

John Dougherty
 City Manager
 City of Kingman
 310 N. 4th Street
 Kingman, AZ 86401
 (928) 753-8102
 www.cityofkingman.gov

CITY MANAGER REPORT



CITY OF KINGMAN—JANUARY 2017

The information included in this issue reflects December, 2016 submissions. Finance and Municipal Court data reported is for the time period detailed in their individual reports.

Development Services—Gary Jeppson

WHAT'S INSIDE
Development Services
City Attorney
City Clerk
Engineering
Finance
HR/RM
Information Technology
Kingman Fire Department
Kingman Police Department
Municipal Court
Parks and Recreation
Public Works

HOME 2 SUITES BY HILTON—Building plans were approved and the building permit was ready to be issued by the end of the year. However, the owner was celebrating the holidays and was unavailable. Issues regarding water meter size arose because engineering calculations and architectural plans stated different meter sizes. Staff was willing to issue the permit with the larger meter size to get the project under construction and, when the matter was resolved, allow any change take place with a change order. With this allowance no one was available on December 30th with the money to pay the permit fee. The permit will be issued in January 2017.

HOUSE OF HOPS—The structural shell is under construction but the mechanical, plumbing and electrical plans have not been submitted.

BURGER KING—Remodeling of the Burger King on Andy Devine Avenue is underway and staff is helping keep the business in operation during construction.

HUALAPAI MOUNTAIN MINI-STORAGE—The Hualapai Mountain Storage building permit has expired. Mr. Bennett has applied for an extension on his conditional use permit but the Planning and Zoning Commission recommended the City Council not extend the permit and to invite Mr. Bennett to apply when he is ready to proceed with the project. The Council granted the building permit in 2013 and has granted two one-year extensions already. The City Council will consider the matter in January.

KINGMAN SQUARE SHOPPING CENTER—The Kingman Square Shopping Center (Old Safeway) has a permit for a face-lift but the contractor has not picked-up the permit and is in consultation with the fire marshal.

MOOSE LODGE—The Moose Lodge rebuilding project is underway. The contractor is KC Orr Construction.

GRAND EVENT CENTER—Air handling plans have been approved and air handling system is complete.

SOUTHWEST BEHAVIORAL HEALTH—This project is under construction.

DOLLAR GENERAL ON W. BEALE—A building permit has been issued and construction is underway.

CANADA MART RECONSTRUCTION.—As reconstruction from the fire is taking place new issues are being discovered and staff is working to keep construction moving forward.

BUILDING ACTIVITY—Single-family residential building activity in 2016 was 87-percent compared to 2015. Total building permit activity was 97.7-percent compared to last year. Total valuation is 85.6-percent compared to last year as the LaQuinta Inn construction last year and the building permit for the Hilton Hotel has not yet been issued.

The 2017 valuation numbers are great because the building permit for the Hilton Hotel was issued in January. The month of December was greater in total valuation in 2016 than in 2015.



CITY OF KINGMAN—BUILDING PERMIT COMPARISON—DECEMBER

2015 vs 2016

New Residential Permits		New Commercial Permits		Other Residential		Other Commercial		Total Permits for Month		Valuation Total for Month	Cumulative Valuation
2015	15	2015	0	2015	30	2015	7	2015	52	\$3,352,680.84	\$54,519,659.
2016	15	2016	1	2016	11	2016	15	2016	42	\$3,512,976.16	\$49,481,901

BUILDING PERMITS AND VALUATIONS

December 2016

COMMERCIAL	PERMITS	VALUATION	TOTAL FEES
731 Any Devine	Maintenance	\$3,000.00	\$83.25
3420 Stockton Hill Road	Maintenance	\$23,760.00	\$377.25
3255 Andy Devine Avenue	Maintenance	\$28,489.00	\$431.65
1950 Kino Avenue	Maintenance	\$5,500.00	\$125.25
2104 Kingman Avenue	Maintenance	\$28,556.00	\$431.65
3420 Burbank Ave	Maintenance	\$185,897.00	\$1,475.35
525 W. Beale	New	\$495,075.00	\$10,974.48
3420 Burbank Street	Remodel	\$0.00	\$0.00
3015 Hualapai Mountain Road	Remodel	\$700.00	\$29.60
2266 Kingman Avenue	Remodel	\$19,000.00	\$506.96
2601 Stockton Hill Road	Remodel	\$1,700.00	\$99.17
3744 Martingale	Remodel	\$12,500.00	\$368.36
2266 Kingman Avenue	Remodel	\$0.00	\$0.00
2790 Airway Avenue	Remodel	\$2,751.12	\$137.36
3755 Stockton Hill Road	Remodel	\$52,000.00	\$1,085.29
3300 Andy Devine Avenue	Remodel	\$5,000.00	\$183.56
731 Andy Devine Avenue	Remodel	\$0.00	\$0.00
532 Beale Street	Remodel	\$0.00	\$0.00
TOTAL		\$881,748.12	\$16,309.18
RESIDENTIAL			
3357 Karen Avenue	New SFR	\$189,968.37	\$4,980.04
2337 Marlene Avenue	New SFR	\$165,945.87	\$6,445.31
3463 Laramie Avenue	New SFR	\$207,457.93	\$4,626.83
3803 Meadowbrook Lane	New SFR	\$145,804.37	\$4,166.79
3262 Duvall Avenue	New SFR	\$142,873.74	\$4,545.76
3807 Eaglerock Road	New SFR	\$177,312.26	\$4,869.16
3334 Roma Road	New SFR	\$172,166.79	\$4,822.96
3795 Meadowbrook lane	New SFR	\$145,804.37	\$4,166.79
3728 Richie Drive	New SFR	\$156,672.56	\$4,675.12
3295 Duvall Avenue	New SFR	\$159,061.43	\$4,702.84
2725 Tanner Street North	New SFR	\$128,881.05	\$4,040.65
3062 Dafne Avenue	New SFR	\$159,533.44	\$4,702.84
3811 Meadowbrook Avenue	New SFR	\$145,804.37	\$4,166.79
3287 Duvall Avenue	New SFR	\$170,363.86	\$4,804.48
2053 Buena Vista Drive	New SFR	\$186,037.85	\$4,471.01
TOTAL		\$2,453,688.26	\$70,187.37
TOTALS for December 2016		\$3,512,976.16	\$90,548.16
TOTALS for December 2015		\$3,318,591.68	\$83,798.98

City Attorney—Carl Cooper

The City Attorney's office oversees victim notification and advocacy for victims rights in criminal cases. Also they provide legal advice and contract review for City departments, drafting and review of City ordinances and codes and prosecution of misdemeanor crimes within the City of Kingman including domestic violence and drunk driving offenses.

To your right is a side-by-side collective comparison of criminal activity between 2015 and 2016.



	December, 2015	December, 2016
Domestic Violence	37	37
DUI	22	30
Theft/Shoplifting	39	23
Criminal Traffic (non DUI)	14	16
Code Enforcement	5	23
Miscellaneous Misdemeanors	57	61
Total Charges	174	190
Number of Files Opened	124	126
Pretrial Conferences	88	115
Change of Pleas	63	82
Status Hearings	16	16
Trials	6	10
Other Court Events	161	128

City Clerk—Sydney Muhle

As of December 31, 2016 there were 1806 active City of Kingman business license accounts. During the month of December the Clerk's Office assembled City Council agendas and packets for two regular meetings. Minutes were taken and transcribed for meetings held. All City Council meeting agendas, agenda packets and minutes as well as agendas and minutes for all City of Kingman boards, commissions and subcommittees are available on the City website www.cityofkingman.gov. The City Clerk's Office also assembled the City Manager Report and the e-newsletter for the month of December.

UPCOMING COMMUNITY EVENTS	
EVENT	DATE
Bingo Dinner & Dessert	February 10
San Francisco & Solvang Trip	March 3-6
Family Campout	March 11-12
Spring Break Camp	March 13-24
Drive In Movie—Baseball Theme	March 31

CLERK ACTIVITY—DECEMBER 2016		
	VOLUME	REVENUE
New Business Licenses Issued	27	
Bid Openings	1	
Public Notary Requests	4	\$22.00
Special Event Vendor Permits	1	\$264.00
Special Event Liquor License	4	\$100.00
Public Records Request	1	\$30.00
TOTAL REVENUE - DECEMBER 2016		\$5,407.00



ENGINEERING DEPARTMENT—DECEMBER 2016

Engineering—Greg Henry

WATER AND SEWER ACTIVITIES

Engineering staff responded to 96 requests for Information on the availability of water and/or sewer to specific properties and the existence of paybacks and assessments relative to those properties.

ENG15-063—A Discharge Authorization was issued for approximately 39 L.F. of eight-inch Sewer Line extension in Gates Avenue with (1) lateral and (1) clean-out for 7 Palo Christi Road. APN 303-01-009.

ENG16-0054—An Approval to Construct was issued for the relocation of approximately 172 L.F. of eight-inch Water Line located at 4400 Industrial Blvd., for Musket Corporation.

MEETINGS-DECEMBER 2016

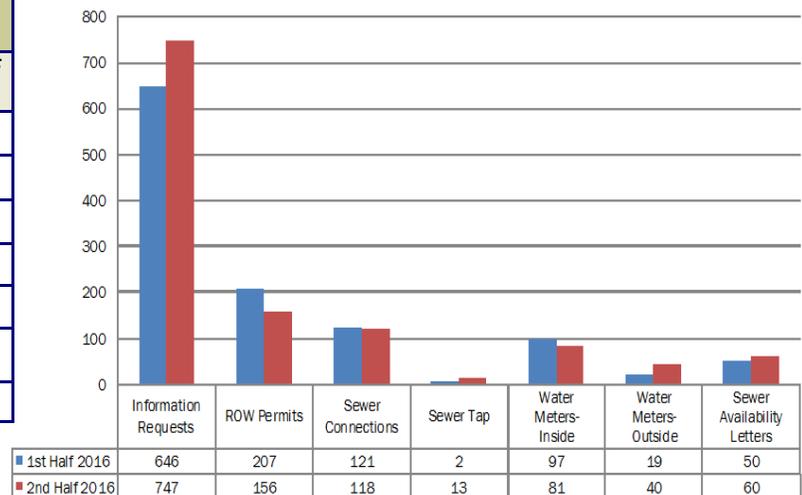
Dec. 1	Staff Meeting
Dec. 1	Tetra Tech Meeting
Dec. 6	Mobilite Meeting
Dec. 12	Civil 3D Training Meeting
Dec. 13	GIS Coordinate Systems Meeting
Dec. 16	Eastern Street Design Process Meeting, ENG15-048
Dec. 22	Municipal Utilities Commission Meeting
Dec. 28	Trakit Historic Files Meeting

RIGHT OF WAY ACTIVITIES-DECEMBER 2016

16	Permits to work in Public Right-of-Way
19	Sewer Connection Permits
0	Sewer Taps (0 inside, 0 outside)
11	Utility Permits for water meters in the County
18	Utility Permits for water meters in the City
5	Sewer Availability Letters

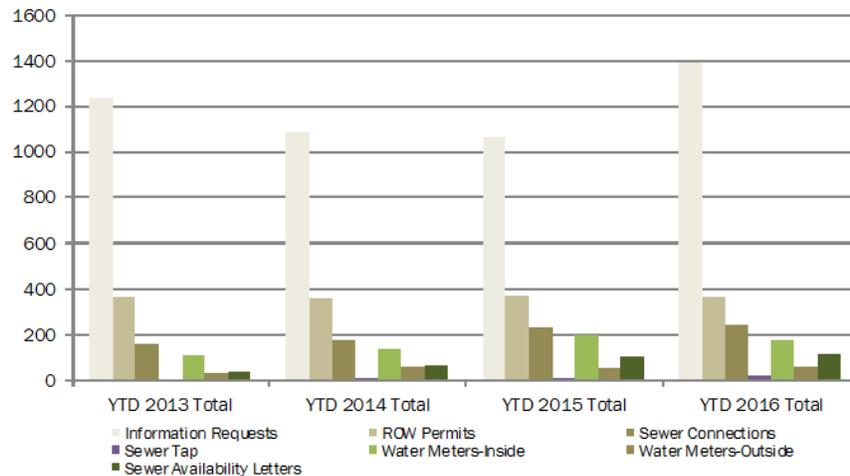
2016 RIGHT OF WAY SUMMARY

	FIRST HALF 2016	SECOND HALF 2016
Information Requests	646	747
ROW Permits	207	156
Sewer Connections	121	118
Sewer Tap	2	13
Water Meters-Inside	97	81
Water Meters-Outside	19	40
Sewer Availability Letters	50	60



