

City of Hagerstown, Maryland

Status & Information Report No. 37 for 2013

October 4, 2013

To Mayor Gysberts and Members of the City Council:

UPCOMING MEETINGS

OCTOBER 2013						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 3pm Executive Session 4pm Work Session	2	3	4	5 8:45-10:15am Ride the Hub City Bike Loop
6	7	8 4pm Work Session	9	10	11	12 1-4pm Harvest Hoedown @ Fairgrounds Park 7am-2pm Community Yard Sale @ Fairgrounds Park
13	14	15 4pm Work Session	16	17	18 11:30am-5:30pm Par Fore Pink Golf Tourney @ Hagerstown Greens at Hamilton Run	19 8:45-10:15 am Ride the Hub City Bike Loop
20	21	22 7pm Regular Session	23	24	25 City Center Ghost Tours	26 5pm Spooky Sprint @ Fairgrounds Park 6pm Mummers Parade
27	28	29	30	31		

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION
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1. **Grand Opening/Anniversaries**
 - The City hosted a Grand Opening and Ribbon Cutting for Juwuane & JR's Café at 116 West Franklin Street on Tuesday, October 1.
 - Please mark your calendar now for a Grand Opening and Ribbon Cutting for Bikle's Snow, Skate & Surf on Friday, October 11 at 4 PM. Owner is Ryan Daughtridge.
 - The Alice Virginia and David W. Fletcher Branch of the Washington County Free Library will host a Grand Opening and Ribbon Cutting on Saturday, October 5, 2013 at 1:00 PM. City staff has helped logistically with this event, and the City of Hagerstown is helping to sponsor.

2. Events

- Thunder in the Square was held on September 27. Approximately 417 cars registered (not including motorcycles and tractors). We had an estimated 3,000 to 4,000 visitors in City Center that evening. This is a partnership between the Alsatia Club, the City of Hagerstown and the Hagerstown-Washington County CVB.
- Community Yard Sale at Fairgrounds Park Stables
October 12, 7:00 AM - 2:00 PM. - Use Cannon Avenue entrance
Over 70 stalls full of possibilities for finding your next treasure! Call 301.739.8577, ext. 169 for more information.
- Harvest Hoedown at Fairgrounds Park
October 12, 1:00 PM - 4:00 PM at Cleveland Ave. ½ mile north of Dual Hwy.
The first 1000 children ages 12 and under receive a free apple and pumpkin. This event features scarecrow making (sponsored by the Community Free Clinic), pumpkin painting, balloon giveaways, hay rides, Antique Tractor Club barrel rides, Petting Zoo, Cake Walk by Sunlight 4-H, City Farmers Market vendors, face painting and many more fun Fall activities. Entertainment is provided by the Country Showcase of America Jamboree, local dance, cheerleading, majorette and karate groups. Sponsors of the event include: City of Hagerstown, Antietam Cable Television & Disney Jr., the Maryland Apple Promotion Board, Columbia Bank – Hagerstown Trust Division and Pediatric Dental Center of Frederick.
- City Center Ghost Tours
October 25, beginning at 7:00 PM at Hagerstown's City Center
By wagon or on foot, visit and hear about some of downtown's most haunted sites. Reservations and admission for both walking tours and hay ride tours are required. Tours leave promptly from the Potomac Walk outside of Bulls and Bears Restaurant. Light refreshments provided by Bulls and Bears.
Hayride Ghost Tour: 7:00 PM, 8:00 PM, and 9:00 PM
\$6 per seat, refreshments provided
Walking Tours: 7:00 PM and 8:00 PM
Adults: \$3 | Children 6-12: \$1 | Children 5 and under: Free | Goodies provided
- Greater Hagerstown Gallery & Arts Tour Fall 2013
October 26, 10:00 AM - 5:00 PM
Self-guided tour of galleries, museums and more! Look for special features throughout the day. Location listings and maps will be available at sponsor and participant venues. Visit www.washingtoncountyyarts.com/special-events.html for more information.
- Spooky Sprint 2 Mile Run/Walk (Before Mummers Parade)
October 26, 5:00 PM - Starts at Fairgrounds Park
To register email jdick@washco-md.net. Sponsored by the Washington County Recreation Department, City of Hagerstown and The Alsatia Club.
- Alsatia Mummers Parade
October 26, 6:00 PM at Hagerstown's City Center
This traditional Autumn evening event features local floats, bands, costumed mummers and more! Contact the Alsatia Club at 301.739.2044 for more information.
- City Wide Trick-Or-Treat
Thursday, October 31 from 6:00 PM - 8:00 PM throughout the City of Hagerstown
Welcome kids in costume to your home by turning on your porch light!
- Please note the Community Affairs Office created and distributed flyers attached this week.

