



City of Hagerstown, Maryland Status & Information Report No. 7 for 2012

February 17, 2012

To Mayor Bruchey and Members of the City Council:

UPCOMING MEETINGS

FEBRUARY 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7 4pm Work Session	8	9	10	11
12	13	14 No Meeting	15	16	17	18
19	20 HOLIDAY CITY OFFICES CLOSED	21 4pm Work Session	22	23	24	25
26	27	28 7pm Regular Session	29			

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

Events

- Grand Openings: Staff organized two Grand Openings this week:
 - **Toni Sandridge State Farm** located at 917 Pennsylvania Avenue
 - **Bergman Eye Center** located at 220 Champion Drive
- Western Maryland Blues Fest: Cabin Fever Blues Bash details are being finalized. The act is guitar blues legend, Bobby Parker Band. It will be held at 7 p.m. at the Maryland Theatre. Tickets are now on sale. All fundraising packages are sent out.
- State of the City Address: The State of the City Address will be held on Tuesday, March 6 at 7:15 a.m. at the Academy Theater. Plans for the presentation are underway.
- St. Patrick's Day Run: The St. Patrick's Day Run will be March 17th. Washington County, the City of Hagerstown and the Community Free Clinic is working together to make this a large event. It will be held at 10 a.m. A press conference was held this week on the event, and an e-cast was also created for the event being sent out through the Chamber of Commerce e-cast.

ARTS AND ENTERTAINMENT DISTRICT

- **Re-designation:** The guidelines for the redesignation were sent the City this week on the redesignation of the district. The packet will need to be completed by April 1, 2012.
- **Shepherd University:** We are working with student artists from Shepherd University to have an art show at four different locations in City Center on April 21, 2012 from 5 p.m. to 9 p.m. We will be touring the potential locations with members of the Shepherd University Staff next week.

Fundraising The event fundraising campaign for the Blues Fest is well underway and soon a fundraising campaign for the 150th First Call Weekend will begin.

City Market Staff made a presentation to the Downtown Alliance members on the idea of adding another day to the Market Faire atmosphere and also taking this opportunity to offer the City Center businesses a location at the Market to promote themselves.

Hagerstown City News

- Watch the last newsroom stories on air at the top of every hour on Hub City on 6 and online at www.hagerstownmd.org/citynewsroom.asp
- Latest Advisories and Releases are available online at www.hagerstownmd.org/Shared/cityNews.asp
- A listing of the latest events is available online at www.hagerstownmd.org/shared/calendarOfevents.asp
- City of Hagerstown job opportunities are posted online at www.hagerstownmd.org/Shared/JobOpenings.asp
- Subscribe to **City e-Newsletter** on city homepage.

This Week's Headlines and Media Releases:

- More Than Meets the Eye at Bergman Eye Center
- Recycling Increases 30% in 2012
- Public Information Meeting: Parking Management Plan
- Trash Recycling Collection on Presidents Day
- Businesses Can Sponsor Blues Fest
- New State Farm Agency Grand Opening
- Recycling Rates Up in 2012!
- Cabin Fever Blues Bash Performer Announced
- Traffic Advisory - Mill Street
- Neighbors Helping Neighbors: Snow Angels Program

E-casts:

- St Patrick's Day Run
- Grand Opening - Bergman Eye Center
- Blues Fest Line-Up 2012
- Blues Bash 2012
- Economic Development Newsletter Jan/Feb

- Blues Fest Sponsorship 2012
- Grand Opening - Toni Sandridge State Farm

Hub City on 6 (Channel 6)

- Valor in the Streets: *The Battle of Hagerstown* is scheduled to air Sundays and Wednesdays at 7:00 p.m.
- Watch in the City Newsroom at the top of every hour. This week's news stories include:
 - New Bergman Eye Center is More Than Meets the Eye
 - New State Farm Agency Offers Services Beyond Insurance
 - Coming This Spring: New and Improved Clubhouse
 - Suns Fan Club Rooting for Team to Stay in Hagerstown
 - New Motorcycle Shop Offers "Full Circle" Range of Work
 - Home Heating Safety Tips
 - Hagerstown's Reasons to Recycle
 - Neighbors Helping Neighbors: Snow Angels Program
- In Production: Black History Month Tribute, Parks and Recreation Events, State of the City, PSA for the Emergency Notification Alert system, Beachley Furniture tour

Website: Staff has completed training of the new Content Management System (CMS) for the new website. Content is being added and reviewed by the departments. The launch date for the website is being re-evaluated.

