

CITY OF LEBANON

MANAGER UPDATES

Month of November 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

November 2019	2019 Year to Date	2018 Year to Date
Enplanements	9,514	9,326
Aircraft Operations	26,523	28,510
Airport Expenses	\$1,141,519	\$1,109,044
Airport Revenue	\$993,047	\$798,536
General Fund	\$244,110	\$340,120

Airport Projects

Project	Tasks to Date	Tasks Remaining
AIP-57 (RSA Conceptual Design)	March 13 – met with NHDOT & FAA to discuss project moving forward. Consensus was to develop a limited scope study to determine the needs to runway safety improvements. Grant Award Package received July 5, 2019. Project kick-off meeting held on October 9 th .	Project report expected 2 nd quarter 2020.
PFC (Terminal HVAC)	Project engineering in progress to re-bid as separate projects. Developing new RFPs. Boiler RFP posted and open until 9/27. Proposal accepted and agreement signed. AC RFP posted and open until 10/25. Project contract awarded.	Boiler project to be completed by end of year. AC to be completed by April 2020.
Snow Equipment Building	Re-design complete as of March 5 th . Grant Award Package received July 12, 2019.	Project expected to start spring 2020.
Airport Leases	Restaurant Space: Lease signed November 1 st	
	Big Green Aviation	Initial meeting held in July. Awaiting scheduling for next meeting. December 6, 2019 – draft lease sent to Big Green’s rep.

ASSESSING

	Month to Date	Year to Date
Number of Property Sales	10	226
Number of Property Inspections	44	920

Highlights: Of the ten property transfers, five were single-family dwellings, two were residential condo units, one was a vacant residential lot, and there were one each of a 2-family dwelling and an office building.

CITY CLERK

	Current Month Revenue	Year to Date	Prior Year to Date
Motor Vehicle Regs	\$261,213.00	\$2,602,116.64	\$2,560,940.59
Dog Licenses	\$215.00	\$16,704.00	\$13,826.00
Vital Records	\$3,057.00	\$32,096.00	\$31,913.00

Highlights:

- Work continues with setting up the Records Management System (Laserfiche).
- Some documents were sent out for scanning and transferred into the RMS.
- The Election schedule for 2020 was completed and posted to the City's website.
- Clerk Allard and Deputy Clerk Kenniston attended the New England Clerk's Conference from November 20-22 held in Rockport, Maine.

FIRE

	Current Month	Year to Date	Prior Year to Date
Fire	8	89	76
Rescue & Emergency Medical Calls	263	2678	2435
Hazardous Conditions	3	62	72
Service Calls	21	197	206
Good Intent Calls	19	237	221
False Alarms	40	271	351
TOTALS	354	3534	3361

Highlights:

- 11/2 - Personnel responded to Mechanic Street for reported stove fire, and upon arrival found it was burnt food.
- 11/6 - Personnel responded to 12 Centerra Parkway for a brush fire.
- 11/7 - Personnel responded to the Lebanon High School for a Masterbox alarm, upon arrival found an extinguished cooking fire.
- 11/9 - Personnel responded to Canaan, NH with Truck 2 for a Structure Fire.
- 11/10 - Personnel responded to Mechanic Street electrical fire in a stove.
- 11/12 - Personnel responded mutual aid to Enfield Center for a Structure Fire.
- 11/14 - Personnel responded to 250 Plainfield Road for an odor investigation for smell of rubber burning and occupants complaining of headaches.
- 11/15 - Personnel responded to Foliage View for a Carbon Monoxide incident. Upon arrival companies found 13 PPM in home.
- 11/18 - Personnel responded to 250 Plainfield Road for a reported structure fire, upon arrival found a problem with a high-pressure rice cooker.
- 11/21 - Personnel responded to Interstate 89 for reports of 4 separate Motor Vehicle Accidents one with serious injury.
- 11/23 - Personnel responded 261 Plainfield Road for reported gunshot wound.
- 11/26 - Personnel responded to Interstate 89 for a five car Motor Vehicle Accident with one car on fire with occupants trapped.

Community Events

- Personnel attended the two-day Fire Safety Summit.
- Personnel attended EOP for the SAU 88
- Personnel conducted Fire-Evacuation Drill at all schools
- AEMT ride along
- Medical Student ride along
- Fire Safety Talks with Rogers house and Lebanon Towers
- Provided CPR for the SAU 88 office

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. Met on November 14.

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 November 7. Homeless outreach was planned at this meeting and conducted on November 18.

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 November 8. The need for an inventory of housing options and homeless services was discussed.