RIGHT OF WAY SUMMARY—YEARLY COMPARISON

	YTD 2013 Total	YTD 2014 Total	YTD 2015 Total	YTD 2016 Total
Information Requests	1235	1086	1066	1393
ROW Permits	361	355	373	363
Sewer Connections	153	176	234	239
Sewer Tap	0	8	5	15
Water Meters-Inside	104	137	198	178
Water Meters-Outside	28	56	51	59
Sewer Availability Letters	39	65	100	110



TRAINING-DECEMBER 2016

Dec. 19	Public Works Inspection attended Work Zone Safety Backing equipment training in house
---------	---

DESIGN ACTIVITIES UPDATE-DECEMBER 2016

PROJECT	PURPOSE	CONSULTANT	STATUS
ENG15-048	Includes design of Eastern Street between Pasadena Avenue and Airway Avenue	Ritoch-Powell and Associates for preparation of project plans and reports	Design expected to be complete March 2017
ENG15-046	Update the City's Water Master Plan	Sunrise Engineering for preparation of report and water system modeling	Expected to be complete by February 2017
ENG15-050	Update the City's traffic signal controller at Fourth Street and Andy Devine	Lee Consulting for preparation of plans and specifications	Design is expected to be complete by February 2017
ENG15-0075	Involves a grant from FEMA for new city-wide contour mapping	Mohave County Flood Control Flood District—\$60,000 match from the City	Expected to be complete by June 2017

CAPITAL EXPENDITURES-DECEMBER 2016

CONTRACTOR	PROJECT	AMOUNT
Freiday Construction	ENG16-0013	\$ 4,269.81
Freiday Construction	ENG14-095	\$11,080.92
Ritoch-Powell	ENG15-048	\$9,932.85
Sunrise Engineering	ENG16-0030	\$11,420.50
Sunrise Engineering	ENG15-046	\$5,105.00
Patti G. Trahern	ENG15-051	\$910.00
Capital Expenditures processed during the month of December		\$42,719.08

CONSTRUCTION ACTIVITIES UPDATE-DECEMBER 2016

PROJECT	PURPOSE	STATUS
ENG14-084	Includes several water and sewer projects at various locations throughout the City	Work on water and sewer lines in the downtown area is ongoing. Installation of a Surge tank at the Castle Rock Booster Station is ongoing

CONSTRUCTION PHOTOS-DECEMBER 2016



ENG07-033 Campbell Estates potholing for utilities



N. Cypress Street Waterline Construction



ENG16-0033 The Pines Duplexes placing slurry back-fill



ENG16-0034 Hualapai Foothills Estates prep for asphalt



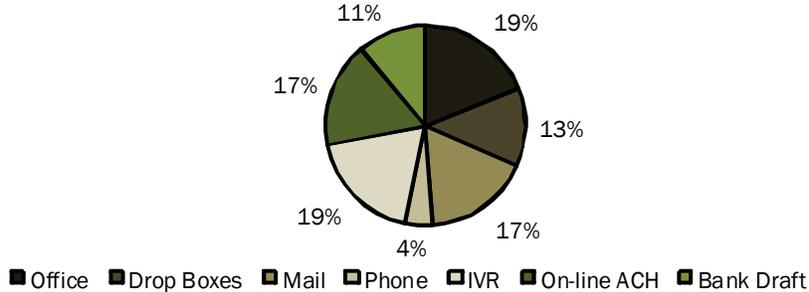
ENG16-0034 Hualapai Foothills Estates paving

Finance—Tina Moline

City of Kingman – Utility Payment Statistics

The primary source of payment for utility customers continues to be checks. Almost 39-percent of customers use this method. Debit and credit card payments are the second-most used method at 27-percent. Of the 27-percent more than 69-percent of the payments received are through the IVR telephone payment system. The IVR system continues to attract interest from utility customers and electronic payments overall (such as bank draft, online bill payments through customer banks and the IVR system) account for more than 57-percent of customer payments.

PAYMENT BY LOCATION



CUSTOMER SERVICE STATISTICAL SUMMARY—DECEMBER 2016						
	July-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Phone Calls Answered	4,640	5,106	4,699	4,540	4,504	4,286
IVR—Payments	3,350	3,628	3,417	3,608	3,527	3,505
Water Service Orders	1,243	2,029	1,551	1,447	1,318	1,088
Sanitation Service Orders	279	351	411	236	372	237
Sewer Service Orders	0	0	0	0	0	0
Number of Total Payments Processed	12,352	13,255	12,613	13,254	12,617	12,796
Number of Sanitation Customers	11,612	11,647	11,657	11,637	11,634	11,659
Number of Sewer Customers	9,915	9,954	9,964	9,962	9,996	9,989
Number of Water Customers	19,346	19,407	19,408	19,383	19,439	19,426

Payment Options Available:

Mail or Drop Box—Please write account number on Check or Money Orders and include the payment coupon from the top of the bill. Make payable to City of Kingman.

Courtesy Drop Box locations are:

- City of Kingman - 310 N 4th Street
- Unisource - 2498 Airway Avenue

Credit Cards—The City of Kingman accepts Visa, Master Card, Discover and American Express. Payment by credit card can be made by IVR phone or in the office.

Bank Drafting—Automatic Bank Drafting

Once you have established bank drafting you will continue to receive your bill in the mail but you won't have to remember to pay it. It will be paid automatically on the date listed on your statement from your bank account.

Please contact our office to setup automatic bank drafting. Forms can also be found on our website at: http://www.cityofkingman.gov/pages/depts/finance/ub_forms.asp

REVENUE BY SOURCE—GENERAL FUND—DECEMBER 2016

DESCRIPTION	ORIGINAL BUDGET	REVENUES THIS PERIOD	REVENUES YEAR-TO-DATE	PERCENTAGE COLLECTED
Taxes	16,096,000	1,429,952	8,821,830	54.81%
Licenses AND Permits	1,326,500	48,301	731,139	55.12%
Intergovernmental	5,690,000	504,549	3,037,458	53.38%
Charges for Services	1,277,000	71,123	702,465	55.01%
Fines and Forfeitures	260,000	22,215	148,699	57.19%
Miscellaneous	613,000	4,617	46,709	7.62%
Total Revenues General Fund	25,262,500	2,080,758	13,488,301	53.39%

EXPENDITURES BY DEPARTMENT—GENERAL FUND—DECEMBER 2016

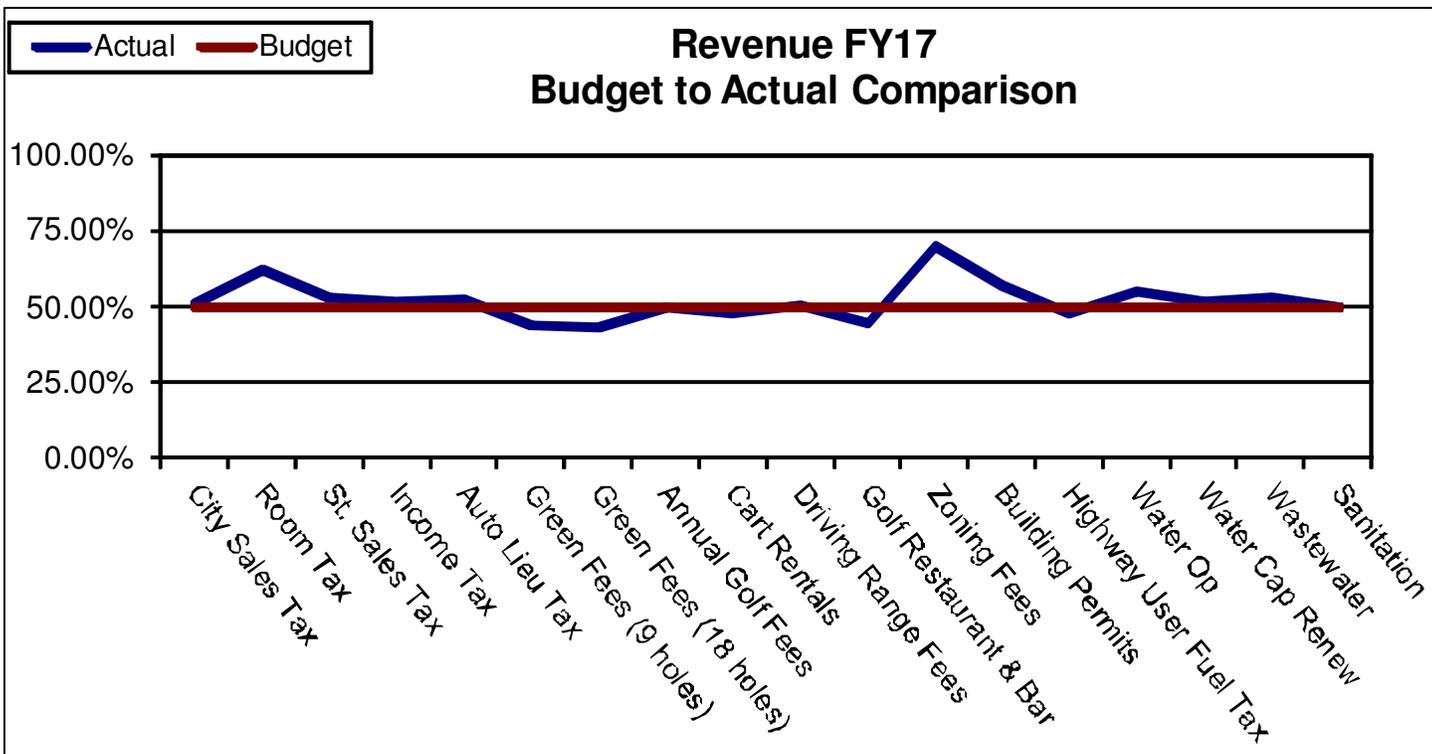
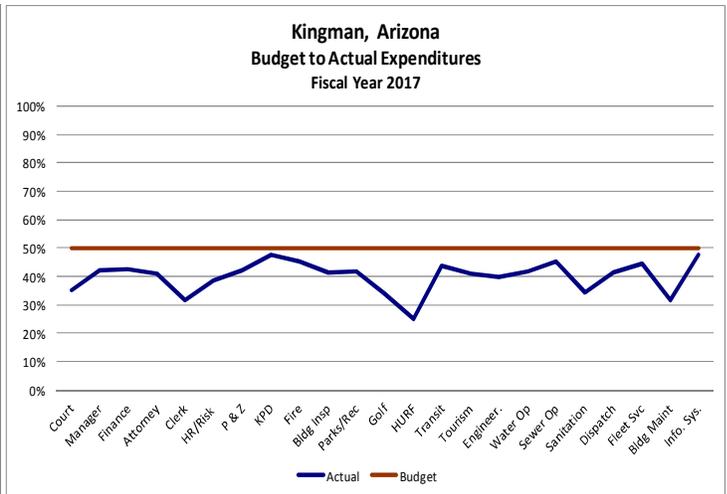
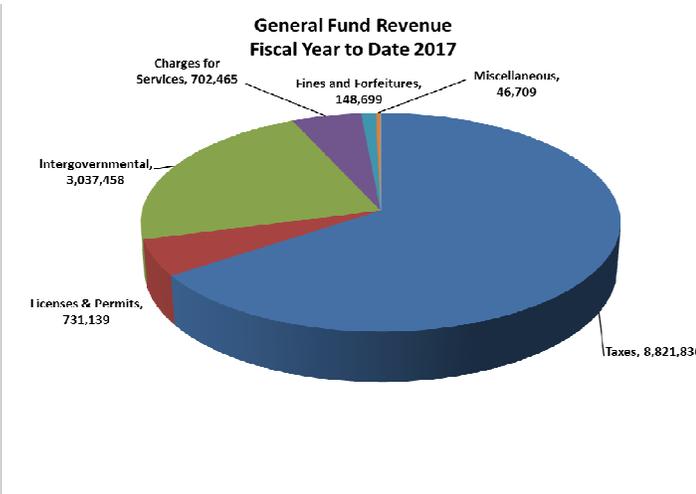
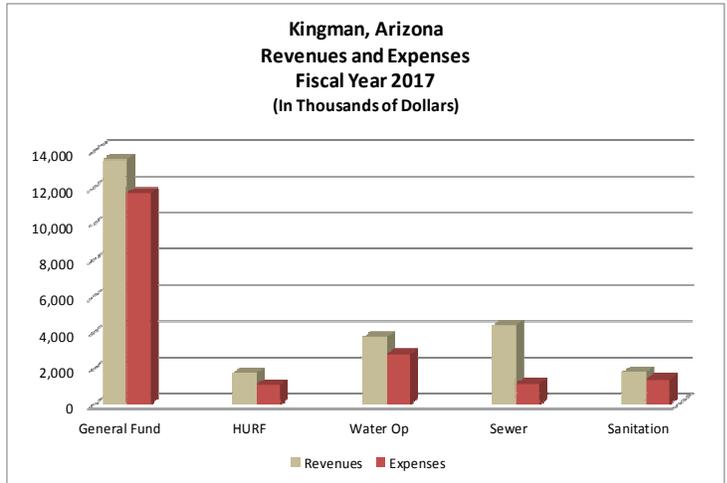
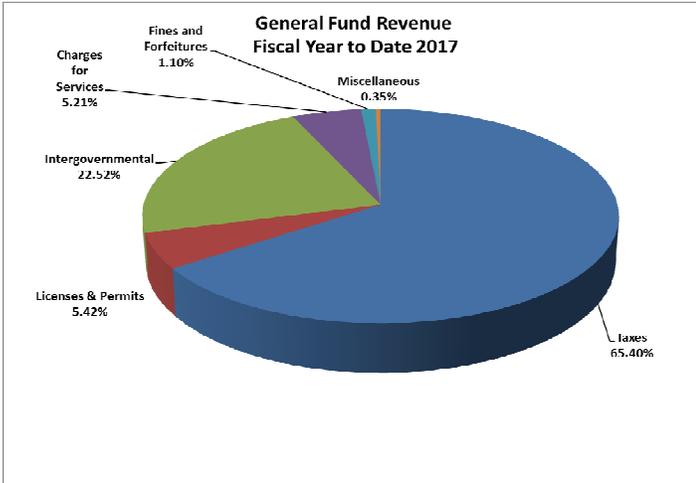
DESCRIPTION	ORIGNIAL BUDGET	EXPENDITURES THIS PERIOD	EXPENDITURES YEAR-TO-DATE	BUDGET AVAILABILITY	AVAILABLE PERCENTAGE
Court	1,624,098	85,644	570,240	1,053,858	64.89%
City Council	172,438	4,687	104,772	67,666	39.24%
Manager	251,869	16,478	105,779	146,090	58.00%
Finance	874,780	43,182	417,213	457,567	52.31%
Attorney	740,952	32,808	304,774	436,178	58.87%
City Clerk	398,416	19,418	126,315	272,101	68.30%
Human Rsc/Risk Mgmt	735,020	31,665	284,181	450,839	61.34%
Planning & Zoning	654,628	32,011	276,723	377,905	57.73%
Police Department	9,295,882	690,540	4,440,463	4,855,419	52.23%
Fire Department	6,836,126	409,033	3,082,352	3,753,774	54.91%
Building Inspection	709,370	36,664	294,204	415,167	58.53%
Parks & Recreation	4,142,128	156,207	1,622,334	2,519,794	60.83%
Total Expenses	26,435,707	1,558,337	11,629,349	14,806,358	56.01%



