



Gaithersburg

MAY 2015 MONTHLY REPORT



City Manager's Office

Significant Departmental Actions

City Manager's Office

- CM Tomasello met with staff to discuss next steps in regard to neighborhood parking permit programs.
- CM Tomasello conducted annual performance reviews of senior staff and direct reports.
- CM Tomasello and DCM Enslinger toured the 3rd District Police Station in Silver Spring.
- DCM Enslinger and staff met with EPA for a closing briefing regarding the recent EPA audit – findings report to come within four to six months.
- DCM Enslinger and staff met to discuss changes to rental licensing requiring payment of HOA fees.
- DCM Enslinger participated in a conference call with the Institute for Environmental Negotiation at the University of Virginia which is conducting an assessment of stakeholder experiences with Phase I and Phase II Watershed Implementation Plans (WIPs).

Legal Service Team

- CA Board and ACA Johnson attended a seminar on “sticky” employment law issues.
- CA Board and ACA Johnson attended the Maryland Municipal Attorneys Association meeting.
- CA Board attended a seminar on legal issues related to local government, including body cameras and Uber and Airbnb regulations.
- ACA Johnson attended a historic planning seminar.
- Department staff worked on several ordinances, including the Ethics Ordinance, Parks Ordinance, changes to the MXD zone to allow limited manufacturing, and changes to permitted uses in the C-2 zone.
- Department provided staff support for the BOSE, including touring new polling sites and preparing candidate packets.
- Department prepared or reviewed 58 contracts and amendments; 2 bond requests; 1 Economic Development Toolbox Agreement; and 2 homeownership loan program settlements.
- Department responded to one request for public information.

Meetings/Events/Community Involvement

City Manager Tomasello attended the following events and meetings:

- 7th Annual Active Aging Expo with DCM Enslinger
- Metropolitan Washington Council of Governments Chief Administrative Officers
- ALDI Grand Opening
- Gaithersburg Book Festival Authors Reception with DCM Enslinger
- Gaithersburg Book Festival with DCM Enslinger
- Montgomery Chapter Meeting - Town of Washington Grove with DCM Enslinger
- Memorial Day Observance Ceremony

Deputy City Manager Enslinger attended the following events and meetings:

- Annual meeting with the County Executive sponsored by the Montgomery County Chapter of the Maryland Municipal League
- Transportation Planning Board meeting at Metropolitan Washington Council of Governments
- Volunteer Coaches Appreciation Picnic



Communications

Significant Departmental Actions

- Supported Gaithersburg Book Festival and associated activities with videography (14 authors in two tents), photography, press releases, marketing, printing and promotional needs.
- Coordinated remarks, printed materials, publicity and photography for the City’s Memorial Day Observance and the Rotary Club Flags for our Heroes event.
- Developed environmental initiatives brochure for the Environmental Affairs Committee.
- Coordinated resupply and ordering of new souvenirs and giveaways.
- Extensive updates were done to webpages for Jubilation Day and the Celebrate! Gaithersburg in Olde Towne Festival.
- Coordinated website postings and calendar items for the Municipal Elections.
- Televised six meetings of the Mayor & City Council, Planning Commission, Board of Appeals and Historic District Commission.
- Created Newline piece on Seneca Heights Playground build, created promotional videos for the Water Park and Celebrate! Gaithersburg, and continued shooting b-roll of Benjamin Gaither Center renovations and Constitution Gardens.
- Prepared web postings, press releases, remarks, promotions and advertising, photography and videography for: State of the City, Book Festival, Active Aging Expo, Bike to Work Day, Interfaith Partners Lunch, Summer Concert Series, Water Park & Water Safety Day, Celebrate! Gaithersburg, Spring Sports, Farmers Markets, Fall Golf Classic, Senior Tennis, Baseball Trip, Arts on the Green programs and activities and Senior Newsletter.
- The most visited page on the website this month was the Water Park.

Meetings/Events/Community Involvement

- Participated in meetings to discuss advertising of 2015 Municipal Elections and production of Voter Guide.
- Participated in planning meeting for grand reopening of Constitution Gardens.
- Met with Youth Sports staff to discuss SportsFest and marketing for youth sports programs in general.
- Participated in training for supervisors on the City’s EAP program.

