

# City of Hagerstown, Maryland Status & Information Report No. 42 for 2013

November 8, 2013

To Mayor Gysberts and Members of the City Council:

## UPCOMING MEETINGS

NOVEMBER 2013						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 4pm Work Session	6	7	8	9
10	11 <b>HOLIDAY</b> City Offices Closed	12 4pm Work Session	13	14	15	16
17	18	19 4pm Work Session	20	21	22	23
24	25	26 7pm Regular Session	27	28 <b>HOLIDAY</b> City Offices Closed	29 <b>HOLIDAY</b> City Offices Closed	30

## DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

### BUSINESS & COMMUNITY RELATIONS DIVISION

1. **Grand Opening/Anniversaries**
  - A Grand Opening/Ribbon Cutting was held for Hagerstown Party Rentals and Event Planning (Tisako Enterprise, LLC) located at 20 Public Square,
  - A dedication of the Maryland Theatre's Sound System was held this week at the Maryland Theatre.
  - A great event in Hagerstown's Arts and Entertainment District will occur at 3 PM on Tuesday, November 12, 2013. The City of Hagerstown is celebrating the Grand Opening /Ribbon Cutting of the Washington County Arts Council at 34 South Potomac Street and we are dedicating artist alley by unveiling our new signs.
  - Please mark calendar now for a Grand Opening/Ribbon Cutting for Pure Consignment located at 808 Frederick Street, Hagerstown, MD 21740. It will be held on November 15, 2013 at 4 p.m.
  
2. **Events**
  - **Hagerstown Gridiron Championship Classic**  
*November 8, at 7 PM | Mike Callas Stadium — North High*  
12th Annual Hagerstown Gridiron Championship Classic between the Rebels of South Hagerstown High School and the Hubs of North Hagerstown High School. At the end of the game, Mayor Gysberts will present the trophy to the winning team to be kept at their school throughout the year. MVP Scholarship sponsors are the Kiwanis Club and Bulldog Federal Credit Union. Admission: \$5.00 for Adults, \$2.00 for Students.

- **Holiday Faire Off The Square**  
*December 5, 4 PM to 7 PM | Elizabeth Hager Center Lot*  
Organized by the Downtown Alliance. Features an artisan and farmers market with some holiday crafts.
- **Tree Lighting in Public Square**  
*December 5, 5 PM to 6:30 PM | Public Square, City Center Hagerstown*  
Local school bands and singing groups begin the evening's activities which end with the arrival of Santa and the lighting of the Christmas Tree on the Square. Mayor David Gysberts will light the Christmas Tree with special guests.
- **Hollyfest**  
*December 5, 7 PM | Maryland Theatre*  
A free holiday event with entertainment by local children's groups. No tickets required. Hollyfest is sponsored by Columbia Bank, Hagerstown Trust Division and Antietam Cable Television/Disney and ESPN.
- **City Park Lighting**  
*December 6, 7 PM | City Park on Virginia Avenue*  
Take part in the merriment as the Christmas tree and decorations are illuminated on the lake and enjoy refreshments, music and activities at the Hager House, Washington County Museum of Fine Arts and the Mansion House Art Gallery. Hay rides will provide transportation around the park at no cost. Event sponsored by Columbia Bank, Hagerstown Trust Division. Reminder: Smoking in City Park is no longer permitted.
- **Hagerstown's Police Athletic League presents Reindeer Run & Walk**  
*December 21, Registration begins 7:45 PM | City Center*  
Come out for a winter run and walk to benefit the Police Athletic League. For information call 301.790.2085 or e-mail [hagerstownpal@yahoo.com](mailto:hagerstownpal@yahoo.com)
- **Holiday Tour of Houses of Worship**  
*December 26, 3 PM to 7 PM*  
Self-guided walking tour of historic houses of worship; brochures will be available at the Convention & Visitors Bureau prior to event, at the Washington County Historical Society night of event, and at each of the participating houses of worship. Tour runs from 3 -7 p.m., and includes 16 City houses of worship and two points of interest in seasonal decoration with historic and architectural interpretations, music and art. A bus will be available on a continuous loop through City Center with six stopping points for those who want to reduce their walking distance. The inclement weather date is December 27. For more information, please call 240.420.1740.
- **Donut Drop**  
*December 31, 7 PM | Public Square, City Center Hagerstown*  
What's NXT presents the Krumpe's New Year's Eve Donut Drop! Join us outside at Public Square in downtown Hagerstown for free coffee, free hot chocolate, free popcorn and of course, Krumpe's Donuts. Family festivities begin at 6 PM, donut drop begins at 6:59 PM. For more information visit [www.whatsnxt.com/2014DonutDrop](http://www.whatsnxt.com/2014DonutDrop)
- **Storybook Holiday 2013**  
*December 14*  
Presented by Frostburg Student Educator Association (FSEA) and the City of Hagerstown. This is a free holiday event with entertainment and activities. Call 240-527-2730 for more information.
- **Washington County Free Library — Storytelling: 12-1 PM**
- **Historic City Farmers' Market — Holiday Cookie Decorating: 8 AM to 12 PM**
- **Walker Academy/Children's Theater — Breakfast with Santa: 7:30- 9:30 AM**
- **Walker Academy/Children's Theater — A Glimpse of the Velveteen Rabbit: 11-11:30 AM**