Finance Continued

REVENUE BY SOURCE—GENERAL FUND—DECEMBER 2016

REVENUE SOURCE		7/1/12 thru 12/31/12	7/1/13 Thru 12/31/13	7/1/14 Thru 12/31/14	7/1/15 Thru 12/31/15	7/1/16 Thru 12/31/16	Percent Change FY16-FY17	Fiscal 2017 BUDGET	FY17 Percent of BUDGET
GENERAL FUND (101)									
Local	Sales Tax (2.5%)	5,364,306	6,684,845	7,189,065	7,353,337	7,725,455	5.06%	14,400,000	51.06%
	Room Tax (2%)	198,488	180,914	235,407	246,470	271,497	10.15%	396,000	62.24%
	Rest/Bar Tax (1%)	286,316	104,966	0	0	0	0	---	---
State	Sales Tax	1,090,384	1,160,315	1,208,062	1,284,386	1,267,740	-1.30%	2,415,000	53.18%
	Income Tax	1,433,543	1,565,706	1,698,903	1,689,692	1,769,718	4.74%	3,275,000	51.59%
	Auto Lieu Tax	588,386	595,182	692,779	678,497	824,879	21.57%	1,300,000	52.19%
Golf	Green Fees (9 holes)	49,033	51,057	52,424	50,328	45,823	-8.95%	115,000	43.76%
	Green Fees (18 holes)	93,689	87,287	90,248	80,228	77,289	-3.66%	185,000	43.37%
	Annual Golf Fees	67,567	50,125	52,567	57,250	49,603	-13.36%	115,000	49.78%
	Cart Rentals	147,354	131,534	137,523	129,643	122,699	-5.36%	270,000	48.02%
	Driving Range Fees	19,427	17,879	14,758	15,038	11,536	-23.29%	30,000	50.13%
	Restaurant and Bar	96,542	99,996	101,766	93,066	83,193	-10.61%	210,000	44.32%
	Subtotal Golf Course	473,612	437,878	449,286	425,553	390,143	-8.32%	925,000	46.01%
Other	Zoning Fees	2,100	12,361	8,221	14,010	10,650	-23.98%	20,000	70.05%
	Building Permits	164,199	258,270	248,609	285,563	288,602	1.06%	500,000	57.11%
HIGHWAY USERS REVENUE FUND (201)									
	Rest/Bar Tax (1%)	286,316	338,956	363,439	379,775	420,208	10.65%	750,000	50.64%
	Highway User Fuel Tax	1,040,873	1,089,000	1,169,875	1,228,581	1,267,305	3.15%	2,565,141	47.90%
	Lottery Revenue	0	0	0	0	0	0	0	---
POWERHOUSE TOURISM (215)		0	0	0	0	74,986	0	115,600	0.00%
WATER FUND (501)		3,865,296	3,621,419	3,535,645	3,626,605	3,668,071	1.14%	6,608,000	54.88%
WATER CAPITAL RENEWAL (510)		412,926	416,225	421,909	427,150	433,093	1.39%	825,000	51.78%
WASTEWATER (502)		3,405,338	4,220,377	4,284,404	4,213,449	4,332,430	2.82%	7,980,200	52.80%
WASTEWATER CAPITAL RENEWAL (513)		0	0	37,879	49,173	59,080	20.15%	120,000	40.98%
SANITATION (503)		1,653,978	1,667,579	1,693,088	1,718,658	1,752,502	1.97%	3,440,000	49.96%



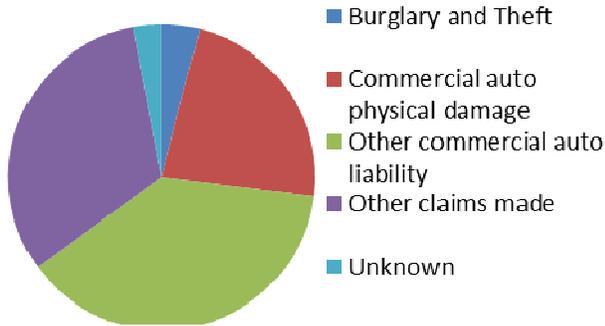
Human Resources—Risk Management—Jackie Walker

The following information encompasses an overview of the activity for the reporting month and some information is captured as year-to-date.

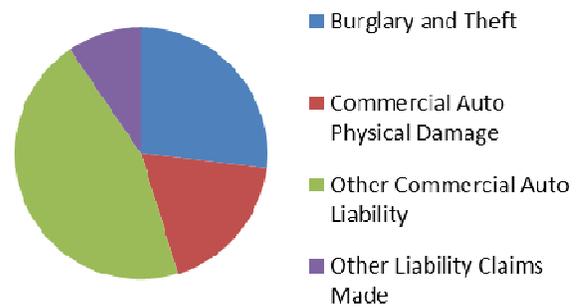


RISK MANAGEMENT: Claims Activity for this report period. Different losses can be covered under general liability claims. For instance a claim could be anything from alleged city negligence in infrastructure repair to claims of civil rights violations. Auto liability claims are third-party claims alleging their loss is caused by a covered city vehicle.

Open Claims



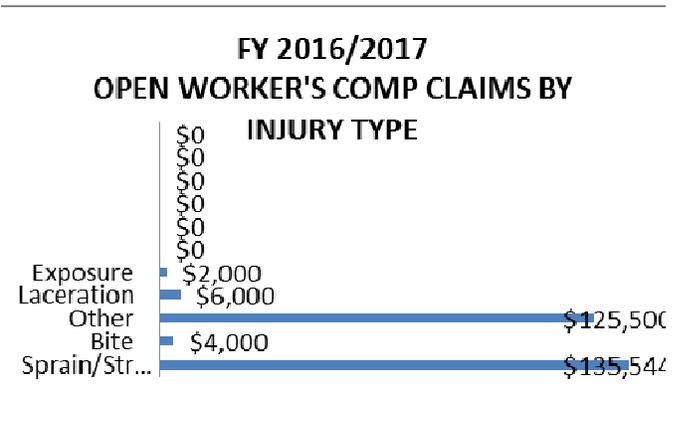
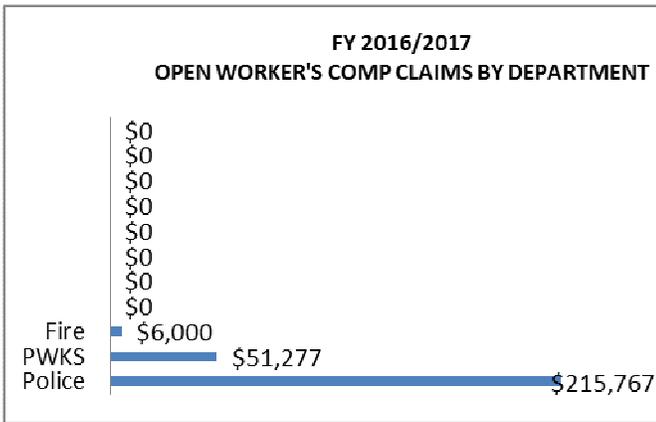
Open Claim Loss Costs



WORKERS' COMPENSATION: Each incident is followed up by an Incident Review Committee. The Committee reviews the events leading up to the incident to determine what, if any, prevention procedures need to be implemented. HR/RM staff assists with coordinating the review committee and participates in the review and im-



INDUSTRIAL INJURIES



The open claims shown in the Industrial Injury chart are all open claims as of November 30, 2016 for FY16/17. During the month of December, there were NO recordable injuries.. We had 1 first aid only incident and 0 exposures.

WORKER'S COMPENSATION INCIDENT RATE (YTD): JULY 2016 – JUNE 2017

Month	# of Reportable Injuries/Illnesses	Year-to-Date	# of hours worked	Year-to-Date	Incident Rate
July, 2016	3	3	74,267.26	74,267.26	8.08
August	3	6	48,226.34	122,493.60	9.80
September	2	8	44,678.40	167,172.00	9.57
October	3	11	47,391.17	214,563.17	10.25
November	2	13	45,326.50	259,889.67	10.00
December	0	13	66,098.00	325,987.67	7.98

Formula: 3 injuries/illnesses X 200,000 / 74,267.26 employee hours worked.

The workers' compensation claim incident rate is the number of reportable claims paid per year, per 100 full-time employees.

