



Gaithersburg

APRIL 2016 MONTHLY REPORT





City Manager's Office

Significant Departmental Actions

City Manager's Office

- Mayor Ashman and CM Tomasello distributed "Blizzard Appreciation" tumblers to Public Works and other City staff members who assisted in dealing with the blizzard of 2016.
- CM Tomasello met with staff regarding fireworks promotion and planning for the 4th of July event.
- CM Tomasello met with staff to discuss parking issues on Victory Farm Drive.
- DCM Enslinger attended the Maryland City County Management Association meeting at which he was elected Secretary.
- DCM Enslinger met with staff regarding small cell deployment projects
- DCM Enslinger met with the City's Legislative Consultant regarding legislative issues.
- DCM Enslinger participated in the Budget Software selection.
- DCM Enslinger met with PW staff to provide an update on the new Police Station.
- DCM Enslinger participated on the Rules and Regulations Review Committee

Mayor and Council Services

- MC Stokes attended JustFOIA training.
- MCC staff assisted at the check-in tables for the State of City event.

Legal Services

- CA Board prepared Ordinances to amend Sections 2-6 (Polystyrene Ban) and 6C-3.05 (Write-In Candidates) of the City Code.
- ACA Johnson successfully prosecuted three animal control municipal infraction cases.
- Paralegal Klingler conducted JustFOIA training for City staff.
- Staff coordinated and attended the Board of Supervisors of Elections meeting.
- Staff prepared or reviewed 57 Contracts, 1 MOU, 5 Grant Agreements, 3 Economic Development Toolbox Agreements, 1 Location Release, 1 Offering Agreement for MPDUs, 1 Bond Release and 1 settlement under the Homeownership Loan Program.
- Staff responded to three requests for public information.

Meetings/Events/Community Involvement

City Manager Tomasello attended the following events and meetings:

- State of the City Address with DCM Enslinger
- Local Government Insurance Trust Underwriting Committee
- Maryland Municipal League Montgomery County Chapter
- Employee Recognition Committee Appreciation Lunch and Awards with DCM Enslinger
- Arab American Heritage Month Celebration and Reception with DCM Enslinger

Deputy City Manager Enslinger attended the following events and meetings:

- CPSC Park planning meeting
- Maryland Municipal League Legislative Committee with CA Board
- Kentlands K25 Gala
- Environmental Awards



Communications

Significant Departmental Actions

- Conducted State of the City event for 200 guests. Prepared Mayor’s speech and PowerPoint, created citizenship award video, Tweeted during event and posted entire production to YouTube.
- Finalized Social Media Guidelines and conducted Facebook training for content contributors.
- Participated in planning meetings with Montgomery County Mosquito Task Force. Updated our website and pushed out messaging via shared press release, electronic mailings to HOAs and social media.
- Created and issued three new division newsletters: Sports, Farmers Markets & Community Services.
- Assisted in development of FAQs for Small Cell Facilities.
- Incorporated JustFOIA online records request system into website and promoted its availability.
- Conducted pre-bid conference call for Website Maintenance and Technical Assistance RFP.
- Significant web projects included posting FY 2017 proposed budget, transforming CHARACTER COUNTS! pages into a new section and working on Celebrate! Gaithersburg event pages.
- Televised eight meetings of the Mayor & City Council, Planning Commission, Board of Appeals, and Historic District Commission. Tested live streaming of meetings on YouTube.
- Continued Go! Gaithersburg social media video spots with one on the Aquatic Center and shot b-roll of Bohrer sculpture installation.
- Digital postings, press releases, remarks, marketing pieces, photography/videography for: Book Festival, Go! Gaithersburg Summer Guide, Arab American Heritage Month, Green Month, Celebrate! Gaithersburg, Gaithersburg Chorus, Active Aging Expo, Wellness on the Weekend, Zumba & Yoga in the Park, Jubilation Day, Museum Train Days and Skywatching Events, Summer Camps & Clinics, Benjamin Gaither Center Newsletter, Arts on the Green events.
- Most visited web pages: Water Park, Sports, Jobs and Classes

Meetings/Events/Community Involvement

- Participated in meetings for: PIO Roadshow planning, online ticketing software, JustFOIA training, Wellness@Work Committee, marketing strategies for Celebrate! Gaithersburg and the 4th of July, and preparations for the Snow Removal Operations and Communication work session.
- Participated in Employee Recognition Luncheon and provided communication updates to quarterly meeting of nonprofit providers.
- Participated in Council of Governments RESF 15 conference call. Topics: Zika Virus, Local Water Quality, Regional Preparedness Campaign, and Tabletop Exercise planning.

