



# INTEROFFICE MEMORANDUM

FROM THE OFFICE OF THE  
**CITY MANAGER**

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To: The Honorable Mayor and Members of the City Council  
From: Doug Miller, City Manager  
Re: Department Activity Report  
Date: July 18, 2016

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The information that follows is intended to keep the Mayor and Council abreast of on-going issues, activities, programs and services within the City.

## **City Manager's Office**

### **City Manager**

- Met with Public Works Director regarding Wastewater Operator Certification Plan;
- Attended Maryland Municipal League Annual Convention;
- Hosted 44<sup>th</sup> Annual MML Annual Golf Tournament;
- Met with Public Works Director and Council Member to discuss Campus Plan;
- Met with Public Works Director regarding parking and property matters;
- Attended Seacret's Distillery Grand Opening;
- Attended Pedestrian Safety News Conference;
- Met with Public Safety staff prior to July 4;
- Participated in discussion with Public Works staff regarding directional boring;
- Met with Recreation and Parks Director regarding amphitheater vision;
- Attended Committee/Commission meetings and Council meetings.

### **Budget Analyst**

- Fiscal year-end preliminary budget review;
- Analysis of Room Tax since 2008;
- Allocation of Springfest and Winterfest labor costs;
- Set up FY 17 chart of accounts;
- Updated information for FY 17 budget book.

### **Communications Manager**

- Finished shooting & production of Beach Bus video;
- Assisted with/Attended SHA News Conference;
- Addressed issues involving Council Video from the July 12, 2016 Council Meeting. Unfortunately, only audio was captured.
- Added a dedicated page to the website regarding electric vehicles.

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### **Grants/Special Projects**

- FY 2017 Highway Safety grant has been awarded by the Maryland Highway Safety Office (MHSO) to the Police Department. The FY 17 award totals \$37,025 and includes funding for aggressive driving enforcement, impaired driving, pedestrian and bike safety, seat belt enforcement and distracted driving patrols. MHSO grant funds are used to cover overtime costs required with the implementation of these enforcement measures;
- School Bus Safety grant has been awarded by The Governor's Office of Crime Control & Prevention. Ocean City's FY 2017 award of \$17,512 is to be used for overtime patrols to target drivers who fail to stop for school buses that are loading and unloading passengers. The program supports proactive safety measures by assigning patrols to monitor bus stops and to follow buses before and after school;
- Progress is being made on the completion of Ocean City's Hazard Mitigation being funded by a \$31,477 grant from the FEMA and the Maryland Emergency Management Agency. A final draft of the plan is expected to be presented to the City by consultant S & S Planning & Design, LLC in October 2016.

### **Internal Auditor**

- Continue to work with Comcast to obtain a final work order for our phone system;
- Reviewing call accounting options with our new phone system;
- Working with Police and IT to make sure that the non moving violation ticketing system is running properly;
- Prepared report comparing this year to last year of non moving violation tickets written;
- Reviewed payment from Cruisin' Spring 2016 and prepared report for City Manager;
- Reviewed Accounts Receivable balances for several departments.

### **City Clerk**

- June 15, 2016 – July 13, 2016:
  - New Passports: 25; Renewals: 16
  - Public Information Requests: 9
  - Senior Citizen Bus Passes: 235
  - Caine Keys Permits: 57
- Coordinated and prepared Mayor and Council open and closed session agenda items and packets for distribution;
- Attended Mayor and Council meetings;
- Finalized minutes for Mayor and Council consideration;
- Prepared legal advertisements for publication;
- Spoke with City Solicitor on numerous issues;

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- Continued lottery process for Boardwalk designated performing spaces and discussed process with several performers;
- Coordinating effort for additional indoor ATM at Convention Center;
- Completed employee annual appraisal;
- Conferred with beach equipment franchisees on various issues;
- Attended meeting regarding marketing activations along Boardwalk;
- Attended MML Convention and events;
- Deputy City Clerk now a member of Maryland Municipal Clerks Association.

**Convention Center**

- Continued meetings with Julien Benichou, conductor of the Mid-Atlantic Symphony Orchestra and Bryan Russo, local entertainer to discuss Arts Summer Camp for August of 2017; plan on meeting with state officials as well for possible funding;
- Met with Julien Benichou, Conductor of the Mid-Atlantic Symphony Orchestra and secured a date in October 2016 for them to rent the PAC for a performance; the date is October 9th;
- Met with several show promoters to discuss events in the PAC for 2016 & 2017;
- Events for June included SDHS Graduation, DE-MD Synod, MD-DC Credit Union, OC Car & Truck Show, MD Firemen's Assn., Higher Calling, MML and more; all went well except for sound in various meeting rooms during MML and MSFA which will be addressed in FY17 & 18 as long as funding is approved;
- City Engineer, Maintenance Manager, Director and Integrated Design met for final planning for sound in the PAC;
- Attended Board of Public Works in Annapolis on June 22nd for anticipated approval of FY17 Budget; all approved without comment:
- Continue to monitor overtime and expenses with the Operations Manager, Operations Superintendent and Finance Coordinator bi-weekly;
- Continue to conduct bi-weekly staff meetings; and bi-weekly sales meetings;
- Continue to award Outstanding Employee of the Month (on-going for over four years);
- Met w/ Epic Dance (cheerleaders) to discuss Phase III again; plan to meet with MSFA, MaCO, MML, Starpower and a few others after MCC approves conceptual design;
- Met with Finance Coordinator and Maintenance Manager to discuss MSA FY18 Budget; on-going meetings with other staff members during month of July for submission to MSA on August 8th;
- In the process of renovating all exterior signage, will be complete by end of July;
- Planning for July and August events, groups include The Rayvens, Star Dance Alliance, American Legion, Starpower, Greek Festival, Jesus at the Beach, Epic

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Brands Cheer Camp, Misako Ballet, MaCo, OC Jeep Week, Tri Association and more.

