

CITY OF HAGERSTOWN, MARYLAND STATUS & INFORMATION REPORT NO. 18 FOR 2017



May 5, 2017

To Mayor Bruchey and Members of the City Council:

UPCOMING MEETINGS

MAY 2017						
<i>* 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</i>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 3pm Executive Session 4pm Work Session	3 National Bike To School Day 6:30pm Evening Social Ride – Hub City Bike Loop	4	5	6 9am Hub City Bike Loop Ride
7	8	9 3pm Executive Session 4pm Work Session	10 4pm Planning Commission Meeting	11 4:30pm Historic District Commission Meeting	12	13
14	15	16 4pm Work Session 7pm Public Hearing – Budget & Tax Rate	17 7pm Ride of Silence 7pm Board of Zoning Appeals	18	19 National Bike To Work Day	20 Hub City Bike Loop Ride National Pike Wagon Train
21	22	23 7pm Regular Session	24	25 Historic District Commission Meeting	26	27 Potterfield Pool Opening
28	29 HOLIDAY CITY OFFICES CLOSED	30 No M&C Meeting	31 7pm Planning Commission Meeting			

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

1. **Main Street:** Staff attended the National Main Street Conference in Pittsburgh with Design Chair, Aaron Peteranecz. A variety of sessions were offered from Monday through Wednesday including topics on co-working space, activating neighborhoods and community members, branding, economic development, public art, renovating properties and more. A lot of good ideas and lessons were shared that we hope to implement here in Hagerstown.

2. **Retail & Restaurant:** DCED wrote an article that was published in this month's *Hagerstown Magazine* about the City's new Retail & Restaurant Incentive Program, which is designed to bring more business downtown. The article is attached to this week's report.
3. **Taste of the Arts:** Taste of the Arts will be held on Thursday, May 11 from 5-8 p.m. Enjoy the sights and sounds of local artists and BISFA students while sampling culinary treats at various downtown venues.
4. **Wind Down Fridays:** The schedule for the 2017 Wind Down season is listed below. Unless otherwise noted, the times are 6–9 p.m.
 - May 12th – Built 4 Comfort
 - June 9th – Tall, Blonde & Thirsty
 - July 14th (Bike Night) -- Made in the 80's
 - August 11th – South Mountain Breed
 - September 29th (Thunder in the Square, 6-10 p.m.) – Staff Infection
 - October 6th – Back Roads Blues

FIRE DEPARTMENT

FIRE DEPARTMENT CALLS FOR ASSISTANCE			
House Fires	1	Community Risk Reduction	8
Building Fires	4	Public Service	7
Medical Assistance	22	Personal Injury Collision	10
Assist other Fire Departments	18	Fuel/Hazard Spills	0
Automatic Fire Alarms	4	Gas Leaks	0
Vehicle Fires	0	Investigation: Odor, Smoke, Fire	4
Electrical Hazards	5	Dumpster/Outside Fires	3

INFORMATION TECHNOLOGY & SUPPORT SERVICES

INFORMATION TECHNOLOGY

- Staff hosted a group from the Borough of Chambersburg on 5/1 and 5/3 to take a look at our MUNIS financial management system as part of their evaluation for purchase of a new financial system. Staff were able to demonstrate most of the 28 modules, including our online payment and transparency system to about 15 staff from the Borough.

SUPPORT SERVICES

Service Statistics for April & Year to Date:

CUSTOMER SERVICE	MONTHLY STATISTICS – APRIL, 2017										Total	Elapsed
	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 AM	2:00 AM	3:00 AM	4:00 AM			
Total Calls Offered	595	523	626	565	457	476	518	487	187	4434		
Total Calls Answered	448	444	495	447	368	403	419	418	155	3597		
Time to Answer (min)	229.9	176.7	291.8	342.5	270.4	208.2	250.4	131.2	45.7	216.3	0:03:36	
Call Duration (min)	141.6	149.8	147.8	147.5	157.4	135.9	155.7	136.9	157.5	147.8	0:02:28	
Total Time to Abandon (min)	127.3	103.0	176.7	201.2	176.0	141.8	161.8	98.4	20.8	134.1	0:02:14	
Call Percentage Answered	75.3%	84.9%	79.1%	79.1%	80.5%	84.7%	80.9%	85.8%	82.9%	81.1%		

