

City of Hagerstown, Maryland Status & Information Report No. 12 for 2013

March 22, 2013

To Mayor Gysberts and Members of the City Council:

UPCOMING MEETINGS

MARCH 2013						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 7:30am State of the City @ Hager Hall 4pm Work Session	6	7 7pm Cabin Fever Blues Bash @ MD Theatre	8 7:30am Work Session	9
10	11	12 4pm Special Session 4:15pm Work Session	13	14	15	16 10am St. Patrick's Day Run For Your Luck 5K @ City Center
17	18	19 4pm Special Session 4:15pm Work Session	20	21	22	23
24	25	26 7pm Regular Session	27	28	29 HOLIDAY CITY OFFICES CLOSED	30
31						

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

1. **GRAND OPENING/ANNIVERSARIES**
 - The City hosted a grand opening for Vince's Pizza Express at 66 East Franklin Street this week.
 - Please mark your calendars now for a Grand Opening/Ribbon Cutting for the State Farm / Dan Hall Agency. We will be having the event on Wednesday, April 3 at 4:30 p.m. The office is located at 816 Virginia Ave in Hagerstown.
 - The next Grand Opening/Ribbon Cutting will be at Dixie Kitchen located at 1037 Maryland Avenue. The owner and lead chef is Wanda Lynn Swan. We will have the event on Tuesday, April 16 at 2 p.m.

2. **ST. PATRICK'S DAY RUN.** A total of 695 runners and walkers participated in the St. Patrick's Day Run. It truly was a field of green on South Potomac Street. Tony Clement was the race champion, but the winner was truly the community. With the proceeds going to the Community Free Clinic and the partnering of the City and the County, the day was a lucky one for City Center. Many of the downtown restaurants had a great day.

3. **FUNDRAISING**

- Staff are in the midst of their fundraising campaigns for the Western Maryland Blues Fest. They have raised \$70,000 to date.
- Staff worked with the Dog Park Task Force to create a fundraising package in order to ask for commitments from sponsors. The initial response is positive and commitments are being made.

4. **CITY MARKET**

- The City Market continues to be painted. Almost all walls have been painted. An accent color has been selected and will be used gradually in other aspects.
- Girl Scouts continue to utilize the Market for their annual Girl Scout Cookies; all troops are local to either the City or County.

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

- Regional Eatery Expands With New Location in City Center
- Run for Your Luck in City Center on Saturday!
- E-casts:
 - Attend Hagerstown's City College!
- Video Blasts:
 - WATCH THIS!!! Antietam Brewery at Benny's Pub Celebrates Grand Opening

6. **Channel 25:** Watch the City Newsroom at the top of every hour. This week's news stories include:

- St. Patrick's Day Run Wrap-Up
- Grand Opening of Antietam Brewery at Benny's Pub
- Anniversary Celebration at J&M Grill
- Grand Opening of Beatitudes Hair and Beauty Supply Store
- State of the City 2013
- Won't You Be Our Neighbor? An Invitation to the Board of Education
- In production:
 - Grand Opening of Wareham Professional Center
 - Kickstarter campaign video for Lyons Post monument at Rose Hill Cemetery
- Also airing at select times:
 - Full State of the City presentation: Monday, Wednesday, Friday at 7:00 p.m.
 - "Divided Valor: Hagerstonians in the Civil War": Daily at 3:00 p.m.

7. **Websites:**

- **YouTube:** Most viewed videos include:

□ BOE: Won't You Be Our Neighbor?	344 views
□ Blues Fest Poster Artist: Erin Mettillie	260 views
□ Antietam Brewery at Benny's Pub Grand Opening	128 views
□ State of the City Video	121 views
- **City Website:** Website analytics for www.hagerstownmd.org for the week of March 14 - March 20:

- This week there were over 6,400 visitors to the site viewing over 16,000 pages.
- Top Content:
 - ▶ Home page 5,846 visits
 - ▶ Jobs page 520 visits
 - ▶ Calendar 507 visits
- Top Entrances (the first page of the site users accessed):
 - ▶ Home page 5,625 users
 - ▶ Jobs page 218 users
 - ▶ Calendar 159 users

PLANNING & CODE ADMINISTRATION DIVISION

1. Zoning Certificates Issued For New Businesses

- 27 West Washington Street – Timeless Tush – retail sales of handmade cloth diapers and other handmade baby accessories.
- 128-130 East Baltimore Street – Wells House, Inc. – business and professional offices, excluding outpatient substance abuse centers, and continued use of existing dwelling units as dwellings unrelated to the business use in the building or adjacent property under common ownership.

