



City of Hagerstown, Maryland Status & Information Report No. 2 for 2012

January 13, 2012

To Mayor Bruchey and Members of the City Council:

UPCOMING MEETINGS

JANUARY 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 No M&C Meeting	4	5	6	7
8	9	10 4pm Work Session	11	12	13	14
15	16 HOLIDAY City Offices Closed	17 4pm Work Session	18	19	20	21
22	23	24 7pm Regular Session	25	26	27	28
29	30	31				

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

EVENTS

- Grand Opening: Staff are organizing a grand opening for Full Circle V-Twin at 901 Pope Avenue. The event will be held on Tuesday, January 31, 2012 at 10:30 a.m. Full Circle V-Twin is a professional motorcycle service, repair, restoration, machine and fabrication shop located in Hagerstown, Maryland.
- Western Maryland Blues Fest: Staff are working on finalizing the national acts for the Western Maryland Blues Fest. Acts will be announced the first of February.
- March Events: The Cabin Fever Blues Bash is being planned for March 1; a new Bridal March Event by the Downtown Alliance will be held on March 4 and the St. Patrick's Day Run will be March 17th. More details to follow.
- Fireworks at Fairgrounds Park: An RFP went out this week for the Fireworks at Fairgrounds Park Event. The term of contract will be for the next three years.

ARTS AND ENTERTAINMENT DISTRICT

- **Shepherd University:** Staff met with representatives from Shepherd University. They are interested in holding a large art exhibition in Hagerstown in April. Staff will be working out the details of the event.

VOLUNTEERS

- Staff coordinated with Volunteer Washington County to raise awareness of the first countywide MLK Day of Service/Evening of Celebration on January 16th. Washington County will be joining communities across the country in honoring Dr. King's legacy by connecting those interested in serving with those in need of assistance. Dr. King once said, "Life's most persistent and urgent question is: 'What are you doing for others?'" County residents can answer that question by volunteering with area nonprofit organizations and governmental agencies on MLK Day. To volunteer on MLK Day, visit the Volunteer Washington County website at www.volunteerwashingtoncountymd.org and click on the large, blue button that says, "I WANT TO VOLUNTEER." Complete the form and indicate you want to volunteer on MLK Day, January 16th. Help make Martin Luther King, Jr. Holiday a day on, not a day off.
- Staff are working on a presentation to Mayor and City Council on February 7 outlining the City's Volunteer Program.

FUNDRAISING

- The event fundraising campaigns will be kicking off in January. Fundraising packets for the large events and small programs are being finalized and will soon be available for companies to review.

CITY MARKET

- Staff will be attending the January Washington County Association of Museums & Historic Sites meeting; this will be very beneficial as a new tie-in to events and the City Farmers' Market.
- January 21st – Soup's On (Vendor Contest) – Customers judge which vendor has the best soup.

HAGERSTOWN CITY NEWS

- Watch the latest newsroom stories on air at the top of every hour on Hub City on 6 and online at www.hagerstownmd.org/citynewsroom.asp
- Latest Advisories and Releases are available online at www.hagerstownmd.org/Shared/cityNews.asp
- A listing of the latest events is available online at www.hagerstownmd.org/shared/calendarOfevents.asp
- City of Hagerstown job opportunities are posted online at www.hagerstownmd.org/Shared/JobOpenings.asp
- Subscribe to **City e-Newsletter** on city homepage.
- WE NOW HAVE 760 "LIKES" ON FACEBOOK!!!

Some of this Week's Headlines and Media Releases:

- Trash & Recycling - MLK Holiday Advisory
- Traffic Advisory Revised - East Baltimore Street
- Coming Soon: More Recreation Activities in Hagerstown!
- Public Works Dept. to Collect Christmas Trees
- Recycling and Trash Collection Changes Coming
- Neighbors Helping Neighbors: Snow Angels Program

Hub City on 6 (Channel 6)

- *Valor in the Streets: The Battle of Hagerstown* is scheduled to air Sundays and Wednesdays at 7:00 p.m.

- Watch in the City Newsroom at the top of every hour. This week's news stories include
 - Hagerstown's Reasons to Recycle
 - Neighbors Helping Neighbors: Snow Angels Program
 - Washington County Library: From Before to After
 - Recycling & Trash Collection Changes
 - Recycling & Trash Collection PSA
 - Recycling & Trash Collection Zones
- Currently in production:
 - January Fire Safety
 - "Bumps" for Western Maryland 211 & Washington County Emergency Notification System
 - Progress at the new Antietam Fire Co.

