

# St. Charles Parish

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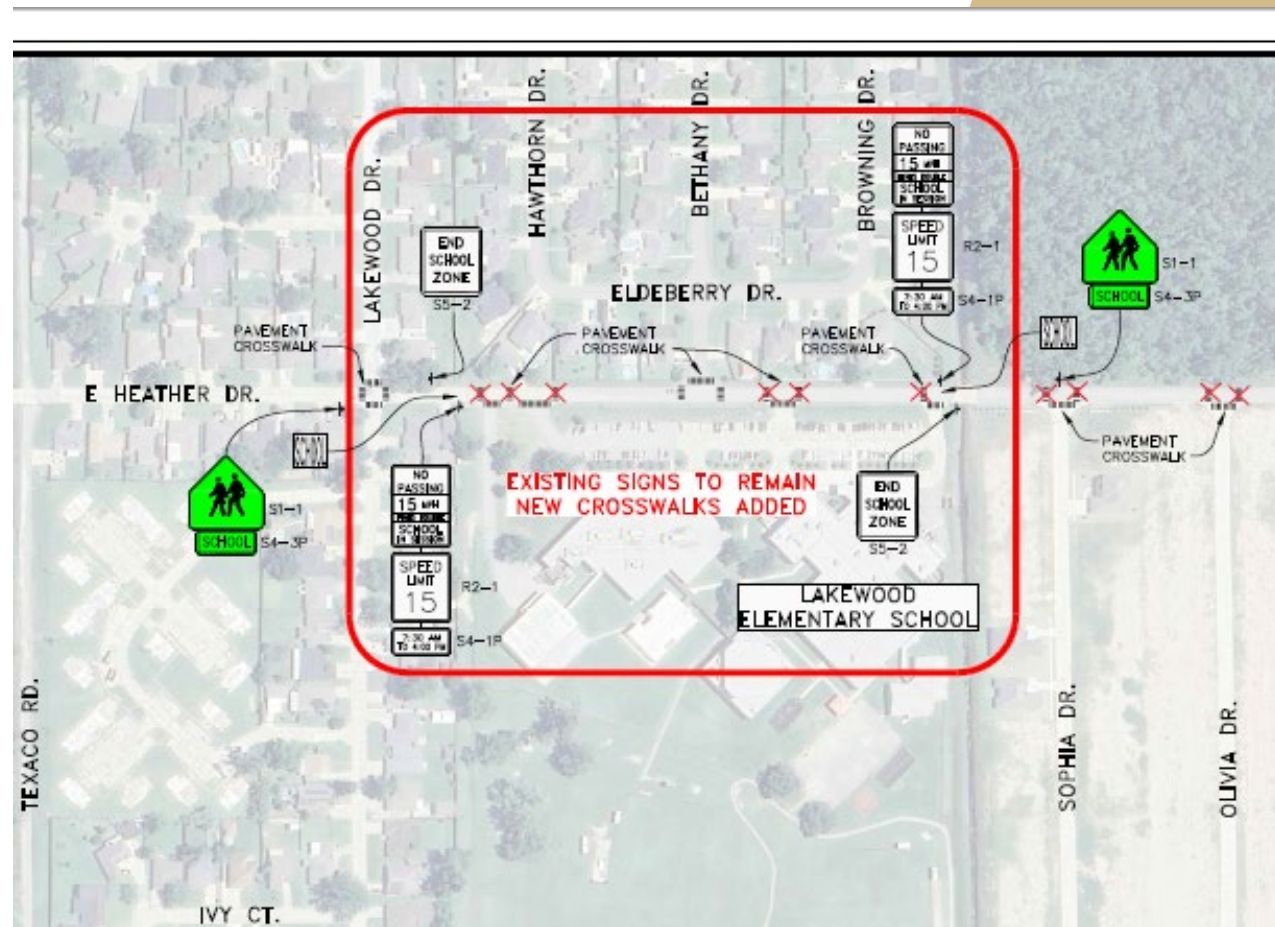
Parish President's Report

July 7, 2025

President Matthew Jewell



# Asphalt Maintenance Project Update





# Dianne Pump Station Maintenance

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# Willowdale Water Main Repair