2. New Development Cases:

- Northeast Corner of Salem Avenue and Broadfording Road – North Market Plaza – site plan for a convenience store/gas station, restaurant, and retail (total of 26,117 square feet).
- Northeast Corner of Garland Groh Boulevard and Broadfording Road – South Market Plaza – grocery store and restaurant (total of 80,505 square feet).

3. Planning Commission: On March 27, the Planning Commission is scheduled to review the draft FY 2014 CIP, discuss digital sign standards, and review a request from Cortland Villas to amend their site plan to remove their sidewalks.

4. Historic District Commission: On March 14 the HDC approved three cases:

- 140 South Potomac Street – Dean Martin for Draper & McGinley, P. A. – sign and grant.
- 35 North Potomac Street – Kerry’s Hair & Day Spa – sign and grant.
- 36-40 North Potomac Street – City of Hagerstown – replacement windows and Hardiplank on the second and third floors on the rear facade.

5. Board of Zoning Appeals: On March 20 the BZA granted a request for a change of a nonconforming for use for 716–718 West Washington Street. This building was a single use 6,400 square-foot hardware store. It now will be able to be a multiple-use facility to include the following:

- * A two-story store/office use in the front portion of the building
- * Two (2) single-user artist/craftsman spaces
- * One (1) four-user artist/craftsman space
- * Four (4) two-spaces for a custom woodworking shop.

The BZA placed two conditions on its approval: the use must be in accordance with the testimony provided at the hearing, and the hours of operation when the building can be open to the public will be between 8 a.m. and 8 p.m. Four people testified in favor of the application; there was no opposition.

6. **Lickety-Split Service:** Younger Motorcars submitted a site plan for a new vehicle service building to the rear of their site on All Star Court. The plan was submitted on February 1, routed, reviewed, revised and placed in front of the Planning Commission for their approval at their meeting on March 13. Total turnaround time: 41 days (of which, 5 days was the waiting period from the Friday mailing of the meeting reports and agenda to their meeting the following Wednesday).

7. **Weekly Activity Report:** March 11–15, 2013

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	11	Residential -	3	Commercial -	6	Other -	2	3
Electrical	21	Residential -	11	Commercial -	10	Other -	0	19
Plumbing	37	Residential -	34	Commercial -	3	Other -	0	37
Mechanical	4	Residential -	0	Commercial -	4	Other -	0	4
Engineering Dept.	5							5
TOTAL	78		48		23		2	68
Est. Value of Issued Building Permit Projects:					Fiscal Year Totals:			
Residential	\$ 2,000.00				\$ 5,130,025.00			
Commercial	\$ 259,300.00				\$ 25,965,030.00			
Apartment	\$ 0.00				\$ 1,554,808.00			
Sign	\$ 0.00				\$ 201,714.00			
TOTAL	\$ 261,300.00				\$ 32,851,577.00			
Mechanical room upgrade and roof structural change for new equipment at 901 Northern Avenue - \$65,000								
Interior ceiling and light replacement at 1221 South Potomac Street - \$184,000								
RENTAL LICENSES								
<u>NUMBER</u>		<u>FACILITIES</u>		<u>UNITS</u>				
Registrations Received		4		4				
New Applications Issued		3		3				
Total Registered Since 6/1/12		3071		8412				
% of Those Invoiced		98.6		98.4				
Notes: The 2012-2013 rental license renewals for 8,561 units in 3,112 facilities were mailed on June 1, 2012. This represents the percentage of those applications returned as of 3/8/13.								
PAYMENT								
Total Payments Received		\$ 200						
Adjustments		\$ 0						
INSPECTIONS								
<u>TYPE</u>		<u>NUMBER CONDUCTED</u>						
Building		48						
Electrical		39						
Plumbing		17						
Mechanical		13						
Safety		53						
Neighborhood Vitality		52						
Quality of Life		26						
Preventive Maintenance		43						
Planning & Zoning		3						
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. <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.