Lobby Customers Served in April: 4202

CUSTOMER SERVICE	CUMULATIVE STATISTICS - 2017										Total	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 Calls Offered	2232	2244	2491	2203	1856	2079	2075	2068	970	18218		
Total Calls Answered	1837	1882	1958	1834	1503	1716	1717	1728	753	14928		
Time to Answer (min)	250.1	294.8	356.3	285.4	282.4	296.1	271.4	290.7	119.4	271.8	0:04:32	
Call Duration (min)	156.4	155.7	178.0	196.8	179.9	154.2	174.0	136.2	111.1	160.3	0:02:40	
Total Time to Abandon (min)	132.8	164.0	192.5	154.3	185.8	167.7	158.1	151.3	95.7	155.8	0:02:36	
Call Percentage Answered	82.3%	83.9%	78.6%	83.3%	81.0%	82.5%	82.7%	83.6%	77.6%	81.9%		

Lobby Customers Served (Jan-April, 2017): 13,822

COMMUNICATIONS

This Week's Headlines and Media Releases:

- Middletown Valley Bank Opens New Downtown Hagerstown Location
- Lawn Bowling League Forming at Pangborn Park
- E-Casts:
 - o 2017 Spring Sprout Program
 - o 2017 Hub City 100 Miler Wrap-Up
 - o Main Street Volunteer Appreciation and Recruitment Event

Channel 25:

- Watch the City Newsroom at the top of every hour. This week's news stories include:
 - o Blues Fest 2017 Saturday Event Promotion

- o Blues Fest 2017 Thursday Friday Event Promotion
- o Hagerstown Cultural Trail HENSE Mural Promotion
- o Building Safety Month
- o Hagerstown Cultural Trail Artist Promotion
- o Bird Watching in City Parks
- o BuroBox promotion
- Scheduled:
 - o Divided Valor:
Noon Sunday
 - o Valor in the Streets:
7:00 pm Wednesday & Saturday
3:00 pm Sunday
- In Production:
 - o Hagerstown Cultural Trail History

Websites:

- **City Website:**
 - o About 8,007 users visited www.hagerstownmd.org for the week of April 24-30, 2017.
 - o Top entrances (first page users accessed on the website)
 - Home page 3,104
 - Jobs Page 659
 - Utility Billing 558
 - Police Page 170
 - Parks & Recreation Page 161
 - o Top Searches:
 - "true"
 - "jobs"
 - "police department"
 - "babysitting"
 - "hours"
 - "parks"

PARKS & ENGINEERING

PARKS DIVISION

1. **Golf Course.** We had a very positive month of April, please see the statics below. Much credit goes to staff who are working to cut costs while increasing promotions.

April Golf Report			
	2015	2016	2017
Greens Fees	\$ 12,987.50	\$ 8,443.00	\$ 12,031.00
# of Golfers	832	690	1,024
Concessions	\$ 961.25	\$ 1,082.25	\$ 1,352.00
Merchandise	\$ 221.00	\$ 384.00	\$ 670.00
Cart/Club Rentals*	\$ 1,205.50	\$ 395.00	\$ 6,498.00
TOTAL	\$ 15,375.25	\$ 10,304.25	\$ 20,551.00

2. **Museum Ramble Weekend at the Hager House & Railroad Museum.**

Friday, May 5, 2017 & Saturday, May 6, 2017 ---- 10 a.m.- 4 p.m.

Buy one get one free admission (of equal or lesser value) at the Jonathan Hager House and the Hagerstown Railroad Museum at City Park! Submit a visitor's slip with your contact information to be entered for a chance to win a free entry for a family (up to 5 people) to Railroad Heritage Days and a copy of the book *Jonathan Hager—Founder* written by Mary Vernon Mish.

