

City of Takoma
FY 14 3rd Quarter Report



Brian T. Kenner, City Manager

July 28, 2014

Dear Councilmembers and Residents,

This Quarterly Report of financial and departmental information for January through March, 2014 provides a brief summary of budget and City-wide activities during this time period. This Quarterly Report marks the third quarter of the Fiscal Year 2014 budget period.

As of March 31, 2014, General Fund revenues totaled \$18,559,788 or 86% of the Fiscal Year 2014 budgeted amount. General Fund expenditures as of March 31, 2014 totaled \$14,868,525 or 63% of the budgeted amount for Fiscal Year 2014. These revenue and expenditure totals are within anticipated figures given the variables related to city revenues and expenditures as is explained later in the report. As such, there is no great concern regarding the current financial position of the city and the ability to meet ongoing and future obligations.

In total, the budget and activities continue to express the City's commitment to providing a sustainable and livable community, with an engaged, responsive, and service-oriented government. The quarterly report looks to be consistent with four overall goals similar to the City's Strategic Plan and Vision: 1) Environmentally Sustainable Community; 2) Economically Sustainable Community; 3) Service Oriented Government; and 4) Safe Accessible and Enjoyable Neighborhoods.

Environmentally Sustainable Community

For the third quarter of fiscal year 2014, a highlight of activities and initiatives to support an environmentally sustainable community included:

- Launch of City's Anti-Littering Initiative including education, outreach, and marketing materials.
- The City awarded a contract to the The Compost Crew for expansion of a second food waste collection program to serve 500 homes.
- The City webpage for the Safe Grow Zone requirements went online during the quarter.

Economically Sustainable Community

The second quarter saw investments in economically sustainable initiatives such as:

- The City issued an RFP for the development of the City-owned parking lot at the Takoma Junction. Solicitations are due in early summer with community presentations planned for early fall.
- The City received a technical assistance grant from the Urban Land Institute to examine two large shopping centers at the Takoma Langley Crossroads.

Service Oriented Government

The City continued in its efforts to provide superior service including:

- The Human Resources department continues to report a gradual decrease in the length of time required to recruit and hire employees due to the new online applicant tracking system.
- The Library reconfigured parts of their webpage due to feedback from users and their reluctance to scroll through pages. As a result, information is easier to find on the site.
- Public Works staff successfully responded to five snow storms over the quarter, while six storms have occurred since December of last year.

Safe, Accessible and Enjoyable Neighborhoods

Safe, accessible and enjoyable neighborhoods are a primary focus for Takoma Park and the City's commitment was demonstrated during the second quarter through:

- A Crime Summit hosted by the Police Department with over 200 community members and area law enforcement officials. Raised awareness of crime issues and discussed strategies for crime prevention in the region.
- A total of 19 programs were held during the quarter as part of the *We Are Takoma* art series including two gallery openings, three film screenings, three poetry readings as well as the launch of a new storytelling series, *The Grapevine*.
- The Friends of the Library purchased the first "Little Free Library" which was installed in front of the TPSS Co-op during the quarter.

Sincerely,



Brian Kenner,
City Manager

TABLE OF CONTENTS

| | |
|--|----|
| ADMINISTRATION | 5 |
| COMMUNICATIONS | 6 |
| FINANCE | 8 |
| HOUSING & COMMUNITY DEVELOPMENT | 15 |
| HUMAN RESOURCES | 19 |
| INFORMATION TECHNOLOGY/ WEB | 23 |
| LIBRARY | 25 |
| POLICE | 29 |
| PUBLIC WORKS | 32 |
| RECREATION | 38 |

ADMINISTRATION

The mission of Administration, which includes the City Manager, City Clerk, Finance, and Communications offices, is to provide overall direction and coordination of City operations, to ensure a fiscally prudent budget is developed and administered, to ensure the City Council's goals are met, to manage and support the documenting of official City business, and to support the City's communications needs.

A primary focus for the Administration during this time period was preparation and development of the City's Fiscal Year 2015 budget.

Other significant activities included the following:

- 2014 Resident Survey.
- Preliminary discussions with community members about the potential for a Dog Park.
- Facilitated Department Roundtables for each department with Council to discuss City priorities for FY 2015.
- Assisted in coordination of Crime Summit.
- Held budget meetings with each councilmember individually to discuss priorities for FY 2015.
- Advocated for City legislative priorities during the 2014 Session of the Maryland General Assembly.
- Hired Lifelong Takoma Park Program Manager.
- Began collective bargaining negotiations with City's two labor unions.

COMMUNICATIONS

Information for the Communications department is split between data and more qualitative information.

Data

Website Site Usage - January 1 - March 31

- Users: 29,310
- Unique Visitors: 17,948
- Page views: 112,482
- Pages / Session: 2.54
- Avg. Session Duration: 00:02:09
- Facebook Fans: 1595
- Twitter Followers: 902
- Bounce Rate - The percentage of single-page visits (i.e. visits in which the person left your site from the entrance page without interacting with the page). As of January – March 2014, the current website bounce rate is 44.29%. The mobile & tablet bounce rate is 57.77%. Mobile bounce rates will usually be higher than regular bounce rates as a mobile user is much more focused on a singular piece of info. Making the website more responsive and content more relevant to a mobile user would hopefully bring more parity and potentially lower the bounce rate.
- Percentage of Users Viewing Website – The percentage split between users viewing the website via mobile device vs standard computer. We should keep track of this as a trend comparison. We are also able to segment mobile users by smartphone vs tablet. As of January – March 2014, the current mobile number (with tablets) is 29.65%. Mobile accounts for 21.21%, tablets are 8.44% of mobile users. The current standard computer user is 70.35%.
- Number of Pageviews – The number of pageviews for each distinct user. Tracking mobile and standard computer usage will let us know if making the site more responsive is working and will help us identify trends. The goal should be to increase this number. As of January – March 2014, the current pageview number for mobile users is 26,384 (Total pageviews are 112,482.) and 86,098 for desktop users.
- Average Site Duration – Amount of time each distinct user spends on the website. We can easily track this number and compare it by desktop or mobile user to global averages. The mobile number will always be lower than either - mobile sessions tend to be much shorter - but better design and content management could help keep users on the site longer. As of January – March 2014, the current number is 00:01:35 for mobile users and 00:02:23 for desktop users.

Top 10 Web Page Views:

(Rank | Page | Page views | % of Page views)

1. | / (Front Page) | 18,354 | 16.32%
2. | /hr/careers | 7,602 | 6.76%
3. | /recreation | 5,048 | 4.49%
4. | /police | 3,379 | 3.00%

5. | /recreation/takoma-park-community-center | 2,559 | 2.28%
6. | /publicworks | 2,105 | 1.87%
7. | /recreation/guide | 1,993 | 1.77%
8. | /hcd/takoma-junction-rfp | 1,589 | 1.41%
9. | /recreation/youth | 1,529 | 1.36%
10. | /police/careers | 1,444 | 1.28%

Qualitative Information

- Began auditing the site from the top down to shore up missing content and fix technical shortfalls. Google Analytics and Google Webmaster tools are being utilized to help point out where needs are greatest.
- Website improvements continue under the hood. The site's theme was recently refreshed to allow for easier small changes. There is also work being done under the hood to simplify the internal structure of the site to make it easier to administer and build out.
- A dedicated analytics program is being developed in concert with the office of City Manager to create website performance metrics for council. Expect to see an overhaul of how data is presented in a future report. Social media growth and engagement remains healthy and steady. Facebook has sharply reduced the initial reach of non-promoted (i.e. paid) Page posts; this highlights the need for posts to be liked and shared by stakeholders when appropriate.

City TV

- City TV produced 75 programs (21 in January, 35 in February and 19 in March) for a total of 80.5 hours (23; 33.5; 24).
- City TV gave audiovisual support to 17 events held in the Auditorium which were not televised.

FINANCE

The General Fund is the chief operating fund of City of Takoma Park and supports the regular day-to-day activities of the City, such as police protection, street and park maintenance, and general administrative functions. The General Fund's activities are supported primarily from two sources: taxes and utility fees and intergovernmental revenues.

Certain General Fund revenues are cyclical in nature. For example, property tax receipts and tax duplication payments are received during a certain period of time during the year. Other revenue sources are received on a monthly basis and, as a result, are more evenly distributed throughout the fiscal year.

As of March 31, 2014, General Fund revenues totaled \$18,559,788 or 86% of the Fiscal Year 2014 budgeted amount. An analysis of the more significant revenue sources whose collections totaled less than 75% by the end of third quarter is provided below.

The largest single source of revenue for the City's general operations is real property taxes. Total collections as of March 31, 2014 were \$10,572,972, approximately 96% of budgeted amount.

Revenues related to Personal Property were \$208,444, about 62% of the budgeted amount. Railroad and Public Utilities revenues were \$57,121, about 33% of the budgeted amount. These revenues are not disbursed in a consistent manner, and payments are expected to be received later in the fiscal year. Admission and Amusement taxes are paid on a quarterly basis. The third quarter payment totaling \$31,856 was received in April.

Income Taxes are another major source of operating revenues for the City. As of March 31, 2014, income tax collections were \$1,530,490, 69% of budgeted amount. Due to the timing of payments, most of the income tax revenues will be collected later in the fiscal year.

Revenues from use of money and property were about 49% of the budgeted amount. Investment rates of return continue to be less than anticipated. This revenue source is likely to come in under the budgeted amount for the fiscal year.

Charges for services collections were \$904,329, or 89% of budgeted amount. Revenues for Library fines/fees were 57% and revenues for mulch sales were 53% of budgeted amount. Mulch sales historically increase during the spring.

The total intergovernmental revenue collections for the third quarter totaled \$4,693,261 or 79% of budget. Revenues related to police rebate were \$476,206, about 52% of the budgeted amount. The City received \$238,103 in April 2014. The third quarter payment for Library Aid (\$33,490) was received in April. Cable operating fees totaling approximately \$350,000 are pending due to the negotiation of new franchise contracts.

Stormwater Management Fund

Revenues for the Stormwater Management Fund as of March 31, 2014 totaled \$412,849 or 96% of the budgeted amount.

Fund expenditures totaled \$132,037 or 29% of the budgeted amount. Projects get underway in the spring and are anticipated to be completed by the end of the fiscal year.

Speed Camera Fund

As of March 31, 2014, fines collected for the Speed Camera Fund totaled \$1,293,642 or 72% of the budgeted amount.

Fund expenditures totaled \$1,195,189 or 68% of the budgeted amount.

Special Revenue Fund

Revenues for the Special Revenue Funds as of March 31, 2014 totaled \$688,025 or 95% of the budgeted amount. Cable equipment grant funds are expected to exceed the budgeted amount.

Fund expenditures totaled \$432,052 or 44% of the budgeted amount.

