



Gaithersburg

MAY 2014 MONTHLY REPORT





City Manager's Office

Significant Departmental Actions

City Manager's Office

- The Mayor & City Council along with CM Tomasello and ACM Enslinger hosted an appreciation luncheon for the Public Works Department.
- CM Tomasello participated in the Federal Emergency Management Agency's Community Assistance Visit.
- CM Tomasello participated in Career Day at Summit Hall Elementary School.

Intergovernmental

- LAM Sanchez met with representatives of Rockville to discuss the 2015 Maryland Municipal League (MML) Legislative Action Requests.
- LAM Sanchez attended the Public Policy Committee meeting of the Montgomery County Commission on Child Care and the Commission on Child Care Annual Retreat.
- LAM Sanchez attended SLT to make a formal request for 2015 Legislative Priorities.
- Mayor Katz and LAM Sanchez attended the Governor's Reception for the MML "If I Were Mayor.." to recognize the 2014 District winners.

Legal Service Team

- Represented the Committee and the Parks, Recreation & Culture Department in a Sports Program Appeal Committee Hearing.
- CA Board successfully prosecuted nine municipal infraction cases and conducted training on Administrative Warrants for the Code Enforcement and Zoning Officials Association.
- ACA Johnson testified at the Public Service Commission hearing on the proposed PEPCO rate increases.
- ACA Johnson reinstated the Maryland Municipal Attorneys Association's newsletter.
- Prepared or reviewed 26 contracts and three deeds and easements.

Mayor and Council Services:

- Office transitioned backup responsibilities for Mayor and Council agendas and meetings from Lauren Klingler to Michelle Coupe.

Meeting/Events/Community Involvement

City Manager Tomasello attended the following events and meetings:

- Gaithersburg Spring Swing golf tournament
- 14th Annual Montgomery County Housing Fair and Financial Fitness Day
- Paws in the Park Dog Walk and Festival
- 6th Annual Active Aging Expo
- 5th Annual Gaithersburg Book Festival
- Character Counts Scholarship Luncheon
- Asian Pacific American Heritage Month Celebration
- Gaithersburg-Germantown Chamber of Commerce's 11th Annual Wine Tasting
- Memorial Day Observance
- Grand Opening and VIP Breakfast - Carousel RIO Washingtonian

CA Board attended the following events and meetings:

- Local Government Insurance Trust Claims Committee meeting
- Maryland Municipal Attorneys Association Spring meeting with ACA Johnson. CA Board was elected to be the Association's representative to the Maryland Municipal League's Legislative Committee.



Communications

Significant Departmental Actions

- Supported Gaithersburg Book Festival with photography and covered three author tents with videography. Posted images to website photo gallery after event, and began airing and posting author presentations on YouTube.
- Completed media buy, issued press releases, prepared promotional spot, and coordinated invitations to the Welcome Ceremony for Celebrate! Gaithersburg.
- Continued work on the Economic Development website.
- Populated City website pages for Jubilation Day and Celebrate! Gaithersburg, including performance schedules, sponsors and other features.
- Discussed Phase II of the website conversion project, exploring additional opportunities with tools now available in the new content management system. Also discussed site metrics and tracking.
- Taped Employee Health Benefit presentations for subsequent viewing by those unable to attend workshop.
- Televised seven meetings of the Mayor & City Council, Planning Commission and Historic District Commission. Aired Firehouse video at Historic District Commission meeting as part of Historic Preservation Month.
- Assisted with press releases, remarks, promotions and advertising and/or coordinated photography/videography for Active Aging Expo, Bike to Work Day, Clergy Luncheon, Book Festival, Farmers Markets, Celebrate! Gaithersburg Festival, Arts Barn performances, Housing Fair, Paws in the Park, Jubilation Day, Water Safety Day, Water Park & Mini Golf Opening, Summer Recreation Classes, Memorial Day, Flags for our Heroes, Fall Golf Classic, Open Gym, Men’s Softball, Baseball Trips, Summer Camps and Clinics, and Ready-Set-Run!

