

City of Hagerstown, Maryland Status & Information Report No. 33 for 2013

September 6, 2013

To Mayor Gysberts and Members of the City Council:

UPCOMING MEETINGS

SEPTEMBER 2013						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 HOLIDAY CITY OFFICES CLOSED	3 4pm Work Session	4	5	6 4pm Executive Session	7
8	9	10 4pm Work Session	11	12	13	14 12pm/Noon ColorSplash5K @ Fairgrounds Park
15	16	17 4pm Work Session	18	19	20	21
22	23	24 7pm Regular Session	25	26	27 Thunder in the Square	28 2pm Faire off the Square @ City Center
29	30					

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

1. **Grand Opening/Anniversaries:**

- Please mark your calendars now for a 35th Anniversary Celebration for World Treasures Thrift Shop at 22 West Franklin Street in City Center. The event will be Tuesday, September 10th at 2 PM. The manager is Linda Horst. Please come celebrate the longevity of this City Center business.
- A Grand Opening and Ribbon Cutting for Weyira Olive Oil & Vinegar Tasting Gallery located at 1555 Potomac Avenue (Longmeadow Shopping Center) is slated for September 18 at 4:30 PM. We will officially welcome this business and owner Sihin Tsegaye to Hagerstown.

2. **Events:**

- Wind Down Fridays are continuing each week at the Maryland Theatre.
- Hagerstown's City Center Zumba Fitness Party will be held on Friday, September 13 from 5:30 PM to 7:30 PM in the Elizabeth Hager Center Lot. Advance Tickets are \$10 Adult/\$5 children and at the door tickets are \$13 Adult/\$5 children. Instructors include Anita Binder, Kelsey Barnhart, Nichole Tarkanick, Rocco Lujan, Chanda Thompson, Rene Garcia Kesecker, Britt Gulley and Diana Reyes. Contact Anita Binder for Advance Tickets at 301-393-0884. Proceeds benefit the Community Free Clinic. Sponsors are the City of Hagerstown, The Downtown Alliance, The Gourmet Goat and Joseph L. Jefferson.

- The Historic Heights Neighborhood 1st Group is planning a Porchfest for Saturday, September 14, 2013 from 2:00 PM to 6:00 PM. The event brings together neighborhood organizations and residents and, simultaneously, will showcase the recently completed streetscape project and the historic architecture.
 - Reunion and Remembrance: Hagerstown Remembers Her Civil War Veterans will be held at Rose Hill Cemetery on September 21. This is part of the 150th Civil War Commemoration Events. The event will take place at two locations in the cemetery. The following items will be done during the ceremony; rededication of Washington Confederate Cemetery; unveiling of the renovated grave marker of Jacob Wheaton - the first African-American to vote in Maryland after the Civil War; rededication of the Reno Post #4 G.A.R. Memorial and dedication of a new memorial to Lyon Post #31 - an African-American post. The Rohersville Band and the Ebenezer Church Choir will provide music. Kelly Wright, the weekend anchor of the Fox News Channel, will be the Master of Ceremonies.
 - The City is again partnering with the Alsatia Club for Thunder in the Square. This event will occur on Friday, September 27 at 5 PM in City Center. Live in front of the Maryland Theatre are the Cruisers and in City Center will be the Hub City Lindy Hop and The Hagerstown Municipal Band Big Band.
 - Faire off the Square will be held on Saturday, September 28 from 9:00 AM to 2:00 PM in the Elizabeth Hager Center. The nonprofit that the Downtown Alliance is working with this month is the Alsatia Club.
 - Staff are working with the Downtown Alliance to roll out jazz nights in City Center at the end of September and beginning of October.
3. **City Farmers Market:** This week we celebrate Grandparent's Day at Market. Grandmas & Grandpas can enter for a chance to win a bag full of Market goodies. It is free to enter and must be present to win. The winner announced at 11 AM.
4. **This Week's Headlines and Media Releases:**
- Mayor & Council Recognizes Highlight Hagerstown Award Winners
 - E-casts:
 - Expand Your Business: City Assistance Available
 - A Special Invitation to an Anniversary Celebration for World Treasures Thrift Shop
5. **Channel 25:**
- Watch the City Newsroom at the top of every hour. This week's news stories include:
 - Dairy Manufacturing Returns to Former Unilever Plant
 - City of Hagerstown Assists in Duvinage Business Expansion
 - Pooch Plunge at Potterfield Pool
 - Color Splash 5K Promotion
 - Washington County Museum of Fine Arts Profile
 - In Production:
 - Dog Park Educational Video
 - Bicycle Safety Video