3. Programs:

- Sister City Partnership - Hagerstown, Indiana
City Staff assisted in putting together an itinerary and hosting representatives from Hagerstown, Indiana. Staff also prepared material to help solidify the Sister City partnership that officially began on Tuesday, October 1, 2013.

- The Downtown Alliance is presenting City Jazz Nights, which kicked off on Saturday, September 28 in the Arts & Entertainment District. The Downtown Alliance is a group of business and property owners, residents, nonprofit organizations and houses of worship that work together to enhance City Center Hagerstown.

Performances include:

- The Howard Burns Trio at Bulls & Bears Sept. 28
- The K.B. Project at the Broad Axe Oct. 5
- Kerensa Gray Jazz Trio at the Gourmet Goat Oct. 12
- Tim Jenkins featuring Howard B. at 28 South Oct. 19

Each Saturday there will also be music in the square from 5:00 PM - 7:00 PM. The event is co-sponsored by the Hagerstown Arts and Entertainment District and supported by the City of Hagerstown.

4. **City Market:** The next event at the Historic City Farmers' Market will be Pumpkin Art Appreciation Day.

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

- City Hosts Spanish-American War Living History Program at Bloom Park
- Experience Hagerstown's Hauntings on City Center Ghost Tours
- Harvest Hoedown and Community Yard Sale on October 12
- Golf Tournament Benefits Local Breast Cancer Efforts
- City Jazz Nights Continue in October
- Traffic Advisory: Pavement Preservation Program
- Traffic Advisory: Library Grand Opening

6. **Channel 25:**

- Watch the City Newsroom at the top of every hour. This week's news stories include:
 - City of Hagerstown Gives Back During Day of Caring
 - Harvest Hoedown Commercial
 - City Center Ghost Tours Commercial
 - Spooky Sprint Commercial
 - HEAL's Color Splash 5K Wrap-Up
 - Dairy Manufacturing Returns to Former Unilever Plant
- In Production:
 - 140 South Potomac Street Revitalization
 - On the Record

7. **Websites:**

- **YouTube:**
 - New uploads to YouTube this week:
 - ▶ City of Hagerstown Gives Back During Day of Caring
 - ▶ 2013 Harvest Hoedown
 - ▶ October 1, 2013 Mayor & Council Work Session

- **City Website:**
 - Website analytics for www.hagerstownmd.org for the week of September 27 - October 3:
 - ▶ Web traffic was slightly higher for the week with over 6,600 people viewing more than 15,000 pages on the City website.
 - Top Content:
 - ▶ Home page 5,449 visits (+8%)
 - ▶ Jobs page 997 visits (+30%)*
 - ▶ Calendar 566 visits (+3%)