Meetings/Events/Community Involvement

- Participated in several interdepartmental meetings to discuss conversion of Alert Gaithersburg system to new platform and associated advertising and communications. Director trained on using system to issue Alerts.
- Attended luncheon for 2014 CHARACTER COUNTS! Scholarship recipients.
- Participated in annual Clergy Luncheon.
- Met with Community Museum staff to discuss exhibit signage and labels.
- Met with Neighborhood Services staff to discuss outreach/communication opportunities.
- Met with Arts Barn/Kentlands Mansion for continued discussions about a joint marketing publication.

Key Performance Data

Public Information	May 2014	FY YTD 2014	FY YTD 2013	YTD Comparison
Press Releases Issued	36	310	289	7.3%
*inGaithersburg Subscribers (cumulative)	13	2,136	2,307	-7.4%
Alert Gaithersburg Subscribers (cumulative)	45	11,110	9,241	20.2%
Facebook Likes (cumulative)	24	2,203	1,729	17.0%
Facebook Posts	45	513	559	-8.2%
Twitter Followers	21	94	N/A	N/A
Twitter Posts	11	31	N/A	N/A
YouTube Posts	5	45	40	12.5%
Non-Meeting Programming (number)	7	54	N/A	N/A

*database clean-up during conversion from myGaithersburg to inGaithersburg decreased number of subscribers



Community Services

Significant Division Actions

Community Services (CS)

- Coordinated annual Clergy Lunch with 38 attendees, 17 of whom were clergy representatives.
- Hosted 14th annual Montgomery County Housing Fair with more than 1,500 people in attendance.
- With the Educational Enrichment Committee and St. Martin’s School, coordinated the Gaithersburg Book Festival Children’s “Book Nook.”
- Discussed donation opportunities with Discover Books and Safeway; met with Gaithersburg/Germantown Chamber of Commerce to discuss business partnership opportunities including Holiday Giving; and attended nonprofit Montgomery County Health & Human Services grant models discussion.
- Coordinated donation of 10,000 children’s books and a sorting party in June with Gaithersburg Elementary School and 12 volunteers.
- Met with Montgomery County Public Schools grants administrator regarding the 21st Century grant proposal for Gaithersburg.

Homeless Services (HS)

- Division Manager met with members of Covenant United Methodist Church to review logistics and planning for Feed the Homeless Breakfast on June 21, 2014.
- HS and CS Division Manager attended National Prayer Day at Victory Church in Gaithersburg.
- Hosted a staff teaming meeting with Essi Najafi, Principal of Global Engineering Solutions. Provided him a program overview and tour. Members of his organization are interested in making monetary donations.
- Division Manager participated in a Community Review Board interview on the Housing Initiative Program.

Meetings and Community Involvement

Community Services

- Program Coordinator Orellana participated in a Congressional Briefing on the topic of the “Young Parents’ Dignity” Agenda.
- Program Coordinator Srinivasachar completed an Event Management certificate program at Montgomery College.
- Hosted Educational Enrichment and Community Advisory Committee monthly meetings.
- Attended annual Interfaith Works Caregivers Conference and School-Community United in Partnership (SCUP) 2014 planning meeting.
- Participated in planning meetings for Celebrate! Gaithersburg and the Book Festival.
- Attended retreat planning meeting for financial wellness programs coordinated by Café Montgomery.

Homeless Services

- Attended the Montgomery County Continuum of Care meeting, Montgomery County Homeless Singles Teaming meetings and Friends of Wells/Robertson House Board meetings.
- Continuing Care Program hosted a resident workshop on assertiveness. The Team Building Activity hosted a picnic at Black Hills and a picnic/hiking at Cunningham Falls.
- Division Manager accompanied a Wells Robertson House (WRH) resident to a Homeless Walkathon and panel discussion at St. Rose of Lima Church, at which the resident was a guest speaker.
- WRH Resident Volunteer Corps participated in the Book Festival and other City activities.

