

# OF HAGERSTOWN, MARYLAND STATUS & INFORMATION REPORT NO. 13 FOR 2021



April 1, 2021

To Mayor Keller and Members of the City Council:

## UPCOMING MEETINGS

To obtain City Department or City Boards and Commissions meeting information, please visit <https://www.hagerstownmd.org/27/Government>. We encourage you visit our website at <https://www.hagerstownmd.org> for all City-related updates. Other inquiries may be made by visiting the City Resident 311 page at <https://www.hagerstownmd.org/841/Services>.

<h3 style="margin: 0;">APRIL 2021</h3> <p style="margin: 0; font-size: small;">For additional information and a complete list of City events, please visit our Calendar of Events on the City's website at <a href="http://www.hagerstownmd.org/calendar.aspx">http://www.hagerstownmd.org/calendar.aspx</a></p>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 <b>HOLIDAY CITY OFFICES CLOSED</b>	3
4	5	6 3pm Dedication of Moller's Sustained Wind sculpture  4pm Work Session  6pm Executive Session  7pm Special Session & Public Hearing	7	8 4pm Board of Traffic & Parking Meeting  4:30pm Hagerstown Historic District Commission Meeting	9	10
11	12	13 3pm Executive Session  4pm Work Session	14 4pm Hagerstown Planning Commission Meeting	15	16	17
18	19	20 4pm Work Session	21 7pm Board of Zoning Appeals	22 4:30pm Hagerstown Historic District Commission Meeting	23	24 12:30-2:30pm Earth Day & Arbor Day Celebration @ Hager House
25	26	27 7pm Regular Session	28 7pm Hagerstown Planning Commission Meeting	29	30	

## COMMUNICATIONS

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

- Hope Superspreader: Western Maryland Mass Vaccination Site Opens
- County Looking at Raising Water, Sewer Rates

- Warehouses Could Sit on Former Review & Herald Site
- Trone Voted Co-Chair of Commission on Combating Synthetic Opioid Trafficking
- Washington County Begins New Firefighter Training Academy
- WCPS Announces Five 'Teacher of the Year' Finalists
- Public Invited to Vietnam War Veterans Monument Ceremony
- Winds Topple Trees, Power Lines
- Crash Closes North Cannon CVS Store
- Hagerstown, Washington Co. Eye Expanding Business Tax Break Zone
- Traffic Advisory: South Walnut Street.
- Traffic Advisory: Virginia Avenue
- Trash & Recycling Advisory: Good Friday

**This Week's Video Projects**

- City Park Train Hub Video Post Production

**Channel 25 Hub City Now Programming:**

- "State of the City" Presentation
- "Council WRap" Promo
- Fit Room Promo
- Meritus/"The Flip Side" Vaccine Segments
- "Utility Payment Plan" Promo
- Symptoms of COVID-19 Informational Video
- "Hub-Bub" Video Podcast
- Stormwater Program Informational Video
- MTA Commuter Connection

**City Website:**

- [www.hagerstownmd.org](http://www.hagerstownmd.org) attracted 11,042 user visits for the week of March 22-28, 2021.

- The most popular top entrances (the first page users accessed on the website):

• Home Page	2,641
• Utility Billing Page	1,280
• Civic Alerts Page	382
• Police Page	371
• Parks & Recreation Page	186
• Jobs Page	149
• Fairgrounds Park Page	142
• Bids Page	135
• Firefighters Page	121
• Dine Downtown Page	89

- Top Searches:

- "True"
- "Pay my bill"
- "Pay bill"
- "Police"
- "Bids"

**INFORMATION TECHNOLOGY**

The IT group is working on a major switch replacement within the city's network infrastructure environment. We are moving from our old and outdated HP switches to new Meraki switches throughout our city network loop. The "Shed" at Public Works was the first location migrated to this new equipment on 2/17/21, and we are scheduling other locations around the loop for these hardware replacements in the coming weeks. This is the first step in upgrading our overall network from 1G to 10G of overall throughput, which will allow more (and faster) network traffic to pass through our infrastructure.

The IT group is working closely with both our Customer Service and Utilities Departments to implement the new **Invoice Cloud** payment application for the city. This new system will replace our old Customer Self-Service portal, allowing citizens to take advantage of many new online payment features and options from their mobile devices. Features such as multiple payments in one transaction, text notification and payment options, self-directed payment plans, and additional payment options (such as Google Pay and Apple Pay) will give our citizens much more flexibility to view and pay their city utility bills. Our current project plan calls for implementation of these new and exciting features by mid-July of 2021.