INFORMATION TECHNOLOGY & SUPPORT SERVICES

1. **INTERACTIVE VOICE RESPONSE (IVR) MEETING:** Staff met with Glessner Communications to begin researching the implementation of an **Interactive Voice Response** unit to allow customers to bypass a Utility Customer Service rep and get basic information related to their utility account. This information would include current balance, last payment made and the date processed. We will also look into the ability to make a payment through the system. Next steps are to meet with the voice mail system engineers to develop an interface with MUNIS that provides the account information. Customers will always have the option of speaking to a representative, but hope that this additional feature will decrease the amount of time customers are on hold in the Customer Service queue.
2. **SERVER CONSOLIDATION FOR MUNIS SYSTEM:** Staff has ordered a replacement server for the MUNIS system that will combine four separate servers into two server utilizing VMWare technology. This technology allows for one hardware unit to act as multiple servers without losing redundancy or degrading service. The MUNIS servers have not been upgraded since the implementation of the first modules in 2008. The anticipated implementation date for these servers is May 17.
3. **BREKFORD INTEGRATION WITH TYLER CASHIERING:** Staff is working with Brekford and Tyler MUNIS staff to integrate the payment of speed camera tickets into the Tyler Cashiering system used in conjunction with our MUNIS financial system. Currently, the only payment option for speed camera tickets is the web. This integration would allow payments to be taken in City Hall.
4. **TIME AND ATTENDANCE RFP:** Finance is reviewing a RFP that will provide the City with an updated Time and Attendance System. The City currently utilizes the same manual time clocks and same manual procedures for recording employee time and leave as it did in the early 1990's. A new system would potentially remove these manual clocks and implement clocks that operate either through proximity cards, ID badges, or biometrics. We will also look to decrease the amount of time it takes to manual enter employee time through the use of these new clocks and/or employee entered time directly into the system. We also plan to integrate into the MUNIS system for work order / labor time distribution, as well as provide more flexibility for those departments with non-traditional leave reporting and accrual processes.
5. **RESUMPTION OF ELECTRIC SERVICE TERMINATION:** Electric utility staff will again begin the standard process of electric service termination for delinquent accounts on April 1. The colder weather has not allowed for the termination of many accounts during the Winter months due to the restrictions placed on this process by the Public Service Commission between November 1 and March 31. We have ramped up efforts during the months of February and March to alert those delinquent accounts that contact is needed with our office to either make payment, make arrangements to pay, or contact a local agency to assist them in making payment. This effort has paid off, as we have seen increased activity on these accounts over the past month. We continue to

expect, however, a higher than normal volume of service terminations the first three weeks of April. We ask that staff remain vigilant when on the 1st floor of City Hall during this time as the opportunity for increased tensions from customers without service can be expected. We also ask that should anyone be contacted by a customer regarding their service interruption that they refer that customer to us to work with.

6. **ONE MARYLAND BROADBAND PROJECT UPDATE:** The Design Nine project team is finishing up the first draft of the Broadband Impact Study for presentation to and review by the committee on March 26. The Scope of Work includes development of a ten year financial pro forma that includes, among many other financial projections, a projection of the cost of construction in the area. Cost projections are normally developed by selecting some specific "study" areas in the locality so that the cost estimates are more reliable and more accurately reflect local construction costs. There was a consensus from the group that three areas, including City Center, would be a good basis for developing these cost estimates. This does not preclude other areas of the City from benefitting from the broadband initiative, but provides a baseline from which to move forward with costing. These projections will be discussed at the 3/26 meeting and incorporated into the final product.