Websites:

- *City Website:*
 - Website analytics for www.hagerstownmd.org for the week of August 29-September 4:
 - Web traffic was average for the week with about 5,500 people viewing more than 14,000 pages on the City website.
 - Top Content:
 - Home page 4,862 visits (+2%)
 - Jobs page 800 visits (no change)
 - Calendar 344 visits (-34%)

PLANNING & CODE ADMINISTRATION DIVISION

1. **New Businesses:**

- 47 East Franklin Street – Ericka Osorio t/a La Bodega – international market/commercial grocery store.
- 227 Summer Street – DC Drywall – home work station for a drywall sub-contractor’s office.
- 339 West Antietam Street – Coin-Op Warehouse, LLC – warehouse and distribution facility for used coin-operated equipment.

2. **New Development Cases:**

- 701 Northern Avenue – Northern Middle School – parking lot addition for 27 spaces.

3. **Planning Commission:** The Planning Commission will review the following cases on September 11:

- 216 North Cleveland Avenue – Alley Quitclaim.
- 21 Willard Street – Washington County Senior Center - Site Plan for Storm Water Management

4. **Historic District Commission:** The HDC has the following cases for review on its September 12 agenda:

- 83 West Washington Street – Columbia Bank – ATM sign.
- 34 West Franklin Street – Wilson Forte, LLP – replace T-111 siding on mansard with slate-like shingles.
- 15 West Washington Street – Fat Cats Deli – projecting sign.
- One North Potomac Street – Bikle’s Snow, Skate & Surf – sign.

5. **Weekly Activity Report:** August 26-30, 2013

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	11	Residential -	6	Commercial -	3	Other -	2	17
Electrical	20	Residential -	15	Commercial -	3	Other -	2	20
Plumbing	8	Residential -	7	Commercial -	1	Other -	0	8
Mechanical	10	Residential -	7	Commercial -	3	Other -	0	10
Engineering Dept.	15							16
TOTAL	64		35		10		4	72
<u>Est. Value of Issued Building Permit Projects:</u>					<u>Fiscal Year Totals:</u>			
Residential	\$ 987,200.00				\$ 2,861,623.00			
Commercial	\$ 83,591.00				\$ 632,143.00			
Apartment	\$ 2,000.00				\$ 30,500.00			
Sign	\$ 673.00				\$ 40,753.00			
TOTAL	\$ 1,073,464.00				\$ 3,565,019.00			

Construct four single family homes in Colligate Acres - \$600,000
 Construct single family home at 340 Willowbrook Way - \$150,000

RENTAL LICENSES FOR PROGRAM YEAR EFFECTIVE JULY 1, 2013

<u>NUMBER</u>	<u>FACILITIES</u>	<u>UNITS</u>
Registrations Received	25	51
New Applications Issued	6	8
Total Registered	2873	7926
Percentage of total invoiced	89.2%	91.3%

Notes: The 2013-2014 rental license renewals for 8678 units in 3220 facilities were printed and mailed on May 1, 2013. The second "Past Due" notice was mailed on August 5 to those still outstanding. This included a \$50 per facility late fee.

PAYMENT

Total Payments Received	\$ 2,550
Adjustments	\$ 550

INSPECTIONS

<u>TYPE</u>	<u>NUMBER CONDUCTED</u>
Building	58
Electrical	42
Plumbing	20
Mechanical	6
Safety	58
Neighborhood Vitality	116
Quality of Life	14
Preventive Maintenance	34
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

- BROADBAND IMPACT STUDY PRESENTATION:** Andrew Cohill, President of Design Nine, Inc. presented the results of the Broadband Impact Study commissioned by Washington County and developed with the input from several local stakeholders.
- TIME AND ATTENDANCE SOFTWARE PROJECT:** The committee reviewing these proposals has limited the list to two vendors, and references are being received on them. We still expect to have a recommendation to Mayor and Council for selection of the vendor in September.

