

City of Hagerstown, Maryland Status & Information Report No. 17 for 2014

May 2, 2014

To Mayor Gysberts and Members of the City Council:

UPCOMING MEETINGS

MAY 2014						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6 3pm Executive Session 4:30pm Work Session	7	8	9	10
11	12	13 4pm Work Session 7pm Budget Hearing	14	15	16	17
18	19	20 4pm Work Session	21	22	23	24
25	26 HOLIDAY CITY OFFICES CLOSED	27 7pm Regular Session	28	29 5pm - 7pm Western MD Blues Fest	30 4pm - 9:30pm Western MD Blues Fest	31 12pm - 9:45pm Western MD Blues Fest

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

BUSINESS & COMMUNITY RELATIONS DIVISION

1. **Grand Opening/Anniversaries/Press Conference:**
 - A Ribbon Cutting will be held on Monday, May 5 at 4:30 PM for Burkett's Deli expanded patio. This is located at 23 North Locust Street.
 - A Grand Opening Ribbon Cutting will be held for Laber's Office Furniture at 1344 Wesel Blvd on May 14, 2014 at 4:30 PM
2. **Events:**
 - On May 3, 2014, United Way will be hosting a Born Learning Event at University Plaza and the Youth United Event on South Potomac Street called HubBub. It will be from 10:00 AM to 3:00 PM. They will have children's activities. South Potomac Street will be closed for the event.
 - May-Mart will be occurring in the square on May 8, 2014 from 8:00 AM to 2:00 PM. We are then hosting Market in the Square once a month starting in June.
 - Staff are working with a group that is revamping the Wind Down Fridays. The first Wind Down is May 9.
 - Staff are working on all aspects for the Western Maryland Blues Fest. The event will be May 29, 30 and 31 and June 1, 2014.

3. **Fundraising**

- Sponsorship packets have been created and distributed for Western Maryland Blues Fest. The Blues Fest Fundraising Committee have met and exceeded their \$96,000 goal. The funds raised are now at \$100,000. Please note they have raised over \$111,000 of in-kind services.
- Staff finalized the fundraising package for the Fishing Lesson Public Art Sculpture in City Park. The promotions of this fundraising event will now begin. An initial e-mail was sent out. Currently \$2,500 is confirmed. The goal is \$12,000.

4. **City Market**

- Next activity at Market - Market Appreciates Moms - May 10 - Beginning 9 AM be among the first 125 Moms to Market and receive a free gift. Children's activities will be going on in conjunction with the gift giveaway.

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

- Railroad Heritage Days Offers Train Experiences for Every Age
- Burkett's Deli Expands With Outdoor Seating
- Traffic Advisory: Broadfording Road & Hollyhock Road
- Traffic Advisory: Hub Bub in City Center
- Traffic Advisory: West Washington Street & Burhans Boulevard
- Traffic Advisory: Maryland International Film Festival
- E-casts:
 - A Special Invitation for the Grand Opening of the New Outdoor Patio at Burkett's Deli

6. **Channel 25:**

- Watch the City Newsroom at the top of every hour. This week's news stories include:
 - State of the City Video Presentation
 - Neighborhoods 1st 2013 Accomplishments
 - Jonathan Hager House History
 - Engage Hagerstown Commercial
 - Special Broadcasts:
 - ▶ State of the City Full Presentation - Mon, Wed, Fri at 7:00 p.m.
 - ▶ Reno Post and Lyon Post Dedication Ceremony - Fri, Sat, Sun at Noon
 - ▶ Divided Valor - Daily at 5:00 p.m.
- In production:
 - Neighborhoods 1st group videos
 - Blues Fest preview
 - Building Safety Month tips

7. **Websites:**

- City Website:
 - About 6,400 users visited www.hagerstownmd.org for the week of April 21, 2014 - April 27, 2014.

