

# City of Hagerstown, Maryland Status & Information Report No. 5 for 2017

February 3, 2017

To Mayor Bruchey and Members of the City Council:

## UPCOMING MEETINGS

### FEBRUARY 2017

*\* For additional information and a complete list of City events, please visit our Calendar of Events on the City's website at <http://www.hagerstownmd.org/calendar.aspx>*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	3pm Executive Session  4pm Work Session	4pm Hagerstown Planning Commission Meeting	4pm Board of Traffic & Parking  4:30pm Hagerstown Historic District Commission Meeting	10	11
12	13	14 4pm Work Session	15	16	17	18
19	20 <b>HOLIDAY CITY OFFICES CLOSED</b>	21 4pm Work Session	22 7pm Hagerstown Planning Commission Meeting	23 4:30 pm Hagerstown Historic District Commission Meeting	24	25
26	27	28 7pm Regular Session				

## DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

1. **Day in Annapolis:** DCED staff attended the Washington County Community Coalition's "Day in Annapolis" on Wednesday, February 2. Staff represented the City of Hagerstown at the evening reception at the Calvert House and networked with Maryland legislators and administration officials showcasing local economic development and quality of life opportunities.
2. **Special Recognition:** DCED Director Jill Frick received a certificate of special recognition from the Mayor and City Council at the January Regular Session for being named one of North America's Top 50 Economic Developers for 2016 by Consultant Connect.
3. **Blues Fest:** Staff met with the Blues Fest Main Committee and Marketing Committee this week. The 2017 festival lineup is finalized and fundraising is underway. The Cabin Fever Blues Bash featuring Paul Pfau will be held on Friday, March 3 at 7:30 p.m. at the Maryland Theatre.

**FIRE DEPARTMENT**

<b>FIRE DEPARTMENT CALLS FOR ASSISTANCE</b>			
House Fires	2	Community Risk Reduction	6
Building Fires	0	Public Service	3
Medical Assistance	20	Personal Injury Collision	3
Assist other Fire Departments	10	Fuel/Hazard Spills	1
Auto Fire Alarms	1	Gas Leaks	1
Vehicle Fires	0	Investigation: Odor, Smoke, Fire	6
Elevator Service Call	0	Dumpster/Outside Fires	2
Malicious calls	1	Extrication	1

**INFORMATION TECHNOLOGY & SUPPORT SERVICES**

**COMMUNICATIONS**

**This Week's Headlines and Media Releases:**

E-Casts: 2017 Hub City 100 Miler Week 3

**Channel 25:**

- Watch the City Newsroom at the top of every hour. This week's news stories include:
  - o Clearing the Way: On the Streets with Public Works
  - o Maryland Department of Human Resources: Help with Energy Costs
  - o Maryland Department of Human Resources: Help with Heating Costs
  
- Scheduled:
  - o Call for Artist Information Meeting:  
3:00 pm Saturday & Sunday
  
  - o Lake Dredging Community Information Meeting:  
5:00 pm Monday-Friday
  
  - o Divided Valor:  
Noon Saturday & Sunday  
7:00 pm Monday & Sunday
  
  - o Valor in the Streets:  
7:00 pm Wednesday & Saturday
  
- In production:
  - o BuroBox Promotion
  - o Experience Downtown Hagerstown Promotion

**Websites:**

- **City Website:**
  - o About **6,850** users visited [www.hagerstownmd.org](http://www.hagerstownmd.org) for the week of January 23 – January 29, 2017.

- Top entrances (first page users accessed on the website)
  - Home page 3,475
  - Utility Billing 548
  - Jobs page 352
  - Police 282
  
- Top Searches:
  - "true"
  - "jobs"
  - "solicitations"
  - "pay water bill"
  - "artist lofts"
  - "cultural trail"

**SUPPORT SERVICES DIVISION**

**Month of January Call Service Statistics:** The department averaged 4.75 staff available for phones and lobby visitors at any one time during the day (taking into account breaks/leave/lunch). There are currently four full-time and two part-time customer service representatives in our Support Services Division.

There were 3,342 lobby transactions performed in January, making the total number of transactions for the month **6,269**. This equates to an average of 1,319 transaction per customer service representative per month.