### **Emergency Services**

- Several successes with the City Watch Camera monitoring that resulted in arrests and the clearance of criminal incidents;
- Facilitated communications for the 2016 Air Show;
- Our Quality Assurance/Training Coordinator is working with the Wicomico and Somerset Counties Health Department to develop a curriculum for Crisis Intervention Team certification for Public Safety Dispatchers.

### **Electronics Services Division**

- Install AVL and Radio Equipment in MTA Loaner Busses;
- Repair Traffic Light Control System at 15th Street Fire Station;
- Update Radio & Video Configurations in OC1 Mobile Command Vehicle;
- Support 2016 OC Air Show with loaner radios, FM Broadcast PSA & Mobile Command;
- Respond after hours for dispatch alarms to consoles and HVAC in equipment shelter;
- Support 2016 State Fire Convention and July 4th events with loaner radios;
- Program, engrave and issue replacement Fire Pagers;
- Remove old Alarm Monitoring System Hardware from dispatch and rewire CHART Video Monitor;
- Repair radios for city departments;
- Respond and repair gate controller at Gorman Ave Water Department Building;
- Receive free "digital encryption" upgrades to police radios valued at \$114,000.

### **Emergency Services Division**

- Continued working on the Comprehensive Recovery Plan and the Hazard Mitigation Plan in conjunction with Planning and Community Development Department and S&S Consultant Services for the Town of Ocean City. Final draft document of the Ocean City Hazard Mitigation Plan from S&S being completed for review;
- Completed all required monthly/quarterly reports to Maryland Emergency Management Agency for the Hazardous Materials Emergency Preparedness Grants and the Hazard Mitigation Project;
- Emergency Management Part-time Planning Specialist continued working on the Hazardous Materials and Response projects for Ocean City Facilities and Incident Command System (ICS) after action items from the Ocean City Air Show 2016;
- Emergency Management continued working with Town Departments updating their Continuity of Operations Plans (31 total), annual certifications and other required updates as required by the Federal Government in April each year;

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- Continued working on the Town's revised Debris Management Plan for MEMA/FEMA re-submission and acceptance. Unable to make the submission deadline of 1 July 2016 for consideration in this Hurricane season. Still moving forward to obtain required information and submission;
- Continued working with FEMA for damages and clean-up cost tracking for submission of the Town of Ocean City Reimbursement Request for the Presidential Declaration from Winter Storm JONAS January 2016;
- Completed Event/Incident Planning for the Ocean City Air Show 2016. Conduct Operations with all support agencies for four days for the Ocean City Air Show including deployment and retrieval of equipment, restocking, cleaning and all related paperwork/reports;
- Supported the Maryland State Firefighter Parade with operational support on Parade day;
- Completed the Concept of Operations Plan, Event/Incident Action Plan for the Town for the 4th July Fireworks Celebration, monitored the weather systems leading up to the Celebration and conducted operations and coordination the night of the event;
- Worked with FEMA Auditor with FEMA's spot check audits for the Town of Ocean City for Hurricane Sandy projects with requested records and reports;
- Attended all required meetings that were schedule during this operational period;
- Completed end of budget equipment purchases and equipment repairs prior to the end of the budget year;
- Had three after hour call back responses for spills/related emergencies during this operational period for Emergency Management and two mutual aid call outs assisting Worcester County.

**Beach Patrol Division**

- Beach Safety Presentation for International Students at City Hall;
- Beach Safety Presentation for Showell Elementary at 27th St. beach;
- Held 2 Pre-employment physical skills tests for new employees;
- Hosted a supper seminar / debriefing for Surf Rescue Academy I participants;
- 17 Beach Safety Presentations at OC Elementary School;
- Hosted Worcester Tech Students for Beach Patrol presentation;
- Hosted International student Safety Night;
- Staffed Air Show with rescue watercraft, extra SRTs, command staff;
- Beach Safety Presentation for Training Station Children;
- Beach Safety Presentation for Children's Book Garden;
- Held OCBP Surf Rescue Association certification and training events;
- Held second 2016 Surf Rescue Academy June 22-28;
- Began 2016 annual veteran qualification and recertification courses;

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- Held a successful rookie graduation (culminating activity for all 1st year SRT's);
- Held two ATV operators certification courses (Worcester Sheriff's office and OCPD attended);
- Held two ATV re-certification courses (Worcester Sheriff's office and OCPD attended).

June	
Ambulance / EMS	24
Police Assistance	13
USCG / MDNRP	0
Lost & Found Persons	41
Animal Control	1
Preventative Actions	12,425
Interventions (Rescues)	254
Minor First Aids	324
Beach Wheelchairs	60

## Engineering

- **Canal Dredging:** Funds to dredge the last currently permitted canal between Old Landing Rd and Winter Harbor Dr. are included in the FY 17 budget and this work will be scheduled for the coming fall/winter. The contract for consulting services for survey, design and permit work for the next set of canals was awarded to JSH & Associates and surveys will begin next month. The Department is also working with DNR on obtaining grant funds for some larger channel dredge work;
- **Fire Headquarters:** The project is under construction. Completion is on Schedule for October 2016;
- **Boat Ramp:** construction is expected to begin the week of July 18 with completion by the end of the year. The Department is currently working with DNR to establish a procedure for handling the excess grant funds;
- **Beach Storm Damage Repair:** Dune repair is complete. DNR dune crossover repair has been completed to the extent possible, city crossover repair and maintenance is an ongoing effort. The Corps has requested funds for a beach replenishment project next year;
- Beach Patrol storage area at the pier is complete;
- We continue working with the Corps of Engineers to develop a Programmatic Agreement with the Corps and the Maryland Historic Trust on the need for a Phase I cultural resource study for the off shore reefs;
- Permit reviews are steady and so are the compliance inspections;
- Convention Center Phase 3 conceptual design is in progress
- Assisting public works with storm drain and street grade design;