PLANNING & CODE ADMINISTRATION DIVISION

1. **New Development Cases:**
 - 212 All Star Court or Dual Highway – Younger Auto Group – site plan for parking lot addition.
2. **Planning Commission:** On September 25, the Planning Commission reviewed the following:
 - Northern Middle School – 701 Northern Avenue – Parking Addition, Site Plan.
 - Younger Auto Group – 212 All Star Court – Parking Area, Concept Plan for Storm Water Management.
 - 23 North Locust Street – Burkett’s Deli – Right-of-Way to Lot Recordation, Final Plat.
3. **Historic District Commission:** The HDC reviewed four cases on September 26:
 - 111 East North Avenue – Mary Hoffman – approved application for a wood privacy fence.
 - 111 West Washington Street – Charles Bailey, Attorney at Law – approved application for a two-sided, wood projecting sign.
 - 118 East North Avenue – Dolly A. Lane – approved application to replace an existing flat tar porch roof with a black rubber membrane roof.
 - 60 West Washington Street – University System of Maryland at Hagerstown – approved a revised application for barrel-style awnings.
 - The October 10 HDC has been canceled because no new cases were submitted before the deadline.
4. **Board of Zoning Appeals:** The BZA will hear one case at its October 16 hearing:
 - 501 East First Street – Four States Livestock Sales, c/o James F. Starliper – variance to allow construction of a roofed area over the livestock unloading area. Roofed area will extend to the property line along Oak Street.
5. **New Stormwater Ordinance Process:** The new State stormwater laws mandated an additional level of review at the local level which was incorporated into the City’s stormwater management ordinance. The Zoning Administrator and the Assistant City Engineer worked out a process that keeps our system as user friendly as possible by expediting review, automatically schedules the stormwater review for the next regular Planning Commission meeting, and charges no review fee. Recent activity processed by the Zoning Administrator shows that it is working, as follows:

<u>Applicant</u>	<u>Proposal</u>	<u>Date Submitted</u>	<u>PC Review</u>	<u>Time</u>
Washington County	Senior Center	September 3	September 11	6 business days
GTS Welco	Facility Expansion	September 19	September 25	4 business days
Younger Auto Group	Parking Lot	September 30	October 9	7 business days

Planning also permits the applicant to submit a site plan at the same time as the concept plan for all but the most complicated sites in order to begin routing, agency review and assignment of a Plan Review Committee meeting. This is permitted on an “at your own risk” basis, subject to any changes that may be required by the Planning Commission’s review of the concept plan.

6. Weekly Activity Report: September 23–27, 2013

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	4	Residential -	3	Commercial -	1	Other -	0	17
Electrical	10	Residential -	7	Commercial -	3	Other -	0	10
Plumbing	7	Residential -	4	Commercial -	3	Other -	0	8
Mechanical	8	Residential -	7	Commercial -	1	Other -	0	8
Engineering Dept.	16							17
TOTAL	45		21		8		0	60

<u>Est. Value of Issued Building Permit Projects:</u>		<u>Fiscal Year Totals:</u>	
Residential	\$ 204,476.00		\$ 3,537,471.00
Commercial	\$ 297,500.00		\$ 2,210,143.00
Apartment	\$ 1,900.00		\$ 33,900.00
Sign	\$ 2,000.00		\$ 97,253.00
TOTAL	\$ 1,102,612.00		\$ 5,878,767.00

Replace flat roof in entire building at 1304 Pennsylvania Avenue - \$250,000
 Structural repairs to portion of roof damaged by fire at 46 East North Avenue - \$150,000

RENTAL LICENSES FOR PROGRAM YEAR EFFECTIVE JULY 1, 2013		
<u>NUMBER</u>	<u>FACILITIES</u>	<u>UNITS</u>
Registrations Received	33	67
New Applications Issued	7	14
Total Registered (includes those added since 5/1/13)	2969	8285
Percentage of total invoiced that are registered	92.2%	95.5%

Notes: The 2013-2014 rental license renewals for 8,678 units in 3,220 facilities were printed and mailed on May 1, 2013. The final "Past Due" notice was mailed on Sept 9 to those still outstanding. This included a \$100 per facility late fee. Those who remain outstanding in early October will be subject to a \$500 fine.

