

CITY OF LEBANON

MANAGER UPDATES

Month of September 2019

City Manager Updates are monthly reports that contain departmental information compiled by the Manager's Office. In an effort to keep the Council apprised of recent City activities, these updates are provided to the City Council in advance of the Council meeting. This provides the Council with an opportunity to ask questions of the administration, and to possibly answer questions raised by their constituents.

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AIRPORT

September 2019	2019 Year to Date	2018 Year to Date
Enplanements	7,474	7,539
Aircraft Operations	20,788	25,288
Airport Expenses	\$1,002,094	\$940,969
Airport Revenue	\$830,428	\$636,492
General Fund	\$244,110	\$340,120

Airport Projects

Project	Tasks to Date	Tasks Remaining
AIP-57 (RSA Conceptual Design)	<p>March 13, 2019 – met with NHDOT & FAA to discuss this project moving forward. Consensus was to develop a limited scope study to determine the needs to runway safety improvements.</p> <p>Grant Award Package received July 5, 2019.</p>	<p>Project kick-off meeting held on October 9th. Project report expected 2nd quarter 2020.</p>
PFC (Terminal HVAC)	<p>Project engineering in progress to re-bid as separate projects.</p> <p>Developing new RFP.</p> <p>Boiler RFP posted and open until 9/27.</p>	<p>Boiler proposal accepted and agreement signed.</p> <p>Boiler project to be completed by end of year.</p> <p>AC RFP posted and open until 10/25.</p>
Snow Equipment Building	<p>Re-design complete as of March 5th.</p> <p>Grant Award Package received July 12, 2019.</p>	<p>Project expected to start spring 2020.</p>

Airport Leases	Granite Air – still negotiating terms. Restaurant Space.	Agreement reached – Lease on the CC agenda for 10/16. Agreement reached – lease on the CC agenda for 10/16
	Big Green Aviation	Initial meeting held in July 2019. Awaiting scheduling for next meeting.

ASSESSING

	Month to Date	Year to Date
Number of Property Sales	25	206
Number of Property Inspections	119	702

Highlights: Of the 25 sales in September, 17 were single-family properties, four were residential condo units, two were mobile homes, and two were two-family dwellings.

CITY CLERK

	Current Month Revenue	Year to Date	Prior Year to Date
Motor Vehicle Regs	\$224,836.00	\$2,083,202.64	\$2,059,737.59
Dog Licenses	\$199.50	\$15,876.50	\$12,631.50
Vital Records	\$2740.00	\$25,979.00	\$26,275.00

Highlights:

- Meetings were held with individual department heads and selected staff members to gather information to assist with the development of the folder structure for the Laserfiche Records Management System. The RMS has been activated and work continues in setting the system so it will be fully functional for all departments by the end of 2019. Training for the Administration functions took place in September and end user training is scheduled for October and November.

- A contract was awarded to New England Document Systems for the scanning of documents in the basement of City Hall and the integration of the documents into the RMS. The scanning is expected to begin in November or December 2019.
- The City Clerk and Deputy Clerk attended the Annual NH City and Town Clerks Association conference from 9/11-9/13. State agencies were in attendance at the conference and held information sessions for motor vehicles, vital records and elections. Secretary of State William Gardner announced the tentative date of February 11, 2020 for the NH Presidential Primary Election.

FIRE

September 2019	Current Month	Year to Date	Prior Year to Date
Fire	6	76	66
Rescue & Emergency Medical Calls	232	2177	1974
Hazardous Conditions	4	54	69
Service Calls	27	169	177
Good Intent Calls	21	200	185
False Alarms	27	213	286
TOTALS	317	2889	2757

Highlights:

- September 2 – personnel responded Main Street, Enfield for a Building Fire.
- September 5 – personnel responded to Wolf Road for a fire alarm activation caused by burnt food.
- September 5 – personnel responded to Plainfield Road for a fire alarm activation caused by burnt food.
- September 12 – personnel responded to Evans Drive for a fire alarm activation caused by burnt food.
- September 14 – personnel responded to Dartmouth Hitchcock Medical Center for a motor vehicle fire.

- September 16 – personnel responded to Mascoma Street for a fire alarm activation caused by burnt food.

Community Events

- Personnel conducted a fire drill at Unifirst.
- Personnel conducted fire drills in all Lebanon Schools.
- Department hosted an annual Paramedic Refresher Training Class.
- Personnel conducted fire extinguisher training at 16 Airpark Road.
- Personnel conducted a fire drill at the Upper Valley Senior Center.
- Personnel participated in Leb Fest in Colburn Park.

