



## City of Hagerstown, Maryland Status & Information Report No. 46 for 2009

December 4, 2009

To Mayor Bruchey and Members of the City Council:

### UPCOMING MEETINGS

❖ ❖ DECEMBER 2009 ❖ ❖						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 4 pm Work Session	2	3	4	5
6	7	8 4 pm Work Session	9	10	11	12
13	14	15 4 pm Budget Retreat	16	17	18	19
20	21	22 7 pm Regular Session	23	24 Holiday City Offices Closed	25 Holiday City Offices Closed	26
27	28	29 No M&C Meeting	30	31		

### COMMUNITY AFFAIRS

1. **City Center Holiday Showcase.** Preparations were finalized for this week's City Center holiday Showcase which is taking place from Thursday through Saturday in the downtown area featuring business open houses, special holiday performances and popcorn on the Square, holiday shows at the Wash. Co. Playhouse, special exhibits at Discovery Station, movies at the Library and much more. For more details, please visit [www.hagerstownmd.org/CCHS.html](http://www.hagerstownmd.org/CCHS.html)
2. **Lunch With Santa.** Lunch with Santa will be held Saturday morning at the Gourmet Goat with more than 50 people enjoying a hayride, lunch and photos with Santa. This event was sponsored by Columbia Bank.
3. **City Park Lighting.** Tonight is the City Park Lighting featuring a new display sponsored by Columbia bank. The Mayor will light the tree the tree and holiday displays surrounded by 1,500 luminaries being by volunteers around the park. Entertainment and refreshments are available at the Hager House, the Wash. Co. Museum of fine arts and the Mansion House art Gallery. The new display is sponsored by the Columbia Bank - Hagerstown Trust Division.
4. **UTILITY RELIEF CONCERT - FEB. 4<sup>TH</sup>.** The Utility Relief Committee met yesterday. The fundraising campaign will begin next week. IAFF has already pledged \$5,000. Zion Baptist Church and the Barbara Ingram School for the Arts Choir have agreed to entertain, and one school orchestra has been invited to entertain.
5. **WESTERN MARYLAND BLUES FEST.** The committee is working on selecting performers and working on the blues fest artwork. The fundraising campaign will start next.

6. **HAGERSTOWN GOVERNMENT TELEVISION.** City Park Lighting is happening December 4, 2009 for 7:00 p.m. to 9:00 p.m. Host Karen Giffin, Director of Community Affairs talks with Event/Program Specialist Jenn Kram about the activities happening throughout City Park. Meet Junior Mason, Park Superintendent and Paul Fulk, Co-Chair of the Luminaries committee. Also hear from Susan Mades and Shanda Smith of The Columbia Bank – Hagerstown Trust Division this year’s sponsor of the new holiday light display. Watch every even hour. Immediately following, the City of Hagerstown presents City Center Holiday Showcase. Host Karen Giffin, Director of Community Affairs talks with Event/Program Specialist Jenn Kram about the activities happening Thursday, December 3; Friday, December 4 and Saturday, December 5. Hear from this year’s Lunch with Santa sponsor Susan Mades and Shanda Smith of The Columbia Bank – Hagerstown Trust Division.
7. **HAGERSTOWNMMD.ORG**
  - ▶ Find out more about the City Center Holiday Showcase participating businesses online at [www.hagerstownmd.org/cchs.html](http://www.hagerstownmd.org/cchs.html)
  - ▶ The City of Hagerstown wants to improve the Trash & Recycling Program. Go online and take the new Trash & Recycling Survey and let the City know what’s important about the Trash & Recycling Program. [www.hagerstownmd.org/Engineering/TrashRecycleSurvey.asp](http://www.hagerstownmd.org/Engineering/TrashRecycleSurvey.asp)
8. **RELEASES** The following releases were distributed: Lunch with Santa; City Center Holiday Showcase; Utility Relief Benefit Concert; Thanksgiving Holiday; City Park Lighting and Traffic Advisory for Jonathan Street.

**ENGINEERING & CODE ADMINISTRATION**

1. **November 2009 Monthly Code Administration Report** Please note the inspection activity is still high and securing vacant structures continues to be a growing problem.

**LICENSING PROGRAMS**

**Number of Licenses by Category**

“Rental Units” below indicate the current number of residential rental units identified for inclusion in the Rental Licensing Program, this year and same date last year. “Processed this month” reflects the number registered in this calendar month, compared with the same month in the preceding year. “Processed year to date” is the total registered thus far in the current program year, compared to the same date in last year’s program.