PAYMENT

Total Payments Received	\$ 3,350
Adjustments	\$ 250

INSPECTIONS	
<u>TYPE</u>	<u>NUMBER CONDUCTED</u>
Building	36
Electrical	38
Plumbing	27
Mechanical	12
Safety	42
Neighborhood Vitality	126
Quality of Life	11
Preventive Maintenance	11
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. 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.
	<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. **TECHNOLOGY RECYCLING:** IT staff worked to send almost 50 separate obsolete and/or broken pieces of technology equipment to recycling. These pieces included items as small as keyboards to as large as our 1978 HP3000 line printer.
2. **UTILITY RELIEF:** Staff are finalizing a presentation to Mayor and Council regarding a Utility Relief Fair in early November to assist qualified City residents in payment of their electric/gas/oil utility bills. A committee is being formed of a cross section of our community, and modifications are being made to the selection process. This presentation will occur on October 15.
3. **MUNIS TRAINING:** IT staff provided aid to the Finance Department in coordinating and setting up training sessions with MUNIS implementation staff on Year-End processes and daily accounting operations.
4. **WIRELESS CITY CENTER:** The City has acquired six more wireless transmission units to place in City Center to expand our free wireless Internet signal for City residents/visitors. These units will be in place in the 100 block of South Potomac Street, the 100 block of West Washington Street, and the 100 block of Frederick Street over the next 2 months.
5. **TRI-COUNTY COUNCIL:** Attended the October meeting of the Tri-County Council where speakers from Garrett County and Maryland Broadband Cooperative presented progress made in the One Maryland Broadband initiative.
6. **UTILITY CUSTOMER SERVICE CALL STATISTICS:** An updated report is attached to the Weekly Status & Information Report for your information.

7. **TAX COLLECTIONS FOR FY14**
COLLECTIONS FROM JULY 1, 2013 THROUGH SEPTEMBER 30, 2013:
\$14,086,206.59 (\$14,119,726.30 THROUGH SAME PERIOD IN FY13)

COLLECTION PERCENTAGE OF TOTAL RECEIVABLE:
70.17% (70.49% THROUGH SAME PERIOD IN FY13)

8. **UTILITIES RECEIVABLES AS OF 10/1/2013:**

WATER / WASTEWATER:

TOTAL RECEIVABLE:	\$2,098,103.48
TOTAL >120+:	\$ 217,470.32 (10.4% OR 1.4% ABOVE GOAL OF 9%)
TOTAL >61 – 120:	\$ 125,898.90 (6.0% OR 2.0% BELOW GOAL OF 8%)
TOTAL DECREASE IN >61+RECEIVABLE SINCE 4/1:	\$ 258,112.41

ELECTRIC:

TOTAL RECEIVABLE:	\$1,764,959.28
TOTAL >120+:	\$ 47,420.22 (2.7% OR 0.9% ABOVE GOAL OF 1.8%)
TOTAL >61 – 120:	\$ 48,591.38 (2.8% OR 1.2% BELOW GOAL OF 4%)
TOTAL DECREASE IN >61+ RECEIVABLE SINCE 4/1:	\$ 520,939.57

PARKS & ENGINEERING

1. **Recreation Marketing.** Distributing information, flyers, and taking reservations for October 4th events.
 - Par Fore Pink - The Greens Hamilton Run Friday, October 18th
 - Pet Parade - Dog Park Fairgrounds,
 - City Park Ghost Tours - Hager House and City Park Walking Tours, with Historic City Park Neighborhoods First, October 18th, 19th, 25th & 26th

2. **Greens at Hamilton Run Golf Course Pro Shop Data**

<u>2013 – March 1st to Sept 4th</u>		<u>2012 – March 17th to Sept 4th</u>	
Food	\$5,477	Food	\$4,553 (Began 3/12)
Beer	\$4,162	Beer	\$0 (Began 9/17)
Merchandise	\$2,648	Merchandise	\$1,647

3. **Upcoming Events**

- Harvest Hoedown - Fairgrounds Park, Saturday October 12th 1:00 p.m. – 4:00 p.m.
- Community Yard Sale - Fairgrounds Park, Saturday October 12th 7:00 a.m. – 2:00 p.m.
Continue to take stall reservations, only 2 spots left.
- Band Shell, City Park - Saturday October 12th 7:00 p.m. – 8:00 p.m. "New Age Concert"

4. **Community Support**

- Planted two, 6' pink ribbons along the Dual Highway to promote Par Fore Cure.
- A total of 25 City staff/officials participated in Day of Caring.