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- The Energy Performance Contract work is in progress. Lighting retrofits, HVAC replacements and building envelope improvements are currently taking place with all work to be completed by the end of the year;
- Tunnel Ave bulkhead replacement is complete;
- The Grant application for Sinepuxent Ave. bike lanes has been submitted to the State. Awards will be announced in September;
- Met with the Department of Homeland Security and conducted Infrastructure Security Surveys at City Hall, Public Safety Building and 15<sup>th</sup> Street Water Treatment Plant. Assessment tools and results are expected in approximately 90 days;
- Working on resolution to the flood zone map error, currently collecting survey data;
- Extensive termite damage was discovered under the northwest area of city hall, putting together cost estimates and bid documents to repair the damage.

**Finance and Purchasing**

- FY17 real property tax bills have been sent by Worcester County to all Ocean City property owners. Finance has sent 1,196 personal and corporate property bills totaling \$442,995 in July;
- Water and wastewater bills sent July 1 reflected the new usage and fixture rates passed in April 2015. The combined water & wastewater fixture rate, which is primarily used for capital costs, was increased from \$10.40 to \$10.55. (It was \$11.05 in FY15.) The water usage rate, which is used for operating costs, was increased from \$3.70 per 1,000 gallons to \$3.90 per 1,000 gallons;
- Finance Department is closing the 2016 fiscal year while simultaneously recording & handling fiscal year 2017 transactions;
- Procurement Manager Catrice Parsons and staff have prepared & are reviewing bids for:
  - Automated Side Load Refuse Truck
  - Front Load Refuse Truck
  - Multi-Function Devices and Managed Print Services
  - Vehicles for Vehicle Trust from NJPA, Maryland State Contracts, etc.
  - 14 items were sold through GovDeals totaling \$45,648.82.
- License Inspector Michael Sherman reports that he has issued 7,459 rental licenses, 169 R-1 residential rental licenses, and 2,831 business licenses for the 2016 season to date. This compares to 7,185 rental licenses and 2,618 business licenses for the 2015 season by July;
- Finance is preparing a solicitation for capital lease financing for the purchase of the new 700MHz radio system to replace the Town's 23 year old 800MHz system.

**Fire/EMS and Fire Marshal**

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- Attended weekly Headquarters Renovation Project Meetings;
- Continued preparation for 2016 season;
- Seal of Excellence Inventory for Shop 7505 completed for 6/24/2016 review;
- Building damage to HQ due to storm – 6/15/2016;
- Memorandum distributed Refusal Documents & Ocean City Police Department – 6/15/2016;
- Attended Unified Command Meeting 2016 Airshow – 6/17/2016;
- OC Air Show – Power Units added & staffed, attended Air Show Briefing– 6/18-19/2016;
- Maryland State Firemen’s Convention – 6/19-22/2016;
- Memorandum distributed – Changes in Ocean City’s Northside Park Helicopter Landing Zone from 7/3/2016 – 7/5/2016 (July 4th Celebration) – 6/20/2016;
- Attended Digital Combustion Training, Virginia Beach, VA. – 6/21/2016;
- Duty crew assigned to Convention Center 0800-1630 and 1700-2030 – OC Air Show – 6/21/2016;
- Firemen’s Parade – Gator in service for parade - 6/22/2016;
- Attended Pre-proposal meeting for Multi-Function Devices & Managed Printed Services – 6/22/2016;
- Map books updated and distributed – 6/23/2016;
- MIEMSS Staff @ Station 3 to complete Seal of Excellence inspection on Shop 7 – passed without issue – 6/24/2016;
- Assisted OCBP with recruit class drills – PM2 & 747 – 6/24/2016
- Fire public service call @ 11204 Coastal Highway, Assisted Citizen with Smoke & CO detectors – 6/27/2016;
- Memorandum distributed for the Work Hours Limitation Policy – 6/28/2016;
- Updated & distributed July Staffing Memorandum with Duty Crew – 6/29/2016;
- 2016 Maryland Protocol Drugs updated and placed on EMS units – 6/30/2016;
- Updated & distributed SOG206, Section 206.06G General Policies “Leave Approval” – 6/30/2016;
- Pet oxygen masks delivered to all Paramedic units & Supervisor vehicle – 7/1/2016;
- Attended Public Safety Meeting arranged by City Manager – 7/1/2016;
- Relocated Administrative personnel from City Hall to Fire Marshall Office & Headquarters – 7/1/2016;
- Attended OC Air Show After Action Meeting – 7/6/2016;
- Attended Ocean City Volunteer Fire Department Board Meeting – 7/6/2016;
  
- TRAINING:

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1. Fire Medical In-Service Training: 2016 Protocol Update In-Service Training: E-Z IO Humeral Insertion Site; Water Rescue Swimmers beach training – 6/20/2016;
2. Shift Drills Completed: Medicodes: Stemi Protocol; Ropes & Riggins; Basic Knot Review; Glasgow Coma Scale Review;
3. OCVFC Division drills completed:

JUNE	2016	2015	<i>Change from 2015</i>
EMS	695	703	-8
FIRE	155	147	8
TOTAL	850	850	0

YEAR TO DATE – JANUARY TO JUNE			
	2016	2015	<i>Change from 2015</i>
EMS	1931	1844	+87
FIRE	560	718	-158
TOTAL	2491	2562	-71

