

**To: Mayor MacLellan-Ruf and Members of the Council**  
**From: James D. Chaousis II, City Manager**  
**Date: January 8, 2015**  
**RE: City Manager's Weekly Report**

### **OFFICE OF THE CITY MANAGER**

- This report will cover a lot larger period of time because the manager reports were not issued on the short holiday weeks. Yet, public business doesn't stop over that period, so there will be a lot in each report. Sorry for the overload.
- Continued the process of hiring three laborers for the Department of Public Services. We have some great local candidates and I'm sure this will be completed shortly.
- Worked with Councilor Pritchett, Energy Committee Chairman, on the report regarding the streetlight project on Main Street. The report is included within.
- Continued work on the Employee Handbook. I overestimated the time for review and it will be proposed to the City Council in February. I plan to send out the draft version in the next manager report so the City Council has time to review it. It is approximately 70 pages and collects all of the scattered policies regarding employment throughout the organization. Some aspects will be brand new policy, some will be revised policy, and some will reflect the code.
- Conducted a department head meeting around internet and email policy conduct. Department heads are well informed of the city's policies regarding these issues and will bolster the enforcement of the intent.
- Attended a professional development session on public relations and public opinion. This is an area where the city has some weaknesses and I would like to brush up on some of the concepts for consideration in future policies. There are more sessions planned in the future.
- The auditors continue to work on the audit. With the transition of manager and finance director, in the audited year, it has been a challenge but also a learning opportunity to focus the future of financial record keeping in the city.
- Executed a new cleaning contract for city buildings. It is a comparable price to the last contract but we had good quality applicants. I think the results will be favorable for the city. Maine Real Estate Management was the lowest bid and performs similar services for other organizations.
- Finished the job description for the Harbor Master with the Harbor Management Committee Chair. Posted the ad and will wait for candidates.
- Bill Butler, Assistant Code Enforcement Officer, started during this period. He hit the ground running and will be a compliment to John Root in that office.
- We're preparing to write a grant for the Local Regional Government Efficiency Fund. We have been working in partnership with Knox County. The grant deadline has been postponed to the end of the month, which is good.
- We are gearing up for non-management performance evaluations this spring. Department heads have received the review forms and will receive training later this month. When non-management performance evaluations are complete we will start management performance evaluations in late spring. This will be a

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substantial step forward in total evaluations city wide. My annual evaluation will be performed at the conclusion.

- Obviously during this timeframe the ICMA censure was announced. This shouldn't have come as a surprise to the City Council. I never dodged this issue. I made a mistake. I'm sorry. We all need to be held accountable. That includes me.
- I have been preparing for the follow up sessions regarding MSW, recycling, and landfill. I have had conversations with ecomaine, MRC, and DEP. I would like the City Council to have meetings on the following dates:
  - January 25<sup>th</sup>, 2016- ecomaine, single stream recycling and MSW incineration
  - February 1<sup>st</sup>, 2016- MRC- Future of PERC and MRC (Fiberright)
  - I will work on additional dates for other topics and should have a report from DEP soon.
- Ford Motor Company is deciding what to do with our poor performing 2011 F-450 that has been hobbling for 1 ½ years. They are looking into purchasing the vehicle back from the city. This would be the best acceptable scenario regarding this equipment. I have held the ambulance purchase award until more information is provided.
- Submitted resumes for the position of Assessor to the Personnel Board for review.
- The product of the personnel investigation has led to the termination of Ed Glaser, Harbor Master, from employment with the city. The final determination of discipline is not available to the public until the appeal is exhausted. Mr. Glaser has decided to appeal.

