

City of Auburn

To: Mayor LaBonté and the Auburn City Council
From: Clinton Deschene, City Manager
Subject: March / April Monthly Reporting – *Assessing, Auburn Public Library, CDBG, City Clerk, City Manager, Engineering, Finance, Fire, Health & Social Services, ICT, Parks & Rec, Human Resources, Planning, Permitting & Code, Police, and Public Works*
Date: April 26, 2013

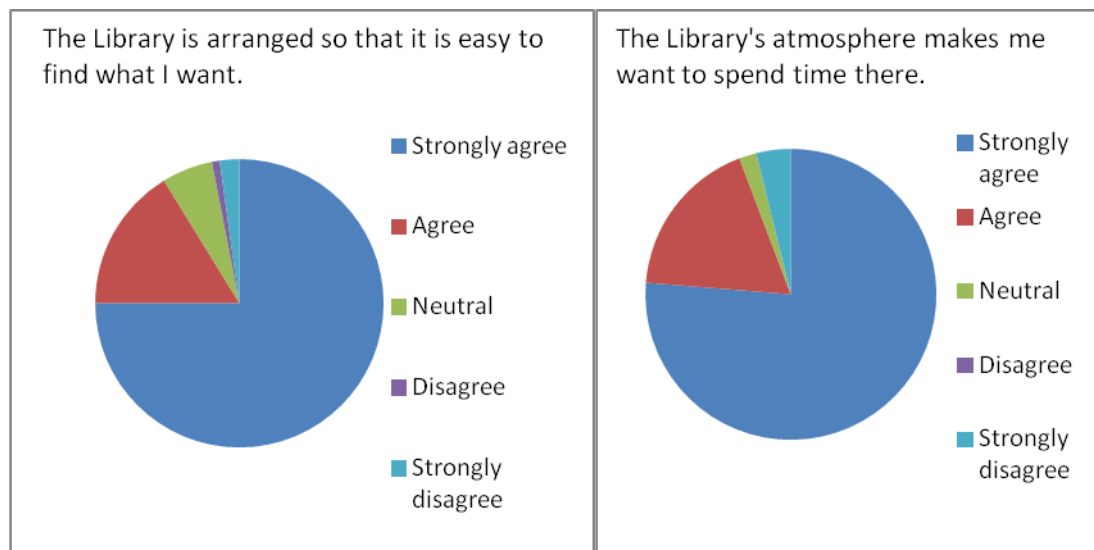
Assessing

- Permit Reviews - The staff completed 83 property inspections for new construction and incomplete permits through March and the beginning of April. Once the properties were reviewed the data changes and photographs had to be loaded into the Patriot CAMA system. There were 12 properties reviewed for new construction of which 9 were 100% complete.
- 706 and BETE Business Returns – In March, we completed our mass mailing of 1,073 Business Asset 706 forms to all Auburn businesses. The 706 forms are due back to us by April 15th and the Business Exemption Tax forms are due back no later than May 1st for processing. This is our busiest time of the year and we want to thank the staff who assisted us with this project. All staff is working on processing these filings to complete the valuation for the commitment. To complete this process in a timely manner we have contracted with John E. O'Donnell and Associates. Carol Colby, an assessor with O'Donnell and Associates, is working with us three days a week over a four week period to help us process the business filings. Unfortunately we have had to reduce our customer service during this period so that we can complete this project in a timely manner.
- Tax Appeal - We received a favorable decision by the Board of Assessment Review to deny the tax abatement request on a 3 unit multi-family dwelling at the March 5th tax appeal hearing.
- Abatements 2012 – To date we have processed a total of 77 abatements. The abatement deadline was February 7, 2013. Below is a year comparison chart on abatements processed.

ABATEMENTS						
YEAR	PERSONAL ABATEMENTS			VALUE	TAXES	
	RESIDENTIAL	COMMERCIAL	PROPERTY TOTAL			
2008	38	27	39	104	\$6,897,888	\$126,990
2009	85	29	21	135	\$11,763,000	\$215,415
2010	73	26	13	112	\$9,682,800	\$186,878
2011	97	13	24	134	\$6,135,100	\$118,960
2012	39	15	23	77	\$6,561,500	\$128,540

Auburn Public Library

- The Library's biennial distribution of customer service surveys has begun with a survey about the building.



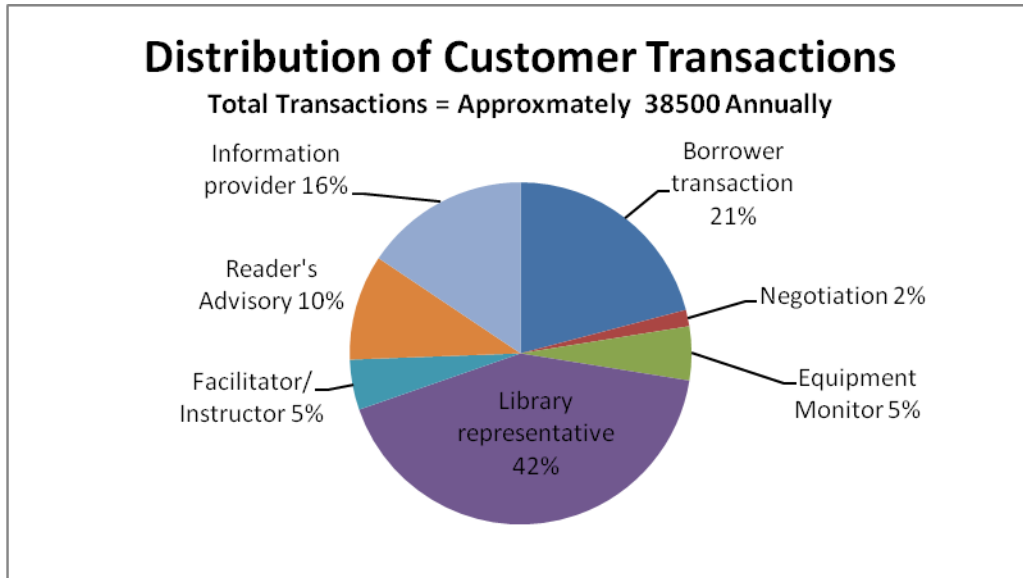
The graphs above show responses of almost 200 customers to the two major questions. While we are pleased that most people enjoy the Library's atmosphere and feel able to find what they need, disagreement by almost 5% is certainly a concern.