**Fire Marshal**

Ocean City Fire Marshal's Office Plan Review and Permit Metrics									
Today's Date	Turnaround Times (Business Days M-F)						Permits Reviewed		
	Permit Category	Benchmark	M-T-D (AVG)	Y-T-D (AVG)	Y-T-D MIN	Y-T-D MAX	Permit Category	M-T-D	Y-T-D
06/30/2016	Fire Protection Systems	14	4.1	7.3	0	50	Fire Protection Systems	8	65
	Small Permit (<\$100K)	5	0.6	1.8	0	15	Small Permit (<\$100K)	23	196
Current Month	Medium Permit (\$100K-\$1M)	11	4.0	3.5	0	22	Medium Permit (\$100K-\$1M)	1	23
6	Large Permit (>\$1M)	15		3.7	0	7	Large Permit (>\$1M)	0	5
	TOTAL PERMITS		1.6	3.1	0	50	TOTAL PERMITS	32	289

	Plan Reviewed Received	Permits Received	Special Events	Inspections	Complaints/Referral/Deficiency
JUNE	31	46	3	195	50

**Human Resources**

- Conducted new hire orientations;
- Processed 70+ temporary seasonal hires including the pre-employment drug screenings;
- Online training delivery platform and course content is under development;
- Learning Management System implementation underway;

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- Processed recruitment advertisements and applications for multiple position openings;
- Health Insurance census for ACA reporting continues on a monthly basis;
- Provided retirement counseling, benefits/pension calculations for 6 employees;
- Processed 7 FMLA cases;
- Monthly reports for Cigna, TASC and State of MD ongoing;
- ICMA Representative was here on June 27<sup>th</sup>; full schedule;
- External Auditors completed review/analysis of 50+ active employee/ pension recipient files;
- MD Transit Authority/MTA 2<sup>nd</sup> Qtr Transportation compliance report filed;
- Employee Handbook revisions are in process.

**Information Technology**

- Completed Quest circuit migrations and termination (savings \$10,265 annually);
- Initiated procurement for a new 300MB internet feed;
- Firewall replacement plan in motion;
- Fire V VPN completed;
- PSB cabling infrastructure near completion;
- Completed Citrix environment upgrade;
- Fire HQ data terminations and switch replacement completed;
- Finalized telephony deployment service order agreements;
- Site switch replacements in progress;
- Staff Completed the Mobile Device update;
- Attend Weekly Comcast Conference calls for Telephony Project;
- Submitted monthly Jolt (job openings and labor turnover report for Dept of Labor) Data for HR;
- Created FY17 budget work orders;
- Manage Daily Workorders;
- Work with onsite Document Scanning Vendor;
- Meet with Financial Auditing Firm for yearly audit requests.

**Planning & Community Development / Building / Geographical Information Systems****Building/Inspections**

- Plan and Permit Reviews – After a surge in May, building permits are slightly down 4% over the same time last year, with 158 permits issued in June and a construction value of \$2,027,767. Year to date 1,855 building permits (FY16) have exceeded the prior year by 26% with total construction value of \$61,003,886, up over 5% from FY15.

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- PRESS Citations (2015) and R-1 Rental License Inspections – Rental properties are continuing to be scheduled for inspection and determination of maximum occupancy for all properties when a complaint/referral is received or based on regular field inspection. All R-1 rental license applications are scheduled for inspection in 2016. R1 inspection update: Approximately 150 licenses issued; 88 completed inspections; 14 scheduled inspections; 48 waiting for homeowners to schedule inspections (Most have been notified by email. All were notified by regular mail)
- New construction inspections continue at major hotel construction sites, and multiple home renovation/construction sites including: Residence Inn construction in final stages with target completion by September 2016, pool deck and waterfront plans amended; Fairfield Inn at 25th Street under construction; Crystal Beach Hotel expansion under construction; Royalton Hotel foundation pilings under construction, Seacrets Distillery substantially complete for grand opening on June 29th.
- Ongoing field inspections for code compliance regarding accessory sheds, property maintenance, overcrowding, and signage.
- Flood Insurance Rate Map information provided to property owners – Coordination with Engineering Department for determination of VE zone encroachment on a portion of several ocean front condominium buildings. FEMA outreach to local insurance companies proposed to assist with flood risk rating and current year premiums, public open house scheduled for August 16th for flood insurance questions.
- Board of Port Wardens ongoing permit review for floating docks, bulkhead and pier improvements. Enforcement action regarding violations on bulkhead repair. Staff review of request for water taxi mooring location along public access bulkhead. Next meeting August 11, 2016.

### **Planning and Zoning**

- Planning Commission –Recommendation of approval for rezoning application of Ropewalk Bel Air (Cropper Concrete) property forwarded to the Mayor and City Council with approval conditions. Residence Inn façade improvement discussion. Comprehensive Plan Update discussion on Chapter 6 Housing and review of Census Data statistics and trends. Forwarded annual building report to Maryland Department of Planning.
- Board of Zoning Appeals - Approval of outdoor display at Ish Boutique (35th Street), and denied request for 2 space parking waiver at the Islander Hotel (20th Street). Next meetings on July 14th and 28th.
- Non-Conforming Signs – Mayor and City Council Ordinance approval at second reading to amend 10-year sunset provision in Zoning Ordinance Sec. 110 for non-conforming signs in the Upper Downtown Design Overlay District. Letters to all affected property owners will be sent by the end of July with enforcement will be based on the revised sign amortization schedule.
- 6 year update to Comprehensive Plan – Planning and Zoning Commission review of chapter by chapter revisions with staff support, target for workshop meetings

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over the summer with PZC support for final draft in August/September, notice to MDP for State review in September, with public hearing in November and adoption by end of 2016. Discussion of Chapter 7 Environment scheduled for July 19th at 5:30.

- Outreach – Attended OCDC Board meeting to provide update on sign regulations and enforcement. Completed Planning Commissioner training course at the MML Conference.