PARKS & ENGINEERING

1. **Memorial Park.** As part of Phase I, we installed seven park benches and two dog stations. The Light Department installed the lights, and landscape installation will commence in the next couple weeks.
2. **Grant.** This week, staff applied for a "Green Streets" grant of \$35,000 for design funds to study and develop green islands, medians, and bumpouts that would be used for water quality enhancements and to decrease our impervious areas.
3. **Hager House/202.** The Hager House and Hagerstown "202" Train Museum will reopen for the season on April 5th. Both sites will be open Friday and Saturday, 10 a.m. – 4 p.m.; open on Sundays only when there are special events. Other days and times are available by appointment only.
4. **Park Season.** The water has been turned on in all our park and recreation facilities. Our grounds maintenance employees are starting March 25th and our Park Attendants are starting March 29th. The restrooms will be open daily starting March 29th.
5. **University Plaza.** We formed up the steps and ramp for the new stage; the tinted concrete stage was poured Friday. We are currently bidding the steel awning structure. We anticipate this project will be done around mid/late May.
6. **MPO.** Jim Bender attended the Interstate Council meeting of the Metropolitan Planning Organization and they announced they plan to update the Long Range Transportation plan as well as Bob Gordon is leaving his post as director June 10th.

PUBLIC WORKS

PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	194	194
	North Potomac Deck	376	372
	Downtown Parking Lots	378	378
Number of Patrons Using Decks	A & E Deck	2,302	1,948
	North Potomac Deck	2,223	1,610
Sales of Discount Coupons		1,100	0
Number of Citations Issued	(Includes Warnings)	252	171
Number of Late Payment Notifications		39	19
Number of Cars Booted		6	0

CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	0	1
Fire	3	3
Light	5	0
Parks & Engineering	1	4
Police	9	4
Public Works	3	8
Water	3	2
Wastewater	3	0
Weekly Totals	27	22

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.

Market House Makeover: Several staff members have been painting the interior of the Market House. Work is almost complete with an intended finish date of March 29th. Work includes the patching of walls, caulking and new trim work to complete the makeover. Please see for yourself the new look of the space while shopping at the Market.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

1. **Problem Areas.** Recent call-outs included:
 - Thur. 3/14 - Various locations- (reconnections for non-payment). Time Out: 16.0-16.5
 - Fri. 3/15 - Various locations- (reconnections for non-payment). Time Out: 17.1-17.7
 - Sun. 3/17 - 1131 Sherman Avenue- total outage; lineman changed connectors to correct problem and restore power. Time Out: 19.5-20.2
 - Tues. 3/19 - 246 Mealey Pkwy- tree on line; large tree branch had fallen onto power lines. Tree limb removed from service wires to correct problem. Time Out: 20.8-21.7

2. **Distribution** Recent activity included:
 - Metering Staff received four high bill complaints this week. Upon testing meters were found to have met all Public Service Commission requirements.
 - Line crews continue annual feeder inspections for Wesel 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 of Hagerstown.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
17	9	0	0

3. **Engineering** Staff worked on the following projects:
 - The Engineering Staff reviewed and designed multiple electric service plans throughout the City.

- Engineering Staff continues to edit our electric model in GIS, entering the latest data to ensure reliability of our system.
 - The Engineering Staff has multiple proximity voltage detectors on loan for testing. HLD line crews will be evaluating these units and selecting the "best fit" to replace older ones.
4. **Administration:**
- Staff compiled information to complete PSC case 9505(g) discovery for the Office of People's Counsel.
 - Staff completed the annual FERC 1 report for the MD PSC.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, March 13, 2013	6.78	0.00
Thursday, March 14, 2013	6.54	0.00
Friday, March 15, 2013	6.57	0.00
Saturday, March 16, 2013	6.26	0.02
Sunday, March 17, 2013	6.37	0.00
Monday, March 18, 2013	6.57	0.24
Tuesday, March 19, 2013	6.69	0.00
Weekly Average/Total	6.54	0.26
Monthly Average/Total	6.59	1.20

Projects

- OCC was in the plant to complete the wiring of the ENR Filter Drains Pumping Station into the SCADA, They will return to complete the SCADA programming at a later date.

Miscellaneous

- Maintenance pulled Nitrified Recycle Pump # 3 motor for inspection of the pump bearings.
- AR&E was in to align ASPS RAS # 3 and pull new wires to the motor.
- Maintenance installed a new peristaltic hose in the Magox Pump.
- Maintenance assisted ABB with calibration of the flow chart, Effluent Flow meter, O2 Injection Flow meter, Filter Feed Flow meter, and Excess flow meter.
- Maintenance assisted OCC with the upgrade of the ENR Filter Drains pump station for tie-in to SCADA.
- DAF taken out of service for routine maintenance.

