



City of Huntington

2014 DEPARTMENTAL REPORT

prepared by the office of communications





CITY OF
HUNTINGTON



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Big Sandy Superstore Arena

The Big Sandy Superstore Arena continued to generate programming for the Tri-State in 2014 that provided entertainment, a positive economic impact and service to the community. High-profile events that the arena hosted in 2014 included:

- Nine concerts — Justin Moore, Hunter Hayes, Ron White, Jake Owen, Alice in Chains, Happy Together Tour, Five Finger Death Punch, The Gaither Family and Dierks Bentley.
- West Virginia Secondary Schools Activity Commission State Wrestling Tournament.
- Spikefest — 10th annual volleyball showcase featuring more than 1,000 players from across the country.
- Four family shows including Arenacross, Harlem Globetrotters, Scooby Doo Live and Sesame Street Live.
- Tsubasacon Convention — a three-day event featuring anime, magna, gaming and cosplay. The only show of its kind in West Virginia.
- Marshall University spring and winter commencements.
- Established a New Year's Eve party in conjunction with iHeart Media.

There also was facility growth in the following areas:

- Rental income 11 percent
- Concessions income 7 percent
- Catering income 7 percent



Big Sandy Superstore Arena.

The arena's involvement in the community also should not be understated. Various charitable organizations received \$30,000 worth in reduced rental rates and tickets to assist in fundraising. Charitable organizations also earned another \$24,000 working at concessions stands during events.

The arena also provided management assistance to Path to the Cure, the city's Christmas tree-lighting ceremony and the Christmas Parade of Lights. Arena staff also played active roles as active members of Downtown Live, the Huntington Regional Chamber of Commerce, Huntington Rotary Club and Generation Huntington.

Lastly, a new sales brochure was designed and implemented for use in attracting additional events to the Convention Center.



Development and Planning

The Department of Development and Planning spearheaded the following projects in 2014:

RIVER TO RAIL

River to Rail is the initiative to revitalize the West End through law and code enforcement, community involvement and economic development.

One of our first opportunities in the River to Rail area was developing a new vision for the Central City Market. The Market is a cornerstone of the district and has the potential to draw the pedestrian traffic needed to support economic growth. The city entered into an agreement with The Wild Ramp, which had outgrown its location at Heritage Station. CDBG funds assisted with renovations and furnishings and The Wild Ramp opened in its new location in May. The Wild Ramp returns 90 percent of its proceeds to the farmers and artisans who grow or make the products it sells. The first month in operation at the Central City Market was an all-time record month for The Wild Ramp, which returned \$35,429 to its producers, \$11,000 more than it returned at the same time in 2013.

The citizen-based River to Rail steering committee in 2014 also partnered with the American Institute of Architects' Livable Communities initiative to provide guidance on some of the emerging plans. This free technical assistance will assist the committee in visualizing and finding future funding sources.



The Wild Ramp's new location on 14th Street West.

FAIRFIELD WEST REDEVELOPMENT

The Fairfield West Redevelopment initiative saw significant progress in 2014 with the start of Northcott Court demolition and the approval of low-income housing tax credits. The credits will help fund the construction of a new \$5.5 million, 40-unit senior housing complex, which will replace units lost through the demolition of Northcott Court.

Several city programs collaborated with the Housing Development Corporation on this initiative. The Huntington Urban Renewal Authority prepared the redevelopment plans; Huntington City Council approved the plans and declared the area slum and blighted; the Planning Department proposed major changes to zoning that were approved by the Planning Commission and City Council; the Land Bank assembled properties that

will be used for the construction of the 40-unit senior complex; and the city's HOME program will assist with funding the 40-unit complex.

SKATE PARK

In August, City Council approved a \$202,900 contract with Hager Construction for the construction of a skateboard park. City Council had previously allocated \$130,000 of CDBG funding toward the project and provided an additional \$45,000 from CDBG funds in 2014. Other funding for the project includes a \$50,000 National Park Service Land and Water Conservation Fund grant and a \$5,000 "challenge" grant from the Tony Hawk Foundation. A \$5,000 donation from a local business, Mystic Metal, along with a series of fundraisers organized by the community nearly doubled the "Challenge" with a total of \$11,000. Additional funding was secured through the Governors Participation - Local Economic Development Assistance Grant Program. The first phase of the three-phase project opened to skaters in early 2015.