PLANNING & CODE ADMINISTRATION DIVISION

Zoning Certificates Issued For New Businesses:

- 1644 Wesel Boulevard - Café Liquors - retail sales of convenience store items, including beer, wine, and liquors.
- 2 West Washington Street - Jassmin Coffee - coffee shop (change of name)

Board of Zoning Appeals: The BZA heard one case on February 15. The Board of Zoning Appeals granted front and rear setback variances for the new Bester Elementary School at 500 South Potomac Street.

Historic District Commission: On February 9, the HDC reviewed the following cases:

- 831 Oak Hill Avenue - Justina Aragon - approved a roof replacement using architectural shingles
- 1009 Oak Hill Avenue - Patti Wiley - approved replacement of rear garage doors.
- 208 South Prospect Street - Josef Grewe - approved replacement vinyl windows on the rear facade. The applicant withdrew his request for replacing windows on the front of the building, pending finding a more appropriate model to propose. It should be noted that Mr. Grewe had purchased replacement windows and was getting ready to install them when a citizen alerted the Planning Office of this work. The window design on this house is a major architectural element to the building. Mr. Grewe was informed that HDC review is required and was informed of the HDC's adopted guidelines for replacement windows. Mr. Grewe's selected model deviated significantly from the historic design of the existing windows. A member of the Historic Heights Neighborhoods 1st group attended the meeting and presented a petition signed by 12 other property owners on South Prospect Street objecting to Mr. Grewe's 1) nearly ignoring the HDC process, and 2) the model of window selected, stating that the model selected would damage the architectural character of the building. The

resident stated in part that the owner-occupants of the Historic District guard the architectural character of their community and do so to protect their quality of life and their property values.

- The HDC will consider the following items on February 23:
 - Workshop for a rear addition at 947 The Terrace.
 - The economic development subcommittee has met three times. As a result, the subcommittee will present ideas discussed for the HDC's consideration for possible proposed zoning ordinance amendments.

Internship: Planning welcomes Michelle White, who will be interning with us for several weeks. She will be working on various projects for both Planning and Engineering. A native of Hagerstown, Michelle is a recent graduate of Virginia Tech where she majored in Public & Urban Affairs and has extensive GIS and AutoCAD experience.

Employee Meeting with Fire Department: Provided demographic analysis presentation to the Fire shift on February 16th. This same presentation was provided to City employees in December. The presentation is intended to demonstrate why we need to work hard to make Hagerstown the location of choice for people who are free to choose where to live, work, and play. The presentation provides a comparison of median salaries for City employees and City residents, how Hagerstown compares demographically with our neighbors, and demonstrates how not annexing the tremendous growth that occurred on our fringes in the 20th century hurt Hagerstown - demographically and fiscally. Our challenge is how to be viewed as the location of choice, so that we are the proud and prosperous community to which we aspire in the City's Mission Statement.

Pangborn Rezoning: Staff will meet with the Pangborn Corporation's attorney on February 16th to discuss process alternatives as we move forward to ensure that the process we select is one also desired by the rezoning applicant.

Code Administration Weekly Activity Report: February 6–10, 2012

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	5	Residential -	3	Commercial -	2	Other -	0	5
Electrical	19	Residential -	11	Commercial -	4	Other -	4	19
Plumbing	9	Residential -	7	Commercial -	2	Other -	0	10
Mechanical	7	Residential -	5	Commercial -	1	Other -	1	7
Engineering Dept.	2							1
TOTAL	42		26		9		5	42
Estimated Value of Weekly Issued Building Permit Projects:					Fiscal Year-To-Date Totals:			
Residential	\$ 17,125.00				\$ 4,556,395.00			
Commercial	\$ 500,000.00				\$ 14,719,072.00			
Apartment	\$ 1,000.00				\$ 172,321.00			
Sign	\$ 1,850.00				\$ 322,615.00			
TOTAL	\$ 519,975.00				\$ 19,690,403.00			
Interior work to create tenant space at 580 Security Road - \$130,000								
Tenant fit-out for an ophthalmologist at 246 Eastern Boulevard - \$300,000								
RENTAL LICENSES								
<u>NUMBER</u>	<u>FACILITIES</u>			<u>UNITS</u>				
Registrations Received	7			8				
New Applications Issued	2			2				
Total Registered Since 7/1/11	3097			8434				
% of Those Invoiced	99.6			99.8				
Notes: The 2011-2012 rental license renewals for 8355 units in 3053 facilities were mailed at the end of June. This represents the percentage of those all applications returned as of 2/10/12.								