### **OFFICE OF THE ASST CITY MANAGER/COMMUNITY DEVELOPMENT DIRECTOR**

- Project meeting on the development for Smart Start Rockland – the online permitting and licensing tool for businesses, that the City is developing with funds from the “Startup In A Day” prize.
- Administration of Knox County Regional Microloan for two Rockland businesses which were approved by the microloan review committee to receive loan funds.
- Meeting with REDAC Chair to discuss the plan for economic development activities for the upcoming year and projects that are of interest for REDAC to focus on.
- Meetings with two businesses regarding interest in submitting microenterprise assistance and economic development CDBG applications.
- Initial preparation of grant application for Efficient Delivery of Local and Regional Services to the State Government.
- Review of revised draft of comprehensive plan chapter on Marine Resources.
- Initial development of project management plan for the redesign and engineering of the Public Landing.
- Site tour with business owner who is in the initial stages of opening a seafood processing business and trying to attract a microbrewery.
- Meeting with Police Department and other community partners to discuss CDBG Safe Communities grant application.

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### OFFICE OF THE CITY ASSESSOR

- Processed Real Estate Transfers, updating parcel cards, sales book, and property splits.
- Processed Personal Property accounts, updating ownership, owned items, depreciation, State BETR'S 801 returns, BETE exemptions.
- Processed building permits, reviewing, updating property cards and assessments.
- Analyzing qualified sales of all properties and neighborhoods for a fair and equitable assessment.
- Completing State forms and returning for processing.
- Updating GIS with the new splits and merging parcels.
- Listening and reviewing properties at the property owner's request.
- 124 Rockland properties for sale as of 12-23-2015;
  - Residential 74 3 over \$500,000.
  - Commercial 19 5 over \$500,000.
  - Vacant Land 20 2 over \$500,000.
  - Multi Units 11 1 over \$500,000.
- The Maine Assoc. of Realtors reports an increase for Knox County in sales from November 2014 to November 2015 (135 vs. 156). Also, that the median sales price went down from \$195,000 in 2014 to \$187,250 in 2015.
- Overall for the State of Maine the sales were up 11.4% and the median sales price rose 5.7% (175,000 to \$185,000).

### OFFICE OF THE LIBRARY DIRECTOR

- As I suspect did most non-retail places, the Library experienced a bit of a slowdown, both in programs offerings and visitors during the last two holiday weeks. Highlights—Patty King presented a terrific hands-on program—Holiday crafts for Adults and teens, which was well received. The LEGO™ club met and created “whacky houses”. Public Services did a wonderful job of snow removal at the Library.
- I attended a Department Heads' meeting, and held a short meeting with full-time Library staff; I also met with the City Manager.
- Keith Drago offered Drop-in Tech Help—this is available on Monday evenings; patrons may also make appointments for individual assistance.
- Catinka Knoth's Children's Art Class drew polar bears, while the Adult classes drew evergreens in snow this week.
- In the first of a new series from Destination Wellness, Sherrie Clark gave a presentation on Bowen Therapy. This is a gentle manual form of body work performed over light clothing. Bowen consists of rolling moves that are done over precise points on muscles, tendons, ligaments and nerves stimulating the body's ability to rebalance and heal itself.
- This Wednesday was the first in a series of five, where the Library will offer Storytime in the Children's Room while a Family Place™ Library Workshop entitled “Play with Me” is presented in the Community Room. Guest storyteller Judith Andersen read

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some of the children's favorites—among them were *Knuffle Bunny Free*, by Mo Willems, *Frog on a Log*, by Kes Gray and Jim Field, and *The Circus Ship*, by Chris Van Dusen. Following the reading, participants colored two papers that depicted children helping others. The "Play with Me" workshops are for children 0 to 3 and their families. Eleven families participated, and Jean Young was assisted by Friends' volunteer Marilyn Trask. You may recall that Rockland Public Library is one of only 270 libraries in the United States designated as a Family Place Library™, meeting the needs of children 0 to 3.