Finding what they need: Respondents rejected the idea of maps or greeters so we are looking at other ways to help people find what they need.

Library atmosphere: Negative comments about Library atmosphere were accompanied by references to teen behavior which was an issue during the survey period. Thanks to strict enforcement of rules on our part and a great response from the Auburn PD we have banned nine teens for a year and the situation has vastly improved.

We are working with the police, the schools, Boys and Girls Club, etc. to share knowledge and coordinate responses. We are determined to ensure that the Teen Space remains a viable choice for teens, especially our neighborhood youth whose home situations are often less than ideal.

- The Library opened one hour late the first Tuesday in April in order to conduct safety training for staff. This training focused on the use of walkie-talkies to contact staff in other parts of the building during emergencies and orchestrate reactions to a variety of situations including, when necessary, calls to 911. Our Safety and Security Committee has taken a number of steps to increase security for staff and customers including updating policies and mounting security cameras in several areas. Safety-focused training will continue to be scheduled in the coming months on the first Tuesday of the month from 8:30 a.m. to 10 a.m.
- While surveying existing customers does provide helpful information, the difficulty of surveying non-users has been a source of frustration for us. Happily, we recently met with USMLA and have a commitment from them that a research methods class will conduct such a survey in the coming year. This will enable us to discover why people do not use the Library and help us to become even more responsive to the community.
- Mark Foster, member of the Library's Board of Trustees from Tambrands, has suggested that a P&G team spend their annual day of service this summer preparing the garage portion of the Electrical Building to be a Tool Lending Library, and also that P&G donate to the Tool Library all tools purchased as part of the day of service. This would be an excellent kick-off for the tool donation drive we had planned to conduct in the coming year.
- For two weeks in March service desk staff participated in the semi-annual collection data on the number of customer transactions in various categories (this is a service-level measure recorded by staff, not to be confused with the satisfaction measures recorded by the public in the surveys mentioned above). The two sampling periods – spring and fall – are used to estimate the volume and nature of customer interactions for the year. The largest category, Library Representative, is comprised of routine information transactions including questions about policy and procedures, checking for items, sales, placing holds, etc. Three categories – Information Provider, Reader's Advisory and Facilitator/Instructor – make up what is generally considered Reference Service. Based on this sample there are approximately 12,000 reference transactions annually, or about 40 a day.



- Below is a month's worth of programs promoting economic development:

Number of Programs	Topic
2	Power of Email Marketing and Social Media Marketing (final 2 programs in 8 part small business series)
4	SCORE Counseling – every Thursday
2	Job Skills (from the Career Center)
1	Introduction to Windows
2	Introduction to Basic Computing
1	Teen Opportunities Fair (with LPL)
4	Media Lab Applications Training
2	VolunTEENs Orientation
(This doesn't take into account early childhood programs – our best investment in the future – and other programs that bring cultural and educational opportunities to our community.)	

- The recent resignation of the Director's Administrative Assistant provided an opportunity to help address budget issues by redistributing a number of her tasks to other staff and creating a new, combined bookkeeper/administrative assistant position. This restructuring eliminated one 20 hour position with health insurance and will save the Library \$18,000, allowing us to present a budget request with a .75% decrease.

CDBG

- The Community Development Loan Committee considered two applications for rehabilitation loans. They approved one loan utilizing HOME funds for general home repairs, and denied the second application. They also reviewed the loan default experience of the various loan programs.

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- An intergovernmental review through Maine's Department of Economic and Community Development was initiated for the Community Development Program for the coming year.
- Reine Mynahan attended a meeting of the New Auburn Association to explain the Small Business Loan and Curb Appeal Programs. This group was very receptive to these new programs.
- A Request for Proposals was released for the Curb Appeal Program. The process involves applicants submitting a proposal describing their project, submission of pictures of the current condition, identification of materials to be used, a list of sources and uses, estimated time for completion of the project, and whether or not the applicant would use the City's free architectural services. Proposals are due May 20th, and will be evaluated by the Curb Appeal Committee in early June.
- Yvette Bouttenot conducted interviews with social service agencies to gather information about discrimination and housing choice in the rental market. The City's consultant will analyze the data to determine if there are patterns that suggest housing discrimination. A report is expected by the end of the fiscal year.
- A Purchase & Sale Agreement was signed for the purchase of 6 Second Street. This is a two-unit residential building that will be demolished to make way for the New Auburn River Trail. Tenants were given a 90-day letter to move from the property, and advised of the relocation benefits they are eligible to receive.
- The last property under the Lease/Buy Program has been sold. The condominium at Stevens Mill was sold to an Auburn teacher who has a young family.
- Hal Barter attended a 2-day training on mold. Hal also took a Lead Inspector refresher course that qualifies him to conduct lead inspections.
- Yvette Bouttenot sent flyers to tenants living in the Family Development project and in public housing projects to inform them of our Homebuyer Program. This effort resulted in 16 inquiries for homebuyer assistance.
- Four loan applications were approved for \$1,917 in Security Deposit loan assistance.
- A Memorandum of Understanding was signed between the Community Development Department and the two housing authorities in Auburn and Lewiston. The MOU describes the roles and responsibilities of each agency in administering the Security Deposit Loan Program.
- The process to renew the Auburn Consortium with the City of Lewiston has begun. The consortium brings in HOME funds to both communities whereby neither community would be eligible without the other. The HOME Mutual Cooperation Agreement will be renewed for a three year period starting in 2014.