PLANNING & CODE ADMINISTRATION DIVISION

Zoning Certificates Issued For New Businesses:

- 702 North Mulberry Street - Passion4Media - home work station for online sales of books, DVDs, and VHS videos

New Development Cases:

- 2004 Florida Avenue, LLC - 1050 Florida Avenue - site plan for a 3,500 square-foot building addition

Planning Commission: The Planning Commission will review the following matters at a workshop meeting on January 11:

- Charley's (Former Corsi's Pizza) - 991 Maryland Avenue - approved staff-approved site plan for establishment of a Chinese restaurant
- Multi-Family Development Design Standards - discussion of proposed text amendments
- Land Management Code Amendments - concluded review of Article 5 of the proposed Land Management Code revisions.

Code Administration Weekly Activity Report: January 2 – 6, 2012

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	3	Residential -	1	Commercial -	1	Other -	1	6
Electrical	14	Residential -	8	Commercial -	5	Other -	1	14
Plumbing	4	Residential -	0	Commercial -	0	Other -	0	4
Mechanical	6	Residential -	3	Commercial -	3	Other -	0	6
Engineering Dept.	2							2
TOTAL	29		12		9		2	32

Estimated Value of Weekly Issued Building Permit Projects:		Fiscal Year-To-Date Totals:
Residential	\$ 195,000.00	\$ 4,126,510.00
Commercial	\$ 312,000.00	\$ 12,991,122.00
Apartment	\$ 34,500.00	\$ 171,171.00
Sign	\$ 0.00	\$ 302,851.00
TOTAL	\$ 541,500.00	\$ 17,511,654.00

Building permit(s) of interest issued this week:

Two single family dwellings for Greenwich Park - \$195,000
Renovations of Columbia Bank at 1640 Dual Hwy. - \$275,000

RENTAL LICENSES

<u>NUMBER</u>	<u>FACILITIES</u>	<u>UNITS</u>
Registrations Received	28	129
New Applications Issued	1	1
Total Registered Since 7/1/11	3000	8342
% of Those Invoiced	96.6	99.2

Notes: The 2011-2012 rental license renewals for 8355 units in 3053 facilities were mailed at the end of June. This represents the percentage of those all applications returned as of 1/6/12.

PAYMENT

Total Payments Received	\$ 6,450
Adjustments	\$ 350

INSPECTIONS

<u>TYPE</u>	<u>NUMBER CONDUCTED</u>
Building	33
Electrical	36
Plumbing	12
Mechanical	5
Safety	10
Neighborhood Vitality	136
Quality of Life	5
Preventive Maintenance	0

Notes: Please note that exterior inspections of properties registered in the rental licensing program are NOT included in this total.

INSPECTIONS KEY:	
Categories of Conditions	
Safety	Conditions which are or reasonably present a hazard to occupant or public. Example: No smoke alarms, improper wiring, handrails
Neighborhood Vitality	Conditions which cause or tend to cause diminution to property Example: Weeds, trash, debris, junk vehicles, deterioration of a structure.
Quality of Life	Conditions which negatively impact occupants. Example: Damaged surfaces, damages elements, missing screens
Preventive Maintenance	Conditions which are technical violations and need addressed to prevent deterioration. Example: Mortar deterioration, clogged gutters, minor rotting wood

PARKS & ENGINEERING DEPARTMENT

1. **South Prospect Street Streetscape** Staff hosted a neighborhood meeting to discuss the scope of work for the project. Citizens provided positive input on sidewalks, trees, and numerous related issues. We hope to have this project ready to bid by April.
2. **Hagerstown Greens** To minimize vandalism, we worked with City Light to install four cameras at greens #4 & #6 on wooden posts.
3. **Ice Rink** Held a quarterly meeting with the manager and discussed several issues including equipment maintenance costs, installation of wood posts to prevent parking along the road, and installing "No Parking" signs on the loop road.
4. **Hager House** The annual inventory of the contents of the Hager House is now complete. We are cleaning up and rearranging the office to prepare an area for a gift shop and other displays.
5. **Minor Bridge Inspections** The City will be "piggybacking" on the County contract for the 2012 Minor Bridge inspections. There are 20 bridges in the City that range from 6 to 20 feet long and are inspected every five years. The City receives a better price by piggybacking on the County contract.
6. **Softball Lighting** Staff continues to meet with Hagerstown Fairgrounds Softball Association and County officials on a proposal to fund lighting for the second softball field and Fairgrounds Park. This will be on the January 24, 2012 Mayor & Council agenda.
7. **City Center Commercial Trash/Recycling Collection** Staff met with the Downtown Business Recruitment & Retention Coordinator, and she will be compiling a list of possible businesses we can petition to see if they want to participate in the new commercial collection program. This program is a great "deal" for businesses if they generate under the 95-gallon limits per collection. We have asked that they respond by February 3, 2012, so we can order the recycling containers. Waste Management will provide trash containers at no additional cost.