- Patty King and I met with a committee of the Friends' Board who will be helping with the upcoming (and third annual) Love you Library; your Library loves you event. Do save the date of February 12.
- We offered a program entitled *Your Next Career Move: Tools to Get Started*, co-sponsored by New Ventures Maine, for those who are ready for a career change but don't know where to start.
- The Thursday Evening Arts and Cultural Event was live music Musical Performance. The Rusty Hinges is (I know, it seems like it should be "are") a local band that plays country, folk and blues in an upbeat as well as traditional style, and performs in the mid-coast region throughout the year.
- On Saturday, the Storybook Theater Players presented *Stone Soup*. This classic story of cooperation and sharing was brought to life as a play by the Medomak Valley High School students, for all ages.
- Upcoming: More **Adult Coloring**-- Join us every 3rd Saturday for Adult Coloring and find out the benefits of this cool new/old activity; all materials provided, and best of all, no previous experience required! Also, as mentioned above—mark your calendars so you can attend Love Your Library.

### OFFICE OF THE FIRE CHIEF

Over this extended period, in addition to the response to 108 Fire and EMS calls, conducting apparatus checks, daily cleaning, routine repairs and maintenance to the fleet and of the quarters, the following occurred:

- We learned that the City will likely "lose" up to \$3500 due to another reduction in State reimbursement funding. These funds have been used over the past four years to help offset the costs of Emergency Management needs. Due to a significant reduction in the funding, the mechanism has changed to a competitive "grant" type, of which our chances of award are much less likely.
- Staff conducted four car seat checks and distributed/installed two new seats. We have two certified personnel who conduct these installations and checks, with one of the two "licensed" to distribute car seats.
- Engine 1, our oldest pumper went to Ron's in Vasselboro to have an internal air leak corrected that was beyond our in-house capability. While the problem was corrected, and all systems function properly there remain numerous small leaks that indicate the age of this unit. These leaks cause the station air compressor to run more often to maintain readiness conditions. Staff will be working to correct as many of these problems as we can, to minimize taxing the station and on-board air systems.

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- We received five bids to replace our oldest ambulance (a 2006). Those bids have been reviewed and a recommendation for award has been forwarded to the City Manager. While the newest ambulance still remains out of service, skipping over the replacement of this older unit would introduce even more issues. We do believe we're nearing a resolution on the out of service units.
- Both B and C Shifts got a little exercise shoveling hydrants after our first snow storm. While it was not particularly deep, the snowplowing tends to render them less visible and makes connecting to them slower, hence the need to get out there with nearly every snowfall.
- I conducted a preliminary walk-through, along with CEO Root, of a local building looking to make significant renovations and bring in a new business.
- John and I conducted three inspections along with the new Asst. Code Officer Bill Butler. This allowed all three of us to discuss our methods and strategies in working with local businesses and staff to ensure safe, compliant facilities. I feel very fortunate that we have a great working relationship with the Code Office, allowing us to share responsibilities and not duplicate efforts.
- We held our annual Fire & EMS Department meeting, where we reviewed events and actions of the previous year and discussed goals and anticipations for the upcoming year.
- Just this Thursday evening RFD was called to South Thomaston to assist them with a structure fire on Field St. Our crew was out of town for about 2 ½ hrs. This fire and the home itself appear to prove some of our fears about the modern fire environment and the hazards to personnel found in newer construction.

### **OFFICE OF THE CHIEF OF POLICE**

Officers responded to 172 calls for service. Rockland Police Officers responded to 7 motor vehicle crashes and two animal complaints. Twenty-four (24) traffic stops and traffic violations were conducted. Officers charged or made arrests of 21 individuals for various offenses, to include Warrants of Arrest, Traffic offenses, Bail Violations Drug violations, Alcohol offenses and Operating under the Influence.

- Update the progress of the Maine Chiefs of Police Recommendations for the first six months to gauge progress.
- Conducted a review of member input toward the budget process for fiscal year 2016-2017 budget process.
- We continue to work closely with area landlords in an effort to screen potential applicants to ensure compliance with the city disorderly property ordinances.
- Continued to work various criminal investigations.
- Conducted compliance checks at liquor establishments in the city.
- Officers once again did bail enforcement checks to make sure that residents of the city that are on bail are in compliance with their bail conditions.
- Radar details continue to be conducted at various locations throughout the city.
- Continued recruitment efforts for new candidates for open and anticipated position within the department.