5. **Engineering Division Items**

Traffic issues		
Description	Week of 9/30/13	Year-to-Date
Traffic complaints received	8	118
Work Orders completed	7	108
Traffic counts completed	3	20
Construction Projects		
Description	Week of 9/30/13	Year-to-Date
Projects advertised for bids	0	24
Projects under construction	7	13
Projects completed	4	8

POLICE DEPARTMENT

1. **STATS**

Calls for Service:	1,676	Field Interviews:	107
Arrests/Warrants Served:	26	Moving Violations:	60
Domestic Violence Calls:	28	Parking Violations:	6
DUI Arrests:	0	Safety Repair Orders:	22
Reports Filed:	190	Warnings:	87

2. **REPORTS**

- **09/30/13:** Officers with the Hagerstown Police Department responded to the 600 block of South Cannon Avenue in regards to an assault. Officers located the male victim with numerous injuries to his upper body. The male was assaulted by two unknown males in the wooded area this area. The suspects were not located and no further information is available at this time.
- **10/01/13:** Officer R. Dean responded to Antietam Street for a burglary in progress. When the officer arrived, two males were exiting the basement smelling of fuel oil. It was discovered the males had entered the basement through the basement door and cut the copper pipes. Both males were transported to the Washington County Detention Center, processed and charged.

3. **OTHER NEWS/INFORMATION**

- **Welcome Aboard:** Amanda Cline joined the Hagerstown Police Department on September 30, 2013. She has been assigned to Sgt. John Murray until completion of the Comparative Compliance Academy. She will be sworn in on Tuesday, October 8, in the Council Chambers at City Hall. She is a graduate of the Allegheny Police Academy and was previously employed with the Hanover Township Police Department. We wish her well as she continues her police career at HPD.
- **Comparative Compliance Program:** The Hagerstown Community College Police Academy is offering a Comparative Compliance Program. The Hagerstown Police Department enrolled five of their officers for the classes beginning Monday, September 30, 2013. Comparative compliance programs are abbreviated police training designed for previously certified police officers who have completed an acceptable entrance level academy in another state. The officers attending are Officer Ben Lapp, Officer Samantha Reese, Officer Kevin Rutkowski, Officer Michael Ault and Officer Amanda Cline. Graduation is scheduled for Friday, October 25. Best of luck to each of you.

PUBLIC WORKS

PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	153	178
	University District Deck	424	422
	Downtown Parking Lots	374	377
Number of Patrons Using Decks	A & E Deck	1,707	1,889
	University District Deck	2,091	2,085
Sales of Discount Coupons		20	0
Number of Citations Issued	(Includes Warnings)	183	131
Number of Late Payment Notifications		39	28
Number of Cars Booted		3	4

CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	1	2
Fire	2	0
Human Resources	0	0
Light	3	2
Parks & Engineering	2	2
Police	8	6
Public Works	6	5
Wastewater	0	1
Water	2	4
Weekly Totals	24	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.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

1. **Problem Areas.** Recent call-outs included:
 - Sat. 9/28 - Corner of, Virginia Avenue & Sunset Avenue- pole damaged; contractors hit underground street light circuit. Time Out: 8.8-9.0
 - 25 ½ West Franklin Street- total outage; customer’s main breaker had tripped. Time Out: 9.3-10.0
 - Mon. 9/30 - 26 South Mulberry Street- total outage; squirrel caused transformer fuse to operate. (1) 10T fuse was replaced to restore power. Time Out: 19.0-19.8

2. **Distribution** Recent activity included:
 - Metering Staff received no high bill complaints this week.
 - Line crews continue trimming trees in various residential locations to improve system reliability to all HLD customers.
 - 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
8	0	1	0

3. **Engineering** Staff worked on the following projects:
 - Engineering Staff reviewed and completed multiple permits, electrical service upgrades, and site plans on HLD’s system.
 - HLD took delivery of its Snook Substation Transformer #2 unit on Wednesday October 2 after its repair at the ABB South Boston, VA small power transformer manufacturing facility. The Substation Technician along with Harford Electrical Power Testing will perform commissioning tests on the unit Friday October 4th. The unit will then be energized and electrical load placed back on the unit Monday October 7th. Monitoring of the unit will continue, allowing HLD to evaluate the success of the repair actions.
4. **Administration:**
 - Staff participated in the United Way Day of Caring at 512 Ridge Avenue.
 - Several meter reading routes were balanced to improve the billing schedule. Some routes had 600+ meters to read, which may have taken a few days to complete, delaying the billing process.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, September 25, 2013	5.04	0.00
Thursday, September 26, 2013	4.93	0.00
Friday, September 27, 2013	4.84	0.00
Saturday, September 28, 2013	4.00	0.00
Sunday, September 29, 2013	4.88	0.00
Monday, September 30, 2013	4.93	0.00
Tuesday, October 1, 2013	4.91	0.00
Weekly - Avg. Flow / Total Rainfall	4.79	0.00
Monthly Sept – Avg. Flow /Total Rainfall	4.99	1.71
Monthly Oct- Avg. Flow / Total Rainfall	4.91	0.00

