

**CITY OF LEBANON
MANAGER UPDATES – JANUARY 18, 2012**

FIRE

Calls for service from January 3 to January 16, 2012 were 129 calls.

- 3 - Fires
- 77 - Rescue & Emergency Medical Calls
- 3 - Hazardous Condition
- 15 - Service Calls
- 11 - Good Intent Calls
- 17 - False Alarms & False Calls
- 3 - Special Type - 911 Citizen Complaint

The Chief attended meetings with the MRC By-Laws Committee, Rotary, the bi-weekly meeting for the Public Safety Committee, the CST Change of Command in Concord and the Regional Public Health Planning Meeting at Station 1.

The Chief received early notification of an Emergency Management Planning Grant award totaling \$5,250 in Federal Funding. This, coupled with the City 50% share of \$5,250, brings the total award to \$10,500.00 (\$2,000 in-kind and \$3,250 from the Emergency Management Budget). This Grant will fund updates to the City of Lebanon Emergency Operations Plan, Training for Key City Staff Members on the Plan, and needed IT infrastructure in the Emergency Operations Center.

The Assistant Chief met with the Fire Captains, both Fire Inspectors (notably concerning Seven Barrel Brewery), reviewed the final Draft of the Ambulance RFP, and attended the MRC By-Laws Meeting.

Fire Drills: Sacred Heart School.

Training included: Large Area Search, CPR Recertification, NH Protocols and Water Supply.

January 5 - Responded to the Kilton Library for a reported water leak and found water leaking above the ceiling in a storage closet. The sprinkler system was not flowing water. Representatives from Honeywell also responded to the scene. The domestic water supply was turned off and the leak stopped. The building was turned over to the Library Staff and Honeywell Representatives.

January 5 - The Medical Reserve Corp Advisory Committee met at Lebanon Station 1. Both the Chief and the Assistant Chief attended.

January 7 - Responded to Shaw Street for smoke in the building. Personnel found a light smoke condition on the 1st floor and heavy smoke in the basement caused by a flooded oil burner. Smoke ejectors were deployed on the 2nd floor and basement.

January 8 - Responded to Winter Street due to an anonymous phone complaint regarding a burnt couch on the lawn. The incident is under investigation by the Lebanon Police Department and the Fire Prevention Division.

January 9 - Responded to Interstate 89 for a reported vehicle fire.

January 9 - Responded to Crafts Avenue for a possible illegal burn. On arrival found a small pile of ash from a wood stove smoldering, which was extinguished.

January 12 - Responded Mutual aid to the Town of Grantham to a request for a tanker to the scene of a building fire.

January 14 - Responded to Mack Avenue for water in the basement. On arrival found 2-3 inches of water in the basement from a leak in the water service line. Units assisted the homeowner by removing water from the basement with a sump pump and water vac.

January 15 - Responded to Etna Road for a report of water coming from the ceiling. Arriving Personnel were met at the door by an employee of a catering service who noted excessive moisture in the building and investigated, finding water coming from the area of the machine shop. Water was found pouring from a heating unit - the water supply was shut down.

January 16 – The Chief met with representatives of Rymes Propane at their Propane Trans-loading facility in the West Lebanon Rail Yard to review safety procedures. Rymes will be off-loading Propane from up to 3 railroad tank cars to tanker trucks throughout the winter.

Fire Department Revenues – Total YTD - \$27,466.74

Ambulance Services - \$27,316.74

Ambulance Intercepts - \$0

Fire Code Enforcement - \$150.00

Miscellaneous Revenue - \$0

HUMAN SERVICES

I, as the Human Services Director, resumed my City duties on December 12, 2011. While I was away, the City was exceedingly fortunate to have Dena Romero on staff part-time. Dena had only initially agreed to temporarily help the City until a new Assistant was hired. Being that was the case, she was not trained in every aspect of an Assistant nor Director position. However, Dena has worked with me in this position in the past and serves as the Human Services Director in Hanover. She understands the philosophy in place and embraces case management as the tool to utilize with clients in order that they become sustainable. There could not have been a more perfect match in running the Department while I was away. With the newly hired Assistant Human Services Director Michelle Harkins coming on board 10/31/11, we had the added bonus of Dena's knowledge and experience in showing Michelle around the office, reviewing the protocol manual, providing hands-on training and observation of interviews. There are no words to convey the deep appreciation I feel for Dena. The City was privileged to have her on staff.