Department Revenue to Date: \$958,476.00

HUMAN SERVICES

Collaborative Meetings & Pooled Resources

Upper Valley Resource Team: Monthly meeting hosted by ServiceLink at the Center for Elder Services. The meeting functions as a resource sharing and networking opportunity. There was no September meeting.

Upper Valley Housing Support Team: Monthly meeting of service providers (LISTEN, the Haven, Tri-County CAP, SEVCA and UVGEAR) to find ways to pool resources and strengthen the safety net for our local residents who are homeless or at risk of being homeless. Met on September 5.

Housing First Working Group: Monthly meeting to further advance collective thinking and collaborative efforts to create more affordable housing in the Upper Valley, especially for those challenged with substance misuse and mental health issues. The group is focused on gaining a better understanding of the number of homeless individuals and families on the NH side of the Upper Valley and improving the spectrum of services available to them (e.g. shelters to permanent, affordable housing). Met on September 13. The group has a website: www.housingfirstupppervalley.com

Lebanon Shelter Working Group: A task force to explore the need for a shelter in Lebanon. In conjunction with Housing First, we conducted our own local homeless count for lower Grafton County on 9/18/19. The data is still being compiled. An annual Point-in-Time count is done nationally during the month of January, but we thought it would be beneficial to gather data during another time of the year and focus specifically on lower Grafton County.

Upper Valley Continuum of Care: Monthly meeting to address VT and NH issues regarding housing and homelessness. Lynne was unable to attend the meeting on September 26. We are sponsoring an Upper Valley landlord event on 10/17/19.

NH Balance of State Continuum of Care: Bimonthly meeting to address NH issues regarding housing and homelessness. Hosted by NH Bureau of Housing Supports. Met on September 10.

NH Coalition to End Homelessness: Lynne is a member of the Board of Directors for this statewide coalition. Met on September 10.

Energy Advocacy Council: Monthly meeting hosted by LISTEN to share information and resources regarding energy issues that Upper Valley residents are experiencing. Met on September 12. We are helping to organize the Upper Valley landlord event on 10/17/19 which will focus on energy efficiency, among other topics.

Workshops & Training Seminars

Lynne attended a NH Local Welfare Administrators Association workshop on September 19. The morning workshop focused on homeless services in southern NH. The afternoon workshop focused on human trafficking.

Monthly In-Office Activity

Authorized Voucher Totals

	September 2019	September 2018
Rent Assistance	\$3,717.00	\$2,757.00
Mortgage Assistance	\$2,114.00	\$0.00
Security Deposit*	\$0.00	\$1,400.00
Motel Assistance**	\$0.00	\$863.28
Electric Assistance	\$409.17	\$0.00
Total	\$6,240.17	\$5,020.28
Year-to-Date	\$52,968.80	

* Agreements are rendered with landlords so that all security deposits are returned to the City should the tenant vacate the housing without first reimbursing the City for the deposit.

**Motel assistance is granted as a means of temporary emergency housing pending shelter placement or permanent housing.

Assisted Cases

September 2019	10 cases involving 14 adults and 7 children
September 2018	8 cases involving 10 adults and 9 children

Notices Issued in September 2019 vs 2018

Rent/Security deposit	15	8
Mortgage	1	0
Motel	0	2
Electric	1	0
Denials	3	3
Pending Decisions	2	1
Applications Withdrawn	0	0
Sanctions	0	0

Contacts with clients in September 2019 vs 2018

Walk-Ins	65	32
Scheduled Appointments	21	11
Home Visits	0	0

Case Collaboration/Referrals in September 2019

Tri-County CAP (shelter)	3
Tri-County CAP (rent/security)	5
Tri-County CAP (fuel/electric)	2
LISTEN (housing)	3
LISTEN (fuel/electric)	4
LISTEN (food)	0
LISTEN (discretionary funds)	1
Haven (shelter)	0
Haven (housing)	1
Haven (food)	0
Haven (discretionary funds)	0

NH DHHS (food stamps)	4
NH DHHS (cash assistance)	1
NH DHHS (Medicaid)	1
NH Employment Security	2**
Senior Center/Service Link	1
Headrest	3
Catholic Charities	1
UVGEAR	2
WISE	3
Good Neighbor Health Clinic	0
Other Town Welfare office	1

**Given the closing of Kleen Laundry at the end of June, the Human Services office engaged with Human Resources at Kleen and the NH Employment Security (NHES) office to provide local services to Lebanon residents who lost their jobs and could not get to Claremont. NHES provided weekly meetings at River Valley Community College, and then at the Kilton Library, to former Kleen employees who needed to attend mandatory meetings, search for employment, and file weekly claims for unemployment benefits. The Human Services office has provided services to 16 former Kleen employees. Two of those former employees needed case collaboration with NHES in September.