Lebanon Shelter Working Group: A task force to explore the need for a shelter in Lebanon. Met on November 26. The group did an inventory of housing options in the Upper Valley.

Upper Valley Continuum of Care: Monthly meeting to address VT and NH issues regarding housing and homelessness. Did not meet in November.

NH Balance of State Continuum of Care: Bimonthly meeting to address NH issues regarding housing and homelessness. Hosted by NH Bureau of Housing Supports. November meeting was canceled due to weather.

NH Coalition to End Homelessness: Lynne is a member of the Board of Directors for this statewide coalition. Did not meet in November.

Energy Advocacy Council: Monthly meeting hosted by LISTEN to share information and resources regarding energy issues that Upper Valley residents are experiencing. Met on November 21.

Workshops & Training Seminars

Lynne attended the NHMA Annual Conference on November 14. The NH Local Welfare Administrators Association put on several workshops that Lynne attended.

Monthly In-Office Activity

Authorized Voucher Totals

	November 2019	November 2018
Rent Assistance	\$1,574.00	\$4,018.00
Security Deposit*	\$1,128.00	\$750.00
Motel Assistance**	\$790.01	\$177.30
Fuel Assistance	\$400.00	\$315.00
Electric Assistance	\$0.00	\$101.10
Cremation	\$1,000.00	\$0.00
Total	\$4,892.01	\$5,361.40
Year-to-Date	\$62,708.30	

* 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

November 2019	9 cases involving 10 adults and 4 children
November 2018	12 cases involving 15 adults and 5 children

Notices Issued in November 2019 vs 2018

Rent/Security deposit	8	9
Motel	2	2
Electric	0	1
Fuel Assistance	1	1
Cremation	1	0
Denials	5	4
Pending Decisions	0	0
Applications Withdrawn	1	0
Sanctions	0	0

Contacts with clients in November 2019 vs 2018

Walk-Ins	37	45
Scheduled Appointments	19	21
Home Visits	1	0

Case Collaboration/Referrals in November 2019

Tri-County CAP (shelter)	3
Tri-County CAP (rent/security)	1
Tri-County CAP (fuel/electric)	6
LISTEN (housing)	2
LISTEN (fuel/electric)	3
LISTEN (food)	0
LISTEN (discretionary funds)	0
Haven (shelter)	1
Haven (housing)	1
Haven (food)	0
Haven (discretionary funds)	0
NH DHHS (food stamps)	0
NH DHHS (cash assistance)	1
NH DHHS (Medicaid)	1
NH Employment Security	0
Senior Center/Service Link	5
Headrest	2
Catholic Charities	0
UVGEAR	1
WISE	0
Good Neighbor Health Clinic	0
Easter Seals	0
Other Town Welfare office	1

Reimbursement Received in November 2019 & YTD

	Client	SSI	Medicaid	Other Town***
November 2019	\$50.00	\$0.00	0	0
Year-to-Date	\$1,025.00	\$1,419.54	0	0

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

Liens in November 2019: Issued=0 Discharged=0

LIBRARY

	Month	YTD
Traffic	16,171	191,146
In house computer use	3,163	32,647
Number of meeting room bookings	168	1,767
Circulation of library held items	9,589	113,799
Circulation of ebooks and downloadable audiobooks	1,618	19,249

PLANNING & DEVELOPMENT

Permit/Applications November	Res.	Comm.	Total YTD Jan-Nov '19	Total Prior Yr Jan-Nov '18	YTD Permit Fees Collected	Prior Year Fees
Building Permits	18	16	398	414	\$313,432.83	\$581,988.35
Planning Board Applications	0	10	30	24	\$36,224.93	\$12,796.81
Zoning Board Applications	0	0	25	28	\$5,867.20	\$6,452.07

Inspection Activity	
Total inspections for the Month of November	233 / 2446 Y-T-D (Jan-Nov '19)

POLICE

November 2019

	Current Month	Year to Date	Prior Year to Date
Dispatch Calls for Service	2,533	28,177	29,097
Police Calls for Services	2,245	25,313	26,424
Incident Based Reporting Calls	74	906	775
Traffic Accidents	85	776	750
Property Damage	48	370	354
With Injury (possible)	8	53	60
Involving Bicycle or Pedestrian	1	5	5

Referred to Outside Agency	1	9	6
Hit and Run	7	162	181
Parking Lot	17	236	257
Arrests	111	1,157	1,071
DWI Arrests	3	79	116
Motor Vehicle Stops	537	5,180	6,181
Warnings	367	4,942	6,042
Citations	4	184	524
Problem Oriented Policing Calls	0	109	269