POLICE DEPARTMENT

1. **STATS**

Calls for Service:	1,622	CDS Arrest:	2
Criminal Arrest/Warrants:	23	DUI Arrests:	0
Moving Violations:	62	Search Warrants Executed:	1
Safety Repair Orders:	17	Field Interviews:	28
Warnings:	30	Parking Tickets:	15

2. REPORTS

- 01/05/12: Several officers were dispatched to 1020 West Washington Street, Wayne's Country Store, in reference to an armed robbery that had just occurred. While en-route, dispatch advised that the suspects were two black males wearing black hoodies. The employee stated that she was counting money to be deposited, when two black males entered the store from the west side of the building and said, "This is a hold up". One the suspects displayed a pistol and the employee gave them the money and they fled from the same door they entered. The K-9 then arrived and Officer Decker assisted in the track that ended at Avon and Oxford Circle. The case is being followed up by the Criminal Investigative Division.
- 01/06/12: Sgt. Lewis responded to 66 East North Avenue for a report of an injured subject. The victim was lying on the ground and stated to the officer he had been assaulted. Due to the severe injuries, the victim was transported to Meritus Medical center by CRS. Det. Dietz and Sgt. Lehman arrived on scene to assist with the investigation which resulted in an arrest.
- 01/09/12: Sgt. Lyncha was dispatched to Summit Avenue for a reported vehicle theft. The owner of the vehicle stated that his Ford Ranger was stolen from the rear of his residence. The vehicle was locked and no one had permission to have the vehicle. The vehicle was entered into NCIC as stolen. No additional information is known as this time.

TECHNOLOGY & SUPPORT SERVICES

INFORMATION TECHNOLOGY

- **RECYCLING DATABASE:** Staff have worked with Engineering on a database to define default sizes of recycling containers to deliver to residents during the initial rollout this Spring. The database identifies the default size of container to deliver based upon water usage.
- **MUNIS UTILITY BILLING:** IT, Support Services, and Utilities are working diligently on the final issues remaining to implementation of this module. Focus is now on the Customer Service/Final Billing processes including terminations, service order generation, movers, accounts with State assistance, and final billing. IT staff are working on ad hoc reporting requirements. Documentation for all UB processes is being finalized as are the instructions for the new online web payment/account inquiry screens available to citizens. Training will commence in February for all staff in hopes of a March/April GO LIVE.
- **MEETING MANAGEMENT SYSTEM:** Staff met with NOVUS to finalize some issues that arose during training sessions. We will meet with NOVUS again on 1/13 to ensure all changes have been made. The Clerk will arrange a follow-up meeting with M&C to go over the system one more time before going live in February.

SUPPORT SERVICES

CUSTOMER SERVICE – 2011 SERVICE METRICS

Total Calls Offered	Total Calls Answered	Avg. Answered per Day / Per Rep	Avg. Call Duration (secs)	% Calls Answered	Avg. Hold Time (secs)	Counter Walk-Ups	Avg. Per Rep @ Counter	Total Customers Served	Avg. Cust. Served by Rep/Day
51,635	35,673	66	102	69	326	25,210	49	60,883	119

Customer Service saw an increase of 1,994 calls offered into the department over 2010 (4% increase). The department saw an additional 491 (2%) citizens in the lobby requiring utility assistance/payments processing over 2010. In total, the department saw an increase of 1,974 (3.2%) interactions for service over 2010. The majority of the year, this department operated with 2 less staff supporting either phone or lobby transactions. This is the main reason for an increase of hold times 50 seconds from 2010. When having 3 representatives on the phones (October–December), the hold times dropped to 45 seconds under the 2011 average. We hope to continue to improve on this throughout 2012.

MOST CALLS OFFERED IN ONE WEEK:

1,486 (3/31 – 4/6)

MOST CALLS ANSWERED IN ONE WEEK (2.5 STAFF): 839 (9/24 – 10/5)

MOST COUNTER TRANSACTIONS IN ONE WEEK (2.5 STAFF): 740 (9/8 – 9/14).

