

City of Hagerstown, Maryland Status & Information Report No. 5 for 2013

February 1, 2013

To Mayor Gysberts and Members of the City Council:

UPCOMING MEETINGS

FEBRUARY 2013						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 4pm Work Session	6	7	8	9
10	11	12 4pm Work Session	13	14	15	16
17	18 HOLIDAY CITY OFFICES CLOSED	19 4pm Work Session	20	21	22	23
24	25	26 7pm Regular Session	27	28		

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

1. **FUNDRAISING**
 - Staff are beginning the fundraising campaigns for the Western Maryland Blues Fest.
 - Staff have finished the interim grant to the State of Maryland for the Blues Fest and funding package to M&T Bank for an \$11,000 sponsorship for the Blues event.
 - Staff also worked on a grant application to the National Society Daughters of the American Revolution in order to meet the minimum budget required for the George Washington Statue project to move forward. The statue would be located in City Center in front of the courthouse.

2. **CITY MARKET**
 - Staff will be meeting with Public Works to complete a Request for Proposal to put an ATM at City Market. This will be helpful to our customers. The goal is to have it at the Market House by late April or early May.
 - Staff and vendors are preparing for "We Love Our Customers" on Saturday, February 9 - this is a fun day of appreciation for our vendors. This year we will have a Winter Taste of the Market, giveaways for our customers and an expanded children's area in Market Alley.
 - The Market will begin having the interior painted and scheduled through the Public Works department, and staff is coordinating directly with vendors on paint schedule

3. **CHANNEL 25**
 - Watch the City Newsroom at the top of every hour. This week's news stories include:
 - 2013 Blues Fest Poster Artist is BISFA Student

- Experience City Center Promo
- Citizens Police Academy Promotion
- Oak Hill Interior Design and Wish Kitchens & Baths Get Creative in City Center
- In production:
 - Black History Month Tribute
- Also airing at select times:
 - "Divided Valor: Hagerstonians in the Civil War" - Daily at 3:00 p.m.
- Montgomery College of Rockville reached out to staff with an interest in airing the City of Hagerstown's Civil War documentaries, "Valor in the Streets" and "Divided Valor: Hagerstonians in the Civil War" on the college's cable channel. This would create an opportunity to highlight Hagerstown and its history by making the programs available in tens of thousands of homes throughout Montgomery County.

4. **WEBSITES**

- **YouTube:** Mayor & City Council meetings are now available ON DEMAND on YouTube! Staff are currently developing a process for consistency and will be promoting the availability of the meetings once that process is fine-tuned within the next few Council meetings.
- Watch the January 29th meeting here:
<http://www.youtube.com/watch?v=UaiQVfXEWJ4&list=PLJXxCe9GA2fEf4TIVzTH2O-kFJIS8VVgQ&index=1>
- The Planning Commission meeting where Meritus Health's consulting partners presented the proposed redevelopment concept plan for the former Washington County Hospital properties is also available: <http://youtu.be/hZN-Vhldbkc>
- **Facebook:** The Hagerstown Police Department's Facebook page got some major attention this week when a surveillance photo of a suspect involved in the Side Pockets robbery was posted. Within one day, the photo was shared 150 times, and there were 100 additional followers on the department's page. See the page here:
<http://www.facebook.com/pages/Hagerstown-Police-Department>.
- **City Website:** Website analytics for www.hagerstownmd.org for the week of January 25 - January 31:
 - Over 4,800 people accessed the site and viewed over 13,000 pages, which is slightly lower than our average traffic.
 - Top Content:

▶ Home page	4,462 visits
▶ Jobs page	745 visits
▶ Calendar	171 visits
 - Top Entrances (the first page of the site users accessed):

▶ Home page	4,309 visits
▶ Jobs page	179 visits
▶ Calendar	35 visits

PLANNING & CODE ADMINISTRATION DIVISION

1. **Zoning Certificates Issued For New Businesses:**

- 562 Northern Avenue, Suites A & B - Jemison Myers Glenn, LLC, d/b/a The Babysitter - child care and enrichment center.

