Pretreatment Program.

Support Services/City Clerk

In addition to routine departmental activities such as public records requests, updating insurance information for City contracts, maintaining the City website, records management, document imaging, proclamations, assisting citizens and directing calls at City Hall, phone requests/repairs, and research projects; the following activities are underway or have been completed:

- City Clerk attended weekly City Manager Staff Meeting
- Staff attended and provided support for March 21, 2019, City Commission Meeting
- Agenda packet preparation, creation, and distribution for March 25, 2019, General Employees' Pension Board Special Meeting
- Agenda packet preparation, creation, and distribution for March 27, 2019, Budget Advisory Board Meeting