GENERAL FUND REVENUES FOR THE NINE MONTHS ENDED MARCH 31, 2014

| REVENUES BY SOURCE: | <u>Budgeted FY 2014</u> | <u>Actual To Date</u> | <u>Uncollected Revenue</u> | <u>% Collected</u> |
|--|------------------------------------|----------------------------------|---------------------------------------|-------------------------------|
| <i>Taxes and Utility Fees</i> | | | | |
| <i>Real Property</i> | 11,031,639 | 10,572,972 | 458,667 | 95.84% |
| <i>Personal Property</i> | 337,900 | 208,444 | 129,456 | 61.69% |
| <i>RR and Public Utilities</i> | 171,130 | 57,121 | 114,009 | 33.38% |
| <i>Penalties and Interest</i> | 55,000 | 26,340 | 28,660 | 47.89% |
| <i>Admission and Amusement</i> | 136,600 | 64,325 | 72,275 | 47.09% |
| <i>Additions and Abatements</i> | -10,000 | -35,256 | 25,256 | 352.56% |
| <i>Highway</i> | 291,231 | 238,824 | 52,407 | 82.01% |
| <i>Income Tax</i> | 2,214,500 | 1,530,490 | 684,010 | 69.11% |
| | | | | |
| <i>Total--Taxes and Utility Fees</i> | 14,228,000 | 12,663,260 | 1,564,740 | 89.00% |
| | | | | |
| <i>Licenses and Permits</i> | 72,604 | 59,235 | 13,369 | 81.59% |
| | | | | |
| <i>Fines and Forfeitures</i> | 220,300 | 178,536 | 41,764 | 81.04% |
| | | | | |
| <i>Use of Money and Property</i> | 35,000 | 16,979 | 18,021 | 48.51% |
| | | | | |
| <i>Charges for Services</i> | | | | |
| <i>Inspection Fees</i> | 309,000 | 288,456 | 20,544 | 93.35% |
| <i>Public Parking Facilities</i> | 70,000 | 59,197 | 10,803 | 84.57% |
| <i>Waste Collection & Disposal Charges</i> | 75,000 | 61,433 | 13,567 | 81.91% |
| <i>Recreation Programs and Services</i> | 430,650 | 403,052 | 27,598 | 93.59% |
| <i>Library Fines and Fees</i> | 40,000 | 22,602 | 17,398 | 56.51% |
| <i>Passport Services</i> | 35,000 | 43,825 | (8,825) | 125.21% |
| <i>Copying</i> | 1,500 | 6 | 1,494 | 0.40% |
| <i>Advertising--Bus Shelters</i> | 10,000 | 2,867 | 7,133 | 28.67% |
| <i>Farmer's Market</i> | 5,500 | 5,564 | (64) | 101.16% |
| <i>Recyclable Sales</i> | 5,000 | 1,061 | 3,939 | 21.22% |
| <i>Mulch Sales</i> | 20,000 | 10,590 | 9,410 | 52.95% |
| <i>Telephone Commissions</i> | 30 | 16 | 14 | 53.33% |
| <i>Special Trash Pickup</i> | 10,000 | 5,660 | 4,340 | 56.60% |
| | | | | |
| <i>Total--Charges for Services</i> | 1,011,680 | 904,329 | 107,351 | 89.39% |
| | | | | |
| <i>Intergovernmental Revenues</i> | | | | |
| <i>Police Protection (State)</i> | 431,752 | 323,814 | 107,938 | 75.00% |
| <i>State & County Projects</i> | 75,000 | 39,987 | 35,013 | 53.32% |
| <i>State Grants - other</i> | 10,000 | 10,000 | - | 100.00% |
| <i>Bank Share Tax</i> | 5,643 | - | 5,643 | - |
| <i>Library Aid</i> | 108,810 | 66,980 | 41,830 | 61.56% |
| <i>Police Rebate</i> | 916,295 | 476,206 | 440,089 | 51.97% |

| REVENUES BY SOURCE: | <u>Budgeted FY 2014</u> | <u>Actual To Date</u> | <u>Uncollected Revenue</u> | <u>% Collected</u> |
|--|------------------------------------|----------------------------------|---------------------------------------|-------------------------------|
| <i>In Lieu of Police</i> | 2,515,147 | 2,515,147 | - | 100.00% |
| <i>In Lieu of Roads Maintenance</i> | 743,199 | 743,199 | - | 100.00% |
| <i>In Lieu of Parks Maintenance</i> | 72,913 | 72,913 | - | 100.00% |
| <i>In Lieu of Crossing Guard</i> | 182,384 | 182,384 | - | 100.00% |
| <i>Takoma/Langley Rec. Agreement</i> | 87,650 | 43,825 | 43,825 | 50.00% |
| <i>Hotel Motel Tax</i> | 85,000 | 59,711 | 25,289 | 70.25% |
| <i>Cable Franchise Fees</i> | 247,619 | 121,771 | 125,848 | 49.18% |
| <i>Cable—Operating</i> | 425,000 | 37,324 | 387,676 | 8.78% |
| <i>Total--Intergovernmental Revenues</i> | 5,906,412 | 4,693,261 | 1,213,151 | 79.46% |
| Miscellaneous | | | | |
| <i>Federal Grant</i> | - | 1,439 | (1,439) | - |
| <i>Tree Fund</i> | 15,000 | 15,000 | - | 100.00% |
| <i>Sales of Impounded Property</i> | 2,000 | 449 | 1,551 | 22.45% |
| <i>Other</i> | 37,000 | 20,910 | 16,090 | 56.51% |
| <i>Insurance Claims</i> | 3,000 | - | 3,000 | - |
| <i>Administrative Fees--Parking</i> | 2,000 | 1,725 | 275 | 86.25% |
| <i>Donations</i> | 5,550 | 420 | 5,130 | 7.57% |
| <i>Total--Miscellaneous</i> | 64,550 | 39,943 | 24,607 | 61.88% |
| Total Operating Revenues | 21,538,546 | 18,555,543 | 2,983,003 | 86.15% |
| Sale of City Property | 4,500 | 4,245 | 255 | 94.33% |
| Total Revenues | 21,543,046 | 18,559,788 | 2,983,258 | 86.15% |

GENERAL FUND EXPENDITURES
FOR THE NINE MONTHS ENDED
March 31, 2014

| EXPENDITURES BY DEPARTMENT: | <u>Budgeted FY 2014</u> | <u>Expenditures To Date</u> | <u>Available Balance</u> | <u>% Expended</u> |
|--|------------------------------------|--|-------------------------------------|------------------------------|
| General Government | | | | |
| Legislative | 197,100 | 142,571 | 54,529 | 72.33% |
| General Management | 801,276 | 485,877 | 315,399 | 60.64% |
| Finance | 507,993 | 383,106 | 124,887 | 75.42% |
| Legal | 233,025 | 141,355 | 91,670 | 60.66% |
| Information Systems | 493,424 | 351,165 | 142,259 | 71.17% |
| Human Resources | 318,759 | 216,000 | 102,759 | 67.76% |
| City Clerk | 266,934 | 176,840 | 90,094 | 66.25% |
| Total--General Government | 2,818,511 | 1,896,914 | 921,597 | 67.30% |
| Public Safety | | | | |
| Office of the Chief | 475,286 | 318,974 | 156,312 | 67.11% |
| Communications | 567,220 | 337,606 | 229,614 | 59.52% |
| Operations | 3,331,275 | 2,829,113 | 502,162 | 84.93% |
| Support Services | 1,575,694 | 999,207 | 576,487 | 63.41% |
| Administrative Services | 669,490 | 498,695 | 170,795 | 74.49% |
| Total--Public Safety | 6,618,965 | 4,983,595 | 1,635,370 | 75.29% |
| Public Works | | | | |
| Administration | 573,234 | 315,113 | 258,121 | 54.97% |
| Building Maintenance | 880,591 | 630,897 | 249,694 | 71.64% |
| Equipment Maintenance | 505,581 | 331,814 | 173,767 | 65.63% |
| Right-of-Way | 1,002,112 | 775,765 | 226,347 | 77.41% |
| Solid Waste Management | 809,733 | 592,433 | 217,300 | 73.16% |
| Gardens | 196,478 | 141,908 | 54,570 | 72.23% |
| Urban Forest | 242,727 | 125,253 | 117,474 | 51.60% |
| City Engineer | 222,598 | 109,950 | 112,648 | 49.39% |
| Total--Public Works | 4,433,054 | 3,023,133 | 1,409,921 | 68.20% |
| Recreation | | | | |
| Administration | 1,067,665 | 682,209 | 385,456 | 63.90% |
| TP Recreation Center | 95,650 | 54,526 | 41,124 | 57.01% |
| Community Programs | 65,025 | 28,853 | 36,172 | 44.37% |
| Athletic Fields/Facilities | 44,000 | 13,800 | 30,200 | 31.36% |
| Camps | 44,600 | 27,496 | 17,104 | 61.65% |

| | | | | |
|-------------------------------------|------------------|----------------|----------------|---------------|
| <i>Before/After School Programs</i> | 54,450 | 28,089 | 26,361 | 51.59% |
| <i>Community Center</i> | 205,055 | 110,194 | 94,861 | 53.74% |
| | | | | |
| <i>Total--Recreation</i> | 1,576,445 | 945,167 | 631,278 | 59.96% |

| <i>EXPENDITURES BY DEPARTMENT:</i> | <i>Budgeted FY 2014</i> | <i>Expenditures To Date</i> | <i>Available Balance</i> | <i>% Expended</i> |
|---|------------------------------------|--|-------------------------------------|------------------------------|
| <i>Housing & Comm. Development</i> | | | | |
| <i>Code Enforcement</i> | 480,425 | 325,017 | 155,408 | 67.65% |
| <i>Landlord-Tenant</i> | 125,414 | 92,705 | 32,709 | 73.92% |
| <i>Administration</i> | 180,119 | 80,149 | 99,970 | 44.50% |
| <i>Rent Stabilization</i> | 79,629 | 52,435 | 27,194 | 65.85% |
| <i>Community Development</i> | 571,376 | 281,403 | 289,973 | 49.25% |
| <i>Affordable Housing</i> | 277,159 | 142,484 | 134,675 | 51.41% |
| | | | | |
| <i>Total--Housing & Comm. Dev.</i> | 1,714,122 | 974,193 | 739,929 | 56.83% |
| | | | | |
| <i>Communications</i> | 441,450 | 294,871 | 146,579 | 66.80% |
| | | | | |
| <i>Library</i> | | | | |
| <i>Library</i> | 1,069,933 | 743,414 | 326,519 | 69.48% |
| <i>Computer Learning Center</i> | 90,898 | 54,767 | 36,131 | 60.25% |
| | | | | |
| <i>Total--Library</i> | 1,160,831 | 798,181 | 362,650 | 68.76% |
| | | | | |
| <i>Debt Service</i> | 373,529 | 55,014 | 318,515 | 14.73% |
| | | | | |
| <i>Non-Departmental</i> | 1,183,002 | 782,652 | 400,350 | 66.16% |
| | | | | |
| <i>Capital Outlay</i> | 3,431,442 | 1,114,805 | 2,316,637 | 32.49% |
| | | | | |
| <i>Total Expenditures</i> | 23,751,351 | 14,868,525 | 8,882,826 | 62.60% |

*OTHER FUNDS REVENUES
FOR THE NINE MONTHS ENDED
March 31, 2014*

| <i>REVENUES BY FUNDS</i> | <i><u>Budgeted FY 2014</u></i> | <i><u>Actual To Date</u></i> | <i><u>Uncollected Revenue</u></i> | <i><u>% Collected</u></i> |
|--|---|---|--|--------------------------------------|
| | | | | |
| <i>Special Revenue Fund</i> | 726,781 | 688,025 | 38,756 | 94.67% |
| | | | | |
| <i>Stormwater Management Fund</i> | 431,900 | 412,849 | 19,051 | 95.59% |
| | | | | |
| <i>Speed Camera Fund</i> | 1,801,600 | 1,293,642 | 507,958 | 71.81% |