	<b>MONTHLY STATISTICS - JANUARY</b>										Elapsed
	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	Total	
<b>Total Calls Offered</b>	340	442	569	428	352	458	365	364	182	3500	
<b>Total Calls Answered</b>	304	392	439	373	280	374	308	312	145	2927	
<b>Time to Answer (secs)</b>	126.75	190.1	272.11	198	246.1	283.25	253.48	235	73.67	208.7	0:03:29
<b>Call Duration (secs)</b>	134.71	148.27	130.19	140.89	144.67	137.58	150.88	131.17	135	139.3	0:02:19
<b>Total Time to Abandon (secs)</b>	90.74	125.77	199.5	145.87	208.71	208.55	152.73	131.42	39.61	144.8	0:02:25
<b>Call Percentage Answered</b>	<b>89.4%</b>	<b>88.7%</b>	<b>77.2%</b>	<b>87.1%</b>	<b>79.5%</b>	<b>81.7%</b>	<b>84.4%</b>	<b>85.7%</b>	<b>79.7%</b>	<b>83.6%</b>	

**PARKS & ENGINEERING**

**PARKS DIVISION**

**1. Greens at Hamilton Run.**

We plan to offer some new items to attract golfers this season:

- Season passes for greens fees are \$299/\$425 for City residents and \$499/\$625 for non-city residents
  
- Develop a pass for discount on cart fees. For \$60 you get a \$3 discount on carts (good one discount per day and applies to either 9 or 18 holes).
  
- We will stop the coupon books sales. We will use them for prizes and we will honor those that are still in circulation.

- Special days (get a free drink, coffee and sandwich), not valid with other offers:
  - o *Senior Day*: Thursdays from opening to 2 p.m.
  - o *Ladies Day*: Tuesdays from opening to 2 p.m.
- Children under age 16 play free (greens fee) with parent. This is for ONE child per parent and must pay for carts. Applicable all times EXCEPT weekends before 2:00PM.

The course is planned to re-open for the season on Friday, March 24<sup>th</sup>.

**2. Recreation.**

- Three new recreation program series are rolling out this week at the Fit Room at Fairgrounds Park (easy online registration at: [www.hagerstownmd.org/yoga](http://www.hagerstownmd.org/yoga)):
  - o Restorative Yoga w/ Michelle Grimes; Tuesdays, 5:45-6:45 p.m. (7 weeks, \$55)
  - o Gentle Yoga w/ Casey Hoffman; Thursdays, 4:45-5:45 p.m. (6 weeks, \$55)
  - o Sculpt- Pilates & Yoga w/ Christa Angelo; Saturdays, 11 a.m. - 12 p.m. (7 weeks, \$50)
- Continuing classes at the Fit Room at Fairgrounds Park (learn more at [www.hagerstownmd.org/parksandrec](http://www.hagerstownmd.org/parksandrec)):
  - o Tai Chi for Balance and Movement; Saturdays & Mondays, 9-10 a.m., \$10 drop-in
  - o Turbo Kick; Saturdays, 12-1 p.m.; \$5 drop-in
- Staff is continuing to work with new and returning fitness program instructors to schedule recreation program offerings for the Spring and Summer of 2017.

**ENGINEERING DIVISION**

1. **Certified Playground Inspector.** Roger Reed is now a "certified playground safety inspector" as certified by the National Recreation and Park Association (NRPA)! This is an important step toward protecting children on our public playgrounds and decreasing liability for the City.
2. **Waste Management.** Met with Waste Management and discussed the solid waste collection program and possible improvements. The contract expires at the end of 2017, so we plan to present this in early March to Mayor & Council.
3. **Out to Bid.**
  - Marsh Run and City Lake wall repair: Advertised contract with bid opening date of March 7<sup>th</sup>.
  - Bridge Guardrails: We expect to advertise a contract this week to make repairs to guardrails at bridges in accordance with the Bridge Inspection report. Bid opening will be March 9<sup>th</sup>.
4. **Engineering**

Traffic issues		
Description	Week of 1/27/17	2017 TOTALS
Traffic complaints received	1	11
Work Orders completed	0	11
Traffic counts completed	0	0
Construction Projects		
Description	Week of 1/27/17	2017 TOTALS
Projects advertised for bids	0	0
Projects under construction	8	8
Projects completed	0	0