City Clerk

- On March 1st, 6 Fire Resistant Cabinets that were purchased to store vital records in were delivered to the Clerk's office

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- March 7th, I attended Parliamentary Procedure training
- March 20th, I attended the Androscoggin and Kennebec County Clerk's Association meeting in Augusta
- March 27th, I attended Municipal Law training
- April 2nd I attended New Clerk's Training
- April 3rd, I attended Leadership Training for Public Employees

City Manager

- New Auburn Village Transportation and Land Use Study: Jason Ready will be lead staff from ATRC on this study. Following is the anticipated general schedule from TY Lin's proposal, but Jason will be able to forward any updated information regarding schedules, proposed meeting dates, etc. ATRC believes that Tom Errico, TYLIN, has completed one or two of the intersection turning movement counts yesterday/today, and is planning on conducting the rest the week of April 22nd (after school vacation). The first public meeting would likely be the week of April 22nd or 29th, to get past vacations and to give the advisory committee time to meet.
 - **March 29, 2013** – Notice to Proceed
 - **Mid-April 2013** – Kick-Off Steering Committee Meeting
 - **April 15, 2013** – Public Meeting #1
 - **May 1, 2013** – Completion of Existing Conditions Technical Memorandum
 - **May 2013** – Steering Committee Meeting in Advance of Public Meeting
 - **Late May 2013** – Public Meeting #2
 - **June 2013** – Completion of Future Conditions Technical Memorandum and Initial Recommendations
 - **June 2013** – Steering Committee Meeting to Review Draft Recommendations and Prepare for Public Meeting
 - **June 2013** – Public Meeting #3
 - **June 2013** – Steering Committee Meeting to Discuss Public Meeting Comments
 - **June 30, 2013** – Submit Plan
- Auburn Citizen of the Year: Auburn Business Association has named former State Senator Olympia Snowe as their 2012 Auburn Citizen of the Year! Auburn Business Association will be honoring Senator Snowe with this recognition on May 30th at the

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Lewiston Ramada Inn. Once we receive more details I will forward that information onto you so you can all attend this event in Lewiston!

- **Legislature Bills Regarding Auburn:** The Transportation Committee met on Tuesday, April 9th to discuss LD875 “Resolve, Directing the Department of Transportation and the Maine Turnpike Authority to Conduct a Study of Possible Connector Roads in Androscoggin and Franklin Counties”. The Mayor and members of the public attended and make numerous testimonies that outlined the need for corridor improvement on items such as pedestrian and vehicle safety, implementations of BMP, hazard mitigation practices, etc. The Committee was not impressed with the amount of public participation and didn’t encourage the City to continue collecting data and enforcement of speed on Route 4. MDOT and Maine Turnpike Authority both testified in opposition to this bill. We will keep moving forward on this important endeavor.
- **Economic Development Regional Structure:** Mayor LaBonte and I will be presenting our proposal to the Joint ABDC and LDC Boards on Friday, 12 April 2013 at LAEGC. In the discussion we will highlight the City’s goals and direction for economic development. We have forwarded our proposal to Ed Barrett, Lewiston City Administrator, for review by him and Lewiston City Council. We have not heard any reaction.
- **Oak Hill Cemetery:**



- **Budget Summary Module Costs:** Council requested looking at adding a survey to the city website in regards to the proposed FY14 City and School Budget. To properly implement the survey we would need to add a new feature that will cost the city \$1,360

to install, maintain and review. Clearpath innovation of Lewiston provided this quote. I will make a decision to either fund or reject this proposal as soon as possible.

- **Park Avenue Street Lights, Tree Plantings and Locations:** Councilors have asked for information about various items related to Park Avenue namely why so many street lights, the cost of operating each of those street lights? Can we shut them off to save money? The cost of operating street lights in other locations throughout the City, the choosing and location of particular trees planted on Park Avenue.

To try and answer these questions we are considering options for Park Avenue the circuit for the new sidewalk lights on Park Ave. is a metered service. The cost of operation also includes one of the two LED 15MPH school flashers at that location and is between \$90-\$105 per month. We have a few options to save at this location:

- Reduce the number of light poles, remove every other one. We would reinstall them as replacements for downtown Main Street. We would need to verify that this was allowed under the funding for Park Ave. This would reduce our energy cost at Park by half and at Main Street by replacing 100 watt fixtures with 50 watt fixtures and relieve most of the maintenance costs at Main Street for roughly ten years.
 - Further Energy reduction. Electrical Division could rewire the circuit to have one photo cell to run all the lights. Currently each light has it's own photocell to switch it on as it gets dark. The single photo cell could be set to automatically turn the power off half way through the cycle daily. This would further reduce the current CMP bill.
 - A timer may be an option to shut them off after 11pm but it won't be a significant savings. One thing that we should have done different is consider one light sensor for the whole string of them. For maintenance costs over time we will probably convert them to that instead of a sensor for each light. Switching other lights to LEDs will be a savings.
- **Unified Criminal Docket and Procedure Regarding Discovery:** There is a new procedure for submitting reports to the DA's office. We are requesting a delay until the new fiscal year. If that does not happen, we will need to make changes on our process immediately. This will require a lot more administrative time in preparing the documents, double the amount of photocopying we are doing and burning of CD's for everything we record.
 - a. Videos of thefts
 - b. Cruiser videos
 - c. 911 calls on DV assaults and other crimes in progress
 - d. Intoxilyzer room videos
 - e. Any recorded interviews
 - f. Digital copies of any photographs
 - g. All witness statements
 - h. A certified copy of any bail bond or protection order

- i. Reports from all officers involved in the investigation of a case
- j. A list of all physical evidence (if the cover page does not contain a complete list).

Currently, we only burn a record if we believe it will be going to court. Now we will need to burn two additional copies, regardless if the case ever sees a courtroom. We are trying to wrap our hands around what the impact of cost will be. We had been researching how we could submit this electronically but it appears the county is not capable to receive it.

Police Staff had a meeting with the DA and shared the statute relating to court rules and showed that we only need to provide one copy. The meeting was with Lewiston. After some complaining the DA agreed. We still will need to burn a cd for all cases but only one for DA and one for evidence. We are still pressing the DA to receive the reports electronically.

An example of how many cd's we burn, this weekend including Monday holiday we burned 30cd's.