PAUL AMBROSE TRAIL FOR HEALTH

The first major phase of the Paul Ambrose Trail for Health was substantially completed in 2014. The \$2.3 million project was awarded to Famco Inc., and consisted of the construction of three trail sections, including a 1.5-mile trail along the Guyandotte River, a three-fourths mile section along the Hisey Fork of Fourpole Creek connecting Ritter Park with Harveytown Park, and a 3.5-mile section along the top of the floodwall levee from 3rd Street West to Westmoreland.

PLAN 2025

After the successful adoption of Plan 2025 in December 2013, the Planning Office has been working to further its goals. This has included participating in a competitive technical assistance visit from Smart Growth America where two national experts came to Huntington in July to share strategies to implement the plan. This session was very successful and resulted in a robust "next steps" memo from the experts to assist its implementation.



City officials broke ground on the new skate park in August at Harris Riverfront Park.

FLOODPLAIN MANAGEMENT

The Planning Office has also participated in training in floodplain management to assist in better administration of our floodplain regulation. This resulted in entering into the Community Rating System, a voluntary FEMA incentive program that recognizes and encourages community floodplain management activities that exceed the minimum National Flood Insurance Program requirements. If approved, this program could provide discounted flood insurance rates and greater protection for properties developed in the floodplain.

LAND BANK

The Huntington Urban Renewal Authority's Land Bank is dedicated to the creation of long-lasting initiatives to help combat issues caused by vacant, abandoned and tax delinquent properties.

The Land Bank received national attention in 2014 by hosting its first Bad Buildings Summit. The Summit featured experts from the Center for Community Progress and gave eight communities throughout West Virginia valuable tools to fight the growing problem of vacant and abandoned properties.

HURA also assisted with the passage of Senate Bill 579, the first land banking legislation in West Virginia. It gave others the opportunity to establish a Land Reuse Agency. Throughout the year, the

Land Bank put 38 properties back into productive use, totaling approximately \$74,000 in sales. The HURA Land Bank is dedicated to the creation of long-lasting initiatives to help combat issues caused by vacant, abandoned and tax delinquent properties.

DEMOLITION PROGRAM

The Department of Development and Planning also provided funding for abatement and demolition as well as administrative support for the Unsafe Buildings Commission (UBC). In 2014, the UBC heard complaints on 151 properties. Of those, 40 were ordered demolished. Twelve properties were repaired by the owners and removed from the list, and 10 properties were demolished by the owners. CDBG provided funds for testing 16 structures, abating 10 and demolishing 15.

A.D. LEWIS COMMUNITY CENTER

Progress at the A.D. Lewis Community Center was marked by the reopening of the swimming pool after a two-year hiatus. The reopening was due largely to contributions from Marathon Ashland. The community center also conducted free swimming classes at the pool thanks to private contributions from a handful of community members.

OLD MAIN CORRIDOR

The third phase of the Old Main Corridor project was completed in 2014. The \$345,301 project was awarded to Hager Construction and consisted of the installation of decorative concrete sidewalks, ornamental LED lighting and landscaping along 4th Avenue between 12th and 13th streets. Also in 2014, the West Virginia Division of Highways approved plans for the fourth phase between 10th and 12th streets and issued a notice to proceed for construction.



The city demolished 15 structures in 2014 using Community Development Block Grant funds.



The A.D. Lewis Community Center pool opened in June after a two-year hiatus.



The third phase of the Old Main Corridor on 4th Avenue was completed in 2014.



Human Resources

The Human Resources Division oversees a number of personnel issues and programs for the City of Huntington.

Personnel Director Sherry Lewis coordinated several events and programs for employees, including a health fair for city employees and their families in June. It marked the third consecutive year that St. Mary's Medical Center has sponsored the health fair. She also served as coordinator for the city's United Way Campaign. The city had another successful campaign with an increase of 8.7 percent in participation from last year. Ninety-five employees donated

to the United Way, and the total pledges were \$4,758.96.

In 2014, 32 people separated employment from the city, fifteen of whom retired with a combined 372 years of service. Meanwhile, Lewis conducted orientations with 28 new, full-time employees.

The Human Resources Division also played an instrumental role in the search for a new police chief. The division compiled a detailed summary of the 37 candidates who applied for the position and participated in and coordinated interviews with the candidates.



