

To: Mayor MacLellan-Ruf and Members of the Council
From: James D. Chaousis II, City Manager
Date: March 11, 2016
RE: City Manager's Weekly Report

OFFICE OF THE CITY MANAGER

- This was a short week for many reasons for me. I lost a few days due to illness and I am still having technology problems in my office. As always, it was productive and much of the week was dedicated to resident and customer service issues. This weekend is my 39th birthday and I will start the 365 day twilight tour of my forties. Thank you to everyone that wished me happy birthday.
- The city participated in the preconstruction meeting with Crooker Construction for the rehabilitation of Old County Road. Identifying storage sites for equipment and materials was one of the larger items.
- The Harbor Management Commission kicked off the planning process for the public pier with new engineer Millone and MacBroom. This should be completed before June 30th, 2016.
- I met with Joanne Billington, Allen Insurance Agency, regarding the new quote for coverages next year. Together, we were able to reduce the premiums by 8%. Next year we will continue the progress towards making sure our schedules and coverages are appropriate and as inexpensive as possible.
- Internal staff had a project meeting on Winter Street. CMCA is opening in the next few months and the Starfire building could start construction during the same timeframe. Staff will be as prepared as possible to make sure that these two events don't conflict and the public's interest in finishing the road doesn't get lost.

OFFICE OF THE FINANCE DIRECTOR

- Another busy week has come and gone. It's hard to believe that the winter was so mild and it feels as though spring is in the air.
- During the week we continued to discuss the budget; presentation, numbers, quality of services. We're getting closer to a comprehensive budget document that will provide readers with general information about the city, including how the city government operates, staffing information, the funds necessary to operate a small city, and other information readers should find of interest.
- My accounts payable clerk and I met with a Verizon representative this week and discussed cell phone coverage and service available to governmental agencies. After reviewing the proposed services with the city manager, the manager opted to change city owned cell phone services to Verizon, which will provide monthly savings and provide new phones to eligible staff member on the city's plan.
- I also met this week with two gentlemen from Systems Engineering from Portland. I had received a phone call (unsolicited) from Mr. Joe Sawyer earlier in the week. Mr. Sawyer talked to me about professional IT services and he will be conducting an audit of the city's current system; he will provide us with a plan to upgrade the city's server and propose offsite IT services to the city as well, all designed to improve safety and security of the city's electronic records.

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- Also this week I met with the city manager and other staff members and was brought up to date on the Winter Street upgrade project, which I understand has been quite a project. This project will be ongoing as new development is going into this section of town. There will undoubtedly be more meetings in the future.
- Department Heads met this week; we discussed various topics associated with each department pertaining to their duties and ongoing tasks. I spoke about the investment accounts; as soon as audited figures are available for FY 15 I will have a recommendation pertaining to long-term investments and short-term investments. Short-term investments would best be handled through the general fund as opposed to long-term investments which don't normally have much activity throughout the year.
- My payroll/grant specialist and I met with representatives from Camden National Bank on Friday – Alli Young and Theodor Scontras. I had contacted the bank to talk about bank fees charged on the city's accounts; to learn about the required minimum balances; and to discuss earnings on the funds. The meeting went very well. We have requested the bank waive all fees and to increase the earnings on the account. They have agreed to review the city's accounts and will be get back to us with a proposal.
- And lastly, the cash flow has increased to just over \$5 million. Taxpayers were diligent about getting their taxes paid for the year. \$13.5 million in taxes has been paid, with a balance due of just under \$3 million. 18% remains outstanding.

OFFICE OF THE FIRE CHIEF

Over the preceding week, in addition to the response to 41 Fire and EMS calls, conducting apparatus checks, daily cleaning, routine repairs and maintenance to the fleet and of the quarters, the following occurred:

- John Root and I conducted a final walk-through of a new small assembly church Tuesday morning.
- I attended the Budget Review meeting Tuesday afternoon.
- B-Shift hosted a group of Girl Scouts Tuesday evening for a tour and instruction on their First Aid merit badges.
- All shifts trained on calling a "Mayday". This process is used when one or more firefighters are in need of immediate assistance on the fireground due to being trapped, disoriented or otherwise unable to safely exit a building.
- I met with Officer Solarzano to discuss forcible entry techniques, tools and training with regard to "Active Shooter" incidents. We will work with the law enforcement community to help provide the most efficient response to these types of calls. All of our fire training in the past two decades has stressed conducting a proper Risk/Benefit analysis. In most of the known Active Shooter cases the benefit of providing immediate medical attention easily is greater than 99% of our routine calls.
- A/C Mazzeo and FF Gibbs attended the pre-build conference at AEV to work out the details of the two new ambulances they're building for us. The main treatment "box" will be very similar to the design we've had, but with the chassis change to Dodge there are some details that need fleshing out.