2. **Historic District Commission:** The HDC reviewed the following on January 10:
 - 57 West Franklin Street - Mansoor Emral Shaool - alterations to front facade (work has been completed)
 - 60 West Washington Street - City of Hagerstown - alterations to rear facade to cover louvers and other wall openings with brick.
3. **Board of Zoning Appeals:** Two appeals were filed for the February 20 BZA hearing:
 - 534 West Franklin Street - The Salvation Army - expansion of a nonconforming use to allow for the expansion of a 28-bed shelter to a 37-bed shelter for women and children.
4. **Planning Commission:** The Planning Commission hosted the Meritus consultants at their January 30 meeting to hear a presentation on the initial redevelopment concept plan for the old hospital properties and to allow for public input by the Commission and any members of the community in the audience. Staff distributed about 350 door hangers in the residential areas immediately surrounding the hospital properties, especially the old hospital site. The *Herald-Mail* took up our press release for an article on January 28. We received one email in response to the newspaper article which expressed interest in single-family houses on the old hospital site similar to the old Hagerstown High School site. As of the morning of the meeting, we had seven hits on our Facebook page—six indicating they “like this” and one stating “not the biggest fan of the quantity of townhouses personally.” The meeting was broadcast live on the City’s cable channel. In attendance at the meeting were 25 interested persons, City staff members, individuals associated with Meritus and its consultants, elected officials, and members of the media. During the public comment period, between 10 and 12 persons spoke multiple times. A report on the meeting will be prepared for the Mayor and City Council.
5. **Maryland Preservation Award:** A contingent representing the City and our Civil War interpretative projects traveled to Annapolis on January 31 for the presentation of our 2013 Maryland Preservation Award for Excellence in Media and Publications for our 50 interpretive plaques, book, two documentaries, and walking tour map on Hagerstown’s Civil War heritage. Many of the plaques also interpreted other aspects of Hagerstown’s heritage.
6. **Weekly Activity Report:** January 22–25, 2013

PERMITS								
TYPE	NUMBER OF NEW APPLICATIONS							NUMBER ISSUED
		Residential -		Commercial -		Other -		
Building	8	Residential -	4	Commercial -	3	Other -	1	5
Electrical	21	Residential -	12	Commercial -	8	Other -	1	20
Plumbing	11	Residential -	6	Commercial -	5	Other -	0	11
Mechanical	10	Residential -	5	Commercial -	3	Other -	2	10
Engineering Dept.	11							12
TOTAL	61		27		19		4	58
Est. Value of Issued Building Permit Projects:				Fiscal Year Totals:				
Residential				\$ 13,645.00				\$ 4,177,240.00
Commercial				\$ 2,400.00				\$ 24,610,715.00
Apartment				\$ 0.00				\$ 1,536,508.00
Sign				\$ 0.00				\$ 173,493.00
TOTAL				\$ 16,045.00				\$ 30,497,956.00

RENTAL LICENSES		
NUMBER	FACILITIES	UNITS
Registrations Received	7	8
New Applications Issued	4	4
Total Registered Since 6/1/12	3030	8352
% of Those Invoiced	97.4	97.6
Notes: The 2012-2013 rental license renewals for 8561 units in 3112 facilities were mailed on June 1, 2012. This represents the percentage of those applications returned as of 1/25/13.		
PAYMENT		
Total Payments Received	\$ 400	
Adjustments	\$ 0	
INSPECTIONS		
TYPE	NUMBER CONDUCTED	
Building	43	
Electrical	54	
Plumbing	37	
Mechanical	19	
Safety	5	
Neighborhood Vitality	38	
Quality of Life	6	
Preventive Maintenance	5	
Planning & Zoning	16	
Notes: Please note that exterior inspections of properties registered in the rental licensing program are NOT included in this total.		
INSPECTIONS KEY:		
Categories of Conditions		
Safety	Conditions which are or reasonably present a hazard to occupant or public. Example: No smoke alarms, improper wiring, handrails	
Neighborhood Vitality	Conditions which cause or tend to cause diminution to property Example: Weeds, trash, debris, junk vehicles, deterioration of a structure.	
Quality of Life	Conditions which negatively impact occupants. Example: Damaged surfaces, damages elements, missing screens	
Preventive Maintenance	Conditions which are technical violations and need addressed to prevent deterioration. Example: 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. Examples: Uses not permitted in property's zone, construction of new facilities, follow up inspections on open violations.	