<u>Program Year</u>	<u>Rental Units</u>	<u>Processed this month</u>	<u>Processed year to date</u>
2009-2010	8332	66	7,970 (95.7%)
2008-2009	8050	132	7,636 (94.9%)

The number of properties, residential & commercial, registered in the Vacant Structure licensing program as of the end of the month:

	<u>Vacant Residential</u>	<u>Vacant Commercial</u>
Oct 2009	84	43
Oct 2008	79	47

**LICENSING INSPECTIONS**

**Categories of Conditions**

**Safety** conditions which are or reasonably present a hazard to an occupant or the public. *Examples include: no smoke alarms, improper wiring, missing handrails*

**Neighborhood Vitality** conditions which cause or tend to cause diminution to neighboring properties. *Examples include: weeds, trash, debris, junk vehicles, significant deterioration of a structure or element thereof, broken windows, graffiti*

**Quality of Life** conditions (usually interior) which negatively impact the life of the occupant. *Examples include: damaged interior surfaces, missing insect screens, damaged or missing elements which impact quality of life but are non-hazardous*

**Preventive Maintenance** conditions which are technical violations and need addressed to prevent deterioration. *Examples include: mortar deterioration, clogged gutters, minerrotten wood*

**Number of Conditions by Category**

<b><u>Neighborhood Safety</u></b>	<b><u>Vitality</u></b>	<b><u>Quality of Life</u></b>	<b><u>Preventive Maintenance</u></b>
146	71	196	11

NOTE: The exterior cycle of inspections is continuing, but not included in the above figures.

**PERMITS**

**Permits of Interest**

The building permit was issued for the construction of the new CVS Pharmacy at Longmeadow Shopping Center.

**Permit Applications Per Classification**

	<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Electrical</u></b>
Nov 2009	33	66	85
Nov 2008	31	72	76

**Issuance Timeframe Per Classification\***

<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Mechanical</u></b>	<b><u>Electrical</u></b>
1 - 30 days	same day	same day	same day

\* Building Permit timeframe starts once all information is received, external approvals granted and fees are paid.

NOTE: All required information, fees, licenses and insurance must be current to meet these standards

**Number of Permits Outside of Issuance Standards Per Category**

<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Mechanical</u></b>	<b><u>Electrical</u></b>
0	0	0	0

**PERMITTED WORK INSPECTIONS**

**Number of Inspections Per Classification**

	<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Mechanical</u></b>	<b><u>Electrical</u></b>
Nov 09	157	151	67	195
Nov 08	214	107	60	161

**Number of Safety Hazards Identified Per Classification**

<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Mechanical</u></b>	<b><u>Electrical</u></b>
0	0	0	0

**Work Without Permits Per Classification**

<b><u>Building</u></b>	<b><u>Plumbing</u></b>	<b><u>Mechanical</u></b>	<b><u>Electrical</u></b>
0	1	1	1

## CASES OF INTEREST

**VACANT STRUCTURES SECURED.** Inspecting and securing the vacant structures throughout the City is a high priority in an effort to prevent fires, illegal activity and deterioration of neighborhood vitality:

- ▶ 338 South Locust Street was secured in mid-October and then had to be secured again in November.
- ▶ 267 – 269 South Potomac Street was secured on November 16, 2009
- ▶ 259-261 South Potomac Street was secured on November 16, 2009
- ▶ 55 East Avenue was secured on November 16, 2009
- ▶ 335 Jonathan Street – Staff executed a comprehensive inspection and subsequent analysis of this structure. The structure is a two story frame structure which has been vacant for several years. The conditions present resulted in an order to raze the structure or make it habitable.
- ▶ 327–331 Jonathan Street (former Zipper’s Bar) – Staff executed a comprehensive inspection and analysis of this structure. In addition to general deterioration, several structural components have been compromised. The conditions present resulted in an order to raze the structure or make it habitable.

### **Economy and Violation Types**

- ▶ Three separate individuals were found to be performing electrical work without a license. A general increase in the number of unqualified and uninsured individuals attempting to perform technical work has increased in the last several months.

### **Other News**

- ▶ The Licensee Workgroup continues to meet to provide insight into codes and policies. The group is compiled from City licensed Plumbers and Electricians.