## PLANNING & CODE ADMINISTRATION

1. **New Zoning Certificates:**
  - 4 East Franklin Street – ARISU, Inc. – Korean restaurant (new ownership only—no change in use).
  - 435 East Franklin Street – Coinopwarehouse – sales of coin-operated equipment.
2. **New Development Cases:**
  - 405 East First Street – Kind Therapies – site plan for site improvements.
3. **Planning Commission:** The Planning Commission will consider waivers to buffer requirements for fenced areas adjacent to street rights-of-way for the former Statton Furniture property at 504 East First Street.
4. **Historic District Commission:** The HDC conducted a workshop with the owner of 66 West Washington Street (former Delta Hosiery building) for their plans to demolish deteriorated portions of the rear of the building. This has been an ongoing Code Administration matter. The property owner is also considering demolition of the entire building and replacing it with a new residential or mixed-use structure.

The HDC conducted a special meeting on January 27 to: 1) receive a project briefing from the architects of the USMH project at 55-59 West Washington Street; 2) conduct a workshop regarding select demolitions of non-historic additions on the rear of the property; and 3) partial removal of the back of the upper levels of the historic portion of the building that fronts West Washington Street. An application was also filed for those demolitions in case the commission concluded in the workshop that there was little concern regarding the proposals. The commission did conclude that the proposals had little impact on the Washington Street streetscape and there would be no objection to the proposed demolitions. The Commission went into regular session and approved the application for the demolitions, subject to conditions regarding obtaining timely application for and approval of designs for work that would enclose the areas attached to those being demolished. We thank the HDC for their flexibility in convening a special meeting and reviewing the demolitions on such short notice, which illustrates the HDC's commitment to be a proactive and cooperative partner in the multi-property Urban Improvement Project and implementation of the Community's City Center Plan.

The HDC will consider the following items on February 9:

- 908 Hamilton Boulevard – Olomega LLC – replacement windows.
  - 949 Forest Drive – Kevin Kelly – rear porch alterations.
  - 261 South Prospect Street – City of Hagerstown – front porch addition.
  - 823 Oak Hill Avenue – Pete Lowenheim – workshop for a possible roof replacement.
5. **Board of Zoning Appeals:** No appeals were filed by the deadline.
  6. **Weekly Activity Report:** January 23 – January 27, 2017:

PERMITS								
TYPE	NUMBER OF NEW APPLICATIONS							NUMBER ISSUED
Building	6	Residential -	2	Commercial -	1	Other -	3	2
Electric	19	Residential -	13	Commercial -	6	Other -	0	20
Plumbing	14	Residential -	6	Commercial -	7	Other -	1	14
Mechanical	6	Residential -	3	Commercial -	2	Other -	1	6
Engineering Dept.	1							0
<b>TOTAL</b>	46		24		16		5	42

<b>Est. Value of Issued Building Permit Projects:</b>		<b>Fiscal Year Totals:</b>
Residential	\$ 450.00	\$ 4,123,078.00
Commercial	\$ 143,000.00	\$ 13,630,883.00
Apartment	\$ 0.00	\$ 742,175.00
Sign	\$ 0.00	\$ 268,025.00
<b>TOTAL</b>	<b>\$ 143,450.00</b>	<b>\$ 18,764,161.00</b>
<b>Projects of Interest</b>		
- Tenant fit-out for Middletown Valley Bank on second floor at 11 Public Square - \$140,000		
<b>RENTAL LICENSING PROGRAM YEAR: JULY 1, 2016 – JUNE 30, 2017</b>		
	<b>PROPERTIES</b>	<b>UNITS</b>
Registrations received week of Jan 3 – Jan 6	4	4
New applications issued week of Jan 3 – Jan 6	15	16
Total 2016-2017 registered (includes changes since 5/1/16)	3,419	8,990
Total still outstanding from May 1 renewal mailing	7	8
<b>Notes:</b> The 2016-2017 rental license renewals for 9,102 units in ,3468 properties were mailed on May 2, 2016.		
<b>PAYMENT</b>		
Weekly payment received	\$ 300	
Weekly adjustment/credits	\$ 225	
<b>INSPECTIONS</b>		
<b>TYPE</b>	<b>NUMBER CONDUCTED</b>	
Building	38	
Electrical	40	
Plumbing	29	
Mechanical	16	
Safety	48	
Neighborhood Vitality	36	
Quality of Life	14	
Preventive Maintenance	12	
Planning & Zoning	3	
<b>INSPECTIONS KEY:</b>		
<b>Categories of Conditions</b>		
Safety	Conditions which are or reasonably present a hazard to occupant or public. <u>Example:</u> No smoke alarms, improper wiring, handrails	
Neighborhood Vitality	Conditions which cause or tend to cause diminution to property <u>Example:</u> Weeds, trash, debris, junk vehicles, deterioration of a structure.	
Quality of Life	Conditions which negatively impact occupants. <u>Example:</u> Damaged surfaces, damages elements, missing screens	
Preventive Maintenance	Conditions which are technical violations and need addressed to prevent deterioration. <u>Example:</u> Mortar deterioration, clogged gutters, minor rotting wood	
Planning & Zoning	Conditions which violate Land Management Code requirements (zoning, forest conservation, floodplain, historic district and other requirements) and progress inspections of development projects for site plan compliance. <u>Examples:</u> Uses not permitted in property's zone, construction of new facilities, follow up inspections on open violations.	

