

CITY OF LEBANON

MANAGER UPDATES

Month of December 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

December 2019	2019 Year to Date	2018 Year to Date
Enplanements	10,091	10,174
Aircraft Operations	28,530	29,949
Airport Expenses	\$1,260,678	\$1,252,561
Airport Revenue	\$1,070,671	\$882,326
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.</p>	Project report expected 2 nd quarter 2020.
PFC (Terminal HVAC)	<p>Project engineering in progress to re-bid as separate projects.</p> <p>Developing new RFPs.</p> <p>AC RFP posted and open until 10/25. Project contract awarded.</p> <p>Boiler installation scheduled for early January 2020.</p>	<p>Boiler project to be completed by end of year.</p> <p>AC to be completed by April 2020.</p>
Snow Equipment Building	<p>Re-design complete as of March 5. Grant Award Package received July 12, 2019.</p>	Project expected to start spring 2020.

Airport Leases	Restaurant Space: Lease signed 11/1/19. Lessor has begun renovations.	
	Big Green Aviation	Initial meeting held in July 2019. Awaiting scheduling for next meeting. December 6, 2019 – draft lease sent to Big Green’s representative.

Cape Air reached 10,000 enplanements on December 28, 2019.

ASSESSING

	Month to Date	Year to Date
Number of Property Sales	16	242
Number of Property Inspections	18	1137

Highlights: Of the 16 sales, 9 were single family homes, 2 were residential condos, with the remaining 5 sales a mix of mobile homes, vacant land, small multi-family dwellings, and a commercial warehouse.

CITY CLERK

December 2019 Revenues not yet compiled. Will be provided with January revenues.

	Current Month Revenue	Year to Date	Prior Year to Date
Motor Vehicle Regs			
Dog Licenses			
Vital Records			

Highlights:

- A lot of staff time was spent preparing for the move to 20 West Park Street.
- Staff time was spent on the certification of signatures on the Citizens Initiative Petition submitted in October.

- The Clerk scheduled the pickup and scanning of the Assessing property records files to be integrated into the Laserfiche records management system.
- The City Clerk swore Vicki Lee in as Finance Director on December 30th.

FIRE

December 2019	Current Month	Year to Date	Prior Year to Date
Fire	3	92	78
Rescue & Emergency Medical Calls	242	2919	2667
Hazardous Conditions	9	81	91
Service Calls	20	218	224
Good Intent Calls	26	263	253
False Alarms	25	296	379
TOTALS	325	3869	3695

Highlights:

- 12/2 – Plainfield Road for an outside fire.
- 12/2 – Mechanic Street for a leaking oil tank in a basement.
- 12/6 – Dartmouth College Highway for a Carbon Monoxide incident.
- 12/9 – Hanover Street for a propane leak.
- 12/10 – High Street for smoke in the building caused by burnt food.
- 12/24 – Element Hotel for an electrical fire and explosion. Two Firefighters and Eight civilians were injured.
- 12/30 - Elm Street for a Carbon Monoxide incident.

Community Events

- Personnel participated in the Annual City Holiday Celebration.
- Asst. Chief Libbey conducted ICS Training for City Employees.

Annual Department Revenues = \$1,163,776.00

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. Did not meet in December.

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 December 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 December 13. A candlelight vigil in honor of National Homeless Persons Memorial Day was held on December 22 on the Lebanon green.

Lebanon Shelter Working Group: A task force to explore the need for a shelter in Lebanon. Did not meet in December.

Upper Valley Continuum of Care: Monthly meeting to address VT and NH issues regarding housing and homelessness. Met on December 5. Lynne Goodwin could not attend due to UV Housing Support Team meeting.

NH Balance of State Continuum of Care: Bimonthly meeting to address NH issues regarding housing and homelessness. Hosted by NH Bureau of Housing Supports. A state-wide outreach planning meeting for the 2020 Point-in-Time Count was held on December 16 in Concord. Lynne and Angela Zhang from LISTEN presented information on the September 18 Homeless Count for Lower Grafton County.

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

Energy Advocacy Council: Monthly meeting hosted by LISTEN to share information and resources regarding energy issues that Upper Valley residents are experiencing. Met on December 19.

Lebanon Community Nurse Steering Committee: Lynne has joined the steering committee, which meets quarterly. Met on December 18.