Utilizing a Community Foundation Grant, our IT department is in the final stages of purchasing twenty (20) new Arrowhive transmitters that will allow free, high-speed, wireless internet access for citizens at various public locations in and around the city. Once configured, these small units can be deployed in our downtown/public square, Fairground Park, City Park, and other locations, allowing citizens free internet access on their mobile devices.

As we enter into a season of high traffic and citizen interaction within our Customer Service area, the IT group has been working with the Customer Service team and our telephony partners to increase the number of phone lines and agents to handle the anticipated increase of call volume into our Customer Service department. Over the past few weeks, we have set up an additional ten (10) agents – more than doubling our capacity – and this will allow employees from other areas (Water and Light Departments) to sign-in and receive calls on our Customer Service line (301-790-4160). This will decrease the overall hold times of callers and allow more citizen calls to be serviced in a timely manner. In addition, if a citizen is on hold for an extended period of time, we will also be adding in a feature that allows them to either leave a message (for a call back later) or continue to stay on hold in the queue.

On the HPD side, our IT group has worked closely with our vendor partners and installed eight new security cameras at the Wheaton Park location, giving our law enforcement teams valuable video monitoring capability of that neighborhood. Our teams are also exploring a new GPS-based vehicle tracking system for our police cruisers and other city-owned vehicles, allowing centralized monitoring of city assets, location and availability of resources, and even vehicle service and maintenance tracking. We hope to test-pilot some of these new GPS units in the coming months.

**PARKS & ENGINEERING**

**ENGINEERING DIVISION**

- 1. **Jamison Door Wall.** The wall is complete and the project was under budget. We will be invoicing Jamison in the next week or so.



BEFORE



AFTER

- 2. **Stormwater.** The monthly-paying customers will start to receive their first bills in the next couple days.

3. **Tim Young.** After 44 years of service to the community, we say “good bye” to Tim as he begins his well-deserved retirement. Tim has more than ably handled all traffic issues, project management and provided leadership to staff that will be sorely missed. Bill Killinger has been promoted into the position and we congratulate Bill on his accomplishments.

4. **Engineering Statistics**

Description	Week of 3/28/21	Calendar Year 2021 TOTALS
Traffic complaints received	2	38
Work Orders completed	0	25
Traffic counts completed	0	5
Construction Projects		
Description	Week of 3/28/21	Calendar Year 2021 TOTALS
Projects advertised for bids	0	1
RFP's Advertised	0	2
Projects under construction	10	10
Projects completed	0	0

**PARKS DIVISION**

1. **Municipal Stadium.** The Municipal Baseball Group (MBG) will have high school games at Municipal Stadium next week and a tournament on April 10<sup>th</sup> and 11<sup>th</sup>.
2. **City Park.** Work continues on the Christmas uplighting; we continue to trench and install conduit and backfill, as well as regrade and seed the areas that were disturbed. In front of the concession stand, we're installing a new waterline and replacing the concrete on both sides. This past Sunday's wind storm brought down eight trees, keeping us busy with tree and debris removal.
3. **Insurance Requirments.** Staff finalized a policy we developed to guide staff on when to request insurance from renters/users of the parks.

**PLANNING & CODE ADMINISTRATION**

**Historic District Commission:** The HDC considered these matters on March 25:

- 102 South Prospect Street – Diane De Laet – at the request of the property owner, the commission revisited the use of vinyl siding on a proposed garage; the commission denied the applicant's request to use vinyl instead of HardiPlank (applicant can still build the garage with the use of HardiPlank as originally approved).
- 14-16 East Antietam Street – Bowman Development Corp. – tabled discussion on application to demolish the building pending a tour of the building.
- 170 West Washington Street – 170 West Washington Partners – approved an application to open two previously closed in windows using wood windows; and installation of a handicap ramp.
- 1020 Oak Hill Avenue – Timothy Harman – approved work for anew patio and swimming pool deck.

These cases and matters will be discussed at the HDC meeting on March 25:

- 1020 Oak Hill Avenue - Timothy Harman – in-ground swimming pool.
- Hagerstown Cultural Trail – site plan review.
- 14-16 East Antietam Street – 14 16 & 24 East Antietam LLC – demolition (continued from March 25 meeting).
- 2021 Preservation Awards – potential nominations.