PARKS & ENGINEERING

1. **Route 40 Sidewalks.** Staff conducted the preconstruction meetings for the addition of sidewalks on Franklin Street and Washington Avenue in the west end. Both contractors indicated they want to start the week of February 11th if the weather permits. The contractors must submit all their information on the materials they will use and the contracts need signed but it appears these projects will both start fairly soon.
2. **CSX Rail Line.** Staff continues to work with CSX on the future of the spur line that runs from Wilson Boulevard toward Municipal Stadium. CSX's review process takes six to eight months, but appears they are inching toward abandoning this line and the removal of the six current road crossings (Kuhn Avenue, Wilson Boulevard, Oak Street, First Avenue, Frederick Street and Eastern Boulevard).
3. **Memorial Park.** This week the contractor installed aluminum fencing along Marsh Run. When the weather improves, we will finish the grading/stabilization, install the sign and lights, and install the landscaping. We expect to start Phase II construction (the Plaza) in late summer.
4. **Pavement Condition Survey.** We had a discussion with the consultant and the pavement condition survey is done. We are anxious to see their assessment of our streets and being able to use the analytical tool to help us make the best decisions possible for pavement repairs.

They also have the traffic sign inventory about 80% complete. They still have the downtown area to do but they have already symbolized over 5000 signs already. They will be sending us a sample of the GIS map that shows the signs in "plan view". They also have a picture of every sign and a "street-view" style "video" of each street. The data will certainly help us develop a way to address the sign minimum retro-reflectivity mandate from the Federal Highways.
5. **Pesticide Recertification.** Required by the State of Maryland, three of our employees attended the annual training and were recertified in ornamental turf spraying.
6. **Recreation Promoter and Coordinator.** We welcome to our staff Amy Riley who will start Monday, February 4th in this position. Amy's focus will be to promote our current recreation facilities such as the Greens at Hamilton Run, Potterfield Pool, Hager House, 202 Train Exhibit, etc. Another focus of her work will be to develop City-run recreational activities such as cycling education, use of the stables in Fairgrounds Park, walking clubs and running events. Fundraising and acquiring event sponsors will also be a big part of her position.
7. **Dog Clean-up Stations.** We are in the process of installing dog stations in some of our parks that didn't have them previously.

POLICE DEPARTMENT

1. STATS

Calls for Service:	1,665	CDS Arrest:	4
Criminal Arrest/Warrants:	13	DUI Arrests:	3
Moving Violations:	71	Search Warrants Executed:	2
Safety Repair Orders:	43	Field Interviews:	28
Warnings:	167	Parking Tickets:	4

2. REPORTS

- ▶ **01/27/13:** Officer Wert responded to Frederick Street for a reported burglary. The victim stated she returned to her residence around 8:30 a.m., entered the front door and found open dresser drawers. She walked upstairs to find jewelry missing from another dresser. Further investigation revealed a broken window pane in the back door. There are no suspects at this time.