- **University Plaza** — Elf Olympics: 12:30 -1:30 PM
  - **USMH** — Holiday Crafts and Face Painting: 10:30 AM to 1 PM
  - **University Plaza** — Parade & Caroling: 1:30- 2 PM
3. **Arts and Entertainment District**
- Hagerstown's Annual Report for the A&E District was finalized with State representatives this week.
  - The Hagerstown Arts and Entertainment Management Board is meeting in November and discussing safety in the district.
4. **City Market:**
- **Holiday Happenings at Historic City Farmers Market**  
*Every Saturday, 5 AM to 12 PM | 25 West Church Street*
  - **November 9 — Autumn Taste of the Market**  
Customers to enjoy a sampling of goods created by participating vendors. Activities run from 9-11 AM
  - **November 23 — Thanksgiving Basket Giveaway!**  
Enter for a chance to win. Drawing at 11 AM
  - **December 7 — Holiday Faire**  
Enjoy a variety of gift purchasing opportunities. Visit all of your favorite vendors and check out holiday-only vendors. Enjoy special giveaways.
  - **December 14 — Songs of the Season**  
Enjoy a day of holiday music while you shop around at the Farmers Market. First 75 customers to Market beginning at 9:00 AM will receive a free Market goodie!
  - **December 21 — Gifts For Our Customers**  
There will be an abundance of Holiday joy at the City Farmers Market. Santa will make a stop before he makes his trip around the world from 9-11 AM. Gifts for You Giveaway will take place beginning at 8 AM and occurring every half hour until closing.
5. **This Week's Headlines and Media Releases:**
- Councilmembers Participate in Veterans' Day Observances
  - Artist Alley Being Named in Arts & Entertainment District
  - Experience Christmas Through the Eyes of Hagerstown's Founder
  - Market Vendors Offer FREE Samples for Autumn Event
  - Listen Up! New Sound System Enhances Maryland Theatre Performances
  - Traffic Advisory: East Avenue
  - E-casts:
    - A Special Invitation for the Dedication of Artist Alley and the Grand Opening for Washington County Arts Council
6. **Channel 25:**
- Watch the City Newsroom at the top of every hour. This week's news stories include:
    - Howloween Dog Costume Parade
    - Gridiron Championship Promo
    - Washington County Free Library Grand Opening

- HCC Police Academy Inaugural Class - HPD Graduates
- City of Hagerstown Gives Back During Day of Caring
- In Production:
  - 140 South Potomac Street Revitalization
  - Small Business Saturday Promotion

7. **Websites:**

- **YouTube:**
  - New uploads to YouTube this week:
    - ▶ November 5 Mayor & Council Work Session
    - ▶ Hagerstown Gridiron Championship Classic Promo
- Top video views:
  - ▶ Washington County Free Library Grand Opening 389 views
  - ▶ Howloween Dog Costume Parade 199 views
  - ▶ Young Professionals Workforce Recruitment Video 76 views

**PLANNING & CODE ADMINISTRATION DIVISION**

1. **Zoning Certificates Issued:**

- 720 Cross Street – Dennis Smith, d/b/a Route 63 Service Center – automobile repair.

2. **New Development Cases:**

- 371 Dynasty Drive – Kiwanis Park – site plan for a parking lot.

