

# City of Auburn, Maine

## Office of the City Manager



**TO:** Mayor and City Council  
**FROM:** Clinton Deschene, City Manager  
**RE:** Weekly Report  
**DATE:** Weeks Ending March 21 and March 28, 2014

### Assessing

- The department is reviewing properties that have permits for the April 1 valuation. All of assessing staff, Zach Lenhart from code and Carol Colby from John E. O'Donnell & Associates will be processing personal property daily through the month of May. While we process the business accounts, we will have very limited customer service in order to complete that project. Phone calls will only be returned twice a week during this period.

### Auburn Public Library

- The Library's FY15 budget was presented to the City Council in a workshop on Mon., 3/17. The compliments on the Library's body of work were much appreciated.
- The Board of Trustees met on Weds., 3/19. Adult Services Manager Marty Gagnon updated the Board on education/entertainment programs, community connections, small business outreach, and technology training opportunities.
- The Library is working with Gary Friedmann & Associates to enhance our fundraising and marketing capabilities.
- Learn a language – Now! The Library has a trial subscription to Mango Languages. This database provides instruction for 57 languages for English speakers, 16 for non-English speakers, and 4 for religious and scholarly studies. Lewiston Public Library is considering Mango also and we would be able to work together to reduce the cost of the service. This is a popular database throughout the country. Link to the Library's website and look for the Mango icon to start your own trial.
- The Teen Opportunities Fair held at the Lewiston Public Library on Sat., 3/15, attracted more than 100 teens and parents. The Fair offered advice about summer jobs, internships, education funding, and summer study options.
- The American Music series held on Mondays from 6:30-8:30 p.m. has been quite successful. Sixteen people have attended each of the last two weeks. Our thanks to L/A.
- Mamie Ney attended the Public Library Association biennial conference in Indianapolis. She attended sessions on economic development, managing change, and making better connections with the community.
- Programs of interest coming up include Teens' writer group (Fri., 3/21), Media Lab Q&A (Mon., 3/24), weekly knitting group (Mon., 3/24 – yes, we do teach knitting basics to children and adults), and a Polaroid photography workshop for Tweens (Weds., 3/26).

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- Adult Services Librarian Marty Gagnon has started co-facilitating a foreign policy discussion program at L/A College's Senior College.
- The Library has two American Girl dolls (Addy and Molly) to lend. They are quite popular and checked out regularly. The Library is collaborating with the Women's Literary Union to promote their April doll tea and our American Girl dolls.
- The staff is beginning the update of our annual work plan.
- Assistant Director Suzanne Sullivan and the staff are spearheading a new electronic newsletter effort. The first issue will be sent to cardholders within the next two weeks.
- Our reference collection is being reviewed to remove outdated material and to fill in resource gaps with new material.
- A book sale has tentatively been scheduled for Sat., May 3<sup>rd</sup>. Details will be available soon. Donations of used books in good condition (i.e. not dusty, moldy, smoky, etc.) are being accepted. We cannot accept encyclopedias, condensed books, or magazines. Please call the Library at 333-6640 if you have any questions.
- We have a new ASPIRE worker for 30 hours per week, currently working to help us with a collection reconciliation program.
- A DIY Tweens Polaroid photography workshop was held on Weds., Mar. 26<sup>th</sup>. The program was fully subscribed and a lot of fun. Our thanks go to Barbara Ricker for supplying the cameras and instruction and to Kaplan University for funding the cost of the film used.
- As part of the Family Place Initiative at the Auburn Public Library, we will be holding a free parenting/playgroup series for parents and their young children ages 1-3. Our next session begins on Fri., April 4<sup>th</sup>, and will run for four weeks. The sessions will be held in the Androscoggin Community Room from 10-11:15 a.m. Play and Learn is designed to familiarize parents and their young children with library and community services. It will give parents the chance to spend time with their child while meeting other families with young children. Play, sing, create a craft and learn to have fun with your child. Community resource professionals will be on hand to discuss topics such as reading readiness, speech and hearing, nutrition, physical fitness and behavior.
- Plans are underway for our children's, teen, and adult summer reading programs. Grant requests to support these efforts have been made.
- Teen Librarian/Media Coordinator Donna Wallace is working to become a College Navigator to better able to provide information to parents and college-bound students.
- Head of Lending Services John Kelly is conducting a customer service survey at the main circulation desk.
- The Library is reaching out more to our customers in senior residential settings. We visit Schooner Estates on a monthly basis and have collections on-site at Bolster and Barker Arms. We hope to be able to increase our large print collection to meet the demand.
- The Friday Computer Basics program for April is "Managing Your Files," beginning April 4<sup>th</sup>. Learn how you can keep your computer files organized and how you can find your documents in a hurry. This class will be repeated each Friday in April at 10:30 a.m.
- Programs of note coming up within the next week include our Computing with Maureen session (Tues., 4/1), teen anime club (Weds., 4/2), and children's Lego Club (Fri., 4/4).