MOST CUSTOMERS SERVICED IN ONE WEEK (2.5 STAFF): 1,526 (3/31 – 4/6)

CASHIERING/TAX – 2011 SERVICE METRICS

Total Calls Offered	Total Calls Answered	Avg. Answered per Day / Per Rep	Avg. Call Duration (secs)	% Calls Answered	Avg. Hold Time (secs)	Counter Walk-Ups	Avg. Per Rep @ Counter	Total Customers Served	Avg. Cust. Served by Rep/Day
7,492	6,689	13	104	86	81	32,128	62	38,817	75

Cashiering/Tax experienced an increase of 233 calls offered to the queue in 2011 (3% increase). The department also serviced an additional 2,913 lobby customers over 2010 (9% increase). In total, the department provide service to an additional 3,005 customers by phone or in the lobby over 2010 (7.7%). The staff were able to service customers in a timely fashion while also undergoing a major software implementation of the MUNIS tax system in June, 2011.

MOST CALLS OFFERED IN ONE WEEK: 257 (1/27 – 2/2)

MOST CALLS ANSWERED IN ONE WEEK (2.5 STAFF): 225 (1/27 – 2/2)

MOST COUNTER TRANSACTIONS IN ONE WEEK (2.5 STAFF): 942 (3/31 – 4/6)

MOST CUSTOMERS SERVICED IN ONE WEEK (2.5 STAFF): 1,090 (3/31 – 4/6)

- **PAY BY PHONE TRANSACTIONS:** Since implementing the \$5 fee for pay-by-phone transactions on July 1, we have generated \$10,702 in revenue. In addition, the \$1 fee for bill reprints has provided \$2,184 in new revenue. These fees have resulted in a **total of \$12,886 of new revenue in 6 months**. This revenue is able to support the part-time staffing we have in the department for phone/receivables activities. The volume of pay-by-phones has continued on a flat trend since the institution of the fee.

We have also realized a steady increase in Internet transactions (where there is no fee) for payments of utility bills. An increase of 1,000 transactions/month has been experienced from July through December, 2011. This provides increased exposure to the City website and will hopefully provide a marketing bump to that effort.

UTILITIES DEPARTMENT

ELECTRIC DIVISION

1. **Problem Areas.** Recent call-outs included:
 - Fri. 1/6 - Jefferson Blvd. & Cleveland Avenue - pole damaged; vehicle struck utility pole in accident, minimal damage found to our facilities. Time Out: 16.7-17.2
 - Sat. 1/7 - 644 Pennsylvania Avenue - Emergency locate for Miss Utility; repairs were needed for residential water line, lineman found our facilities to be clear. Time Out: 9.2-9.7
 - Wed. 1/11 - 426 George Street (rear) - lines arcing; insulator broke causing pole and wires to arc, insulator was replaced and tree branches were trimmed to correct problem. Time Out: 19.7-21.0

Thur. 1/12 - 655 North Locust Street- total outage; 2 breakers were found to have been turned off at the meter bank, breakers were reset by lineman and customer advised to contact owner to have breaker covers secured to avoid future problems. Time Out: 4.4-5.1

2. **Distribution** Recent activity included:

- Metering Department received no high bill complaints this week.
- Line maintenance work continues in various areas.
- Line crews continue trimming trees in various residential locations.
- Line crews have been assisting the Engineering Department with re-vamping and other maintenance related to the Carroll Heights Project.
- 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
21	0	1	0

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

- Staff reviewed protective device locations and sizes for the Distribution department as they complete feeder inspections.
- Engineering staff continued system device coordination and improvements.
- Engineering reviewed multiple jobs and proposals from firms doing electrical work within the City.
- Staff performed quality checks and additions related to our electric model in the GIS environment.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, January 04, 2011	8.15	0.00
Thursday, January 05, 2011	7.68	0.00
Friday, January 06, 2011	7.77	0.00
Saturday, January 07, 2011	7.57	0.00
Sunday, January 08, 2012	7.46	0.00
Monday, January 09, 2012	7.53	0.00
Tuesday, January 10, 2012	7.31	0.00
Weekly Average/Total	7.63	0.00
Monthly Average/Total	7.78	0.00
Yearly Average/Total	7.78	0.04

Wastewater Treatment Plant

- The WWTP continues to operate within its permitted parameters. We have just completed our first year Nutrient Limits associated with the new ENR Process.