**Planning Commission:** The Planning Commission considered these matters on March 31:

- Public Review Meeting – Secondary Front Yard Fences – left the record open until 10:30 a.m. on April 5; commission agreed to hold a special meeting at 11:00 a.m. on April 5 to make a recommendation to the Mayor and Council.
- Hager's Crossing Phase 2B-7 – approved the final plat.
- 227 East Franklin Street – PTV 1111 LLC (Dollar General) – approved the site plan, final plat, and design waivers.

- 790 Wesel Boulevard – NorthPoint Building 4 – approved the forest conservation variance to remove six specimen trees, the site plan, and the forest conservation plan.
- 811 Wesel Boulevard – NorthPoint Building 2 – approved the site plan.
- Tabled its discussion of Comprehensive Plan’s recommendation on R. Paul Smith Boulevard. The discussion was tabled until the special meeting on April 5.

**Board of Zoning Appeals:** The Board of Zoning Appeals is scheduled to hear two cases on April 21:

- 202 South Prospect Street – Landmark Fence – variance to increase the height of a privacy fence to up to 80 inches.
- 757 Dual Highway – Masahiro Hirai – variance for a 9 x 12-foot addition for refrigeration equipment and a food prep area.

**Weekly Activity Report:** March 22–26, 2021

<b>PERMITS</b>								
<b>TYPE</b>	<b>NUMBER OF NEW APPLICATIONS</b>							<b>NUMBER ISSUED</b>
Building	8	Residential -	3	Commercial -	5	Other -	0	15
Electric	16	Residential -	3	Commercial -	13	Other -	0	14
Plumbing	9	Residential -	5	Commercial -	4	Other -	0	10
Mechanical	12	Residential -	7	Commercial -	5	Other -	0	13
Engineering Dept.	5							3
<b>TOTAL</b>	50		18		27		0	55
<b>Est. Value of Issued Building Permit Projects:</b>				<b>FY21 Fiscal Year Totals:</b>				
Residential				\$ 792,519.00				\$ 24,972,558.00
Commercial				\$ 17,200.00				\$ 72,653,169.00
Apartment				\$ 0.00				\$ 870,329.00
Sign				\$ 23,275.00				\$ 247,337.00
<b>TOTAL</b>				<b>\$ 832,994.00</b>				<b>\$ 98,743,393.00</b>
<b>Projects of Interest</b>								
- Construct two single-family homes in Hillside Manor - \$276,885								
- Construct two single-family homes in Hager’s Crossing - \$210,000								
- Construct single-family home at 805 Security Road - \$198,000								
<b>RENTAL LICENSING PROGRAM YEAR: JULY 1, 2020 – JUNE 30, 2021</b>								
				<b>PROPERTIES</b>		<b>UNITS</b>		
Registrations received week of Mar 22 – Mar 26				1		1		
New applications issued week of Mar 22 – Mar 26				2		2		
Total 2020-2021 registered (includes additions and subtractions since 6/8/20)				3,794		9,583		
Percentage of rental license renewals that have registered for the 2020-2021 license year				99.0%		99.0%		
<b>Notes:</b> The 2020-2021 rental license renewals for 9,722 units in 3,872 properties were mailed on June 9, 2020.								
<b>PAYMENT</b>								
Weekly payment received		\$ 75						
Weekly adjustment/credits		\$ 150						
<b>INSPECTIONS</b>								
<b>TYPE</b>				<b>NUMBER CONDUCTED</b>				
Building				72				
Electrical				61				
Plumbing				36				
Mechanical				21				
Safety				82				
Neighborhood Vitality				20				
Quality of Life				2				
Preventive Maintenance				21				
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:	1,428	Field Interviews:	6
Arrests/Warrants Served:	18	Moving Violations:	23
Domestic Violence Calls:	29	Safety Repair Orders:	1
DUI Arrests:	0	Warnings:	52
Reports Filed:	104		

### REPORTS

**03/25/21:** Officer R. Dean was dispatched to Noland Drive to check the tag of a vehicle for the Hagerstown Housing Authority. The officer checked the registration plate and it returned belonging to a 2003 Chrysler van, however the tag was being displayed on a Mercury Mountaineer. The officer requested that Dispatch run the VIN number and it returned to a 2004 Mercury Mountaineer but had no listed owner or current registration. The officer was unable to locate the owner of the vehicle. Based on this information, the vehicle was towed by Nextow for displaying tags to another vehicle and for being parked on a City street without a valid registration. It will be held for proof of ownership at Nextow's impound lot. No further details are available.