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**City Clerk**

- The deadline for submitting nomination papers to the City Clerk's office was March 27, 2014. Six individuals submitted their paperwork and had enough valid signatures for them to appear on the June 10, 2014 ballot.
- In March, 80 petitions were turned in and 1875 signatures were verified.
- In October, records (birth, death, marriage) dating back to 1855 were sent out to be restored. This week they were delivered back to us in beautifully bound new books (5 in all), all in protective sleeves.

**CDBG**

- Hal Barter and Reine Mynahan participated in Career Day, an event sponsored by the Chamber of Commerce, and spoke about jobs in government services.
- The federal program allocations were released this week. The FY2014 Community Development allocation is \$530,912, an increase of \$24,332 of what was projected, and the HOME allocation for Auburn is \$189,365, a \$5,635 decrease of what was projected.
- An offer has been made for one of the Academy Street Townhouses.
- The rehabilitation of 78 Second Street is wrapping up, and the property is now listed for sale.
- Yvette Bouttenot enrolled a new customer in the Home Savings Account program.
- Yvette Bouttenot attended a Homebuyer Education class to market our HOME Programs.
- Reine Mynahan met with a customer who had past due balances on her loan account. The property owner has been struggling due to tenants not paying the rent and rental vacancies in the building. Reine processed a loan modification enabling the customer to pay past due balances at the end of the loan term.
- Letters were sent announcing the initiation of HOME monitoring. Two of the projects are owned by Tedford Housing, one in Auburn and another in Lewiston, and Webster School and Vincent Square Apartments owned by Auburn Housing Development Corporation. Monitoring consists of reviewing documentation to determine income of households assisted, whether the project meets occupancy and income targeting requirements, rent limitations, tenant protections, and affirmative marketing and tenant selection policies. The assisted units are also inspected to assure they meet property standards.
- Reine Mynahan met with the Androscoggin Habitat for Humanity Board. The meeting was to explore the possibility of partnering on constructing a single family home at 73 Paul Street. The partnership would also involve students from the vocational program at Lewiston Regional and Youthbuild Program run by Goodwill Industries.
- Yvette Bouttenot has been working with the potential homebuyer of the Academy Street Townhouse. The individual qualifies and it seems she has agreed on a sale price.
- Yvette has spent the last month working on the poster contest for middle school children. On Monday, the Community Development Directors and Housing Authority Directors made initial selections of winning posters, and 3 judges made the final selections. The winners will have their poster placed in a calendar. First and second place winners will receive an iPad Mini and Nano, and the remaining winners will receive movie gift passes.
- We held three loan closings of Curb Appeal projects.
- Ten new projects are underway through the Community Concepts weatherization grant.
- The renovations to 78 Second Street are complete, and the property is now for sale to an income qualified household.
- Reine Mynahan participated in a webinar about allocating staff costs.

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- The first conference call with the Lead consultant was held.