- ▶ **1/29/30:** A uniformed patrol officer with the Hagerstown Police Department noticed two suspicious males enter Side Pocket's Bar. As the officer turned his patrol car around to investigate, he saw the males run out of the bar and run northbound on South Potomac Street. The officer believed the bar may have just been robbed and pursued the suspects but was unable to locate them. A K9 track was also unsuccessful. Officers confirmed that bar had just been robbed. The suspects are two black males, one wearing a gray zip-up hoodie sweatshirt, dark colored pants and a red Cincinnati Reds baseball hat and white shoes, and the other suspect wearing a camouflage style jacket, blue jeans and black shoes. The investigation is continuing.

3. **OTHER NEWS/INFORMATION**

- ▶ **Congratulations to Officer Joshua Hostetter.** Joshua Hostetter was sworn in as an officer with the Hagerstown Police Department on Tuesday, January 29, at 3:30 p.m. in the Council Chamber at City Hall. Officer Hostetter has been assigned to the Uniform Patrol Division's Baker Platoon. He is a 2011 graduate of the Harrisburg Area Community College Police Academy. Officer Hostetter currently resides in Lancaster, Pennsylvania, with his wife and three children. We wish him well as he begins his police career here in Hagerstown. Welcome aboard.

PUBLIC WORKS

PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	178	176
	North Potomac Deck	358	295
	Downtown Parking Lots	377	375
Number of Patrons Using Decks	A & E Deck	1,552	1,758
	North Potomac Deck	1,354	1,472
Sales of Discount Coupons		100	0
Number of Citations Issued		42	213
Number of Late Payment Notifications		41	54
Number of Cars Booted		3	0

CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	1	1
Fire	0	1
Light	0	2
Parks & Engineering	0	0
Police	3	4
Public Works	13	5
Water	4	4
Wastewater	1	4
Weekly Totals	22	21

CMG data represents completed work orders for any size repair. The repairs can include smaller items such as windshield wiper and headlight replacements to larger items such as hydraulic system rebuilds or transmission replacements. Repairs in progress will only be reported when complete.

Snow Storms: Early Thursday morning of the 24th, a small amount of snow fell. Crews began early to treat the streets. The second storm of the week began Friday (25th) afternoon dropping 1 ½ to 2 inches of snow. The low temperatures made clearing the snow a little more difficult as the salt was limited to its effectiveness.

Staff stayed until 10 pm that evening clearing the streets. A four man crew worked on clearing sidewalks on Saturday the 26th.

Snow storm costs to date are as follows:

SNOW STORM DATA

Storm #	Date	Labor	Overtime	Equip. Costs	Totals
*#1	11/26/12	\$1,038	\$624	\$0	\$1,662
**#2	12/24/12	\$0	\$5,314	\$2,090	\$7,404
#3	12/26/12	\$4,710	\$5,546	\$5,150	\$15,406
**#4	12/29/12	\$911	\$10,498	\$2,990	\$14,399
#5	1/24/13	\$2,970	\$827	\$2,935	\$6,732
#6	1/25/13	\$1,593	\$8,929	\$4,505	\$15,027
Preparation & Cleanup		\$1,624	\$12	\$480	\$2,116
Salt					\$78,561
Subtotals		\$12,846	\$31,750	\$18,150	\$141,306
Vehicle & Equipment Repairs					\$38,948
Operating Supplies (shovels, gloves, etc.)					\$423
Contracted Services					\$0
Total Expenses					\$180,678
FY 12/13 Budget for Snow					\$422,700
Budget Balance					\$242,022

*Storm #1 was a forecast for snow showers and ice during the overnight hours. Two staff members were scheduled to work. Their responsibility was to salt bridges and icy surfaces as necessary. No snow or ice occurred.

**Storms #2 occurred during the Christmas holiday resulting in all overtime costs. Storm #4 occurred on a Saturday resulting in mostly overtime costs.