2. **Annual Tree Count** During the year of Dec 1, 2008 - Nov 30, 2009 the following trees were planted:
  - 274 trees funded by Forest Conservation Fund
  - 39 trees included in widening of Eastern Boulevard
  - 12 trees included in widening of Renaissance Way
3. **Jonathan Street** We expect to open Jonathan Street to traffic within the next few days. As part of this opening, we have met with Public Works to “undo” all of the detours that were implemented during the past two years. This will include reverting North Prospect Street back to a one-way southbound road, where we will place VMS boards to inform the public and send flyers to the local businesses and media.
4. **Burhans Boulevard** The contractor is widening the eastbound right-turn lane from Salem Avenue onto southbound Burhans Boulevard and should be done by late next week. He will also shorten the island at Mechanic Street. Public Works will make the signal changes early next week, and we expect Alpha Space Control to complete the pavement markings next week. If all goes well, by December 14<sup>th</sup>, northbound Burhans Boulevard will have two thru lanes and a separate left-turn lane, and there will be a separate left-turn lane onto Mechanic Street.
5. **Board of Traffic & Parking** will meet December 10<sup>th</sup> to discuss Court Avenue parking; request for 4-way stop at Forest Drive/Park Lane; and speeding on Belview Avenue.

## FIRE DEPARTMENT

1. **Summit Avenue** – At about 9:30 P.M. Thanksgiving Eve firefighters responded to 231 Summit Avenue for a house fire. When the first engine arrived within one minute heavy black smoke was coming from the two story structure and within another minute a flashover occurred changing the smoke to flames shooting out the doors and windows.

Firefighters made an interior attack and quickly knocked down the main body of fire but spent the next couple of hours tearing apart wall, ceilings and floors to completely suppress the fire. The stairway going to the second floor was also consumed. The house at 233 Summit Avenue shared a common wall with this house and because of the firefighters outstanding efforts this structure didn’t receive any fire damage.

The house had been vacant since February and all utilities had been shut off for non payment of the bills. The fire is suspicious and Fire Marshals have spent most of the week interviewing a long list of individuals.

The Herald Mail had good before and after photos and if you missed them you can go online to the following web site address to see them.

[http://www.herald-mail.com/?cmd=displaystory&story\\_id=234979&format=html](http://www.herald-mail.com/?cmd=displaystory&story_id=234979&format=html)

## PARKS DEPARTMENT

1. **Municipal Stadium** – We recently completed repairing and repainting 1<sup>st</sup> base bleachers at the Municipal Stadium. Completion of the total project included painting the chain link fence, all the handrails and fiberglass boards, welding and fabricating support posts on both the 1<sup>st</sup> base and 3<sup>rd</sup> base bleachers. We also replaced approx. 80% of the footboards on both sets of bleachers.
2. **Grounds Maintenance** – Cleanup of leaves will continue throughout the month. Elevating and removing dead limbs and trees will continue throughout the winter. Also throughout the winter months, we will make repairs and repaint our park benches and picnic tables. With the deer/holiday season upon us, we have a slim crew.
3. **State Funding** – We recently received approval from the State for Community Parks & Playgrounds funding of playground equipment at Hager Park and Funkhouser Park. With Mayor & Council's consent, the playground equipment has been ordered and should be received in 4-6 weeks. We will then assemble and install prior to spring 2010.