Reimbursement Received in September 2019 & YTD

	Client	SSI	Medicaid	Other Town***
September 2019	\$0.00	\$0.00	0	0
Year-to-Date	\$975.00	\$1,419.54	0	0

***Reimbursement received from another NH municipality because Lebanon Human Services assisted a resident of that town.

Liens in September 2019: Issued=1 Discharged=0

LIBRARY

	Month	YTD
Traffic	17,703	158,325
In house computer use	3,146	26,108
Number of meeting room bookings	161	1,414
Circulation of library held items	9,981	93,633
Circulation of ebooks and other digital items	1,719	16,038

PLANNING & DEVELOPMENT

Permit/Applications	Res. Sept	Comm. Sept	Total YTD Jan-Sept '19	Total Prior Yr Jan-Sept '18	YTD Permit Fees Collected	Prior Year Fees
Building Permits	23	22	326	175	\$285,914.48	\$506,129.45
Planning Board Applications	0	0	18	30	\$7,775.80	\$7,777.98
Zoning Board Applications	1	3	22	23	\$4,593.20	\$5,250.08

Inspection Activity	
Total inspections for the Month of September	222/1961 Y-T-D (Jan-Sept '19)

On September 7th, we partnered with UVLT for the Farnum Five, a 5.5 mile trail race at the Farnum Hill Preserve and is part of the Western New Hampshire Trail Running Series. This event is part of the Conservation Commission's Wild About Lebanon series.

POLICE

Manager Updates for September 1-30, 2019

	Current Month	Year to Date	Prior Year to Date
Dispatch Calls for Service	2316	23064	23913
Police Calls for Services	2050	20729	21743
Incident Based Reporting Calls	80	740	626
Traffic Accidents	79	621	674
Property Damage	34	289	287
With Injury (possible)	4	39	54
Involving Bicycle or Pedestrian	0	4	4
Referred to Outside Agency	2	6	3
Hit and Run	17	140	170
Parking Lot	24	202	238
Arrests	84	945	889
DWI Arrests	8	74	94
Motor Vehicle Stops	350	4261	5557
Warnings	330	4048	5013
Citations	7	164	471
Problem Oriented Policing Calls	2	109	257

Community Involvement

On September 7, 2019, the Lebanon Police Department took part in the Special Olympics To Serve & Protect Day fundraiser at Circle K in West Lebanon. Lebanon Police Officers joined Special Olympics members in washing windows, pumping gas, and taking donations. The money raised supports the Special Olympics New Hampshire programs and athletes.

On September 11, 2019, Lebanon Officers congregated at the Lebanon Fire Station for a 9/11 Memorial Ceremony.

On September 13, 2019, School Resource Officer Greg Parthum had lunch with Hanover Street School students.

On September 16, 2019, School Resource Officer Greg Parthum had lunch with fourth-graders at Mount Lebanon School.

On September 20, 2019, Lebanon Officers joined students from Hanover Street and Mount Lebanon Schools in their Fall Walk to School event.

On September 20, 2019, School Resource Officer Greg Parthum attended the Lebanon Middle School's Unity Day Event at Civic Field and the CCBA.

On Saturday, September 21, 2019, Officer Bailey and Officer Gaspard attended Kohl's event for Missing and Exploited Children.

On Saturday, September 21, 2019, Corporal Leland handed out popsicles to people of all ages attending the Rusty Bearings Skate Park party.

On September 24, 2019, "Coffee With a Cop" was held at Starbucks in West Lebanon.

On September 28, 2019, Officers and the Lebanon Police mascot participated in LebFest on Colburn Park. Mountain bike patrol Officer Dourado participated in a bike ride with the kids to the Mascoma Greenway.

On September 30, 2019, Lieutenant Lowe and Officer Dourado visited River Valley Club Fit Kids for snacks and games, and to receive thank you cards the kids had made.

Chief Mello participates in a weekly call in to WNTK's First Look with Keith Hanson on Tuesday mornings at 8:40AM.