PAYMENT	
Total Payments Received	\$ 400
Adjustments	\$ 50
INSPECTIONS	
TYPE	NUMBER CONDUCTED
Building	41
Electrical	31
Plumbing	16
Mechanical	10
Safety	24
Neighborhood Vitality	111
Quality of Life	10
Preventive Maintenance	0
Notes: Please note that exterior inspections of properties registered in the rental licensing program are NOT included in this total. 75% of the exterior rental licensing inspections for this program year are completed.	
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

PARKS & ENGINEERING

- Municipal Stadium Party Deck Expansion:** As requested by the Hagerstown Suns, we are expanding the existing party deck by approximately 1,000 sq. ft. We received the building permit and began the project this week by digging for the footings to prepare for pouring of the concrete. The project will be completed before their Opening Day (April 5).
- Library:** At a Library progress meeting this week, a revised completion date of February 16, 2013 was announced. After the completion date, it will take the Library two to three months to stock shelves and get everything set-up inside. A realistic "Grand Opening" date is probably June 2013.
- Stadium Inspections:** Our consultant is currently conducting inspections on all the metal bleacher components. The consultants use specialized techniques to discern stress fractures and other issues.
- Civil War Railroad Trail:** City and County staff met with MDOT officials and the "Citizens for the Protection of Pleasant Valley" this week. Project continues to slowly grow momentum and we plan to meet with Senator Shank next week. Just to put this project into focus, last year the Western Maryland Rail trail had 135,301 riders, the C&O Tow Path many more! What would be the impact if just a fraction of them rode into downtown Hagerstown via this new trail? The Great Alleghany Passage trail west of Cumberland annually brings in more than \$40,000,000 in revenue to the surrounding communities and \$7,500,000 in wages. We will present this project to Council next month.

POLICE DEPARTMENT

1. STATS

Calls for Service:	1,810	CDS Arrest:	2
Criminal Arrest/Warrants:	20	DUI Arrests:	7
Moving Violations:	91	Search Warrants Executed:	0
Safety Repair Orders:	16	Field Interviews:	22
Warnings:	32		

2. REPORTS

- 02/14/12: Officer McNew was dispatched to AC&T at 301 North Burhans Boulevard for an armed robbery. An employee stated that an unknown subject entered AC&T through the west building entrance that faces Cook Street. He pulled out a gun and demanded that no one move and that he wanted the money. The suspect took the money and fled west bound on Cook Street. An AC&T employee described the suspect as a black male, 5'10, with a crossed eye deformity, wearing a black hoodie and jeans. The store was temporarily shut down while a K9 track was performed, which ended at Mitchell and Hammond Streets. The suspect was not located. Detective Jurado processed the crime scene and collected surveillance footage. No further information is available at this time.

- 02/14/12: Officer Barnett was dispatched to West Church Street in reference to damage to property. Dispatch advised that the fence at the business had been damaged at an unknown time. The manager of Maryland Metals advised that sometime over the past few weeks an unknown suspect cut a small hole in the bottom of the fence on the east side of the property. The manager suspected that the hole was used for sliding scrap metal through it and then the suspect would just climb over the fence. The fenced area is hidden by several large pine trees which make it an area that would conceal a suspect removing metal from the business. HPD have put extra checks on this property. There are no known suspects at this time.

- 02/14/12: Officer Deavers responded to Planet Fitness on Maryland Avenue and met with the manager. The manager reported that some lockers had been broken into and wallets were stolen. The victims were advised to cancel all credit/debit cards as soon as possible. There are no suspects at this time.

TECHNOLOGY & SUPPORT SERVICES

TECHNOLOGY

MUNIS Utility Billing: Staff are running current parallel billings in ICS and MUNIS as a validation tool for the latest data conversion. Training is occurring in the Utilities and in Support Services on the module. The postal software to place the IMDb Intelligent Bar-Coding on the bills has been installed and tested. Staff have met to discuss the GO LIVE activities starting March 30 and will publish a complete timeline and instructions on how the Billing / Customer Service process will work in the next couple of weeks. Reports review is also being done in effort to establish a nightly process similar to current operation.

NIST COOP SETUP: Staff were involved in getting the COOP site for NIST ready for their quarterly disaster recovery practice at the Hager Center.

