

**To: Mayor Isganifis and Members of the Council**  
**From: James D. Chaousis II, City Manager**  
**Date: October 9, 2015**  
**RE: City Manager's Weekly Report**

**OFFICE OF THE CITY MANAGER**

- I will make the following announcement on Wednesday during the City Manager's Report:

*I have been working diligently on how management can move the City forward, recognizing our strengths and weaknesses. I am obviously working on many facets along that line. The City Council has expressed that improving public value without increasing public price is imperative. The single most significant way to do this is by creating efficiencies. Standards must be set, verified, and everyone held accountable. All Rockland employees must meet the standard. The standard must be clear and consistent in order to strive for more efficient delivery of service. Management is solely responsible for moving the needle on the delivery of service. I have a great team of public managers, that continuously gets better with additions of new talent, but I need help pushing them to their highest performance.*

*While doing this, we must articulate a positive image of the City as an organization, and as a community. There are too many examples of this positive image at our fingertips for it to go unnoticed. This positive image of the City will encourage people to invest in the City of Rockland. Investors will be residential homeowners, small business, and opportunities we can't imagine. This is the biggest economic development tool we will ever possess and we should harness it.*

*The City needs to communicate better. We have not done this better in my last six months although there has been significant effort, but we will. This communication is multifaceted. It means department to department. It means internally, externally, to and from committees. Some of this will be from technological advancements that we are working on but much of it will come from establishing policies and procedures on the flow of information. Every public employee and public official is an ambassador of the City but if we don't speak as one it just sounds like noise.*

*With the vacancy of the GA/Human Resources director there is an opportunity to reorganize how those functions are done and maintain budget neutrality. I have assigned General Assistance duties to Sandy Billington in the Executive Office. I will assume all responsibilities of Human Resources. Finally, I will create the position of Assistant City*

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Manager. I have paired this with another complimentary position to make it a full time position. This position will be my teammate in shaping City services.

I know my strengths and I know my weaknesses. In order to execute these simple ideas into complex action I need a teammate. My teammate would not only complement my strengths and weaknesses but share a vision of delivering public services to Rockland. My teammate would share a strong passion, insatiable drive, and unparalleled effort. **Therefore, I am promoting Audra Caler-Bell to the position of Assistant City Manager & Community and Economic Development/Planning Director.**

Audra has already proven to be valuable. I think we can maximize her value in this new role and I look forward to working together. I encourage the City Council to embrace this change.

### OFFICE OF THE LIBRARY DIRECTOR

- Keith Drago offered Drop-in Tech Help—this is available on Monday evenings; patrons may also make appointments for personal assistance.
- Catinka Knoth's Children's class drew autumn leaves and trees; the Adult drawing class focused on apples and apple trees.
- The Library has received gift subscriptions to the Atlantic Monthly, and American Girl magazines, and has been promised one for The New Yorker. We just received word that Down East Magazine will be providing the Library with a complimentary subscription, thanks to learning of the need via Facebook.
- This was an "on" week for the Lego™ Club; the original theme for the week was tractors, however, when Jessie Blanchard brought over the promotional material for "Star Wars Reads week, the participants happily put the tractors away, and created Star Wars-related items.
- Wednesday Storytime was hosted by Children's Librarian, Jean Young. Miss Jean brought out the painting her husband Roger crafted for the children last year and the group sang Amy Schwartz's rendition of Old MacDonald. They played the circle game of the same and placed the characters on the painting of Old MacDonald's barn. Also on hand were line-drawings of the farm with animals to color at the craft table and bring home. Books read included The Farmer in the Dell, Illustrated by John O'Brien and Jumping Off Library Shelves: A Book of Poems, selected by Lee Bennett Hopkins
- With no school on Thursday, Jessie hosted the Chewonki Program for families: Bugmobile! Is a bug an insect? Is a spider a bug? Chewonki's "Bugmobile" transports the world of arthropods—insects and their relatives—into the classroom. Using models, costumes, and live specimens, Chewonki's experts explained the unique characteristics of four major groups of arthropods.
- The Thursday Evening Arts and Cultural Event Community Mental Health Talk: NAMI Maine. Did you know that one in four adults experience mental illness in a

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given year? Attendees learned how communities approach mental health, and about supportive programs and trainings that NAMI Maine offers statewide at either no or low cost, and heard from their staff what this Statewide organization does to impact and change public policy in order to advocate for individuals with mental illness.