Community Involvement

- November 9, WISE volunteers visited the Police Department for a tour and question and answer with Sergeant Wright and Officer Hunter.
- November 11, several members of the Police Department participated in the Veteran's Day Parade.
- November 12, Detective Harwood and Officer Begin hosted a Civilian Response to Active Shooter Events (CRASE) presentation at a local business.
- November 12, School Resource Officer Parthum attended a PUSH Meeting to discuss a Health Fair, The Tobacco 21 Initiative, and training high school staff and students on suicide prevention.
- The Police Department hosted a Rape Aggression Defense (RAD) Course on November 13, 16, 20, and 23. The next RAD course will be held in January.
- November 14, Detective Kapuscinski presented Fraud Prevention information to residents of Roger's House.
- November 17, the Police Department hosted its third annual 3-on-3 Basketball Tournament at the CCBA. All proceeds benefit the Child Advocacy Center (CAC), and this year we raised \$1030 for the CAC.
- November 19, "Coffee With a Cop" was held at Jake's Coffee Co.
- November 21, Corporal Leland and Officer Begin hosted a Civilian Response to Active Shooter Events (CRASE) presentation at a local church.
- November 23, the Police Department held a Food Drive at Hannaford Supermarket to benefit The Upper Valley Haven.

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

Department Highlights

November 22, K9 Officer Nicholas Alden and partner K9 Nitro graduated the Vermont Police Canine Association's 39th K9 Patrol & Evidence School and the 2019 K9 Tracking & Evidence School. K9 Officer Alden and K9 Nitro are now skilled in tracking, building searches, apprehensions, tactical obedience, and more. K9 Nitro graduated the Drug Detection Course in February 2019.

PUBLIC WORKS

Solid Waste

Month: November	2019	2018
Landfill Facility Received	3,156 (tons)	3,142 (tons)
Wastewater Bio-solids Received	338 (tons)	260 (tons)
Leachate Generation & Pumping	348,140 (gallons)	501,094 (gallons)

Recycling

- Electronics were shipped out in November.
- Freon units were processed and recycled.
- Paper & Cardboard continue to be shipped locally with positive revenues.
- Clean glass was shipped to a recycler in Canada.

Other

- Marc Morgan presented to an Environmental Studies class at the Kimball Union Academy.
- Marc Morgan, along with Karen Ebel; New London Representative and Mike Nork of NHDES, was a guest on the NHPR program "the Exchange"
- Marc Morgan, along with representatives from the Lebanon Food Coop, organized its third community conversation focused on "reuse in the upper valley". This group is working to develop a coffee cup swap program to reduce single use disposal items in our community.
- Melanie McDonough and Marc Morgan presented an electronic payment concept to Upper Valley Digital. Lebanon submitted an application for assistance and was selected to present the City's need for an updated electronic payment system.

- Jim Donison and Marc Morgan visited a gas processing facility in Utica, NY. This facility is similar to a facility being proposed at the Lebanon landfill.

Water

Month: November	2019	2018
Water Treatment Plant-Production	43.4 MG	41.05 MG
Water Quality Complaints	0	0
After Hour Call-in	1	1

Water Treatment Plant

- Production for November 2019 was 43.4 MG a 5.4% increase over November 2018
- The water treatment plant upgrade is continuing with Penta Const.

Lab Highlights

- All monthly required bacteria testing for October completed & passed.
- The new state required PFAS testing was done and results showed NO PFAS in our source water. If another non detect sample next quarter, we can request reduced monitoring through the state.
- The last phase of the EPA’S UCMR4 sampling (am3 cyanotoxins) was completed and results were all NON DETECT; good news for our source water (this testing would indicate if we had an algae problem in our source water).

Equipment Repair/Maintenance

- A new tank level transmitter was installed at DHMC tank which had been in service since the tank was put on line in 1989.
- We finished our state required interior water storage tank inspections. With our new underwater camera/video drone which worked extremely well.
- The raw water control valve that controls flow to the plant needs repairs to the actuator which is worn. A new one is on order.
- The backflows devices were tested for the bi annual requirement at the wastewater treatment plant.

After hour call-in:

There was 1 after hour call-in’s in November.

Customer Service / Water Quality Inquiries

- There were no water quality complaints taken by the water plant in November.