*OTHER FUNDS EXPENDITURES
FOR THE NINE MONTHS ENDED
March 31, 2014*

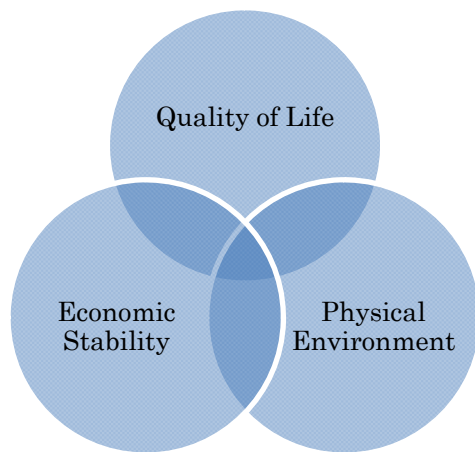
| <i>EXPENDITURES BY FUNDS</i> | <i><u>Budgeted FY 2014</u></i> | <i><u>Expenditures To Date</u></i> | <i><u>Available Balance</u></i> | <i><u>% Expended</u></i> |
|--|---|---|--|-------------------------------------|
| | | | | |
| <i>Special Revenue Fund</i> | 989,533 | 432,052 | 557,481 | 43.66% |
| | | | | |
| <i>Stormwater Management Fund</i> | 448,900 | 132,037 | 316,863 | 29.41% |
| | | | | |
| <i>Speed Camera Fund</i> | 1,757,754 | 1,195,189 | 562,565 | 68.00% |

HOUSING & COMMUNITY DEVELOPMENT

Preserving housing and facilitating community revitalization

Department Mission

To preserve housing and facilitate community revitalization and economic development



Quality of Life

- Arts and Humanities
- Community Grant Programs
- Landlord Tenant Assistance
- Rental Housing Licensing
- Safe Routes to School
- Transportation

Physical Environment

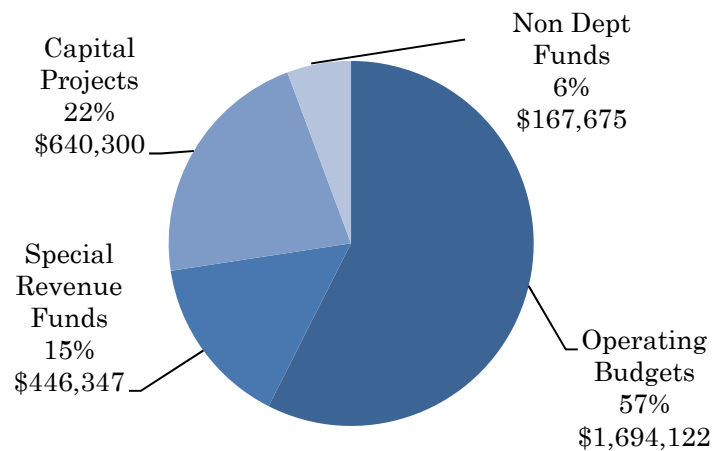
- Anti-Littering Campaign
- Housing Repair and Rehabilitation
- Planning and Land Development
- Property Maintenance Code Enforcement

Economic Stability

- Affordable Housing
- Economic Development
- Emergency Assistance Program

Q3 Operating Expenditures and Budget

The HCD Department's budget responsibilities include the oversight and administration of a total of \$2.19 million in funds from number of sources: general operating funds, special revenue funds (grants), non-departmental funds and capital project funds.



Expenditure History Operating Budgets

| FY | Total |
|------|-------------|
| FY10 | \$1,267,039 |
| FY11 | \$1,150,501 |
| FY12 | \$1,176,411 |
| FY13 | \$1,267,776 |

FY 2014 Operating Expenditures

| Quarter | Expenditures |
|---------|--------------|
| 1 | \$276,927.74 |
| 2 | \$392,528.16 |
| 3 | \$299,819.29 |

QUALITY OF LIFE

Quality of Life programming offered by the Department is diverse in nature and intended to improve the physical, cultural and social wellbeing of community residents.

- We Are Takoma: Nineteen programs were held as part of the *We Are Takoma* series, including two gallery openings, three film screenings, three poetry readings as well as the launch of a new storytelling series, *The Grapevine*.
- CDBG Grants: Four public service projects, funded through the Community Development Block Grants (CDBG), were monitored this quarter. Grantees submitted two quarterly reports to the county summarizing activities from October 2013 through March 2014.
- Commission on Landlord-Tenant Affairs (COLTA): Three cases were filed with the Commission this quarter: two security deposit complaints and a notice to vacate case. Each is in the process of being resolved.
- Community Grants Program: Proposed revisions to the City's grants process were approved by Council in February resulting in the restructuring of the responsibilities of the Grant Review Committee and the creation of four new grant programs: Mini Grants, Cultural and S.T.E.M. (Science, Technology, Engineering and Mathematics) Grants Program, and Operational Support Grants, and Capital Project Grants.
- Landlord – Tenant Disputes: Community organizers continued to work with the tenants and management at two hi-rise properties undergoing major renovations. (7777 and 7667 Maple Avenue). Their goal has been to help tenants resolve any issues that may come up during planned renovations.
- Crossroads Farmers Market: The Crossroads Market received approval for a new Anne Street location for their Wednesday market season. To accommodate the market, Anne Street will be closed to through traffic from Hammond Avenue to University Boulevard from June to November. Opening day is Wednesday, June 4th.
- Bikeways Public Open House: On March 24, planning staff held a public meeting to share updates and gather community feedback on upcoming bike improvements and events (including Bike to Work Day, May 16). Staff also sought input to update the Bike Takoma Park brochure and map.

PHYSICAL ENVIRONMENT

Physical Environment programming is designed to protect the health and wellbeing of the community through the development, preservation and enhancement of public and private infrastructure.

- Anti-Littering Initiative: The City launched the education and outreach program this quarter. Partnering with the Alice Ferguson Foundation, the City used several methods

including magnets dispersed through the City Newsletter and signs on the sides of City vehicles including trash trucks.

- Takoma Junction: The City issued a request for proposals for development of the City-owned parking lot between TPSS Co-op at 201 Ethan Allen Avenue and Takoma Auto Clinic at 7221 Carroll Avenue. Proposals are due May 28, 2014. Details can be found online at: <http://www.takomaparkmd.gov/hcd/takoma-junction-rfp>.
- ULI Technical Assistance Grant: The City received a technical assistance grant from the Urban Land Institute to examine the two large shopping centers at the Takoma Langley Crossroads and address questions regarding the impact of the Transit Station and the Purple Line on locally-owned, independent businesses.
- Exterior Home Repair Program: Requests for Proposals were announced with bids received from local contractors for roof repair (four bids), tree removal/trimming (3 bids), and general construction (three bids). Contractors were selected based on price, experience and the responsiveness of their proposals. Required tree work was completed in March. Roof work and exterior repair will start in April. A total of 20 homes will be repaired this spring and summer.

ECONOMIC STABILITY

Economic Stability programming is designed to enhance and increase opportunities for local businesses, preserve available affordable housing options, and provide lower income residents with needed resources and an improved standard of living; Programing includes the facilitation of partnerships between government agencies, the business community, and the not-for-profit sector.

- Tenant Purchase of Property: Community Organizers assisted in facilitating a Tenant Association's purchase of their seven unit rental property (650 Kennebec Avenue) under the Tenant Opportunity to Purchase law. Tenants will be partnering with a developer who will convert the property into condominiums.
- Emergency Assistance Fund: Thirty-five families received financial assistance from Ministries United Silver Spring Takoma Park (MUSST) for emergency housing, food and medical needs this quarter. \$13,438 was distributed from the City's Emergency Assistance Fund. Educare Support Services distributed, under contract with the City, food to 128 families for each of the months of this quarter, received food distributions from

HOUSING AND COMMUNITY DEVELOPMENT DEPARTMENT PROGRAM ACTIVITY

| | PROGRAMMING | TERM | STATUS NOTES | |
|-----------------------|--|---------------|-----------------------------|---|
| Quality of Life | ARTS AND HUMANITIES | | | |
| | "We Are Takoma" series | 2011-2014 | ● | New storytelling series launched |
| | COMMUNITY GRANT PROGRAM | | | |
| | Community Development Block Grants | Core Function | ● | |
| | Takoma Park Community Grants | 2013-2014 | ● | New program guidelines adopted |
| | LANDLORD TENANT PROGRAMS | | | |
| | Mediation and Conflict Resolution | Core Function | ● | 3 COLTA complaints filed |
| | Tenant Capacity Building Program | 2004-2014 | ● | Focus on 7777 and 7667 Maple Ave |
| | RENTAL HOUSING | | | |
| | Landlord Certification Seminars | Core Function | ● | Initiated restructuring of seminar |
| | Licensing and Registration | Core Function | ● | Finalized Owner Occupied Group House Registration Process |
| | Tenant Rights Seminars | 2009 - 2014 | ● | |
| | SAFE ROUTES TO SCHOOL | | | |
| Programming | 2007-2016 | ● | | |
| Sidewalk Construction | 2007-2014 | ● | | |
| Economic Stability | AFFORDABLE HOUSING | | | |
| | Education and Outreach | Core Function | ● | First Time Home Owners Class |
| | Rent Stabilization Program | Core Function | ● | 247 rent reports accepted |
| | Tenant Opportunity to Purchase | Core Function | ● | Assisted tenants at 650 Kennebec |
| | ECONOMIC DEVELOPMENT | | | |
| | Business Resources and Support | Core Function | ● | |
| | Commercial Property Improvements | 2012-2014 | ● | CDBG / CL programs completed |
| | Public Amenities | Core Function | ● | RFQ for Green Roof Furniture |
| | Public Art | 2012-2014 | ● | |
| | EMERGENCY ASSISTANCE | | | |
| | Emergency Assistance Fund | 2009-2014 | ● | 35 families served |
| | Food Bank | 2013-2014 | ● | 128 families served |
| | TRANSPORTATION | | | |
| | Bike Education and Outreach | Core Function | ● | Bikeways Open House |
| | Maryland Bikeways Grant | 2012 - 2016 | 🔄 | |
| Transit Improvements | Core Function | ● | | |
| Physical Environment | ANTI-LITTERING INITIATIVE | | | |
| | Education and Outreach | 2013-2014 | ● | Launched education campaign |
| | HOUSING REPAIR AND REHABILITATION | | | |
| | Exterior Home Repair Program | 2012-2014 | ● | Work orders issued |
| | DEVELOPMENT REVIEW | | | |
| | Project review and permit letters | Core Function | ● | 41 permit letters issued |
| | LONG-RANGE PLANNING AND LAND DEVELOPMENT | | | |
| | Multi-way Boulevard | 2008 - | 🔄 | |
| | Ethan Allen Gateway Streetscape | 2011 - 2016 | ● | |
| | Takoma Junction City-Owned Lot | 2012 - | 🔄 | Release of RFP |
| | Junction Ped/Parking improvements | 2012 - 2015 | ● | SHA field mtg for Grant crosswalk |
| | B.Y. Morrison Redesign/Repair | 2013 - | ○ | |
| | Redevelopment of Rec Center | 2012 - | ○ | |
| PROPERTY MAINTENANCE | | | | |
| Inspections Program | Core Function | ● | 53 cases closed | |
| Sign Removal | 2009 - 2014 | ● | 1,159 illegal signs removed | |

Status of Projects

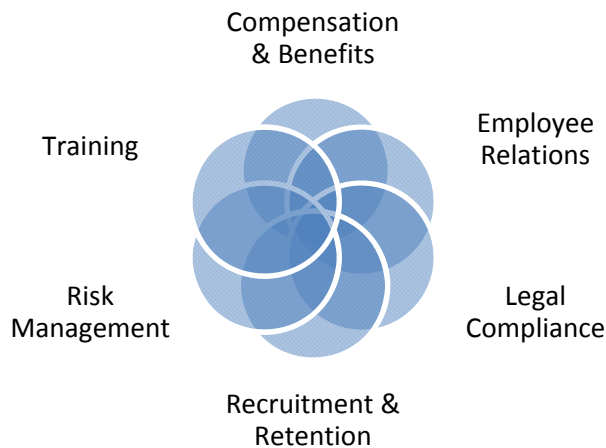
- | | |
|-------------------|-------------------|
| ○ Not yet started | ● Nearly complete |
| ● Initial stages | ● Completed |
| ● Mid-point | |

HUMAN RESOURCES

Championing quality, efficiency and effectiveness through a dedicated workforce and cooperative spirit

Department Mission

The Human Resources Department provides effective and responsive human resources related services and support in the areas of compensation & benefits, employee relations, legal compliance, recruitment & retention, risk management, and training for the City's employees and management to foster a positive work environment and accomplishment of City departmental and overall strategic goals.