3. **Historic District Commission:** On October 31 the HDC held a special meeting to consider cases that were supposed to be considered on October 24. Commission members took the following actions:

- 111 West Washington Street – Charles Bailey Attorney at Law, LLC – approved a revision to the type of bracket to be used for a previously approved projecting sign.
- 4 East Franklin Street – Yumminess Bakery & Café – approved a request for five awnings and a façade grant.
- 32 North Potomac Street – M & T Bank – approved an application for replacement of an existing chain link fence with 98 feet of decorative metal fencing and 34 feet of vinyl privacy fencing.
- 417 North Locust Street – Brian Farris – approved an application for enclosure of an existing covered deck.
- 13-15 South Potomac Street – Washington County Public Schools – approved a request to install a temporary plywood cover over the two storefronts; plywood will be painted with a mural designed by art students at the Barbara Ingram School for the Arts.
- On November 14, the HDC will consider the following applications:
  - 57 West Franklin Street – Sassan Shaool – replacement windows.
  - Rear, 49-53 West Washington Street – City of Hagerstown – demolition of rear addition.
  - 227 South Prospect Street – Denise Ringley – replacement windows.

- 122 North Potomac Street – Joseph Pepin/Department of Social Services – replacement windows/doors.

4. **Planning Commission:** The Planning Commission will review the following projects on November 13:
  - Bowman Hollyhock LLC and 2003 Salem Avenue LLC – Lots A & B – final plat.
  - Kiwanis Park (Parking Lot) – 371 Dynasty Drive – concept plan for storm water management.
  - National Golden Tissue – 700 Frederick Street – request for landscaping waivers.
  - Annual Shopping Center Report.
  - Update on Downtown Plan Project.
5. **Board of Zoning Appeals:** The November 20 BZA hearing was canceled because no appeals were filed by the October 30 deadline.
6. **Plan Review Committee:** Even more super-efficiency – The PRC process was established by the Zoning Administrator in 2003 to create predictability and efficiency in the site plan and subdivision review processes. With PRC meeting every two weeks, plans were allocated 19-33 days for initial agency reviews before meeting with applicants. Ever looking for ways to improve efficiency, beginning in 2014, the time deadlines for PRC reviews will be tightened up by a week. The new deadline for submissions will now be 12 days before the scheduled meeting, which will allow 12-26 days for agency review before meeting with applicants, depending on when in the two-week cycle the plan is submitted.
7. **Weekly Activity Report:** October 28 – November 1, 2013

<b>PERMITS</b>								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	9	Residential -	5	Commercial -	4	Other -	0	16
Electrical	17	Residential -	8	Commercial -	8	Other -	1	17
Plumbing	32	Residential -	27	Commercial -	4	Other -	1	32
Mechanical	5	Residential -	3	Commercial -	2	Other -	0	5
Engineering Dept.	15							15
<b>TOTAL</b>	<b>78</b>		<b>43</b>		<b>18</b>		<b>2</b>	<b>85</b>
<b>Est. Value of Issued Building Permit Projects:</b>					<b>Fiscal Year Totals:</b>			
Residential	\$ 1,167,575.00				\$ 5,348,353.00			
Commercial	\$ 58,750.00				\$ 2,805,283.00			
Apartment	\$ 0.00				\$ 69,400.00			
Sign	\$ 675.00				\$ 168,140.00			
<b>TOTAL</b>	<b>\$ 1,227,000.00</b>				<b>\$ 7,164,176.00</b>			
Construct 6 townhomes in Hager's Crossing - \$600,000								
<b>RENTAL LICENSES FOR PROGRAM YEAR EFFECTIVE JULY 1, 2013</b>								
<u>NUMBER</u>			<u>FACILITIES</u>			<u>UNITS</u>		
Registrations Received			5			11		
New Applications Issued			0			0		
Total Registered (includes those added since 5/1/13)			3074			8577		
Percentage of total invoiced that are registered			96.0%			98.3%		
<b>Notes:</b> The 2013-2014 rental license renewals for 8678 units in 3,220 facilities were printed and mailed on May 1, 2013. Recent review of the 100 or so outstanding applications show that at least 40% are in various stages of foreclosure. The remainder are being sent Notices of Violation and will be given until early Dec to register and pay a later fee or face a \$500 fine.								
<b>PAYMENT</b>								
Total Payments Received			\$ 550					
Adjustments			\$ 900					