- Top entrances (first page users accessed on the website):
 - ▶ Home page 2,732 users
 - ▶ Jobs page 357 users
 - ▶ Dog Walk Clinic page 265 users
- Top Searches:
 - ▶ "budget"
 - ▶ "hotels"
 - ▶ "inspections"
 - ▶ "permits"
- engageHagerstown:
 - Total Participants: 160
 - Visitors: 1,336
 - Page Views: 13,577
 - Current topics:
 - ▶ How can we enhance the City Farmer's Market?
54 interactions
 - ▶ How do we attract more artists to live and create in our downtown?
67 interactions
 - ▶ How often do you recycle in your home?
45 interactions

PLANNING & CODE ADMINISTRATION DIVISION

1. New Businesses:

- 201 Prospect Avenue, Suite 224 – Autolyclus Industries Inc., d/b/a C2 Emergency Solutions – office only for an emergency vehicle sales business.
- 100 North Potomac Street – Glenn Convenience Store.
- 204 East Franklin Street – Bodia's Bar & Grill.
- 40 East Washington Street – GNO Bar & Grill.
- 1301 Potomac Avenue – State Electronics, d/b/a Allegheny Electronics – retail and wholesale sales of industrial electronics (change in ownership only).

2. Planning Commission: The Planning Commission met on April 30 to consider the following matters:

- 100 West Washington Street – Washington County Board of County Commissioner – approved a final plat to consolidate lots at 100 and 128 West Washington Street..
- Workshop: Collegiate Acres Replat.
- Review of Draft Capital Improvements Program for FY 2015.
- Review of Urban Partners' Draft Market and Physical Analysis Reports
- Doug Wright and Jim Stone were elected chair and vice chair respectively for another year.

3. **Historic District Commission:** The HDC received the following cases for review on May 8:
 - 802 Forest Drive – Ashley and David Wood – Fence and Garden Shed.
 - 158 South Prospect Street – Amy Niles – Garden Shed.
 - 6 and 12 South Potomac Street – Janelle Horst/MSB Architects – Façade Alteration.
 - 67 West Franklin Street – Camel, LLC/Mohammed Farokhzad – Replacement Windows.
 - 49 Jonathan Street – Camel, LLC/Mohammed Farokhzad – Replacement Windows.
 - Workshop: 1018 Oak Hill Avenue – Jonathan McMaster – Garage Reconstruction.
4. **Board of Zoning Appeals:** The BZA received the following appeals for the hearing on May 21:
 - 29-31 Summer Street – CES Properties LLC, Michael Stanford, Agent – administrative appeal of a zoning violation.
 - 802 Forest Drive – Ashley and David Wood – Fence and Garden Shed.
5. **Meeting with Maryland Department of Planning Staff:** MDP staff met with Department of Community & Economic Development staff on April 24th to discuss our programs and experience with encouraging and facilitating revitalization and infill development in Hagerstown. We are a case study for an upcoming report MDP will be making to the Maryland Growth Commission on recommendations on ways to achieve more and better quality infill, redevelopment, and revitalization in communities throughout the State. Eight other communities were on their list for case studies.
6. **Urban Partner Presentations:** Planning staff presented Urban Partners' recommendations for catalytic projects and programs to the Planning Commission on April 9th, the Downtown Alliance on April 17, and to a group at a DCED workshop for realtors, bankers, brokers, etc. on April 23rd. Staff members have been invited to speak to the Land Use Council on May 1st on any topic, so we will take the opportunity to present Urban Partners' recommendations.
7. **Weekly Activity Report:** April 21–25, 2014