- Compensation & Benefits
 - Health, Dental, Life Insurance
 - Retirement Plans
 - Compensation Programs & Structure
- Employee Relations
 - Consultation
 - Conflict Resolution
 - Investigation
- Legal Compliance
 - Employment Law
 - Union agreements
- Recruitment & Retention
 - Applicant Management
 - Orientation
 - Employee Engagement
- Risk Management
 - Health & Safety Programs
 - Unemployment Administration
- Training
 - Professional Development

Operating Expenditures and Budget

As a non-income producing unit, the Human Resources Department's financial focus is to ensure proper use of funds and to achieve cost savings by increasing efficiency wherever possible in its areas of operation.

The decrease in expenditures from Q3 FY2013 is due largely to the normalization of the department in FY2014. FY2013 was a period of significant change for the Department causing an uptick in overall expenditures as areas of need were identified and addressed. FY2014 is moving toward normalization and stabilization of expenditures. Q3 expenses are trending higher than previous quarters due to the payment for the applicant tracking and performance appraisal system occurring in this quarter.

| Q3 EXPENDITURE HISTORY | |
|-------------------------------|-----------|
| Fiscal Year | Total |
| FY11 | \$98,830 |
| FY12 | \$79,031 |
| FY13 | \$114,514 |
| FY14 | \$95,962 |

| FY2014 BUDGET EXPENDITURES | |
|-----------------------------------|----------|
| Quarter | Total |
| 1 | \$48,580 |
| 2 | \$71,456 |
| 3 | \$95,962 |
| 4 | |

ADMINISTRATIVE & INTERNAL UPDATES

- HR Director received certification as Senior Professional in Human Resources (SPHR) by Human Resources Certification Institute

COMPENSATION & BENEFITS

To maintain a salary structure competitive to similarly situated municipalities and to provide a high level of quality benefits which, as a complete package, will attract new talent and encourage staff retention.

- Selected and received approval from Council to enter into an agreement with Condrey & Associates to conduct the compensation and benefits study for the City. The project gets underway in April and a report from the consultant is expected in mid- to late-July.
- The Department began to prepare for open enrollment. The meetings will be held May 12th -16th with the new benefit elections effective July 1st.

- Based on the additional taxes through the Affordable Care Act and the trends in the market, the City anticipated an increase of 15% in the cost of medical coverage but was able to obtain, through negotiations an increase of less than 5%.
- There is no expectation that additional benefits will be offered this coming fiscal year.

RECRUITMENT & RETENTION

To provide administrative and professional support to hiring managers and the City which will decrease time to fill positions and allow staff to focus on the work of their department.

New Hires: Over the quarter, the City recruited and hired 6 employees, including one part-time position.

| Department | Job Title | Type | Reason | # of Positions |
|-------------------|--------------------------|-------------|---------------|-----------------------|
| Police | Dispatcher | Full-Time | Replacement | 2 |
| Police | Police Cadet | Full-Time | Replacement | 1 |
| Recreation | Recreation Supervisor | Full-Time | Replacement | 1 |
| Recreation | Recreation Prog. Assist. | Part-Time | Replacement | 1 |
| Recreation | Recreation Aide | Part-Time | Replacement | 1 |

Employment Separations: Overall, separations from employment for the City remained consistent with previous quarters with the exception of the loss of our beloved Council Member Kay Daniels-Cohen.

| Department | Job Title | Type | # of Positions |
|-------------------|--------------------------|-------------|-----------------------|
| Cable Media | Intern | Part-Time | 1 |
| Legislative | Council Member | Part-Time | 1 |
| Police | Crime Analyst | Full-Time | 1 |
| Police | Police Sergeant | Full-Time | 2 |
| Public Works | Custodian | Full-Time | 1 |
| Recreation | Recreation Aide | Part-Time | 1 |
| Recreation | Recreation Attendant | Part-Time | 1 |
| Recreation | Recreation Prog. Assist. | Part-Time | 1 |

Promotions: This quarter saw an increase in promotions over the past several quarters. All of the promotions were in the Police Department.

| Department | Old Job Title | New Job Title | New Position Type | # of Positions |
|-------------------|----------------------------|----------------------|--------------------------|-----------------------|
| Police | Dispatcher | Police Cadet | Full-Time | 1 |
| Police | Police Corporal | Police Sergeant | Full-Time | 2 |
| Police | Police Private First Class | Police Corporal | Full-Time | 3 |

We are seeing a gradual decrease in the length of time required to recruit and hire candidates for positions. This is due largely to hiring managers' desire to move quickly and the ease with which they are able to do so using the online applicant tracking system.

RISK MANAGEMENT

To reduce City and Staff exposure to risk of hazards and liability by means of proactive training, regular safety hazard and risk analysis, prompt action in response to concerns, wellness activities, and thorough claims management.

- Began development of Safety Manual for the City's employees. Expected completion is 1st quarter FY 2015.
- Orientation to the Employee Assistance Program
 - The Wellness committee conducted an overview of the services provided by the employee assistance program offered by the City.

TRAINING

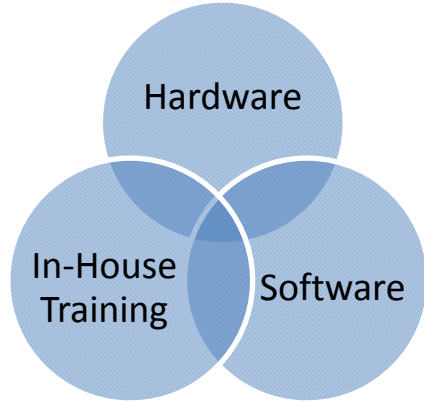
To improve staff productivity, effectiveness and service to the City by providing useful and relevant training

- Defensive Driving training on March 6th, 12 employees in attendance
- Supervisory Training - Effective Supervisory Practices through ICMA
 - Six part training session held monthly via webinar. The City, through the HR Department facilitates a mid-session follow-up each month for in depth review and practice of training topics. 37 supervisors are participating. The training will conclude in late June.

INFORMATION TECHNOLOGY/ WEB

Department Mission

Department provides information technology support and web administration for the City of Takoma Park government.



Hardware Environment

- Staff Workstations/Equipment
- Servers
- Routers, Switches and Infrastructure

Software Environment

- OS and Required Software
- Backups and Continuity of Operation

Building Automation and Security

- Staff IDs and access
- Building automation and temp

Public and In-House Training

- Computer center technical support
- Staff training and orientation

Q4 Operating Expenditures and Budget

In addition to staff salaries; the division is responsible for the cost of keeping city computers connected to the internet. Phone services for staff, both land based and wireless that ensure the lines of communication with the public stay connected, also fall under the departments budgetary responsibilities. Departmental funds also pay for software maintenance, subscriptions to virus and malware protection services, spam and content filtering equipment, and off-site storage that keep our systems secure, redundant, and sustainable.

| Q3 EXPENDITURE HISTORY | |
|------------------------|--------------|
| Fiscal Year | Total |
| FY11 | \$ 69,271.11 |
| FY12 | \$ 95,311.29 |
| FY13 | \$ 92,090.33 |
| FY14 | \$ 92,029.25 |

| FY2014 BUDGET EXPENDITURES | |
|----------------------------|--------------|
| Quarter | |
| 1 | \$160,454.07 |
| 2 | \$ 98,681.34 |
| 3 | \$ 92,029.25 |
| 4 | |

Activity Highlights

This quarter Information Systems staff responded to 1232 calls for service.

Information Systems Service Calls

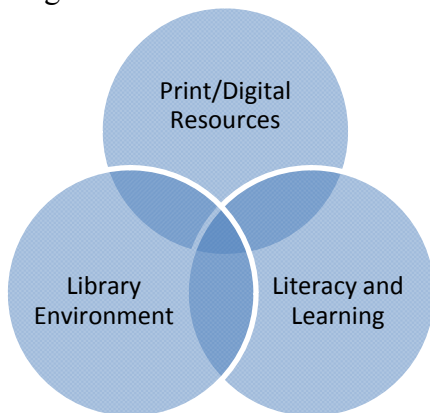
| | Q1 | | Q2 | | Q3 | | Q4 |
|------|------|--|------|--|------|--|------|
| FY12 | 556 | | 711 | | 1008 | | 1011 |
| FY13 | 1093 | | 790 | | 1049 | | 1308 |
| FY14 | 1510 | | 1515 | | 1232 | | |

- **Increased virtualization capabilities:** A fully redundant and more robust virtual server solution will provide reliability and performance. Using a combination of existing server hardware and new shared storage from Synology along with VMWare Essentials software, we've built a reliable and scalable virtual environment for our servers that will ensure future grow capability and increased performance needs. VMWare components installed at Public Works and the City Building are at the core of our enhanced virtualization capabilities.
- **Increased secure staff access to the internet:** Redundant firewall appliances and edge routers now ensure reliable, secure, and redundant connections to the internet. The new equipment gives the City the capacity to increase gateways (connections) to the internet from the 3 to 6.
- **E-Vouchers for paystubs rolled out**
- **Brought a new server online to manage backups:** All user files are now stored in a larger disk array. The management software now runs on a separate server resulting in faster backups.
- **Upgraded the SMART boards in the Community Center and Public Works:** New small profile computers with increased memory and processor capacity were purchased and installed.
- **Purchased and configured new software for police internal affairs investigations:** Police administration staff will use the new database server and IAPro software to keep track of all internal affairs complaints and investigations.

LIBRARY

Department Mission

To respond to the literary, educational and informational needs of a diverse community, by providing and promoting resources and services that match community interests, promote literacy and learning, nurture the imagination, and present a broad range of views within an inviting and safe environment.