Key Performance Data

Public Information	April 2016	FY YTD 2016	FY YTD 2015	YTD Comparison
Press Releases Issued	30	262	254	3.1%
inGaithersburg Subscribers (cumulative)	23	2,330	2,281	2.1%
Alert Gaithersburg Subscribers (cumulative)	12	6,169	5,912	4.3%
Facebook Likes (cumulative)	57	3,164	2,296	37.8%
Facebook Posts	105	763	468	63.0%
Twitter Followers (cumulative)	97	1,102	436	152.8%
Twitter Posts	189	745	64	1064.1%
YouTube Posts/Non-meeting Programming	4	56	43	30.2%
Website Sessions	53,726	675,275	626,083	7.9%
Website Users (excludes City-based)	40,383	430,618	375,557	14.7%



Community Services

Significant Division Actions

Community Services (CS)

- Conducted quarterly Coalition of Providers meeting with 70 attendees. Speakers focused on fundraising.
- 216 third graders from six schools participated in the Mayor’s Book Club reading competition.
- Participated in two Community Outreach Events at our Youth Centers in conjunction with Youth Services staff and Police, each with more than 200 participants from neighboring communities.
- Coordinated SUPER VITA Tax Day with Montgomery County Community Action Agency, Bank On Gaithersburg and the Financial Wellness Coalition. The BB&T Mobile Financial Wellness Bus was on site pulling credit reports and providing credit counselling. Sixty-two people attended.

Homeless Services (HS)

- The Clinical Supervisor/Discharge Coordinator was informed that our senior resident was approved for housing with the Rapid-Rehousing program. Her scheduled move-in date is May 13, 2016.
- The Division Manager participated in a mock testimonial on drug programs as part of a Peer Recovery Advocacy training at the State House in Annapolis.
- The Clinical Supervisor participated in three meetings with the County’s Housing Priority Committee to make decisions on housing homeless individuals in Permanent Supportive Housing.
- The Division Manager and members of the Montgomery County Interagency Commission on Homelessness subgroup on Education and Outreach formed a new Street Outreach committee to develop strategies to engage Chronic Homeless individuals.

Meetings/Events/Community Involvement

Community Services

- Participated in planning and implementation of the CHARACTER COUNTS! themed annual employee lunch and attended the Dept. of Finance Meet and Greet.
- Hoarding Task Force continues to work on two cases involving City residents facing code violations and/or eviction. Code compliance is anticipated by the end of May, 2016.
- Attended opening of the Neighborhood Opportunity Center’s new location at the Family Services complex.
- With Senior Center and Parks and Recreation staff, met with representative from Kentlands Villages regarding partnership and funding opportunities.
- Attended the CAFÉ symposium at USG, the Soroptimist of Upper Montgomery County Fashion Show, the final session of Dream It, Be It at Gaithersburg High School, and the Children Fleeing Violence Workgroup
- Met with Rebuilding Together of Montgomery County to discuss a handyman initiative for low income homeowners.
- Met with Montgomery College Community Engagement representative to discuss partnership opportunities.

Homeless Services

- The Continuing Care program facilitated workshops on Budgeting and Anger Management.
- Residents, accompanied by staff, enjoyed a weekend in Ocean City at the annual Narcotics Anonymous Convention.
- The Women’s Group facilitated by Peer Recovery Services met twice and enjoyed crafts and other activities.

Key Performance Data

Service	April 2016	FY YTD 2016	FY YTD 2015	YTD Comparison
Case Coordination (households)	8	163	183	-10.9%
School and CC! Contests (youth participants)	216	1,172	1,356	-13.6%
Educational/Outreach Events (individuals)	600	5,553	6,219	-10.7%
Housing Assistance (households)	-	17	21	-19.0%
Wells/Robertson House (bed nights)	345	3,915	4,024	-2.7%
DeSillum House (bed nights)	150	1,463	1,505	-2.8%
Street Outreach (direct service hours)	42	314	240	30.8%
Housing Initiative Program (individuals)	5	5	5	0.0%



Economic Development

Significant Division Actions

- ED Lonergan attended the second Regional Biotech Forum at MedImmune.
- Multiple internal meetings were conducted to advance the Olde Towne Park Plaza project.
- Staff met with the attorney for Mega Mart (401 N. Frederick Avenue) to discuss a potential new site.
- Staff met with a local engineer to discuss development potential for 106 -108 N. Frederick Avenue.
- Staff met with brokers representing 9711 Washingtonian to discuss an educational use requiring an amendment to the site’s list of permitted uses (due to the relevant MXD Zoning).
- Staff met with brokers representing Hyatt House (200 Skidmore Blvd.) to discuss potential future uses for the site.
- Staff conducted a preliminary consultation meeting with Ellisdale Construction regarding a potential mixed-use development at 315 East Diamond Avenue (Fishman Site).