As of December 31, 2011, 20.2 (or \$20,681.00) of the \$101,700.00 direct assistance budget had been expended. This nominal expenditure is due in large part to the time spent with clients in looking into alternative funding resources, connecting with other agencies and programs, fostering payment plan arrangements between clients and vendors, budget planning, reviewing and pursuing methods of cost savings with clients, as well as formulating ideas for lifestyle changes to accommodate living within the

means of the household, etc. We continue to partner with clients as well as other agencies to identify potential remedies to situations other than or in cooperation with, City financial assistance, as is dictated by the Human Services Guidelines. Perhaps the largest contribution to this statistic is the willingness of clients, landlords, and area agencies/organizations to work together in meeting the essential needs of those seeking assistance.

Authorized Voucher Totals / Cases Assisted During the Month (note: vouchers may be paid in the next month depending on when submitted to accounts payable):

December = \$35.00 Other Purchased Services; \$48.26 Food; and \$989.02 Rent Assistance.	Assisted Cases: 2 involving 2 adults and 7 children
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Notices Issued:

Approvals	Denials	Pending Decisions	Applications Withdrawn	Referrals	Sanctions
5	3	3	1	96	0

Contacts with clients, outside agencies, landlords, state/federal agencies, etc.:**

Walk-Ins	Scheduled Appts.	Home Visit	Homeless Hours	Total Contacts	Total Contact Hours
34	13	2	39	294	128

** Note: The actual numbers related to contacts and hours are to be considered as underreported. Though we make every attempt to track this information, the hectic nature of the environment, staff on leave, and the hiring of new staff precludes our ability to account for all contacts and time associated with those contacts – particularly when the office is short staffed – as it has been.

POLICE

Overall for the last two weeks from December 30, 2011 – January 12, 2012, the Lebanon Police Department performed 1,120 calls for service, 10 sex offender registrations, 397 motor vehicle stops and made 39 arrests. The dispatch center handled 1,338 total calls for service.

Some highlights include:

The Detective Division is continuing its follow up investigation into the robbery that occurred at the Baymont Inn in West Lebanon on January 10. The clerk was robbed at knifepoint around 12:30am.

On January 1, officers arrested a Lebanon man for Driving While Intoxicated on School Street.

January 2, Lebanon officers arrested two juveniles, one for unlawful possession of alcohol and a second for possession of tobacco products by a minor.

On January 3, officers made two arrests: A White River Junction man on several charges of Fraudulent Use of a Credit Card and a Lebanon man for use of tobacco products on public educational grounds at Lebanon High School.

January 4, officers arrested a Quechee, Vermont man on a warrant during a motor vehicle stop.

January 5, officers made 6 arrests: A Hartford, Vermont man was arrested for two warrants at a North Main Street business; a White River Junction woman for two active warrants; a Sharon, Vermont man for possession of drugs in a motor vehicle and three arrests of men from Lebanon for possession of drugs in a motor vehicle, a bench warrant and Violation of Probation and Parole.

On January 6, officers arrested a Claremont woman for bail jumping.

Officers arrested two people from Lebanon, a Lebanon woman for second offense driving with a suspended license, and a Lebanon man for Driving While Intoxicated and for having an open container of alcohol within his vehicle.

During a motor vehicle stop on January 8, officers arrested a West Lebanon man for a bench warrant.

On January 9, Lebanon officers made three arrests: A Randolph, Vermont man was arrested for Driving While Intoxicated and Leaving the Scene of an Accident; a Lebanon woman for Driving While Intoxicated and a Canaan, New Hampshire man for disorderly conduct.

On January 10, officers made two arrests: A White River Junction woman on a warrant and a Lebanon man also for an active warrant.

On January 11, officers made two arrests: An Enfield woman was arrested for breach of bail conditions and a Bradford, New Hampshire man for a domestic violence order violation.