Monthly In-Office Activity

Authorized Voucher Totals

	December 2019	December 2018
Rent Assistance	\$6,687.00	\$5,075.00
Security Deposit*	\$965.00	\$850.00
Motel Assistance**	\$194.02	\$354.25
Electric Assistance	\$0.00	\$110.32
Total	\$7,846.02	\$6,389.57
Year-to-Date	\$70,554.32	\$68,829.49

* *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

December 2019	11 cases involving 13 adults and 10 children
December 2018	11 cases involving 14 adults and 2 children

Notices Issued in December 2019 vs 2018

Rent/Security deposit	12	14
Motel	1	1
Electric	0	1
Denials	4	3
Pending Decisions	0	0
Applications Withdrawn	0	0
Sanctions	0	0

Contacts with clients in December 2019 vs 2018

Walk-Ins	28	43
Scheduled Appointments	18	26
Home Visits	0	0

Case Collaboration/Referrals in December 2019

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

Reimbursement Received in December 2019 & YTD

	Client	SSI	Medicaid	Other Town***
December 2019	\$0.00	\$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 December 2019: Issued=0 Discharged=0

LIBRARY

	Month	YTD
Traffic	16,599	207,745
In house computer use	2,868	35,515
Number of meeting room bookings	134	1,901
Circulation of library held items	9,035	122,834
Circulation of ebooks and downloadable audiobooks	1,626	20,875

PLANNING & DEVELOPMENT

Permit/Applications November	Res.	Comm.	Total YTD Jan-Dec 2019	Total Prior Yr Jan-Dec 2019	YTD Permit Fees Collected Jan-Dec 2019	Prior Year Fees Jan-Dec 2018
Building Permits	10	17	425	462	\$361,537.91	\$587,226.35
Planning Board Applications	0	0	30	28	\$36,224.93	
Zoning Board Applications	0	1	26	30		

Inspection Activity	
Total inspections for the Month of December	208 Jan-Dec / Y-T-D = 2654

POLICE

Manager Updates for December 1-31, 2019

	Current Month	Year to Date	Prior Year to Date
Dispatch Calls for Service	2566	30743	31581
Police Calls for Services	2301	27614	26424
Incident Based Reporting Calls	51	957	859
Traffic Accidents	93	869	928
Property Damage	39	409	406
With Injury (possible)	6	59	68

Involving Bicycle or Pedestrian	1	6	5
Referred to Outside Agency	4	13	11
Hit and Run	9	171	217
Parking Lot	25	261	297
Arrests	98	1255	1163
DWI Arrests	9	88	125
Motor Vehicle Stops	557	5737	7158
Warnings	534	5476	6527
Citations	9	197	540
Problem Oriented Policing Calls	0	109	334

Community Involvement

On December 10, 2019, Sergeant Perkins, Officer Parthum, and Officer Bailey participated in coding with elementary school children Mount Lebanon School.

On December 10, 2019, Corporal Leland was interview by first graders at Mount Lebanon School for a project they were doing.

On December 12, 2019, "Coffee with a Cop" was held at the Lebanon Diner.

On December 14, 2019, the Lebanon Police Department hosted a "Stuff a Truck" event at Walmart for the local Marine Toys for Tots campaign. 1,236 toys were collected!

On December 22, 2019, Sergeant Perkins and Officer Perkins attended a Homeless Memorial Day and Candlelight Vigil event in Colburn Park.

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

Department Highlights

On Thursday, December 5, 2019, the Lebanon Police Department held an Awards Ceremony in the Department's training room where several officers were presented with awards.

Several officers were awarded Officer First Class titles: Officer Tyler Hewes, Officer Roberto Dourado, Officer Eric Hunter, and Officer Emily Winslow. Officer Zachary Lawrence was awarded the Senior Officer title. All of these officers have shown their dependability and dedication to the Department, the City of Lebanon, and fellow officers.

Several officers were presented with Certificate of Commendation Awards for their response to the Hartford, Vermont protest in August. All officers who responded to the protest acted in a professional manner, treated each person with respect, and kept a calm demeanor throughout. Sergeant Hubert, Officer Gaspard, Officer Lawrence, Officer Bailey, Officer Hunter, Officer Brewster, and Officer Winslow all received this award.

Officer Ryan Brewster was presented with a second Certificate of Commendation Award for his response to an Assist Motorist call in August. The operator of a disabled vehicle had run out of gas and was going through hard times. Officer Brewster took the initiative on his own to go to a gas station, buy a gas can and fill it with gas with his own money, and return to the vehicle. These actions go above and beyond and are actions that we hope all our officers strive to emulate.