### Human Resources

- The Human Resources Department provided to each employee a breakdown of the employer cost of his/her full wages and fringe benefit package. The breakdown was based upon the 2013 Calendar year. The intent is to provide this annually.
- The staff attended a presentation of two MUNIS programs. One was the “dashboard” which allows the user to build individualized reports and other workflow applications will increase efficiency and productivity. The second was a content manager program that integrates into the City’s finance and HR/payroll process. This allows for cataloging, storage and retrieval of documents and will, if purchased be the first step in going paperless with personnel records.
- Ray Lussier, Safety Coordinator met with management staff at the Public Services Department to identify ways to strengthen the safety programs. As a result of that meeting, Ray Lussier will work out of that department one afternoon a week. The team developed a plan which clearly delineates roles and responsibilities. The goal is to improve the effectiveness of the safety program and create a stronger safety culture.

### ICT

- GIS Server Upgrade: Met with Public Services to review their existing data as well as their current mapping needs. Reconfigured 3 of our larger, more complex, GIS files into the new data model.
- Responded to several requests for mapping data from the public or from contractors working with the city. These requests have increased over the past several weeks.
- Reconfigured the Assessing GIS viewer. The viewer, scheduled to be replaced as part of the GIS server upgrade, was not blocking access to several data layers. After several tries, we were able to restore functionality.
- Participated in an informational software demo of POS system at the Norway Savings Bank Ice Arena in order to maximize full usage of the purchased software package.
- Conducted a technology audit of the third floor EOC.
- Engineering walk-through of AFD Engine 2 for network, access control and phone updates.
- Reconfigured APD Patrol printer to resolve critical issue.
- Taught a Basic Excel class to 12 staff members, and an Advanced Excel class to 7. The Auburn Public Library graciously allows us the use of their Training Room for our staff training.
- Met with City of Portland staff and representatives from ESRI, to learn from their experience at implementing ArcGIS Online and in preparation for our new server upgrade.
- Represented the City of Auburn at a talk at the Osher Map Library at the University of Southern Maine.
- Represented the City at the Maine GIS Users Group (MEGUG) meeting at the Peloton Lab in Portland.
- Recovered a corrupted database in the Public Safety phone controller which had forced a stop of all voicemail and menu functions.
- Prepared an RFP for the FY14 PC purchase and another for the purchase of a Storage Area Network (SAN), to provide a mirror to our existing SAN. This will make our data operation more resilient to damage.
- Prepared and delivered a PC for the Public Works Planner position.

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- Resolved a recurring printing problem that the Patrol Division was experiencing when accessing State Metro data.
- Engaged an outside consultant to troubleshoot a persistent network bottleneck at the School Department. The consultant, Mike Picher, will also be making recommendations for updating and modernizing our Wide Area Network (WAN).
- On behalf of the Safety Team, participated in a webinar on Active Shooter Response Strategies.

## Police

- The department handled 668 calls for service this week. Officers conducted 221 motor vehicle stops and 19 field interviews. Officers investigated 80 offenses of which, 9 of which were felonies, generating 19 arrests, 32 criminal summonses and 6 juvenile arrests. Officers responded to 46 motor vehicle crashes.
- Officer Parker began his assignment in the Traffic Enforcement Unit. He made 42 vehicle stops, issuing 15 summonses and 8 criminal arrests. One of the arrests was for OUI. The subject was almost three times over the legal limit at 10am!
- Support Services staff met with Kathy Young of the Androscoggin Land Trust to begin planning for an August Triathlon.
- CIU detectives are investigating two burglaries that have occurred over the past week. One burglary occurred at the old C.P. White School on North Auburn Rd. and one at the WLAM building on Washington St. (NB). Both buildings are currently being renovated and both had similar construction tools etc stolen.
- The department handled 621 calls for service this week. Officers conducted 172 motor vehicle stops and 9 field interviews. Officer investigated 74 offenses of which, 6 were felonies, generated 18 arrests, 35 criminal summonses and 1 juvenile arrest. Officers also responded to 27 motor vehicle crashes.
- Patrol Officers responded to a domestic violence call where a female had been strangled, causing her to lose consciousness. The female was treated and released at a local hospital. The suspect was charged with attempted murder.
- The new Traffic Enforcement Unit continues to be productive. Activity for the week included 35 traffic stops with 18 summonses issued and 15 verbal warnings. 4 criminal arrests were also made. In addition, a speed detail was conducted on outer Minot Ave. that specifically targeted the morning commute. The detail lasted 1.5 hours and resulted in 4 citations for speeding (15 over the posted limit).
- Lt. Woodhead gave a "Females in Leadership" presentation to the local Girl Scout Troop.
- SRO Richardson began his new assignment on 03/19/2014. He is currently in the process of shadowing SRO Poulin. Officer Richardson will be handling calls and DHS cases that are generated from many of the elementary schools.
- Support Services training staff have met with 30 employees to date regarding Career Planning. Several officers have been able to apply for and have been granted their intermediate certifications.
- All department staff attended one of their mandatory training days. The topic this session was Active Shooter Training. Officers received 8 hours of scenario based training, learning the most up to date methods and tactics being used to confront active shooters in schools and business.