Key Performance Data

Service	May 2014	FY YTD 2014	FY YTD 2013	YTD comparison
Case Coordination (households)	11	189	327	-42%
School and CC! Contests (youth participants)	409	1,842	1772	4.0%
Educational/Outreach Events (individuals)	1750	9286	3207	189.6%
Housing Assistance (households)	3	29	22	31.8%
Wells/Robertson House (bed nights)	402	4,470	4,025	11.06%
DeSellum House (bed nights)	155	1,670	1,680	-0.6%
Street Outreach (direct service hours)	42	354	266	33.1%
Housing Initiative Program (individuals)	5	5	3	66.7%

Economic Development

Significant Division Actions

- Staff met with company executives from DRS and toured the site at 700 Quince Orchard Road.
- EDD Lonergan and BSC Disque toured multiple sites with representatives of American Flouroseal/St. Gobain, which is looking to expand within the City of Gaithersburg.
- Staff researched and prepared an analysis of the retail market surrounding the IBM site at 800 North Frederick Avenue.
- City staff spoke regularly with MedImmune and the Maryland Department of Business & Economic Development (DBED) staff during May on the unsolicited bid by Pfizer to acquire AstraZenica.
- Staff participated in a DBED Partners Meeting at their offices in Baltimore on May 27th.
- EDD Longergan attended the Montgomery County Department of Economic Development’s Monthly Partners Meeting on May 28th in Rockville.
- Staff attended an Small Business Innovation Research (SBIR) Resources Network Event at the Germantown Innovation Center on May 13th.

Meetings/Events/Community Involvement

- **Olde Towne Advisory Committee** - Members of the Urban Land Institute (ULI) Regional Land Use Institute made a presentation on their findings and recommendations for the Olde Towne Central Business District.
- **Economic & Business Development Committee** - Discussion of the new state and county minimum wage legislation.

Key Performance Data

Category	May 2014	April 2014	March 2014	February 2014
Class A & B Vacancy	11.1%	10.8%	11.2%	11.4%

Finance & Administration

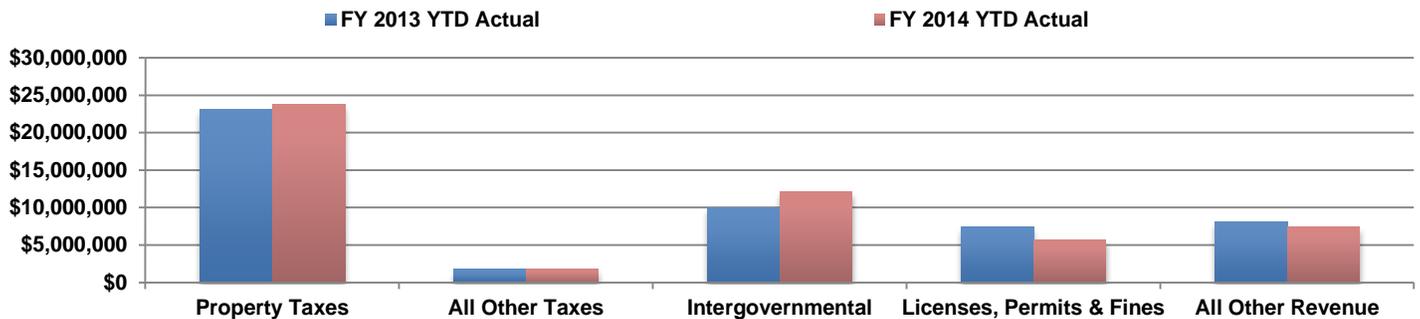
Significant Departmental Actions

None

Key Performance Data

Revenues

General Fund Revenue	FY13 YTD Actual	FY14 YTD Budgeted	FY14 YTD Actual	Percent Collected
Property Taxes:	\$23,109,523	\$23,810,000	\$23,837,728	100%
All Other Taxes:	\$1,750,450	\$2,200,000	\$1,840,362	84%
Intergovernmental:	\$9,983,141	\$13,965,872	\$12,072,839	86%
Licenses, Permits and Fines:	\$7,454,429	\$6,605,030	\$5,716,584	87%
All Other Revenue:	\$8,103,403	\$10,146,534	\$7,402,659	73%
Total General Fund Revenues:	\$50,400,946	\$56,727,436	\$50,870,172	90%