Wastewater Collection

SSSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	4, 5, 6, 7	1,265	724	35
Flushing	11	9,787		
Point Repairs		# of Repairs	Reason	L.F. of Repairs
Main Line Only	9	1	Broken Pipe	12
Main & Lateral	6	1	Roots, intruding cut in	25
Manholes	10	1	Raised man hole	

Collection System Maintenance Task

- Repaired jack stand and brake cable on construction trailer.
- Located buried manhole on Pangborn Boulevard between manholes 05009 and 05010 buried about 9" will raise at later date.
- Installed inside drop in manhole 09012.
- Cleaned 1515 Dual Highway church lateral and lateral at 406 Brookline.
- Inspected in district 5, two laterals in district 7 and one in district 6.
- New contactor and reinstalled transformer (#2) at station 26, will keep new transformer on shelf.
- Reset breaker at station 8 (new breakers on order).
- Exercised emergency generators, down loaded Newgate flow data.
- Repaired muffin monster at station 8 (used gear reducer from station 7).
- Making new float control pole for station 4.
- Reset grinder pump at 1539 Kensington.
- Checked grinder pump for water depth in Smithburg (watched it thru a cycle and was fine but may need cleaned if alarm continues).
- Bio-Bags throughout infrastructure to control FOG.

Administration

Wastewater Division – Customer Call Log Summary 2013							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	1	0	0	0	0	0	1
YTD	16	8	2	1	1	8	36

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

Engineering

- Staff attended a development review meeting at the County Planning Office.
- Staff met with the City Attorney regarding the sewer main conflicts on the Robinwood Corridor II project.
- Staff met with a representative of Frederick, Seibert and Associates regarding the low pressure sewer connection for Ewing Oil.
- Staff met with a contractor to discuss a sewer service replacement on the Dual Highway.

Wastewater Laboratory

- We tested our Lachat BD 40 digester unit we received back from being repaired by HACH. We will return the loaner to our representative.
- Process and regulatory testing was routine for the week.

WATER DIVISION

Plant Flows - System Demand (MGD)

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
3/14/13	11.82		11.82
3/15/13	11.64		11.64
3/16/13	11.46		11.46
3/17/13	11.70		11.70
3/18/13	11.82		11.82
3/19/13	11.85		11.85
3/20/13	11.81		11.81
Average			11.73

Water Production at R C Willson

- Operations

- Completing routine PMs.
- New hires preparing for certification test.

- Maintenance

- R C Willson – Performing routine PMs.
- R C Willson – Repaired water leak at operator's table.
- R C Willson – Working on pump station water softener.

- Instrumentation

- R C Willson – installation of new in-line pH probe.
- Pump Stations – upgrading motor center Pump Station #3

Water Production at Breichner

- The Edgemont Reservoir is currently at -3.25'; the bypass and hydrant are 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 have been working on Sunset Ave. replacing meter tiles and are installing a new hydrant on Wakefield Rd.

Laboratory

- The annual renewal notice of potable water testing certification was received from the MDE. As soon as the results are received from our annual proficiency testing the renewal paperwork will be sent in.
- A complaint was investigated on Portsmouth Drive. The resident said she smelled a sulfur odor. On investigation, no sulfurous odor was detected, just a slight odor of chlorine. She was not present, but her husband was. He has never noticed a sulfur odor. We did an odor test and found nothing and the results of other testing showed it to be typical City water.
- We received notice that a small spill of diesel fuel was released into the Potomac supply far upstream of the plant. Although the spill is not predicted to pose a threat to the supply at the Willson plant, the raw water is being monitored for a fuel odor and activated carbon has been turned on to the treatment process to make sure.
- Process and regulatory testing on the Potomac supply was routine.

Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Site Plan		1
Replat		1
Final Plat		1
Building Permit	23	1

- Staff attended a development review meeting at the County Planning Office.
- Staff met with the City Attorney regarding the water main conflicts on the Robinwood Corridor II project.

- Staff attended the Mayor and City Council Meeting for the Willson Water Treatment Plant Phase IV improvements project.

Respectfully submitted,



Bruce Zimmerman
City Administrator