ENGINEERING DIVISION

1. **Mural.** Alex Brewer began painting the "Mural of Unusual Size" this week on the Cultural Trail.
2. **Hub City Bike Loop.** Pavement markings in the shape of the logo of the Loop were installed all along the 10-mile route this week for wayfinding. This was 100% grant funded.
3. **In-Line Rink.** The contractor is working on the sports court "flooring" at the In-Line Rink. This is funded in full by the Washington Capitals.
4. **City Park Lake.** Work has commenced on repairing the stone portion of the perimeter walls.
5. **Engineering Statistics.**

Traffic issues		
Description	Week of 4/30/17	2017 TOTALS
Traffic complaints received	1	41
Work Orders completed	1	34
Traffic counts completed	1	14
Construction Projects		
Description	Week of 4/30/17	2017 TOTALS
Projects advertised for bids	1	9
Projects under construction	9	9
Projects completed	0	0

PLANNING & CODE ADMINISTRATION

1. **Zoning Certificates Issued:**
 - 1344 Wesel Boulevard – Office Furniture Exchange LLC, d/b/a Laber's Office Furniture – sales facility for office furniture, accessory to a warehouse and distribution facility.
 - 105 West Franklin Street – One Touch Tattooz – tattoos, piercings, photography, filming, graphic art, paintings, etc.
2. **New Development Cases:**
 - Oak Ridge Mills Access Road (1362 South Potomac Street) – Bowman Development – site plan.
 - Burger King/Krispy Kreme – 503 Dual Highway – ESD sketch plan.
4. **Board of Zoning Appeals:** The BZA heard two cases on April 19 and took the following action:
 - 819 Washington Avenue - Shervin Sepehri, t/a Nigmatzyanov & Sepehri Properties – granted a change of a nonconforming use from a contractor's office to a barber shop.
 - 26 East Irvin Avenue – Frederick Nugent – granted an aggregate side setback variance for a porch roof addition.

5. **Planning Commission:** The Planning Commission will consider the following matters on May 10:
 - Sketch Plan for Burger King/Krispy Kreme at 503 Dual Highway.
 - Comprehensive Plan – discuss an amendment to the Future Land Use Plan and review survey comments.

6. **Historic District Commission:** One application was reviewed on April 27. The HDC approved replacement windows, vinyl siding, and new doors at 1018 The Terrace. On May 11 the commission will review a fence at 252 South Prospect Street for Ryan and Holly Donley.

7. **Weekly Activity Report:** April 24-28, 2017

PERMITS									
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>	
Building	25	Residential -	9	Commercial -	4	Other -	12	13	
Electric	12	Residential -	7	Commercial -	4	Other -	1	12	
Plumbing	6	Residential -	4	Commercial -	1	Other -	1	6	
Mechanical	3	Residential -	3	Commercial -	0	Other -	0	3	
Engineering Dept.	34							34	
TOTAL	80		23		9		14	68	
Est. Value of Issued Building Permit Projects:				Fiscal Year Totals:					
Residential	\$ 81,710.00			\$ 5,406,412.00					
Commercial	\$ 257,500.00			\$ 18,229,881.00					
Apartment	\$ 0.00			\$ 4,764,632.00					
Sign	\$ 2,000.00			\$ 318,000.00					
TOTAL	\$ 341,210.00			\$ 28,718,925.00					
Projects of Interest									
<ul style="list-style-type: none"> - Convert commercial space on first floor to a two-bedroom apartment, combine two apartments on second floor at 322 North Potomac Street - \$250,000 - Repair and replace damaged sections of porch and roofing at 910 Potomac Avenue - \$40,000 									
RENTAL LICENSING PROGRAM YEAR: JULY 1, 2016 – JUNE 30, 2017									
						PROPERTIES	UNITS		
Registrations received week of Apr 24 – Apr 28						6	8		
New applications issued week of Apr 24 – Apr 28						2	2		
Total 2016-2017 registered (includes additions and subtractions since 5/1/16)						3,488	9,071		
Total still outstanding from May 1 renewal mailing (all have been fined. Court hearings begin in April)						7	8		
Notes: The 2016-2017 rental license renewals for 9102 units in 3468 properties were mailed on May 2, 2016.									
PAYMENT									
Weekly payment received		\$ 600							
Weekly adjustment/credits		\$ 150							
INSPECTIONS									
TYPE	NUMBER CONDUCTED								
Building	30								
Electrical	37								
Plumbing	20								
Mechanical	13								
Safety	39								
Neighborhood Vitality	163								
Quality of Life	9								
Preventive Maintenance	25								
Planning & Zoning	3								