Meetings/Events/Community Involvement

- Neither the Economic & Business Development Committee nor the Olde Towne Advisory Subcommittee met in April.

Key Performance Data

Category	April 2016	March 2016	February 2016	January 2016
Class A & B Vacancy	9.2%	9.4%	9.7%	9.8%



Finance & Administration

Significant Departmental Actions

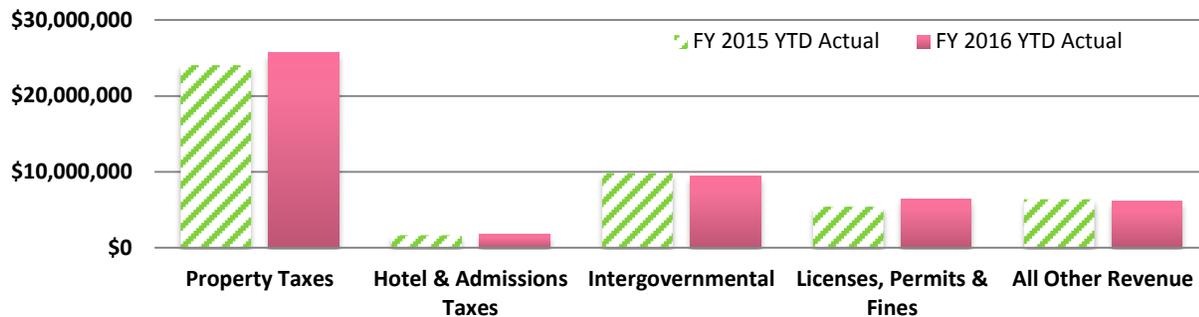
Staff continued work on the FY17 Budget including publication of the proposed document, holding a public hearing, and attending budget work session. Several staff attended trainings held by Maryland Government Finance Officers Association (MDGFOA), Maryland Certified Public Accountants (MACPA) and Munis (the City's finance software company).

Key Performance Data

Revenues

General Fund Revenue	FY15 YTD Actual	FY16 YTD Budgeted	FY16 YTD Actual	Percent Collected
Property Taxes	\$24,039,279	\$25,370,200	\$25,725,292	101%
Hotel and Admissions Taxes	\$1,687,674	\$2,350,000	\$1,785,358	76%
Intergovernmental	\$9,848,042	\$14,548,108	\$9,479,757	65%
Licenses, Permits and Fines	\$5,439,891	\$5,971,080	\$6,401,260	107%
All Other Revenue	\$6,404,040	\$19,996,426	\$6,153,607	31%
Total General Fund Revenues	\$47,418,926	\$68,235,814	\$49,545,274	73%

FY15 & FY16 Revenues



Expenditures

General Fund Expenditures	FY15 YTD Actual	FY16 YTD Budgeted	FY16 YTD Actual	Percent Expended
City Manager's Office	\$1,024,591	\$1,815,954	\$1,439,280	79%
Community & Public Relations	\$2,226,353	\$3,122,884	\$2,414,428	77%
Finance & Administration	\$1,859,121	\$2,108,295	\$1,236,056	59%
Human Resources	\$637,301	\$978,862	\$778,214	80%
Information Technology	\$1,244,678	\$1,936,501	\$1,452,489	75%
Mayor & City Council	\$237,441	\$310,378	\$245,818	79%
Parks & Recreation	\$5,867,311	\$8,769,372	\$6,670,833	76%
Planning & Code	\$3,672,459	\$5,438,520	\$3,928,906	72%
Police	\$7,377,269	\$9,149,578	\$7,519,646	82%
Public Works	\$8,897,156	\$13,336,012	\$9,518,415	71%
Non-Departmental & Transfers	\$12,387,721	\$21,269,458	\$17,217,325	81%
Total General Fund Expenditures	\$45,431,401	\$68,235,814	\$52,421,410	77%