Department Highlights

During the week of September 9-13, 2019, seven more Lebanon Police Department officers concluded Crisis Intervention training. The Lebanon Police Department first began Crisis Intervention Team (CIT) training in February 2013. The Department now has 21 out of 33 full-time police officers trained in Crisis Intervention. This specialized training gives the department a group of officers who can respond to and actively engage with individuals who may be in crisis due to a mental health issue.

PUBLIC WORKS

Solid Waste

Month: September	2019	2018
Landfill Facility Received	2,923 (tons)	3,294 (tons)
Construction and Demolition Debris	181 (tons)	110 (tons)
Wastewater Bio-solids Received	304 (tons)	234 (tons)
Leachate Generation & Pumping	238,608 (gallons)	190,434 (gallons)

Recycling

- We recently shipped out electronics and fluorescent lamps.
- Paper and Cardboard continue to be shipped locally with positive revenues. Revenues are much lower than in previous years.

Other

- Marc Morgan and Ray Becker are attending Leadership Training.
- Solar panels have been installed on the Solid Waste Maintenance Garage and Recycling Center.
- Marc Morgan represented the City of Lebanon at a Legislative Study Committee focused on Solid Waste Management in NH; HB 617.

Water

Month: SEPTEMBER	2019	2018
Water Treatment Plant-Production	48.9 MG	50.9 MG
Water Quality Complaints	1 <i>(The residence was in the CSO #11 and was due to the temporary water service connection.)</i>	
After Hour Call-in	3	

Lab Highlights

- All monthly required bacteria testing for September was completed and all results passed.

Equipment Repair/Maintenance

- Installed a new tank level transmitter at DHMC Tank.
- A failed power surge arrester was replaced at Crafts Hill water tank.
- All (4) Filters were drained walls power washed, surface wash bearings were inspected and greased all looks in good shape.
- Mid-season cleaning of the outside chlorinators was done.

Customer Service / Water Quality Inquiries

- We continue to monitor bleeds and do some flushing at our water tanks to insure water quality.

Wastewater Treatment

Month: September 2019	2019	2018
Daily Avg. flow treated	1.2299 MGD	1.3122 MGD
Solids Inventory	11,475 lbs.	12,352 lbs.
Septage Receiving	172,050 gal.	91,700 gal.

Operations highlights

- Zero plant violations for September.
- Treated 36,896,000 gallons of wastewater in September.
- Treated 172,050 gallons of Septage in September.
- Dewatered and delivered 155.26 wet tons of sludge to the landfill in September.
- Effluent quality in September was good. TSS average was 4.0 mg/L, and our BOD average was 9.0 mg/L.
- Asset management at the WWTP is underway and we have assets and work orders that will be included on Tuesday the 15th.
- Phosphorus trial study has been halted temporarily to focus on nitrogen removal.
- Wireless plant upgrade has started and will be complete shortly.
- Septage receiving pilot study is doing well and we received nearly double the volume that we took in last year for the month of September.
- Our required acute toxicity sampling has been completed and we are waiting on the results from eastern analytical.
- Tree clearing has been completed adjacent to the plant for the solar array upgrade.
- Rebuild of the Rte. 4A atmospheric break will take place in the next couple weeks.
- Replacement of Rte. 12A pump station wetwell valve scheduled to begin October 16th.

Laboratory

- TKN testing and analyzing once per month per EPA discharge permit requirements.
- Plant fully nitrifying; very good final effluent quality.
- Monthly BOD 9.0 mg/L.
- Turbidity of final effluent 1.5-2.0 NTU.
- Effluent TSS is 5.0 mg/L.
- S.V.I. average for September is 74.

Industrial Pretreatment Program

- Continued review of industrial discharge permits.
- Industry sampling is being conducted to establish new IDP’s.
- Reviewed waste characteristics from Millipore for potential disposal at Lebanon WWTP.
- Scheduled facility tours, and updated status of current permits for renewal.
- Continued sampling is being conducted to enable us to get new industrial discharge permits in place.

Maintenance

Month: September	2019
Cemeteries & Park Maintenance	
Burials/Cremations	6 Full/8 Cremations
Entombments	0
Grave/Trust Fund Sales	0-GR/ 0-TF
Grave Transfers	1
Foundations	1
Place Grass Marker	0
Daily Checks of Parks/Clean Mall (Hrs)	17
Public Ways/Road Maintenance in Hours	
Potholes repaired (Hrs) WO# 7216	32.5
Basins/Ditches Cleaning (all) (Hrs) WO# 7238	131
Street Sweeping (Hrs) WO# 7251	54
Road Kill (HRs) WO# 8352	2
Trees Down (Hrs) WO# 7898	12
Sign repair/replace WO# 9254	21
Training	53
Mailbox Repair WO# 11092	0
Fleet Maintenance in Hours	
Paper work/Training	47.75
Diagnose & repair All fleet	48
State vehicle inspections All Fleet	167
Op Maint./Service and Preventative Maint. All Fleet	57.75