INSPECTIONS KEY:	
Categories of Conditions	
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:	1,830	Field Interviews:	27
Arrests/Warrants Served:	18	Moving Violations:	18
Domestic Violence Calls:	31	Parking Violations:	263
DUI Arrests:	4	Safety Repair Orders:	5
Reports Filed:	150	Warnings:	34

REPORTS

04/27/17: Officer Decker responded to South Locust Street for reports of shots fired. A male standing on his front porch stated he heard two to three shots that sounded as if they would be coming from behind 244-256 South Locust Street. He stated after the shots he saw a black male in a yellow shirt run toward the alley located between 250-252 South Locust Street. The male was thin and approximately 6' tall. The officers checked the area to the rear of 244-256 South Locust Street and collected a silver Apple iPhone and two spent 40 caliber Federal shell casings. The officer will be checking the surveillance cameras in the area. No further details are available.

04/28/17: Officer Salahov was dispatched to North Mulberry Street for a report of a robbery. Dispatch advised that the incident occurred in the 100 block of Ray Street. The victim stated that he and a friend were arriving home and when he exited his friend's vehicle, a black male approached him and demanded his money. The victim was punched in the face with a closed fist. He fell to the ground and felt the suspect's hand reach in his pocket and take his money. The victim knew the suspect and he showed the officer suspect's Facebook profile. The suspect was quickly located however he has denied he was involved in the incident. No further details available at this time.

04/29/17: Officer T. Helman responded to Meritus Medical Center to speak to a male who had been assaulted at Sheetz located on East Washington Street. The victim was uncooperative with police. The officer informed the male that he was unable to help unless there was cooperation and answers to some questions regarding the incident. The victim then stated that he left the Sportsman Bar on West Franklin Street in a cab and went to Sheetz on East Washington Street. Upon arriving at Sheetz he was punched in the back of the head and knocked to the ground. There were four black males involved in the assault and they took his money. The victim walked home and his girlfriend called an ambulance. He was transported to Meritus Medical Center. One suspect was identified through viewing a surveillance camera. No further details are available.

04/30/17: Officer White was dispatched to Public Square for a disturbance involving a knife. He located a white female yelling as she was crossing the street. She kept waving her arms around uncontrollably and scratching at her arms, legs and hands. She had a box cutter and was trying to cut her hand. The officer asked her if she was under the influence of any substance or drug. She stated a family member had given her two pills for pain. An ambulance was called and she was transported to Meritus Medical Center to be treated.

OTHER NEWS/INFORMATION

Congratulations to Officer Travis Crouse and Officer Andrew Main: Officers Travis Crouse and Andrew Main have been selected as Officers of the Month for March 2017. Officer Crouse has been employed by the City of Hagerstown for 11 years and Officer Main has been employed for 1 year. Both are currently assigned to the Patrol Division.

On March 3, 2017, officers from the Hagerstown Police Department were dispatched for an assault involving a knife. Officers would later learn that a subject, who appeared to be in a PCP induced frenzy, had assaulted several individuals. A juvenile and another citizen who attempted to intervene had been assaulted with a knife. Upon arrival, Officer Crouse and Officer Main were able to quickly locate the suspect and take him safely into custody before anyone else was injured.

Because of their quick response and decisive actions in locating and apprehending the suspect before he could harm anyone else, Officer Crouse and Officer Main have been selected as the Hagerstown Police Department Officers of the Month for March 2017. The Hagerstown Police Department is proud to have dedicated officers such as Officer Crouse and Officer Main and we congratulate them for a job well done.