Expenditures

General Fund Expenditures	FY13 YTD Actual	FY14 YTD Budgeted	FY14 YTD Actual	Percent Expended
City Manager's Office:	\$798,465	\$1,725,848	\$1,174,311	68%
Community & Public Relations:	\$2,261,541	\$3,043,172	\$2,457,564	81%
Finance & Administration:	\$1,658,173	\$2,469,773	\$1,414,224	57%
Human Resources:	\$669,075	\$745,287	\$628,039	84%
Information Technology:	\$1,178,748	\$1,637,730	\$1,299,698	79%
Mayor & City Council:	\$243,096	\$285,798	\$266,840	93%
Parks & Recreation:	\$6,276,156	\$7,999,129	\$6,261,957	78%
Planning & Code:	\$3,577,078	\$4,715,232	\$3,957,312	84%
Police:	\$7,324,966	\$9,230,486	\$8,055,821	87%
Public Works:	\$9,724,523	\$12,610,756	\$10,075,461	80%
Non-Departmental & Transfers:	\$8,398,078	\$12,264,225	\$10,244,272	84%
Total General Fund Expenditures:	\$42,109,899	\$56,727,436	\$45,835,499	81%

Human Resources

Significant Departmental Actions

- The following full-time job announcements were posted in May: Police Accreditation Manager (Police); Planning Division Chief (P&CA).
- The following part-time job announcements were posted in May: GIS Technician (IT); Lifeguards - Summer Season (PR&C); Evening Counselor (C&PR); Team Leaders & Assistants - Summer Camp (PR&C); Inclusion Companions - Summer Camps (PR&C); Receptionist - Activity Center (PR&C); Park Observer (P&CA).
- 23 employment applications were received and processed in the month of May.
- Staff attended an ADP virtual conference on May 7.
- Staff attended the 3rd Annual Flu Fighter Award presentation on May 8; the City has been awarded the Flu Fighter Award each year the program has been in existence.
- Staff attended Munis Dashboard Training presented by IT staff.

Meetings/Events/Employee Involvement

- Staff conducted one new hire orientation.
- Staff conducted three exit interviews.
- The Picnic Committee met on May 1 & May 15; the theme for this year’s Employee Picnic will incorporate Disney. The picnic will be held at the Water Park on Saturday, August 23.
- Gloria Moody from ICMA-RC met one-on-one with employees on May 19 and May 23 to go over individuals’ retirement plans and discuss options.
- Open Enrollment information sessions took place on May 29 at the Activity Center; 217 staff attended. Representatives from UNUM, Benecon, CIGNA, ConnectCare3, Assurant, and National Vision Administrators gave presentations on the benefits provided to employees by the City and provided information on ways employees can help cut out of pocket costs and become better healthcare consumers.

Key Performance Data

Category	May FY 2014	May FY 2013	Year-to-Date FY 2014	Year-to-Date FY 2013
Workers Compensation	2	4	53	46
New Hires	1	4	32	34
Terminations	2	0	11	13
Retirements	0	1	5	4