- Great Falls Television: The City of Auburn and Lewiston Joint Agency Subcommittee directed staff to seek legal advice on Great Falls TV and its employees. As you know there are 2 employees who receive benefits under the City of Auburn umbrella such as payroll services, W2 and bookkeeping. Though they are NOT, by definition, City of Auburn employees they are offered benefits using our health insurance plans. They could easily use the City of Lewiston's or create their own organization and contract out for the same service. Rather than do something that drastic I recommend and direct ACM Kroll meet with ACA Nadeau and begin working with our attorney in drafting an inter-local agreement and by-laws approved by BOTH City Councils as indicated by ordinance in both Cities. We will inform the employees and continue moving forward in resolving this joint project.
- National Flood Insurance Program: The Federal Emergency Management Agency (FEMA) published revised floodplain maps for Androscoggin County in June of 2012. As a result, proposed floodplain designations for some properties in Auburn were reclassified on the draft maps. Some properties now fall within a more stringent floodplain zone, while others may have been removed from previously identified floodplain areas. One substantial change is an approximately 1 foot lower flood elevation around Taylor Pond. A letter is being sent to property owners because City records indicate that they own property that is currently mapped as being located within or proposed to be mapped within the 100-year flood zone. Last summer a notice was sent to property owners and was followed by a number of public meetings to provide local comments and information for FEMA to consider in revising the maps. Those maps have been finalized by FEMA and will become effective in July 2013. The next phase of this process is for local adoption of the flood maps by the City. If we wish to continue to participate in the National Flood Insurance Program (NFIP), the local adoption of the maps is mandatory. This letter is being sent to over 1400 property owners. The maps may also be accessed in the City's Planning and Permitting Department, located on the

1st floor of Auburn City Hall between 8am and 4:30pm, M-F. If the maps indicate that the floodplain is close to any structures on your property you are encouraged to view the official paper copies of the maps. Additional information and resources are also linked to the web page to help answer any questions. Please contact Eric Cousens, Director of Planning and Permitting (207) 333-6601, ext. 1154 ecousens@auburnmaine.gov or Sue Baker, CFM, Program Coordinator 207-287-8063 sue.baker@maine.gov. In addition there will be the following meetings to help answer questions:

- **May 2, 2013 at 6PM**
Community Room, 2nd Floor of Auburn City Hall, 60 Court Street Auburn, Maine 04210
Joint Auburn/Lewiston and surrounding communities of Androscoggin County Public Outreach Meeting hosted by State and FEMA Staff to cover the following topics and answer questions:
Insurance availability and policy changes, community resilience and hazard mitigation, Floodplain map availability and Letters of Map amendment
- **May 14, 2013 6PM Auburn Planning Board Meeting**
City Council Chambers at Auburn City Hall, 60 Court Street, Auburn Maine 04210
Public discussion and public hearing regarding proposed floodplain zoning map changes and forward a recommendation to the Auburn City Council.
- **May 20, 2013 5:30PM City Council Workshop**
City Council Chambers at Auburn City Hall, 60 Court Street, Auburn Maine 04210
Workshop with Council to discuss the proposed maps and the Planning Board Recommendation. This is just an introduction to the subject and no action expected at this meeting. Workshops don't provide an opportunity for public input but the meeting following the workshop at 7pm will have an open session for anyone wishing to speak to the Council.
- **June 3, 2013 7pm City Council Meeting**
City Council Chambers at Auburn City Hall, 60 Court Street, Auburn Maine 04210
The Council will discuss the proposed maps and the Planning Board Recommendation. This is a public reading and public input is requested from anyone wishing to speak to the Council about this subject to help the Council make a decision.
- **June 17, 2013 7pm City Council Meeting**
City Council Chambers at Auburn City Hall, 60 Court Street, Auburn Maine 04210
The Council will discuss the proposed maps and the Planning Board Recommendation. This is a second and final public reading, public hearing and public input is requested from anyone wishing to speak to the Council about this subject to help the Council make a decision.

Engineering

- Pike Industries has begun construction of the Hotel Road Rehabilitation Project and therefore staff has been overseeing the construction.
- Staff is also overseeing Gendron & Gendron on the reconstruction of West Bates Street.
- Staff continues to work with the Lewiston/Auburn Bike-Ped Committee on the development of a Complete Streets Policy for adoption by both Cities.
- Staff is also working with ATRC's Bike-Ped Advisory Committee on a 5 year update to long range facilities plan Bridging the Gaps.
- Dig safe location requests have ramped up considerably now that spring is here keeping staff very busy.
- A public meeting was held to talk about proposed safety improvements for Route 4 and the Park Avenue/Mt. Auburn Avenue Intersection.
- We are still awaiting approval from MDOT to advertise the S. Main Street Reconstruction Project as well as the Riverside Drive Project.
- The Helm Bridge replacement project is nearing final design and the project is being prepared to advertise in late May.
- A monthly utility meeting was hosted by staff with all the utility companies within the City to coordinate this summers' upcoming work.
- The Main Street Mill & Fill project was bid and awarded to Lane Construction Company.
- The City wide Pavement Condition Analysis Project is in full swing with approximately 35% of the City completed.
- Staff completed ongoing updates for changes to the tax map parcels.
- Staff continued to work on street addressing issues
- Right of way acquisition negotiations for South Main Street were completed.

Finance

- The Finance Director prepared the FY14 Proposed Budget documents for the City Manager and Council.
- The Finance Director has attended all budget workshops.
- The Tax Office has been busy through March and April. In March the 2nd half of the property taxes were due. April has been busy with people registering their motorcycles, campers and boats. In April the Tax Collector sent out courtesy notices to anyone who hadn't paid their taxes, giving them an opportunity to pay before she starts the lien process.

- The Facilities Mgr/Purchasing Agent after working with Unitil (natural gas) has scheduled for natural gas to be made available to Central Fire Station, Public Works garage and Hasty. Unitil will absorb the cost of bringing the gas to these buildings. He is working on an RFQ to encompass Public Works, Hasty and Engine 2 to convert their boilers to natural gas.