TECHNOLOGY & SUPPORT SERVICES

INFORMATION TECHNOLOGY & SUPPORT SERVICES

- **One Maryland Broadband Network – Kickoff Meeting:** Staff attended the kickoff meeting with Design Nine of Blacksburg, VA for the Washington County segment of the One Maryland Broadband Network Project. Entities represented on the committee include the City of Hagerstown, Washington County IT, Washington County EDC, Washington County Free Library, County Board of Education, Greater Hagerstown Committee and Antietam Cable Television. This meeting involved laying the groundwork for the Study, as well as accumulating background information on the current levels / infrastructure of broadband in the City / County. A second meeting will be held in February for more information gathering. Staff from the City’s EDC team will be asked to attend this meeting for input on City economic development opportunities. A final report is due by end of April, 2013.
- **Washington County visit to City for MUNIS review:** IT staff welcomed staff from the Washington County Government offices and demonstrated our use of several MUNIS financial modules to them. The County is also interested in looking at Utility Billing and Financials and were also shown these modules.
- **MUNIS Implementer in Hagerstown:** A MUNIS Utility Billing system implementer was on-site this week for the six month process/operations review of our module. Staff used this time to go over processes where we feel we can better utilize the system, as well as discussing any modifications to the system we feel may be beneficial moving forward.
- **Market House Technology:** Staff will work with Glessner Communications to extend our City network into the Market House area of the City facility of West Church Street. This will allow for additional phones and computers to be used in this part of building, eliminating the need for private phone/Internet service. We will also provide wireless Internet to patrons and vendors within the

building on a secure guest access. We anticipate this service to be available within the month of February.

- **Customer Service Staff Retirement:** The City will be saying goodbye to Debbie Washington on February 8. Debbie has been with the City since 1983 and a member of the Utility Customer Service since 2006. She will be retiring to sunny West Florida. Please stop by the lobby through the week and thank Debbie for her service to the City.
- **Call Center Statistics for January:** A breakdown of call center statistics for the month of January, 2013, is attached.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

1. **Problem Areas.** Recent call-outs included:
 - Wed. 1/23 - 220 Summit Avenue - Customer had a tripped breaker - Time Out: 22.8 – 23.5
 - Sat. 1/26 - 900 block of Guilford Avenue - Total outage; transformer fuse operated. Time Out: 19.6 – 20.5
 - Sat. 1/26 - 125-127 East Franklin Street - Total outage; wires down, replaced open wire service to apartment building with triplex. Time Out: 21.1 – 23.4
 - Sun. 1/27 - 120 South Mulberry Street - Miss Utility locate for the Water Department; all clear. Time Out: 6.6 – 7.3
 - Mon 1/28 - 16 North Jonathan Street - Fire and Rescue call; disconnected service to building due to water leak (broken pipes). Time Out: 22.5 – 24.0

2. **Distribution** Recent activity included:
 - Metering staff received no high bill complaints this week.
 - Line crews continue annual feeder inspections for Mitchell Substation.
 - Line crews continue trimming trees in various residential locations.
 - Line crews performed various service upgrades and meter installations.
 - Continued with pole inspections and re-tagging throughout the City.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
9	0	0	0

3. **Engineering** Staff worked on the following projects:
 - The Staff Engineer coordinated work projects and distribution operations in the absence of the Distribution Superintendent.
 - Engineering staff continues to update and edit the electric model in GIS.
 - The Engineering staff reviewed and designed multiple electric service plans throughout the City.

4. **Administration:**

- Staff has prepared two RFP's for the Water Division's production plants. One will involve Demand Response on the PJM grid utilizing the back-up generator at R.C. Willson. The second involves a ground lease agreement for a solar field at the Breichner plant in Smithsburg.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, January 23, 2013	6.94	0.00
Thursday, January 24, 2013	6.72	0.02
Friday, January 25, 2013	6.65	0.05
Saturday, January 26, 2013	6.54	0.00
Sunday, January 27, 2013	6.70	0.00
Monday, January 28, 2013	7.14	0.17
Tuesday, January 29, 2013	6.97	0.00
Weekly Average/Total	6.80	0.24
Monthly Average/Total	6.89	1.45

Miscellaneous:

- MDE was on site for their yearly inspection.
- No major maintenance this week.