PUBLIC WORKS

CHART NO. 1 – GENERAL PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	226	229
	University District Deck	423	424
	Parking Lots	320	317
Number of Patrons Using Decks	A & E Deck	1909	1747
	University District Deck	2184	2170
Sales of Discount Coupons		20	0
Number of Citations Issued	(Includes Warnings)	217	239
Number of Cars Booted		0	0
Late Payment Notifications		62	16
Peak Occupancy (%)	A & E Deck	*96% Sun @ 4 PM	86% Fri @ 10 PM
	University District Deck	81% Wed @ 4 PM	81% Wed @ 4 PM

*Event at MD Theater

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

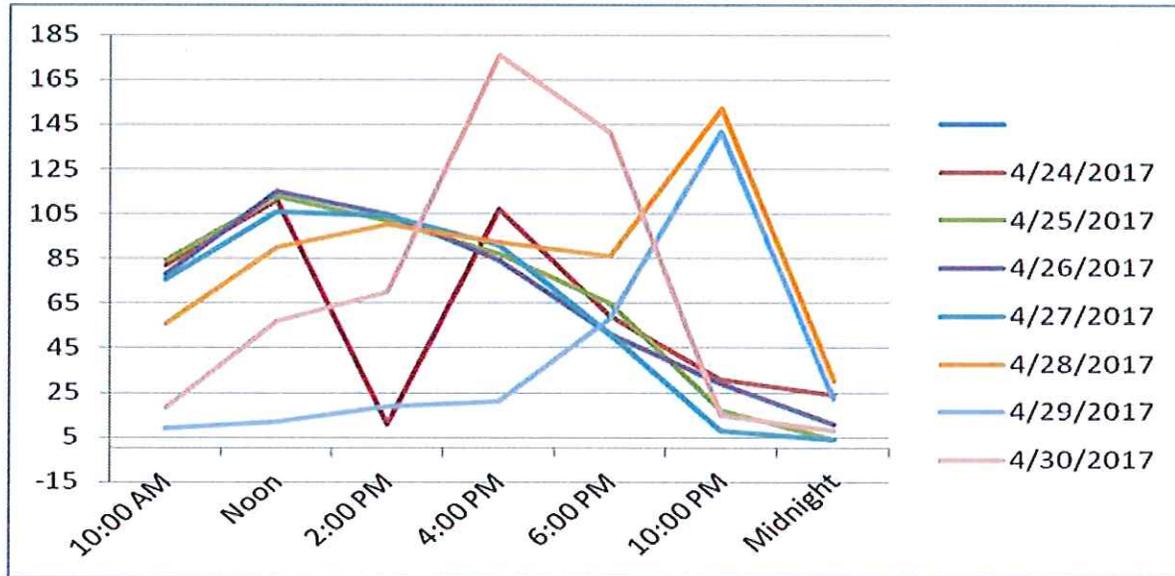
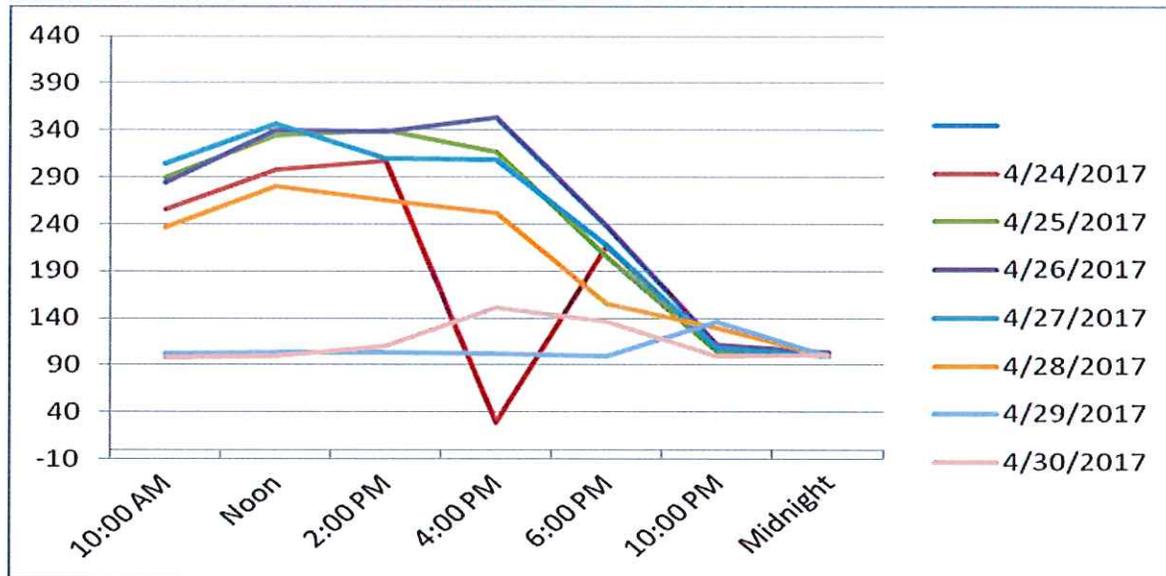