Fire

Prevention

- In April, there were 35 life-safety inspections (through April 24, 2013) conducted by the fire companies in 31 businesses and 4 apartment buildings. Out of those inspections, 23 businesses and all 4 apartment buildings were found not to be in compliance with the fire code. Company level life – safety inspections continue to be a positive value added service of the Auburn Fire Department in proactively working to keep our community safe.

Training

- The Auburn Fire Department hosted a one day seminar with nationally know Fire Service leader/lecturer Chief Rick Lasky, at Southern Maine Community College. Chief Lasky spoke about fire service management, leadership, pride and ownership and the future of the fire service. In addition to members of the Auburn Fire Department, surrounding departments were invited to attend and members from Lewiston, Poland, Minot, New Gloucester and Portland were in attendance.
- Several probationary firefighters completed their one year of probationary service this month. After rigorous testing consisting of skills review, practical exercises, academic testing and evaluations, they have successfully completed the probationary period and are now regular members of the department.
- Three new probationary firefighters began service with the Auburn Fire Department. These members are currently engaged in an intensive six week orientation and training program. The “Probies” are very enthusiastic and excited to be members of our department and we feel they will have much to offer. With the hiring of these probationary firefighters, the department is now at our full authorized strength.

Public Relations

- The first Citizens Fire Academy to be held in Auburn, and quite possibly in the state has gotten off to a great start. A diversified group of nine citizens makes up our charter class. So far, members have had a wide variety of experiences with the AFD and its members, many of who have volunteered their time to instruct segments of the class. Here are some of the reviews from participants:

1. “This is fantastic! Very organized and wonderful family style.”

2. "Excellent combination of speaking and showing the 911 center and station tour. Nice to get literature with more information for later reading."
3. "Everyone has been very helpful with all activities I had a chance to be a part of. The positive attitude is very apparent making this experience that much more interesting & enjoyable!"
4. "You all are amazing! Totally a whole new respect for everything you do! The public truly has zero idea of what you really do."
5. "Great class! Well thought out. Amazing level of training required!"
6. "Wow! What an opportunity. There is no better way to get a real look at the physical, psychological, emotional, mental demands of your job. I have incredible respect for all of you."

Several pictures of some of the activities that have taken place so far are attached with this report.

- Station tours and public education opportunities while out in the public are always taken advantage of. One young man, who recently had a birthday stopped by the station to show us his new firefighting gear he received for a present! The on duty shift gave him a tour and helped him to spray some water from a fire hose! I am sure he will make a great addition to the Auburn Fire department in a few years!! Pictures of his visit are attached with this report.
- I was able to meet and visit with Administrators of the various nursing and care facilities in Auburn. These meetings were very productive in both establishing relationships with said administrators, but in also offering the services of the Auburn Fire Department to the facilities beyond 911 responses. It should be noted, that a review of 911 calls for service to all our nursing and care facilities in January and February revealed that there were 34 emergency medical calls that we received, *through* United Ambulance for first responder service that should have come directly through our 911 center. In discussions with administrators about the need for all emergencies (Fire, EMS and Police) to be handled through 911 for the quickest and best service for those involved, it was learned that United Ambulance had directly instructed some of the nursing and care facilities to "Call them for all calls and emergencies". This is blatantly wrong and not in keeping with the best practices of modern emergency medical dispatching procedures. I will be working with the facilities to ensure that this practice comes to a halt and all calls for emergencies of any type, are routed direct to our 911 call center.

Emergency Responses

- Through April 24, we have responded to 228 calls for service. These include, but are not limited to, 149 emergency medical calls, 2 building fires, 2 false alarms 5 brush/mulch fires, 11 motor vehicle accidents and a variety of other calls.. We responded to three calls for mutual aid during this period as well.











Health & Social Services

- General Assistance paid in welfare assistance a total of \$13,455.78 in March 2013 compared to \$10,166.18 in the same month in 2012.
- General Assistance paid in welfare assistance a total of \$11,383.88 in April 2013, compared to \$12,037.98 in 2012.
- We took in 120 applications in March and projected 101 applications for April giving us a total of 1,131 year to date. .
- TANF households assisted in March were 2 with \$188.48 and in April with \$367. TANF timed out for March were 9 families with \$3,962 and average of \$396.20 each households and April, 10 families with \$3,491.53 an average of \$349.16 each.
- In March workfare was assigned to 15 households, and completed by 16 individuals for a total of 196.50 hours, and a value of \$1,572.00. In April we assigned 9 individual and they completed 142.75 hours which have been verified for a value of \$1,142.00.
- There are still a number of bills in the legislation which pertain to General Assistance and may affect the way General Assistance is allocated.

ICT

March:

- Experienced a network failure. After much troubleshooting, we isolated the problem to a network mis-configuration at EL high school. It was resolved shortly after.

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- Met with Lewiston, E911, County, and school departments from both cities to discuss switching phone vendors. As a result we have switched vendors and are now using New England Communications.
- Replaced City Councilors PC
- Hosted GIS presentation by ESRI.
 - Participants included staff from Public Safety, Economic Development, Planning and City Clerk department, AVGIS members, Androscoggin Land Trust, Towns of Poland and Mechanic Falls, and Museum L-A
 - Esri presented the latest application of GIS technologies for municipal government. The presentation was followed by a discussion by ESRI and AVGIS members. The focus of the discussion was to find ways to leverage software licensing options to reduce costs and eliminate redundancies in software, data, and application development.
- Met with Project Team and Intern regarding cemetery mapping. Set workplan.
- Completed two on-line training courses on the most recent developments regarding geodatabase design.
- Met with GIS personnel from Portland. While the two cities are separated geographically, they share common goals and are working on a number of similar projects (mapping facilities, standardizing data, mapping cemeteries, and general information sharing with the public). There is an opportunity for two-way sharing of ideas, resources, and general knowledge.