### **Geographic Information Systems**

- Public information requests for individual site maps, land use and address information
- Laser fiche scanning project, file/document retention reporting
- GIS training on Maryland I-Map
- 2016 R-1 rental property online map updates
- Map analysis for CRS resubmission and Comprehensive Plan update
- Support for inter department map products

## **Police**

### **Criminal Investigation Division**

- Major Crimes Detectives investigated and cleared an armed robbery from the area of the Ambassador Hotel. Investigation revealed the robbery was retaliatory, and that the suspects had actually been robbed of illegal drugs by the original victims earlier in the night. The victims were re-interviewed, confessed, and were later arrested for robbery. Four total arrests and two robberies cleared, all stemming from illegal drug sales;
- Major Crimes Detectives investigated and “cleared by arrest” an armed robbery from the area of the Admiral Hotel. Recovered video surveillance footage captured much of the incident. The suspects robbed the victims with the use of a replica handgun;
- Major Crimes Detectives investigated and “cleared by arrest” an armed robbery from the area of Bay View Lane. Victim said he was in the vicinity to buy a pair of “shoes”. Investigation revealed incident was likely drug related. Suspect produced a small handgun and demanded the victim’s money. The suspect was later identified using social media. He was soon located in Ocean City and arrested;
- Vice/Narcotics Unit Detectives conducted boardwalk “Buy Bust” operations resulting in 19 hand to hand purchases of narcotics by undercover detectives and the seizure of two handguns;
- During the month of June the Narcotics Unit made 46 arrests. Several deadly weapons were recovered during these arrests;
- Narcotics Detectives arrested a local repeat offender drug distribution. A search and seizure warrant was executed at his residents resulting in the recovery of additional evidence;

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- The Special Enforcement Unit (SEU) assisted the Patrol Division forty times during the month of June to include; providing investigative assistance, surveillance capabilities and tactical support during patrol calls for service and investigations;
- SEU was heavily involved in assisting CID-Vice/Narcotics with "Buy Bust" operations. They provided at least one member to supplement Narcotic's manpower on every single date of operations. Additionally, due to manpower shortages, the entire Special Enforcement Unit deployed with Narcotics on five separate occasions;
- SEU Detectives assisted patrol officers with locating a wanted subject that had fled from uniformed officers. SEU set up surveillance on a female that had been with the wanted subject prior to his flight. They followed the female until she met back up with the wanted person. SEU detectives then directed officers to the subject and he was arrested without incident;
- SEU Detectives, investigating a suspicious vehicle suspected of drug activity, detained a suspect later found to be in possession of a felony amount of Xanax;
- The Criminal Intelligence Unit (CIU) Prepared and disseminated 42 bulletins for; Officer Safety, Situational Awareness, Wanted Suspects, Threat Assessments and Intelligence Analysis;
- CIU conducted an outreach to Ocean City Municipal Airport Manager (Provided Terrorist Warning Indicators and discussed the latest issues on DRONES);
- The Intel Unit received information from the Montgomery County, MD Sheriff's Office in reference to a Forcible Child Custody order. The child was visiting Ocean City with his father. The Criminal Intelligence Unit coordinated with patrol and the child was located and successfully returned to his mother in Montgomery County, MD without incident;
- The Forensic Services Unit (FSU) obtained a DNA return through the FBI Combined DNA Index System (CODIS) from a stolen vehicle recovered in Ocean City. The CODIS return identified the individual believed to have stolen the vehicle during a burglary in Pennsylvania; and
- FSU assisted the Worcester County Drug Task Force by obtaining a usable latent fingerprint belonging to the suspect in a drug trafficking scheme. This print ties the suspect to a cache of drugs and a gun located buried close to the suspects property.

### **Patrol Division**

- Working on drone enforcement regulations and techniques;
- Making shift adjustments due to personnel leaving for school or other employment;
- Preparing winter deployment draft; and
- Planning for upcoming special events.

### **Arrest and Detention**

- Personnel up to full strength with new Public Safety Aides;

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- Provided 24 hour service to public for inquiries and service; and
- Processed approximately 500 arrestee's during the month of June.

### **Professional Standards**

- Conducted Blue Team – Use of Force training for returning Seasonal Officers;
- Handled daily citizen related complaints and departmental disciplinary actions;
- Organized and prepared for Supervisor Training occurring this fall; and
- Completed various administrative tasks related to promotional process, document publication and disciplinary actions.

### **Records Management**

- Seasonal staffing at full compliment;
- Data entry up to date with no backlog;
- Completed interviews for Fulltime vacancy;
- Continue to support staff & States Attorney with requests; and
- Preparing UCR reporting statistics.

### **Human Resources**

- Graduation & Swear-In of new seasonal police officer on June 5<sup>th</sup>;
- Completed backgrounds and paperwork for three new fulltime officers attending July police academy;
- Processed all HR related paperwork for new Public Safety Aides and Seasonal Officers; and
- Completed administrative training for recently graduated Fulltime Officer Nathan Denny.

### **Fiscal**

- Received notice of State Grant award of \$2670 for ballistic vests for seasonal officers;
- Completed application for Route 50 LPR;
- Received FY 17 School Bus Grant in amount of \$17,512; and
- Continued daily payroll and procurement tasks.

### **Public Works**

- 1st Street Elevated Water Storage Tank – The painting crew has completed erecting their containment system and is currently vapor blasting and prime coating the exterior of the tank. Inside the contractor has completed blasting and prime coating the bell and shaft sections. The bowl has been water blasted in preparation of vapor blasting and prime painting.
- 4th Secondary Clarifier and Drying Bed – The Auger Cast Piling Contractor has completed the installation of all piles and demobilized. Foundations for the Flow Distribution Chambers and Scum Pit are in progress. The concrete for the new

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WAS Vault foundation and walls has been placed. Grading around the piles for the clarifier foundation is in progress.