CHART NO. 3 – UD PARKING DECK WEEKLY OCCUPANCY



CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	1	2
Fire	2	5
Human Resources	0	0
Light	3	1
Parks & Engineering	2	1
Police	6	14
Public Works	10	8
Wastewater	2	3
Water	7	4
Weekly Totals	33	38

¹AFTER-HOURS CALL OUT DATA

	Issues for April 2017	April	March
Street Issue	Storm drain lid, debris	2	1
Parking System			1
Traffic Signal	Signals on flash, signals dead	3	4
Traffic Signs	Knockdown due to accident	1	
Building Maintenance	Access at EHC and Market	2	3
Fleet Maintenance	HFD truck	1	
Weather Related			1
Property Issues			
Misc.			
Total		9	10

¹After-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
February	769
March	671
April	689

BULK TRASH COLLECTIONS

Month 2017	Number of Collections
January	14
February	16
March	34
April	22

PROPERTY ABATEMENT COMPLETED

Month 2017	Number of Property Abatements
January	3
February	9
March	2
April	13

UTILITIES DEPARTMENT

ELECTRIC DIVISION

Problem Areas

- Sun. 4/30 - 40 Mitchell Avenue- partial outage; the faulty connectors were in need of replacement. Time Out: 12.4-13.7
- Mon. 5/1 - 250 South Potomac Street- total outage; service pulled loose from residence. Time Out: 15.2-15.8
- Tues. 5/2 - 1026 Woodland Way- total outage; tree branch caused triplex service to arc. Time Out: 16.3-17.8
- 725 Claire Street- lines down; lines were found to belong to Verizon Phone Company. Time Out: 17.8-18.3

Distribution

- Metering Staff received one high bill complaint this week. Upon testing, meter was found to have met all Public Service Commission requirements.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
12	0	5	0

Engineering

- Multiple permit reviews, underground locates, and service upgrade requests have been reviewed and/or completed by engineering staff.
- The Staff Engineer and Distribution Superintendent designed changes to an HLD overhead subtransmission and distribution line to improve the construction and reliability while also assisting the Wastewater Department with relocation of HLD facilities to accommodate their work to improve a wastewater installation.
- The Staff Engineer and Substation technician successfully tested Phase 1 of a new SCADA Communications device. This technology will enable reliable and cost effective HLD SCADA connectivity to outlying stations. Once testing of Phase 2 is completed successfully, HLD anticipates a use from the Water and Wastewater departments benefit their SCADA system communication.
- The Staff Engineer and Distribution Superintendent assisted HPD with overhead facility layout on HLD utility poles.
- Engineering staff procured stock items for HLD's electric distribution system.