Human Resources

Significant Departmental Actions

- The following full-time job announcement was posted in April: Work Force Leader II (PW).
- 230 employment applications were received in the month of April.
- Staff attended the Local Governments Insurance Trusts (LGIT) Regional Workshop in Hanover, MD.
- Staff attended the NEOGOV monthly webinar.
- Staff attending the Freedom of Information Act software system training.
- The HR department and the Finance department jointly attended a team building training. The training, the Belbin Method, is much like the Myers-Briggs tests, but specifically uses the information to formulate the team dynamics. This training will continue with the next meeting in June.
- Staff met with an Employee Assistance Program representative to discuss Emergency Action Planning.
- Staff attended a Webinar related to wellness activities.
- Staff continues to work on the Rules and Regulations update.
- Staff met with Montgomery College on April 25 to discuss CPR/AED/First Aid training.
- Staff attended a conference call with Local Government Insurance Trust to review the compliance portal and its functions.

Meetings/Events/Employee Involvement

- Performed five exit interviews.
- The Employee Recognition Luncheon was held on April 7 at the Activity Center with more than 180 employees in attendance.
- Sarah Fleming (HR) was named the 2015 Employee of the Year and the City Elections Team (Lauren Klingler and Lynn Board) was name the 2015 Team of the Year.
- The HR team attended the Finance Department’s Ice Cream Social Meet and Greet.
- The Employee Assistance Program offered a Management Training on April 14.
- April 19 was the beginning of the 10 week Emerging Leaders course at Montgomery College for twenty-eight employees. This course is the same as the previous Supervisors Training course that was offered in the Winter of 2015-2016.
- Employee Recognition Committee met and determined the 2016 First Quarter Employee and Team winners. There were many great nominees; the Committee has named Justin Storm (PW) Employee of the Quarter and the Snow Removal Team (PW) the Team of the Quarter.
- The second round of Ethics Training was held for 30 employees on April 27.
- The Wellness@Work Team met.

Key Performance Data

Category	April FY 2016	April FY 2015	Year-to-Date FY 2016	Year-to-Date FY 2015
Workers Compensation	0	3	37	41
New Hires	0	2	23	23
Terminations	5	2	6	14
Retirements	0	0	2	2

Information Technology

Significant Departmental Actions

- New Phone System - The City declined to pursue a contract with the first choice for PRI circuits after issues arose during contract negotiations. An alternate vendor has been chosen, and contract negotiations are in progress. Made a final determination of the project equipment list, which will be included in the contract being negotiated with the winner of the RFP, Dataprise.
- Arts Barn Ticket System - Held a second demo with the tentative selected vendor for the system. Met with Finance staff to present the financial details and workflow, and obtained tentative approval to proceed.
- Facilities Computerized Maintenance Management (CMMS) System - A pre-bid conference call was held with potential bidders on April 12, and an addendum to the RFP was released on April 21.
- Improvements and fixes for City and Economic Development Websites - A pre-bid conference call was held with potential bidders for the RFP for Web Site Improvements and Maintenance.
- MPIA Request Tracking System - Completed training and on-line documentation for users of the JustFOIA (Freedom of Information Act) system in advance of using it.
- Parcel Boundaries Improvements - Improvements to the initial assigned batch of major and minor errors (2,644 in total) was completed on April 19 by GIS Technician Justin McCubbin.
- Upgraded the LiveScan fingerprinting system by installing a new host computer with a more modern operating system.
- Conference Room Upgrades - Completed installations of TVs and computers in all five conference rooms slated for upgrades. The configurations for the Mayor and Council Office in City Hall and the Large Conference Room in the Activity Center were completed and equipment in those rooms became available for general use.
- Additional Camera Placements - Ordered, received and inventoried 30 cameras which will be used to enhance monitoring in various City facilities.
- Upgraded the Energov system to version 2016.1. This is the version required for the new Citizen Self Service portal (CSS), which will replace the current Citizen Access Portal (CAP). The portals provide on-line access to Energov services, such as inquiries and permit requests.
- Working with the Public Information/Cable Office, implemented live streaming via YouTube. This can be used to watch live Mayor & City Council meetings by interested viewers whose browsers aren't supported by the live feed feature of the SIRE system. In a separate but related action, loaded all meeting videos from the SIRE system dating back to 1/1/2015 to the City's YouTube channel.
- Surveyed various jurisdictions about how they handle reporting campaign finance records.
- GIS Technician Justin McCubbin created four "Viewshed" maps to analyze, compare and contrast the visibility of fireworks shot from the Fairgrounds and from the grounds of Bohrer Park.