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- Deputy Chief Young met with Chief Deputy Carroll of Knox County Sheriff office to keep and open line of communication in order to ensure that our respective departments are sharing resources at an optimum level.
- CIT quarterly report has been submitted.
- We are working with area Law Enforcement agencies to present another CIT training for area Law enforcement officers.
- All Officers have completed the required 2015 compulsory training by the Maine Criminal Justice Academy.
- Addressed two electrical deficiencies within the building to bring them up to codes and standards.
- Officer Gaylor is at the Academy this week taking the required training to become a Firearms Instructor.
- Patrol division has begun OUI saturation patrols funded by a Grant funded by the Maine Bureau of Highway Safety.
- Member of the detective division visited local senior living facilities to provide residents and staff with Identity Theft instruction and material.

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

- The f/v Western Sea departed the pier on December 23, 2015 and is being hauled out at the local ship yard.
- Filed all 2015 paperwork and have established current user permits for calendar year 2016.
- Started working on the Annual report based on the first six months of the fiscal year.
- Sent to the Finance department metered electric, upper lot storage, and lot storage lobster vessel permits bills for payment. It is a requirement of a lot storage permit to have a current calendar year Lobster vessel permit.
- Accumulating the current fiscal year revenue and expenses to establish a base line for the fiscal year 2017 budget request.
- Attended the City Manager's department head meeting.
- The price per pound for scallops is still \$12.50 per pound.
- The price per pound for lobster has dropped to \$3.80 a pound.

#### **OFFICE OF THE FINANCE DIRECTOR**

- It's been a few weeks since the last report; but, with the holidays and year end requirements it's been a busy time for finance.
- Payroll specialist Wanda Harvey has been busy with tying up end of year payroll issues; including new requirements as a result of the Affordable Care Act (ACA). Wanda is very busy this time of year with year-end payroll close, and finding time to begin the process of getting the W-2s ready for employees.
- Accounts payable clerk Laurie Smith was able to enjoy some family time during the holidays; she was gone the last two weeks of the year, so now she's busy trying to get caught up with bill paying.

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- The audit has not yet been completed; the auditors were here on Monday and are expected again today and another day next week. Hopefully, they will soon be done with the FY 15 audit.
- My tasks for the last several weeks have been to develop a new budget format for the upcoming FY 17 budget year, and to update the city's Chart of Accounts. Without getting into any large expenses in trying to update the Chart of Accounts completely I chose to update wherever I saw a great need, and to make minor changes elsewhere. I'm hopeful that the new budget format will make it easier for the council and the public to review the city's budget and understand all that the city provides, better than they might have previously.
- In addition, I've been reviewing the city's budget for the 2<sup>nd</sup> quarter, or the first half of FY 16. So far there don't appear to be any significant financial issues as yet in the city's general budget. However, we are in the middle of winter and have not experienced much inclement weather. One area in which we have made large payments has been in the accrued benefits line. This line is used to pay outgoing personnel any accrued benefits they have at their time of departure. This line has been overdrawn, and there could be additional expenses in this area before year end. A complete quarterly report will be made available later today.
- I have also been reviewing the city's Water Pollution Control Facilities budgets (Sewer and Storm Water); I do have some concerns with the funding for the Storm Water budget in that the city is not currently collecting storm water fees, and \$40,000 had been budgeted as revenue. At some point the city council and city manager will need to discuss with the WWTF director how best to implement a storm water payment fee schedule.
- I'm currently getting up to date on the multitude of grant projects the city has, as well as the citywide construction projects. I've also been updating revenue sharing information, as well as getting up to speed on the city's debt information in preparation for the upcoming budget sessions.
- That's the report for this week; another busy week ahead.