April:

- Replaced City Councilors PC
- Quarterly update of motor vehicle records in MUNIS
- Demo of call recording software
- Working with Engineering on Pavement data collection
- Continued Facilities mapping. Created (standardized) geodatabase structure. Mapped traffic islands and esplanades. Created GIS data layer for Cell Towers and other broadcasting/radio towers in the city

www.AuburnMaine.gov

March:

- 55,284 Page views
- 9,222 Unique visitors
- 3 pages per visit were viewed

➤ Top Ten Visited Pages:

1. Home Page
2. Departments of the City
3. Police
4. Tax Payment Info
5. Ingersoll Arena
6. Parks and Recreation
7. Job Opportunities
8. WebGIS
9. Assessing
10. Search feature

April 1-24:

- 43,302 Page views
- 7,502 Unique visitors
- 3 Pages per visit viewed
- Top Ten Visited Pages:

1. Home Page
2. Departments of the City
3. Police
4. Parks and Recreation
5. Tax Payment Info
6. WebGIS
7. Assessing
8. Search feature
9. Job Opportunities
10. Public Works

Parks & Rec

The March monthly report is as follows:

- The month of March brought the conclusion of winter programming and a conversion to Spring program registrations. Adult basketball came to an end and registrations began for youth lacrosse, tee ball, spring soccer, April vacation soccer camp, adult softball and summer day camp.
- Wright-Pierce continued work on the athletic fields needs assessment, conducting stakeholder meetings with a number of public and private organizations in an effort to gather information for the assessment. A draft report of the assessment will be available shortly.

- The parks department performed maintenance during winter storm events which consisted of plowing, sanding, snow blowing and sidewalk maintenance. We have collaborated together with Public Works to ensure that sidewalks, winter relief lots and the immediate area around Auburn Hall receives the needed attention during winter storm events. The beginning of the Spring season initiates a number of other maintenance activities including: preventative maintenance on seasonal equipment, as well as, infrastructure maintenance such as: park bench repair, picnic table repair and refurbishing city gateway signage.
- Work on the Auburn ice arena continued throughout the month. Meetings focused on timeline development and transition information from Ingersoll into the new facility. A rendering of the facility has been developed and gives a snapshot of the building and immediate surrounding area. The position of Arena Manager for the new facility has been advertised, and applications have been received.

The April Monthly Report is as follows:

- The month of April brings in longer and warmer days and a transition to Spring programming. Skating instruction at Ingersoll Arena came to a conclusion and program options such as: Adult softball, youth lacrosse, tee ball, April vacation soccer camp and spring soccer (April 28th) kicked off the start of the season. Other programs which planning continued for include summer day camp and youth track and field.
- Wright-Pierce finished work on phase I of the athletic fields needs assessment. A draft report of the assessment will be presented at the May 6th council workshop.
- The Parks department has converted into spring maintenance activities which includes a wide variety of tasks: sweeping, litter removal, raking, pruning, mulching, playground repair, park bench repair, picnic table repair, fence repair, ball field maintenance (dragging & lining), athletic field maintenance (striping), equipment maintenance, installation of docks at North River Rd. boat launch and City gateway maintenance. As stated in prior reports, we have collaborated together with Public Works to ensure that the City receives the needed attention particularly around holiday dates and special events. Recently, the City Manager has asked to reposition the Parks crew base operations up to the Public Works building to bring collaboration to another level. Our hopes are to improve services to all of our parks, fields, and open spaces through the sharing of resources, scheduling, and collaborative planning efforts. The goal is simple: to improve services as a whole and we believe through a team effort between Parks and Public Works we can achieve a higher level of maintenance within the City of Auburn. This plan does not include moving Recreation staff. This staff will remain at the Hasty gym and continue operations out of that facility.

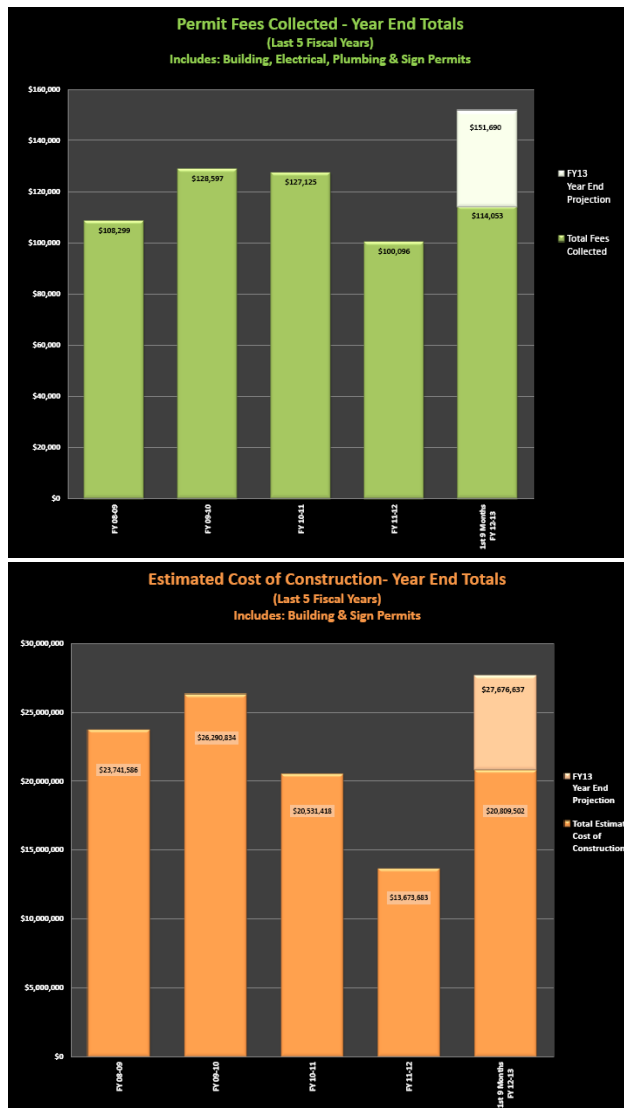
- Planning has begun on a large volunteer event scheduled to take place on June 19th from 9AM – 1PM. Proctor and Gamble (Tambrands) has contacted the Androscoggin Land Trust to present an opportunity to bring 100+ employees of the company to the riverfront area to perform a variety of maintenance tasks. A wide assortment of projects can be performed by a group this large. Staff from Parks and Public Works met to survey the riverfront area and to identify projects that the volunteer group can execute. Coordination between ALT, the City and the volunteer group will continue and a plan will be developed to make the most of this exciting opportunity.
- Work on the Auburn ice arena continued throughout the month. Meetings focused on timeline development and transition information from Ingersoll into the new facility. Construction also continued throughout the month with excavation, grading and pouring of concrete footers. The position of Arena Manager for the new facility has been advertised, and applications have been received. Interviews for the position will begin in early May. Additionally, an RFP for an ice resurfacing machine was developed and sent out for bid.