Officer Winslow was awarded with a Commendation Bar for Lifesaving, for her response to an emergency call in September of a suicidal male threatening to jump off a bridge onto the interstate. Officer Winslow immediately began speaking with the male and building rapport and was able to de-escalate the situation until the male agreed to come off the bridge. Officer Winslow should be recognized for her excellent performance on this call which resulted in a peaceful resolution to this incident and saving this man’s life.

Officer Lawrence was also awarded with a Commendation Bar for Lifesaving, for his response to a medical emergency at the Police Department in September. A male had collapsed and hit his head off the booking cage and floor and was unresponsive and bleeding. Without delay, Officer Lawrence grabbed paper towels and went to evaluate the male. Officer Lawrence found no pulse and immediately started performing CPR, and continued CPR until the Lebanon Fire Department arrived. Officer Lawrence’s quick response and proper technique in performing CPR assisted in saving this man’s life.

Also presented were Years of Service Awards. Plaques were given to Communications Specialist Anne Crepeau for 15 years of service, and Detective Callie Barrett for 10 years of service.

PUBLIC WORKS

Solid Waste

Month: December	2019	2018
Landfill Facility Received	2,719(tons)	2,949 (tons)
Wastewater Bio-solids Received	275 (tons)	231 (tons)
Leachate Generation & Pumping	394,876 (gallons)	522,560 (gallons)

Recycling

- Recently, fluorescent lamps, paper, cardboard and electronic devices were shipped out.
- Staff continues to work with vendors to obtain the best price and service. Recyclables, such as paper, cardboard, plastic and metals continue to offer positive revenues.

Water Treatment Plant

- Production for December 2019 was 41.8 MG a 9% decrease over December 2018
Production for the year was 539.6 MG A 3.1% Increase in production over 2018.
- The water treatment plant upgrade project shut down for the winter on Dec 26th.
- NH DES came and did our sanitary survey. This inspection is done every 3 years the final report hasn't been received but preliminary results showed no deficiencies.
- NH DES also came and did our NPDES permit inspection which monitors our discharge to the lagoons. The report hasn't been received yet, but initial findings look good.
- The water treatment plant received an award from the CDC for "optimal Fluoridation levels" for all 12 months in 2018.

Lab Highlights

- All monthly required bacteria testing for December was completed and all results passed.
- The new PFAS testing limits set by the state are currently being challenged in court. The water treatment plant wants to be proactive and will do another round of sampling in January.

Equipment Repair/Maintenance

- The raw water control valve actuator was replaced and is working well.
- The 20yr. old chlorinator at DHMC Booster station was replaced
- One of our remote SCADA control station computers quit and had to be replaced.
- Backwash pump check valves were serviced.
- Winter operations plowing, shoveling & ice removal is ongoing.

After hour call-in:

- There was 1 after hour call-in's in December.

- There were 40 call-ins for 2019 the most common problem (39% of call ins) was source water turbidity spikes caused by extreme rain events. A major contributor is a lot of logging has been taking place in the last few years adjacent to stony brook. Causing a higher than normal amount of runoff. Stony brook is a major tributary to the Mascoma River and our treatment plant.

Customer Service / Water Quality Inquiries

- There was 1 water quality complaint taken by the water plant in December that was resolved with a phone call.

Wastewater Treatment

Month: December	2018	2017
Treated	1.9316 MGD	1.5749 MGD
Solids Inventory	1,9560 lbs.	25,800 lbs.

Operations highlights

- Had zero plant violations to our NPDES permit or SWPPP permit for December 2018. There have had zero plant violations in over 3 years.
- Lebanon WWTP treated 613,390,400 gallons of wastewater for 2018. Our average daily flow for 2018 was 1.68 MGD.
- Lebanon WWTP took 823,450 gallons of septage in 2018. We hope to exceed that in 2019.
- We are still looking at feasibility of doing a portion of the solar energy project at the wastewater facility.
- Lebanon WWTP produced 2,177.74 tons of class "B" biosolids in 2018.

Laboratory

- TKN testing and analyzing once per month
- Continued with phosphorus trial testing.
- Plant fully nitrifying, and process looks great with outstanding final effluent.
- Monthly BOD <9 Mg/L
- Turbidity of final effluent under 2.0 NTU
- Effluent TSS is between 4-5 mg/L

Industrial Pretreatment Program

- We are conducting a review of the headworks loading that was submitted by Teton.
- Continued review of industrial discharge permits.

- Performed a second round of sampling for the Hanover IMA. Our annual report was submitted today 1/11/19.
- Took tour of Unifirst and started updating their new IDP.
- Scheduled facility tours, and updated status of current permits for renewal.