HUMAN RESOURCES:

Human Resources Continued

Quote of the Month: *"If you think hiring professionals is expensive, try hiring amateurs."* - Anonymous

Recruitment: Recruitment activity for the reporting period through December 2016



Current Period Recruitment			
Recreation Instructor / Recreation	Open; continuous		
Communications Specialist / Fire	Open; continuous		
Firefighter – Part Time (POC) / Fire	Open; continuous		
Student Intern – Part Time / Public Works	Open; continuous		
Sports Official – PT Basketball	Open until filled		
Water Service Worker / Water	Closed; 2 positions filled, 1 October; 1 January		
Engineering Technician – Inspections	Open; to repost in February		
Fire Captain	Closed; Hiring Register not established		
Battalion Chief – Building Life Safety	On hold; to repost January (renamed Job Title)		
Admin Secretary Part Time / Clerks Office	Closed; interviews conducted, reposted		
Equipment Operator B – Sanitation	Selected Candidate from Hiring Register; in background		
Administrative Assistant – KPD	Closed; candidate selected starts January		
Prosecutor	Closed; interviews scheduled		
Court Clerk	Open through January 31, 2017		
Irrigation Technician – Parks	Open through January 31, 2017		
Admin Asst – PT / Human Resources	Closed; interviews conducted; repost		
October–December 2016 Positions Filled			
December 2016	November 2016	October 2016	
Engineering Technician – CAD (1)	Communications Specialists (1)	Groundskeeper (2)	
Equipment Operator A – Streets (1)	CSR – PT – Tourism (1)	Asst City Surveyor (1)	
Mayor (1)		Office Attendant – PT (1)	
Council Members (3)		Human Resources Technician (1)	
		Water Service Worker (1)	
		Customer Service Rep – Utilities (1)	
		Fire Fighter (1)	
Performance Measures	FY 14/15	FY 15/16	FY 16/17 YTD
Recruitments	39	64	29
Applications Processed	593	1199	649
Interviews Conducted	198	423	198
New Hires	27 FT* - 8 PT**	61 FT* - 49 PT**	32 FT* - 18 PT**
Terminations	24 FT* - 5 PT**	41 FT* - 34 PT**	18 FT* - 16 PT**
Turnover Rate	7.23%	12.39%***	5.39%

* FT = Full-time includes full time , ¾ time & ½ time

** PT = Part-time does not include summer/seasonal staff process who were on LOA status. FY13/14 & 14/15 does not reflect any PT summer/seasonal staff.

*** Turnover trend is the highest rate since 2006.

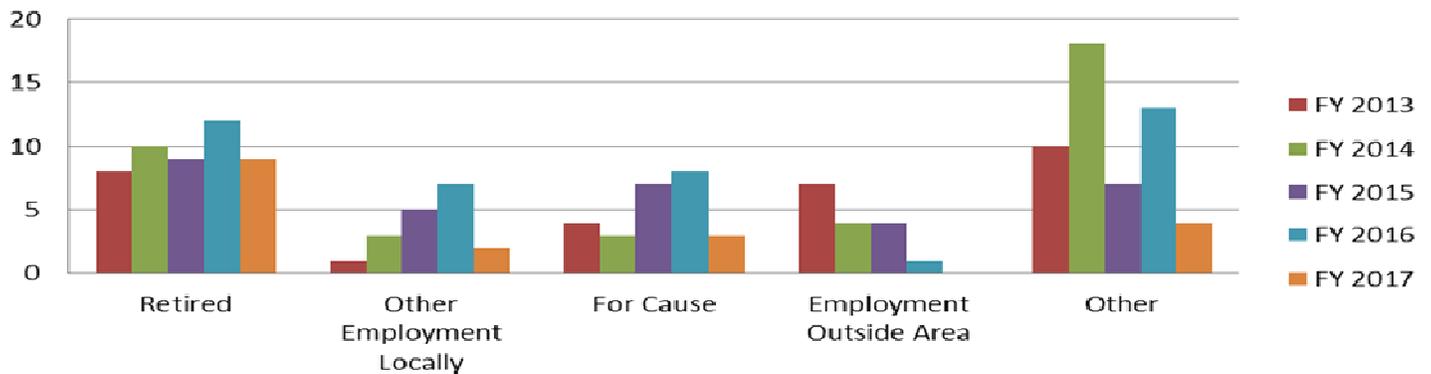
SEPARATIONS: Separation activity for the reporting period:
December 2016

Reason	Position	Reason	Position
For Cause	Eq Operator B- Sanitation	End of Term	Mayor
Other	Court Clerk	End of Term	Council Member
Other	PT Admin Asst – HR	End of Term	Council Member
For Cause	PT Program Aide – Recreation	End of Term	Council Member
For Cause	PT Program Aide – Recreation		



TURNOVER TREND—SEPARATION ACTIVITY OVERVIEW
FIVE-YEAR HISTORY

City of Kingman FT Turnover Trend
FY 2017 - 12/31/2016



EMPLOYEE TRAINING/DEVELOPMENT



TOTAL NUMBER OF EMPLOYEES ATTENDING TRAININGS AND DEVELOPMENT

Safety Training in December included:

GHS/SDS, Lockout/Tagout, Bloodborne Pathogens, facilitated by HR Staff (2)

SafePersonnel Training Courses: 1,283 courses of the 3,727 assigned were completed (34%)

Employee Development December included:

New Hire orientation in customer service, Anti-Harassment, & other soft skill development, facilitated by HR staff (2)

HUMAN RESOURCES / RISK MANAGEMENT PROGRAMS / PROJECTS:



SMILEY AWARDS



During the month of December 43 employees received smiley awards. 😊 The Smiley Program recognizes outstanding customer service acts committed and positive approaches exhibited by employees throughout the City. Every employee of the City is eligible to receive a Smiley and a Smiley can be given by anyone in the City. If a City employee provides you with customer service that leaves you smiling, please contact Human Resources so that we can recognize them through sending of a smiley award.



**SAFETY COMMITTEE
(CITY-WIDE)**



The General Safety Committee members are working with staff at each facility to develop emergency action plans. The Committee's focus for the month of November was on employee safety during a violent encounter in the workplace. General Safety Committee meeting minutes are posted on the City's internal website.

Safety Smartie: No Safety Smartie awards were issued in December. This program recognizes employees being caught being safety smart. The program runs similar to the Smiley program and each employee recognized will receive Smarties®. Please do your part to recognize those individuals who are "caught being safety smart" – send your nominations to Risk Management today!

HUMAN RESOURCES/RISK MANAGEMENT PROGRAMS / PROJECTS:



WELLNESS PROGRAM



The City of Kingman through the coordination of our own Wellness Committee and Northwest Arizona Employee Benefits Trust is offering an innovative and comprehensive wellness program. We will continually strive to inspire employees and their families to make healthy lifestyle choices, to make connections with other employees, and to be actively involved in our community. One of the most effective ways for the City to reduce healthcare costs, and employees to become healthier is to help employees and their families attain and/or maintain a healthy weight.

Monthly Health Themes/Challenges/Events

- Dec 2016: Stress Management Education. Education materials were provided to employees specifically geared toward stress management techniques to incorporate in the work place.
- Dec 1 – 31, 2016: Gingerbread Man Race challenge. Team Kingman competed against the teams of Lake Havasu and Bullhead City for the highest step average in this 31-day challenge. The city team with the highest step average will hold title the NAEBT L.I.F.E. Winner’s Belt. And the winner is..... the Bullhead City Team with 278,167! Lake Havasu City was a close 2nd at 269,038 and the Kingman Team also did great at 238,162. The Winner’s Belt will be presented at the January 18th Tri-City Council meeting to Bullhead City Manager, Toby Cotter.
- Jan 2017- Apr 2017: Super Foods Super Me educational program. This program introduces employees to healthy super foods into their diet. The education material includes why the foods are important to us and includes provides recipes for employees to learn how to incorporate these foods into their daily diets. A potluck is scheduled in May for employees to share their favorite super food dish!
- Jan 10 - 31: Journey through Asia challenge. This was a friendly stepping competition where each individual is encouraged to obtain a 7,500 daily step an average during the 21 day voyage.
- Jan 30 – Feb 1: The annual Health Risk Assessments will be conducted on-site. All employees are encouraged to participate.
- Feb 2017: Colorectal Cancer Screening. Eligible employees and dependents will have the ability to pick up a home screening kit at the HRA or call Healthwaves and order the kit beginning in February.





UPCOMING EVENT AND MEETING DATES



Event/Meeting	Upcoming Dates
Employee Insurance Committee	01/12/2017
NAEBT Trust Board Annual Renewal Mtg	02/15 – 17/2017
Safety Committee Meeting	01/26/2017
New Hire Orientation	01/25/2017
Fitbit Challenge – Journey Through Asia	01/10 – 31/2017
Annual Health Risk Assessment On-Site	01/30 – 02/01/2017

IT—JOE CLOS

December 2016

www.cityofkingman.gov

Visits

10,013

% of Total: 100.00% (10,013)



Unique Visitors

5,377

% of Total: 100.00% (5,377)



Pageviews

23,040

% of Total: 100.00% (23,040)



Daily Visits

● Sessions



Popular Pages

Destination Page	Pageviews	Unique Pageviews
/default.asp	9,158	7,038
/Departments/HumanResources/EmploymentInformation.aspx	947	639
/Departments/PoliceDepartment.asp	733	533
/Government/AgendasMinutes/NEWAgendasandMinutes.aspx	521	425
/Home.aspx	498	363
/Departments/ParksandRecreation.aspx	486	361
/Departments/UtilityBilling/UtilityPaymentOptions.aspx	419	272
/Departments/KART/BusStops.aspx	370	229
/Departments/UtilityBilling.aspx	340	253
/Departments/KART.aspx	309	215

Average Pages per Visit

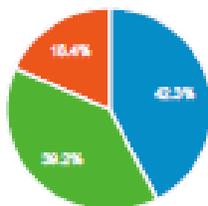
2.30

Avg for View: 2.30 (0.00%)



Traffic Source

■ organic ■ direct ■ referral



Your biggest traffic comes from



Type of Visitors

■ New Visitor ■ Returning Visitor



Country/Territory

Country	Sessions
United States	8,309
(not set)	1,462
India	46
Russia	40
Philippines	19
Canada	14
Pakistan	13
Japan	11
South Korea	11
China	9

Visits by Device

Device Category	Sessions	Bounce Rate
desktop	7,144	55.73%
mobile	2,370	53.21%
tablet	499	60.72%



Kingman Fire Department

Fire Chief—Jake Rhoades

The month of December was Performance-Based Testing month for all Operations personnel. This allows fire companies to perform skills required on a fire scene and be measured both quantitatively and qualitatively against nationally established performance standards. It also allows for good, healthy competition on many levels. These individual and company-level skills are performed throughout the year as part of adopted minimum company standards. As they are utilized on low frequency / high risk incidents mastery of performance is critical and expected on every level of the department. These were very successful and performance was outstanding by all members of the Operations Division.

In addition, the department started an annual recertification process for EMS including CPR, Pediatric Advanced Life Support and Advanced Cardiac Life Support. Each of these courses is required for Paramedics and the delivery of the level of service that the City of Kingman has come to expect and deserves.

As the month of December rounds out the year, it is always exciting to see the “numbers” for the year and make comparisons to years past. This year, the Kingman Fire Department responded to 7,532 incidents of which 6,074 were medical emergencies. This is a slight decline from 2015 in which the department responded to 7,851 total incidents. The implementation of Priority Dispatch is making a slight difference as over 20-percent of calls have been re-prioritized to ensure the right unit responds and ensuring resources are available for emergencies as they occur. The most common reasons for medical response this month included pain, respiratory distress, behavioral/psychiatric issues, anxiety reaction/ emotional upset, abdominal pain/ problems, altered level of consciousness and chest pain/ discomfort.

There were a couple of structure fires during the month of December. Response and mitigation meant that property conservation objectives were met and the majority of property was saved as the fire was contained to its point of origin. The total value of structures and property was \$91,254.00 with a total dollar loss of \$16,000.00 and a total of 82.47-percent saved. There were no firefighter injuries and no civilian deaths this month.