Information Technology

Significant Departmental Actions

- ArcGIS 10.2 Upgrade - Completed the upgrade of the City's Geographic Information Systems (GIS) application (ArcGIS) to the latest version.
- Data for 2014 WQPC Billing - Updated the City's information for the Water Quality Protection Fee and delivered it to Montgomery County for inclusion on the 2014-2015 Property Tax bill.
- Water Park Remodeling (wiring cleanup, equipment placement) - Worked with Facilities and Water Park staff to get new wiring and equipment into place for the season opening after the office renovation at the Water Park office.
- MUNIS 10.3 Upgrade + Dashboard - Completed a project to upgrade the City's primary financial system (MUNIS) to the latest level. The new version of MUNIS provides a new dashboard interface to the users, so training of all City users was required.
- Alert Gaithersburg Replacement - Completed the clean-up of exported data from the current alert system, to be used as the initial base data when it is loaded into the new Everbridge alert system. Worked on-site with Everbridge to begin the configuration of the new system.
- Network Switch Reconfiguration/Upgrade - Installed new switches in the server racks and connected servers to them. Installed and prepped a cluster of new core switches in anticipation of turning off the single remaining legacy switch and cutting over to the new infrastructure.
- Traffic/Pedestrian Counting System - Selected and ordered equipment from MioVision.
- OTYC Pro-Tools Upgrade - Installed new Mbox audio interface units and computers in the A/V lab in the Olde Town Youth Center
- Provided IT support for the Housing Fair and Book Festival.
- Visited the CPSC site with Verizon to determine ownership of legacy phone equipment and to develop a strategy and timeline for its removal.
- Finalized the stylized map artwork of the City Hall grounds and submitted it to the vendor to be used for the phone application for the Celebrate Gaithersburg! festival in June.
- Briefed new Public Works Director Michael Johnson on PW-related IT issues and projects, and trained him on several software applications used by PW.
- Responded to a power outage of the Veeder-Root fuel-tank monitoring system at PW; the outage was most likely due to damage caused by an electrical storm. Worked with the vendor to get a component replaced to get the system working again.

Key Performance Data

Category	March 2014	April 2014	May 2014
Number of Commercial Applications Supported	121	121	121
Number of In-House Applications Supported	52	51	51
Number of Desktop/Laptop Systems Supported	319	320	321
Number of Helpdesk Tickets Closed	131	125	100



Parks, Recreation & Culture

Significant Departmental Actions

- DPR&C Potter met with the following groups/individuals:
 - Board of Governor of Asbury Methodist Village, thanked AMV for being a sponsor of the Active Aging Expo
 - Montgomery Women for their Annual Meeting on May 20
 - Planning Commission to discuss Observatory Park
 - PR&C and City staff for a de-brief meeting of the City’s first annual Bike Rodeo
 - PR&C and PW staff on Constitution Gardens regarding the bid-documents, natural play space and art projects
 - PR&C, IT and PW staff met to discuss the June 30 Mayor and City Council Work Session on CPSC
- Staff projected the impact of the minimum wage increase from \$7.25 to \$8.40.
- Staff attended a certification course offered by Maryland Recreation and Parks Association.
- Senior Center staff was awarded Team of the Quarter.

Meetings/Events/Community Involvement

- Mayor and Council proclaimed May as Water Safety Month, Active Older Adult Month, Asian Pacific American Month, and National Kids to Parks Day.
- The Multicultural Affairs Committee held a celebration commemorating Asian Pacific American Month.
- The 5th Annual Active Aging Expo was held; Congressman Mikulski’s Office sent a Proclamation.
- The 5th Annual Book Festival was held with record attendance (20,000); a Naturalization Ceremony was incorporated; an author reception was held the day before the event.
- The annual Volunteer Coach’s Picnic was held on May 29.
- Memorial Day Ceremony was held on May 30.
- Water Park opened; Water Safety Day was held on May 30.
- The Community Chorus held their Spring concerts (three performances) on May 17-20.
- Montgomery County Road Runners Club held their annual “Kids on the Run” at Bohrer Park.
- Montgomery Village Rotary Club displayed 500 flags for the “Flags for Our Heroes” program on May 23-26 at Bohrer Park.