<b>INSPECTIONS</b>	
<b>TYPE</b>	<b>NUMBER CONDUCTED</b>
Building	66
Electrical	33
Plumbing	34
Mechanical	15
Safety	43
Neighborhood Vitality	144
Quality of Life	10
Preventive Maintenance	25
Planning & Zoning	3
<b>INSPECTIONS KEY:</b>	
<b>Categories of Conditions</b>	
Safety	Conditions which are or reasonably present a hazard to occupant or public.
	<u>Example:</u> No smoke alarms, improper wiring, handrails
Neighborhood Vitality	Conditions which cause or tend to cause diminution to property
	<u>Example:</u> Weeds, trash, debris, junk vehicles, deterioration of a structure.
Quality of Life	Conditions which negatively impact occupants.
	<u>Example:</u> Damaged surfaces, damages elements, missing screens
Preventive Maintenance	Conditions which are technical violations and need addressed to prevent deterioration.
	<u>Example:</u> Mortar deterioration, clogged gutters, minor rotting wood
Planning & Zoning	Conditions which violate Land Management Code requirements (zoning, forest conservation, floodplain, historic district and other requirements) and progress inspections of development projects for site plan compliance.
	<u>Examples:</u> Uses not permitted in property's zone, construction of new facilities, follow up inspections on open violations.

**INFORMATION TECHNOLOGY & SUPPORT SERVICES**

1. **Time and Attendance Software Project:** Staff have been in contact with Intellitime Systems and will be having our first discovery meeting with them the week of November 11. Staff are working on completion of several documents detailing our current operation, as well as our technical needs related to remote connections and time clock integration
  
2. **Utility Relief Fund:** A Utility Relief Fair was held on October 30 and 31 at City Hall. The committee, made up of leaders from the faith-based and community assistance areas, interviewed over 70 applicants for funding. The committee met on November 4 and 5, and approved 52 requests for funding. The committee was able to deplete the remaining \$11,369.62 in the fund. Letters will be sent out to those approved and those rejected next week. Community Action Council will be sending the checks out to the utility providers within the next three weeks. A full report will be made to Mayor and Council in December, as well as recognizing the members of the group which did a tremendous job.
  
3. **October Support Services Statistics.** Attached to the Status & Information report, you will find a breakdown of October statistics for:
  - Electric Collections
  - Water/Wastewater Collections
  - Customer Service Call Volumes

## PARKS & ENGINEERING

1. **State Highway (SHA) Work** The State is planning a reported \$2,000,000 in improvements to Route 40 in the next 6 months. This is a three phased project and some of the work begins next week:
  - SHA plans to do a urethane injection into the failing areas of West Franklin Street next Wednesday and Thursday evening (November 13th and 14th). We'll be posting the 600 and 700 Blocks for "No Parking" on Tuesday. This is night-time work (9 p.m. – 6 a.m.) and will repair the chronic sinking problems in this area.
  - SHA plans to replace all the brick in the crosswalks with tinted concrete, similar to what they did at Franklin and Potomac. The locations are Washington/Walnut, Washington/Prospect, Washington/Cannon, and Franklin/Cannon. The one at Franklin/Walnut may also be done. The work will start next week and the removal of the bricks will be done at night (9PM to 6AM) and the new concrete poured (9 a.m.–3 p.m.) and plated during the day.
  - In April, the SHA will mill, pave and replace all the pavement markings on Route 40 reportedly from Eastern Boulevard to Nottingham Road.
  
2. **Speed Bumps in Rochester Alley** Based on a petition from adjoining landowners, we are installing 4-foot long plastic speed humps in the alley along The Plum restaurant. We expect them to be delivered later this week. This is being done to slow traffic in this narrow alley that also has a lot of pedestrian traffic.
  
3. **Hager House** Staff will begin preparations for opening the Hager House for the annual German Christmas program. The Hager House will be open the first two weekends of December on Fridays, Saturdays and Sundays (December 6<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup> and 15<sup>th</sup>). Tour hours: Fridays and Saturdays 10 a.m.–4 p.m.; Sundays Noon – 4 p.m. Admission to the German Christmas Celebration is \$3 for adults and children ages 12 years and up, \$2 for seniors and children ages 6–11 years, free for children aged 5 years or younger. There will be a special preview on Friday, December 6<sup>th</sup> - tour admission is not required but donations will be encouraged!
  