## POLICE DEPARTMENT

### STATS:

Calls for Service:	1,584	Field Interviews:	40
Arrests/Warrants Served:	15	Moving Violations:	43
Domestic Violence Calls:	16	Parking Violations:	179
DUI Arrests:	2	Safety Repair Orders:	9
Reports Filed:	135	Warnings:	92

### REPORTS:

**01/26/17:** Officer Bobetich responded to Yorkshire Drive for a theft from a motor vehicle. The victim advised that his wallet was stolen from his vehicle. The wallet was valued at \$20 and he was advised to cancel his credit card. The bank did confirm that there were no unauthorized charges on his card number. There are no suspects at this time.

**01/26/17:** Office Bobetich was dispatched to AC&T on North Burhans Boulevard for a report of counterfeit currency. An employee was preparing a deposit, however the store safe would not accept two \$20 bills. When she looked closer at the bills she noticed they did not have a magnetic strip and the money marker did not show the bills as authentic. The bills were packaged and placed into evidence in the Hagerstown Police Department evidence locker. There are no suspects at this time.

**01/27/17:** Officer Rutkowski responded to Roy Rogers Restaurant on Burhans Boulevard for an individual with an outstanding Fail to Appear Warrant. The individual was placed under arrest and transported to the Washington County Detention Center.

**01/28/17:** Officer Goggin was dispatched to East Antietam Street for a reported malicious destruction of property (vehicle). The victim stated that someone damaged his driver side wheel, front corner, side mirror and windshield. The victim did offer a name of a person that may be a person of interest. The officer will follow-up on this case.

**01/30/17:** Officer Main responded to West Franklin Street for a report of an assault. The victim stated that she was walking to her home when someone came up behind her and kicked her in the leg. The suspect did make a threat to her. When she turned around she recognized the suspect. Charges are forth coming.

**01/31/17:** Officer Vogel was dispatched to Security Road for a report of an assault. The victim advised that he was a passenger in a vehicle stopped at a signal light when an unknown black male approached the vehicle and began to yell at him. The victim exited the vehicle and a fight ensued. After the fight, the individuals involved entered their vehicle and left the area. The suspect has not been identified.

### OTHER NEWS/INFORMATION:

**Congratulations:** Officer Dustin Vogel has been selected as Officer of the Month for December 2016. Officer Vogel has been employed by the City of Hagerstown for two years and is currently assigned to the Patrol Division.

In December 2016, officers from the Hagerstown Police Department responded to a report of shots being fired. Witnesses advised that a subject was seen fleeing the area and provided a description. Officer Vogel responded to the area and began searching for the subject. While doing so, Officer Vogel observed a male acting suspicious in the area and attempted to contact him. The male became uncooperative and was eventually taken into custody. While Officer Vogel was dealing with the subject, evidence of a shooting was located and information was received that a gunshot victim was at the hospital. Officers and detectives were eventually able to determine that the subject that Officer Vogel located was responsible for the shooting.