3. **HOSTING CITY OF LANCASTER, PA STAFF FOR MUNIS SHOW-AND-TELL:** City staff will meet with representatives of the City of Lancaster to review our MUNIS financial operations as they evaluate the upgrade to the municipal financial system. The discussions will be on Wednesday, September 11 here at City Hall.
4. **AUGUST, 2013 MONTH-END STATS FOR SUPPORT SERVICES:** A spreadsheet is attached for a breakdown of call volume.
5. **TAX COLLECTIONS FOR FY14**
COLLECTIONS FROM JULY 1, 2013 THROUGH AUGUST 31, 2013:
\$12,171,154.90 (\$10,934,686.27 THROUGH SAME PERIOD IN FY13)

COLLECTION PERCENTAGE OF TOTAL RECEIVABLE:
60.49% (54.36% THROUGH SAME PERIOD IN FY13)

UTILITIES RECEIVABLES AS OF 9/1/2013:

WATER/WASTEWATER

TOTAL RECEIVABLE:	\$2,261,353.51
TOTAL >120+:	\$ 242,845.77 (10% OR 1% BELOW GOAL OF 9%)
TOTAL >61 – 120:	\$ 126,765.55 (5.2% OR 3.2% ABOVE GOAL OF 8%)
TOTAL DECREASE IN >61+RECEIVABLE SINCE 4/1:	\$231,870.31

ELECTRIC

TOTAL RECEIVABLE:	\$2,561,242.11
TOTAL >120+:	\$ 57,715.56 (1.7% OR 0.1% ABOVE GOAL OF 1.8%)
TOTAL >61 – 120:	\$ 75,372.93 (2.2% OR 1.8% ABOVE GOAL OF 4%)
TOTAL DECREASE IN >61+ RECEIVABLE SINCE 4/1:	\$ 569,577.36

PARKS & ENGINEERING

1. **Parks “Level of Service”** The Trust for Public Land compiled an interesting study on the “level of service” of parks in major cities. Using their criteria, we computed where the City of Hagerstown ranks in each category:
 - Acres of park land per 1000 residents (287/40,000) = 7.2 (*this is slightly higher than average for intermediate density city*)
 - Acres of park land as a % of city area (287/7757) = 3.7% (*this is low for intermediate density city*)
 - Playgrounds per 10,000 residents (16/4) = 4.0 (*this is higher than average; median is 2.2*)
 - Total spending on Parks/Rec per resident (\$3,315,019/40,000) = \$82.9 (*this is exactly the median, operation is slightly less; capital slightly more*)
 - Employees per 10000 residents (20/4) = 5.0 (*this is slightly lower than median of 5.2*)
 - Ball Diamonds per 10,000 residents (14/4) = 3.5 (*this is higher than average, no median given*)
 - Basketball Hoops per 100,000 residents (14/4) = 3.5 (*this is low, no median given*)
 - Off-Leash dog parks per 100,000 residents (1/.4) = 2.5 (*this is higher than average, no median given*)
 - Skateboard parks per 100,000 residents (0/.4) = 0
 - Swimming pools per 100,000 residents (1/.4) = 2.5 (*this is low, no median given*)

2. **Trash Truck** Rodney Tissue did a "ride-along" Wednesday with Waste Management trash crew as they collected in downtown. Their perspective was helpful and we found several properties hauling in trash from out of town as well as several properties who just throw the trash "loose" onto sidewalks with no bags or can containers.
3. **The Greens Golf Course** We are partnering with two groups (Make a Difference Breast Cancer Screening Program and Rally for the Cure) to host a four-man scramble golf tournament on October 18th. Maintenance includes installing concrete curb for traffic islands in the parking lot with plans to landscape in the near future. The parking lot will be paved next week.
4. **Arts in the Park** City Park hosted a musical duo on September 1st in the Band Shell as part of the 2013 Arts in the Park series. The next event is scheduled for September 15th, featuring the Grace Academy Children's Theater.
5. **Mills Park Trail** We started Phase II Trail, digging out and adding stone to prepare for blacktopping the walkways.