- Transportation Campus Project – 10% Design Phase complete; executive summary has been presented to the Transportation Committee, Police Commission and at a recent Work Session resulting in a unanimous vote in support of the project.
- Rehabilitation of Pipeline Infrastructure and Ancillary Assemblies (Sewer Lining) – Schedules for Parts B and C are being finalized for implementation this Fall & Winter.
- Gorman Avenue Water Treatment Plant Site (Campus Plan) Improvements – In the planning stage. Intention is to complete site improvements in the fall of 2016. The next step is presentation on the conceptual plan to the Caine Woods Board of Directors.
- Public Safety Building Exterior Treatments & Northside Park Roofing– Bid Packages are being released.
- Airport Water & Sewer Main Pipeline Project- Actual water connections to facilities in progress.
- Transit and Tram Center painting is completed.
- 100th Street Chlorine Booster Upgrade & 15th Street GAC Filter Media Replacement Project is out for bids.
- Boiler & Pressure Vessel Systems- Coordinate state inspections.
- Elevator & Escalator Systems- Reconcile invoices and coordinate state inspections.
- Fire Alarm Systems- Troubleshoot alarms. Coordinate repairs. Reconcile invoices.
- Fire Sprinkler Systems- Coordinate inspections and repairs. Review and distribute inspection reports. Reconcile invoices.
- HVAC Systems- Coordinate inspections and repairs. Reconcile invoices.
- Water Tank Cell Sites- Coordinate proposed mods and/or leases with respect to 1st, 64th and 136th street tanks.
- Standby Generator Systems- Coordinate inspections and repairs. Review and distribute inspection reports. Reconcile invoices.

**Airport**

- Domestic and sprinkler water connections complete.
- MAA Grant closed out for max reimbursement.
- Terminal water tank removed.
- Annual MAA License inspection complete

**Construction**

- Working ongoing “pavement patching” list
- Working on storm water catch basin/piping repair list

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- Mallard Island alley on was paved in mid - June
- Continue Beach crossing maintenance, cleaning and rebuilding
- Fire Hydrant painting project through-out town continues
- Carpenter's performing boardwalk repairs
- Carpenters working on all Transit centers
- Electrician's work orders for PSB, Fire Stations and NSP.

### **Maintenance**

- June was super busy with airshow, firemen's parade, soccer on the beach, etc.
- No issues with July 4<sup>th</sup> flat fee at the Inlet lot, weather was so so. Net revenue was comparable to 2015
- Need additional staffing, seasonal employees
- Currently out on medical leave – 4 FT employees

### **Service Center**

- New lifts have been installed and the Garage now has the ability to lift the articulating buses to work on them.
- Reminder of Summer Time Hours for Garage. This will mean that there will be two shifts, seven days per week. Shifts and staffing are as follows:
  - Monday thru Wednesday – 6 am to 2:30 pm – 6 mechanics
  - Monday thru Wednesday – 7:30 am to 4:00 pm – 5 mechanics
  - Thursday thru Friday – 6 am to 2:30 pm – 4 mechanics
  - Thursday thru Friday – 7:30 am to 4:00 pm – 3 mechanics
  - Saturday and Sunday – 6 am to 2:30 pm – 2 mechanics
  - Saturday and Sunday – 7:30 am to 4:00 pm – 2 mechanics

### **Solid Waste**

- July 4<sup>th</sup> week the Solid Waste tonnage was down 23 tons from last year; however we still collected 1,402.86 tons during this time.
- For the month of June 2016 the Solid Waste tonnage was up 174 tons.
- For Fiscal Year 2016 the tonnage collected by Solid Waste had an increase of 1,189 tons as compared to Fiscal Year 2015.

### **Transportation**

- Ridership totals continue to be strong with over 680,000 passengers carried in the month of June. Over 1900 bus deployments were completed during the month. Highlights include nearly 47,000 riders during the Air Show and over 100,000 passengers during the three day stretch in early June as a result of the June graduates. During the July 4<sup>th</sup> weekend, the Department carried in excess of 90,000 riders.
- Boardwalk Tram performed well in June. Nearly 89,000 riders enjoyed the service. That total exceeded our June 2015 total by 5.4%. Signature events

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such as the Air Show and Firemen's Parade highlighted the increase. During the July 4th holiday, the Tram serviced 21,400 riders.

- The 2016 Play It Safe program once again proved successful with over 4,000 tickets sold generating just over \$20,000 in revenue for the Department. Our ticket sponsor OC Screams provided this year's tickets at no charge and they have indicated they would be interested in participating again in 2017.
- The Transportation Division, in conjunction with the City's Purchasing Department, is developing a formal Request for Proposal (RFP) to procure seven (7) heavy duty 40 foot replacement buses. The transit buses are funded with grants from the Federal Transit Administration (80%), Maryland Transit Administration (10%) and a Local share (10%). Timetable to have the RFP out to bid is August.
- Renovation of the Transit facilities has been completed. Both the North & South Transit Centers along with the West Ocean City Park & Ride and the Boardwalk Tram Stations have received upgrades that include interior and exterior painting, new LED lighting, bathroom fixtures and signage improvements.

**Wastewater**

- Summer operations continue, additional staff on midnight shift to operate the Bio-solids process.
- Concrete repairs to the North secondary clarifier will be done in the fall.
- All additional tankage on line for the summer season.
- Received the full technical report of the outfall pipe inspection. Reviewing to determine what repairs are needed. Divers have completed their minor repairs of diffusers and cathodic protection on the outfall pipe. Overall plant operations are normal.
- Awaiting renewal of our NPDES permit. Expect an MDE inspection in the near future. Monthly reports are now being submitted electronically, which is a new mandatory requirement for EPA/MDE on January 1, 2017.