PERMITS								
<u>TYPE</u>	<u>NUMBER OF NEW APPLICATIONS</u>							<u>NUMBER ISSUED</u>
Building	8	Residential -	1	Commercial -	3	Other -	4	1
Electrical	21	Residential -	7	Commercial -	13	Other -	1	22
Plumbing	11	Residential -	9	Commercial -	2	Other -	0	11
Mechanical	5	Residential -	3	Commercial -	2	Other -	0	5
Engineering Dept.	25							23
TOTAL	70		20		20		5	62
Est. Value of Issued Building Permit Projects:					Fiscal Year Totals:			
Residential	\$ 19,400.00				\$ 7,635,242.00			
Commercial	\$ 35,000.00				\$ 12,550,172.00			
Apartment	\$ 0.00				\$ 6,427,140.00			
Sign	\$ 0.00				\$ 263,906.00			
TOTAL	\$ 54,400.00				\$ 26,876,460.00			
Projects of interest:								
Interior renovations for Hagerstown Family Diner at 431 Dual Highway - \$35,000								

RENTAL LICENSES FOR PROGRAM YEAR EFFECTIVE JULY 1, 2013

<u>NUMBER</u>	<u>FACILITIES</u>	<u>UNITS</u>
Registrations Received	2	3
New Applications Issued	0	0
Total Registered (includes changes since 5/1/13)	3233	8963
Percentage of total invoiced that are registered	99.9 % +	99.9% +

Notes: The 2013-2014 rental license renewals for 8,678 units in 3,220 facilities were printed and mailed on May 1, 2013.

PAYMENT

Total Payments Received	\$ 150
Adjustments	\$ 0

INSPECTIONS

<u>TYPE</u>	<u>NUMBER CONDUCTED</u>
Building	34
Electrical	40
Plumbing	30
Mechanical	18
Safety	58
Neighborhood Vitality	111
Quality of Life	3
Preventive Maintenance	74
Planning & Zoning	5

INSPECTIONS KEY:

Categories of Conditions

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

INFORMATION TECHNOLOGY & SUPPORT SERVICES

1. **Electric Utility Collections for April:** The first month of electric service interruptions has shown a significant impact on the outstanding receivable. From April 1 – April 30, the total receivable has dropped **\$705,868.66** to a total of \$2,189,888.82. Outstanding receivables in all aging categories have dropped, namely in the 60+ category (**\$65,000 reduction**). As of 5/1/14, 17% of the outstanding balance for electric is past due, compared to slightly over 21% this same time in 2013. The major impacts on this receivable have been not only from customer payment but a large increase in the amount of arrearage assistance being provided by the State of Maryland both through the MEAP and EUSP programs. Staff have also entered into more flexible payment arrangements which will need to be monitored closely over the coming weeks for compliance. The implementation of late fees is also having a positive effect on the current category of receivable.

2. **Electronic Payments for Personal Banking Sites:** IT staff have implemented our first import of electronic payments from third-party processors of bank online payment sites. Support Service staff have averaged entry of approximately 600 paper checks per week. This project eliminates about 45% of the manual paper check processing we have continued to do since the implementation of our lockbox service in 2013. Manual check processing was necessary to input payments from customers made from their own personal banking website. This manual processing increased the amount of time to get one of these payments into our depository bank by 3 – 5 days depending on postal mail service delivery. The ability to directly import these transactions the next day increases not only our ability to get funds into our accounts more timely, but also reflects sooner on the customer's account. We are now taking this template and asking the other major third-party processor from which we receive paper check payments to produce a similar file. We expect a file to test within the next two weeks. Bringing these two major processors online will account for about 90% of online payments.
3. **City Hall Server Room Upgrade:** Glessner Communications, in conjunction with IT staff, completed the upgrading and renovation of the City Hall computer/networking closet. All old/obsolete wiring was removed from the room, and new server racks were installed to allow for better management and access to our network switches/phone switches/file server hardware. Public Works staff continue to work on adding a secure door to the room satisfying previous technical audit issues.
4. **Time and Attendance Project:** IT, HR and Payroll staff continue to work with all City departments in the pilot testing of payroll entry into the new Time and Attendance system. Our vendor, Intellitime, is working well with staff in fixing any issues arising from the pilot. The pilot will continue for the next couple of weeks, or until all rules have been validated by department staff as processing correctly. The next phase being the installation of a biometric time clock in City Hall and parallel processing of time and leave management for City Hall staff in early Summer. The remaining departments will implement in a phased-in approach over the Summer and early Fall.
5. **2014 Tax Sale Submission:** Tax Department staff will be submitting approximately 295 parcels to the County on May 2 to include in the 2014 Real Property Tax Sale. Total tax outstanding on these parcels totals approximately \$340,000. These numbers are decreases compared to the 2013 tax sale list, which included 342 properties at a total outstanding receivable of \$687,000. Final numbers for the 2014 tax sale will be provided later in May.
6. **Skip Tracing – Extended Collection Effort:** The increased effort to collect on delinquent accounts sent to our collection attorney through the use of skip tracing has garnered City Light **\$22,887.83** in revenue for February and March. This is an increase in revenue three times that of what was collected before the use of skip tracing to track down accounts that skipped on bills. Skip tracing is also allowing the attorney to prosecute those that are found, but still do not pay, producing additional positive results.