Print/Digital Resources

- Books – including Spanish and French
- Magazines/Newspapers
- Audio books
- Magazine Databases
- On-line Reference Resources
- Language Learning Resources
- On-line Books
- Streaming Audio books

Literacy and Learning

- Reading Readiness Programs
- Spanish and French Programs
- Instruction for Elementary School Classes
- Public Speakers Programs
- Book Discussions
- Computer Center Programs

Library Environment

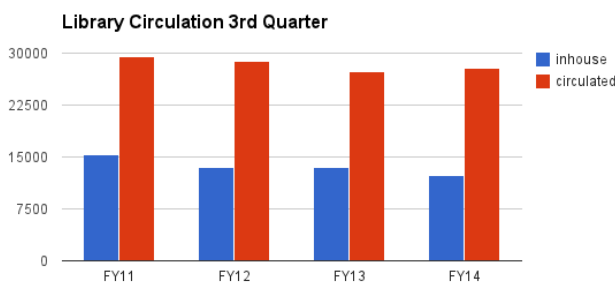
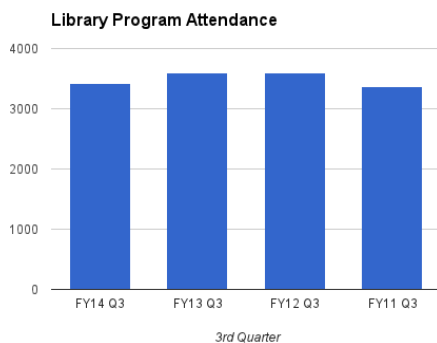
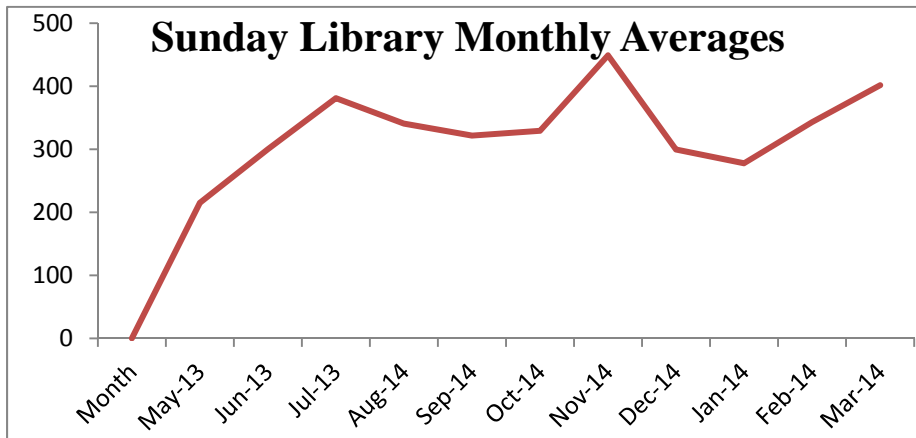
- Library Building
- Library Atmosphere
- Staff Assistance

Q3 Operating Expenditures and Budget

The Library's operating budget remained stable through FY10. In FY 11 our FTEs were reduced by 0.72. We lost a 15 hour Library Shelver and 14 hours of operation in the Computer Center. In FY 13, 10 weekday hours were restored in the Computer Center. In FY 14 our FTEs were increased to 10.16, enabling us to restore Sunday operating hours in the Computer Center, and open the Library on Sunday for the first time.

| Q3 EXPENDITURE HISTORY | |
|------------------------|------------|
| Fiscal Year | Total |
| FY11 | \$ 470,311 |
| FY12 | \$ 465,653 |
| FY13 | \$ 529,127 |
| FY14 | \$ |

| Budget | |
|--------|--------------|
| FY11 | \$ 992,559 |
| FY12 | \$ 1,024,696 |
| FY13 | \$ 1,048,998 |
| FY14 | \$ 1,160,831 |



Administrative Updates

- Children's and Teen Librarian Karen MacPherson's article on her 23 years as a children's book reviewer for Scripps-Howard was published in "Publishers Weekly" in January. She also attended the ALA Midwinter Conference in January.
- Student John Williamson was our full-time intern for a short period in January.

Communication/Outreach

- We continued to post information to all our social media outlets, although we changed our method of posting to Facebook – disconnecting it from our other feeds and placing only independent posts there, many with photographs from our children's room.

- After watching users go through our site and noting their reluctance to scroll down, we reconfigured our web pages, both desk size and mobile, to make the information displays more horizontal, less vertical.

Children and Young Adult Author Events

Many author programs are offered through a partnership with Politics and Prose Bookstore.

- George O'Connor on January 29 – This popular author/illustrator of graphic novels is well-known for his adaptations of classic mythology, including “Athena” and “Zeus.”
- Author and Educator and author of “Socrates Café” and “Constitution Café” Christopher Phillips engaged 22 participants of all ages in a spirited discussion of the Preamble to the U.S. Constitution on February 18.
- 35 young children in colorful costume and their parents attended a “Rainbow Fairies Party” on January 25, which highlighted stories and crafts.
- Our “Winter Quest” wrap -up party on January 13 engaged about 20 young readers with shared stories about the books they enjoyed over winter break.
- Our regularly scheduled programs for children included a variety of Sunday afternoon craft, yoga and fashion design programs, Tuesday morning Circle Times, Thursday Spanish Circle Time, French Circle Time, Bedtime Stories, Caldecott Club and Comics Jam.
- “Little Free Library”: Our first was purchased by the Friends of the Library, and installed in front of the Co-op on January 4th. Photos and information are now included on the national web site at: www.littlefreelibrary.org
- Friends of the Library Reading Group featured discussions of “Salvage the Bones” on February 11, and a lecture introducing a series of discussions on Homer’s “Iliad” on March 19. Twenty-seven people attended the lecture by Classics Professor Paul Winter, which was videotaped for Takoma Park Cable.

| | Public Programs | School Programs | Adult Programs | Total |
|----------|-----------------|-----------------|----------------|-------|
| Programs | | | | |
| FY14 Q3 | 51 | 12 | 9 | 72 |
| FY13 Q3 | 53 | 11 | 8 | 72 |
| FY12 Q3 | 50 | 13 | 0 | 63 |
| FY11 Q3 | 53 | 11 | 0 | 64 |

Computer Center Statistics - 3rd Quarter

| FY14 Q3 | sessions | % | hours | % |
|----------------|-----------------|----------|--------------|----------|
| library | 711 | 12% | 393 | 10% |
| senior room | 1248 | 21% | 608 | 15% |
| rooms A and B | 3973 | 67% | 3044 | 75% |
| Total | 5932 | | 4045 | |

| FY13 Q3 | sessions | % | hours | % |
|----------------|-----------------|----------|--------------|----------|
| library | 815 | 16% | 200 | 6% |
| senior room | 902 | 18% | 650 | 19% |
| rooms A and B | 3378 | 66% | 2486 | 75% |
| Total | 5095 | | 3336 | |

| FY12 Q3 | sessions | % | hours | % |
|----------------|-----------------|----------|--------------|----------|
| library | 400 | 8% | 94 | 3% |
| senior room | 903 | 18% | 504 | 14% |
| rooms A and B | 3837 | 75% | 3033 | 84% |
| Total | 5140 | 3631 | | |

| FY11 Q3 | sessions | % | hours | % |
|----------------|-----------------|----------|--------------|----------|
| library | 2166 | 30% | 546 | 11% |
| senior room | 582 | 8% | 558 | 12% |
| rooms A and B | 4487 | 62% | 3669 | 77% |
| Total | 7235 | 4773 | | |

In January and February we continued our Sunday afternoon MOOC with “Everyday Morality” taught by Paul Bloom at Yale. The conversations were lively, and not only did all participants finish the course; most attended every discussion.

The “History of American Capitalism,” from Cornell, began in March, and our Library is being publicly praised by the instructors as a model for the future of adult continued learning. They are interviewing some of our participants, and are planning to write about it in “The Huffington Post.”

During regular Computer Center hours, staff continued to help people locate and apply for jobs, complete immigration paperwork, and stay in touch with their friends and families.

POLICE

Department Mission

The Police Department seeks to enhance the quality of life in the community by working cooperatively with the public and within the framework of the U.S. Constitution and the State of Maryland to enforce the laws, preserve the peace, reduce fear of crime and provide for a safe environment.

Staffing

We have hired two new cadets in January, Officer Elfadl and Officer Garrison. On a side note Cadet Garrison is following a family tradition as she is the daughter of Captain Dan Frishkorn of the Takoma Park Police and granddaughter of Officer Daniel C. Frishkorn of the Montgomery County Police Department. In addition, one of the dispatch vacancies was filled leaving one opening. A hiring process was on-going to fill the remaining three officer vacancies.

Q3 Operating Expenditures and Budget

The Police Department completed the third quarter within the anticipated budget. The department completed most capital expenditures for FY 14. The department has had a small salary savings during the due to staffing vacancies in both sworn and non-sworn staff. The department has spent 75% of its budget.

| FY2013 BUDGET EXPENDITURES | |
|-------------------------------|----------------|
| Quarter | |
| 1 | \$1,270,001.70 |
| 2 | \$2,332,500.60 |
| 3 | \$4,987.595.00 |
| 4 | |

CRIME TRENDS

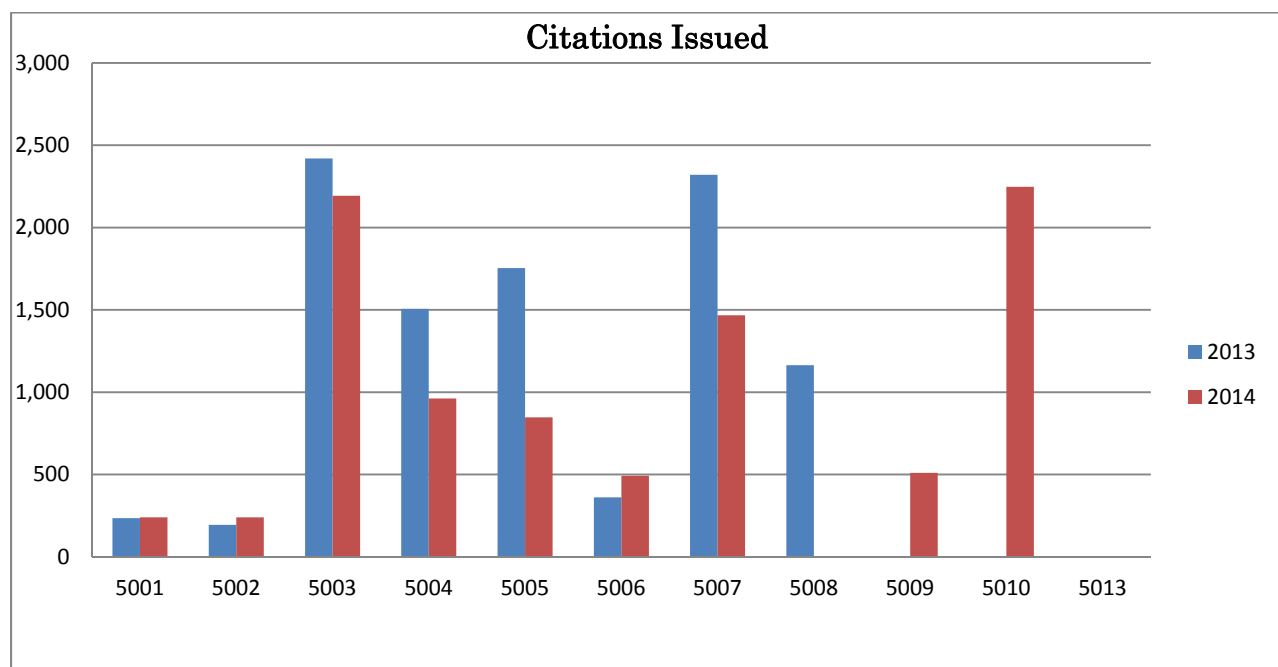
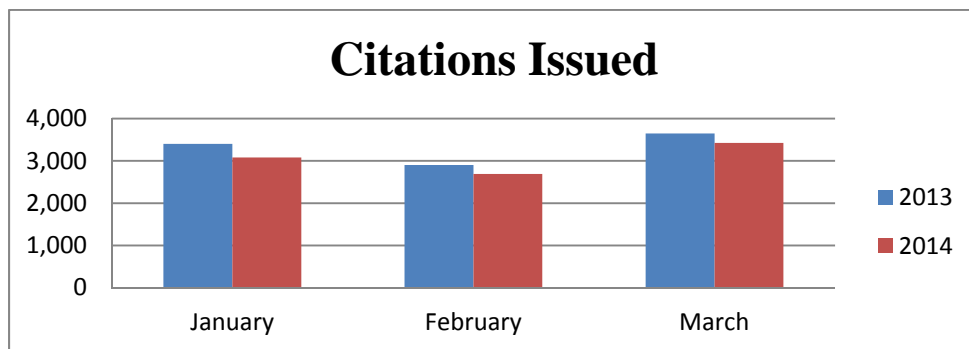
Carjackings: Border communities to Takoma Park including the 4th and 5th Districts in DC and Prince George's County have been experiencing an increase in carjackings and stolen cars. Takoma Park has seen two carjackings in the beginning of the year while Hyattsville experienced a 150% increase since last year. The pattern for many of these surrounding communities is the same with the same subjects committing street robberies using the carjacked or stolen vehicles to commit crimes in the region.