Key Performance Data

Public Information	May 2015	FY YTD 2015	FY YTD 2014	YTD Comparison
Press Releases Issued	39	293	310	-5.5%
inGaithersburg Subscribers (cumulative)	11	2,292	2,136	7.3%
Alert Gaithersburg Subscribers (cumulative)	9	5,921	11,100	-46.7%
Facebook Likes (cumulative)	37	2,333	2,023	15.3%
Facebook Posts	54	522	513	1.8%
Twitter Followers	18	454	94	383.0%
Twitter Posts	4	68	31	119.4%
YouTube Posts/Non-meeting Programming	3	46	45	2.2%
Website Sessions	62,514	688,597	617,942	11.4%
Website Users (excludes City-based)	40,393	414,318	358,565	15.5%



Community Services

Significant Division Actions

Community Services (CS)

- Received the 2015 Partnership Award at the regional Community Action Agency Partnership Conference for exemplary leadership in facilitating partnerships.
- Participated in an all day team building retreat for Community & Homeless Services staff and the Department Director with a professional facilitator at space donated by the Universities at Shady Grove.
- Processed 14 applications for W. Edward Bohrer, Jr. CHARACTER COUNTS! scholarships.
- Coordinated Educational Enrichment Committee, Bank On Gaithersburg and CHARACTER COUNTS! booths and activities at the Book Festival. 200 people visited.
- Coordinated the introduction of the new Junior Mayor at a Mayor and City Council meeting.
- Coordinated display of the 2015 winning CHARACTER COUNTS! posters at the Activity Center for two weeks.

Homeless Services (HS)

- Lee Jansky started as the new Clinical Supervisor/Discharge Coordinator.
- Participated in an Education and Outreach Committee meeting as part of the Interagency Commission to help develop year one strategies for ending homelessness in Montgomery County.
- The Gratitude in Action Resident Volunteer Corps assisted with the Active Aging Expo, the Book Festival and the poster contest displays.
- Staff attended the Purple Against Gala hosted by Julie’s Love for special recognition of Jimmy Frazier-Bey and other honorees.

Meetings/Events/Community Involvement

Community Services (CS)

- Attended the Interfaith Works Emergency Assistance Coalition Caregivers Conference.
- Attended the Montgomery County MLK Committee debrief meeting and began planning for 2016.
- Participated in the USG College Prep and Scholarship Fair and spoke to more than 400 students.
- The Hoarding Task Force participated in the City’s Active Aging Expo, engaging 73 people.
- Hosted the Annual Interfaith Partnership Luncheon with eight representatives and ten nonprofit partners.

Homeless Services (HS)

- Attended a Continuum of Care Operating Committee meeting and Montgomery County Homeless Teaming meeting.
- Attended Zero – 2016 Serving Veterans meeting as part of the Montgomery County Campaign to End Veteran Homelessness.
- Arranged ongoing educational workshops facilitated by professionals as part of our Continuing Care Program, with “Budgeting” and “Anger Management” group and individual sessions this month.

Key Performance Data

Service	May 2015	FY YTD 2015	FY YTD 2014	YTD comparison
Case Coordination (households)	9	192	189	1.6
School and If I Were Mayor Essay Contest (youth participants)	0	1,356	1,842	-26.4
Educational/Outreach Events (individuals)	693	6,912	9,286	-25.6
Housing Assistance (households)	0	21	29	-27.6
Wells/Robertson House (bed nights)	432	4,456	4,470	-0.3%
DeSillum House (bed nights)	155	1,660	1,670	-0.6%
Street Outreach (direct service hours)	41	281	354	-20.6%
Housing Initiative Program (individuals)	5	5	5	0%



Economic Development

Significant Division Actions

- Staff met with the party under contract to purchase 15 Fulks Corner Avenue (“Amatucci Property”), specifically to discuss potential redevelopment concepts for the site.
- EDD Lonergan and BSC Disque attended a Commercial Real Estate Symposium in Annapolis.
- EDD Lonergan attended the Emergent BioSolutions ribbon cutting ceremony at 401 Professional Drive.
- Continued meetings and discussions with ViaSat regarding potential sites in Gaithersburg.
- Received and reviewed three responses to the Olde Towne Park Plaza RFP seeking design services.
- Participated in a Business Innovation Networking event at the Germantown Innovation Center.