## PLANNING DEPARTMENT

1. **Planning Commission:** The Planning Commission will consider the following on December 9:
  - Residential Care Facilities.
  - Discussion with ERM on stormwater analysis for WRE in Comp Plan.
  - Buffer waiver/adjustment for Mr. Tire
  - Quit-claim request for alley behind the Woodpoint Grill
2. **Historic District Commission:** The HDC will consider the following on :
  - 27-29 West Antietam Street - Lohr Building, LLC - request was continued so the applicant could gather information prior to approval of a demolition.
  - 26-26½ East Antietam Street - Award Beauty School - applicant did not appear; the case was continued until the December 10 meeting
  - Workshop with Mel Greenwald for property at 935 The Terrace to discuss restoration alternatives for oak exterior doors
  - Workshop with Mark Snyder for property at 113-115 Broadway for advice on rear porches.
3. **Holiday Party for Planning Boards and Commissions:** Planning staff will host a holiday party for our boards and commissions following the HDC meeting on December 10<sup>th</sup>. Home-made cookies and snacks will be provided by staff as a thank you to our volunteer board members.
4. **Mini-Grant App for Hagerstown in Civil War Book:** Staff submitted a mini-grant application to the Heart of the Civil War Heritage Area for the Civil War book by the December 1<sup>st</sup> deadline. We are requesting a \$600 grant to help cover the costs to acquire historic illustrations for the book. The grant will be matched by \$250 City cash, \$250 from the CVB, and \$100 in-kind staff time.
5. **WRE Workshop in Annapolis:** The Planning Director will represent "big cities" on a panel on the local perspective on implementing the Water Resource Element (WRE) at an MML/MACO/CBF "H.B. 1141 Summit" in Annapolis on December 4<sup>th</sup>.
6. **State Economic Development Meeting:** The Planning Director will speak on the City's PEP program at a Maryland Economic Development Association (MEDA) meeting at UMBC on December 8<sup>th</sup>. We'll showcase the downtown in the powerpoint and put in a plug for Hagerstown Advance.

7. **Stormwater Study:** The City's Comp Plan consultant, ERM, will be in town on December 9<sup>th</sup> to kick off our contract extension to undertake the stormwater analysis that the City needs for our Comp Plan, per the requirements of H.B. 1141's WRE. After meeting with staff that afternoon, ERM will discuss the project with the Planning Commission at their meeting that night.
8. **Western Maryland Local Government Exchange:** The Planning Director has been invited to attend the planning meetings for next year's planning seminar in Hagerstown. The first meeting is December 7<sup>th</sup> at the Western Maryland Research Center in Keedysville.

**POLICE DEPARTMENT**

Calls for Service	CDS Arrests	Other Criminal Arrests (Including Warrants)	Parking Tickets	Moving Violations	DUI	Search Warrants Executed
1,688	4	38	320	124	5	0

1. **Burglary/Assault (11/22):** At 1:56 a.m. officers responded to 136 Broadway, Apt. 3WR for a report of a white male dressed in a black jacket and jeans who reportedly just left the residence with a handgun. The caller advised HPD that they knew the male, later identified as Patrick Lewis Simpson. Arriving officers heard persons yelling on the upper floor of the back porch and found Simpson walking down the stairs. After determining Simpson was unarmed, the officers spoke with two males who reported that Simpson had broken in and assaulted them. The officers learned that one of the victims and Simpson are both ex-boyfriends of the same female. The victims were asleep when Simpson forced his way into the apartment, and woke one of them by placing his forearm across the victim's throat area, choking him. Simpson told that victim he had a gun and if he wanted to he could have shot him in his head. When that victim called 911 and asked for the police to respond, Simpson left. Moments later he broke back in and attacked both victims. He grabbed one by the throat and began to throw him around the kitchen. Then he hit the other victim with a kitchen plate. Simpson continued to assault them until they were able to get him out the back door. It was at that time the officers arrived. Simpson was charged with 1<sup>st</sup> degree burglary, assault, and related offenses.
2. **Stabbing/Drug Arrest (11/22):** At 3:36 a.m. officers responded to 47 Murph Avenue for a fight and possible stabbing. The female victim was found inside suffering from a stab wound to the leg and other cuts and scrapes on her hands and arms. The male suspect, later identified as Robert William Bradley, Jr., had left the residence, but officers located him a short time later at another residence. He was suffering from a stab wound to the abdomen. Both were transported to WCH for treatment. The investigation indicated that the two had been arguing when the victim asked Bradley to leave. Bradley left but then came back and kicked in the front door. He pushed the victim to the ground and assaulted her several times. At some point, the victim was able to get hold of a kitchen knife and during the attack, both she and Bradley were stabbed. At the hospital, officers placed Bradley under arrest for the assault. While searching him, they found a wad of cash and crack cocaine. Bradley has been charged with 2<sup>nd</sup> degree assault and possession of crack cocaine with intent to distribute.
3. **Robbery (11/27):** At 8:25 p.m. a male reported a strong arm robbery to HPD officers. He told them he had just come from Potomac Liquors on South Potomac Street where he had bought some beer and cigars. As he was walking north on South Potomac Street, two black males approached him from behind and asked if he had any money. When he turned around, one of them punched him in the nose. They then took his beer and cigars and were last seen running west on Lee Street.
4. **1<sup>st</sup> Degree Assault/Attempt to Disarm a Police Officer (11/27):** At 11:42 p.m. officers were in the area of Western Maryland Parkway and US 40 when they saw a pickup truck stopped in the middle of the roadway. The female passenger was screaming and trying to get out while the male driver, later identified as Jeremy Wayne Peel, was trying to keep her inside. Before officers could intervene, Peel struck the female twice in the face. As officers approached to help the victim, Peel fled in his vehicle at a high rate of speed. The officers pursued him as he fled through town. He finally stopped in an alley adjacent to View Street and fled on foot down the railroad tracks. As the first officer caught up with him, he took a fighting stance, then attempted to take the officer's gun. During the ensuing struggle, he punched the officer in the face, and stated that he was going to kill the officer. He then began running