Robbery : We had three related street robberies during January and one in March. The Takoma Park Police has made arrests in both carjackings and two of the street robberies. We also believe the same individuals committed the other two street robberies. As a result of our investigations, we determined that members of the Kennedy St./Rittenhouse crew were responsible for a large number of stolen autos, robberies, carjackings and thefts from auto in Maryland and DC.

Two search warrants were executed on one suspect's home resulting in additional evidence in both Takoma Park cases as well Prince George's County and DC.

Burglaries: DC's 4th District and the adjacent Silver Spring District to Takoma Park experienced a rash of apartment burglaries in the third quarter. Takoma Park had two over this time period. Some suspects have been identified and warrants obtained.

SAFE SPEED



The third quarter saw an 8% decrease in total citations issued.

- 5001 - 400 Ethan Allen E/B
- 5002 - 500 Ethan Allen W/B
- 5003 - 7300 New Hamp N/B

- 5004 - 7400 New Hamp S/B
- 5005- 900 University E/B
- 5006 - 900 East West W/B
- 5007- 7400 Carroll N/B
- 5008 - 7400 Carroll S/B
- 5009 - 7300 New Hamp N/B
- 5010 - 7400 New Hamp S/B
- 5013 - 6900 New Hamp N/B

CRIME SUMMIT

On February 27, Takoma Park hosted and coordinated a multi-jurisdictional crime summit. The event was held in the auditorium and was attended by more than 200 members of the community and featured a panel included Takoma Park Police Chief Alan Golberg, Montgomery County Police Chief J. Thomas Manger, Prince George's County Police Chief Mark Magaw, District of Columbia Police Chief Cathy Lanier, Maryland-National Capital Park Police Chief Antonio DeVaul, Metro Transit Police Chief Ron Pavlik, University of Maryland Police Chief David Mitchell and Marcus Brown, Maryland's superintendent of police. The event was moderated by Mayor Bruce Williams and Maryland Comptroller Peter Franchot.

The purpose of the summit was to promote cross jurisdictional communication and cooperation among public safety officials while also providing a venue for community members to voice concerns and potential solutions from a recent spike in crime in the City. More than two-thirds of those who commit crimes in Takoma Park are not Takoma Park residents, therefore having the help and assistance of those communities with whom we share a border is critical. Some solutions discussed at the summit included new/additional surveillance cameras, automated license plate readers, changing traffic patterns to minimize access, and cross border communication/cooperation among law enforcement bodies.

PUBLIC WORKS

The Public Works Department is responsible for the maintenance of City owned roads, buildings, gardens, parks, stormwater management systems, vehicles and equipment. The Department provides solid waste collection and recycling services to single family and small multi-family properties (up to 12 units) and public container collection in various business districts.

Much of the work is seasonal in nature, with infrastructure projects like sidewalk construction occurring primarily between April and November, leaf collection in November and December and garden maintenance/ mowing in the spring and summer months.

Maintenance

- City facilities
- City vehicles
- Right of Way/Gardens

Environmental

- Stormwater
- Urban Forest
- Waste Management (includes compost & recycling)
- Safe Grow

City infrastructure projects

- Sidewalks
- Traffic calming

Q3 Operating Expenditures and Budget

| Q3 EXPENDITURE HISTORY | |
|----------------------------|--------------|
| Fiscal Year | Total |
| FY10 | \$ 983,936 |
| FY11 | \$ 904,917 |
| FY12 | \$ 992,061 |
| FY13 | \$ 960,510 |
| FY2014 BUDGET EXPENDITURES | |
| Quarter | |
| 1 | \$ 816,206 |
| 2 | \$ 1,153,033 |
| 3 | \$ 1,053,894 |
| 4 | \$ |

Current Grants Status:

| Grant name | Source | Date Awarded | Term | Amount Awarded | Amount Spent to date | Description |
|-------------------------------------|---------------------------------------|--------------|----------------|-----------------------------------|----------------------------------|---|
| Transportation Alternative Program | State Highway Administration | 9/26/13 | Not yet set | \$1,040,330, City share \$312,695 | None | Construction of the planned improvements on the Flower Avenue Green Street project |
| Chesapeake Bay Stewardship Fund | National Fish and Wildlife Federation | 10/25/13 | 12/1/15 | \$168,750 City share \$56,250 | None | Construction of stormwater facilities for the Flower Avenue Green Street Project |
| Smart Energy Communities | Maryland Energy Administration | 4/26/13 | 6/30/14 | \$58,376 | \$13,750 | Implement energy efficiency measures in City facilities |
| Road Transfer and Funding Agreement | State Highway Administration | 8/1/2012 | Until expended | \$696,000 | FY13: \$88,080 FY14: \$43,968 | Funding for design (\$276,000) & construction of Flower Avenue improvements (\$420,000) |

Administrative Updates:

- Administrative Assistant position will be converted to Construction Manager
- Sustainability Coordinator Position – expect staff person to be on board May 29, 2014

Permits Processed

| | <u>Q1</u> | <u>Q2</u> | <u>Q3</u> | <u>FY13</u> |
|--------------------------|-----------|-----------|-----------|-------------|
| Driveway Apron | 2 | 1 | 5 | 8 |
| Dumpster/Storage Pod | 7 | 3 | 2 | 22 |
| Work in the Right of Way | 2 | 1 | 0 | 0 |
| Utility Permits Issued | | | | |
| PEPCO | 5 | 2 | 2 | 17 |
| Wash Gas | 3 | 5 | 9 | 32 |
| WSSC | 4 | 6 | 1 | 12 |

Tree Permit Activity: (# of trees)

| | <u>Q1</u> | <u>Q2</u> | <u>Q3</u> | <u>FY13</u> |
|------------------------------------|-----------|-----------|-----------|---------------------------|
| Tree Impact Assessments | 11 | 21 | 13 | information not available |
| Tree Protection Plans | 5 | 4 | 2 | information not available |
| Tree Removal Permits | 16 | 9 | 7 | 72 |
| Tree Removal Permits (undesirable) | 3 | 0 | 4 | 23 |
| Tree Removal Waivers | 44 | 22 | 8 | 162 |
| Tree Removal Denials | 1 | 4 | 1 | 19 |

Mulch Delivery: 31 deliveries (18 in City, 13 outside), 9 loading at PW
Revenue: \$2,360

Bulk Collection: 115 scheduled collections Revenue: \$1,390

Trash Cart Sales: 8 - 64 gallon carts, 6 – 96 gallon carts Fee collected:
\$819.56

MAINTENANCE

The Public Works department maintains all City facilities, which include the Community Center and Library, the Public Works Facility, New Hampshire Avenue Recreation Center, and Heffner Park Community Center; Responsible for maintaining the City's fleet and special motorized equipment (leaf vacuums, loader, skid steer, snow plow and spreaders)

Building Maintenance Activity:

- Carpets in Community Center and Library cleaned in February
- Serviced sewage pits in Community Center
- Replaced security door in Police Department Communications
- Rebuilt secondary generator at Public Works

Vehicle Maintenance Activity:

| | FY14 | | | | | |
|----------------------------|------|------|------|-----|-----|-----|
| | FY11 | FY12 | FY13 | Q1 | Q2 | Q3 |
| ▪ Vehicles Purchase | 8 | 6 | 9 | 3 | 0 | 0 |
| ▪ Equipment Purchases | 2 | 4 | 0 | 0 | 2 | 1 |
| ▪ Repair Work Orders | 1262 | 1101 | 923 | 302 | 279 | 284 |
| ▪ Preventative Maintenance | 181 | 194 | 199 | 48 | 51 | 53 |

The replacement of the fuel tanks (5,000 gallon diesel and 12,000 gallon gasoline) began in March. This project includes upgrades to the pumps, fueling system software, and leak detection system.

Gardens & Right of Way Maintenance Activity:

Street Sweeping: Sweeping operations run March through October; each residential street receives sweeping twice a month. Sweeping occurred after major snow events as weather allowed during this quarter.

Sign Installation and Maintenance:

- Sign repairs and new sign installations (Westmoreland Ave)

Park and Playground Maintenance: Each City playground is visited weekly on Mondays. This activity continued through the third quarter.

Street Maintenance: Temporary pothole repair activity throughout the quarter

Right of Way Maintenance:

- Graffiti removal occurred at various public areas
- Marked street side parking spaces on section of Sycamore at residents request

Snow Response:

- In total, there were five snow response events during this quarter, and a total of six for the season from December through March.
- This amount is unusually high and has driven up snow removal costs. The city usually assumes an average of three storms when building its budget estimates including labor and materials (salt) of about \$55,000. Due to the high number and extended period of snow storms this year labor and material costs were close to \$150,000. The City has contingency funds to handle these extreme situations. Often, if there is a major storm, a State of Emergency is declared and Federal funds are available to reimburse communities for 75% of a particular storm's expenses. The smaller storms we have had to date have not triggered a State of Emergency declaration.

Garden and Grounds Maintenance:

- On March 20, 25 Washington Adventist university staff and students continued their efforts to remove invasive vegetation at Spring Park along the trail. They volunteered for a similar work day in the fall and indicated they will continue their semi-annual work days at this location.

ENVIRONMENTAL

The Public Works Department is responsible for the implementation of the City's sustainability plans. The City's environmental/sustainable efforts include everything from the Smart Grow initiative to residential food compost collection to maintaining the tree canopy and reducing greenhouse gas emissions in the City.

Sanitation

| | FY11 | FY12 | FY13 | | FY14 | | |
|------------------------------|-------------|-------------|-------------|--|-------------|-----------|-----------|
| | | | | | Q1 | Q2 | Q3 |
| Refuse Collected (tons) | 3,476 | 3,237 | 3,162 | | 810 | 777 | 672 |
| Recycling Collected (tons) | 1,544 | 1,526 | 1,489 | | 373 | 416 | 400* |
| Yard Waste Collected (tons)* | 765 | 415 | 421 | | 248 | 111.5 | 0 |
| Food Waste Collected (tons) | 0 | 0 | 42 | | 18 | 15.5 | 15.2 |

* recycling tonnage not available for 3rd qtr

* yard waste includes weekly curbside collection, not vacuum leaf collection – it is not weighed, but is estimated to total 1,800 to 2,000 tons annually

Revenue from recycling sales: FY13: \$2816 Q1: \$591 Q2: \$0

The City awarded a contract to The Compost Crew for expansion of a second food waste collection program to serve 500 homes. That pilot program started January 6, 2014. The City expanded the existing pilot program and is also collecting from just over 400 homes.