- Jean Young offered Baby Storytime on Friday.
- On Saturday, the Library held Star Wars Reads Day, where participants could check out some books from the Library's Star Wars display, make a light saber, create a recycled droid and more!
- Upcoming: Author talk with Malia Dell, who wrote *Food That Works: Real Meals to Survive the 9 to 5*, *An Evening with Tess Gerritsen*, a special fund-raiser by the Friends, to be held at Oceanside East, on October 16! Please help spread the word.

### **OFFICE OF THE FIRE CHIEF**

Over the week, in addition to the general response to 46 Fire and EMS calls, conducting apparatus checks, daily cleaning, routine repairs and maintenance to the fleet and of the quarters, the following occurred:

- On Sunday we continued installing smoke detectors, visit six more homes and installing 18 more detectors. We're in hopes that we'll finalize our initial installation list over the next week, but will continue to work with the Red Cross to ensure these devices make it to homes where they're needed.
- Three of our personnel began a Pilot Fire Officer program in Jefferson, put on by the Maine Fire Services Institute. This class is designed to prepare students for stepping up into leadership positions.
- The on duty shift took part on the candlelight vigil for the local mariners of the El Faro at Fishermen's Memorial Monday evening.
- We're continuing to conduct annual test of our hoses to ensure continued readiness. This is a time-consuming endeavor that requires multiple days of drying between tests to ensure all trucks remained fully complimented. We will be purchasing hose over the next few years to bring our depleted levels up such that we can readily use, clean and dry hose without short filling apparatus.
- Wednesday evening many of our personnel attended an EMS Protocol update program at Pen Bay. While most of the changes were very minor, a few important points came out that will direct us toward even greater success on critical EMS calls.
- CEO Root and I conducted an "inspection for sale" of a four unit apartment building in the South end.
- On Wednesday afternoon CEO Root and I met with the architect and contractor for Linda Bean's processing plant in the Industrial Park to review continuing work at their facility.
- Thursday evening we stood by at the High School Homecoming Bonfire. Our standby was shortened due to a medical call that required multiple units.

### **OFFICE OF THE WASTEWATER TREATMENT FACILITY DIRECTOR**

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### **Pollution Control Facility**

- Treatment plant flows were low this week, average daily flows were about 1.4 MGD.
- Filed the monthly DMR report.
- Repaired the lighting in the sludge processing area of the plant.
- Removed and cleaned the sump pump in the basement pump room.
- Responded to a pump failure at Glenwood Ave. pump station, found a prison uniform from the county jail had clogged one of the pumps.
- The influent bar screen failed and sent an alarm. The drive chain guide had worn and caused it to trip. It was removed and a new part was fabricated locally at Steel-Pro. The equipment was out of service for less than one day.
- Made adjustments to the hose on the peristaltic pump for the odor control system.
- Sent two chemical metering pumps to be rebuilt.
- Cleared a blockage in R.A.S. pump #3.
- Adjusted the antenna to correct a communication problem between the SCADA system and Waldo Ave. pump station.
- The lab conducted 12 extra BOD and TSS tests to be used for 4 carrageenan spike studies done this week.

### **Environmental Technicians**

- Calibrated and changed batteries in the flow monitoring devices for the collection system flow study.
- Completed CCTV inspection of the sewer main on South Main St. from Holmes St. to Water St.
- Completed sewer main inspections on Purchase St.
- Began sewer main inspections on Lovejoy St. and Valley View Drive.
- Inspected the replacement of a force main at FMC Corp. that connects the discharge from their process directly to the city's treatment plant.
- Received and reviewed a quote from Ted Berry Co. for pipe lining of the 24 inch sewer main that connects the south end of the city to the Park St. pump station.