SUPPORT SERVICES

CUSTOMER SERVICE (2 CSRs)										
CALL STATISTICS FOR 2/9/2012 TO 2/15/2012										
DATE	Total Calls Offered	Total Calls Answered	Avg. Answered per Day/ per Rep	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Counter Walk-Ups	Avg per CSR @ Counter	Total Customers Served	Avg. Customers Served by CSR/day
2/9/2012	172	118	39	127	69	364	124	62	242	121
2/10/2012	148	126	42	114	85	186	125	63	251	126
2/13/2012	183	164	55	121	90	151	107	54	271	136
2/14/2012	118	106	35	127	90	95	95	48	201	101
2/15/2012	151	123	41	111	82	235	80	40	203	102
TOTALS	772	637	42	120	83	206	531	53	1168	117

TAX / CASHIERING (2 Staff)										
CALL STATISTICS FOR 2/9/2012 TO 2/15/2012										
DATE	Total Calls Offered	Total Calls Answered	Avg. Answered per Day/ per Rep	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Counter Walk-Ups	Avg per CSR @ Counter	Total Customers Served	Avg. Customers Served by CSR/day
2/9/2012	35	33	17	80	94	67	126	63	159	80
2/10/2012	38	36	18	102	95	56	98	49	134	67
2/13/2012	36	35	18	94	97	38	83	42	118	59
2/14/2012	19	18	9	73	95	39	119	60	137	69
2/15/2012	37	34	17	69	92	63	124	62	158	79
TOTALS	165	156	16	84	95	53	550	55	706	71

24-HOUR NOTICE DELIVERIES: Over the past 2 weeks, Support Services has delivered 310 24-hour notices on electric terminations and has reduced the outstanding receivable by over \$11,000.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

- Problem Areas.** Recent call-outs included:

 - Tues. 2/7 - Various locations- (reconnections for non-payment). Time Out: 16.7-18.4
 - Wed. 2/8 - Various locations- (reconnections for non-payment). Time Out: 16.4-16.8
 - Sat. 2/11 - 723 Clair Street- Miss Utility locate; our underground lines were clear for emergency repairs to water main break. Time Out: 19.5-20.6
 - Mon. 2/13 - Fairgrounds Cell Tower- total outage; lineman found no problems with our facilities and advised customer to contact their own technician for repairs. Time Out: 18.2-18.7
 - Tues. 2/14 - 243-245 Winter Street- wire down; line was found to belong to Antietam Cable and customer advised to contact them for repairs. Time Out: 17.5-18.0

Wed. 2/15 - 119 East Avenue- fire inside panel box; customer's electric was disconnected and meter pulled temporarily until repairs are made and service is inspected.
Time Out: 22.0-22.5

2. **Distribution** Recent activity included:

- Metering Department received no high bill complaints this week.
- Line crews have started annual feeder inspections for Wesel Substation.
- Line crews continue trimming trees in various residential locations.
- Line crews have been assisting the Engineering Department with re-vamping and other maintenance related to the Carroll Heights Project.
- Line crews performed various service upgrades and meter installations.
- Continued with pole inspections and re-tagging throughout the City of Hagerstown.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
31	0	4	0

3. **Engineering** Staff worked on the following projects:

- Staff began making additions and changes to the offline version of the City's redesigned website involving Utility Information.
- Engineering staff began compiling answers to questions related to our recently released Oil Reclamation bid. Answers will be compiled and released to all interested parties in an addendum.
- Engineering reviewed multiple jobs and proposals from firms doing electrical work within the City.
- Staff performed additions and corrections in HLD's electric GIS model.

4. **Administration:**

- Staff has prepared and submitted all documentation for our EN-29 inspection by the Public Service Commission. The EN-29 inspection assures the PSC that our meter test equipment is tested and calibrated annually per COMAR.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, February 08, 2011	7.69	0.18
Thursday, February 09, 2011	7.61	0.00
Friday, February 10, 2011	7.31	0.07
Saturday, February 11, 2011	7.63	0.00
Sunday, February 12, 2012	7.44	0.06
Monday, February 13, 2012	7.43	0.00
Tuesday, February 14, 2012	7.26	0.00
Weekly Average/Total	7.48	0.31
Monthly Average/Total	7.76	0.49
Yearly Average/Total	8.10	2.90

Wastewater Treatment Plant

- The WWTP continues to operate within its permitted parameters.

Miscellaneous:

- Beaver Mechanical was into work on the heating system in the barn. They installed a new flame sensor but there are still some other issues with the heating system that need to be resolved.
- Maintenance installed a rebuilt Primary Centrifugal Pump # 2 and AR&E was in to align the unit. Unit is back in service.
- Maintenance pulled the flapper, yoke and check valve arm from ASPS RAS # 3 and sent the unit to AR&E for repair.

Wastewater Collection System

Activity	Districts	L. F. main	Feet of lateral	# Inspected
CCTV Inspections	6	1,446	486	32
Flushing	24	1,455		
Point Repairs		# of Repairs	Reason	L.F. of Repairs
Lateral Only	5,6	2	Roots Cracked Pipe	25.8

Collection System Maintenance Task

Pump Station

- Painting pump stations # 8 and # 17.
- The impeller shaft on pump # 3 at station # 6. Foltz Manufacturing is building a new shaft.
- Cleaned wet wells at pump stations: # 10, # 19 and # 23.
- Cleaned wet well for AR&E at Potomac Ridge. The wastewater division will invoice AR&E for these services.