**03/26/21:** Officer Routhier responded to West Franklin Street for a trespassing complaint. The officer recognized the suspect and knew he had been served a No Trespass Letter from management at the Reach Shelter. The No Trespass Letter was verified as being served on December 22, 2020 and was still active. The suspect was given a Criminal Citation for trespassing private property and he then left the property. No further details are available.

**03/27/21:** Officer Miscannon was dispatched to Byers Stop N Go on Burhans Boulevard for a report of a disturbance. The officer observed a highly intoxicated male yelling inside the store. He was advised numerous times to lower his voice but he did not comply. The management of the store advised the officer this male had been served a No Trespass Letter on March 23, 2021 by Officer H. Rowe. The officer confirmed the letter and it was still active. The male was transported to Central Booking where he stated several suicidal comments. Due to these statements, the male was taken to Meritus Medical Center for treatment. No additional information is available.

**03/28/21:** Officer Huff responded to Summit Avenue for a burglary in progress. The caller was the owner who had observed a white male wearing a red and black jacket exit her residence. The officer was able to identify the male using HPD's CAD system. The owner stated her son went to the back door of the residence but the door would not open. The male inside then fled from the front door where the owner stood. The male stated that he thought the residence was abandoned and he needed a place to sleep. The male went to the back of the house and the door was unsecured. He entered and then found an object to place under the door handle to prevent anyone from entering the residence. The male did take two items from the residence and those items were found in his pocket. In addition to the two items, the male had on his person a dangerous controlled drug. The drug was placed in a bottle which stated it was a prescribed medication, however the contents were not the same as the prescription stated on the label. The male was charged with burglary charges and drug charges.

**03/30/21:** Detective Fleegal was contacted on March 30, 2021 by an investigator with the Washington County Department of Social Services. The investigator stated that a two month old child was taken to Meritus Medical Center for dehydration. It was subsequently determined during the child's examination that he had a subdural hemorrhage or sometimes referred to as a brain bleed. The child was then transported to Children's National Hospital. That hospital discovered a skull fracture and confirmed the brain bleed. The mother arrived at the hospital and stated the child's father would shake the baby when he became frustrated with him. The investigation is on-going.

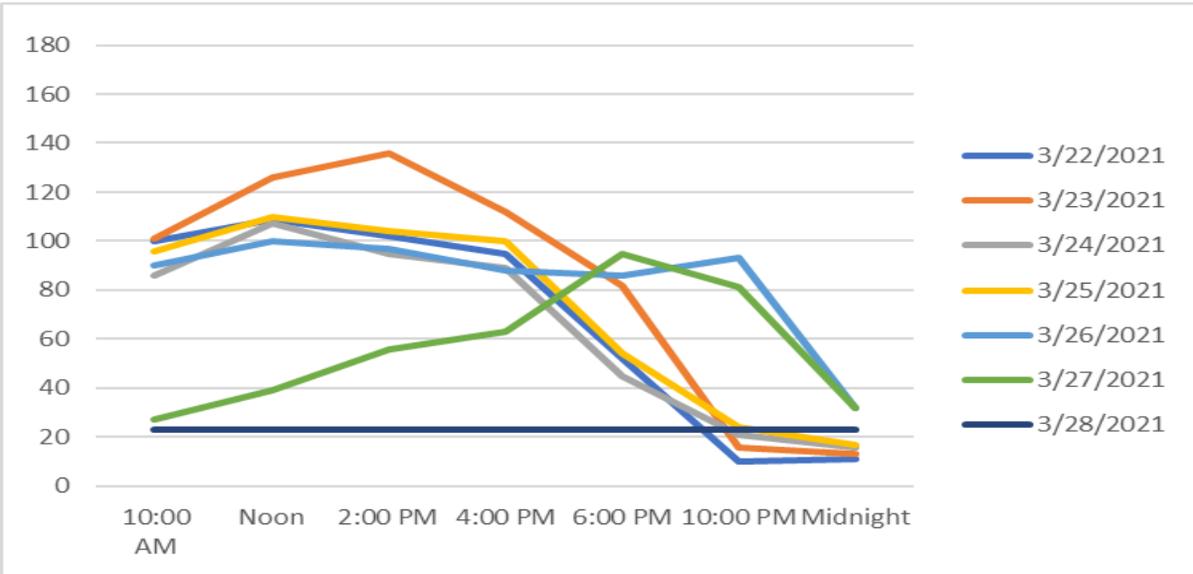
**03/31/21:** Officer R. Wertz was on normal patrol conducting traffic enforcement in the area of Sheetz on East Washington Street when he observed a maroon-colored Chrysler weave in and out of traffic. It was apparent to the officer the driver was trying to avoid traffic lights by driving through private property. The officer activated his emergency lights and pulled over the vehicle. The officer asked the driver for his license, but the driver stated he did not have an ID nor a driver's license. The driver had a juvenile passenger in his vehicle and he was identified. Due to the odor of marijuana coming from the vehicle, the officer requested a K9 scan of the vehicle. The juvenile told the officer that there was a gun under his seat. The gun had not been reported stolen. It was discovered that the juvenile had an outstanding warrant for his arrest. The warrant was served at Central Booking. The juvenile received several charges relating to the handgun found in the vehicle.