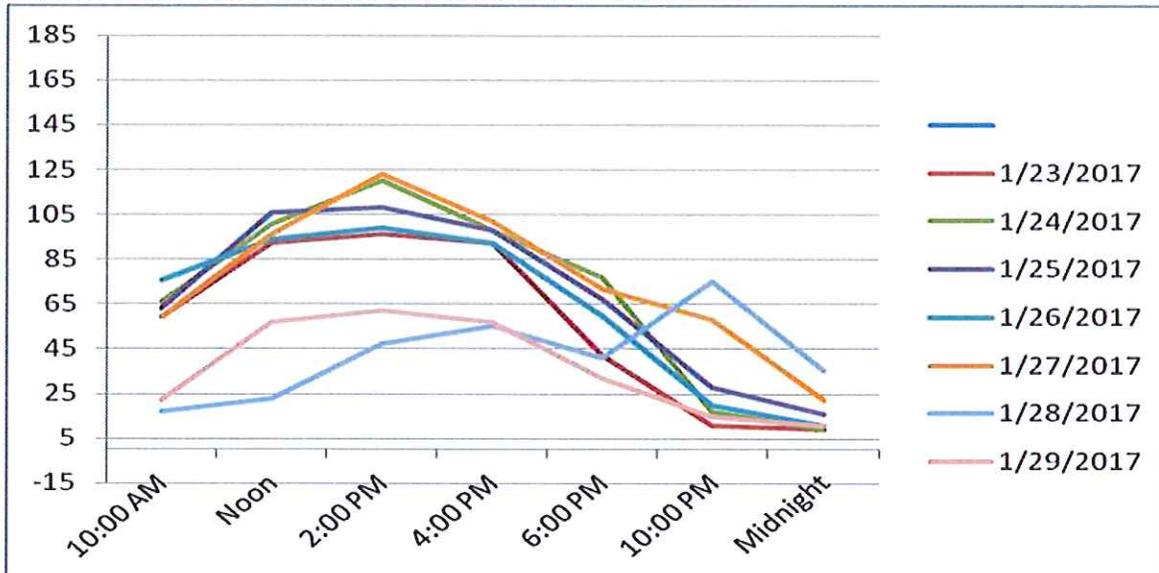
Based on his keen observation skills in detecting suspicious behavior and for safely taking a shooting suspect into custody, Officer Vogel has been selected as the Hagerstown Police Department Officer of the Month for December 2016. The Hagerstown Police Department is proud to have dedicated officers such as Officer Vogel as one of its own and congratulates him for a job well done.

## PUBLIC WORKS

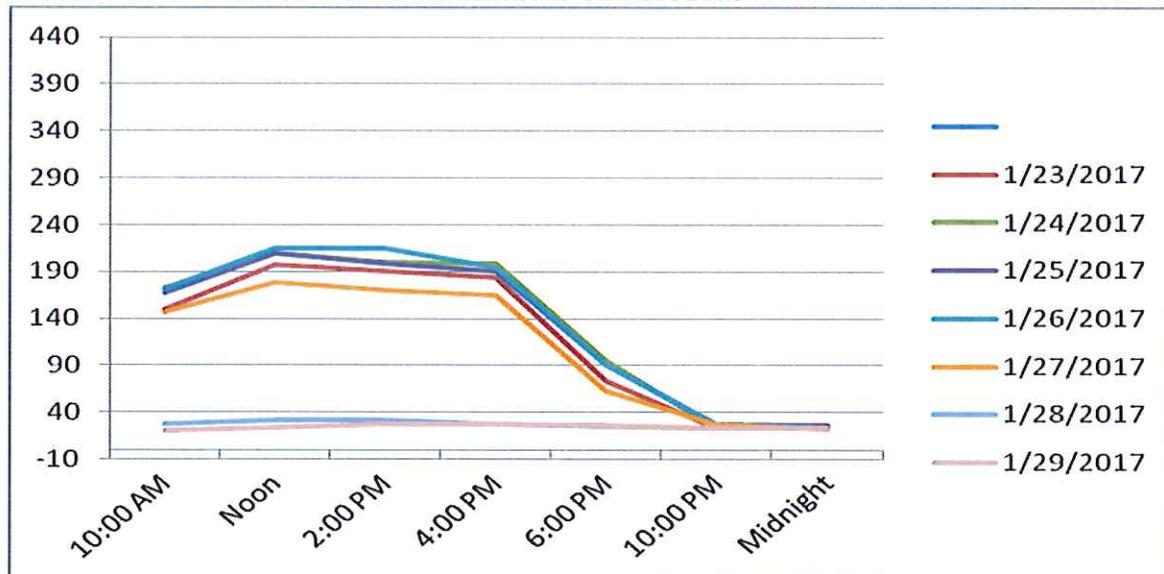
**CHART NO. 1 – GENERAL PARKING SYSTEM DATA**