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

- The roof at the Recreation Building above the Rockland District Nurses was patched to get us thru the winter months so we can have the roof properly replaced during more optimum conditions.
- Light pole number 34 & 37 lights on Main Street were repaired and made operational.
- The holiday decorations were removed from Winslow Holbrook Park and Main Street.
- Performed winter road and sidewalk snow plowing and snow removal on the first storm of the year.
- Repaired floor rot in the Recreation Building.
- The Recreation Building electrical for the heating system condensate unit was rewired and fitted with visual light to verify it was operating correctly. This should prevent future boiler outage issues.
- Performed asphalt grinding and transported tailings to the Landfill.

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- Cold patch roads around town.
- Repaired leak in roof at landfill chemical building.
- Removed abandoned telephone/power poles from Warren, Willow & Gurdy Streets.
- Met with representatives from A.H. Harris reviewing different methods of stamped concrete sidewalks that the City could install in-house.
- Repaired pavers and installed sidewalk edging on Union Street.
- Inspected and removed snow from basins across the City.
- The MSW tractor trailer was involved in an accident rendering the tractor inoperable. The tractor was towed to O'Connor GMC to be evaluated. Arrangements were made to have MSW hauled by an outside contractor.
- Paula Clark has contacted the City about the letter regarding the 75% closure reimbursement as well as internal changes to the Solid Waste Management Department regarding the engineering department. Miss Clark said that the State attorney was drafting a letter to the City and we should have it soon. Miss Clark also suggested that we have a meeting so we can talk with other members of DEP that will now be involved with the details of the landfill closure.
- Plugged weeper holes in the landfill on the Limerock Street bridge.
- Working with Thomaston on coordinating a bid for roadway line striping.
- Road side trash pickup was conducted.
- Truck 8 had to be taken to Colwell Diesel to repair the oil cooler leak.
- A power pole in the Recreation building parking lot was damaged during sanding and was required to be relocated to prevent it from happening again.
- Met with the Finance Director and Infinisource, a time management company, to investigate a better time management tracking system for the department.
- Conducted preventative maintenance and cleaning of the various fleet trucks.

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

- Both Environmental Technicians passed their exams and were awarded their Class III Collection Systems Operator Certificates. This is the highest certification that can be earned in that position.
- Worked with code office to investigate a possible failed sewer main at Sunset Terrace Mobile Home Park.
- Two Environmental Technicians supported the Department of Public Services snow removal activities on December 29<sup>th</sup> and 30<sup>th</sup>.
- Continued investigation of odor complaints near Ocean and Water Streets.
- Responded to sewer back up at James Street. Blockage was on private lateral.
- Responded to Dig Safe requests on Broad and Gay Streets.
- Jetted 24" sewer main at Harbor Park.
- Rebuilt Check Valves on Reserve Activated Sludge Pumps #1 and #2.
- Installed newly rebuilt pump 2" at Park Street Pump Station.
- Rebuilt the Motor for #2 Vortex Pump.
- Installed a new Variable Frequency Drive at the Region 8 Pump Station.
- CSO event from 12/22-12/24 and a maximum flow going through CSO structure of 23.4MGD. Average flows for week ending December 26<sup>th</sup> were about 3.9MGD

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- CSO event on 12/27 with a maximum flow through CSO structure of 10.8MGD. Average flows for the week ending January 22nd were 2015 were about 3.5MGD.
- Worked with Wright Pierce to gather data for final FMC study memos.
- No CSO events, average flows were about 2.6MGD for week ending January 8<sup>th</sup>.

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

- John has been showing around the new Assistant Code Officer, Bill Butler.
- Planning Board Meeting on 1/5/16.
- There were two Planning Board Applications submitted to make modification to existing approved plans.
- There were three complaints filed this week.
- The following permits were received by the Code Office this week:
  - 4 Building permits
  - 0 Driveway permits
  - 3 Electrical permits
  - 1 Plumbing permits
  - 4 Sign permits