**PUBLIC WORKS**

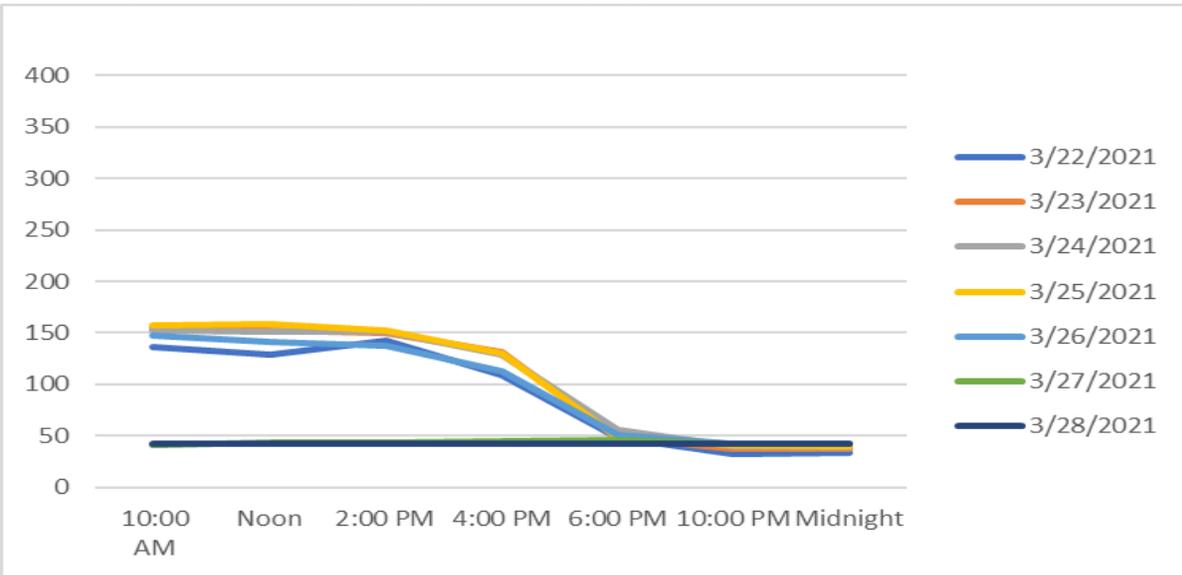
**CHART NO. 1 – GENERAL PARKING SYSTEM DATA**

		<b>Current Week</b>	<b>Previous Week</b>
<b>Number of Permit Holders</b>	A & E Deck	139	137
	University District Deck	242	242
<b>Number of Student Permits</b>	Central, Market, Rochester Lots	39	37
<b>Number of Patrons Using Decks</b>	A & E Deck	1439	1508
	University District Deck	986	879
<b>Number of Citations Issued</b>	(Includes Warnings)	281	329
<b>Late Payment Notifications</b>		1	3
<b>Peak Occupancy (%)</b>	A & E Deck	74%	63%
		Tue @ 2 PM	Wed @ 2 PM
<b>Peak Occupancy (%)</b>	University District Deck	37%	38%
		Thur @ Noon	Tue @ 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
<b>DCED</b>	2	0
<b>Fire</b>	1	0
<b>Human Resources</b>	0	0
<b>Light</b>	0	0
<b>Parks &amp; Engineering</b>	3	1
<b>Police</b>	4	11
<b>Public Works</b>	7	5
<b>Wastewater</b>	2	4
<b>Water</b>	4	6
<b>Weekly Totals</b>	23	27
<b>Yearly Total</b>	243	

**AFTER HOUR CALL BACKS**

Saturday, March 27, 2021 @ 10:00 AM: A parking attendant accidentally broke a key in one of the gate cabinets while attempting to open the gate. The cabinet door would not latch without removing the broken key. Staff was brought in to make the repair so the cabinet could be secured.