Human Resources

- Chris Mumau, HR Assistant and I held new employee orientations for 9 new employees from the following departments: Auburn-Lewiston Airport, Fire Department, Police Department and Economic Development Department.
- I attended a meeting at the Labor and Employment Association which hosted the Executive Director of the Maine Human Rights Commission. She discussed the current trends in the types of claims filed with the Commission and some of the challenges for managing the caseload in this tight fiscal climate.
- I attended a Maine Public Employees Retirement System public hearing on several new proposals to bring long term financial stability to the pension system. These proposed changes include increased employee and employer contributions, increase in the normal retirement age, increased penalties for early retirement, delayed and reduction to cost of living adjustments. Some changes effect new participants only and some will affect all participants and there is a phase-in for the various components. These changes must be approved by the State Legislature.
- Negotiations are on-going with Police Command, Police Patrol, Fire and General Government Units.
- Raymond Lussier, Safety Coordinator is working with the Fire Prevention Officer on a draft Crowd Management Plan and Standard Operating Procedures for the Auburn Mall Double Surface Ice Arena.
- At the recent Safety Team Meeting chaired by Raymond Lussier, we discussed the City Council Goal on Community Safety and what role the Safety Team may have in fulfilling that goal. We discussed being part of an awareness campaign along the idea of “See Something-Say Something”. In other words, City employees being ever vigilant to situations that pose a danger to the public and providing a conduit for getting those concerns to the City Personnel best suited to address these situations. This will be a discussion for future agendas.

Planning

- During the month of March the Department processed 65 building, electrical, sign and plumbing permits. The permits resulted in the collection of \$7,761 in fees for work with an estimated construction cost of \$1,245,585. We are still on track for the best year, for both of the above figures, in the last five years and we have already exceeded last years' totals for FY 12. Below is a chart comparing construction costs and permit fees for each of the last five years, including projections for the rest of this year.



- As of April 4th we are about 75% through FY 13. Our expenses are at 68% but billing is usually a couple of weeks behind so some expenses have yet not been accounted for during that period. Part of the savings has been from the vacant Planner position,

however, that comes with a cost of not meeting some service objectives at the levels that we could with that position filled. Revenues are at approximately 102% with most of that from building permit revenues which were at 134% of the projected annual total.

- Last month we initiated the process to condemn 9 Gamage Avenue. The owner has been unable to secure the building and the bank claims that the foreclosure process is not complete. 9 Gamage Avenue was damaged by a fire in January, has been chronically unsecured and finding a responsible party has been a problem. Condemnation is a good option for dealing with dangerous buildings in this situation if the Council is willing to fund the legal work and demolition costs. Shortly after initiating the process, we were contacted by SunTrust Mortgage (the bank) and they indicated that they would pay for our expenses thus far if we would suspend the condemnation action. We gave them a written notice summarizing the conditions that exist at the building and our expenses with two weeks to discuss a response to the issues and put the condemnation on hold. As of April 25th they have failed to meet the obligations under that notice and we have resumed the condemnation process. We will be asking the City Manager to set a hearing date with the Council on this issue at least 5 weeks from now to meet service and notice requirements.
- We recently reviewed the plans for a landscaping project at the Chapman House on the property at 151 Court Street. As part of the review it was noted that they did not plan to close the curb cuts along Court Street or the side streets as part of the project. After discussing this with the Chapman House Board President and the contractor, we received an email from the contractor committing to adding the curbing and sidewalk repairs to the project as required by our local ordinance and we issued the permit. A recent follow up conversation has confirmed that the Board has since voted not to include the curbing, leaving the project in violation of local ordinances. We will be working with the Chapman House Board to resolve this issue in the coming weeks.
- During the past month the Planning Department and JLUS Policy Committee made additional progress on the joint land use study (JLUS) in collaboration with the Maine Army National Guard for the area surrounding that entity's Auburn training facility. The Policy committee met on April 9, 2012 and will meet again at 4 PM at the Auburn Community Room on the second floor of Auburn Hall on May 8th. We have created a web and facebook page to help keep people informed and facilitate public input. The committee is seeking input on park usage through a survey that can be accessed at the Joint Land Use Study website at:
<http://www.auburnmaine.gov/Pages/Government/Auburn-Maine-Joint-Land-Use-Study>
To date, over 200 people have responded to the survey. There will be an **open house on May 29th, here at Auburn Hall at 5pm** to share the issues identified by the committee and to seek input from the public as the committee determines what recommendations will be made to the Planning Board and City Council.
- We conducted interviews for the City Planner position and agreed to an acceptable offer with a potential candidate last month. Unfortunately, there was a spending freeze initiated (for understandable and logical reasons) the day that the written offer was to be provided. The candidate understands and still has an interest in serving Auburn so we

are hopeful that the position can be filled after July 1st and that the candidate will still be interested. With the position filled, we will be able to take on more comprehensive plan implementation projects and to allow for adequate time to be dedicated to individual tasks, to serve the Planning Board, Council and Board of Appeals, to meet the needs of citizens and business people in a timely manner, to improve public outreach and participation, to pursue grant opportunities and to ensure that the Planning Department has adequate succession planning to provide continuity in our planning efforts in the long term. As we approached a hire date we were committing to additional planning projects in anticipation of having the additional capacity and it is important that we realize that capacity to meet those obligations.