Miscellaneous

- CS Composites completed work on the FRP wraps for the 24" filter feed piping of the ENR filters
- Charlie Singer completed installation of the vent piping for the reject water from the ENR filters.
- Put the digital microscope in the plant mini lab into service.
- Took chemical feed pump for odor control scrubber to AR&E to be rebuilt. Scrubber may for down for 1-2 more weeks.

Wastewater Collection

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	4	427	0	0
Flushing	1, 21, 22	10,559		
Point Repairs		# of Repairs	Reason	L.F. of Repairs
Manholes	03,10,15,21,31	7	Structure Repair	

Collection System Maintenance Task

- Finished cleaning in District 21 and started in District 22.
- Blockage calls to 619 Franklin (found no issue), 12824 Cathedral (needs CCTV inspection, dumps in manhole and was partially clogged).
- Grinder Pump calls; 1511 Kensington (removed tube and found some grease but light was not on when we got there), repaired canister at 11237 Eastwood.
- Sent Unit 518 back to Rausch for PC problems with newly installed CCTV unit.
- Laid new 1 ½" conduit and pulled all new wires to new terminal box at station 21.
- Took Unit 528 to CMG to see if they could locate coolant leak.
- Flushed manhole 03160 in district 21, also washed down manhole 15124 to prep for epoxy.
- Washed down and epoxy coated bench in manhole 31004, had previous infiltration; coated to prevent future I & I issues.

- Crew coated manhole 15124 with two kits of Sel 80 Epoxy, completed all but the barrel.
- Found manhole 21020 buried under blacktop on Spruce St. Uncovered and installed riser and conversion lid.
- Crew completed barrel in manhole 15124 with Epoxy Teck.
- Opened manhole 21017 for flushing crew.
- Manhole 15104 was rattling, had to install new riser.
- Opened manhole 10021 which was on flushing crew's list; terminal manhole had debris in flow channel.
- Hauled one length of 6" ductile pipe to station # 8 for bypass installation.
- CCTV at 18645 Crestwood looking for a residents ring lost on 9/13.
- Downloaded flow meters and exercised generators.
- Installed Bio-Bags throughout infrastructure to control FOG.
- Chlorinated wet wells at PS 2, 15, 18 and 23.

Administration

Wastewater Division – Customer Call Log Summary 2013							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	3	3	3	1	0	2	12
YTD	61	49	16	9	8	55	198

* 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 City Permits staff to continue streamlining the water permits process.
- Staff met with a Collections Supervisor regarding the proposed State Highway Administration grout to be injected on Franklin Street.

Wastewater Laboratory

- New digester tubes were acquired and put in service on our Lachat digester. They are replacing worn out tubes that were showing wear.
- We've replaced the filters in our deionization unit and it's working as designed showing results within the normal range.
- Regulatory and process sampling and testing were routine for the week.

WATER DIVISION

Plant Flows - System Demand (MGD)

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
09/26/13	12.19		12.19
09/27/13	12.01		12.01
09/28/13	11.50		11.50
09/29/13	11.81		11.81
09/30/13	12.56		12.56
10/01/13	11.74		11.74
10/02/13	12.25		12.25
Average			12.00

Water Production at RC Willson

- Operations

- Completing routine PMs.
- Running Trac-Vacs

- Maintenance

- R C Willson – Performing routine PMs.
- R C Willson – Installed new North Flash Mixer.

- Instrumentation

- R C Willson – Installed new top of filter turbidimeter
- Pump Stations – Working on Station #6 new pump installation.
- Installed new emergency relays Station #3.