WATER DIVISION

Plant Flows - System Demand (MGD)

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
04/27/17	11.32		11.32
04/28/17	11.19		11.19
04/29/17	10.40		10.40
04/30/17	10.51		10.51
05/01/17	10.73		10.73
05/02/17	10.91		10.91
05/03/17	10.78		10.78
<i>Average:</i>			<i>10.83</i>

Water Production at R. C. Willson

- Operations:
 - Operations were routine this week – staff worked on facility maintenance and routine preventative maintenance.
- Maintenance
 - Repairs are being made to the flood valve on the Trac-Vac system.
 - The backwash pump was pulled for evaluation.
- Instrumentation
 - RC Willson – Work continues on the installation of a SCADA work station in the chemical building. ABB will be on-site the week of May 22nd to complete the installation.
 - RC Willson – Staff are in the process of replacing the turbidimeters on all filters.
 - RC Willson – The chlorine analyzer was replaced on the clearwell.
 - Pump Station #3 – Staff are making repairs to a control valve on Pump #2.
 - Pump Station #2 – Upgrades are still in progress on the PLC/control panel.

Water Production at Breichner/Edgemont Reservoir. The Edgemont Reservoir pool elevation is currently at 8.1 feet (dry level). Site evaluation continues per the contract with Hazen and Triad. The project preliminary report was received by Hazen and Sawyer and presented to the Mayor and City Council. Hazen submitted the Final Draft Report for review and approval from the City Project Team and the Maryland Department of the Environment. Preliminary design has been initiated for the needed repairs.

Water Distribution. Distribution crews are working throughout the system performing customer service work and new meter installations as needed. The leak survey program is still in progress. Work continues on the main replacement project on East Antietam Street. Crews also cleared vegetative debris from the screens at Edgemont Reservoir.

Laboratory

- Collected source water sample from the Potomac River for the LT2 Regulation.
- Responded to question regarding Smithsburg CCR.
- Submitted bacteriological sampling summary to Smithsburg.
- Completed monthly bacteriological reports.
- Notified consecutive systems of 2nd quarter DBP sampling.
- Accumulated TOC removal data for MDE.
- Process and regulatory testing was routine for the week.

Engineering

Reviews:	City	County
Site Plans	-	-
Preliminary Plats	-	-
Final Plats	-	-
Building Permits	37	-

- Staff met with representatives of the County Engineering Division regarding the water facilities design for the Professional Boulevard extension project.
- Staff attended a pre-bid meeting for the redevelopment project on 43-53 West Washington Street.
- Staff met with the Assistant City Engineer to discuss the SHA utility permit and details for a commercial redevelopment project.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, April 26, 2017	6.94	0.00
Thursday, April 27, 2017	6.52	0.00
Friday, April 28, 2017	6.65	0.00
Saturday, April 29, 2017	6.36	0.08
Sunday, April 30, 2017	6.19	0.01
Monday, May 1, 2017	6.39	0.00
Tuesday, May 2, 2017	6.53	0.14
Weekly – Avg. Flow / Total Rainfall	6.51	0.23
Apr - Avg. Flow/Total Rainfall	6.88	2.53
May - Avg. Flow/Total Rainfall	6.46	0.14

Miscellaneous

- Set-up pumps, piping and equipment to bypass the flow for sponge removal in the effluent chamber, utility waterline and UV effluent weir.
- Fabricated doors and repaired welds on OAB sample doors.
- Routine maintenance (MP2 Program) and Corrective Work Orders.

Wastewater Collection

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	7,12,17,22	1,056'	287'	39
Flushing	17,18,22,32	20,918'		

Collection System Maintenance Task

- Grinder Pump call, 11243 Teakwood Drive, reset breaker.
- Grinder Pump call, 605 Fair Meadows Boulevard, electrical issue on private side.
- Sewer back up, 1244 Pope Avenue, back up on City, opened with Vactor Truck.
- Sewer back up, 1631 Wesel Boulevard, back up on private side.
- Sink hole reported at 157-159 Brynwood Street, problem related to storm drain, gave to Dale in Public Works.
- 19229 Meadow View, installed 6" Tee for lining contractor.
- Met with NPL and CCTV'd sewer main for Summit Avenue. Columbia gas project.
- Operated bypass pumps and cleaned utility waterline at WWTP, for sponge removal.
- Located missing manhole at City Park. Flushed and cleared root blockage in line serving the Museum.
- General pump shop repair work.
- Dropped enzyme bags at various lift stations and trouble spots in the system

Administration

Wastewater Division – Customer Call Log Summary 2017							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	2	1	0	1	0	2	6
YTD 2017	24	18	3	2	0	28	75

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

Engineering

- Staff met with representatives of the County Engineering Division regarding wastewater facilities design for the Professional Boulevard Extension project.
- Staff attended a Pre-bid Meeting for the redevelopment of 43-53 West Washington Street.