CCTV

- Televised lateral at 223/225 West Side Avenue (Public sewer okay).
- Completed CCTV for Hagerstown Housing Authority on Susan Alley (collapsed pipe).
- Drilled and tapped CCTV transporter for inserts.

Grinder Pumps

- New low pressure alarm float at 612 Fair Meadows.

Manholes

- Picked up manhole frame and covers from C. R. Semler.
- Replaced manhole # 24046 cover at Londontown Drive.
- Removed riser from manhole # 30001 North Potomac Avenue at old Sears building, we installed a conversion riser and cold patched the area. We will replace the frame when the Asphalt plant reopens.

Miscellaneous

- Installed clean out at 1025 Hamilton Boulevard, roots in service connection and building sewer.
- Repaired cracked pipe at 239 Pangborn Boulevard.
- Unloaded 15" pipe for job on Crestwood.
- Moved risers from pole barn to drying beds.
- Remove a deer carcass from the spillway and reposition concrete diversion blocks in the spillway.

- Cleared brush from around manhole and on bank at station #6 to gain access to manhole for bypass.
- Picked up on load of cold mix from Valley Quarries for stock.
- Picked up tamper from Valley Supply Company.
- Exercised all emergency Generators.
- Downloaded flow data a Newgate and Meritus.

Administration

Wastewater Division – Customer Call Log Summary 2012							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	0	2	1	1	0	0	4
YTD	7	7	4	1	1	6	26

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

- Staff met with Columbia Gas and the City Engineering Division to discuss Columbia Gas installations in the Hamilton Blvd area.
- The Citywide Collection System Monthly progress meeting was on February 15, 2012. The project has been moving along and is approximately 61% complete.
- Staff attended the quarterly MAMWA meeting; most of the discussion was associated with the current Bills being discussed by the House Delegation and proposed environmental regulation changes.

Engineering

- Staff attended a development review meeting at the County Planning Office.
- Staff met with City Engineering and Columbia Gas regarding proposed gas main relocations.
- Staff attended a progress meeting for the Citywide Sanitary Sewer Rehabilitation project with a representative of Miller Pipelines.

Wastewater Laboratory

- The lab collected the first two rounds of bio-monitoring and chemical toxicity testing samples of our wastewater effluent, and shipped the samples out to the contract lab performing the testing.
- The primary sampler control head failed over the weekend. It was replaced with a spare head.
- Regulatory and process sampling and testing has been routine for the week.

WATER DIVISION

Plant Flows - System Demand (MGD)

Date	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
2/9/12	11.60		11.60
2/10/12	11.37		11.37
2/11/12	11.37		11.37
2/12/12	11.75		11.75
2/13/12	11.57		11.57
2/14/12	11.70		11.70
2/15/12	11.80		11.80
Average			11.59

Water Production at RC Willson

- Operations
 - Performing test at the stations.
 - Performing routine maintenance.
- Maintenance
 - Performing routine maintenance.
- Instrumentation
 - R. C. Willson - Installing the new network cabinets in the filter room (this is a large job and will take several weeks to complete).
 - Pump Stations - Repaired the motor control on pump #2 at P.S. #2.

Water Production at Breichner

- The Edgemont Reservoir is -5.0'; the hydrant is closed and the bypass is closed.

Water Distribution

- Distribution crews are working throughout the system performing customer service duties along with meter exchanges. We are continuing to do general service work, replacing meter tiles and installing dual check valves. We completed the main replacement on Marvin Drive and are working on Fenton Avenue replacing an old 1" galvanized main. We are also in the process of making any repairs/upgrades on water services on the streets scheduled for overlay.

Laboratory

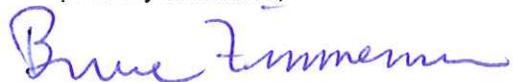
- Performance testing samples were analyzed. We received a notice from our provider that the heterotrophic plate count samples we received and analyzed were not the correct ones for the study we are in. They apologized and are sending out new samples for us to analyze. The results will be posted on their website when all testing is complete.

Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Development Plan		1
Building Permit	7	

- Staff attended a development review meeting at the County Planning Office.
- Staff met with City Engineering and Columbia Gas representatives on proposed gas main relocations.
- Staff met with a consultant regarding fire protection requirements at a commercial redevelopment site.
- Staff met with a County engineer on water main modifications required as related to a storm drain project.

Respectfully submitted,



Bruce Zimmerman
City Administrator