DISTRICT RESPONSES—DECEMBER			
	MONTH	YEAR-TO-DATE	PERCENTAGE
District 1	66	859	13.8
District 2	183	2377	38.3
District 3	152	1583	31.8
Districts 4 and 5	74	849	15.5
Out of District	2	109	.94

EMERGENCY RESPONSE—DECEMBER		
TYPE	MONTH	YEAR-TO-DATE
Structure Fire	2	28
Vehicle Fire	3	29
Brush Fire	2	45
Dumpster Fire	2	74
Other Fire	3	24
Other Hazardous Situation	5	71
Good Intent/False Alarm	71	250
Total Fire/Hazardous	88	521
Medical	285	4828
Service Calls	70	1580
Total Emergency Response	443	7007



- Residential KNOX boxes issued: Three
- Smoke detectors maintained: One
- Child car seat inspections: Two
- Burn Permits Issued: Six
- Inspected 119 businesses—identified 245 violations for correction

**Working Smoke Alarms
Save Lives:
Test Yours Monthly!**

PUBLIC EDUCATION DECEMBER		
Total Classes	1	157
Total Contacts	0	4,378
BREAKDOWN		
Total Adults	10	678
Total Children	100	3,935



TRAINING TYPE—DECEMBER		
TYPE	DEC	YEAR-TO-DATE
Administrative/ Apparatus	78	3,304.5
Driver/ Operator	0	1,036.50
EMS	14	596.25
Firefighting	39	1037.35
Fire Prevention/Construction	5	99.17
Hazmat	3	57.00
Ongoing Training and Education	520	2023.39
SCBA/ PPE	0	1,432.80
Technical Rescue/ Misc.	0	40.80
Total	659	9,627.76

HYDRANT ACTIVITY		
Activity	MONTH	YEAR-TO-DATE
Flow	50	630
Flush	34	367
Service	7	66
Paint	68	960
Inspect	229	4,034
Repair	1	44
Weed	31	1,873
Valve-Check	209	2,521
Total	629	10,495

*2,460 hydrants
on the City water
system are
maintained by
Kingman Fire
Department*



FIRE PREVENTION ACTIVITY TYPE DECEMBER		
Commercial Plan Review	8	184
Residential Plan Review	20	196
Special Event	3	50
License Review	12	271
Engineering Review	1	2
Planning and Zoning Review	1	32
Building Inspection	3	73
Child Safety Seat Checks	2	10
Smoke Detectors	1	34
Knox Boxes	4	23
Total FP Activity	55	873



KINGMAN 9-1-1 CENTER MONTHLY REPORT



DISPATCHED CALLS DETAIL—DECEMBER

AGENCY	TOTAL CALLS 2016	PERCENTAGE TOTAL CALLS	TOTAL CALLS DECEMBER	FIRE CALLS	FIRE / EMS	AMR EMS
Kingman Police	40,213	73.5%	3,336	0	0	0
Kingman Fire	7,404	13.5%	602	94	409	99
No. AZ Consolidated Fire	3,772	7%	316	61	203	52
Golden Valley Fire	2,199	4%	191	40	151	0
Lake Mohave Ranchos	773	1.5%	52	10	42	0
Pinion Pine Fire	396	.5%	31	3	16	12
Pine Lake Fire	22	0%	0	0	0	0
Total Calls Dispatched	54,757	100%	4,528	208	821	163

Calls for Service Dispatched All Agencies

- 2016 Year to Date (YTD): 54,757 (+9% PTD YoY) 2015 Period to Date (PTD): 50,180
- **December 2016 Calls for Service: 4,528**
- **Police 74%, Fire 5%, EMS 18%, AMR 3%**
- **December Medical Calls for Service: 984**
- **All Fire Responses 83%, AMR Response Only 17%**
- 9-1-1 Calls answered within 10 seconds: 94%
- Fire Calls dispatched within 90 seconds: 95%



Kingman Police Department—Chief, Robert DeVries

DATES TO REMEMBER

- January 30th—start of WALETA Class #20

Calls for service and Officer initiated activity numbered 3,393 during the month of December marking a 15.10-percent increase compared to 2015. Written reports increased 2.53-percent since December 2015 and Officer Initiated activity is up 19.54-percent when compared to the year prior.

DECEMBER ACTIVITY



Department staff assisted with the Very Merry Christmas Parade of Lights Saturday December 3rd. The event was well attended and culminated with the lighting of the Christmas Tree at the City Complex.

Prize winners from the 10th Annual Walk Away from Drugs school contest were recognized December 2nd and 7th. Winners from Kingman Academy of Learning, Emmanuel Christian and the Cactus Pine Brownie Troop received checks or gift cards based upon their level of participation at the event or their class spirit.



The Western Arizona Law Enforcement Training Academy (WALETA) Class #19 graduated December 16th in Lake Havasu City.

Twenty- two recruits represented eight law enforcement agencies from across the state. Congratulations to Officers Brian Zoll, Gabriel Lomas and Robert Tate Mosby! Each of the officers will now begin 16-weeks of patrol working with a Field Training Officer (FTO).



The Annual "Boot Out Cancer" competition between Kingman and Prescott was successful with Kingman winning for the second year in a row. The event raised \$11,851.82 for the Catch it Early program and Kingman Cancer Care. A check was presented December 6th to both organizations at the Dambar Restaurant.



Officers assisted with the annual Code 3 / Clothe the Kid shopping day Saturday, December 17th. Area children were used to either Walmart or K-mart to shop for Christmas.



STAFF UPDATE

Officers Brian Zoll, Gabriel Lomas and Robert Tate Mosby graduated from the Western Arizona Law Enforcement Training Academy (WALETA) Friday, December 16th.



Officer Zoll received the Top Academic Award and was selected by his peers and academy staff for the Distinguished Recruit Award.

Krista Huggins has returned to our department as the administrative assistant for MAGNET. Krista left for a brief stint in the medical field and will return to MAGNET on January 3rd.

DECEMBER HIGHLIGHTS

Arrest for Burglary to Vehicle—Wednesday, November 30th, at 1:50pm the Kingman Police Department arrested **Brandon Erwin Brown**, 25 of Kingman, on felony charges of Vehicle Burglary, Possession of Dangerous Drugs,

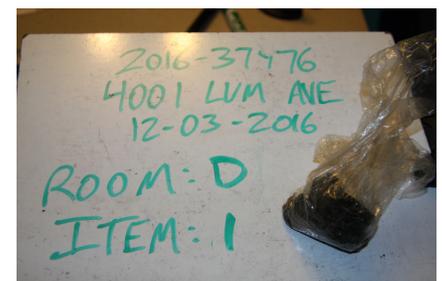


Possession of Burglary Tools and Possession of Drug Paraphernalia. Brown was arrested after officers responded to the 2300 block of N. Stockton Hill Rd. regarding a report of a vehicle burglary in

progress. Witnesses observed Brown enter and remove a backpack from the victim's parked car. Witnesses confronted Brown who then released the stolen backpack and fled on foot. Officers arrived and located Brown a few blocks away where he admitted involvement in the burglary. Brown was also found to be in possession of methamphetamine and associated drug paraphernalia and was booked into the Mohave County Adult Detention Facility.

Shoplifting turns into Drug Search

Warrant—Saturday, December 3rd, Kingman Police arrested **Justin Verdell Norton**, 44 of Kingman, on felony charges of Possession of Narcotic Drugs, Possession of Dangerous Drugs, Possession of Marijuana for Sale, Possession of Drug Paraphernalia and a misdemeanor charge of Shoplifting. Norton was apprehended for shoplifting at a store in the 3300 block of Stockton Hill Rd. during which time information developed that resulted in a search warrant being served at Norton's home in the 4000 block of Lum Ave. During the search warrant about 37 grams of heroin, methamphetamine, marijuana and assorted drug paraphernalia were located that resulted in the listed charges. Norton was subsequently booked into the Mohave County Adult Detention Facility.



KPD Continued



Fraud and Counterfeit \$—Monday, December 12th, Kingman Police Department arrested **Stevenson K. Yuen**, 25, and **Adam J. Bowen**, 40, both of Las Vegas, on three felony charges of Fraudulent Schemes and Artifices. Yuen was also charged with felony Possession of Drug Paraphernalia and Bowen with misdemeanor Driving With a Revoked License. The arrests came after officers responded to a business in the 3400 block of Stockton Hill Rd. where it was reported a male subject was attempting to pay with counterfeit bills. Upon officers arrival the suspects had left.



During this time it was reported a similar incident was occurring at a business in the 1100 block of W. Beale St. Officers arrived and located Yuen and Bowen as they were driving away from the area. During the investigation both Yuen and Bowen admitted involvement in the offenses at several locations.

Officers also located additional counterfeit currency and other assorted equipment used for printing counterfeit currency. It was learned that Bowen's license was revoked in NV and Yuen had assorted drug paraphernalia in his possession. Both were booked into the Mohave County Adult Detention Facility. The vehicle was impounded and the investigation remains ongoing.



Dangerous Drugs for Sale and Weapon Offense—Monday, December 12th, at 9:30 a.m. the Kingman Police Department arrested **Arthur Ryan Martinez**, 21, and **Silverio Ojeda**, 24, both of Kingman, on felony charges. Martinez was charged with Possession of Dangerous Drugs for Sale and Possession of Drug Paraphernalia. Ojeda was charged with Possession of Marijuana, Possession of a Weapon in a Drug Offense and Possession of Drug Paraphernalia. Martinez was the driver and Ojeda the passenger of a vehicle stopped in the 3100 block of Harrison St. for a traffic violation. Both attempted to walk away from the vehicle but were detained. Officers located methamphetamine packaged for sale and marijuana inside the vehicle. Ojeda was also found to be armed with a handgun he stated was to protect both him and his drugs. Both admitted involvement in the offenses and were booked into the Mohave County Adult Detention Facility. The vehicle was impounded and the investigation

remains ongoing.



Child Abuse—Tuesday, December 13th, at approximately 11:30am, the Kingman Police Department arrested **Charles Thomas Hansen**, 24, and **Samantha Jo Jones**, 20, both of Kingman, on felony charges of Child Abuse. The arrests came after KPD received allegations of suspected child abuse of a two-year-old boy. The investigation revealed that Hansen, Jones' live-in boyfriend, had bitten Jones' two-year-old son numerous times over the previous weeks. Investigators observed at least 12 different bite marks on the victim's body. Jones, who suspected the abuse, failed to report the abuse. Both Hansen and Jones, who admitted involvement, were booked into the Mohave County Adult Detention Facility. The two-year-old victim was removed and is in the care of the Department of Child Safety (DCS).



Armed Robbery—Sunday, December 11th, at about 3:50pm, the Kingman Police Department arrested **Marcelo Castillo**, 25, and **Michael Jordan Elias**, 28, both of Kingman, on felony charges of Robbery after both suspects forced entry into an apartment in the 3700 block of Roosevelt St. and confronted the 27 and 30-year-old residents.

Officers responded to the apartment when the 27-year-old female occupant called 911 to report that Castillo and Elias had forced entry into the apartment and confronted her and the other occupant. Officers arrived and entered the residence and took Castillo and Elias into custody. The investigation revealed that Castillo and Elias had entered the residence to confront a male resident about an ongoing

dispute. Castillo and Elias are alleged to have taken both victim's cell phones and force both into a room. The female victim was able to escape out a window and call 911 using a passerby's phone. Both Castillo and Elias were booked into the Mohave County Adult Detention Facility. The investigation is ongoing.



Burglary, Meth and Heroin Arrest—Friday, December 9th, at 11:05am, the Kingman Police Department arrested **Brandon Francis Adcox**, 20 of Kingman, on felony charges of Burglary 2nd Degree, Possession of Dangerous Drugs, Possession of Narcotic Drugs, Possession of Drug Paraphernalia and Theft. Adcox was arrested after officers responded to a report of suspicious activity at a residence in the 4700 block of Steinke Dr. The residence was supposed to be unoccupied while the elderly owner was in a care facility. Officers arrived and located Adcox and another subject in the home. It was determined that Adcox did not have permission to be in the home and was "squatting". Adcox was found to be in possession of heroin, methamphetamine and associated drug paraphernalia. Also investigators found items that indicated Adcox was stealing mail from area mail boxes.

Adcox admitted involvement in the offenses and was booked into the Mohave County Adult Detention Facility. The second subject found inside the home was released pending further investigation. The investigation is ongoing and additional charges are expected.



Traffic Crash Involving Train—Saturday, December 16th at approximately 11:55 p.m., Kingman Police responded to a crash involving a blue van and a train on the train tracks behind the 3000 block of E. Andy Devine Ave. Officers located a short distance away the 25-year-old Kingman male driver of the blue van who had attempted to leave the scene. He was transported to Kingman Regional Medical Center for minor injuries received from the crash.

The investigation revealed the blue van was traveling East and attempted to jump the train tracks landing on the tracks and becoming stuck. An oncoming train traveling North collided into the van dragging it approximately 100 yards before coming to a stop. The male driver was the sole occupant of the van and was inside the van when the train struck the vehicle. He fled from the scene before being located by police. The train was operated by two male conductors who received no injuries.

The crash delayed train operations of Burlington Northern Santa Fe for approximately an-hour-and-a-half. Alcohol is believed to be a factor. The case remains open pending toxicology results and charges.



Dangerous Drugs Arrest—Tuesday, December 27th, at about 9:30am, Kingman Police arrested **Jose Gregory Mesa** on felony charges of Possession of Dangerous Drugs, Possession of Drug Paraphernalia and Possession of Marijuana. Mesa was arrested at a residence in the 900 block of Buchanan St.