**Water**

- We are getting prepared for some winter projects-
  - Filter media replacement at 15<sup>th</sup> St.
  - Chlorine boost at 100<sup>th</sup> St.
  - Two (02) bay-crossing water mains
- Also doing some in-house testing of TTHM's (chlorine by-products) leaving the water plants.

**Recreation and Parks**

- Attended, participated and/or administered meetings: Internal Department Senior Staff meetings, Recreation and Parks Committee meeting, Mayor and Council meeting;
- Worked with Engineering on Northside Park Community Room Floor replacement needs as well as Golf Course Clubhouse needs;

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- Evaluated options and recommended submission of outdoor Pickleball court construction for the 2016 Community Parks and Playground grant project to Recreation and Parks Committee for approval;
- Continued to work with Internal Auditor and Comcast on the installation of WiFi at Northside Park;
- Continued to work with Engineering staff on potential improvement opportunities at the Dog Playground;
- Met with Delegate Mary Beth Carozza on supporting legislation for a Maryland Sportsmanship Month and spearheaded assistance from MML and MRPA in the effort;
- Attended the Maryland Municipal League Conference and represented the Town in its recognition for obtaining the prestigious HEAL Cities designation;
- Submitted request for the Mayor and Council to recognize the month of July as Park and Recreation month, and was honored to represent the Department in receipt of the Proclamation;
- Discussed non-resident fee formulation with the Budget Manager and Internal Auditor;
- Met with the City Manager to give an update on Department projects and activities;
- Represented the Department at the ribbon cutting of the Butterfly Garden at the Center for the Arts;
- Evaluated dumpster placement options based upon neighbors' complaints;
- Worked on the creation of parks regulations.

**Parks**

- Inspected all playgrounds and completed written reports;
- Performed general maintenance at all sites;
- Prepared athletic fields for tournaments, programs, leagues and aerated all fields;
- Attended Senior Staff meetings;
- Continue investigating private tree and shrub violations;
- Scheduled the sea grass removal at 197 S. Ocean Drive;
- Power washed the boardwalk and wooden fence at Sunset Park along with the Fiesta Park pavilion;
- Repaired irrigation leaks at several areas;
- Supported Play It Safe Beach Volleyball;
- Supported Arts Alive, Lacrosse Tournament along with other programs, leagues and rentals and camps such as Camp Horizon;
- One Park employee attended pesticide exam and obtained certification;
- Three Park employees attended Roadside Tree Care Expert exam, two obtained certification;

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- Researched the painting of the Gorman Park racquetball court;
- Prepared NSP for the July 4<sup>th</sup> Fireworks;
- Began a pilot program to test a less expensive dog bag;
- Reconciled FY16 purchase orders;
- Supported the Maryland Fireman's Parade.

### **Recreation Programs and Seniors**

- Summer camps began on June 20, as of that date we have 2180 children registered for camps;
- Completed 3 weeks of camps including Camp Horizon, Scamper Camp, All Star Basketball Camp, Field Hockey Camp, Fishing, Kayak, Tennis and Skate Camps, Stand-Up Paddleboard, Beach Volleyball, Boys Lacrosse, Junior Beach Patrol, Boogie Board and Surfing Camps;
- July is Parks and Recreation Month, in honor of this, program staff are running events in neighbor parks on Saturdays throughout the month, the first event will be held at Gorman Park from 10 – 11:30 a.m. on July 9;
- The Ocean City Tennis Center is in full swing hosting a 4<sup>th</sup> of July Mixer, Men's and Women's Flights are going strong, camps have good attendance, a High School Tournament was held on June 5 with the second one schedule July 10;
- The Ocean Bowl Skatepark is gearing up for the first Skate Bash of the summer on July 12, the June bash was rained out;
- Beach Activities began on June 20 on 27<sup>th</sup> Street with Movies on Monday and Friday nights and Beach Family Olympics on Tuesday nights, movies continue at the Carousel Hotel on Wednesday nights. WBOC did a feature on Beach Olympics on their "Delmarva Life" segment that aired on Tuesday, July 5;
- NSP hosted a Beach Lacrosse Tournament on June 10<sup>th</sup>, 11<sup>th</sup> & 12<sup>th</sup> ;
- NSP hosted three Basketball tournaments, June 11 & 12, June 17, 18, 19 and June 24, 25, 26;
- Softball tournaments we held on June 4, 5, 18, 19, 24, 25, 26 and July 2;
- Rentals have been busy with 4 DNR classes, 1 ballroom dance, 2 weddings, 8 picnic shelter reservations, 4 sports practices and 1 birthday party;
- Heather Vest was hired for PT Office Associate III position in front office starting on June 15<sup>th</sup> .

### **Golf Operations and Maintenance**

- Continued to have lots of rain making it very difficult to groom the golf course to our normal high standard but we are doing a pretty good job;
- Repairing irrigation system, we have had several large water main breaks and electrical problems;
- Maintaining clubhouse landscape and on course annual flowers;
- Fertilizer application to whole course;

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- Continuing to work with the county and consultants on irrigation project (bid documents, plans and specifications) bid is currently on the street with an opening date of 8/8/16 in Snow Hill;
- Cutting lots of grass due to excessive rains and cool temps;
- Hiring and training several new seasonal staff members;
- Moving into summer mode of watering and getting thru heat and drought stress;
- Hosted Elks Scholarship Tournament 6/13, Elks Golf League 6/16 , 6/30 & 7/14, Indian River Seniors 6/20 & 6/23, Stephen Decatur Athletic Boosters Tournament 6/20, MD State Firemen's Tournament 6/24, MML Tournament 6/26 and Worcester County Golf League 7/13;
- Completed Pro Shop and Caddy Shack Café physical inventory count on 6/30;
- Hosted Junior Golf Camp 6/27 – 7/1, 35 kids participated and 7/11 – 7/14, 31 kids participated.
- Sent 2017 Green Fee and Cart rates to Greater Ocean City Golf Association member golf packagers;
- Prepared for pre-bid meeting (7/15) on new irrigation system;
- Entered requisitions for FY2017 expenses;
- Met with Bill Funkhouser and Jessica Waters to discuss possibility to moving Eagleslandinggolf.com to website host 121 Marketing. Bill and Jessica agreed to make the move that will allow our website, new email marketing/internet advertising and POS data module to all be integrated;
- Discontinued expired rain checks and gift cards to move money from deferred revenue to actual revenue;
- Cancelled the new event "Knock out Scramble" scheduled for 7/16 because of lack of interest. Opened tee sheet for this day to maximize revenue.