away as other officers arrived. After another foot chase, the officers caught him and had to fight with him to get him into custody. He was charged with assault, attempting to disarm a police officer, resisting arrest, and numerous other criminal and traffic offenses.

5. **Burglary (11/29):** At 12:54 am officers responded to a burglary call at 660 North Prospect Street. The resident told them the male who had just broken in was already gone. Prior to this incident, the victim's door had a broken glass pane which he temporarily covered with plastic. The suspect pushed through that to reach in and unlock the door. The victim was with his sister and her two friends, none of whom knew the suspect, later identified as William Matthew Savoy. Savoy walked into the living room and asked if there was anyone else in the residence. He then began going through the victim's sister's belongings. They began yelling at Savoy to get out of the residence, and Savoy walked into the kitchen and looked in the refrigerator. Savoy then walked out the front door. The victim provided a description of Savoy and officers located him in the area. After a brief foot chase, they caught and arrested him.
6. **Armed Robbery (12/2):** At 1:53 a.m. officers were dispatched to the Sheetz Store on South Potomac Street for an armed robbery that just occurred. The clerk told officers he had been in the store stocking shelves when a male suspect, approximately 5'-9", 140 lbs., wearing a grey hooded sweatshirt and a red cloth mask over his face entered the store, pulled out a knife, and told him to open the register. The clerk opened the register and gave the suspect the money from inside. The suspect then walked out to the wooded area just north of the store. A police K-9 was called and followed a track from the store to a nearby apartment complex. Along the way, officers recovered the red cloth and grey sweatshirt. The suspect was not located. The incident was captured on the store's video cameras.

## RECREATION

1. **Tours:** The Hager House has now shifted to our popular "German Christmas" Tour for the last month of the 2009 visitation season. We are pleased that the pace of tourism has been steady and with a good closing month the yearly visitation totals should show a slight increase over last year, a phenomenal accomplishment in a very bad economic climate! This week the Hager House will host a large group tour from Westmar Bus group of 30-40 tourists and Wednesday a group of 25 cub scouts and parents are scheduled to visit and Thursday 3 groups of approximately 60 total students are planning a visit we look forward to a well attended closing month.
2. **Hager House Programs and Events:** Staff spent much time this week preparing for the City Park Treelighting and Reception to be held this Friday evening in City Park between 7 and 9 pm. The Hager House will be offering a free open house to view the "German Christmas" display as well as refreshments provided in the Hager Museum and carolers singing on the porch as well as a Winter Petting Zoo on the grounds. Staff also has been preparing for next Thursday evening's "Other Than Christmas" historical Presentation. Additionally this week the staff has been finalizing the calendar of events for next season featuring 23 events and increase of 2 new events as well as the addition of a new ongoing event.
3. **Railroad Museum at City Park:** Although this site is now closed for the season, staff continues to work on some preparations for cosmetic restoration to the Western Maryland Cabooses on site to be completed when the weather grows warmer in the Spring. Staff also spent time this week working on the calendar of events for the 2010 visitation season and are pleased to announce the addition of a large event in conjunction with the Round House Museum of a model train show and sale sometime in August. We enjoy working with our partners and look forward to an even more well attended 2010!
4. **City Farmer's Market:** The last of the produce is coming in; still some good greens making it through the Market doors. Our holiday and seasonal vendors are all back; even the prospect a few new ones coming in. Market is still seeing a good crowd flow through but with holiday shopping weekends on us the Market is sure to see an increase in customer numbers. We have plenty of holiday activities scheduled for the month of December anything from decorating activities to Santa's appearance at the Market. Tis the Season for great Market visiting and shopping.