- During the last four weeks we tracked 13 new property specific Code Requests resulting in 8 new enforcement actions. We resolved and closed 7 existing cases during the month. We are slightly behind on Code cases and slower to respond this month because Zachary Lenhert, our Code Compliance Officer and Assessing Assistant is dedicated entirely to the Assessing Department until their annual personal property filing and reviews are complete.
- During the last 30 days Cristy Bourget conducted 20 sanitation inspections including lodging, mobile vendors, restaurant and takeout facilities, 1 of which was complaint driven, in the City of Auburn. Cristy also conducted 5 sanitation inspections including lodging, mobile vendors, restaurant and takeout facilities in the town of Lisbon. Inspections in Lisbon for annual licenses are substantially complete until January of 2014. We are still on track to provide the inspection service to Lisbon at a cost of about \$3000 in wages, benefits and expenses in exchange for a \$10,000 revenue.
- During the last month we have spent a substantial amount of time developing the proposed FY 14 budget and CIP and looking for ways to provide service more affordably. I look forward to discussing the Budget and especially the CIP street light purchase proposal soon. We have the potential to save a substantial amount on street lighting if we approach the project correctly and it will be even easier if LD 1251, An Act To Lower Costs to Municipalities and Reduce Energy Consumption Through Increased Competition In The Municipal Street Light Market passes.

Police

Operations

- The Department responded to 1515 calls for service in April.
- Officers made 63 physical arrests, issued 64 criminal summonses and processed 252 offense reports, of which 27 were felonies.
- Officers issued 57 traffic citations totaling \$8,765 in fines and 264 warning for various traffic offenses.

Training

- Deputy Chief Moen graduated from the FBI National Academy.
- Support Service Technician Lacasse attended Blood Technician Training

- SRO's Cousins and McCamish attended a Childhood Trauma Symposium
- SRO's Cousins, Carl and McCamish attended Effective Police Interaction with Youth training.
- Lieutenant's Harrington, Cogle and Watkins attended a Police Leadership Lecture by Dr. Jack Enter

Community Outreach

- The Department issued its 2012 Annual Report to the community.
- Retired Chief Small passed away in April. The Department's Honor Guard provided pallbearers and a flag presentation at the funeral.
- April 6th marked the 32nd anniversary of Officer Rodney "Rocky" Bonney's line of duty death. Officers honored the day by wearing mourning tabs and reviewing Officer Bonney's death in roll-calls.

Public Works

Productivity-

- In March APW processed 528 Work Orders and closed out 469 work orders with a balance of 54 work orders still open (and new). Of the 528 Work Orders 173 were processed by our Fleet Services Team closing out 168 leaving 5 on-going repairs/pending repairs. For the Month of April (up to the 25th) APW processed 541 Work Orders and closed out 344 work orders with a balance of 125 work orders still open (new). The increase in new or not closed out work orders is a result of Spring operations kicking into gear, repairs from Winter and collaborative projects being initiated.

Special Events/Projects/Coordination-

- Public Works and Parks/Rec have been working together to coordinate Spring and Summer projects. One of which is preparations around the City prior to Memorial Day. Another project topic being planned for is the repair of a softball field. Several jobs have begun on this. To name just a few; islands, cemeteries, The Riverwalk, repair of ballfields.
- Due to numerous requests from residents and non-residents PW generated new signs directing visitors and new residents to the location of Edward Little High School as well as several new signs for getting to the Pettingill Park area. Since these signs have been up we have received compliments for doing it and thanking us for finally putting up new, clean, visible signs.
- PW is coordinating with the School Department to assist them with correcting a tripping hazard at the Webster School. This collaboration will make it safer for the students.

Citizen Engagement-

- On March 27th - Denis D. , Nick L. and Dan G. all participated in L/A 101 seminar held at Lewiston PW. The turnout was good (about 15 people). We were able to talk about what

Public Works is and we answered numerous questions the group had. This is the second year we have done this and it has been well worth the time.

- In March PW was in need of some specialty parts for the Plow Trucks. The parts are expensive and hard to get so one of the Highway Supervisors had an idea to reach out to the community for assistance. CMCC was contacted and their machinist program was able to produce the specialty part we needed. The cost to order such a part would have been \$16 or more per unit and we needed 257 units and to just create a jig for fabrication would cost \$250. CMCC did not charge us a jig setup fee, they only charged us a few hundred dollars for the steel (at cost). This collaboration helped CMCC with some real world training and helped PW save the City money.
- PW met with the a group of representatives from the Maine State Cemetery Association. The meeting was to discuss the plans PW/Parks has for working on/within the City Cemeteries. The meeting was productive and mutually educational.
- PW met with the VFW post (two times) in New Auburn to discuss operational and scheduling plans in regards to the Holidays and flag placements. The meetings were beneficial to everyone who attended.
- PW and Engineering met with citizens to discuss the Route 4 corridor project.

Facilities-

- APW siding project is in full swing and will be completed in a few weeks. The building looks 100% better and we are getting positive feedback from residents who stop is saying 'it's about time you spruce up this building!'.

Winter Operations-

- It looks like Spring is finally here, though we did get hit with an April surprise but it appears to be safe to say we are out of Winter. With that said here are a few statistics on this past winter:
 - 22 storm events that required PW to perform Winter Operations
 - 67,872 miles driven during all these events
 - 31,964 gallons of fuel used
 - 3,340 regular hours worked
 - 4,352 tons of sand used
 - 4,3351 tons of salt used
 - 34,800 gallons of liquid calcium used.

Trainings-

- PW trained per requirement of Bureau of Labor and PW Program the entire crew on Blood Borne Pathogens

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4.26.13

- PW trained per requirement of Bureau of Labor and PW Program the entire crew on Respirator Usage

Other Spring Time Projects -

- Spring time grading of gravel roads is in process.
- Street Sweeping is in process.

Recycling Operations-

- Recycling operations for the month of March picked up 45.07 tons of material, an increase of 1.04 tons. For the month of April we are currently at 37.33 tons, last years total was 45.02 tons.