Office of Communications

The Office of Communications was established in December 2013 under the guidance of Communications Director Bryan Chambers. During 2014, the office was involved in numerous projects that provided timely accountability to the public and transparency of government; established and maintained an accurate public perception of the city; increased the visibility of the city on local, state and national levels; informed citizens of innovative projects and services; and promoted the city's achievements, activities and significant events.

CITY BEAT NEWSLETTER

The office published seven "City Beat" newsletters that accompanied municipal and refuse fee mailings. The newsletters also were archived on the city's website and were emailed to those who subscribed to the city's e-newsletter on the website.

NEW WEBSITE

The city contracted with Bulldog Creative Services to launch a new city website in May. The Office of Communications generated a large amount of the content and photos for the initial launch of the website and is now responsible for ensuring that it stays updated and running smoothly. The Office also worked with Bulldog and Mountain State Computer and Networking Services to launch live streaming of all public meetings at City Hall on the website.



Stormwater Director Sherry Wilkins speaks to John Marra of WSAZ about rain barrels.

PRESS RELEASES

This is one of the traditional functions of the Office of Communications. The Office wrote 83 press releases that were distributed to local media. The Office also assisted the Police Department in preparing dozens of press releases for distribution.

MEDIA REQUESTS

The Office of Communications is the initial point of contact for the media. The office fielded more than 480 phone calls or email inquiries from the media in 2014.

SOCIAL MEDIA

The office oversees the City of Huntington, WV Facebook page as well as the @huntingtoncity Twitter account. The office also supplements May-

or Williams' Facebook page by posting photos of him attending various events to show the public that he is engaged.

The city's Facebook and Twitter pages now are active seven days a week and include information about upcoming public meetings, emergency weather or traffic-related news and promotions for upcoming community events, among other things. The city's Facebook page grew from approximately 2,100 likes to more than 5,200 in 2014, while the Twitter account increased from about 700 followers to nearly 3,600.

The city was also recognized by the Charleston Daily Mail in August for having the most active and useful social media presence of any other local government in West Virginia.

EVENT PLANNING

The Office of Communications planned or as-

sisted in the planning of several events in 2014. This included the Parade of Champions, an event to launch the city's small business initiative, a community-wide tour with national Drug Czar Michael Botticelli, a swearing-in ceremony for Police Chief Joe Ciccarelli and more than 10 press conferences.

ENGAGE HUNTINGTON

In July, the office launched EngageHuntington.com, a new citizen engagement tool. The website allows constituents to share their ideas and interact with city officials on a variety of issues that are updated on a monthly basis.

HEADS UP HUNTINGTON

The Office of Communications played a vital role in the use of Heads Up Huntington emergency alert notification system. The office published more than 80 alert notifications for traffic, weather and flooding-related issues.



Legal

The city's Legal Department was involved in a range of activities in 2014, including collections; litigation; handling insurance claims; drafting new and updating existing ordinances; unemployment and human rights claims; answering Freedom of Information requests; issuing legal opinions; and negotiating union contracts.

Collections activities include delinquent municipal service fees, refuse service fees and business and occupation taxes, for which the Legal Department teams with members of the Finance Division. Together, the collections team collected a total of \$366,088.89. The burgeoning area of business and occupation tax collections added more than \$153,000 to the total.

During the last three quarters, the Legal Department actively monitored 20 business accounts that set up payment plans to erase their debt. Active monitoring includes sending monthly notices with a bar-coded payment coupon and short-notice late letters, when necessary. These tools have proved invaluable at keeping businesses honest.

In addition to active monitoring and the other enforcement tools, each of these accounts is backed by a judgment or promissory note that may be enforced in court. Two businesses fulfilled their obligation before the end of the year.

In pursuit of outstanding debts, the Legal Department filed 84 lawsuits — nearly two times more than 2013 — which have resulted in two agreed judgments, 21 confessions of judgment and 21 default judgments, for which 21 liens were filed.

The following is a summary of other activities in the Legal Department:

- Updated or drafted 10 ordinances.
- Handled three unemployment claims.
- Responded to 48 West Virginia Freedom of Information Act requests.
- Attended six legal education seminars.
- Issued 8 legal opinions.
- Drafted four Charter Amendments.
- Handled 68 new insurance claims.