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- Firefighter/AEMT Katy Vanorse began the paramedic program last Friday and will be in class one day for the next year. While this adds some burden to the department in the short time, the addition of another paramedic is exceedingly worth it. Ensuring paramedic coverage is one of the most challenging issues for our department, so we need to be proactive in hiring, training and keeping those personnel who have attained this level.

OFFICE OF THE LIBRARY DIRECTOR

- Keith Drago hosted the Monday evening Drop-in Tech Help, which service continues to grow in popularity.
- Both Catinka Knoth's Adult & Children's Art Classes were cancelled this week due to illness.
- This was an on-week, for LEGO™ Club, however, which had some new participants, including a few who were disappointed by the cancellation of the art class.
- I participated in a session of the Budget Working Group.
- Maine InfoNet staff member, Susie Strout was in the area and picked up the router which was replaced recently, saving the City the shipping costs.
- The architect for the Library's 2001 renovation asked for and received a copy of the engineering report done by Casco Bay, and Resurgence, Engineering firms.
- Shredding on Site was called and serviced the Library's enormous holding bin.
- Staff performance evaluations are nearly completed; interviews will be scheduled shortly.
- I've nearly completed the required Annual Report to the Maine State Library, due at the beginning of April. Submission is required as a condition of receiving certain services from the MSL.
- Staff continue to book appointments for the annual AARP Tax Aide, free income tax filing assistance, from trained volunteers. We are still waiting for some of the forms which have not yet arrived from the IRS.
- Judith Andersen (aka Ms. Judy) was the guest reader for Wednesday Storytime. The weather and early school dismissal day combined to make a very small audience. Nonetheless, Judy read some favorite titles including Goodnight Moon and The Golden Egg Book, both by Margaret Wise Brown, Gingerbread Baby, by Jan Brett and The Tiny Seed, by Eric Carle
- Bonnie, the mother of Alexis Iammarino, worked on the hallway mural for two afternoons this week. It's so exciting to see the progress of this project.
- Explore Art with Susan Beebe (via The Arts...for Kids & their Families @ the Rockland Public Library) was held Thursday afternoon; in this second session, kids and adults, too, created a small piece of hand-loomed (on a card loom) fabric. This program will continue through March, on Thursday afternoons.
- The Thursday evening Arts & Cultural Event was an Author Talk with Kate Braestrup, discussing her newest title. In *Anchors & Flares: A Memoir of Motherhood, Hope & Service*, Braestrup delves deep into the struggles and joys of parenthood, specifically the challenges and rewards of loving, and parenting, someone in the military service. Kate Braestrup serves as chaplain to the Maine (Game) Warden

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Service, and has written a number of best-selling memoirs, and is a popular speaker.

- I participated in the Department Heads' Meeting.

Upcoming events include the Friends of Rockland Public Library Book & Bake Sale; this late-winter sale gives readers a chance to fill a large (Friends supplied) bag with books for just \$7.00. March is Kite Month, and kids will have the chance to build and fly one, with Ethan Yankura, Education Director, Owls Head Transportation Museum.

OFFICE OF THE CHIEF OF POLICE

Officers responded to 246 calls for service. Rockland Police Officers responded to 5 motor vehicle crashes and 4 animal complaints. Forty-five (45) traffic stops and traffic violations were conducted. Officers charged or made arrests of 27 individuals for various offenses, to include Theft, Disorderly Conduct, Traffic offenses, Bail violations, Warrants of Arrest, and OUI.

- Chief Boucher met with other Knox county public safety agencies to work on a grant project to upgrade our public safety technology capabilities
- Chief Boucher attended Midcoast Public Health District Coordinating Council meeting in Rockland concerning the opiate addiction issues in planning for treatment, prevention and enforcement issues occurring around the tri-county area.
- Department members continue to work Knox County Community Health Coalition in the area on programs to address the opiate and other substance abuse problems that impact our community.
- Three officers attend officer safety training in Camden this week.
- Two candidates were interviewed by the city personnel Board and a Departmental board for the open position we have, the process is moving forward.
- Chief Boucher attended the Oceanside High School career day event to recruit and answer questions by students concerning the law enforcement profession.
- Officers continue Main St. foot patrols to conduct building checks.
- Officers assisted DHHS Bangor office with ongoing case that will require two officers to testify in court in Bangor in the coming weeks.
- Sergeant Finnegan provided training in domestic violence awareness for the Midcoast Human Resources Association.
- Officers assisted EMS with calls for service throughout the city.
- Sergeant Finnegan provided training in recognizing signs of substance abuse in the workplace for Fisher Engineering.
- Sergeant Finnegan reviewed an online training module for breath testing that's in development, and due to be released for officers next month.
- Officers continued their regular visits with students and staff of our local schools, including Officers Bagley and Solorzano, who read Dr. Seuss books to elementary students.
- Targeted traffic enforcement details were conducted throughout the City.
- CID worked with Probation and Parole on compliance checks with the city.
- CID conducted sex offender compliance check throughout the city.