PARKS & ENGINEERING

1. **City Park Band Shell** All the seats have been installed and we started the landscaping. We are also installing two permanent picnic tables nearby.
2. **Earth Week** Staff assisted Winter Street School to celebrate Earth Week. Rodney spoke to an assembly of the school and Waste Management supplied totes for in-school recycling. Waste Management stopped by Friday to empty the bins and the kids love it. Hopefully this will kick start something for them at home and they will get excited about recycling.
3. **Potterfield Pool** To prepare for the Memorial Day opening, we are doing a lot of minor building repairs, plumbing issues, etc.
4. **Hager Park** Due to deterioration, we are replacing a lot of lumber around the porch of the residence. The entire porch will soon be repainted.

POLICE DEPARTMENT

1. STATS

Calls for Service:	1,628	Field Interviews:	97
Arrests/Warrants Served:	19	Moving Violations:	66
Domestic Violence Calls:	27	Parking Violations:	6
DUI Arrests:	1	Safety Repair Orders:	9
Reports Filed:	163	Warnings:	61

2. REPORTS

- **04/24/14:** Officers responded to Dollar General on Potomac Avenue in reference to counterfeiting. An employee advised a female came through the line with a cart full of items. The suspect then handed the cashier a \$100 dollar bill. She quickly exited the store not waiting to receive change. The cashier realized the bill was counterfeit but the suspect was already gone. Video cameras captured the incident and the suspect will be charged.
- **04/27/14:** Officer McNew was dispatched to South Potomac Street for a report of a robbery that just occurred. The victim stated that four individuals took her cash. There were no witnesses to the incident. No further information is available at this time.
- **04/28/14:** HPD responded to Lowe's on Shank Farm Way in reference to a Controlled Dangerous Substance violation. An off-duty police officer witnessed two males involved in drug activity and contacted dispatch. The one suspect had CDS paraphernalia and admitted to having a heroin addiction problem. Paraphernalia was collected and the suspect was advised charges would be filed.

3. **PRESS RELEASE.** On April 22, 2014 officers of the Hagerstown Police Department responded to a residence on Elizabeth Street for an unresponsive infant. CRS treated the infant on scene then transported the eight week old male to Meritus Medical Center. The child was subsequently flown to Children's Medical Hospital in Washington, DC where he was later pronounced deceased. The investigation revealed the cause of death was accidental.

4. **OTHER NEWS/INFORMATION.** The Hagerstown Police Department joins the National Safety Council and safety and transportation departments across the United States in recognizing May as Motorcycle Safety Awareness Month.

Recommended safety tips for motorists include:

- Give a motorcycle the full lane width -- never attempt to share.
- Be especially watchful when changing lanes. Always make a visual check for motorcyclist by checking mirrors and blind spots.
- Allow greater following distance behind a motorcycle.
- Be extra vigilant when making a left turn.