Meetings/Events/Community Involvement

- Economic & Business Development Committee met with Planning staff to review and discuss a proposed amendment to the MXD Zone permitting advanced/lighter manufacturing uses.

Key Performance Data

Category	May 2015	April 2015	March 2015	February 2015
Class A & B Vacancy	11.3%	11.7%	11.6%	11.5%

Finance & Administration

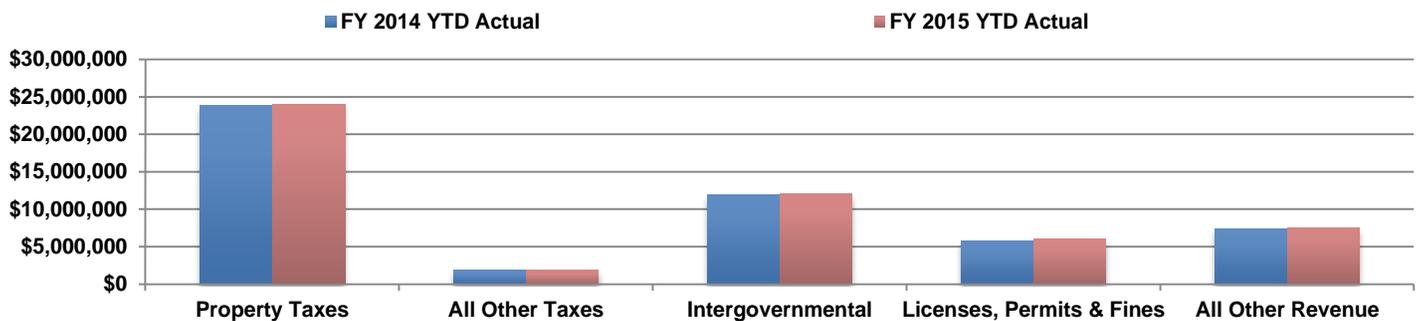
Significant Departmental Actions

- Housing & Community Development presented at Council of Governments Housing Directors meeting.

Key Performance Data

Revenues

General Fund Revenue	FY14 YTD Actual	FY15 YTD Budgeted	FY15 YTD Actual	Percent Collected
Property Taxes:	\$23,837,728	\$24,192,500	\$24,032,386	99%
All Other Taxes:	\$1,840,362	\$2,200,000	\$1,802,886	82%
Intergovernmental:	\$11,883,580	\$13,709,630	\$12,031,515	88%
Licenses, Permits and Fines:	\$5,716,603	\$6,058,700	\$6,016,564	99%
All Other Revenue:	\$7,402,659	\$13,155,672	\$7,464,861	57%
Total General Fund Revenues:	\$50,680,933	\$59,316,502	\$51,348,212	87%



Expenditures

General Fund Expenditures	FY14 YTD Actual	FY15 YTD Budgeted	FY15 YTD Actual	Percent Expended
City Manager's Office:	\$1,174,311	\$1,633,969	\$1,222,734	75%
Community & Public Relations:	\$2,457,563	\$3,012,978	\$2,528,102	84%
Finance & Administration:	\$1,414,277	\$2,209,557	\$2,027,874	92%
Human Resources:	\$628,039	\$923,444	\$718,152	78%
Information Technology:	\$1,299,698	\$1,771,999	\$1,429,452	81%
Mayor & City Council:	\$266,840	\$304,179	\$267,345	88%
Parks & Recreation:	\$6,261,955	\$8,466,555	\$6,660,199	79%
Planning & Code:	\$3,957,313	\$5,163,843	\$4,158,910	81%
Police:	\$8,055,841	\$9,229,056	\$8,240,972	89%
Public Works:	\$10,075,463	\$12,586,396	\$9,887,673	79%
Non-Departmental & Transfers:	\$10,244,272	\$14,014,526	\$12,537,227	89%
Total General Fund Expenditures:	\$45,835,572	\$59,316,502	\$49,678,640	84%

Human Resources

Significant Departmental Actions

- The following full-time job announcements were posted in May: Maintenance Worker I & II (PW); Work Force Leader I (PW); Project Manager (PW).
- There were no new part-time job announcements posted in May.
- 144 employment applications were received in the month of May.
- Staff continue s to work on the RFP for the Personnel Rules & Regulations.
- Staff attended a Benecon webinar on May 6.
- Staff attended an NEOgov webinar on May 7.
- On May 7 staff met with Montgomery College.
- On May 11 staff met with Dee Dee Smart of BELBIN.
- On May 20 staff attended a n ADA webinar.
- On May 27 staff attended an ACA webinar, a webinar of FMLA and attended a phone conference.
- On May 29 staff attended the ADP virtual conference.