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- Officer assisted MDEA with investigations that impact the city.
- CID provided property managers with resources for screening potential tenants.
- Officer assisted citizens with information on Identity Theft prevention.
- Parking Enforcement issued 41 parking tickets. (38 overtime, 2 Parking in wrong direction and 1 ADA parking violation.)

OFFICE OF THE WASTEWATER TREATMENT FACILITY DIRECTOR

- Set up staging and assisted contractor with the final repairs to the unit heaters in the headworks building.
- Checked and corrected an issue with the pump alarms at Waldo Ave. pump station that was causing it to send false alarms to the plant Supervisory Control and Data Acquisition (SCADA) system.
- Ordered parts for pump station Flygt pumps replenish the spare parts inventory.
- Replaced the motor starter in the control panel for the #2 aeration tank mixer.
- Adjusted the belt tracking on the #1 Belt Filter Press.
- Began cleaning and performing CCTV inspection of the sewer main that lies between Summer St. and Talbot Ave. west of Lincoln St. The condition of the 10" clay pipe is so poor that the camera was only able to access 200 ft. of the approximately 300 ft. long pipe. It will be difficult to clean and inspect the remainder of the pipe without causing it to collapse. (See Photo)
- Resumed cleaning and CCTV inspection of the sewer main on upper Limerock St. between Ulmer St. and Oliver St.
- Repairs to the vacuum motor controls on the vacuum truck were completed.
- Replaced the motor coupling on the circulator pump for the air exchanger in the sludge handling building.
- Replaced the bearing housing assembly on the #2 circulator pump in the boiler room.
- Dye tested a sewer lateral on Talbot Ave. to determine where it connects to the city sewer system.
- Completed a two week emergency excavation project to repair valves for the Return Activated Sludge (RAS) system. The excavation was complicated by the fact that multiple valves were located 14' below grade in close proximity to each other as well as other plant process lines and utilities. In a properly operating RAS system, a portion of the settled sludge is returned to the head of the aeration tanks to re-seed the new wastewater entering the tank. This repair also included repairs to a leaking flange on a RAS line in aeration tank 6. (See Photos)
- On April 28th the Rockland Pollution Control Facility will host Janet Abrahamson of Maine Rural Water Association. Janet will present a one day training seminar entitled Effective Utility Management.
- Two employees attended a one day training seminar on the topic of Water and Wastewater Microbiology and Tests for their Wastewater Operator License continuing education credits.
- Average daily flows through the plant were 2.6 MGD with a peak CSO flow of 9.7 MGD.

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Summer / Talbot Street Main



Leaking RAS Pipe Flange



RAS Valve Excavation Project



Repaired RAS Line Flange



OFFICE OF THE CITY ASSESSOR

- Assessing met with a buyer and their real estate agent about a property for sale in Rockland. In order for the lender to finance the property it needs to be classified a specific way. Dennis and I reviewed the property specifics and both came to the conclusion that we could reclassify the property as very specific work had been done to it. A change of use will need to be applied for by the seller and approved by Code enforcement and then the sale could move forward.
- I have been reviewing several of the business personal property declarations that have been sent back in for eligibility for Business Equipment Tax Exemption (BETE) and Reimbursement (BETR) and have identified several businesses that should apply. I am making phone calls to reach out to these businesses. There are over 700 accounts so I encourage all business owners to go to this website to see if you qualify: <http://maine.gov/revenue/propertytax/propertytaxbenefits/bete.htm>. I am happy to help you see if you qualify and fill out the appropriate paperwork. There is deadline of May 1st for BETE.
- In addition, we have been working to identify any new or existing businesses that have not filed their Business personal property declarations. If you see a new business, please feel free to reach out to me about it. All businesses in Rockland are required to declare their business personal property regardless of the size of the business.
- I have received many calls and drop ins about property assessments. I am happy to speak to taxpayers. Please call ahead and make an appointment--as I may be out in Rockland. I don't want to miss you.
- This week I will again be out in the field taking pictures of permitted changes to properties and visiting homes of taxpayers who have questions about their assessments.