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- CIU has developed a suspect in the C.P. School Burglary. Further follow up needs to be done but a suspect will be charged.
- CIU is investigating two motor vehicle thefts/arsons. It appears both incidents may be related. Both vehicles appear to have been stolen during the day in the vicinity of the Mall District. Both vehicles were located in the South Auburn area. One in the area of Pownal and Fickett Rd. and the second at the Auburn/Durham line. Both vehicles were torched following the thefts.
- Off. Gagnon has been selected for our open MDEA position, replacing Off. Madore.

### **Public Services**

- Plowing/Scrapping/sanding of roads
- Snow Removal
- Open Basins
- Restock Sand
- Push Back Snow at Intersections and Sidewalk Route
- Fill frost heaves
- Maintenance – Repair of city equipment
- Cold patching work around the city
- Recycling operations ongoing
- Remove Christmas Decorations
- Storm Drainage Mapping
- Turner Street Sidewalk Improvement contract documents
- On-going stormwater compliance
- Utility meeting scheduling
- Fill frost heaves
- Maintenance – Repair of city equipment
- Banner removal
- Cold patching work around the city
- Recycling operations ongoing
- Spot Sanding
- Sign work
- Inspect posted road signs
- Tree inspections
- Litter clean up: Veterans Bridge, Mall Area
- Safety Talk (Building A Safety Culture)
- Toolbox Talk (Machine Safety-Roll Over's)
- Chip brush pile
- On-going stormwaer management
- Pavement Manager software evaluation
- Turner Street Sidewalk Project bid documents
- LAP bid documents
- Water main work on Hotel Road

### **Recreation**

- Women's league basketball playoffs continued.
- Men's league basketball playoffs games continued.

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- Registrations continued for Summer Day Camp, Youth Lacrosse, Men's Softball and Co-ed Softball (returning teams).
- Registrations opened for Youth Tee-Ball and Spring Soccer.
- "March Madness" basketball camp continued.
- Recess Warriors continued.
- Co-ed Adult Dodgeball league continued.
- Planning for Spring programming continued.
- Date for the annual Spring Celebration special event was announced. Press release, flyer, website news item and e-alert completed.
- Staff attended a Youth Lacrosse League meeting in Cumberland and Topsham.
- Staff attended a Recreation & Special Events Advisory Board Meeting on Wednesday.
- Staff participated in the Chamber of Commerce Career Day at Central Maine Community College.
- Staff worked on website updates, news items and e-alerts.
- Women's league basketball playoffs concluded.
- Men's league basketball playoffs games concluded.
- Registrations continued for Summer Day Camp, Youth Lacrosse, Youth Tee Ball. Spring Soccer, Men's Softball and Co-ed Softball (returning teams).
- Registrations opened for new teams in the Men's and Co-ed Softball leagues.
- "March Madness" basketball camp continued and will conclude on Saturday.
- Recess Warriors continued.
- Figure Skating Instruction session III continued.
- Co-ed Adult Dodgeball league continued.
- Planning for Spring programming continued.
- Staff held a Youth Lacrosse parents and coaches meeting on Thursday evening.
- Staff held two Adult Softball captains meetings on Tuesday evening.
- Staff worked on website updates, news items and e-alerts.