## TECHNOLOGY & SUPPORT SERVICES

### INFORMATION TECHNOLOGY

#### **MUNIS IMPLEMENTATION**

##### **BUSINESS LICENSE / PERMITS**

- WEBEX was held with licensing staff to review some system processes in order to create a file for forms verification.

##### **UTILITY BILLING:**

- The latest data conversion was loaded for staff testing.
- The modifications to the MUNIS system (Average Payment Processing / Water & Sewer Allocation Charge Tracking) were loaded and will be tested the week of December 14.
- The handheld meter import files will be re-submitted and verified for import into MUNIS.

##### **HR/PAYROLL:**

- MUNIS implementer on-site to run through the 3<sup>rd</sup> Payroll parallel run.

##### **UPCOMING MUNIS MEETINGS / EVENTS:**

**December 8 – Payroll for Budget Training via WEBEX with MUNIS Implementer.**

##### **VERSION 7.4 UPGRADE**

The MUNIS system was upgraded from Version 7.2 to Version 7.4 (LIVE, TRAIN, TEST, UBCISSTAGE and UBCISTRAIN) over the Thanksgiving break. Minor issues were experienced related to user permissions and have either been fixed or addressed with MUNIS support. All version modifications (128) available were also implemented during this time.

### SUPPORT SERVICES

**CUSTOMER SERVICE:** Call Statistics for 11/30 – 12/3 w/ 3 CSRS (\* 2 CSR's).

DATE	Total Calls Offered	Total Calls Answered	Avg Calls Answ. per Rep/Day	Avg. Call Duration (secs)	% Calls Answered	Avg. Hold Time (secs)	Walk-Up Volume	Avg. per CSR @ Counter	Total Customers Served	Avg. Customers Served by CSR/day
11/30	285	215	72	108	75	300	210	70	425	142
12/1	274	146	49	142	54	634	141	47	287	96
12/2	299	185	62	112	62	438	116	69	301	100
12/3	329	198	66	119	61	351	109	39	307	102
<b>TOTALS</b>	<b>1187</b>	<b>744</b>	<b>62</b>	<b>120</b>	<b>63</b>	<b>431</b>	<b>576</b>	<b>56</b>	<b>1320</b>	<b>110</b>

**CASHIERING:** Call Statistics for 11/30 – 12/3 w/ 2 Cashiers (\* = 3 Cashiers serving customers)

DATE	Total Calls Offered	Total Calls Answered	Avg Calls Answ. per Rep/Day	Avg. Call Duration	% Calls Answered	Avg. Hold Time (secs)	Walk-Up Volume	Avg. per CSR @ Counter	Total Customers Served	Avg. Customers Served by CSR/day
11/30	24	18	9	147	75	163	192	96	210	105
12/1	27	24	12	94	89	54	153	77	177	89
12/2	46	36	18	90	82	71	98	49	134	69
12/3	19	14	7	67	74	125	167	84	203	102
<b>TOTALS</b>	<b>116</b>	<b>92</b>	<b>12</b>	<b>100</b>	<b>80</b>	<b>103</b>	<b>610</b>	<b>77</b>	<b>724</b>	<b>91</b>

**CUSTOMER SERVICE PHONE WAIT TIMES.** We continue to struggle with the high wait times for customers holding for utility service inquiries. Staff is working with Glessner to review the current queue setup, as well as potential call routing options to enable us to decrease the average of seven minutes holding. We are also implementing additional metrics to monitor and manage the types of calls being serviced as well as the time it takes to deal with specific types of calls. We will continue cross training of staff to aid in alleviating some of the burden of customer service, as well as continue to plan to place more basic account inquiry opportunities on our web site.

**UTILITIES DEPARTMENT**

**ELECTRIC DIVISION**

1. **Problem Areas.** Recent call-outs included:
  - Sat. 11/21 - Various locations- (reconnections for non-payment) Time Out: 8.0-8.3
  - 55 South Potomac Street- partial outage; customer had tripped breaker. Lineman re-set breaker and restored service. Time Out: 13.9-14.5
  
  - Tues. 11/24 - Public Square- All street lights out in downtown Square; lineman adjusted timer for street lights & problem was corrected. Time Out: 17.2-17.6
  - 36 North Jonathan Street- 10ft. street light struck in vehicle accident; Lineman removed damaged street light with replacement to follow the next business day. Time Out: 21.2-21.7
  