4. **Pangborn Park** We are in the process of removing shingles from the skate shack and will replace with a new roof.
  
5. **Winterizing** Winterizing our facilities is complete except for City Park and Fairgrounds Park; we plan to winterize both of these parks after Thanksgiving.
  
6. **Engineering Division Items**

Traffic issues		
Description	Week of 11/3/13	Year-to-Date
Traffic complaints received	8	141
Work Orders completed	7	125
Traffic counts completed	1	23
Construction Projects		
Description	Week of 11/3/13	Year-to-Date
Projects advertised for bids	1	25
Projects under construction	6	15
Projects completed	0	10

## POLICE DEPARTMENT

### 1. STATS

Calls for Service:	1,589	Field Interviews:	66
Arrests/Warrants Served:	16	Moving Violations:	57
Domestic Violence Calls:	19	Parking Violations:	17
DUI Arrests:	2	Safety Repair Orders:	21
Reports Filed:	151	Warnings:	73

### 2. REPORTS

- **10/31/13:** Officers were dispatched to the 300 block Dual Highway for a pedestrian struck by an automobile. The investigation revealed that a 29 year old male was attempting to cross the Dual Highway on foot and was subsequently struck by an SUV which was traveling west bound on the Dual Highway. The pedestrian suffered serious injuries and was transported to Meritus Medical Center. The pedestrian was admitted to the hospital in stable condition. No charges have been filed at the time. The investigation is continuing.
  
- **11/01/13:** Officer Bobetich responded to AC&T on Burhans Boulevard for a theft report. The manager of the store stated someone stole money from the car wash machine. He advised the suspect was able to steal \$360 in quarters from the coin machine. This incident was captured on camera and the suspect is a black male, 30-40 years old, short hair, dark complexion. He was wearing white pants, white shirt, tan jacket with brown collar and what appeared to be a brown fur hat. No further information is available at this time.
  
- **11/05/13:** Officer Molineaux responded to North Cannon Avenue for a reported theft. The victim stated someone had taken his cement mixer that was chained. The chain appeared to have been taken off with an unknown cutting tool. The mixer is blue and green in color and had the initials CEB written on the mixer. There are no potential suspects at this time.

### 3. OTHER NEWS/INFORMATION

- **Congratulations:** Amber Blackmire, Ryan Nelson, Scott St. Clair and Sean Vanderwall accepted final offers of employment with the Hagerstown Police Department. They will be assigned to various positions, on a rotational basis, throughout the agency until their appointment to the Hagerstown Community College Police Academy in January. Their first day at HPD will be Monday, November 18. We wish them well as they start their police career.

## PUBLIC WORKS

### PARKING SYSTEM DATA

		Current Week	Previous Week
<b>Number of Permit Holders</b>	A & E Deck	161	160
	University District Deck	421	421
	Downtown Parking Lots	370	380
<b>Number of Patrons Using Decks</b>	A & E Deck	1,713	1,948
	University District Deck	1,890	2,090
<b>Sales of Discount Coupons</b>		0	0
<b>Number of Citations Issued</b>	(Includes Warnings)	172	217
<b>Number of Late Payment Notifications</b>		31	31
<b>Number of Cars Booted</b>		1	0

## CENTRAL MAINTENANCE GARAGE REPAIR DATA

	<b>Current Week</b>	<b>Previous Week</b>
DCED	0	0
Fire	3	1
Human Resources	0	0
Light	2	1
Parks & Engineering	0	1
Police	9	2
Public Works	7	9
Wastewater	1	3
Water	3	1
<b>Weekly Totals</b>	<b>25</b>	<b>18</b>

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.