Recommended safety tips for motorcyclist include:

- Take a motorcycle rider training program. They have been proven to help reduce crashes.
- Always make yourself and your motorcycle visible to other motorists.
- Wear personal protective equipment including a Department of Transportation approved helmet.
- Avoid riding in poor weather conditions.
- Position your motorcycle where you will not be in a motorist's blind spot.
- Always use signals for every turn and every lane change.

PUBLIC WORKS

PARKING SYSTEM DATA

		Current Week	Previous Week
Number of Permit Holders	A & E Deck	192	218
	University District Deck	404	405
	Downtown Parking Lots	375	375
Number of Patrons Using Decks	A & E Deck	2,385	1,776
	University District Deck	2,016	1,692
Sales of Discount Coupons		0	100
Number of Citations Issued	(Includes Warnings)	268	299
Number of Late Payment Notifications		30	16
Number of Cars Booted		1	4

CENTRAL MAINTENANCE GARAGE REPAIR DATA

	Current Week	Previous Week
DCED	3	0
Fire	1	1
Human Resources	0	0
Light	1	3
Parks & Engineering	2	0
Police	9	4
Public Works	4	5
Wastewater	0	0
Water	1	5
Weekly Totals	21	18

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:

- Sun. 4/27 - Area of 201 Calvert Terrace – Total outage- Lineworkers found a line fuse and a transformer fuse out; problem was determined to be caused by a squirrel, re-fused the line and the transformer. Time out: 9.6 – 10.1
- 238 Westside Avenue – Voltage complaint, Lineworkers checked connections at the pole and the house and performed a load test at the meter socket; problem was determined to be internal. Time Out: 10.1-10.7
- Mon. 4/28 - Potomac Avenue & Magnolia Avenue. Emergency locate for Miss Utility/Columbia Gas. Locator responded and cleared the work site. Time Out: 20.6-21.0

Distribution Recent activity included:

- Metering Staff received no high bill complaints this week.
- Line crews continue annual feeder inspections for Bulldog Substation.
- Line crews continue trimming trees in various residential locations.

- Line crews performed various service upgrades and meter installations.

Lamps Replaced	New Fixtures Added	Changeouts	Fixtures Removed
7	0	2	0

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

- Engineering staff completed multiple permit reviews and service upgrade requests.
- The Staff Engineer, along with HLD line-crew members, installed a medium voltage switch in the HLD facility to mock up the installation of a lighting arrester bank. These arrester installations will mitigate electrical flashover of the switch's insulators.
- The Engineering staff addressed various resident inquiries involving HLD facilities throughout the City.
- Engineering staff addressed methods of internal pressure relief of HLD overhead single phase transformer units. Different manufacturers use various methods of pressure relief based on standard practices. HLD will be standardizing its future overhead transformer units be outfitted with a pressure relief valve as opposed to a "burp seal" style of pressure relief. Currently, most HLD units are outfitted with these devices, while just a few are not.

4. **Administration:**

- Staff completed and submitted to the Maryland Public Service Commission the annual FERC 1 report for fiscal year 2013.

WASTEWATER DIVISION

Wastewater Treatment Plant at Frederick Street

Date	Flow (mgd)	Rainfall (inches)
Wednesday, Apr. 23, 2014	6.91	0.00
Thursday, Apr. 24, 2014	6.58	0.00
Friday, Apr. 25, 2014	6.84	0.44
Saturday, Apr. 26, 2014	6.64	0.00
Sunday, Apr. 27, 2014	6.56	0.00
Monday, Apr. 28, 2014	5.76	0.14
Tuesday, Apr. 29, 2014	7.81	0.47
Weekly - Avg. Flow / Total Rainfall	6.72	1.05
April - Avg. Flow / Total Rainfall	7.30	2.46

Miscellaneous

- Completed installation of weir covers on Final Clarifier #6 and placed back in service.
- Worked on PM's and corrective orders.