### **OFFICE OF THE MUNICIPAL FISH PIER DIRECTOR**

- One flat bed load of herring was off loaded on Monday. F/V Western Sea off loaded herring in Stonington. They used their truck to transport herring to the fish pier to be placed in the bait cooler. Bait was all sold out by the end of the day on Thursday.
- The f/v Western Wave and Western Sea docked on Tuesday because the fish they had found were too small and get caught in the twine of the net. They will go looking for fish this weekend in another location and maybe they will find some that are bigger.
- They still can only fish three days a week, Monday, Tuesday and Wednesday.
- Public services will remove pallets sometime next week.
- The price per pound for lobster is \$4.35. It is expected to increase to \$4.55/\$4.65 a pound by Monday.

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### **OFFICE OF THE HARBORMASTER**

- Sadly, it's been a good week for taking things apart and starting the process of getting ready for winter.
- Winterized another slug of our rental moorings, just 3 left to finish putting away, we hope to get them next week.
- Moved a good portion of the Public Landing floats to Snow Park and worked with Public Works to get them hauled out and set for winter.
- Also sadly went to a candlelight vigil for our local sailors that are now presumed "lost at sea." As has been said, going to sea is something that we do, it is who we are, but we never are inured to that kind of loss.

### **OFFICE OF THE CODE ENFORCEMENT OFFICER**

- Dave Kalloch's last day in the Code Office was Friday Oct. 2<sup>nd</sup>. The office just won't be the same without him, but he and his wife are heading west next week to check some things off their bucket list.
- John met with an electrician to discuss some electrical work that needs to be corrected at the festival grounds.
- John attended the City Council Agenda Setting Meeting on 10/5 and the Planning Board Meeting on 10/6.
- John, along with the Fire Dept., did a pre-conveyance inspection at 25 Suffolk St. and a code compliance inspection at 17 Merrill Dr.
- License inspection was done with the Fire Dept. at the Fog Bar Café.
- There were three complaints filed this week.
- The following permits were received by the Code Office this week:
  - 2 Building permits
  - 1 Driveway permit
  - 6 Electrical permits
  - 1 Sidewalk/Street Encumbrance permit
  - 1 Street Excavation permit

### **OFFICE OF THE PUBLIC SERVICES DIRECTOR**

- Finalized stormwater separation work on Laurel Street and the crossing and continuation across South Main Street. We are preparing to pave next week.
- Cleaned/grit removal of 155 storm water basins over the last two weeks.
- Removed 23 of the 70 decorative collars on the downtown light poles to inspect the light pole bolt pattern, orientation, and measurements in preparation for the new light pole installation project.
- Met with Gordon Page of Rockland Main Street to review the traffic detour plan for the scheduled closure of Main Street to allow for the installation of stormwater separation line from Elm Street to Winter Street. Audra Bell will also be submitting a road closure day preference survey to the effected businesses. We also reviewed the Main Street bike rack locations.
- Reviewed the electrical interference on Museum Street and the plan work around the obstruction.

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- Mechanics worked on vehicle winter preparation involving snow and Ice control equipment.
- Review and inspected several street excavation and driveway permit requests
- Reviewed the proposed sidewalk site plans on site for the Hotel on the corner of Pleasant and South Main Street.
- Installed purple lights around the entrance of City Hall in recognition of Domestic Violence Month.
- Worked on changing the crank sensor for the Western Star road tractor.
- Pulled the docks out at Snow Marine Park.
- Continued painting catch basins covers and arrows.
- Met with Kerry Altiero to review his request for barricades and stanchions to support the proposed Oak street closure for the street fest celebration on 10/17/15.
- Responded to two complaints of debris being placed in a public way. The areas were cleaned up and letters were sent out requesting that the public not place debris public right of ways.

### **OFFICE OF THE COMMUNITY DEVELOPMENT DIRECTOR**

- Attended meeting regarding high speed broadband plan.
- Meeting with AIR to discuss potential public art pilot project.
- Discussed expansion/relocation plans with four businesses.
- Regular monthly catch up with Chamber of Commerce Director and new Member Services Director.