Meetings/Events/Employee Involvement

- Staff performed 5 new hire orientations and 1 exit interview in May.
- On May 11 the City’s EAP program hosted a Substance Abuse training for managers, approximately 30 attended.
- The City’s EAP provider held a Diversity Training on May 19, there were over 80 employees in attendance .
- On May 26 representatives from Montgomery College’s Workforce Development and Continuing Education department met with SLT to discuss training programs for supervisors.
- Open Enrollment began on May 29 and ended on June 8.

Key Performance Data

Category	May FY 2015	May FY 2014	Year-to-Date FY 2015	Year-to-Date FY 2014
Workers Compensation	3	2	41	51
New Hires	5	1	28	29
Terminations	1	2	15	11
Retirements	1	0	3	5

Information Technology

Significant Departmental Actions

- Java 1.8 Upgrade - Completed a project to update the Java software platform on all City computers to the latest version (version 8). While Java functionality is an important component of various web-based applications in use in the City, the Java platform has been a source of security problems, so it was important to move to the latest, most secure version (with the vendor dropping support for all older versions). Most applications which use Java tend to work best with a specific version, so before upgrading to version 8, the IT staff had to make sure that key applications supported that version. Kronos was an example of the applications which required an upgrade to work with Java 8.
- Restrict METERS deployment to select computers for Police - METERS is a Police web application used to access criminal databases. It uses an old version of Java and doesn't support the latest version. In order to balance the functionality the Police Department requires with protecting the security of the City's computing infrastructure, the METERS application was restricted to four computers in the Police Station, and was removed from all others. Those four computers, keeping the older version of Java required by METERS, now have restricted access and are geared towards providing METERS capability to those that require it.
- Affordable Care Act Report from Kronos - Contracted with the vendor (Kronos) for them to produce a report on Affordable Care Act compliance for the Human Resources department.
- Turned on native credit card processing in the Energov system for front desk staff. Credit card payments were previously available through a 3rd party provider, but now are integrated with the Energov application for greater staff efficiency.
- Walked with Police, Water Park and Casey Community staff through those facilities to assess potential security improvements. The assessments will be the basis for additional security camera installations.
- With the Fleet Maintenance group, hosted a vendor on-site visit to identify improvements to the FuelMaster fuel system reporting capabilities.
- Completed the installation and positioning of cameras as part of the renovation of the Benjamin Gaither Center.
- Systems Analyst Evan Janis will be leaving the City. IT staff immediately began the process of dividing up and training on his workload, which is contracted in support of the Police and Finance departments.
- Provided support for the annual Gaithersburg Book Festival, including meeting with and providing network access for the festival's book vendor's (Politics and Prose) sales tent. An unannounced County network maintenance window took down the City's primary Internet feed during the festival. IT staff was able to provide sufficient Internet access to enable the book vendor to continue selling.
- The Helpdesk team supported the Parks, Recreation & Culture Department in prepping the Water Park and the Skate Park for summer openings, and by creating many accounts for PR&C seasonal personnel.
- GIS Manager Kim participated in Environmental Protection Agency site visit.

Key Performance Data

Category	March 2015	April 2015	May 2015
Number of Commercial Applications Supported	123	124	124
Number of In-House Applications Supported	52	52	52
Number of Desktop/Laptop Systems Supported	332	337	337
Number of Helpdesk Tickets Closed	276	245	285



Parks, Recreation & Culture

Significant Departmental Actions

- An Ordinance to repeal and reenact with amendments Chapter 15A of the City Code titled, “Parks and Other Properties,” and enact new sections titled, “Tobacco Products,” and “Emergency Park Closure,” was introduced to the Mayor and City Council.
- Water Park and concessions passed their annual health inspection; slide tower passed its annual inspection.
- Selected materials for the upcoming renovations at Casey Community Center.