Wastewater Collection System

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	Cause
Main & Lateral	11	8	4	Collapsed pipe

Collection System Maintenance Task

- Graded the spoil site and access lane at pump station 17.
- Delivered chlorine to pump stations and put the #1 pump at station 18 in By-Pass mode.
- Cleaned wet wells and floats at pump stations 7, 9, 10, 19 and 21.
- Restocked and cleaned vehicles, greased Backhoe and Jet-Vac
- Installed Bio-Bags throughout infrastructure to control FOG.
- Flushing in district 10 inspecting in district 21 at Sunset and Highland Way.
- Located buried cleanout at 215 North Colonial, which we will clean tomorrow.
- Received new leader hose on Jet-Vac 528.

Administration

Wastewater Division – Customer Call Log Summary 2012							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	0	0	0	0	0	1	1
YTD	7	1	1	1	0	4	14

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

Engineering:

- Staff attended pre-construction meetings for the Rt.40 sidewalk projects.
- Staff is completing the final design for the Pump Station # 12 interceptor sewer at First Data.
- Staff met with a consultant for a commercial owner regarding final details for a low pressure sewer service connection.

Wastewater Laboratory:

- A loaner Lachat 8500 unit was shipped to the lab from HACH. The unit will be installed next week to compare performance of the loaner unit with our unit to establish if certain minor glitches are in the unit itself or the software.
- Process and regulatory testing was routine for the week.

WATER DIVISION

Plant Flows - System Demand (MGD)

Date	Willson	Breichner	Total
1/24/13	11.74		11.74
1/25/13	11.43		11.43
1/26/13	12.17		12.17
1/27/13	12.91		12.91
1/28/13	13.03		13.03
1/29/13	12.84		12.84
1/30/13	12.51		12.51
Average			12.37

Water Production at R C Willson

- Operations

- Completing routine PMs.
- Performed tests at the stations.

- Maintenance

- R C Willson – Performing routine PMs.
- R C Willson – Installed new covers on the clearwell.

- Instrumentation

- R C Willson – Installed a new ATI chlorine and pH analyzer on the clearwell.
- Pump Stations – Installed a new ATI chlorine and pH analyzer on the clearwell.
- Pump Stations – Repaired UPS at Park Ave.

Water Production at Breichner

- The Edgemont Reservoir is currently -4.5'; the bypass is open and the hydrant is open.

Water Distribution

- Distribution crews are working throughout the system performing customer service as needed and are working on meter exchanges throughout the system. We also repaired leaks on South Mulberry Street, Frederick Street and Marvin Avenue. With the warm temperatures this week we are getting a lot of calls to turn water off because of leaking pipes inside buildings.

Laboratory

- The five proposals for the upcoming RC Willson Phase IV construction have been evaluated.
- Process and regulatory testing on the Potomac supply was routine.

Engineering

Reviews: City
Building Permit 19

- Staff attended pre-construction meetings for the Rt. 40 sidewalk projects.
- Staff met with a fire protection company consultant regarding a commercial redevelopment project.

Respectfully submitted, _____



Bruce Zimmerman
City Administrator

DATE	CUSTOMER SERVICE QUEUE						TAX QUEUE						PAY-BY-PHONE QUEUE (ANSWERED IN CS AND/OR TAX					
	Total Calls Offered	Total Calls Answered	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Avg. per Day	Total Calls Offered	Total Calls Answered	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Avg. per Day	Total Calls Offered	Total Calls Answered	Avg. Call Duration	% Calls Answered	Avg. per Day	
JANUARY	3520	2339	117	125	67	362	641	553	28	103	87	68	581	352	18	148	61	
TOTALS	3520	2339		125	67	362	641	553		103	87	68	581	352		148	61	
AVERAGE	3520	2339					641	553					581	352			61	