Water Production at Breichner

- The Edgemont Reservoir is currently at -10'; 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 started flow testing Franklin Street for overlay and have completed the intersection work at Johnson Drive & Ewell Drive and started replacing the main on Ewell Drive.

Laboratory

- We received results back from a contract lab for some non-regulatory THM testing. One of the results was unusually high. The lab was questioned and it was found that new equipment was installed, but they insisted the result was correct. We are splitting samples with another lab to determine if their result was accurate or we actually have a problem in our system.
- Three new lines on Morning Dew Drive, Helmsdale Place, and Roslin Place were tested and found suitable for service.
- Process and regulatory testing was routine for the week.
- Lab staff attended a Willson Phase IV progress meeting at the R C Willson WTP.

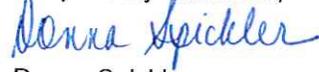
Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Site Plan	1	2
Preliminary Plat		1
Final Plat		1
Building Permit	10	

- Staff attended a development review meeting at the County Planning Office.
- Staff met with City Permits staff to continue streamlining of the water permits process.

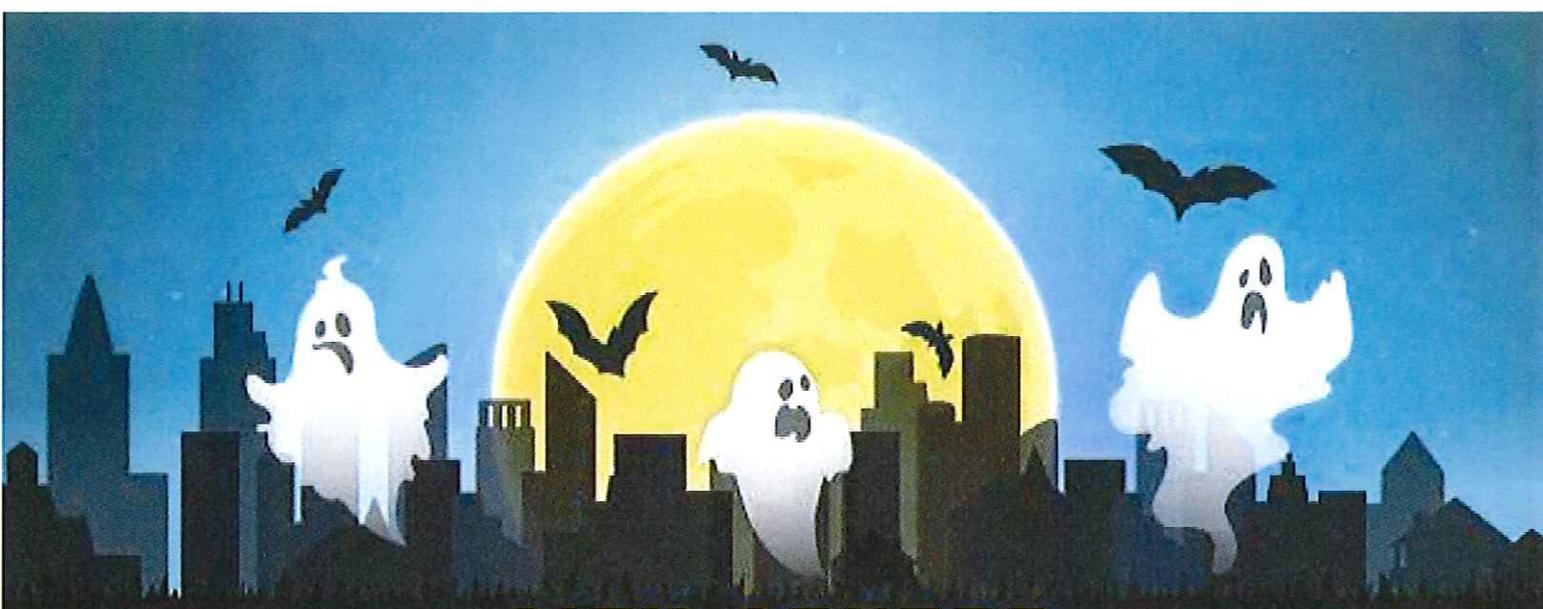
- Staff attended a Willson Phase IV progress meeting at the Willson Water Treatment Plant.
- Staff met with a consultant regarding a water service on Maugans Avenue.