  - Wed. 11/25 - 231 Summit Avenue- house fire; lineman pulled meter temporarily until repairs are made. Time Out: 22.4-23.2
  - 400 Block of East Washington Street- lines down; vehicle struck utility pole causing secondaries to burn down. Lineman replaced wires and restored service. Time Out: 23.2- 0.1
  
  - Thur. 11/26 - 329-333 Bethune Avenue- total outage; squirrel caused fuse to blow. (1) 6T fuse was replaced and service was restored. Time Out: 16.0-16.8
  
  - Fri. 11/27 - 910 Chestnut Street- Emergency locate for Miss Utility; Customer needed to have emergency plumbing repairs made. Time Out: 8.7-9.1
  
  - Sat. 11/28 - 348 Vista Street- total outage; antennae tower fell on triplex. Lineman removed antennae and restored service. Time Out: 8.9-10.5
  
  - Sun. 11/29 - 310 North Mulberry Street- total outage; bird caused transformer fuse to blow. (1) 10T fuse replaced and service restored. Time Out: 11.0-11.8
  - 111 East Baltimore Street- sparks coming from meter box; customer was advised to contact electrician for internal problem. Time Out: 20.0-20.5
  
  - Wed. 12/2 - Various locations- (reconnections for non-payment) Time Out: 18.9- 19.5
  
2. **Distribution** Recent activity included:
  - Inspection and repair of Feeders #1 and #4 at Fairground Substation continues.
  - Metering Department received (1) high bill complaint this week. Upon testing, meter was found to have met all Public Service Commission requirements.
  - Line maintenance work continues in various areas.
  - Line crews continue trimming trees in various residential locations.
  - Christmas tree and various decorations were put up for the holiday season in the Square of Hagerstown and City Park.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
26	0	7	2

3. **Engineering** Staff worked on the following projects:
- Staff reviewed specifications for thermoplastic covers for secondary connectors that would replace our current method of wrapping with electrical tape.
  - Staff continued GIS mapping of our distribution feeders out of the Frederick Street Substation.
  - Reviewed product descriptions for approval related to the North Potomac Street Parking Deck re-lighting project.
  - Gathered with other City personnel to determine the most advantageous way to structure detailed addressing for the new MUNIS utility billing and GIS data.
  - Staff gave a presentation to the Green Task Force on energy conservation and efficiency at the residential customer level.
  - Process improvements in the MUNIS work order system are being worked on to save on the time required to enter work orders.
  - Analyzed residential customer winter consumption as part of the EmPower program.



**\*\*\* Energy Saving Tip of the Week \*\*\***

Energy Star LED Christmas lights use 75% less electricity and can last 10 times longer than comparable incandescent light bulbs. Additionally they are cool to the touch, reducing the risk of fire, do not have moving parts, filaments or glass, so they are much more durable and shock-resistant than other light strings. Did you know that it costs about 10¢ a night to light the tree in Public Square because the lights are LED?

**WATER DIVISION**

**Plant Flows - System Demand (MGD)**

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
11/19/09	10.55		10.55
11/20/09	10.72		10.72
11/21/09	10.34		10.34
11/22/09	10.30		10.30
11/23/09	10.43		10.43
11/24/09	10.56		10.56
11/25/09	10.55		10.55
11/26/09	9.98		9.98
11/27/09	10.08		10.08
11/28/09	10.42		10.42
11/29/09	10.11		10.11
11/30/09	10.48		10.48
12/1/09	10.48		10.48
12/2/09	10.29		10.29
Average			10.38

\* using the low service flow meters to estimate these system demands, the east high service flow meter is out-of-service.

**Water Production at RC Willson**

- Operations:
  - Plant continues to operate well.
  - Organic load has decreased to the point we have reduced all coagulating chemicals.
- Maintenance:
  - Continued work orders.
  - Breichner – Continue assisting Water Dept. with cleaning and repair of old storage building.
  - R C Willson – Assist Distribution with the removal of the high service flow meter.
- Instrumentation:
  - Smithsburg Maintenance Office – Pumped out septic tank and began replacing piping.
  - Breichner – Replaced 16 channel analog module.
  - R C Willson – Installed multifunction unit on High Service Pump #3.

- PS #3 – Replace PRV transducer.
- PS #5 – Repaired heater.