### **Risk Management**

- Review of properties coverage for the renewal resulted in a net decrease in annual premium.
- Completed the WCC annual payroll/loss report
- Preparing for a WCC audit. (this is the first time TOC Workers Comp self-insured program has been selected)
- Settled two recent cases before trial, saving \$\$\$
- Attempting to resolve another BI case before trial in US Federal Court
- Continuing to work on revision of Health/Safety manual;
- We are actively pursuing subrogation for loss/damages to our properties and autos.

### **Special Events**

- Air Show wrap-up meeting completed; key issues: parking for event needs, security at event site, future construction at Sea Scape site (perimeter fencing and cranes);

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- Art's Alive event completed with 90 vendors, strong crowds Saturday, normal Sunday;
- Fourth of July Fireworks successfully completed on schedule with strong crowds considering weather issues;
- Continuing to work on proposal for formalizing high-end Marketing Activations in Town as attractions for tourist base;
- Finishing lighting upgrades to Caroline Street Stage – first use, Wednesday, July 13th;
- Sunfest application process now closed;
- Sunfest Entertainment continuing to sell at moderate pace. Eddie Money costs almost covered;
- Sunfest TV commercial in process;
- Winterfest Tree delayed until 2017 with tree purchase in FY17. This is to keep costs low and get the best value for our budget;
- Concerts on the Beach, Sundaes in the Park, Sunset Park Party Nights beginning this month weekly;
- Make sure you check out Philbilly at Sundaes in the Park on July 17th – may see them again for July 4, 2017 downtown!

**Applications in process:**

1. Surfers Healing
2. Sunfest Kite Fest – 3 year
3. OC Beach Classic Date Change
4. OPA Power Boat Race
5. Live Like Rob 5K
6. Corvette Weekend – 3 year
7. Sawyer/Monahan Wedding
8. OC Boardwalk Music Fest

**Applications in process, comments late:**

1. Winefest – 3 year
2. Walk MS

**Ready for Council Approval:**

1. Fight the Bite

**Council Approved:**

1. Jr. Volleyball at Carousel
2. Turn It Up Movie Night
3. Ocean Games
4. USSSA Opening Ceremony
5. Volley for TBI
6. Jesus at the Beach – 3 year

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7. Beach 5 Sand Soccer II
8. Plein Air
9. St. Mary's Blessing of the Waters
10. OC Sandfest
11. OC Jeep Week
12. OC Bikefest
13. Out of the Darkness Walk
14. Evans/Weir Wedding
15. Endless Summer Cruisin'
16. OCtoberfest
17. Making Strides Against Breast Cancer
18. Walk for Recovery
19. Strom Warriors 5K
20. Penguin Swim – 3 year

**Permitted Events:**

1. ESA
2. OC Beachlights
3. OC Cruzers

**Tourism**

- Our television spots continue to air on broadcast and cable, specifically in Baltimore, D.C. and HLLY on the MASN Mid-Atlantic network, on cable in NY/NJ, Philly, Baltimore, HLLY, Pittsburgh and D.C., and on broadcast in Philly, Baltimore, HLLY and Pittsburgh. A total of over 45 million TV and cable impressions ran in June. The campaign also includes outdoor and online components in our key feeder markets;
- MGH negotiated a free week of radio ads on the I-Heart Baltimore and DC radio stations resulting in some great extra exposure for OC. The bonus spots aired the week of July 5 on WQSR, WPOC and WZFT in Baltimore and on WASH, WMZQ, WWDC, WBIG and WITH in Washington;
- Unveiled the new "Fun with Rodney" animated gif on June 29. This enables visitors to our website to generate a "face-in-hole" animated gif using a scene from one of the new TV spots. They can then share via social channels to generate buzz and encourage others to create their own gif;
- Promoted Art's Alive with local outdoor, television and print ads along with eblasts to our tourism database;
- Ocean City CVB was voted the #1 Eastern DMO in the 2016 Groups Today Readers' Choice Awards. Ocean City CVB will be featured in the November/December issue of Groups Today;
- Attended June meeting of the Maryland Tourism Development Board at Six Flags;
- Attended ribbon-cutting ceremonies for Phillips Crab House 60th anniversary and Seacrets new distillery;

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- We have called on more CVB member businesses than ever this year with event sheets and thank you notes for being members;
- The new group tour planner booklet has been completed and printed;
- We have begun work on our new resource sheets, one for group planners that lists direct contacts with CVB members and helpful planning info, and a visitor "Beyond the Beach" sheet listing alternative activities for a rainy day or just a non-beach day. This will give exposure to some of the CVB members usually not sought out and to some of the non-profit facilities such as Life Saving Station Museum and Worcester County tourism sites such as the Museums of Worcester County;
- Had presence once again at MML with an OC Tourism booth;
- Coordinating TAB request to Mayor & Council for support of wheelchair lacrosse event;
- Discussion with sports tournament organizer on some new tournament proposals;
- Coordinated renewal of our MAASA agreement with Worcester and Wicomico counties;
- Preparing for July 11 Tourism Commission meeting.