January 12, officers arrested a Lebanon man for several bench warrants.

On January 13, officers made three arrests: Two Lebanon men were arrested on bench warrants and a South Woodstock, Vermont man for possession of drugs in a motor vehicle.

On January 14, Lebanon officers arrested a Sharon, Vermont man on a warrant. Officers also arrested a Lebanon woman for possession of drugs.

January 15, Lebanon officers arrested a man for Driving While Intoxicated.

PUBLIC WORKS

Administration

- LGC will be hosting safety training for the Safety Committee and Supervisors on Lab Standard 1400 compliance. It will be held on January 31st at 10:00.
- Tiffany is working with Carl Colburn to coordinate the remaining water meter installations that need to be completed throughout the City. These are being scheduled as quickly as possible.
- Biweekly meetings are now being held for our group. Our first meeting was held on December 2, 2011. The meetings usually last for 1 hour and topics of discussion are office efficiency and

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the importance of open communication. A more cohesive work environment is the intended goal of these meetings.

- We are now offering the weekly e-news in a paper version here at the Administration Building to visitors.
- Two new ergonomic workstations have been added to the office for Ann and Tiffany. The workstations offer the user to either stand or sit throughout the day allowing greater flexibility of movement and increased productivity.
- We have updated the Driveway Permit application on the City's website to include driveway regulations per City Code.

Engineering

Maintenance Services

Public Ways/Road Maintenance

- Equipment maintenance
- Potholes repairs continues
- Continue to repaired and replaced signs city wide
- Checked and cleared basin tops and culverts for rain and snow events

Cemeteries & Parks Maintenance

- Daily checks of parks, cemeteries and facilities
- Additional custodial support for City Hall
- Continued clean up of cemeteries
- Burials

Fleet Maintenance

- Scheduled fleet maintenance
- Checking over winter fleet
- Sidewalk tractors are all operational

Winter Operations

- We had several winter events since the last manager's update

Other

- Still awaiting contractors to correct deficiencies at the new DPW Facility
- Installed new no parking signs on School St as per Public Safety and City Council's direction
- Provided Manning assistance to Landfill and the Utilities Division for water break assistance
- Installed and removed the Voting Polling Stations for the first in the nation Presidential Primaries.
- The bids were received and low bidder selected for the brook projects on Stoney Brook Road, Slayton Hill Road and the Storr's Hill Ski Lodge and Jump landing.
- Three personal are out due to injuries.
- Hosted a Ladder Safety Class for All of DPW
 1. Currently out of service
 2. Operator continued is run with other sidewalk tractor
 3. Operator un-injured but sore.

Solid Waste

These “bullets” represent activities taking place at the Lebanon Solid Waste Facility from October 1, 2011 – October 15, 2011.

Solid Waste Facility (Landfill)

- Trash tonnages for the first two weeks of January are about 79 tons less than the same period in 2011. The facility received 1,378 tons of waste as compared to 1,457 tons for January, 2011.
- We processed approximately 68 tons of wastewater bio-solids received for both Lebanon and Hanover facilities in the first two weeks of January compared to 85 tons for the same period in 2011.
- The shredder has ground all of the limbs and smaller trees and stumps that have been stockpiled for about 8 months. The grindings will be screened this spring to remove the dirt and the wood will be used for on-site composting of bio-solids.
- The stockpiled leaves have been mixed with the bio-solids to help promote composting of the bio-solids and reduce odors.
- The shredder continues to be used to process garbage as it is delivered when not grinding other wastes, to increase the density of waste within the landfill.
- Equipment maintenance has been an on-going task and vehicles are washed when weather permits. We are waiting for a part for our oldest truck and once that arrives all equipment will be up and operational.
- Three of the employees have received their annual Solid Waste Operator Certifications and our newest employee has obtained his New Hampshire Weighmasters license.
- The Carbon Harvest Project permit process is in review and there have been a few clarification questions of Carbon Harvest related to their process. Permit approval continues to be estimated for this spring and construction to commence when the weather improves.
- The facility was open regular hours during the two holidays and usage was up from regular periods, especially the recycling facility.