		Current Week	Previous Week
<b>Number of Permit Holders</b>	A & E Deck	204	204
	University District Deck	308	287
	Parking Lots	297	297
<b>Number of Patrons Using Decks</b>	A & E Deck	1605	1486
	University District Deck	1508	1369
<b>Sales of Discount Coupons</b>		0	0
<b>Number of Citations Issued</b>	(Includes Warnings)	218	182
<b>Number of Late Payment Notifications</b>		23	68
<b>Peak Occupancy (%)</b>	A & E Deck	67% Fri @ Noon	60% Fri @ 2 PM
	University District Deck	49% Thu @ Noon	49% Fri @ 2 PM

**CHART NO. 2 – A&E PARKING DECK WEEKLY OCCUPANCY**



**CHART NO. 3 – UD PARKING DECK WEEKLY OCCUPANCY**



**CENTRAL MAINTENANCE GARAGE REPAIR DATA**

	Current Week	Previous Week
DCED	0	0
Fire	1	1
Human Resources	0	0
Light	3	1
Parks & Engineering	1	0
Police	13	5
Public Works	3	6
Wastewater	0	3
Water	5	3
Weekly Totals	26	19

**<sup>1</sup>AFTER-HOURS CALL OUT DATA**

	Issues for January 2017	January	December
Street Issue	Tree limb, item in storm drain, broken limb, glass in street	4	1
Parking System			
Traffic Signal			1
Traffic Signs			1
Building Maintenance	Sewer backup, roof leak	2	
Fleet Maintenance			
Weather Related	Salt selected streets & bridges	3	
Property Issues			
Misc.			
Total		9	2

<sup>1</sup>After-hours call out data includes contact with Public Works typically by Washington County Emergency Management. The issues can vary from debris in the street (tree or tree limbs, glass, etc.), traffic signal operations (signal goes into flash operation), traffic signs (call outs are usually only for STOP or YIELD signs), parking system issues (gates at either deck malfunction, equipment malfunctions, etc) to fleet maintenance issues. The call outs reported here involve a supervisor being contacted about an issue after normal working hours. Field personnel may or may not be contacted depending upon the issue.

**STREET SWEEPING DATA**

Month 2017	Number of Miles of Streets Swept
January	941

**UTILITIES DEPARTMENT**

**ELECTRIC DIVISION**

**Problem Areas**

- Tues. 1/31 - Rear alley, 21 Broadway- lines down; wires belonged to Antietam Cable. Time Out: 1.6-2.3
- Wed. 2/1 - 225 Summit Avenue- total outage; customer's main breaker tripped Time Out: 17.9-18.7

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
15	1	4	0

## Engineering

- Multiple permit reviews, underground locates, and service upgrade requests have been reviewed and/or completed by engineering staff.
- Staff met with a representative from Cooper Power Systems to discuss recloser installations and programming details.
- The Staff Engineer began a design for the undergrounding of overhead HLD electric facilities in the downtown area.
- Engineering staff continued work with Avista Realtime Systems with HLD's SCADA upgrade.

## WATER DIVISION

### Plant Flows - System Demand (MGD)

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
01/26/17	11.73		11.73
01/27/17	11.48		11.48
01/28/17	11.06		11.06
01/29/17	11.12		11.12
01/30/17	11.36		11.36
01/31/17	11.43		11.43
02/01/17	11.25		11.25
<i>Average:</i>			<i>11.34</i>

### Water Production at R. C. Willson

- Operations:
  - Operations were routine this week – staff worked on facility maintenance and routine preventative maintenance.
- Maintenance
  - Staff worked on routine plant maintenance and preventative maintenance on equipment.
  - Repairs have been completed on the fluoride system ventilation blower.
  - Staff repaired a door in the chemical building.
  - The HVAC/Ventilation system was repaired in the chemical building.
  - A repair was made to the UPS in the chemical building.
- Instrumentation
  - RC Willson – Repairs to the trough and filter evaluations are in progress.
  - RC Willson – Work continues on the installation of a SCADA work station in the chemical building.
  - RC Willson – Work has been completed to replace the chlorine line to the clear-well. The additional piping has been installed for redundancy.
  - Pump Stations – Repairs to the transducer suction and discharge taps have been completed.