Engineering

CIP Projects

CSO#23-Contract #11 Mechanic Street Area and Guyer/Young Street Area (phase 2)-Park Construction

- Construction nearing completion with roadway paving

CSO#23- Contract#12 Ora, Avon, Freeman, Bomhower, Myra, Mascoma, Mechanic and cross-country

- Construction underway
- Meeting with NHDOT and contractors for coordination of the Mascoma Bridge over I-89 and CSO#12

Mascoma Street Bridge

- Contractor ED Swett (Detour in effect until early November 2019)

Engineering General

- Hillcrest reviewing project
- Working with Wright-Pierce engineers on CSO#13 scope of service contract
- Working with Housing Authority

RECREATION & PARKS

Program Updates:

<u>Program</u>	<u>Residents</u>	<u>Non-Residents</u>	<u>Total</u>
Romp and Stomp Fall Session 1	6	3	9
Romp and Stomp Fall Session 2	11	2	13
Toddler Trot	20	0	20
Pre-School Soccer	66	28	94
Kindergarten Soccer	38	0	38
1 st Grade Soccer	34	0	34
2 nd Grade Soccer	32	0	32
3 rd /4 th Grade Girls Soccer	23	0	23
3 rd /4 th Grade Boys Soccer	44	0	44
5 th /6 th Grade Girls Soccer	44	0	44
5 th /6 th Grade Boys Soccer	24	2	26
7 th /8 th Grade Girls Soccer	22	10	32
7 th /8 th Grade Boys Soccer	29	16	45
K-2 nd Grade Field Hockey	9	0	9
3 rd -6 th Grade Field Hockey	14	1	15
NFL Flag Football	31	7	38
5 th -8 th Grade Cheerleading	8	0	8
Savvy Seniors - Hildene: Lincoln	12	15	27

Family Home (2 trips)			
Savvy Seniors - The Big E: NH Day	5	8	13
Cadillac Cuisine Club – Littleton, NH	6	7	13
September Hiking Adventures	Cancelled	Cancelled	N/A
Open Gym Basketball	Estimated: 10		10
Farnum Five.5	26	50	76
Intro To Belly Dancing	6	0	6
Spruce Up in September	Estimated: 5	0	5
Movie Screen on the Green – Wonder Park	Estimated: 200		200
Movie Screen on the Green – The Incredibles 2	Estimated: 200		200
Movie Screen on the Green – Aladdin	Estimated: 150		150
Shinrin-Yoku	Cancelled	Cancelled	N/A
Shinrin-Yoku Instructor Course	Cancelled	Cancelled	N/A

Parks Maintenance Project Updates:

Major Projects	Status
Fall Sports Field Prep	On Going
Replacement garage	TBD
Fall park maintenance	Finishing Up
MRG Maintenance and Improvements	On Going
Pocket Park by tunnel improvements	Fall Clean up

Special Events:

Event	Estimated Attendance
Farmers Market	600+
LebFest (with Lebanon Chamber)	1200 +
Skate Park Party	300+
5-6 Soccer Jamboree *20 teams - (6 Lebanon teams) - (14 Non-Resident teams)	560 + Approximately: 196 Residents 364 Non-Residents

Capital Project Updates:

Project	Status
Timken playing fields	Conceptual design complete. CIP process for 2021. Awaiting Decision to see if we pursue a wetland scientist

Storrs Hill LED Conversion	Request to see the efficiency of ski guns/pumps to see if there is a cost benefit to upgrading a few new guns each season. (Presently renting 2 newer guns to test efficiency in the upcoming season)
MRG amenities	Benches and kiosks have locations identified to be installed. Next Steps working for a larger volunteer work day in October
Rusty Berring Skatepark lighting	Design phase. Fundraising 100%. Soil samples taken and delivered to be tested with MW Soils in Charlestown, NH awaiting results.
Pool Diving well replastering	Bid awarded. Construction Scheduled for September and completed. Unexpected maintenance to keep the pool running while replastering project was taking place. Pool Winterization schedule for October 11.
Needs assessment	75% completed. Survey done. Focus Groups completed Sept. 10. Public Meeting completed on Sept. 25 at the SAU Auditorium. Waiting for summary and final project completion in October.