Officers had responded to a report of suspicious activity at the residence which was condemned due to a recent fire. Mesa was found inside the residence and it was determined a misdemeanor warrant for his arrest had been issued by Kingman Justice Court. Also he was in possession of methamphetamine, marijuana and assorted drug paraphernalia. Mesa was booked into the Mohave County Adult Detention Facility.



STATISTICAL SUMMARY		
	DECEMBER	Year-to-Date
Adult Arrests	247	2,556
Juvenile Arrests	34	289
911 Calls	2,257	28,179
Police Incidents	3,778	41,398
Police Cases	557	5,509
Last DR# Pulled		2016-41034

*Pride
Service
Valor*

Municipal Court—Judge Singer

MONTHLY FINANCIAL REPORT—MUNICIPAL COURT #0841—NOVEMBER 2016			
CITY REVENUE		Criminal Justice Enhancement Fund—47%	7031.40
Abatement Fund	0.00	Child Passenger Restraint	0.00
Address Confidentiality Fund	3.30	DNA Surcharge—3%	857.33
Attorney's Fees	2540.13	Drug Enhancement Acct (Fine)	1551.43
Bond Forfeiture	0.00	DUI Abatement Fund—\$250	208.30
Copy Fees	2.90	Extra DUI Assessment	0.00
Court Costs	0.00	Domestic Violence Services Fund—\$50	77.87
Defensive Driving Diversion Fee-Local	1125.00	Fill the Gap—7%	1029.07
Fines	11030.00	AZ Highways Fund	0.00
Jail Costs	6572.72	JCEF Surcharge—15%	20.33
Jury Fees	0.00	Medical Services Enhancement Fund	1941.19
Miscellaneous Fees	73.98	2011 Additional Assessment—\$8	995.62
Overpayment Forfeiture	0.00	Probation Surcharge—\$5	1.33
Suspension Fee	480.73	Prison Construction and Operations Fund	2488.59
Warrant Fee	4475.57	Public Safety Equipment Fund	2546.99
Total City Revenue	26304.32	School Zone Assessment	0.00
Local JCEF TPF Acct	375.83	State Highway Fund	0.00
Court Enhancement Fund	1511.61	State Highway Work Zone	0.00
STATE REVENUE		Technical Registration Fund	12.00
Probation Surcharge—\$10	3.27	State's JCEF TPF Acct	681.66
Probation Surcharge—\$20	2474.00	Victim's Rights Enforce Assess Fund	213.53
Address Confidentiality Fund	62.56	FARE Special Collection Fund	2691.22
Arson Detection Reward Fund	0.00	FARE Delinquent Fee	10870.11
Clean Election Fund—10%	1473.46	Total State Revenue	27448.26

SUMMARY OVERVIEW — NOVEMBER 2016

BOND SUMMARY		RESTITUTION SUMMARY		ADULT PROBATION FEE SUMMARY	
Prior Balance	2898.00	Prior Balance	571.71	Prior Balance	1671.77
Bonds Posted	9896.79	Payments made	1145.64	Payments made	1987.71
Bonds Forfeited	771.79	Checks written	1240.34	Checks written	1671.77
Bonds Refunded	1000.00	Balance in Restitution	477.01	Balance in Adult Prob Fees	1987.71
Balance in Bonds	11023.00				
REIMBURSEMENT			Cases Terminated	New Cases	Juveniles
Prior Balance	274.30	Civil Traffic	113	97	2
Payments made	15.66	Criminal Traffic	41	37	0
Checks written	0.00	Criminal Misdemeanor	119	104	1
Bal. Reimbursement	289.96	Total	273	238	3
Total Revenue	127190.00	Domestic Violence Cases	12		
Mohave County Jail Costs	35051.86				

Municipal Court Continued

MUNICIPAL COURT MONTHLY STATISTICAL REPORT JULY 2016				
CRIMINAL TRAFFIC				
	D.U.I.	SERIOUS VIOLATIONS	ALL OTHER VIOLATIONS	TOTAL
Pending First of Month	160	5	161	326
Filed	19	1	10	30
Transferred In	0	0	0	0
SUBTOTAL	179	6	171	356
Transferred Out	0	0	0	0
Other Terminations	25	1	29	55
TOTAL TERMINATIONS	25	1	29	55
Pending End of Month	154	5	142	301
TRAFFIC FAILURE TO APPEAR				
Pending First of Month	Filed	Sub Total	Terminations	Pending EOM
127	2	129	1	128
Criminal Traffic/FTA Trials	1	Criminal Traffic/FTA Jury Trials		0
CIVIL TRAFFIC				
Pending First of Month	Filed	Sub Total	Default Judgement	Other Term
91	91	182	12	72
Total Terminations	84	Pending End of Month		98
Civil Traffic Hearings Held in MONTH				2

MISDEMEANOR				
	Misd Non Traffic	Failure to Appear Non-Traffic	TOTAL	
Pending First of	1409	418	1827	
Filed	137	6	143	
Transferred In	2	0	2	
SUBTOTAL	1548	424	1972	
Transferred Out	0	0	0	
Other Terminations	187	11	198	
TOTAL TERMINATIONS	187	11	198	
Pending End of Month	1361	413	1774	
Misdemeanor FTA Court Trials			2	
Misdemeanor FTA Jury Trials Held			0	
Misdemeanor/Criminal Traffic Initial Appearances			46	
DOMESTIC VIOLENCE/HARASSMENT PETITIONS				
	Filed	Issued	De-nied	TOTAL TERM
Domestic Violence	0	0	0	0
Harassment	0	0	0	0
HEARINGS HELD TO REVOKE/MODIFY ORDER OF PROTECTION/INJUNCTION AGAINST HARASSMENT				
Order of Protection	0	Injunction Against Harassment	0	
SPECIAL PROCEEDINGS/ACTIVITIES				
Juvenile Hearings Held	0	Search Warrants	4	
WARRANTS OUTSTANDING				
Traffic Warrants Outstanding		Criminal Warrants		
D.U.I.	115	MISDEMEANOR TOTAL		
Serious Violations	15			
All Other Violations	138			
TRAFFIC TOTAL	268			

Parks and Recreation—Mike Meersman

Recreation Department

The Winter season is generally a slower time of year. We stay busy with all the Holiday activities but now that the holidays are behind us and we have released the 2017 Winter/Spring brochure. The brochure was made available online January 7 and in our office January 9. We expect a big registration boom filling trips and tours right away! The brochure was advertised January 8 in the Kingman Daily Miner and distributed to all local elementary schools January 10th.

Child Supervision Programs—Our After School Program at Palo Christi continues remains in operation. We hope to gain additional registrations as increases in our program were necessary to reflect the minimum wage. We continue to promote the program through local schools and in the brochure. It is our hope that Spring Break will bring a surge in numbers as it has in previous years. For more information on our Child Supervision Programs, please contact Beth at 692-3109.

Trips and Tours—The trip to see the Zoo Lights in Phoenix with the Botanical Garden, and Heard Museum took place January 8 and was sold out for months. The next line-up of trips can be found in the January brochure and includes a day trip to Defending the Caveman in Las Vegas.

Sports—Youth Basketball registrations are closed and team lists were distributed to coaches. Practices are now underway and games will begin January 21st. The Adult League Basketball began the week of December 12th and took a two-week break over the Holidays. Games resumed January 9. A total of 17 teams were registered this year—an increase from last year.

Kickball and Volleyball registrations have begun and league play will begin in late January or early February. For more sports information or to become a volunteer basketball coach, contact Ryan Fruhwirth, Sports Coordinator at 692-3113.

Special Events—Recreation department staff have returned the holiday mailboxes to the North Pole for storage. A total of 125 Santa’s calls were made through the efforts

of 10 volunteers. I’d like to thank our volunteers; Mrs. Sydney Bailey, Mrs. and Mrs. Steve Auld, Mr. and Mrs. Jeff Avery, Mr. John Cave, Mr. Steve Francis, Miss Modesta Ramirez, Mr. Oscar Lopez and Mr. Mike Cobb. Staff also delivered 46 Letters from the North Pole that were personally addressed from Santa. In addition, staff also hosted Breakfast with Santa and Mrs. Claus at Golden Corral on December 10th. Children were able to visit and take photos with the pair. The department rang in the New Year with the Annual Polar Dip on New Year’s Day at noon sharp. There were more than 175 people in attendance with more than 100 of them jumped into the 44-degree water. There were a few late-comers who missed the big jump. Ten diving rings were randomly placed in various areas of the pool for prizes. All were retrieved! Our first family event of the year will take place in February with Bingo, Dinner and Dessert.

Aquatics—Closed for the season and general maintenance continues. Maintenance staff prepared Centennial Pool for the Annual Polar Dip.

EVENTS HEADED YOUR WAY	
Brochure Released	January 8
Bingo Dinner & Dessert	February 10
San Francisco & Solvang Trip	March 3-6
Family Campout	March 11-12
Spring Break Camp	March 13-24
Drive In Movie—Baseball Theme	March 31

Miscellaneous—Recreation Staff hired two new Recreation Instructors; one to teach Tutoring and another for Line Dancing. If you know of anyone with a special talent they’d like to share please encourage them to apply. Summer job openings should be posted in late February, early March and the first round of applications for summer programs will be reviewed in March. The department has reviewed programs and made increases where necessary due to the new minimum wage increase. Budgets have been reviewed for the remainder of this fiscal year. Administration staff has processed all Personnel Action Forms and forwarded them to Human resources for employees below the new minimum wage. Other increases will be reviewed at the next fiscal year for employees who carry more responsibilities. City Parks and Recreation sponsored a cabin in the Hualapai’s this winter for Winter Wonderland. Staff volunteered their time to make decorations, set up the cabin and remove the decorations at the conclusion of the event.

PARKS DEPARTMENT

The Parks Department completed 15 maintenance repair orders in the mechanics shop which included 12 in the Parks system and five in pools and Recreation. In December there were 592 hours of inmate labor utilized. Landscape maintenance crews have completed winter trimming and clean-up on all 13 miles of Route 66 road side landscaping. We have also completed the 3.2 miles of the Mohave wash walk path and the I-40 walk path between Stockton Hill and Harrison. Trimming and clean up at Walleck Ranch Park has begun and was to be finished the first week of January. We will move on to the Rambling Rose landscape areas and perform oleander trimming and clean-up which will involve a partial road closure on Route 66 and Beale St. directly behind the Rambling Rose hotel.

Centennial Park—The playground area experienced an equipment failure on a tube slide. We removed the two components and secured the flange areas until the new replacements arrive. The failure to the tube can be attributed to normal wear and tear and the damaged tube was noticed while staff completed weekly playground inspections.

Parks and Recreation Continued

Mohave Park—Mohave Park is receiving a new swing set. The older swing equipment was out of compliance and was in need of repair. A new concrete curb for containment of the safety surface has been installed and we have started the assembly of the new component.



Centennial Park Community Center—The kitchen in the Community Center received improvements to the food prep area. We relocated the existing refrigerator and installed a larger unit which was donated. The bar was cut away and fabricated into a rolling island complete with cutting board. Some new shelves were installed and the cabinets received a fresh coat of paint.



Lewis Kingman Park—An irrigation system for the new dog run at Lewis Kingman Park is in operation. An alternate area is needed for patrons to utilize while we preform maintenance on two existing turf areas. When preforming turf maintenance shutting down the turf areas for an extended period of time is necessary. In the past it has caused some friction with regular patrons working around our equipment. Included with the addition of a new dog run will be complete fencing, new access gates and one additional picnic table with a drinking fountain. We will propagate new turf and have it online for the 2017 season.

**CERBAT CLIFFS GOLF COURSE**

Greens have been given a liquid application of fertilizers and are going into the winter season in excellent shape. All fringes, approaches and aprons have been given a granular application of fertilizer and aerification of fringes and approaches has been completed utilizing solid tines.