Respectfully submitted,



Donna Spickler
City Clerk

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	333	630	531	27	103	86	103	7871	3353	153	112	63	463
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	289	123	84	162
SEPTEMBER	4551	3766	188	133	83	174	663	602	30	87	92	38	5214	4368	218	110	88	106
OCTOBER																		
NOVEMBER																		
DECEMBER																		
TOTALS	55521	33930		134	62	442	6288	5457		96	87	94	61809	39387		115	75	268
AVERAGE	6169	3770					699	606					6868	4376				



CITY CENTER

GHOST TOURS

October 25, beginning at 7 p.m. at Hagerstown's City Center

By wagon or on foot, visit and hear about some of Downtown's most haunted sites. Reservations and admission for both walking tours and hay ride tours are required. Tours leave promptly from the Potomac Walk outside of Bulls and Bears Restaurant. Light refreshments provided by Bulls and Bears. Register quickly—limited space on all tours.

HAYRIDE GHOST TOUR: 7 p.m., 8 p.m., and 9 p.m.
\$6 per seat, refreshments provided

WALKING TOURS: 7 p.m. and 8 p.m.
ADULTS: \$3 | **CHILDREN 6-12:** \$1 | **CHILDREN 5 AND UNDER:** Free
Goodies provided

CALL 301-739-8577 EXT. 416 OR 483 FOR RESERVATIONS OR SEND IN THE FORM BELOW.

REGISTRATION FORM Register for City Center Ghost Tours by filling out the form below and sending it to: Community Affairs Office/Ghost Tours, 14 North Potomac St., Suite 203, Hagerstown, MD 21742; e-mailing it to: ghosttours@hagerstownmd.org; or faxing it to: 301-797-6233. All fees must be paid for upon registration.

NAME ADDRESS

E-MAIL PHONE NUMBER

HAYRIDE GHOST TOUR 7 p.m. 8 p.m. 9 p.m. (please mark 1st, 2nd and 3rd choice)

NUMBER OF ADULTS AND CHILDREN IN PARTY (\$6 each)

WALKING TOUR 7 p.m. 8 p.m. (please mark 1st and 2nd choice)

NUMBER OF ADULTS IN PARTY (\$3 each) NUMBER OF CHILDREN IN PARTY (\$1 each)

PAYMENT OPTIONS Check/Enclosed (Make check payable to the City of Hagerstown) Credit Card (fill out form below)

NAME (as it appears on card) CREDIT CARD NUMBER EXP. DATE

VISA MASTERCARD DISCOVER VALIDATION # (last three digit # from back of card)

BILLING ADDRESS:

PHONE: CONTACT PERSON:



CELEBRATE FALL IN CITY CENTER OCTOBER 26

MORNING

CITY FARMERS' MARKET PUMPKIN ART APPRECIATION DAY

October 26, 5 a.m. to Noon at 25 West Church Street
First 150 children to Market, beginning at 8 a.m. will receive a free pumpkin. Other various pumpkin activities taking place on site. Pumpkins can be decorated in Market Alley. Trick-or-Treating from 9 a.m. to 11 a.m.
Call 301.739.8577 ext. 183 for more information.

GREATER HAGERSTOWN GALLERY & ARTS TOUR FALL 2013

October 26, 10 a.m. to 5 p.m.
Self-guided tour of galleries, museums and more! Look for special features throughout the day. Location listings and maps will be available at sponsor and participant venues. Visit www.washingtoncountyarts.com/special-events.html for more information.

EVENING

SPOOKY SPRINT 2 MILE RUN/WALK *(Before Mummers Parade)*

October 26, 5 p.m. — Starts at Fairgrounds Park
To register, email jdick@washco-md.net. Sponsored by the Washington County Recreation Department, City of Hagerstown and The Alsatia Club.

ALSATIA MUMMERS PARADE

October 26, 6 p.m. at Hagerstown's City Center
This traditional Autumn evening event features local floats, bands, costumed mummers and more! Contact the Alsatia Club at 301.739.2044 for more information.

A Great Place to...
Live, Work & Visit