Urban Forest

| | FY11 | FY12 | FY13 | FY14 | | |
|--|-------------|-------------|-------------|-------------|-----------|-----------|
| | | | | Q1 | Q2 | Q3 |
| Trees planted in ROW by City | 125 | 125 | 240 | 0 | 106 | 0 |
| Trees planted through Bulk Buy program | 45 | 45 | 50 | 0 | 41 | 0 |

Sustainable Energy Plan

- Sustainable Energy Action Plan was finalized.
- Sustainability Coordinator position advertised, interviews scheduled for April

MD Energy Administration Grant – Smart Energy Communities

Grant funds were used to pay for energy audit performed by Elysian Energy and lighting Upgrades in the Community Center. RFP for lighting upgrades advertised, bids opened Jan 31. Council authorization Feb.10. Installation expected in May.

Safe Grow Zone Law Implementation

- City webpage for Safe Grow Zone requirements went online in February.
- Mailing to all commercial applicators licensed by Maryland's Department of Agriculture sent in March.

Stormwater Management

- Stormwater project at Elm Avenue and Prince Georges Avenue to conduct street flow water to the bio-retention basin at Prince Georges and Circle Avenue
- No permits issued this quarter

| Q3 EXPENDITURE HISTORY | |
|-------------------------------|--------------|
| Fiscal Year | Total |
| FY10 | \$ 87,881 |
| FY11 | \$ 118,439 |
| FY12 | \$ 112,422 |
| FY13 | \$ 113,511 |

| FY2014 BUDGET EXPENDITURES | |
|-----------------------------------|-----------|
| Quarter | |
| 1 | \$ 35,421 |
| 2 | \$ 59,701 |
| 3 | \$ 36,915 |
| 4 | \$ |

CITY INFRASTRUCTURE

The Public Works Department oversees the construction of sidewalks, road repair, and streetscaping.

Street Resurfacing Projects:

- Began preparation in March, repaving anticipated in May. Approximately 15 streets, or street segments, will be repaved.

Street Maintenance and Repair by Contractor:

- Permanent patching by contractor anticipated to be done in May

Traffic Calming Projects:

Expenditures To Date: \$14,798, Q1 - \$10,238, Q2 - \$4,560, Q3 - \$0

- Council approved development of traffic calming projects for 300 block of Boyd Avenue and 7700 block of Garland Avenue in response to petition request
- Flower Avenue and Sligo Creek Parkway project assigned to Rummel, Klepper and Kahl. City notified by MNCPPC that WSSC is planning a sewer line relocation in the area in 2015. Construction of any approved roadway changes and stormwater features would be delayed until after the WSSC work is completed, however WSSC may be able to provide initial construction of some aspects of the project.
- The City had a follow up traffic study completed for Ritchie Avenue to assess traffic volume after installation of the Sligo Park Hills traffic restrictions and Ritchie Avenue traffic calming measures. The 48 hour evaluation, which took place February 25 and 26, found that traffic volume did not exceed the levels established by Council Resolution 2010-34. The maximum bi-directional volume recorded was 196 vehicles (Day 2 - AM peak hour) and the average bi-directional volume was 185 vehicles (AM peak hour).

New Sidewalk Projects:

- Total Expenditures to date: \$266,950, Q1 - \$129,440, Q2 - \$50,250, Q3 - \$87,260
- Pinecrest Sidewalk Design – 1st meeting scheduled April 23
- 400 Boyd Avenue Sidewalk Design – 1st meeting held March 26
- Construction of Erskine Street scheduled for April

Sidewalk Repair for ADA Compliance:

- Total expenditures to date: \$480,943 Q1 - \$244,434, Q2 - \$233,843, Q3 - \$2,667
- Final FY14 ADA sidewalk repairs scheduled for Allegheny Avenue in May

Flower Avenue Green Street Design:

Expenditures to date in FY14 - \$52,435, Q1 - \$11,855, Q2 - \$32,113, Q3 - \$8,467

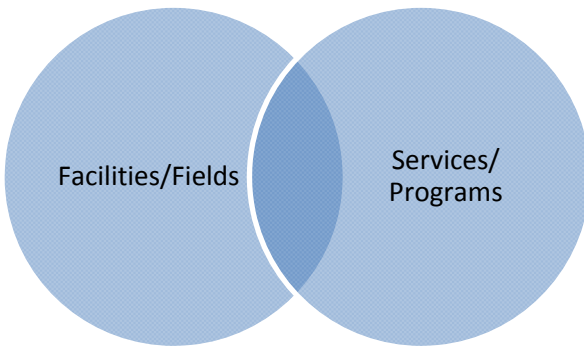
Revised easement requirements – reducing impact to 7 private property owners, for a total of 920 square feet- the original design identified 18 private property impacts.

Met with WSSC representatives on November 21 and April 21 to discuss adding water main replacement work to the project. WSSC has agreed to pay for design and construction of the aspects related to the new water main and 50% of the cost of relocations due to the Flower Avenue Street project. Meeting included discussion of WSSC requirements related to bio-retention facilities near water and sewer infrastructure

RECREATION

Department Mission

To strengthen our community through recreation programs and services for all ages that emphasize a healthy lifestyle, physical well-being, personal development, citizen involvement, fun and the integration of diverse cultural and economic communities.



Services/Programs

- Before/ after school programming
- Camps
- Classes
- Sports
- Teens
- 55+

Facilities

- Community Center
- Recreation Center (NH Avenue)
- Heffner Community Center

Q3 Operating Expenditures and Budget

Due to one vacant career position we had an excess in the administrative budget for staff. Q3 revenue closely resembled the previous fiscal year. The expenditure history below does not reflect line items related to career or part-time staff.

| Q3 EXPENDITURE HISTORY | |
|------------------------|-----------|
| Fiscal Year | Total |
| FY11 | \$149,892 |
| FY12 | \$152,802 |
| FY13 | \$162,198 |
| FY14 | \$175,328 |

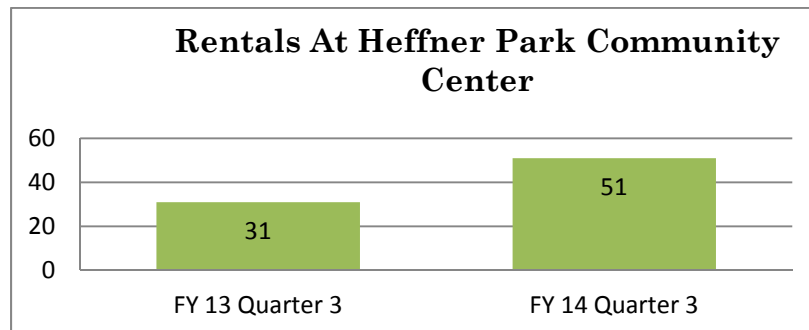
| Q3 REVENUE HISTORY | |
|--------------------|-----------|
| Fiscal Year | Total |
| FY11 | \$341,686 |
| FY12 | \$423,650 |
| FY13 | \$409,172 |
| FY14 | \$403,054 |

Increase in Departments expenditures are due to the following:

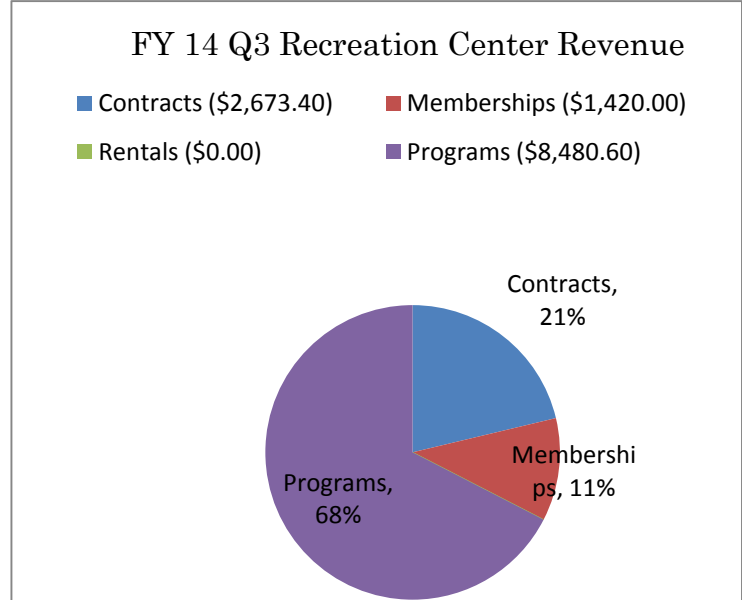
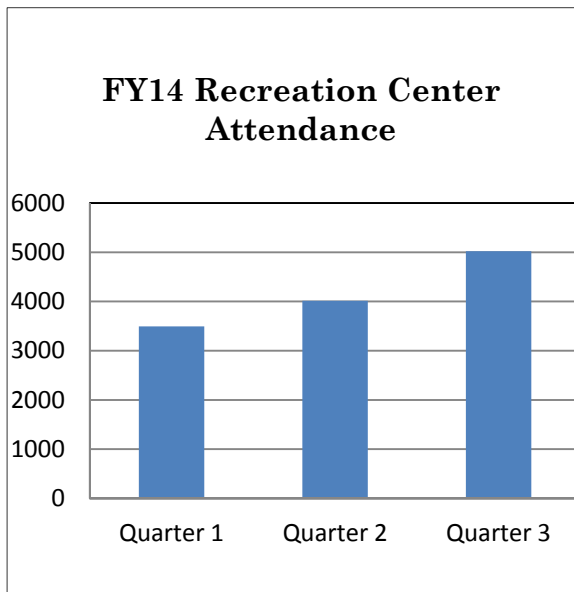
- 3k increase in ActiveNet fees due to an increase in program participation.
- 3k increase in Afterschool Contracts; Department absorbed a temporary afterschool director due to long term illness of a current staff member.
- 8k increase in Teen Programming – Department added programming for teens to include more classes, workshops, and trips.

FACILITIES & FIELDS

The Takoma Park Recreation Department is committed to providing clean and comfortable facilities and fields that provide a positive leisure experience.



The above chart shows an increase in rentals in Q3 from FY 13 to FY 14. This number includes internal and external rentals (not classes).



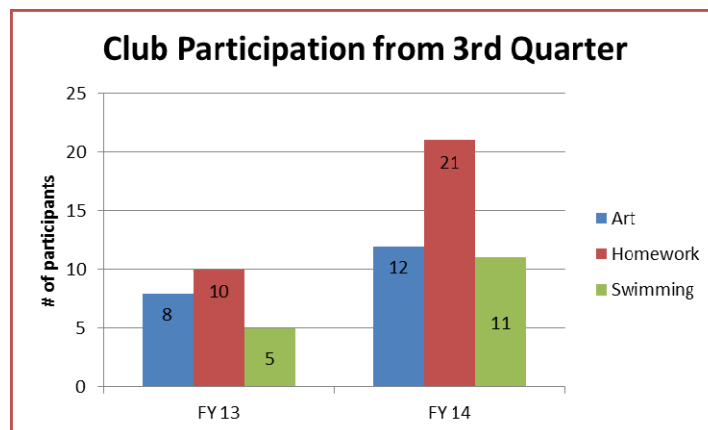
The total revenue for FY 14 Q3 was \$12,574 with the majority of the revenue coming from programs. Rentals decreased in the Q3 due to an increase in programming at the Recreation Center.