Public Works

The Public Works Department and the six divisions under it continued to develop new and innovative ways to becoming more effective and efficient in providing services to citizens in 2014.

Much of this can be attributed to the partnership between the administration and AFSCME, which has increased morale and productivity among employees.

SANITATION AND TRASH

The Sanitation and Trash Division's primary role is to remove 70-75 tons of household garbage per day, but it has several more responsibilities. The division maintained a quick response time to brush and trash calls, averaging 18 pick-ups per day. It also established a two-person weekend crew to keep main thoroughfares in the downtown clean and partnered with the West Virginia Department of Environmental Protection to collect and dispose of approximately 1,300 tires.

The division also developed a fleet management program to keep trucks on a regular replacement cycle and gained approval from City Council to build a new retaining wall for the trash drop-off area at the Deitz Hollow Landfill.

Safety also remained a top priority, which resulted in no major accidents in 2013.



The Sanitation and Trash Division hauls away 70-75 tons of household garbage per day.

INSPECTION AND PERMITS

The Inspections and Permits Division participated in a comprehensive safe housing initiative with the Huntington Fire Marshal's Office and Huntington Police Department Code Enforcement Unit surrounding Marshall University's campus during summer 2014 to improve housing conditions for students. For the year, the division inspected 195 structures, including 547 apartments. The division also issued 58 citations for violations.

The Division also created a "Project: Safe Housing" brochure along with the Code Enforcement Unit and Fire Marshal's Office to inform residents of the services that the three entities provide. All three inspectors also became certified to issue building permits in 2014.

STREETS

The Streets Division was extremely busy during the winter. The division was called out for snow and ice removal 47 times, which is more than the previous seven years combined. To be better prepared for snow removal in 2015, the Streets Division hosted an open house for the media in late October to showcase its equipment and conducted a dry run of snow removal routes.

New to the snow removal fleet is a salt-brine system that will help in preventing roadways from becoming icy under certain conditions. The division also installed a new salt storage shed, which is expected to save the city \$8,000-\$12,000 annually.

The Streets Division also installed a new ditch line on Hillside Drive, a new creek bed on 28th Street and new piping on Memorial Park Drive to improve drainage.

BUILDING MAINTENANCE

The Building Maintenance Division is responsible for maintaining 11 city-owned buildings. In 2014, it oversaw the installation of a new boiler system at City Hall, installed gutters at the Street Division, installed water eye wash stations at the Motor Pool Division, repaired roofs on various buildings and made several repairs to heating and air-conditioning units.

MOTOR POOL

The Motor Pool Division continued to see efficiencies and savings created by the partnership with the in-house NAPA parts store at the city garage. These efficiencies allowed the division to purchase much-needed equipment, such as a fork lift, parts washers, vehicle lift, jacks, air hose reels, ball joint press, sand blaster and plasma cutter.



The Streets Division was called out for ice and snow removal 47 times in 2014.



The Streets Division patches potholes on a regular basis during the winter.

TRAFFIC ENGINEERING

In addition to maintaining 127 intersections, more than 2,000 street lights and 21,000-plus street signs, the five employees in the Traffic Engineering Division set up barricades for five parades, more than 45 5K runs and numerous special events in 2014.

The division also received the first runner-up award from the West Virginia Local Technical Assistance Program for designing and building a traffic control flash module relay tester. A working foreman was also established within the division.



Finance

The Finance Division serves as the treasurer and custodian of all cash and investments held by the city and its two pension funds. Additionally, Finance also:

- Manages the budget for the administration.
- Prepares all budget revisions for City Council and the West Virginia Auditor's Office's approval.
- Approves all payments made from the city treasury, including payments to vendors, employees and pensioners.
- Is responsible for billing and collection payments from 19,000 property owners and more than 4,000 businesses.

The city continued transparency of these transactions in 2014 by releasing monthly financial statements, a monthly City Service Fee report and an annual audited financial statement. These reports

are available in Room 19 of City Hall and online at www.cityofhuntington.com. An annual vendor report is available upon request as well.

The Finance Division operated its first full fiscal year using new accounting software and implemented new payroll and business licensing software in 2014. These investments in software give department heads more information needed for sound management and decision making and result in efficiencies that were not available a year ago.