POLICE DEPARTMENT

1. **STATS:**

Calls for Service:	1,781	Field Interviews:	29
Arrests/Warrants Served:	27	Moving Violations:	47
Domestic Violence Calls:	23	Parking Violations:	4
DUI Arrests:	1	Safety Repair Orders:	5
Reports Filed:	183	Warnings:	82

2. **REPORTS**

- **08/30/13**: Officer Filges responded to Randolph Avenue for a report of damage to a motor vehicle. The owner of the vehicle stated he heard something being thrown onto the sidewalk in front of his residence. Later he walked outside and discovered his side mirror was on the sidewalk. Wires were exposed and it appeared that someone had just ripped the mirror from the side of the vehicle. There are no suspects at this time.
- **09/03/13**: Hagerstown Police Department responded to the Denny's Restaurant on Dual Highway for a report of an armed robbery. The manager was walking across the parking lot to a nearby bank to make a deposit when two men with guns stopped her and took the money and a cell phone. The men then fled on foot through the parking lot toward Edgewood Drive. A K-9 unit was called to the scene, but the dog was unable to locate the robbers. No one was injured in the incident. Detective Ackerman is handling the case.
- **09/02/13**: Officer Bobetich was dispatched to West Side Avenue for a burglary report. The officer spoke with the person that was watching the residence while the owner was out of town. The officer then spoke with the owner via the telephone and she provided information as to the location of certain items. It was determined that those items were missing from the residence. There are no suspects at this time.

3. **OTHER NEWS/INFORMATION**

- **Congratulations**: Lt. Paul Kifer and Lt. Tom Langston were promoted to Captain. The swearing-in ceremony took place on Thursday, September 5, 2013 in the Council Chambers. Captain Kifer has 21 years of service with the Hagerstown Police Department and has been assigned to the Special Services Bureau. Captain Langston has served at the Hagerstown Police Department for 11 years and has been assigned to the Operations Bureau. Family, friends and many fellow officers attended the ceremony. We wish them well as they continue their police career at HPD.

PUBLIC WORKS

PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	176	176
	University District Deck	370	309
	Downtown Parking Lots	375	375
Number of Patrons Using Decks	A & E Deck	1,653	1,986
	University District Deck	1,529	2,137
Sales of Discount Coupons		0	0
Number of Citations Issued	(Includes Warnings)	139	152
Number of Late Payment Notifications		NA	33
Number of Cars Booted		0	0

CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	0	1
Fire	3	0
Human Resources	0	0
Light	2	0
Parks & Engineering	1	0
Police	8	12
Public Works	3	11
Wastewater	1	1
Water	3	8
Weekly Totals	21	33

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.

¹AFTER-HOURS CALL OUT DATA

	Issues for July	August 2013	July 2013
Street Issue	Debris in street; tree fell into street	2	2
Parking System		0	0
Traffic Signal	Intersections on flash	2	4
Traffic Signs		0	1
Building Maintenance	Market House A/C failure	1	3
Fleet Maintenance	City Light truck no start on job site	1	2
Weather Related		0	0
Property Issues		0	0
Total		6	12

¹After-hours call out data includes contact with Public Works typically by Washington County Emergency Management. The issues can vary from debris in the street (tree or tree limbs, glass, etc.), traffic signal operations (signal goes into flash operation), traffic signs (call outs are usually only for STOP or YIELD signs), parking system issues (gates at either deck malfunction, equipment malfunctions, etc) to fleet maintenance issues. The call outs reported here involve a supervisor being contacted about an issue after normal working hours. Field personnel may or may not be contacted depending upon the issue.