Meetings/Events/Community Involvement

- DPR&C Potter met with the following groups/individuals:
 - General Manager of Carmax regarding potential partnerships and donations
 - Asbury Methodist Village (AMV) for a Board Retreat
 - Staff for progress meetings at the Water Park
 - 80% design review for Casey Community Center
 - Diamond Squares Board Meeting
 - Maryland Recreation and Parks Association for Executive Council Meeting as Past President
 - Participated in National Bike to Work Day and Bike to School Day with Rachel Carson Elementary
 - Universities at Shady Grove to discuss future internship possibilities
 - Maryland Municipal League and intern to select projects and learning objectives to complete a contract
- PR&C staff met with the following groups/individuals:
 - Employee Assistance Program (EAP) Training
 - DPR&C Potter regarding Constitution Gardens; held planning meeting for Grand Opening
 - DPR&C Potter on a response to the proposed BRT/355 impacts to City parkland/facilities
- Youth Services hosted a youth summit.
- Community Museum had a second record-breaking month this year for attendance.
- The 7th Annual Active Aging Expo had record attendance of 700.
- A Sky Watching night was held at Observatory Park to see Saturn at Opposition. 200 people attended.
- Book Festival attendance was estimated to be 20,000.
- Second annual “Flags for Our Heroes” program; 750 American flags were displayed on Memorial Day weekend.

Key Performance Data

Attendance	May FY 14	May FY 15	Year-to-Date FY 14	Year-to-Date FY 15
Activity Center	12,986	12,925	124,832	126,601
Youth/Adult Sports	11,678	13,294	81,416	82,248
Casey Community Center	8,279	10,508	81,399	97,442
Water Park/Aquatic Center	3,552	9,258	89,815	94,138
Youth Centers	2,019	2,372	20,148	24,714
Senior Center	2,011	1,870	21,925	21,251
Arts Barn	2,656	3,320	37,635	47,080
Community Museum	451	1,261	2,933	5,927
Kentlands Mansion	871	1,390	20,015	25,492



Planning & Code Administration

Significant Departmental Actions

- Dunkin Donuts received permits to fit out a space next to the new Aldi’s in Quince Orchard Plaza. Permits were issued for Edgewood to fit out and occupy the entire 2nd floor (20,000 sq. ft.) at 9711 Washingtonian Blvd. Additionally, Lowes, at 40 Market Street in the Kentlands secured permits to construct a 2,000 square foot addition to their receiving area in the rear of the building, along with some work to be done in the exterior garden supply area.
- Environmental Services continued to meet regarding development of the Stormwater Management Program Fee. Staff participated in a feedback call regarding the City’s experience with the Watershed Implementation Plan (WIP) process, participated in the MWCOG Energy and Environment workgroup webinar, as well as the Urban Sustainability Directors Network Small Cities group conference call.
- The Planning Team has had a busy month with an uptick in applications in everything from proposed annexations to site plan revisions. Changes have been made to the City Code regarding Telecommunications towers. A change in use was allowed for the Kentlands Market Square. Staff also continued preliminary work on Crown Neighborhoods 3 and 5.

Meetings/Events/Community Involvement

- Environmental Services hosted the Environmental Affairs Committee meeting and attended the Metropolitan Washington Council of Governments Energy and the Environment Work Group meeting.

Key Performance Data

Category	March 2015	April 2015	May 2015
Planning Applications Approved	12	22	28
Permits Issued	249	231	242
Licenses Issued	270	321	396
Construction Inspections Performed	857	784	795
Property Inspections Performed	877	1015	857
Notices of Violations Issued	231	261	225
Municipal Infractions Issued	5	12	7
Service Requests Investigated	170	230	194
Passports Processed	405	404	258
TOTAL REVENUES COLLECTED	\$309,130	\$249,576	\$305,936



Police

Significant Departmental Actions

Office of the Chief

- Police Officer Charles Young was selected as the Officer of the Month for May.

Special Operations Bureau

- Sgt. Scarff organized a future joint operation with local Girl Scouts to promote traffic safety.
- Bureau personnel prepared and carried out police responsibilities for the Book Festival.