Key Performance Data

Category	February 2016	March 2016	April 2016
Number of Commercial Applications Supported	149	150	150
Number of In-House Applications Supported	52	52	52
Number of Desktop/Laptop Systems Supported	342	343	348
Number of Helpdesk Tickets Closed	308	373	270



Parks, Recreation & Culture

Significant Departmental Actions

- The Mayor and City Council authorized the City Manager to enter into an agreement with Montgomery County Public Schools for an informational sign for the Gaithersburg High School.
- The Mayor and City Council proclaimed April as Arab American Heritage Month.
- Staff attended the annual Maryland Recreation and Parks Association (MRPA) Conference, receiving four awards. A workshop on Constitution Gardens was done at the conference and was well received.
- Staff presented to the City Manager for consideration, concepts learned at the American Camp Association Conference.
- The Department’s FY17 budget was presented to the Mayor and City Council.
- Met with PW staff for project initiations from FY18 through FY20 as part of the Capital Budget.
- Completed a parking study & worked with GIS to conduct a view shed analysis in preparation for fireworks event.

Meetings/Events/Community Involvement

- Kentlands Mansion sold out all three shows of “Murder at the Mansion: A Wedding To Die For” and received a 4.5 star review with DC Metro Arts.
- First Train Day-Discovery Day of the season on April 17 brought 398 people to the Community Museum for model trains and old time music.
- The After School Program Baile Club Spring Recital at Asbury Methodist Village had more than 70 attendees.
- Cement footers and sidewalks were prepared for the installation of the public art sculpture of the late Mayor Ed Bohrer. The sculpture will be installed in time for a May 23 dedication.
- Robertson Park Youth Center hosted a Community Outreach Day with approximately 250 people in attendance.

DPRC Potter met with the following groups/individuals:

- Asbury Methodist Village’s Annual Planning Meeting and consultant in search of a new Executive Director
- Farewell reception for the Executive Director of Asbury Methodist Village
- Montgomery County Road Runners Club and City staff for La Milla de Mayo planning logistics
- CPSC Ad Hoc Park Planning Committee meetings / Internal Master Plan task force / JustFOIA training
- Diamond Square/HOC Board of Governors
- MML Parks and Recreation Department; elected President

Key Performance Data

Attendance	April FY 15	April FY 16	Year-to-Date FY 15	Year-to-Date FY 16
Activity Center	10,912	19,255	113,907	114,022
Activity Center Bookings	302	368	3,227	3,421
Miniature Golf/Picnic Pavilions	N/A	N/A	14,451/18,459	14,237/17,652
Youth/Adult Sports	9,891	10,265	68,954	67,607
Casey Community Center	9,696	8,766	86,849	88,784
Water Park/Aquatic Center	2,516	2,410	85,244	99,984
Youth Centers	2,460	2,395	22,354	21,773
On-line Registration	707	672	9,027	9,732
Benjamin Gaither Center	2,133	2,547	19,381	24,690
Arts Barn	4,705	3,553	43,760	45,873
Kentlands Mansion	867	1,284	24,102	25,695
Museum	1,135	1,422	4,681	8,174



Planning & Code Administration

Significant Departmental Actions

- Permits and Inspections issued Medimmune permits to build a new parking structure on their main campus; this structure will be an eight level, precast concrete structure containing approximately 1,000 spaces.
- A foundation permit was also issued for the upcoming childcare center, a two story, 22,901 square foot building.

Meetings/Events/Community Involvement

- The Environmental Services team prepared for and attended the Environmental Awards Ceremony held on Monday, April 18 during which eleven awards and two recognitions were given to local businesses, community groups and citizens. Green Month was proclaimed at the City Council meeting directly following the awards presentation.
- Environmental Services prepared for and attended Community Green Up Day on Saturday, April 23 and the Environmental Film Night on Friday, April 29.

Key Performance Data

Category	February 2015	March 2016	April 2016
Planning Applications Approved	20	20	17
Permits Issued	155	230	210
Licenses Issued	344	284	321
Construction Inspections Performed	683	718	632
Property Inspections Performed	961	936	900
Notices of Violations Issued	329	356	256
Municipal Infractions Issued	7	18	1
Service Requests Investigated	124	207	198
Passports Processed	291	394	330
TOTAL REVENUES COLLECTED	\$289,819	\$421,397	\$502,886

Police

Significant Departmental Actions

Office of the Chief

- Officer Carlos Cortes was selected as Officer of the Month.
- EMC Lanham and other City staff attended a countywide meeting to discuss communication plans and preparations regarding the potential impact of the Zika virus.