Cemetery:

November	2019
Cemeteries & Park Maintenance	
Burials/Cremations	2-Full/2-Cremations
Entombments	0
Grave/Trust Fund Sales	6-GR/ 6-TF
Grave Transfers	0
Foundations	0
Place Grass Marker	0

- As a follow up to Octobers GPR (Ground Penetrating Radar) study we were able to continue work with TopoGraphix LLC. to combine all partial maps for Glenwood Cemetery to make one master map and add in the area's that were scanned for additional graves; we were able to determine we could add an additional 186 full grave spaces. We will be able to put 93 for sale as of the spring 2020.
- Staff has started to repair/rebuild/paint equipment.
- Chapter 46 amendments and recommendations have been made to increase fees for full and cremation burials, winter entombments, foundations, marker setting fees as well as adding a maintenance and preservation fee to all service to go into the proposed new Maintenance and preservation trust which we hope to have the draft wording of completed with the Board of Cemetery Trustees by the end of March 2020.

Fleet:

- The month of November went by fast setting up and calibrating sanders to start our pre-wetting brine solution. We are on the right track and are excited to start using the magnesium-chloride liquid.
- Busy with normal day to day fleet maintenance. We had some unexpected sidewalk tractor breakdowns some of which were under warranty, and the other tractor is in the shop waiting on parts. We made a few repairs on the City Hall Ford Escape and it's now here at O&M ready if anyone whom needs to use it. We have the new hood latch for the City Hall Ford Fusion ready for install once a scheduled day has been set. We also installed a fire extinguisher in the trunk for emergency situations. Our new plow truck is almost done at the dealer, hoping to see it by the end of the month. The two other new trucks which are both Landfill trucks are at the body company finishing the builds. We are hoping to see the new F-550 around February and the freightliner 10-wheeler sometime shortly after.

Engineering

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

- Meetings with residents on project with regards to finishing work
- Weekly construction meetings held with Contractor, City, and Reps.
- Temp. base-paving, Curbing, Driveways paved, and walkways being worked on including prep for winter

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

- Meeting with NHDOT and contractors for coordination of the Mascoma Bridge over I-89
- Water, sewer, storm completed on Mechanic, Curbing placed on Mechanic and backfilled, Temp drives placed, Water and Sewer and drainage installed from Bridge to Avon on Mascoma Street, Water completed to Peabody, everyone off temp water, Cross country sewer line completed, Working on drainage outfalls along Mascoma Street

Mascoma Street Bridge (shutdown for winter)

- Walk- through was held Nov. 15th and punch list generated
- Striping still needs to be completed and then bridge will be finalized

Hillcrest

- Hillcrest neighborhood meeting held on December 1st.
- Meeting with NHDES and easement Licenses sent out to residents

South Main Street Bridge Project

- Meeting held for Nov. 22nd to discussion on length of Traffic impacts with Police, Fire, Community Members, Manager's office, DPW etc.
- Meeting held to finalize response to NHDOT's newest comments

Sewer interceptor Project 1-Market Street

- Work completed until spring- all online, and temp paving completed
- Next spring will be permanent paving and striping.

Mechanic Street Project

- Received finalized agreement with NHDOT and signed by City Manager.

General

- Reviewed & approved Building Permits & Planning Board Plans
- Pre-submittal meetings with proposed developers prior to submissions
- Attended meetings with third party construction & plan applications
- Continued with Excavation permits and Pole and Conduit Licensing
- Altaria Bike path along NH120 completed till spring -base paving
- Working with Wright-Pierce Engineers on CSO#13 Project design

Energy and Facilities

Solar:

ReVision and the City have received permission to operate the systems below. ReVision undertook a final commissioning before turning them on permanently on 12/11/2019.

1. Police Station, Landfill Maintenance, Landfill Recycling and DPW Admin.

ReVision does not yet have permission to operate (PTO) from Liberty for the following arrays:

1. WWTP (under construction: ground mount arrays being installed, trenching to begin this week)
2. Kilton Library (net meter being installed 12/17 according to Liberty Utilities). A small gash in the roof from the solar electrician and one other, older hole have been patched by Melanson Roofing, ReVision covered the cost of all but the 2nd patch.
3. DPW Garage (net meter installed and waiting on formal authorization from utility for permission to operate)

Electric Vehicles:

- DPW Charger: The Clipper Creek HCS-40 unit arrived Friday. Utilities expected to dig a trench on Wed. and Ayer Electric will run conduit to the charger location on the day the trench is dug. They will run an extra conduit so that a 2nd charger can be installed easily in the future. Electrical work for the rest of the system will take place the 1st or 2nd week of Jan.

CoL's First EV: Tad is driving to Burlington to test drive a Hyundai Kona on Monday. Shaun would like to sign lease papers on 12/19/19.

- Electrify America: Work continues exploring the eastern Taylor Street site with Christina and City lawyer Jane Taylor. Public input will be solicited, starting with a letter to abutters. If it pans out the site will be presented to City Council on 1/22/2020. Big potential issue seems to be the DOT RR Bureau's right-of-way on the property.