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# Waterworks Billing Office Performance Metrics

June 1-30

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls requested	Queue unavailable	Answered by ACD group 1	Average speed of answer	Average delay to abandon	ACD handling time	Average ACD handling time	Abandon %	Service level %	Answer %
08:00	241	237	5	4	14	0	237	00:00:35	00:01:57	09:16:12	00:02:21	1.7%	89.2%	98.3%
09:00	468	457	16	11	38	0	457	00:00:38	00:01:55	15:46:37	00:02:04	2.4%	87.2%	97.6%
10:00	387	379	11	8	27	1	379	00:00:32	00:02:07	13:19:59	00:02:07	2.1%	90.4%	97.9%
11:00	14	14	0	0	3	1	14	00:00:22	00:00:00	00:34:23	00:02:27	0.0%	100.0%	100.0%
12:00	366	359	6	7	21	0	359	00:00:19	00:02:07	14:30:55	00:02:26	1.9%	96.4%	98.1%
13:00	318	316	5	2	25	0	316	00:00:16	00:01:43	13:45:19	00:02:37	0.6%	97.2%	99.4%
14:00	294	294	4	0	23	0	294	00:00:16	00:00:00	10:57:35	00:02:14	0.0%	96.3%	100.0%
15:00	249	249	5	0	26	0	249	00:00:12	00:00:00	09:36:18	00:02:19	0.0%	98.0%	100.0%
16:00	5	4	0	1	0	0	4	00:00:42	00:03:07	00:08:02	00:02:01	20.0%	80.0%	80.0%
Totals	2342	2309	52	33	177	2	2309	00:00:25	00:02:02	87:55:20	00:02:17	1.4%	93.1%	98.6%

June 30 (day of Water Main Break)

08:00	40	37	1	3	3	0	37	00:02:44	00:02:11	01:03:04	00:01:42	7.5%	35.0%	92.5%
09:00	104	97	10	7	7	0	97	00:01:48	00:01:32	02:22:17	00:01:28	6.7%	57.7%	93.3%
10:00	27	26	0	1	5	0	26	00:00:57	00:01:52	01:01:36	00:02:22	3.7%	85.2%	96.3%
11:00	1	1	0	0	0	0	1	00:00:45	00:00:00	00:01:36	00:01:36	0.0%	100.0%	100.0%
12:00	12	12	0	0	1	0	12	00:00:08	00:00:00	00:27:50	00:02:19	0.0%	100.0%	100.0%
13:00	10	10	0	0	3	0	10	00:00:16	00:00:00	00:26:09	00:02:37	0.0%	100.0%	100.0%
14:00	21	21	0	0	2	0	21	00:00:15	00:00:00	00:22:56	00:01:06	0.0%	100.0%	100.0%
15:00	15	15	0	0	3	0	15	00:00:09	00:00:00	00:22:31	00:01:30	0.0%	100.0%	100.0%
Totals	230	219	11	11	24	0	219	00:01:26	00:01:45	06:07:59	00:01:41	4.8%	67.8%	95.2%

# Community Services Food Bank Hours

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# Microchip Scanning Station Now Available





# Valero to Help Improve New Sarpy Park





# Prime Time Seniors Summer Activities

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# Flag Football Season Begins Soon!

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# May 2025 Sales Tax Comparisons

Sales Tax Comparison				
Totals (1, 1/2, 3/8, and 1/8)	2024	2025		
January	4,021,578.36	3,980,585.63	(40,992.73)	-1.02%
February	3,298,967.96	3,619,359.04	320,391.08	9.71%
March	3,640,768.20	4,577,356.85	936,588.65	25.73%
April	3,843,324.25	4,164,261.64	320,937.39	8.35%
May	3,698,128.40	3,680,977.34	(17,151.06)	-0.46%
June	4,066,873.03			
July	3,895,191.14			
August	4,077,338.78			
September	4,295,971.22			
October	4,304,533.38			
November	3,629,909.49			
December	5,260,505.89			
Total To Date	18,502,767.17	20,022,540.50	1,519,773.33	8.21%



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