Key Performance Data

Attendance	May FY 13	May FY 14	Year-to-Date FY 13	Year-to-Date FY 14
Activity Center	11,688	12,986	124,463	122,039
Picnic Pavilions	2,975	2,410	16,685	15,643
Miniature Golf	2,609	2,635	16,635	16,839
Youth/Adult Sports	11,037	11,678	80,378	81,416
Casey Community Center	6,894	8,279	76,518	83,060
Water Park	1,585	3,770	89,293	89,815
Youth Centers	2,180	2,058	22,913	20,148
After School Program	755	672	8,237	8,173
Senior Center	2,273	2,011	22,936	20,919
Skate Park	425	377	2,256	2,349
Arts Barn	3,275	2,656	46,080	36,635
Community Museum	445	451	4,539	2,957
Kentlands Mansion	857	871	18,962	20,015



Planning & Code Administration

Significant Departmental Actions

- Notable permits for Crown Farm restaurants Ruth’s Chris Steakhouse and Venti Tre were issued as well as Zoe’s Kitchen in the Kentlands, site of former restaurant known as ‘COSI’.
- Planning staff completed Self-Storage Text Amendment and updated zoning information for State Department of Assessments and Taxation.
- Planning Team reviewed the Constitution Gardens Park Request for Proposal prior to release.
- Environmental Services reviewed draft of the Lower Great Seneca Watershed Study report and coordinated a method of managing the Forest Conservation Fund.

Meetings/Events/Community Involvement

- Planning staff coordinated the Federal Emergency Management Agency’s Community Assistance Visit and Tour for the City.
- Members of our Planning Team participated in the Cooperative Forecasting and Data Subcommittee meeting as well as several meetings for Constitution Gardens Park.
- Environmental Services hosted the Environmental Affairs Committee meeting and attended the on-site meeting for Tributary Stream Restoration, the Keep Montgomery County Beautiful task force meeting and the H2O Summit debrief and planning meeting.

Key Performance Data

Category	March 2014	April 2014	May 2014
Planning Applications Approved	17	24	26
Permits Issued	155	276	221
Licenses Issued	252	331	429
Construction Inspections Performed	790	878	927
Property Inspections Performed	745	746	772
Notices of Violations Issued	188	163	235
Municipal Infractions Issued	14	7	15
Service Requests Investigated	158	160	239
Passports Processed	397	341	296
TOTAL REVENUES COLLECTED	\$281,772	\$659,371	\$284,680



Police

Significant Departmental Actions

Administrative Bureau

- Lt. Pettaway reviewed applications for the position of Accreditation Manager and selected the top five candidates.
- Congratulations to Intern Anthony Jones who was hired by the GPD.
- Police Services Aide Orlando Jarquin was hired by the Montgomery County Police. We wish him well.

Special Operations Bureau

- The Traffic Section conducted a Pedestrian Safety detail resulting in 22 traffic citations, 85 warnings and 16 educational brochures being issued and participated in a joint Seat Belt Enforcement detail resulting in 22 traffic citations and 6 warning being issued.
- Provided traffic and security needs for the Book Festival.

Operations Bureau

- Participated in Police Week by escorting survivors of fallen officers at Reagan Airport.

Meetings/Events/Community Involvement

- Chief Sroka attended 23 meetings on various issues.
- The Community Services Office (CSO) or Gaithersburg Police Department representative has attended and/or participated in 21 details and/or meetings.