## <sup>1</sup>AFTER-HOURS CALL OUT DATA

	<b>Issues for October</b>	<b>Oct. 2013</b>	<b>Sept 2013</b>
<b>Street Issue</b>	Storm drain, debris in street	4	1
<b>Parking System</b>	A&E Deck call button malfunction	1	
<b>Traffic Signal</b>			
<b>Traffic Signs</b>	Barricades & signs stolen then found	1	1
<b>Building Maintenance</b>	Market clerestory windows leaking	1	1
<b>Fleet Maintenance</b>			
<b>Weather Related</b>	Memorial Blvd. flooding	2	
<b>Property Issues</b>			1
<b>Total</b>		<b>9</b>	<b>4</b>

<sup>1</sup>After-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

<b>Month</b>	<b>Number of Miles of Streets Swept</b>
January	402
February	806
March	762
April	1,111
May	999
June	814
July	1,004
August	896
September	736
October	838

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

1. **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.
- Staff assisted water division with the post holes for an entrance sign at the Hellane Tank.
- 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
11	0	2	1

2. **Engineering** Staff worked on the following projects:

- Engineering staff reviewed and completed multiple permits, electrical service upgrades, and site plans on HLD's system.
- Altec was on site to measure each line crew member for new safety climbing belts. These new belts will provide better support when crews are climbing poles to make repairs to the electric system. This in turn will reduce the opportunity for sprains and strains to the back and legs during climbing work.
- The Engineering and Distribution staff worked to remove a voltage regulator from Mitchell Substation and replace with a spare unit. The removed unit requires repair.
- Engineering staff met with residents of Laurel Street and Fry Avenue to obtain rights-of-way for the installation of underground street light facilities. The design and coordination of the installation was also completed.
- The Staff Engineer reviewed OSHA training offered to HLD line crews. This 30 hour course would be beneficial to each line crew member at HLD as it prepares them for work hazards in a disaster site area such as after a severe weather event. Extra training, in conjunction FEMA, is also available and would be beneficial as well.

3. **Administration:**

- Staff reviewed the streetlight lamp disposal practices of the HLD. A change in disposal companies will result in a large cost savings to our recycling account.

**WASTEWATER DIVISION**

**Wastewater Treatment Plant at Frederick Street**

Date	Flow (mgd)	Rainfall (inches)
Wednesday, Oct. 30, 2013	5.89	0.00
Thursday, Oct. 31, 2013	5.70	0.00
Friday, Nov. 1, 2013	6.12	0.41
Saturday, Nov. 2, 2013	5.71	0.00
Sunday, Nov. 3, 2013	5.95	0.00
Monday, Nov. 4, 2013	5.72	0.00
Tuesday, Nov. 5, 2013	5.61	0.00
Weekly - Avg. Flow / Total Rainfall	5.81	0.41
Monthly Oct. Avg. Flow /Total Rainfall	6.86	6.43
Monthly Nov. Avg. Flow /Total Rainfall	5.82	0.41

**Miscellaneous**

- No major projects this week.

**Wastewater Collection**

**SSES Weekly Progress**

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	1, 17	949	227	10
Flushing	9, 22	11,084		
<b>Point Repairs</b>		<b># of Repairs</b>	<b>Reason</b>	<b>L.F. of Repairs</b>
Lateral Only	8	1	Broken Pipe	7.7

**Collection System Maintenance Task**

- Cleaning in district 22.
- Jetted from manhole 09003 to 09063 to remove blockage.
- Started station generator check list (Fuel, Oil & water level, Amps, volts, transfer switch).
- Picked up Generator alternator for station 4 plus four grinder pump capacitors.

**Administration**

Wastewater Division – Customer Call Log Summary 2013							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	0	0	0	0	0	2	2
YTD	65	55	20	9	8	60	217

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

**Engineering**

- Staff met with City Permits staff to continue streamlining the sewer permits approval process.
- Staff is assisting in the preparation of the Request for Proposal for the Wastewater Treatment Plant sludge handling process upgrade and improvements project.

### Wastewater Laboratory

- The lab continues to perform testing on the Synagro filter press process in an effort to find a method of reducing phosphate levels returned to the plant in the filtrate.
- With routine and regulatory testing the lab collected, tested, and processed well over 2,000 analyses for the month of October. 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>
10/31/13	11.54		11.54
11/01/13	11.47		11.47
11/02/13	11.11		11.11
11/03/13	11.65		11.65
11/04/13	11.58		11.58
11/05/13	11.54		11.54
11/06/13	11.45		11.45
Average			11.47

### Water Production at RC Willson

#### - *Operations*

- Changing light bulbs
- Facility upkeep

#### - *Maintenance*

- R C Willson – Repack low service pumps.
- R C Willson – Installed new north 1<sup>st</sup> stage flocculator motor.