**Water Production at Breichner/Edgemont Reservoir.** The Reservoir pool elevation is currently at 1.7 feet (dry level). Site evaluation continues per the contract with Hazen and Triad. Distribution staff inspected the screen retrieval device and plates and exercised the crane. Additional work will be required for the operation of the crane to pull and re-install screens and plates on the intake tower. The next project progress meeting is scheduled for March 1, 2017 – the preliminary evaluation of the most recent study will be discussed during this meeting with a report to follow to Mayor and Council.

**Water Distribution.** Distribution crews are working throughout the system performing customer service work and new meter installations as needed. Repairs were made to a water main break on Spruce Street, Moller Parkway and Dual Place. Other leaks were also identified and repaired by crews through a leak survey program implemented by Water Distribution. Work continues on the water main replacement project on East Antietam Street.

**Laboratory**

- Collected weekly TOC on Potomac River.
- Collected weekly THM/TOC samples on the Willson Plant.
- Collected aluminum and TSS sample from lagoon discharge.
- Notified consecutive systems of 2<sup>nd</sup> quarter DBP sampling.
- Prepared CDX website for upcoming UCMR4.
- Completed annual proficiency testing for certified parameters.
- Process and regulatory testing was routine for the week.

**Engineering**

Reviews:	City	County
Site Plans	1	1
Preliminary Plats	-	-
Final Plats	-	-
Building Permits	7	4

- Staff attended a development review meeting at the County Planning Office.
- Staff met with the Water Division staff regarding large meters and other planning and operational issues.
- Staff attended a progress meeting for the Edgemont Reservoir Study.

<b>WASTEWATER DIVISION</b>
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**Wastewater Treatment Plant at Frederick Street**

Date	Flow (mgd)	Rainfall (inches)
Wednesday, January 25, 2017	7.59	0.00
Thursday, January 26, 2017	7.23	0.00
Friday, January 27, 2017	6.80	0.00
Saturday, January 28, 2017	6.36	0.00
Sunday, January 29, 2017	6.22	0.00
Monday, January 30, 2017	6.29	0.00
Tuesday, January 31, 2017	6.21	0.00
Weekly – Avg. Flow / Total Rainfall	6.67	0.00
Jan - Avg. Flow/Total Rainfall	6.41	1.71

- Installed new 6” check valve on High pressure utility water pump.
- Removed 70 Parkson air lifts, cleaned, inspected and replaced screens.
- Removed lower bearing housing from #1 and #2 grit classifiers; replaced the Vesconite bearings.
- Continued work on instrumentation and installation of two (2) new ferric pumps in chemical pump room.
- Routine maintenance (MP2 Program) and Corrective Work orders.

## Wastewater Collection

### SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	14	6,766'		
Flushing	11, 21, 22	207'	98'	5

### Collection System Maintenance Task

- Pump Station 3; cleared blockage in dog leg of incoming main and cleaned wet well.
- Grinder Pump call at 20112 Teakwood Drive, replaced pump.
- Grinder Pump call at 11114 Pinewood Circle, replaced pump, excavated and replaced broken discharge yoke.
- Grinder Pump call at 1533 Kensington Drive, light on, reset pump, no issue found.
- Sewer Back up at 900 South Potomac Street, problem on the private side.
- Sewer Back up at 434 Virginia Avenue, problem on the private side.
- Sewer Back up at 120 South Edgewood Drive (Texas Roadhouse) , cleared back up and removed a 10' section of 6" pipe the was inside 8" force main from private pump station at shopping center, apparently since construction.
- Dropped enzyme bags at various lift stations and trouble spots in the system.
- General pump shop repair work.

### Administration

Wastewater Division – Customer Call Log Summary 2017							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	1	2	1	0	0	4	8
YTD 2017	6	4	1	0	0	13	24

\* Other - consist of calls that may be directed to other City Departments or the County Department of Water Quality

### Engineering

- Staff attended a development review meeting at the County Planning Office.

### Laboratory

- Spoke with Pinnacle Foods maintenance supervisor and industrial wastewater operator regarding DAF operation and ISCO autosampler.
- Ordered pure cultures of *E.coli*, *P.aeruginosa*, and *E.aerogenes*.
- Prepared reagents for Lachat operation.
- Process and regulatory testing was routine for the week.



Respectfully submitted,



Valerie A. Means  
City Administrator