STREET SWEEPING DATA

Month	Number of Miles of Streets Swept
January	402
February	806
March	762
April	1,111
May	999
June	814
July	1,004
August	896

Public Works typically operates two street sweepers everyday from Monday through Friday. Sweepers do not run on city designated holidays, heavy rain days, severe inclement weather (heavy rain, snow, etc.) or when temperatures are much below 32° F. Many streets in the core of the downtown are permanently posted for weekly cleaning. Streets outside of these areas are manually posted by staff on a regular basis.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

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

 - Thur. 8/29 - Various locations- (reconnections for non-payment). Time Out: 16.0-16.6
 - Fri. 8/30 - Various locations- (reconnections for non-payment). Time Out: 16.0-17.1
 - Sat. 8/31 - 913 Guilford Avenue (rear) - no power; Lineman found that service had been removed by Light Department and customer was advised to contact owner of property to resolve issue. Time Out: 18.0-18.5
 - Mon. 9/2 - 1390 Marshall Street- pole damaged; pole was found to belong to Verizon Phone Company and they were notified for repairs. Time Out: 8.4-9.1
 - Tues. 9/3 - Various locations- (reconnections for non-payment). Time Out: 16.0-16.4
- Distribution** Recent activity included:

 - Metering Staff received no high bill complaints this week.
 - 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.
 - In coordination with the HLD Engineering staff, the Line crews are continuing the removal of unneeded overhead wires, hardware, and equipment as part of our effort to maintain and improve our facilities. This project will simplify inspection, repair and restoration of service to our valued customers.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
9	0	3	0

- Engineering** Staff worked on the following projects:

 - Engineering staff reviewed and completed multiple permits and electrical service upgrades on HLD's system.

- Staff continues to process orders for Arc Resistant clothing for employees that are required to wear AR/FR clothing each day while performing electrical duties at HLD.
- The Staff Engineer reviewed hardware items necessary for use on HLD's electric infrastructure.
- The Staff Engineer supported construction operations at the CSX rail yard for HLD's upgrade of facilities in conjunction with Verizon and CSX.
- Engineering staff has been working diligently to replace sections of sidewalk around HLD poles. By doing this work in-house, we are able to perform this task more efficiently than having it out-sourced.

4. **Administration:**

- Staff is working with the Public Service Commission through approvals for revisions to the electric service tariff. These revisions will allow for the billing software to impose late payment fees on customer bills.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, August 28, 2013	5.45	0.22
Thursday, August 29, 2013	5.29	0.00
Friday, August 30, 2013	5.22	0.00
Saturday, August 31, 2013	4.91	0.02
Sunday, September 1, 2013	5.00	0.08
Monday, September 2, 2013	5.51	0.20
Tuesday, September 3, 2013	5.26	0.00
Weekly - Avg. Flow / Total Rainfall	5.23	0.52
Monthly – Avg. Flow /Total Rainfall Aug.	5.44	2.51
Monthly – Avg. Flow / Total Rainfall Sept.	5.26	.28

Miscellaneous

- Maintenance continued work on replacing the plant video DVR system including the installation of seven additional cameras. Also installed HDMI cable to big screen.
- No major projects this week

Wastewater Collection

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
Flushing	21	2955		
CCTV	8	1414	552	48
Point Repairs		# of Repairs	Reason	L.F. of Repairs
Lateral Only	16	1	Roots	8

Collection System Maintenance Task

- Installed Bio-Bags throughout infrastructure to control FOG.
- CCTV 307 Radcliff service connection for construction crew.
- Cleaned pump control pressure tube at 1529 Kensington Drive.

- Replaced check valve and pump core 11319 Eastwood Drive.
- Replaced pump core at 1642 Woodlands.
- Rebuilding E-One low pressure pumps to put back into service.
- Downloaded Newgate flow data.
- Replaced both generator batteries at station 7.
- Adjusted pump-off float at station 11 and lag/high level at station 15.
- Delivered Unit 528 to maintenance garage for tires.
- Inspected pump stations for bee's and weeds.
- Blockages at 1004/1004.5 Salem Ave and 24 Randolph Ave CCTV service connection; no issues found on public sewer.