**Water Production at Breichner**

- The Plant was operated briefly last week before an equipment malfunction was discovered. The system will be repaired on 12/7/09 and we will attempt to prepare the plant for emergency operation at that point.
- The Edgemont Reservoir is currently at -7.5'; the hydrant is closed and the bypass is open two turns.
- The Edgemont/Smithsburg contract for tree removal and dam repairs continues.

**Water Distribution**

- Crews are continuing to perform customer service related duties throughout the system which includes meter settings, meter reading, meter exchanges and other related field investigations. We have completed all the work on Jonathan St., except for a few meter tile adjustments and all the intersection work at Church and Jonathan. We also repaired a leak on Leslie Dr.

**Laboratory**

- 4<sup>th</sup> quarter of testing of THMs and HAAs has been completed. Results on our Stage 1 sites are typical while Stage 2 samples showed some elevated results. Results will be sent to State MDE in the next couple days.
- Annual metals and inorganic testing has been completed with typical results. These results will be sent to the MDE. Except for routine bacteriological monitoring and some lead and copper end of December results, this finishes regulatory testing for the year.

**Engineering**

Reviews:

Building Permit            10

- Staff met with a consultant for a commercial business on McDade Road regarding possible future water service.
- Staff attended a progress meeting for the Edgewood/Dual intersection renovation project.
- Staff met with the Utility Director on budget and operational issues.
- Staff attended a development review meeting at the County Planning Department.

**WASTEWATER DIVISION**

**Wastewater Treatment Plant at Frederick Street**

Date	Flow (mgd)	Rainfall (inches)
Wednesday, September 23, 2009	6.07	0.01
Thursday, September 24, 2009	5.91	0.19
Friday, September 25, 2009	5.88	0.00
Saturday, September 26, 2009	5.77	0.00
Sunday, September 27, 2009	5.73	0.00
Monday, September 28, 2009	5.85	0.05
Tuesday, September 29, 2009	5.74	0.00
Weekly Average/Total	5.85	0.25
Monthly Average/Total	5.78	1.37
Yearly Average/Total	6.38	32.16

**WWTP** - The Wastewater Treatment Plant continues to operate efficiently; all parameters are within MDE compliance specifications.

Maintenance crews continue working on preventative and corrective work orders, some of the maintenance task completed this week included; trouble shooting mixer # 3 on the OAB deck and investigating problem with level transmitter at the new bar screen at the Headworks.

**Projects**

- ENR-UV Disinfection – Installation of filter feed piping continues, the contractor is also installing utility water piping.
- Headworks – Installation of new gates and the second bar screen is being completed this week. The contractor is also sand blasting and painting the primary Clarifier equipment

**Wastewater Collection System**

Activity	Districts	Linear Feet of Main	Feet of Lateral	# of Later Inspections
CCTV Inspection	30	853	252	10
Flushing	31	3,140		
<b>Point Repairs</b>		<b># of Repairs</b>	<b>Reason</b>	<b>LF of Repair</b>
Main & Lateral	2, 7	2	Roots, intruding lateral	29.5
Manholes	31	1	I&I	

**Collection System Maintenance Task**

- 11329 Eastwood Drive – grinder pump inspection
- 431 East Washington Street – Blockage call – flushed main and advised resident to contact a plumber
- Installed two manhole risers at Harman Ave, on Jonathan Street
- Blockage calls at Snyder and Noland Avenues – Flushed lines

**Laboratory:**

- Our XYZ Autosampler and valve for our Lachat equipment were returned from HACH Company with contracted service repairs completed. The units both seem to be performing normally.
- A sampler was set at Herald Mail to monitor their discharge to our system.

**Administration**

- Pre-Construction meetings have been scheduled for the Salem Avenue and Citywide Collection System Rehabilitation Projects. Both meetings are scheduled for December 15, 2009. Notice to Proceed will be issued after these are completed and documentation has been signed by both the City and the Contractor.
- Staff attended a demonstration of the Link Pipe sewer rehabilitation technology.
- Staff attended GIS training.
- Staff met with a residential customer regarding a grinder pump operational issue.
- Staff met with the Utility Director on budget and operational issues.
- Staff attended a Hospital off site wastewater infrastructure construction progress meeting.
- Staff met with a contractor regarding a commercial site grade wall redesign and permit approval.

Respectfully submitted,

Bruce J. Zimmerman  
City Administrator