- A Zumba Party Toy Drive was held on January 3, 2014. The 25 participants from the class donated gifts to 25 – 30 kids between the ages of 5 – 12. This helped to kick-off our fitness expo which took place that weekend.
- The Annual Fitness Expo took place on January 4, 2014 with approx. 200 participants. There were group exercise class demonstrations, as well as demonstrations for other classes and programs offered at the facility.
- Memberships showed a slight increase due to the fitness expo and patrons joining the fitness center for their New Year's resolution.
- Programs had an increase due to an expansion in participation for Zumba, Pilates and Ladies Boot Camp classes.

SERVICES & PROGRAMS

Before/ after school programming

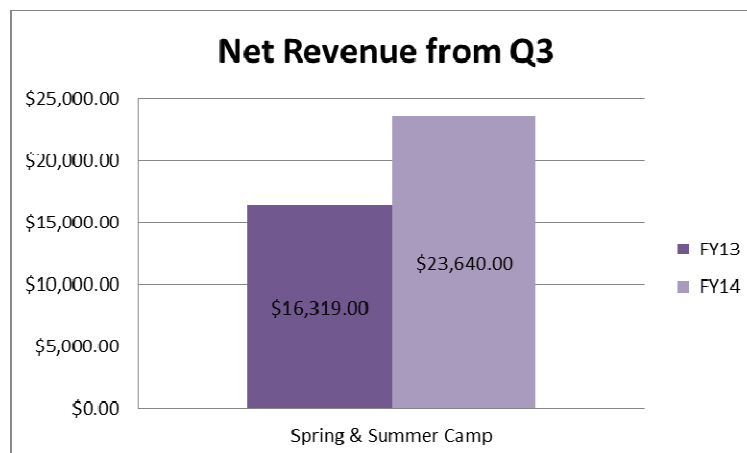
Programming aims to provide quality and affordable before and after-school care for youth in grades K – 5. Staff provides recreational activities that enlighten, empower and enrich minds and imaginations.



- During Q3 of FY14 the Afternoon Addition Program has seen an increase in demand for our afterschool art, homework and swimming clubs. These clubs are included in the annual child care fee.

Camps

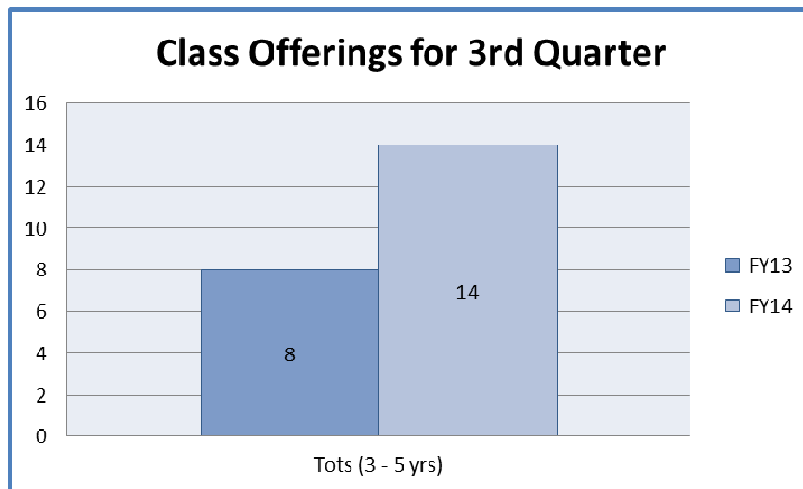
Camp programming provides high quality and affordable spring, summer and winter camp opportunities to residents and other community members.



Revenue growth is directly attributable to the increase in enrollment charges (\$5/person) for Spring Break Camp and an earlier registration date for all Summer Camps.

CLASSES

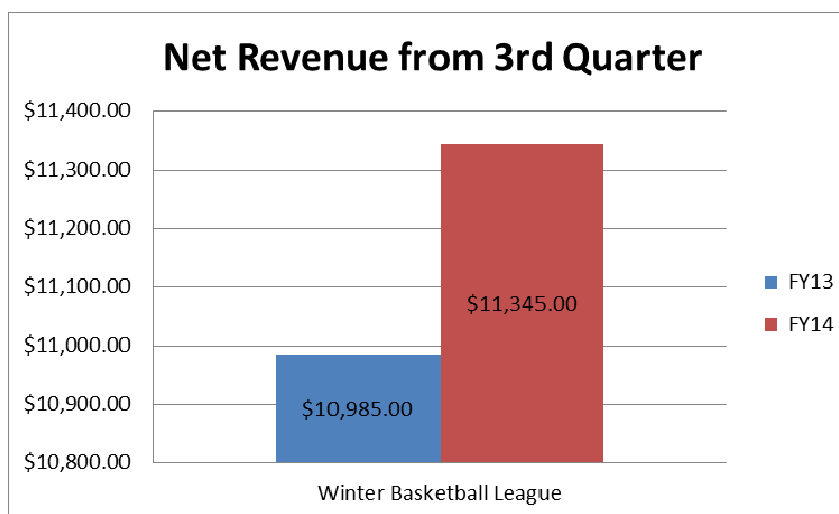
Class programming provides leisure services for city residents of all ages, gender and socio-economic backgrounds. Emphasis is placed on providing a diverse assortment of affordable and attractable recreational activities in the areas of: art, dance, drama, education, multimedia and martial arts.



During Q3 of FY14 the department nearly doubled the amount of Tot program offerings. This is due to a renewed focus on creating programs specifically for the above age group.

Sports Programming

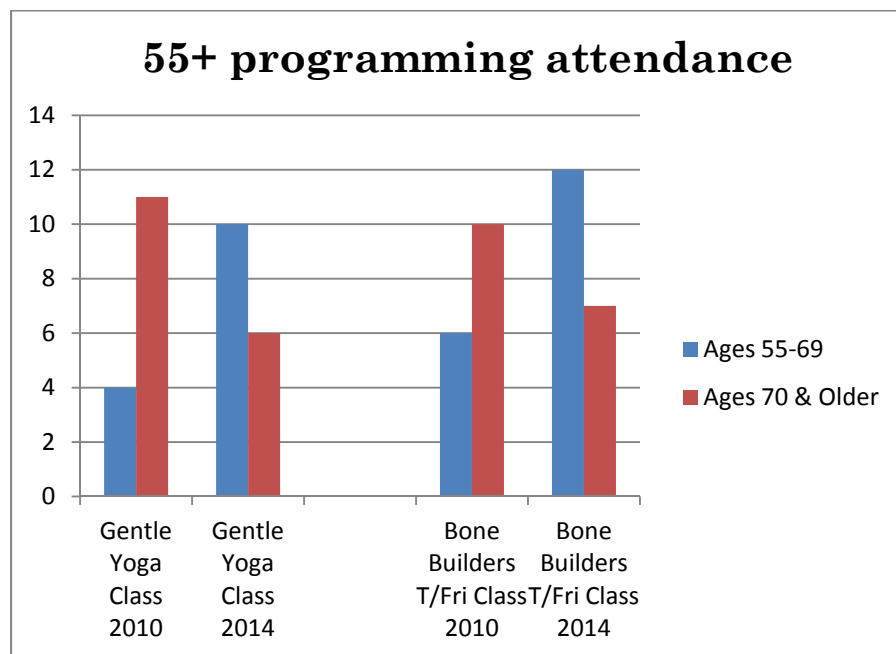
To provide sports activities for all ages to participate and learn the fundamental skills of each sport while stressing the importance of sportsmanship, respect, teamwork, physical well-being along with the promotion of a healthy lifestyle.



Increase in revenue is a reflection of the twenty-eight (28) additional participants added to the Winter Basketball league in 2014

55+ Programs

The 55 and Over Program offers fun activities that encourage and support health, creativity, and social interaction with emphasis on healthy lifestyle, physical well-being, personal development, resident involvement, and the integration of differing cultural and economic communities.



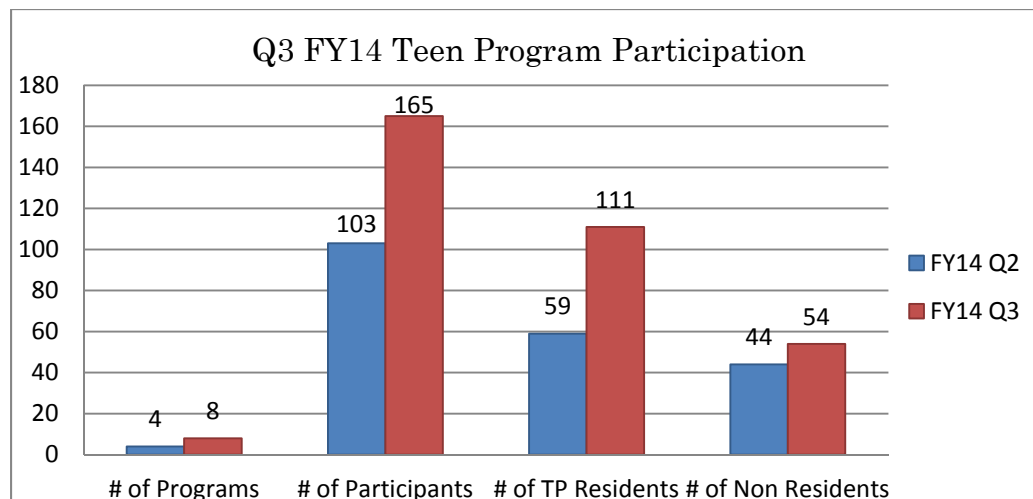
The chart shows the shift in participants over the last four years, showing the increase of Baby Boomers in two specific classes. Special Events included:

- Presentation by Dr. Sanjay Jain on March 27, 2014. This presentation, a result of a new partnership with Hooks Book Events, is the first in a series of continuing author/book presentations on health, education, and self-improvement topics based on the 55 Plus Baby Boomer focus group requests. Twenty-five (25) adults attended the first event. In addition, the first co-ed 55 Plus Table Tennis Tournament held on Sunday, March 30, 2014 in the Game Room of the Takoma Park Community Center. A dozen seniors actively participated and enjoyed the event.
- Zumba Gold weekly fitness class continues to be very popular, and the new Saturday class added in January 2014 is popular as well. The Introduction to Smart Phones and Tablets Workshops, repeated this quarter due to senior requests, were as popular as ever.
- A “specialty” evening trip was scheduled March 21, 2014 to attract working and active adults. The trip to Toby’s Dinner Theater in Columbia, MD, was well received by the 18 attendees and another specialty trip is planned for later this year.

Teen Programs

Programming includes job readiness training and other recreational programs by using the input and participation of teenagers within the Takoma Park Community; to provide learning/training opportunities to assist them in developing positive self-esteem and awareness which serve as a catalyst for their desire to be successful

- During Q3 of FY14 the teen program focused programs/activities utilizing the internal components of the 40 Developmental Assets – which included: Achievement Motivation, School Engagement, Equality & Social Justice, Responsibility, Planning & Decision Making and Positive View of Personal Future. Teens participated in a Deal or No Deal (report card rewards program), Teen Forums, Xpression Tuesdays (arts & crafts), Job Training, Let Your Emotions Be Your Rhythm Dance Group, Pre-Apprentice Workshop, Student Service Learning Hours, and the foundations of building a teen newsletter.



- FY14 Programs Q2: Teen Harvest Festival, Hunger Games, Cornucopia Celebration, Gingerbread Houses, Holiday Bingo.
- FY14 Programs Q3: Deal or No Deal, Teen Forums, Xpression Tuesdays, Job Training, Let Your Emotions Be Your Rhythm Dance Group, Pre-Apprentice Workshop, Student Service Learning Hours, Foundations of building a teen newsletter.
- Program participation increased 60% from Q2 FY14.