Administration

Wastewater Division – Customer Call Log Summary 2013							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	2	2	1	0	0	0	5
YTD	55	45	10	7	8	47	172

* 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 continued working with the City Permits staff on streamlining the water permits process.
- Staff met with the Utilities Director to discuss a commercial allocation issue.
- Staff met with a consultant representative for final approval of a commercial addition site plan.

Wastewater Laboratory

- A sample collected over the weekend from PS# 17 showed results higher than normal for solids. There was also a heavy mat on top of wet well. Normal industrial sampling was also performed on the Review and Herald's discharge.
- Process and regulatory testing was routine for the week.

WATER DIVISION

Plant Flows - System Demand (MGD)

Date	<u>Willson</u>	<u>Breichner</u>	Total
08/28/13	12.99		12.99
08/29/13	12.19		12.19
08/30/13	12.21		12.21
08/31/13	11.56		11.56
09/01/13	11.33		11.33
09/02/13	12.02		12.02
09/03/13	11.99		11.99
Average			12.05

Water Production at RC Willson

- *Operations*

- Completing routine PMs.

- *Maintenance*

- R C Willson – Performing routine PMs.
- R C Willson – Assisted in repairing of the lime feeder.

- *Instrumentation*

- R C Willson – Repaired the lime feeder.
- Pump Stations – Completed new communications at Orchard Hills and Mack Tanks.

Water Production at Breichner

- The Edgemont Reservoir is currently at -8.0'; the bypass and the hydrant are closed.

Water Distribution

- Distribution crews are working throughout the system performing customer service as needed and are working on meter exchanges throughout the system. We are checking streets that are on the overlay list and are upgrading services as needed. Hydrant flushing is going well and we are making repairs as needed.

Laboratory

- Monthly THMs were collected.
- Two lines were tested. Wisteria Way and College Rd. were okayed for service.
- Process and regulatory testing was routine for the week.

Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Site Plan	1	1
Grading Plan		1
Building Permit	10	

- Staff attended a development review meeting at the County Planning Office.
- Staff met with the Utility Director to discuss a commercial allocation issue.
- Staff continued to work with City Permits staff on streamlining the water permits approval process .
- Staff met with a consultant's representative for final approval of a commercial addition site plan.
- Staff attended a Willson Phase IV construction project progress meeting.

Respectfully submitted,



Bruce Zimmerman
City Administrator

Call Volume Stats from Information Technology & Support Services:

DATE	CUSTOMER SERVICE QUEUE						TAX QUEUE						TOTALS FOR BOTH QUEUES					
	Total Calls Offered	Total Calls Answered	Avg. Answered per Day	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Total Calls Offered	Total Calls Answered	Avg. Answered per Day	Avg. Call Duration	% Calls Answered	Avg. Hold Time	Total Calls Offered	Total Calls Answered	Avg. Answered per Day	Avg. Call Duration	% Calls Answered	Avg. Hold Time
JANUARY	3520	2339	117	125	67	362	641	553	28	103	87	68	4161	2892	145	114	77	215
FEBRUARY	4755	2774	139	110	59	476	660	577	29	101	88	93	5415	3351	168	106	74	285
MARCH	4583	2755	138	125	61	407	721	622	31	110	88	68	5304	3377	161	118	75	238
APRIL	7241	2827	141	121	39	833	630	531	27	103	86	103	7871	3358	153	112	63	468
MAY	7690	3508	175	132	46	704	611	531	27	91	87	114	8301	4039	176	112	67	409
JUNE	7862	4010	200	162	51	595	670	509	25	104	76	199	8532	4519	226	133	64	397
JULY	7720	6176	309	136	80	184	1047	942	47	85	91	77	8767	7118	309	111	86	131
AUGUST	7599	5775	263	162	76	240	645	590	27	84	92	84	8244	6365	277	123	84	162
SEPTEMBER																		
OCTOBER																		
NOVEMBER																		
DECEMBER																		
TOTALS	50970	30164		134	60	475	5625	4355		98	87	101	56595	35019		116	73	288
AVERAGE	6371	3770					703	607					7074	4377				