Other:

- Getting bids from Melanson Roofing for work on Kilton DPW Garage and Landfill Recycling.

- Continue to work on trying to obtain for add'l repairs at DPW Garage.

Wastewater Treatment

Month: November 2019	2019	2018
Daily Avg. flow treated	1.4903 MGD	2.0318 MGD
Solids Inventory	21,592 lbs.	15,569 lbs.
Septage Receiving	276,810 gal.	83,800 gal.

Operations highlights

- Zero plant violations to our NPDES permit or SWPPP.
- Treated 44,709,000 gallons of wastewater.
- Treated 276,810 gallons of Septage.
- Dewatered and delivered 188.52 wet tons of sludge to the landfill.
- Effluent quality in November was very good. TSS average was 4.0 mg/L, and our BOD average was 7.0 mg/L.
- Asset management at the WWTP is continuing, we are adding equipment and photos each week.
- WWTP solar project is nearly complete.
- Wireless plant upgrade is completed. Staff will be trained next week, and we will start trial runs on Jan 6th, 2020.
- Septage receiving pilot study is doing extremely well. We expect to see a slow down for December's totals.
- The new sewer line project to the plant from the Market St. intersection is complete.

Laboratory

- TKN testing and analyzing once per month per EPA discharge permit requirements.
- Plant fully nitrifying, and the process looks great. Very good final effluent quality.
- Monthly BOD 7.0 mg/L.
- Turbidity of final effluent 1.5-1.8 NTU.
- Effluent TSS is 4.0 mg/L.

- S.V.I. average for November is 151.
- We have started testing septage loads weekly for pH and BOD to monitor the waste for potential characteristics that may affect plant efficiency.

Industrial Pretreatment Program

- Continued review of industrial discharge permits.
- We are working on a reporting worksheet to issue to industries for reporting required sampling event results. This spreadsheet will allow us to better allocate limits to IDP’s.
- We are working on a master allocation and actual spreadsheet to better monitor industrial limits on pollutants. This ties into the standard industry spreadsheet mentioned above. This will monitor what is allocated compared to what actual pollutant concentrations are discharged into the Lebanon system.
- We are working on a presentation that will aid in staff training on New Hampshire IPP rules, regulations, and highlight the city’s IPP program and how it works.

RECREATION & PARKS

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
	Completed in November. Overall a successful program and happy participants.		
Wallcrawlers Middle and High School Rock Climbing Teams	14	0	14
	Season continues strong between both teams. Thus far they have completed 2 competitions and have 3-4 left. If either team finishes in the top three they will compete in the Green Mountain Cup in March.		
Basketball Cheerleading	Unfortunately, with no coach the season		

	could not run for the winter season.		
3-4 Grade Girls Basketball	8	0	8
	Low numbers this season due to many 4 th graders from the previous season aging up to 5 th -6 th grade basketball.		
3-4 Grade Boys Maroon/Gold Basketball	26	0	26
Adult Open Gym Basketball	10	0	10
Adult Open Gym Volleyball	8	0	8
Quilt Retreat	5	6	11
Savvy Senior – Harpoon & American Precision Museum	6	3	11
Savvy Senior – P & H Truck Stop	3	3	6
Savvy Senior – P & H Truck Stop	7	4	11

Parks Maintenance Project Updates:

Major Projects	Status
Fall Sports Maintenance/Wrap up	On Going
Replacement garage	TBD 2020/2021 Quote Received
Container Storage – Loss of Spencer	Quote Received
Fall park maintenance	Complete
Winter park and trail maintenance	On Going
MRG Maintenance and Improvements	On Going
Pat Walsh Park – Nice Rink Setup	Kick Plates & Boards Installed

Capital Project Updates:

Project	Status
Timken playing fields	Conceptual design complete. CIP process hold for 2021. Next steps are to have wetland scientist walk the land, and Timken have a solar assessment to follow if wetlands are determined in specific areas.
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	One of 3 kiosks were installed, and 2 kiosks still need to be installed. Additional seasonal work will be done throughout the

	season. During the winter season the Slayton Parking lot will be plowed, and XC Ski tracks will be added heading west. From high Street to Glen Road the left side of the MRG will be cleared.
Rusty Berring Skatepark lighting	Design phase. Fundraising 100%. Soil samples taken and delivered to be tested with MW Soils in Charlestown, NH. Results are in and next steps to meet with contractors for electricity and installation process anticipated for June 2020.
Pool Diving well replastering	Anticipation and planning for spring thaw and preparing for refilling and ensure plaster adhered properly.
Needs assessment	95% 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/November.