Wastewater Collection

SSES Weekly Progress

Activity	Districts	L. F. main	Feet of lateral	# inspected
CCTV Inspections	5	558	392	18
Flushing	31	8,854		
Point Repairs	Districts	# of Repairs	Reason	L.F. of Repairs
Lateral Only	15	1	Roots	9
Manholes	17136	1	Broken	Frame and Lid

Collection System Maintenance Task

- Clean wet well at station 2 for A.R.E
- Installed Bio-Bags throughout infrastructure to control FOG.
- Finished prep work on station 25 motors and seal housing.
- Checked on two pumps in Brightwood with electrical problems, 11121 Mahogany still only has 120 going to the pump motor.
- Replaced grinder pump and repaired discharge pipe inside canister at Hellane Park, found soda can stuck in pump cutter, and stone and debris in bottom of canister.
- Replaced broken manhole 17136 frame and cover.
- Excavated pipe outside manhole 16093 to check elevation and alignment.
- PS # 12 Project; staked out alignment and invert depth for blaster, removed curb for temporary access road, cut away top soil and hauled two loads of # 2 stone for temporary driveway entrance, sawed asphalt ditch line in overflow and main parking area, started removing and stock piling top soil from main ditch line, hauled two loads of # 8 stone from quarry for blaster to stem holes.
- Investigation at 1349 Salem Avenue revealed that four houses share the same service connection, grease problem from one or all houses connected.
- St. Maria Goretti backup was located inside building maintenance personnel to contact plumber.

Administration

Wastewater Division – Customer Call Log Summary 2014							
Type	Blockages	Grinder Pumps	Odor Complaints	Flushing	WW Pump Station	Other	Totals
Weekly	2	3	0	0	0	1	6
YTD	25	38	7	1	0	21	92

* Other - consist of calls that may be 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 attended an Open Enrollment presentation by Human Resources and United Health Care representatives.

Wastewater Laboratory

- The lab continues working on DMRQA study 34 proficiency testing samples. The study ends 7/11/14 but we will be done long before then.
- With routine and regulatory testing the lab collected, tested, and reported well over 2,000 analyses for the month of April.
- 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>
4/24/14	11.94		11.94
4/25/14	11.51		11.51
4/26/14	11.48		11.48
4/27/14	11.56		11.56
4/28/14	11.64		11.64
4/29/14	11.36		11.36
4/30/14	11.57		11.57
Average			11.58

Water Production at RC Willson

- Operations

- Routine cleaning
- Routine PMs
- Preparing for significant rain/flood event

- Maintenance

- R C Willson – Routine PMs
- R C Willson – Preparing for significant rain/flood event

- Instrumentation

- R C Willson – Ordered a replacement valve actuator on the south sedimentation basin trac-vac system
- R C Willson – Replaced chlorine leak detector sensors
- R C Willson – Working on the influent valve actuator on Hellane Tank

Water Production at Breichner

- The Edgemont Reservoir is currently at -6.7'; the bypass is open and the hydrant is open.

Water Distribution

- Distribution crews are working throughout the system performing customer service as needed. We are working on meter exchanges throughout the system and finishing roadway boxes on Washington Street. We will start Franklin Street next week.

Laboratory

- HBP will be printing this year's Consumer Confidence Report.
- The lab continues to compile a list of acceptable residences for the upcoming USEPA Lead and Copper regulation sampling.
- A new line sample was collected and tested off of Robinwood Drive in front of HCC. The line was found acceptable for use.
- Process and regulatory testing was routine for the week.

Engineering

<u>Reviews:</u>	<u>City</u>	<u>County</u>
Site Plan	1	
Building Permit	14	

- Staff attended a development review meeting at the County Planning Office.
- Staff attended an Open Enrollment presentation by Human Resources and United Health Care representatives.

- Staff attended a meeting with the State Fire Marshall and County representatives on the Hagerstown Community College water service replacement as related to the Robinwood Corridor II project.

Respectfully submitted,



Bruce Zimmerman
City Administrator