The crew has been busy with the blowing and mulching of falling leaves throughout the course. This process returns much needed nutrients and organic matter back to the turf. More importantly, it keeps leaves out of the golfers way so they do not loose their golf balls. Our irrigation technician installed 240 ft. of 1/12 PVC and three isolation valves that supply water to the Maintenance Shop and the restroom at #15 tee. The leak at this location was very difficult to find as it did not appear at the surface. We were able to install a new line utilizing a tool designed and built by our mechanics. This tool does much less turf damage than a conventional trencher and allows us to pull a pipe through the loosened soil which aids in the healing process

Parks and Recreation Continued

Crews have begun hauling tree stumps to Southside park and removal of wood chips from the chipping process to the North Treatment Plant. Several problem trees are being removed due to root growth that is interfering with irrigation lines and general decay of some of the older trees that have reached the end of their lifespan. Tree trimming and thinning of downward hanging limbs is proceeding. In the aftermath of the recent rains we can report that the water retention areas performed well. With the exception of a few minor problems that have been addressed, the system held the runoff with minimum cleanup throughout the course. Storm water retention areas around the golf course performed very well during recent heavy rains. There are few minor areas that we continue to improve and add more storm water retention capability. The system held the runoff with minimum cleanup throughout the course while minimizing flooding problems to the neighbors down stream of the golf course. During the course of the monthly safety meetings crews were updated on the City of Kingman Emergency Action Plan. At that time the crew was notified by Kingman Police Department of a possible mountain lion sighting on the course. Inmate crews have done a great job with the uncovering of valve boxes and sprinklers throughout the course. This process is nearing completion. Since last reported the golf course has utilized 456 hours of inmate labor. For any information about Cerbat Cliffs Golf Course or to make a Tee time call 928-753-6593 or visit the website at www.cerbatcliffsgolf.com.



CERBAT CLIFFS GOLF COURSE—DECEMBER 2016	
Number Nine-Hole Rounds	606
Number 18-Hole Rounds	691
Number Golf Lessons	0
Greens Fee Revenue Total	\$21,940
Annual Passes	\$4,250
Daily Green Fees	\$17,690
Motor Cart Revenue Total	\$9,459
Private Cart Trail Fees	\$830
Daily Cart Rental	\$8,629
Driving Range Revenue	\$807
Total Hours Ranger Activities	35
Total Hours Beverage Cart on Course	0
Number of Tournaments	0
Total Tournament Participation	0

Public Works—Rob Owen

BUILDING MAINTENANCE—DECEMBER/2016	
Square feet of buildings maintained	144,705
Square feet of buildings cleaned	86,188 by City, 6,000 cleaned by agreement with occupant , and 20,000 cleaned by contractor.
City Safety Committee recommended repairs, additions and changes	32/work orders were completed
Building Maintenance repairs made	Public Works (4)-including office supply deliveries, City Complex (4), Engineering (2), KFD (5), Powerhouse (3), 911 Center/City Attorney (3) , KPD (7), Powerhouse (3), and Hubbs House (1).
Graffiti removed	0 work orders
SPECIAL PROJECTS	In addition swamp coolers at all of the City's buildings were drained and readied for winter.

FLEET MAINTENANCE—DECEMBER/2016	
12,557.9 gallons of unleaded gas	Cost of \$23,223.32
10,393.1 gallons of diesel fuel	Cost of \$23,521.66
Vehicle preventive maintenance	Vehicles 31
Mechanic and welder vehicle repairs—No longer includes picking up of parts or taking vehicles to outside repair shops	Repairs 373
Welder Harry White assisted the Street, KPD and Sanitation departments by fabricating parts	

SANITATION—DECEMBER/2016	
329 trips to the landfill—Delivery of 3,533,520 pounds of trash	Cost \$ 62,101.61
New 90-gallon residential containers	9
Old, damaged, missing or found containers repaired or replaced	55
Steel containers delivered for customer clean-up	4
1) Extra steel containers emptied and 2) Containers retrieved	1) 39 and 2) 5
1) Regular extra trash hauls 2) Abatement orders 3) \$3 Special Trash Haul	1)80 2) 23 3) 4
Recycling—tons / Annual total— tons	112.49/1041.58

STREETS—DECEMBER/2016	
Square yards of asphalt	4.3 Million
Miles of unpaved roads	19.5
Street lights	900
Traffic signals	24

Available Manpower:

- Superintendent
- (1) Crew Leader
- (1) Operator A (Signing and Striping Technician)
- (5) Operator A (General Maintenance Crew)
- (1) Operator B (General Maintenance Crew)
- (1) City Electrician II (Signals Technician)
- One vacant Operator A - New Employee to begin in December

Street Department Activities:

Public Works Continued

- Dirt road grading
- Pothole patching
- Patching of water utility cuts
- Shoulder grading
- Accident cleanup
- Shoulder maintenance and grading has been ongoing throughout the December. Shoulder grading will continue over the next couple months along with dirt roads grading. Asphalt patching and preservation has been ongoing throughout the month

ADOT approved the use of only 20,000 cubic yards of asphalt millings. Roads have been prioritized and will be completed per that order. This will be a long ongoing project due to the size of the project and the low staffing levels in the Streets Division. This project will require transporting and placing over 40,000 cubic yards of millings. Just for some perspective this will be around 2,000 loads of materials if belly dumps are used. It would be nearly 4,000 if dump trucks were used.

WASTEWATER – DECEMBER/2016

Wastewater Treatment—Personnel 7/ Vacant 4

Staff at Hilltop Facility:

- Treated approximately 53.97 million gallons of influent on intake and discharged approximately 40.20 million gallons of “B+” effluent
- Composted approximately 200 cubic yards of bio-solids in preparation for land application
- Completed oil changes and general maintenance on associated equipment
- Completed all monthly NPDES and APP sample collection and submitted reports to ADEQ
- ADHS completed their bi-annual laboratory audit of our Hilltop Environmental Laboratory.
- Wastewater staff reinstalled influent & W.A.S./R.A.S. Pumps after necessary repairs were made to bring equipment back online.

Staff at Downtown Facility:

- Treated approximately 7.47 million gallons of influent on intake and discharged approximately 7.07 million gallons of “A+” effluent
- Completed all monthly NPDES and APP sample collection and submitted monthly reports to ADEQ
- Dewatered approximately 60 cubic yards of sludge and prepared for transport to Hilltop Facility
- Completed cleaning, general maintenance and troubleshooting to U.V. reactor #2
- Completed all daily, weekly and monthly maintenance work orders
- Wastewater staff attended exempt methods training hosted by ADHS—covering policy changes to standard methods revision outlined in edition 22

Wastewater Collections—Personnel 1 Vacant/3 Unfunded

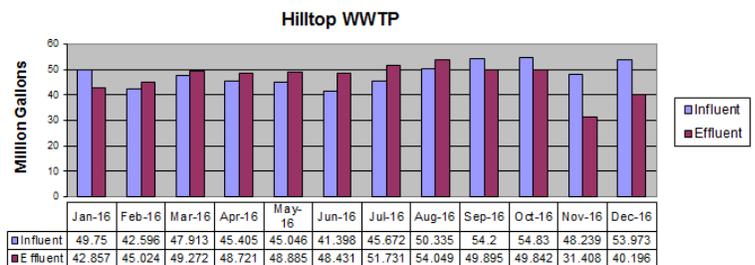
Wastewater Collection crews:

- Completed CCTV inspections of 6, & 8-inch wastewater conveyance lines—An estimated 9,500 linear feet—identifying areas requiring hydro jet cleaning, mechanical root removal, potential repair, areas of inflow and infiltration or any other general maintenance associated with corresponding infrastructure
- Completed new line inspections for public works inspection
- Simons Sewer Cleaning completed an additional 32,500 linear feet of hydro-jet cleaning on city outfall lines and high traffic locations.
- Responded to and assisted with multiple calls for service—none of which were caused by deficiencies to City infrastructure
- Wastewater staff completed hydro-jet cleaning of 6, 8, & 10 inch wastewater conveyance lines totaling approximately 32,500 linear feet

Wastewater Pre-Treatment

- Maintain pre-treatment compliance by evaluating potential SIU/CIU’s
- Collecting associated compliance and regulatory field samples
- Completing compliance reporting to ADEQ and EPA
- Compiling data for annual Pre-Treatment report to ADEQ and EPA
- Providing necessary feedback & data collection to our Pre-Treatment consultant to assist with the local limits study for Downtown and Hilltop Addendum. Wastewater staff is completing final checks of field sample collection equipment, & compiling technical memorandums provided by our pre-treatment consultant to complete the necessary sample bottle order for the local limits study, Hilltop Addendum, and Wastewater classification study.

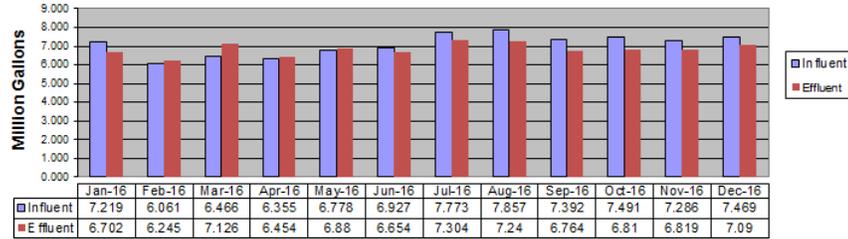
HILLTOP WWTP



DOWNTOWN WWTP

Downtown WWTP

Public Works Continued



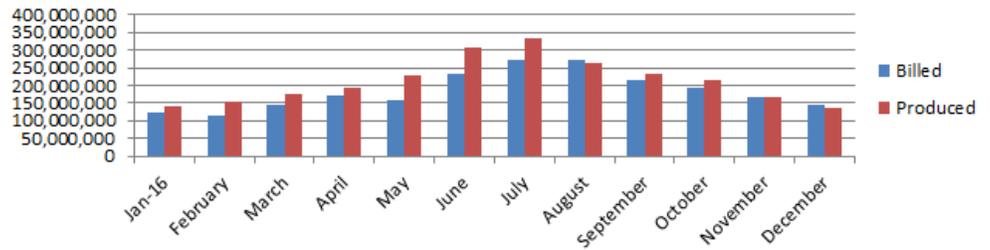
WATER—DECEMBER/2016

Work Orders processed	1124	Raise Meter box	1
New customer service meters installed	28	Leaky valves	22
Customer assistance calls	40	Out of order meters repaired	32
Meters read	20641	City of Kingman Water Usage in gallons	1,270,761
Meter readings rechecked	107	Service line leaks in gallons	14,800
Turned off services due to delinquent bills	113	Main line leaks in gallons	1,369,500
Meters locked due to non-payment	12	Asphalt replaced in square feet	343
Meters locked as being used at locations no customer signed for service	12	Blue Stake locate requests	165
Customer requests for pressure checks	4	PW, Fire, Eng. Usage	
Raise Meters	0		

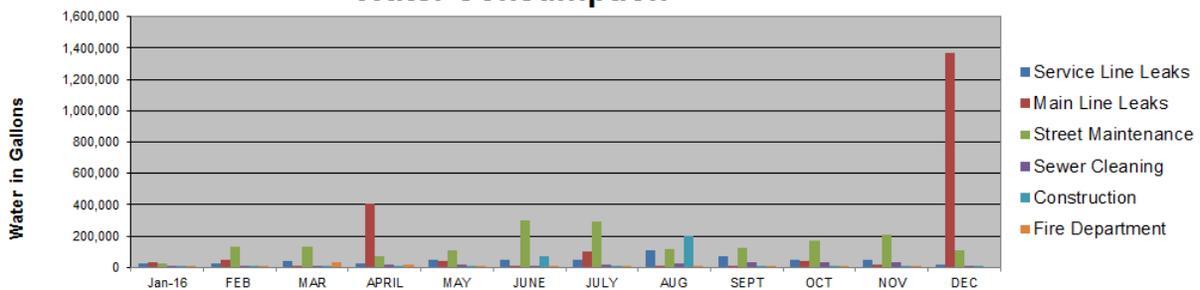
Water Billed and Produced:

- 134,438,098 gallons produced
- 145,623,190 gallons (108.32%) billed

2016 Billed and Produced



Water Consumption



PROJECTS-DECEMBER/2016

HIGHWAY SAFETY IMPROVEMENT PROGRAM—(HSIP) SIGN INVENTORY SYSTEM PROJECT—All Hardware and Software is installed and running. Staff had been receiving training on the system; the remainder of the training will take place after the Data Collection is complete. The City Staff has provided a locations list to ADOT for the 300 Stop signs and a consultant to complete the data collection is scheduled to be started soon. A draft of the solicitations proposal has been sent to and reviewed by City staff. There were some changes we requested. Staff is waiting for the revised draft to be sent for our review.

POWERHOUSE REHAB PROJECT
 This month staff and Seabury Fritz Architects finalized scope and changes to project. There were several changes to scope due to recent projects that were completed at the Powerhouse. An agreement was signed December 6, with the Architect to proceed with finalizing the new project plans. This should be done by February 2, 2017, according to the agreement.