#### - *Instrumentation*

- R C Willson – Installed new 1<sup>st</sup> and 3rd stage flocculator motor.
- R C Willson – Worked with Glesner on CL2 evacuation alarm.
- R C Willson – Replaced lighting in carbon and potassium areas.

### Water Production at Breichner

- The Edgemont Reservoir is currently at -5'; 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 have installed 1,100' of new 8" water main on Ewell Drive and Buford Drive and are continuing to work on Buford Drive. Hydrant flushing continues and we are winterizing our facilities throughout the system. We also repaired a leak on Nottingham Road and one at Halfway Manor.

### Laboratory

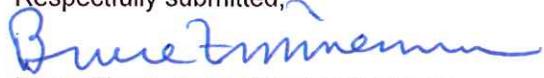
- Materials were received for the UCMR 3 and quarterly THM HAA testing.
- Process and regulatory testing was routine for the week.

### Engineering

Reviews:                      City                      County  
Building Permit                      5

- Staff met with City Permits staff to continue streamlining the water permits approval process.
- Staff attended a progress meeting for the Willson Phase IV plant improvements project.

Respectfully submitted,

  
Bruce Zimmerman, City Administrator

**Electric Collections**

	Current	% of Total	1-30	% of Total	31-60	% of Total	61-120	% of Total	120+	% of Total	Total
4/1/2013	\$ 1,909,219.54	59.5%	\$ 816,067.36	25.4%	\$ 250,983.97	7.8%	\$ 155,702.81	4.9%	\$ 77,363.59	2.4%	\$ 3,209,337.27
4/30/2013	\$ 1,163,024.52	53.9%	\$ 590,450.99	27.4%	\$ 245,133.25	11.4%	\$ 107,607.58	5.0%	\$ 49,694.90	2.3%	\$ 2,155,911.24
5/31/2013	\$ 1,029,753.20	55.9%	\$ 491,119.68	26.6%	\$ 173,306.23	9.4%	\$ 108,098.18	5.9%	\$ 40,624.61	2.2%	\$ 1,842,901.90
6/30/2013	\$ 1,251,007.78	58.7%	\$ 438,380.91	20.6%	\$ 267,427.00	12.6%	\$ 135,657.06	6.4%	\$ 37,270.09	1.7%	\$ 2,129,742.84
7/31/2013	\$ 1,975,633.78	58.3%	\$ 393,122.44	11.6%	\$ 148,607.65	4.4%	\$ 132,722.73	3.9%	\$ 56,087.55	1.7%	\$ 3,390,854.26
8/31/2013	\$ 1,640,385.51	64.0%	\$ 657,711.31	25.7%	\$ 130,056.70	5.1%	\$ 75,372.93	2.9%	\$ 57,715.56	2.3%	\$ 2,561,242.11
9/30/2013	\$ 985,781.12	55.9%	\$ 440,536.98	13.0%	\$ 242,629.58	13.7%	\$ 48,591.38	2.8%	\$ 47,420.22	2.7%	\$ 1,764,959.28
10/15/2013	\$ 866,307.88	55.7%	\$ 490,330.39	31.5%	\$ 109,193.68	7.0%	\$ 54,240.00	3.5%	\$ 34,232.28	2.2%	\$ 1,554,304.23
10/31/2013	\$ 1,011,519.30	59.3%	\$ 395,137.32	23.2%	\$ 206,501.30	12.1%	\$ 62,975.04	3.7%	\$ 30,139.86	1.8%	\$ 1,706,272.82

% Decrease from 4/1/13      -4.3%      1.2%      0.6%

+/- GOAL FOR CURRENT MONTH      6.1%      -0.3%      0.0%

From April 1      \$ 897,700.24      \$ 420,930.04      \$ 44,482.67      \$ 92,727.77      \$ 47,223.73      \$ 1,503,064.45

Current - 30 past	<b>\$605,364.21</b>
>31 past	DECREASE IN DELINQUENCY SINCE APRIL 1