Key Performance Data

Category	MAY FY13	MAY FY14	YTD FY13	YTD FY14
Calls for Service/Officer as Primary	1,640/950	1,694/849	16,779/10,770	16,751/9,492
Training Hours	1,725	1,406	12,320	11,292
Traffic Violations	531	568	6,301	8,273
Parking Violations	206	334	2,018	2,265
OT Patrol Hours	14.8	60.82	174.97	453.92
DUI Arrests	18	16	243	195
Adult Felony Arrests	11	5	110	73
Juvenile Felony Arrests	2	1	22	6
Street Crimes Unit Arrests	6	14	97	160
Detective Arrests	5	4	37	34
New Cases Assigned to Detectives	12	8	128	134
Cases Closed by Detectives	6	8	84	102
Check on Patrols	34.10	8.62	399.29	375.96
Focused Enforcement Areas	208.65	278.93	2,521.91	3,068.63

Frederick Beat

Street Robberies – 0
 Commercial Robberies – 1
 Aggravated Assault – 0
 Residential Burglaries - 4
 Commercial Burglaries – 0
 Theft from Vehicles/Theft of Vehicle Parts – 13

Seneca Beat

Street Robberies - 3
 Commercial Robberies – 1
 Aggravated Assaults – 3
 Residential Burglaries – 0
 Commercial Burglaries – 0
 Theft from Vehicles/Theft of Vehicle Parts – 19

*The above data was gathered from a CAD extraction of Calls for Service that has not had data verification for Uniform Crime Reporting (UCR) submission so all information is to be considered "preliminary".



Public Works

Significant Departmental Actions

- **Public Works Maintenance Teams** – Completed the Maryland High Hazard Dam inspections; new ball field lights were made operational at Kelly Park Field #1; prepared the outdoor pool at Bohrer Park Water Park for opening on Memorial Day; and completed the Flexi-Pave project at Emory Woods Court.
- **Facilities and Facilities Projects** – Completed carpet installation at the Miniature Golf Course at Bohrer Park for season opening; completed bond testing and health inspection for the Bohrer Park Water Park pool opening; completed deck light repairs at the indoor Aquatic Center; lowered flags to half-staff two times; completed quarterly maintenance at City facilities; completed repairs on condensate at the Train Station; and staff completed 144 work orders.
- **Engineering Administration** – Performed developer plan reviews for various projects and attended meetings regarding the Water Quality Protection Program, implementation of the Bicycle Master Plan, a Corridor Cities Transitway (CCT) update, accelerating the Izaak Walton path project and a Diagnostic Review Team meeting for a quiet zone request on Metropolitan Grove Road.

Meetings / Events / Community Involvement

- **Transportation Committee** – Discussion topics included Bike to Work Day, the Capital Bikeshare Program and implementation of the Bicycle Master Plan.

Key Performance Data

CIP Design Phase

CIP #	CIP Description	% Complete	Comments
82-1	2013 Lower Great Seneca Creek Watershed Assessment	70%	First final report draft review complete.
82-1	2013 Muddy Branch Watershed Assessment	25%	Consultant to meet with City staff to review potential site.
82-1	Izaak Walton Path – Culvert Repair	50%	Job is out to bid. Awaiting MDE permit and WSSC approval.
82-1	West Deer Park – Muddy Branch Stream Stabilization	15%	City to prepare and return comments on initial draft.
04-1	Smoke House Repairs	35%	Soliciting quotes from qualified A/E contractors to prepare construction documents.

CIP Construction Phase

CIP #	CIP Description	% Complete	Comments
07-2	Teachers Way	98%	SHA documentation closeout process on hold until warranty period ends in December 2014.
09-3	Senior Center Phase-II	5%	Soliciting bids from qualified contractors.
82-1	Woodland Hills Pond 2	100%	Work complete.
83-1	2013 Street Resurfacing	67%	Began work in the West Deer Park subdivision.
83-2	Water Park Phase II – Interior Renovation	98%	Construction complete. Additional punch list repairs in progress.
91-3	2013 Street Reconstruction	75%	Began work on Quince Orchard Boulevard.
98-1	Arts Barn Exterior Doors Replacement	65%	Doors installation in progress.
98-1	Gaithersburg Aquatic Center Pool and Facilities Repairs	85%	Construction in progress, including white coating, mechanical, electrical and plumbing work. Painting complete. Reception area renovated.
98-1	City Hall Front Entrance Doors Replacement	5%	Soliciting quotes from qualified contractors.