Administrative Bureau

- Accreditation Manager Fekete held a CALEA mock assessment.
- Staff finished background investigations on two applicants.
- A part-time Police Services Aide was hired.

Special Operations Bureau

- The DEA National Prescription “Drug Take Back Day” took place at the Police Station. In conjunction with this, Community Service Officer Dan Lane was at Asbury Methodist Village to collect unwanted/unused prescription medications.

Meetings/Events/Community Involvement

- Chief Sroka attended thirty-two meetings on various issues.
- The Community Services Office or GPD representative attended/participated in nineteen details/meetings.

Key Performance Data

Category	April FY15	April FY16	YTD FY15	YTD FY 16
*Calls for Service/Officer as Primary	1,552/851	1,684/967	15,388/8,208	15,203/8,758
Training Hours	1,338	982	14,441	13,435
Traffic Violations	455	555	5,827	5,572
Parking Violations	287	350	2,828	3,230
DUI Arrests	12	23	180	196
Adult Felony Arrests	15	4	105	111
Juvenile Felony Arrests	1	3	7	8
Street Crimes Unit Arrests	22	17	167	150
Detective Arrests	1	2	26	21
New Cases Assigned to Detectives	8	9	107	106
Cases Closed by Detectives	5	5	64	71
Check on Patrols	0	Officers checked on 1 COP and 4 community complaints	97	**31

Frederick Beat

Street Robberies – 1
 Commercial Robberies – 0
 Aggravated Assault – 1
 Residential Burglaries - 3
 Commercial Burglaries – 0
 Theft from Vehicles/Theft of Vehicle Parts – 13

Seneca Beat

Street Robberies - 2
 Commercial Robberies – 0
 Aggravated Assaults – 2
 Residential Burglaries – 4
 Commercial Burglaries – 0
 Theft from Vehicles/Theft of Vehicle Parts – 18

*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”.

** Number of Check On Patrol and community complaints since November of 2015.



Public Works

Significant Departmental Actions

- **Public Works Maintenance Teams** – Reopened the turf area at the Dog Park; completed Bulk Pick Up for the month of April; performed spring clean-up and mulching in various planting beds around the City; and continued street sweeping of City streets.
- **Facilities and Facilities Projects** – Completed glass repair and duct work replacement at the Activity Center; completed fire suppression system repairs at City Hall; completed sprinkler pipe repair at the Olde Towne Parking Garage; completed ERV repairs at the Olde Towne Youth Center; completed elevator inspections at City Hall, the Olde Towne Parking Garage and the Casey Community Center; completed ice machine repairs at the Kentlands Mansion; and completed four flag services. During this month, staff completed 227 work orders.
- **Engineering Administration** – Staff worked on various task order contracts and plan reviews, as well as updates to the CIP program. Staff attended meetings regarding: Public Information Requests; the County’s Subdivision Staging Policy; City trails; the new road turnover process; small cell applications lighting for the “Y” site; and Emergency Action Plans (EAP) for the City’s high hazard dams. In addition, conducted interviews for the open Project Manager position.

Meetings / Events / Community Involvement

- **Transportation Committee** – Discussion topics included: Updates regarding Bike to Work Day; the Watkins Mill interchange; the MD 124 path; Corridor Cities Transitway (CCT); the ongoing bicycle gap study; and Montgomery County’s Vision Zero program.

Key Performance Data

CIP Design Phase

CIP #	CIP Description	% Complete	Comments
82-1	Victory Farm SWM and Stream	25%	Draft MOU sent to WSSC and review plans received.
98-1	Golf Park Renovations	100%	Design complete.
04-1	Smoke House Preservation	100%	Bids solicited. Contract awarded.
70-2	City Hall Roof Replacement	90%	Design in progress.

CIP Construction Phase

CIP #	CIP Description	% Complete	Comments
83-1	2014 Street Resurfacing	95%	Work complete. In warranty phase.
83-1	2016 Street Resurfacing	95%	Work complete. In warranty phase.
91-3	2014 Street Reconstruction	90%	Travis Avenue and School Drive pending.
14-2	Consumer Product Safety Commission Demolition	99%	Contractor to provide three grass cuts of the seeded area.
98-1	Casey Community Center Renovation	90%	Construction in progress.
04-1	B&O Station and Museum Exterior Doors Replacement	70%	Doors fabrication complete. Installation in progress.
82-1	West Deer Park – Muddy Branch Stream Stabilization	97%	Final punch list items in progress.