Meetings/Events/Community Involvement

- Chief Sroka attended nineteen (19) meetings on various issues.
- The Community Services Office or GPD representative has attended/participated in sixteen (16) details/meetings.

Key Performance Data

Category	MAY FY14	MAY FY15	YTD FY14	YTD FY 15
Calls for Service/Officer as Primary	1,694/849	1,783/999	16,751/9,492	17,171/9,207
Training Hours	1,406	1,220	11,292	15,661
Traffic Violations	568	527	8,273	6,354
Parking Violations	334	117	2,265	2,945
DUI Arrests	16	18	195	198
Adult Felony Arrests	5	7	73	112
Juvenile Felony Arrests	1	0	6	7
Street Crimes Unit Arrests	14	11	160	178
Detective Arrests	4	4	34	30
New Cases Assigned to Detectives	8	13	134	120
Cases Closed by Detectives	8	5	102	69
Check on Patrols	8.62	30.62	375.96	127.62

Frederick Beat

Street Robberies – 6
 Commercial Robberies – 0
 Aggravated Assault – 3
 Residential Burglaries - 2
 Commercial Burglaries – 3
 Theft from Vehicles/Theft of Vehicle Parts – 7

Seneca Beat

Street Robberies - 1
 Commercial Robberies – 1
 Aggravated Assaults – 5
 Residential Burglaries – 8
 Commercial Burglaries – 2
 Theft from Vehicles/Theft of Vehicle Parts – 29

*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** – Continued construction renovations at Constitution Gardens; planted 600 flats of annual flowers in various locations around the City; completed Bulk Pick Up for the month of May; and provided support for the Gaithersburg Book Festival and the City’s Memorial Day event at Christman Park.
- **Facilities and Facilities Projects** – Completed vending machine installations at City facilities; completed gym light repair at the Activity Center; completed backflow replacement at Kentlands Market Square; completed bond testing and health inspection at the Water Park; completed emergency light repair at the Parking Garage; completed fire proof file cabinet installation at City Hall; completed light repair at City Hall Band Shell; completed brine light repair at Public Works. During this month, staff completed 145 work orders.
- **Engineering Administration** – Staff attended meetings related to stormwater issues, the K25 community dinner event, Bike to Work Day planning and ongoing discussions regarding the Corridor Cities Transitway. Staff also attended an M&CC work session regarding streetscape improvements along Quince Orchard Boulevard.

Meetings / Events / Community Involvement

- **Transportation Committee** – Topics discussed: Bicycle Friendly Cities designation; Bike to Work Day 2015; requests for updates regarding the Bus Rapid Transit and Corridor Cities Transitway; adopting Rules of Procedure; and Safety Performance Measures.

Key Performance Data

CIP Design Phase

CIP #	CIP Description	% Complete	Comments
04-1	Smoke House Repairs	100%	Construction documents reviewed and approved. Construction solicitation by August.
82-1	West Deer Park – Muddy Branch Stream Stabilization	99%	Final deliverables in progress.
98-1	Casey Community Center Interior Renovations	85%	Design in progress.
98-1	Golf Park Renovations	65%	Design in progress.

CIP Construction Phase

CIP #	CIP Description	% Complete	Comments
00-4	International Latitude Observatory Park Parking Lot/Bus Loop	95%	Punch list to be completed in Summer 2015.
07-2	Teachers Way	98%	Final estimate submitted to contractor. Punch list items completed. SHA documentation closeout forthcoming.
09-3	Benjamin Gaither Center Phase II	98%	Construction substantially complete.
79-3	Odend’hal Avenue Sidewalk Construction	95%	Sidewalk construction complete. Restoration underway.
79-3	Rio Boulevard Multi-use Path	95%	Construction complete. In warranty phase.
83-1	2014 Street Resurfacing	70%	Work on Municipal Lot 5 will continue in Summer 2015.
83-1	2016 Street Resurfacing	25%	Work to begin on Harmony Hall Road in July 2015.
83-2	Water Park Roof Replacement and Bathhouse Renovation	98%	Construction substantially complete.
91-3	2014 Street Reconstruction	90%	Work on Travis Avenue will continue in Summer 2015.
14-2	Consumer Product Safety Commission Demolition	10%	For the month of May, all abatement work has been completed. Preparing to submit for Demolition Permit in June with work to start mid-late July.