Sunday, March 28, 2021 @ 5:45 PM: A sudden micro-burst of rain and wind struck the southern portion of the city causing a few tree issues. A tree limb from a private tree on Brinker Drive was removed by the Fire Department. A portion of tree trunk and limbs fell on a chain link fence behind 109 Bester Street. The resident contacted a private company to remove the tree from the fence and alley. The worst issue was multiple limbs falling from a street tree and damaging a car at 312 South Potomac Street. Staff was brought in to clear the debris. Photos of the car was provided to our insurance handler (Kevin DeHaven) to make contact with the car owner regarding damages.

**UTILITIES DEPARTMENT**

**WASTEWATER DIVISION**

**Wastewater Treatment Plant at Frederick Street**

Date	Flow (mgd)	Rainfall (inches)
Wednesday, March 24, 2021	6.85	0.15
Thursday, March 25, 2021	6.59	0.00
Friday, March 26, 2021	6.32	0.01
Saturday, March 27, 2021	6.16	0.00
Sunday, March 28, 2021	7.01	0.37
Monday, March 29, 2021	6.45	0.00
Tuesday, March 30, 2021	6.50	0.00
Weekly – Avg. Flow / Total Rainfall	6.55	0.53
Mar - Avg. Flow/Total Rainfall	7.60	1.34

**Miscellaneous**

- Replaced pneumatic actuator on Liquid O2 economizer line.
- Replaced gear reducer on #1 Pista Grit at Headworks.
- Troubleshoot valves and step timers on PSA Oxygen Skid.
- Lab renovations.

**Wastewater Collection**

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	#15	1,005'	117'	23

**Collection System Maintenance Tasks**

- Sewer backup, 923 Kasinoff Drive, flushed mainline.
- Grinder pump call, 478 Fairmeadows Boulevard, reset switch.
- Excavated and replaced lateral at 317 Bryan Place due to root intrusion.
- Excavated and replaced lateral at 36 Elizabeth Street.
- Cleared sewer easement from Howell Road to Pump Station #4.
- General pump shop repair work.
- Hauled stone to Pump Station #11 as well as stockpile at shop.

**Administration**

Wastewater Division – Customer Call Log Summary 2021							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	2	1	0	0	0	5	8
<b>YTD 2021</b>	<b>52</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>123</b>

**Engineering**

- Review of Site Development and City Permit Drawings.
- Gathering information for service inquiries.
- Updating GIS databases completed with water projects.
- Ongoing Construction Inspection of ongoing water projects.

**Wastewater Laboratory**

- Process and regulatory testing were routine for the week.
- Exchanged DI water mixed-bed tanks with Culligan.
- Office, break/ storage area, lab analysis area renovation in-progress.

<b>WATER DIVISION</b>
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**Plant Flows – System Demand (MGD)**

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
03/25/21	10.75		10.75
03/26/21	10.68		10.68
03/27/21	10.46		10.46
03/28/21	10.07		10.07
03/29/21	10.70		10.70
03/30/21	10.68		10.68
03/31/21	9.98		9.98
Average			10.47

**Water Production at R. C. Willson & Pump Station Distribution**

- Staff worked on facility maintenance and routine preventative maintenance

**Water Production at Breichner / Edgemont Reservoir.** The Edgemont Reservoir pool elevation is currently at 6.25 feet. Site evaluation continues per the contract with Hazen and Triad. City staff and Hazen and Sawyer continue to work with MDE Dam Safety on the final Dam Evaluation Report, design criteria and project schedule. Emergency Action Plans have been completed.

**Water Distribution**

- Crews performed customer service work and new meter installations as needed.
- Crews continue to replace residential meters throughout the water service area.
- Replaced hydrant on Nottingham Road.
- Repaired leak on Pennsylvania Avenue.
- Replaced main on Fairground Avenue.

**Water Laboratory**

- Process and regulatory testing were routine for the week.
- New Water Bacti laboratory relocation and renovation continues.
- Chemical inventory and lab inventory in progress.
- New technician training is ongoing at R.C. Willson.

**Engineering**

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Site Plans	-	-
Preliminary Plats	-	-
Final Plats	-	-
Replat	-	-
Grading Plan	-	-
Development Plan	-	-
Building Permits	15	12

- Construction inspection of ongoing projects
- Updating GIS mapping
- Review of site plans and city permits
- Hydrant flow tests for future and current projects



Respectfully submitted,

Scott A. Nicewarner  
City Administrator