Cemetery

December	2019
Cemeteries & Park Maintenance	
Burials/Cremations	0-Full/2-Cremations
Entombments	2
Grave/Trust Fund Sales	0-GR/ 0-TF

The month of December had only two cremation burials. The crew continued with mower maintenance and rebuilds in between not plowing, cleaning mall and City Hall.

Chapter 46 review and final comments were completed with attorney Waugh. Deputy City Manager Paula Maville assisted with finishing the final edits. This will go in front of the Cemetery Board of Trustees on January 14th for final vote before being presented to council. Before being presented to council it would likely be beneficial to review with Manager Mulholland to understand the overview of the proposed amendments to the chapter.

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.
- Shimming around structures, working on punch-list items as weather permits
- Continued to finish the walk of the streets not previously covered for the Final punch-list areas for winter shutdown in December on Lower Guyer, Mascoma and Mechanic Street.
- Worked on cleaning up the yards

CSO#23- Contract#12 Ora, Avon, Freeman, Bomhower, Myra, Mascoma and Mechanic Streets and cross-country areas between Mascoma St. and Mechanic St. and Mechanic St. to the Mascoma River

- 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,

- Clearing cross-country for drainage and tree removal.
- Uncovering gate valves and structures, raising and shimming around structures

CSO#26- Contract#13 –Rte. 12A, Romano Circle and Cross-country to interceptor

- Survey work completed
- Project design beginning
- Notices sent out to residents on Sewer house inspections to occur on January 16 and 18th
- Notices went out to residents/businesses for Community Conversation Meeting
- Community Conversation meeting held at 5:30pm on January 9th at Romano Circle (presentation on CSO#13 Website)
- Meeting was by virtual walkabout to get feedback from businesses and residents
- Coordinating to get sewer line tv'd.

Mascoma Street Bridge (shutdown for winter-NO CHANGE)

- 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
- 2nd round of notices sent out for licenses
- Walk held with Liberty utilities on pole relocations on January 8th
- Corresponding with NHDES with AOT and wetlands

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

Downtown Tunnel Rehabilitation Project

- Bid and Awarded Contract to ED Swett
- Preconstruction meeting held with contractor, consultant and Utility companies
- Outreach meeting in process of being set up

Contractor anticipates beginning Mobilization within the next two weeks

20 Spencer Street Project

- Project out to bid, addendums released
- Pre-bid meeting held on January 7th
- Bids due January 30th

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
- Altaria Bike path along NH120 completed till spring -base paving
- Meetings set up with NHDES and EPA for Closing

RECREATION & PARKS

Program Updates:

<u>Program</u>	<u>Residents</u>	<u>Non-Residents</u>	<u>Total</u>
Wallcrawlers Middle and High School Rock Climbing Teams	14	0	14
	Season continues strong between both teams. Thus far they have completed 4 competitions and have 2 left. If either team finishes in the top three, they will compete in the Green Mountain Cup in March.		
Kindergarten Basketball	18	0	18
1 st Grade Basketball	18	0	18
2 nd Grade Basketball	25	0	25
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	10	0	10
	Two evenings were cancelled but continue to push the option for folks.		

K – 4 Grade Adventures (UVAC & COOP)	10	0	10
K- 4 Grade Adventures (Cheshire Children’s Museum)	10	0	10
Storrs Hill Lesson Registrations			
Sno-Puppies Skiing (4-5)	47	16	63
Sno-Puppies Snowboarding (4-5)	0	2	2
Youth Lessons Skiing (6-17)	73	19	92
Youth Lessons Snowboarding (6-17)	20	4	24
Telemark Lessons	2	1	3
Racing/Jumping	9	14	23
Freestyle	1	1	2
Backcountry	3	4	7
Adult Ski Lessons	15	2	17
Adult Snowboarding Lessons	0	1	1

Parks Maintenance Project Updates:

Major Projects	Status
Replacement garage	TBD 2020/2021 Quote Received
Container Storage – Loss of Spencer Storage Anticipated	Complete
Winter park and trail maintenance	On Going
MRG Maintenance and Improvements	On Going
Pat Walsh Park – Nice Rink Setup	Rinks Set and Flooded

Special Events:

Event	Estimated Attendance
Tis’ The Season Celebration	300+
Holiday Pop-Up Farmers’ Market	100+
Holiday Decorating	Over 22,500 LED lights
North Pole Calling	14
Holiday Coloring Contest	Winners Ages 4-5: Russell Kearl Ages 6-7: Lainey Christiansen Ages 8-9: Tyler Grace Ages 10-12: Branwen Wilbur

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.