Water

Water Plant

- January raw water quality is stable with lower color and temperature is reflected in lower coagulant chemical demand.

Plant Production

- Daily production through January 16, 2012 is averaging 1.591 million gallons per day; by comparison the daily average for the same period January 2011 was 1.336 million gallons per day.

Lab Highlights

- January sampling for Total Organic Carbon removal was 67.44%
- The plant and the distribution system have been in compliance with regulatory requirements during this period.
- All system samples for bacteria were passing.

Equipment Repair/Maintenance

- Installed new finish water sample pump for inline monitoring equipment
- Finish water chlorine analyzer issue on January 13th, temporarily resolved issue by moving pre clear well analyzer to finish sampling location. A technician from QC services scheduled to evaluate meter on January 19th, typically we service the meters in house although this issue appears beyond our expertise.
- High lift pump #2 checked out by electrician after report of odor from motor.
- Completed preventative maintenance work orders.

After hour call-in:

- There have been five after hour Calls addressed to date in January. All resolved over laptop.

Customer Service / Water Quality Inquiries

- Customer in West Lebanon called to inquire about the possibility of bottling city water, generating electricity off the river and possibility of generating revenue outside of the normal. Bottling of City water would require a more exotic treatment with major capital investment and manufacturing operation. Generating electricity is being looked at through LEAC, Vital communities and Community Hydro already.

Personnel/Training

- No training scheduled during this period.

Waste Water

Highlights

- Worked with City Engineer and other DPW Staff gathering information required to complete the annual report for EPA regarding CMOM activities. During 2011, three major requirements included in the "Sewer System Maintenance Plan" dated January, 2011, were completed:
 - A comprehensive preventative maintenance program was developed for the major sewer pump stations.
 - Emergency response plans were updated for five collection system facilities and new ones developed for two pump stations.
 - A write-up about privately owned sewer systems was included in the weekly e-newsletter. The goal was to educate owners of these facilities about the need for proper operation of these facilities to avoid contamination of ground and surface waters. Included was the requirement for notifying the EPA and NHDES in event a sanitary sewer overflow occurs.

WWTF Improvements Project

- Design plans for the WWTF Improvements Project at the 50% stage were submitted to the NHDES for comments. Underwood Engineers will modify the plans to incorporate their comments. Design plans at the 90% stage at expected to be received prior to January 31st.

Industrial Pretreatment Program Highlights

- Unifirst Corporation reported a violation of their Industrial Discharge Permit on December 5th due to a malfunction of their pH adjustment system. A Notice of Violation was issued requiring corrective actions needed to avoid a recurrence. An inspection of their facility is needed to confirm the actions have been taken.

Laboratory

- Nothing to report

Personnel/Training

- Sarah Goyette attended an Industrial Pretreatment Program seminar conducted by the EPA and NHDES. The presentation was aimed at educating industrial dischargers about the goals of IPP's, typical components of IPP administration and requirements/limitations placed on industries. Representatives of eight industrial dischargers located in Lebanon attended the presentation.
- Alan Livingston attended the monthly DPW Safety Committee meeting
- Mike Cole and Tom Carter attended a ladder safety training session.

Maintenance Highlights:

- Annual fire extinguisher inspections were completed by an outside contractor.
- Began overhaul of the septage receiving grinder.

Utilities Maintenance

Water Distribution

- Responded to two water calls for low pressure determined to be homeowner issue
- Responded to two calls for leaking water around meters
- Fourth Quarter water meter readings were completed
- Continued working with the contractors and engineers on the following projects
 - CSO#8
 - DHMC Medical Office building
 - Mount Support Rehab project
- Marked lines for 16 new dig safes

Sewer Collection

- Responded to two sewer back-ups both determined to be homeowners problem
- Continued working with the contractors and engineers on the following projects
 - CSO#8
 - Mount Support Rehab project
 - Hanover Street sewer replacement
 - Hypertherm
- Reviewed plans for upcoming projects
- Marked lines for 16 new dig safes

Electrical Support

- Assisted Water, Wastewater and City Hall as needed with electrical issues