- The Contractor continues to progress with the Collection System I/I Rehabilitation Phase 1A project concentrating on lateral rehabilitation and upgrades.

Laboratory

- Met with staff to discuss results from Pinnacle Foods CIP wastewater.
- Prepared summary of Pinnacle Foods CIP wastewater.
- Ordered chemicals for lab.
- Prepared reagents for Lachat operation.
- Process and regulatory testing was routine for the week.



Respectfully submitted,

A handwritten signature in blue ink that reads "Valerie A. Means".

Valerie A. Means
City Administrator

downtown



Hagerstown's latest efforts to grow downtown business

BY RANDY GRAY AND PHOTOS BY TURNER PHOTOGRAPHY STUDIO

WANT TO OPEN A SHOP IN HAGERSTOWN?

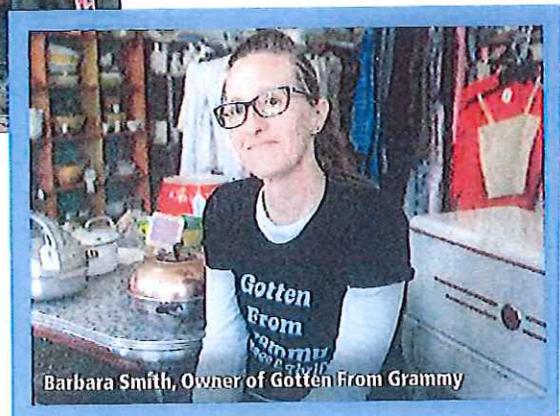
A City Incentive Program Helps Launch Retailers & Restaurants



Jerry's Subs and Sports Bar

Sports Bar located at Public Square. They received a grant from the city's incentive program, which is aimed at attracting businesses that will bring customers to downtown Hagerstown.

"This was a tremendous help to my very small business and allowed me to open with confidence," says Barbara Smith, owner of Gotten From Grammy on West Franklin Street. Her store was the first recipient of the retail and restaurant grant.



Barbara Smith, Owner of Gotten From Grammy

CHANGES ARE COMING TO DOWNTOWN HAGERSTOWN, and it's no longer a matter of "if" but "when." The City of Hagerstown is hard at work in the second of a 10-year revitalization plan that has many exciting components and partners, including the University System of Maryland at Hagerstown. Populations of both USMH and the Barbara Ingram School for the Arts are growing — have you seen all the students strolling about at Public Square? They are energizing the city! Oh, and of course there's the expansion of the Maryland Theatre and the recently launched BuroBox — the city's collaborative workspace and resource center for entrepreneurs located at 60 W. Washington St. This state-of-the-art facility is membership-based and is sure to help some start-up companies grow and prosper.

To help bring more businesses to the downtown area, the city of Hagerstown's Department of Community and Economic Development has rolled out a Retail and Restaurant Incentive Program. These grants aim to attract additional companies and fill storefronts with desirable, viable, and sustainable businesses. The incentives range from \$2,000 to \$4,000 and can be used for renovations, purchasing certain equipment, and even marketing and signage. Another advantage of this program is that it helps business owners with the cost of improving retail space in some of downtown's older buildings.

"The city made us feel very welcomed and the grant helped us pay for our beautiful awning and some much needed façade work," says Rashmi Mehta, owner of the new Jerry's Subs and

The program is aimed at reaching a wide range of retailers, including gift shops, clothing stores, florists, brew pubs, wine shops, juice bars, book shops, art stores, and more. 🍷

If you're interested in learning more about the Retail & Restaurant Incentive Program contact Randy Gray, business development specialist for the city of Hagerstown, at 301.797.6409 or via email at rgray@hagerstownmd.org.