- Annual Flow was 8.34 mgd, or 79.4 % of our 10.50 mgd capacity.
- Total Nitrogen discharged was 65,837 lbs., which is 67.6 % of our allowed capacity of 97,458 lbs.
- Total Phosphorous discharge was 5,466 lbs., which is 74.8 % of our allowed capacity.
- Overall it was a very good year considering it was the third wettest year in the last 100 years. (According to Greg Keefer's weather site)

Miscellaneous:

- Staff from Tri-State Electric was in to help with the UV HMI to refresh the speed.
- AR&E stated repairs to the ASPS building heating system.

Wastewater Collection System

Activity	Districts	L. F. main	Feet of lateral	# Inspected
Flushing	10,18,19	3,241		

Collection System Maintenance Task

Pump Station

- Primed, filled and caulk at pump station # 17
- Finished prep work for painting of pump station # 8.
- Adjusted springs, lubricated check valve stems at pump station # 10.
- Pump seal failure occurred at pump station # 11. The pump is under warranty with STH and will pick up and repaired on January 10, 2012.

Manholes

- Scraped off wall scaling from manhole 01211, drilled hole in wall to see how much deterioration has occurred which seem to be minimal.
- Detour signs place on Antietam Street.

Grinder Pumps

- Installed a new simplex grinder pump assembly at 11421 Eastwood Court. Also, excavated backfilled, replanted shrubs and mulched.

Miscellaneous

- The Flusher unit #528 has been serviced: New filters, intake valve cleaned, adjusted and cleaned compensator rod and proximity sensor. Installed new hand gun fittings and purged all air from both hydraulic waterlines and pumps.
- Finished installing exhaust fan in the pump shop.
- Handled an odor complaint at 622 North Prospect Street. Found broken building sewer under concrete garage slab. Property owner contacted regarding making repair.

Administration

Wastewater Division – Customer Call Log Summary 2012							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	3	0	1	0	0	0	4
YTD	3	0	1	0	0	0	4

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

- December Facility Report and NPDES Reports were submitted to EPA and MDE using the On-Line NetDMR Program.
- Staff is working on various Annual Reports required by MDE
- Staff has begun filling out the Renewal Application for our NPDES Permit. The permit expires June 30, 2013, but the renewal application needs to be submitted to MDE by July 1, 2012.

Engineering

- Staff attended a development review meeting at the County Planning Office.
- Staff attended a State Highway Administration semi –final inspection of facilities relative to the Edgewood/Dual Highway Intersection Improvements project.

Wastewater Laboratory

- A sample was collected from the discharge of Unilever as part of the industry monitoring of discharge to the wastewater plant.
- Bill Fockler arranged with Kaemph & Harris contractors to replace some old and corroded duct work from the laboratory vent hood.

WATER DIVISION

Plant Flows - System Demand (MGD)

<u>Date</u>	<u>Willson</u>	<u>Breichner</u>	<u>Total</u>
1/05/12	11.92		11.92
1/06/12	10.80		10.80
1/07/12	11.91		11.91
1/08/12	11.55		11.55
1/09/12	11.89		11.89
1/10/12	11.56		11.56
1/11/12	11.54		11.54
Average			11.59

Water Production at RC Willson

Operations

- Performing tests at the stations.
- Performing routine maintenance.

Maintenance

- Performing routine maintenance.

Instrumentation

- R. C. Willson - Working on the wash valve on the backwash system.
- R. C. Willson - Working on the valve network.
- R. C. Willson - Installing the new network cabinets in the filter room.

Water Production at Breichner

- The Edgemont Reservoir is -6.6'; the hydrant is closed and the bypass is cracked.

Water Distribution

- Distribution crews are working throughout the system performing customer service duties along with meter exchanges. We are continuing to do general service work replacing meter tiles and installing dual check valves and are planning to complete a main replacement on Margaret Dr. starting next week.

Laboratory

- The lab has been doing tracer studies on the Willson Plant clear well to determine the detention time of the water to establish a new chlorine contact time (CT) at a flow of 13 million gallons per day (MGD)
- Monthly THMs samples were collected in the distribution system.

Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Preliminary Plat		2
Construction Drawings		2
Building Permit	25	2

- Staff attended a development review meeting at the County Planning Office.
- Staff attended a State Highway Administration semi-final inspection of punch list items on the Edgewood/Dual Highway Intersection Improvements project.
- Staff met with a County inspector regarding water service modifications at a residential subdivision.
- Staff met with a consultant for final approval of a commercial redevelopment site plan.

Respectfully submitted,



Bruce Zimmerman
City Administrator