**Water/Wastewater Collections**

	Current	% of Total	1-30	% of Total	31-60	% of Total	61-120	% of Total	120+	% of Total	Total
8/30/2012	\$ 1,197,749.44	54.0%	\$ 370,279.81	16.7%	\$ 297,385.52	13.4%	\$ 125,134.51	5.6%	\$ 227,996.29	10.3%	\$ 2,218,545.57
9/30/2012	\$ 2,040,199.69	61.4%	\$ 572,588.86	17.2%	\$ 181,619.80	5.5%	\$ 272,209.80	8.2%	\$ 253,613.65	7.6%	\$ 3,320,231.80
12/31/2012	\$ 1,878,956.08	60.7%	\$ 246,851.33	8.0%	\$ 246,805.76	8.0%	\$ 389,072.23	12.6%	\$ 335,477.37	10.8%	\$ 3,097,162.77
3/31/2013	\$ 1,859,551.05	59.8%	\$ 512,072.83	16.5%	\$ 137,111.62	4.4%	\$ 255,710.53	8.2%	\$ 345,771.10	11.1%	\$ 3,110,217.13
4/30/2013	\$ 678,210.67	33.0%	\$ 700,884.58	34.1%	\$ 135,864.26	6.6%	\$ 205,707.83	10.0%	\$ 334,253.72	16.3%	\$ 2,054,921.06
5/31/2013	\$ 996,633.88	53.1%	\$ 334,615.19	17.8%	\$ 184,789.17	9.8%	\$ 74,390.71	4.0%	\$ 288,105.67	15.3%	\$ 1,878,594.62
6/30/2013	\$ 1,492,170.43	59.0%	\$ 516,795.47	20.4%	\$ 154,783.76	6.1%	\$ 121,797.14	4.8%	\$ 241,756.16	9.6%	\$ 2,527,302.96
7/31/2013	\$ 1,449,337.96	59.5%	\$ 483,745.76	19.9%	\$ 166,907.51	6.9%	\$ 115,168.75	4.7%	\$ 219,543.95	9.0%	\$ 2,434,703.93
8/31/2013	\$ 1,404,059.90	62.1%	\$ 279,656.87	12.4%	\$ 208,207.42	9.2%	\$ 126,765.55	5.6%	\$ 242,845.77	10.7%	\$ 2,261,595.51
9/30/2013	\$ 1,119,213.53	53.3%	\$ 531,272.16	25.3%	\$ 104,248.57	5.0%	\$ 125,898.90	6.0%	\$ 217,470.32	10.4%	\$ 2,098,103.48
10/15/2013	\$ 1,498,574.30	61.7%	\$ 501,471.26	20.7%	\$ 142,510.04	5.9%	\$ 72,869.37	3.0%	\$ 212,547.45	10.1%	\$ 2,427,972.42
10/31/2013	\$ 549,255.65	33.6%	\$ 697,398.65	42.6%	\$ 111,506.26	6.8%	\$ 67,631.14	4.1%	\$ 211,119.03	12.9%	\$ 1,656,910.73

DECREASE FROM 1/1/13 -2.4%

0.7%

+/- GOAL FOR CURRENT MONTH 1.8%

3.9%

9.6%

-3.9%

**Customer Service Call Volumes**

DATE	CUSTOMER SERVICE QUEUE							TAX QUEUE						
	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		
FEBRUARY	4755	2774	139	110	59	476	660	577	29	101	88	93		
MARCH	4583	2755	138	125	61	407	721	622	31	110	88	68		
APRIL	7241	2827	141	121	39	833	630	531	27	103	86	103		
MAY	7690	3508	175	132	46	704	611	531	27	91	87	114		
JUNE	7862	4010	200	162	51	595	670	509	25	104	76	199		
JULY	7720	6176	309	136	80	184	1047	942	47	85	91	77		
AUGUST	7599	5775	263	162	76	240	645	590	27	84	92	84		
SEPTEMBER	4551	3766	188	133	83	174	663	602	30	87	92	38		
OCTOBER	4673	3580	179	137	77	238	577	526	30	105	92	38		
NOVEMBER														
DECEMBER														
<b>TOTALS</b>	<b>60194</b>	<b>37510</b>		<b>134</b>	<b>64</b>	<b>421</b>	<b>6865</b>	<b>5983</b>		<b>97</b>	<b>88</b>	<b>88</b>		
<b>AVERAGE</b>	<b>6019</b>	<b>3751</b>					<b>687</b>	<b>598</b>						