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- Dennis and I worked together this week on the remaining abatement requests and training on how he assessed Rockland. It is really great to have the former assessor handy to answer questions and fill out the details of the city for the last 10 years.
- Dawn has been training Roxy, the new code enforcement assistant, and things are looking great.

OFFICE OF THE MUNICIPAL FISH PIER DIRECTOR

- No permits were issued this week.
- Submitted metered electric bills to the finance department for accounts receivable.
- MKM Island Lobster Co. and I conducted an on sight meeting to discuss his intended uses of the two Lobster Buyer station and any issues with the lobster buyer station equipment not functioning as intended for its use. All equipment operating as designed.
- A new weather tight on and off hoist switch has been found and ordered. The switch will be installed as soon as it comes in on Fox Island Lobster Company's Buyers Station hoist.
- Chemical analysis of the soil samples taken from around the pier should be completed by next week.
- The price per pound for scallops is \$13.00 per pound.
- The price per pound for lobster is around \$5.80 per pound.

OFFICE OF THE PUBLIC SERVICES DIRECTOR

- Continued city wide street sweeping.
- City wide trash pickup and Litter and refuse collection at Transfer Station.
- Applied cold patch City Wide
- Brush cutting throughout city ongoing.
- Picnic Table and trash container holder construction, repair and painting has begun.
- Continued on more Interior Painting at the recreation building.
- Two newly hired employees have been cross training at transfer station gate house.
- Investigate drain issue at 8 Shaw Avenue the drainage at this location will need significant work when begin excavation season.
- Replace lights in council chambers.
- Moved furniture and equipment in city hall offices.
- Remove large birch tree from 40 Highland Ave. In city ROW.
- We had two minor call-ins for icing.
- Clean basins and drains.
- Continue total rehab/fabrication of hot box used to warm temporary pavement repair. Repair sweeper truck.
- Maintenance and PM on 621 Loader.
- Hydraulics were repaired on boom truck.
- Continuing employee evaluations currently about 35% done.

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- Updated RSMS data entry and worked on total cost report. The RSMS system is now complete and has been passed along to wastewater so that sewer and stormwater repairs can be added to the database of road work which will allow us to prioritize the highest infrastructure needs. Once we narrow down the sewer and stormwater needs we will be able to provide total street repair cost and maintenance funding/budget proposes.
- Continue daily work data into IWORQ
- Welcomed new Harbor Master, Matthew Ripley
- Met with Ben Matthews from the Nature Conservancy concerning the Thompson's Meadow Bridge.
- Continuing Application work for Thompson Meadow Bridge
- Began talks with Jeff Smith, landowner of talks to remedy the impassable culverts at head of Meadow Brook
- Met with representatives from local utilities and Crooker, Inc to discuss upcoming Old County Road project, reviewed acceptable storage, and materials transfer areas. General project aggregate and materials will be stored at the transfer station, an office trailer and additional materials storage area will be stored at the Old County Road Ball field.
- Mailed out the Old County Road utility moratorium certified letters as well as answered questions from several residents pertaining to the utility moratorium.
- Attended the first meeting with Milone and MacBroom, members of the Harbor Management Commission and Harbor Park Redesign committees.
- Attended Rockland Main Streets morning on main meeting to address questions pertaining to the Main Street sidewalk inventory as well as ongoing efforts to improve sidewalks in general.
- Attended meeting regarding the finalization of Winter street.
- Attended annual budget review group meeting.
- Worked on finalization of Landfill Cell Development plan which will incorporate the closing out the extreme north section of the landfill between the power transmission lines and the old county road bridge using about 20,000 yards material from the Old County Road rebuild project.

OFFICE OF THE CODE ENFORCEMENT OFFICER

- John and Bill attended MBOIA IECC Training in Augusta.
- John attended a special meeting of the Planning Board.
- Bill attended a Comprehensive Planning Commission meeting.
- John issued a Certificate of Occupancy for the new Nail Salon at 145 Camden Street.
- Bill had two license inspections and a follow-up license inspection this week.
- John and Bill continue to be busy with various permits and inspections.
- There were 4 complaints filed this week, and John and Bill continue to work on complaint issues within the City.
- The following permits were received by the Code Office this week:
 - 1 Building Permit
 - 4 Plumbing Permits

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- 1 Electrical Permit
- 2 Miscellaneous Permits
- 1 Street Excavation Permit
- 1 Sign Permit