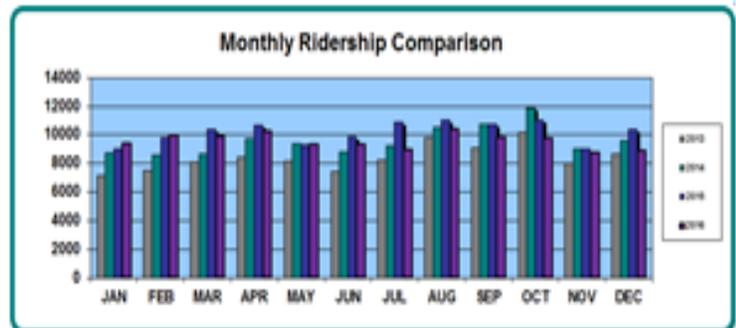
PROTECTED AND PERMISSIVE LEFT HAND TURNS AT THE BEVERLYLY & HARRISON AND THE AIRWAY & HARRISON INTERSECTIONS—This project is currently being advertised for Construction by ADOT. The bid opening is scheduled for February 10, 2017.

KART—DECEMBER/2016

MONTH REVENUE	<ul style="list-style-type: none"> • Fare Box Revenue—\$5,630.35 • Coupon/Pass Revenue—\$4,050.00 • Total Monthly Revenue—\$9,680.35
MONTH RIDERSHIP	<ul style="list-style-type: none"> • Service hours—1,232 • Service miles—16,204 • Total passenger trips—8923 • Curb-to-Curb trips—251 (4% of total)



Kingman Area Regional Transit



Tourism—Josh Noble

December 2016

Advertising & Marketing

Arizona Office of Tourism Marketing Cooperative

- NA

Other Advertising / Marketing

- GoArizona.com lead listing with leads
- MyGrandCanyonPark.com listing with leads
- 5 Things you probably didn't know about Kingman History blog (711 page views), e-blast (≈1,840 subscribers), and Facebook promotion (1,723 people reached)

Media Assistance

- Dec 2: Connected Josh Frigerio of ABC 15 with Mohave Museum for content and images on Santa Clause, AZ for a future story
- Dec 15: released Arizona Route 66 Specialty Plate press release, a Kingman Daily Miner article published Dec 29 hit AP and several national papers and newsfeeds.
- Dec 20: Provided list of Arizona Mom & Pops for upcoming AOT Newsletter
- Follow-up: Le Figaro Magazine, weekly news magazine published in Paris France with a circulation of 408,361 (2914), published a Route 66 story on November 4, 2016. Coverage included Kingman, Oatman Hwy, Cool Springs, Dambar & Steakhouse, Mr D'z and El Trovatore Motel among other areas along Route 66. The travel writer and photographer on assignment for the write-up were hosted in Kingman Feb 16-18, 2016.

Projects and Activities

- **Developed multi-lingual guides in Arizona Route 66 Museum**, extended to Japanese and working with a new volunteer for the remaining Italian portions. Printed guide provided and QR Code to text on-line at www.gokingman.com/66museum-text/
- **Finalizing 2017 Kingman Fulfillment guide (80,000 pcs)** with Razz Direct Marketing, a partnership with Grand Canyon Resort Crop.

Tourism Department Statistics	Dec-16	Dec-15	FYA	Dec-14	2FYA	FYTD	FY/FYA	FY/2FYA
Visitor Center Walk-ins:	5,732	5,148	11.3%	4,665	22.9%	60,575	10.3%	2.6%
Bus & Group Visits:	15	34	-55.9%	16	-6.3%	300	7.5%	112.8%
Gift Shop Sales:	\$7,979	\$6,131	30.1%	\$4,189	90.5%	108,916	30.5%	61.4%
Visitor Packets Mailed:†	645	519	24.3%	391	65.0%	9,673	22.5%	19.8%
Website Visitor Sessions:	15,693	13,790	13.8%	13,237	18.6%	118,600	26.1%	28.7%
Hotel Occupancy: (Oct)*	61.5%	60.1%	2.3%	55.5%	10.8%	69.0%	-1.0%	5.3%
RevPAR: (Oct)*	\$42.47	\$40.43	5.0%	\$34.62	22.7%	\$50.05	4.3%	17.7%
Guest Book US:	195	245	-20.4%	162	20.4%	Top States:	Top Countries:	
US Party Size:	2.3	2.4	-4.2%	2.3	0.0%	1. CA (57)	1. Canada (30)	
GB International:	112	130	-13.8%	87	28.7%	2. AZ (21)	2. Australia (18)	
International Party Size:	2.8	2.8	0.0%	3.0	-6.7%	3. NV (11)	3. China (11)	

† Visitor Packet totals are for the calendar year

* Occupancy & RevPAR are calendar YTD figures reported by STR, Inc.

◇ delinquencies collections negatively skewing room tax collections

In 2016, 7,270 signatures were collected in the Powerhouse guestbook. 60.1% were domestic visitors and 39.7% were international. All 50 states and Washington D.C. were represented, as well as over 64 countries. The average party size was 2.5 (2.4 U.S. and 2.8 international). 80% of our visitors indicated what activities they were participating in, the most popular of which was Route 66 (31%). See top 20 places of origin in the following charts.

TOTAL 2016 ENTRIES		
Party Size	Parties	Individuals
2.5	7270	18505

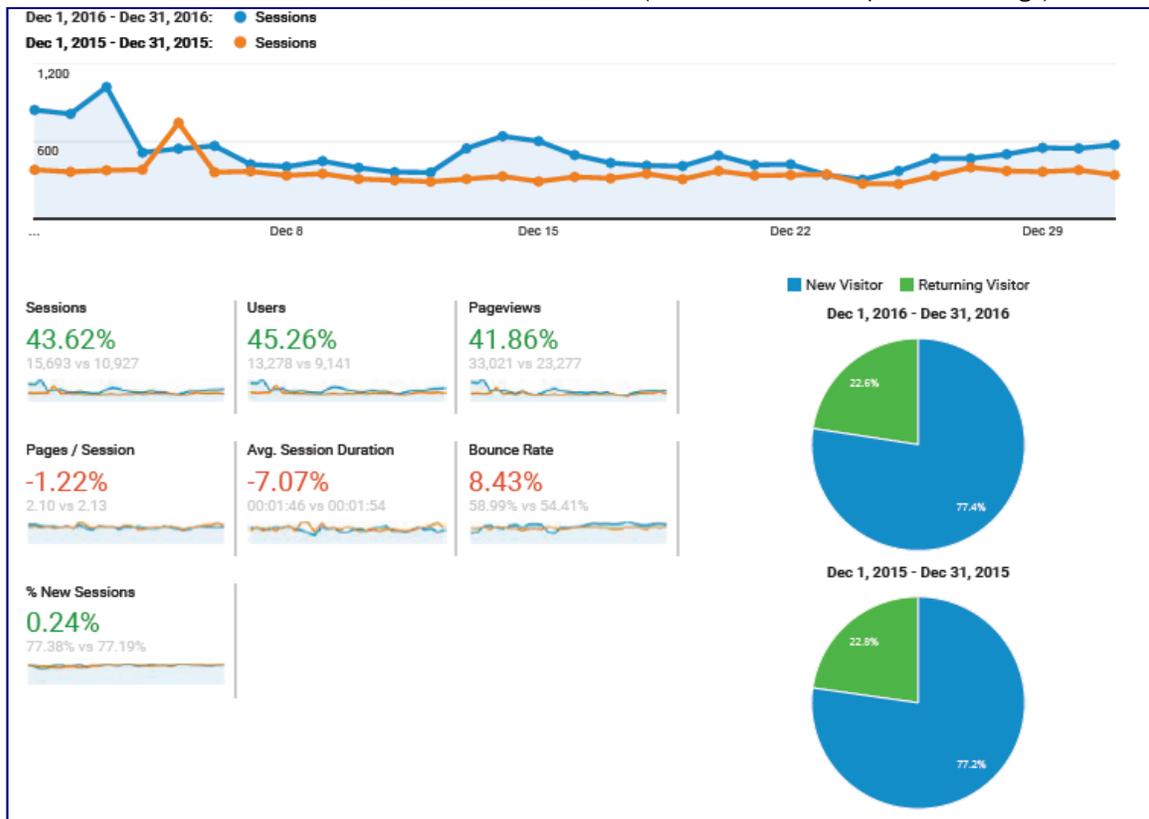
ACTIVITIES REPORTED					
Grand Canyon	Las Vegas	Museums	Route 66	other	reporting
27%	20%	11%	31%	12%	80%
3698	2730	1538	4323	1665	5792

Tourism Continued

TOP 20 STATES OF ORIGIN				
P Size	Parties	Indiv	State	% of T
2.4	4368	10489	State	60.1%
2.2	101	223	Kingman	1.4%
2.7	837	2244	CA	11.5%
2.3	427	977	AZ	5.9%
2.5	212	524	NV	2.9%
2.1	168	360	MN	2.3%
2.4	196	463	TX	2.7%
2.1	171	357	WA	2.4%
2.2	144	314	MI	2.0%
2.3	152	351	FL	2.1%
2.4	142	335	WI	2.0%
2.4	119	288	NY	1.6%
2.2	121	266	OH	1.7%
2.1	86	180	PA	1.2%
2.1	111	230	OR	1.5%
2.2	110	237	IL	1.5%
2.1	96	199	CO	1.3%
2.3	71	166	MO	1.0%
3.4	56	191	UT	0.8%
2.1	59	123	IA	0.8%
2.2	58	130	VA	0.8%
2.9	64	183	IN	0.9%

TOP 20 COUNTRIES OF ORIGIN				
P Size	Parties	Indiv	Country	% of T
2.8	2884	7962		39.7%
2.3	568	1308	Canada	7.8%
2.8	357	984	Germany	4.9%
3.0	255	773	France	3.5%
2.5	236	600	United Kingdom	3.2%
2.8	228	641	Australia	3.1%
3.8	139	533	China	1.9%
2.8	131	373	Netherlands	1.8%
2.7	104	280	Spain	1.4%
2.7	89	236	Switzerland	1.2%
2.8	88	242	Italy	1.2%
2.6	68	179	New Zealand	0.9%
2.8	64	182	Belgium	0.9%
2.7	61	165	Brazil	0.8%
2.8	61	173	Denmark	0.8%
2.5	43	108	Austria	0.6%
3.4	41	140	Argentina	0.6%
2.6	39	102	Sweden	0.5%
2.8	31	86	Czech Republic	0.4%
3.2	25	79	Japan	0.3%
2.5	18	45	Poland	0.2%

GOOGLE ANALYTICS—DECEMBER 2016— (December 2015 Comparison in orange)



POWERHOUSE ANNUAL VISITOR VOLUME—10 YEAR HISTORY										
Year	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Jan	4,968	7,166	5,809	4,488	4,634	5,497	4,899	5,648	5,854	5,616
Feb	6,940	7,966	6,264	5,456	5,142	6,253	5,582	7,102	6,967	7,395
Mar	9,670	11,032	8,577	8,145	8,375	8,182	8,638	9,525	9,606	9,514
April	10,537	10,159	9,247	9,052	8,938	8,523	9,219	10,704	8,945	13,027
May	12,010	11,612	10,900	9,590	9,268	12,050	12,126	13,613	13,299	11,724
June	9,600	9,100	8,472	8,063	8,462	8,394	9,079	11,243	9,734	10,321
July	11,277	11,581	8,021	9,365	9,538	9,567	10,405	12,993	11,554	12,196
Aug	10,397	11,224	7,502	9,052	9,661	9,032	10,633	14,921	10,170	12,083
Sept	9,231	8,167	7,069	7,491	8,961	9,218	11,343	11,040	11,908	13,602
Oct	10,034	8,385	7,317	7,878	8,102	8,817	10,015	9,894	10,217	11,241
Nov	7,491	5,740	5,004	5,351	4,817	5,459	5,387	5,502	5,925	5,721
Dec	5,383	4,496	3,734	4,271	4,280	4,639	5,260	4,553	5,148	5,732
Annual	107,538	106,628	87,916	88,202	90,178	95,631	102,586	116,738	109,327	118,172
% change	25.1%	-0.8%	-17.5%	0.3%	2.2%	6.0%	7.3%	13.8%	-6.3%	8.1%