Moving forward, the Finance Division will offer more efficient operations in 2015 as Business and Occupation Tax, City Service Fee, Municipal Fee and Refuse Fee billing occurs in new software systems. By the end of the year, municipal service fee and refuse fee customers will have more convenient payment options including online bill payments.



Fire Department

On July 27, 2014, the Fire Department was tested to the extreme when the upper floors of the Morris Building caught on fire. All Fire Department apparatuses and staff – as well as many surrounding agencies – responded to the scene and minimized what could have been a fire that spread to other buildings in the downtown and crippled businesses in that area.

Swift action by all of the involved agencies resulted in property loss being limited to 35 percent and content loss being limited to 36 percent.

As with any fire, a post-incident analysis report exposed the Fire Department's strengths and deficiencies. This has resulted in the Training Division conducting classes for operations involving incident command and high-rise buildings.

The Fire Department responded to 3,811 calls for service in 2014, the most frequent of which was rescue and EMS calls (1,320). The year was also the renovation of stations, a renewed emphasis on grant funding, the arrival of the new Marine 1 fire/rescue vessel and some corrective and preventive maintenance on equipment.

GRANT FUNDING

The Fire Department applied for \$2.6 million in grant funds in 2014 and was awarded \$1.125 mil-



The Morris Building caught fire on July 27, 2014, testing the skills of the Huntington Fire Department.

lion, leaving \$1.470 million pending. The majority of funding came from a Port Security grant for a boat house to provide shelter for Marine 1, a new fire/rescue vessel that was dedicated during a ceremony in June at Harris Riverfront Park.

TRAINING

The Fire Department completed two training academies for 11 new hires and updated all personnel training files. It also conducted department-wide training for Marine 1, including a boater's safety course, cold-water survival class and patient packaging for water rescue course.

FIRE PREVENTION BUREAU

The Fire Prevention Bureau conducted 627 inspections in 2014. Almost 200 of these inspections were buildings that contained rental units near Marshall University's campus. The inspections were part of the Project: Safe Housing initiative in conjunction with the Public Works Department's Inspections and Permits Division. The Fire Prevention Bureau also completed 98 certificate of occupancy inspections, which are required of new businesses within the city limits prior to a business license being issued.

The Fire Prevention Bureau also completed 30 preliminary fire investigations with origin and cause determinations. Several of these cases resulted in convictions.



The Fire Department dedicated Marine 1, a new firefighting and rescue vessel, in June at Harris Riverfront Park.



The Fire Department responded to 3,811 calls in 2014.



Information Technology

The I.T. Division played a pivotal role in 2014 in teaming up with the West Virginia Network for Educational Telecomputing to deploy free WiFi using white space technology.

The new technology relies on unused broadcast frequencies. Since television stations are going digital they have left frequencies available and those areas, known as white space, can be used to provide wireless internet access. WVNET is providing the internet to the city free of charge for a year under a pilot project. The service was made available at Pullman Square in September, and additional locations are expected to be added in 2015.

The I.T. Division also hired a new part-time computer technician in 2014 to enhance its ability to respond more efficiently to users' problems on a daily basis. The division also:

- Received a \$25,000 Homeland Security grant to purchase a security camera system for City Hall and adjoining parking areas.
- Changed the city's phone service provider from Lumos to Frontier. The change will lower the annual costs of phone service by approximately \$22,000.
- Developed a "trouble ticket" program for in-house users that is designed to streamline the process of reporting a problem to I.T. technicians.



Police Department

The Police Department in 2014 was marked by new leadership and a new initiative to rid the community of out-of-town drug dealers. The initiative, launched in early August, began with a citywide warrant sweep that targeted several high-profile criminals. The effort continues to this day and also spun off the creation of the Mayor's Office of Drug Control Policy, which aims to address the systemic issues brought on by drug addiction.

The River to Jail initiative also included funding for 10 more police officers, thanks to approval from City Council. The new position brought the department's budgeted staffing level to 121 officers.

There also was a change in leadership in the Police Department in 2014. Police Chief Skip Holbrook was hired as the chief of police in Columbia, South Carolina, in April, and was replaced by Jim Johnson, a retired Huntington Police officer who had spent the past five years as the constituent services liaison in the Mayor's Office.

Johnson led the department through the launch of the River to Jail initiative and many other high-profile investigations. After an extensive search process led by a citizen-based committee, Joe Ciccarelli was hired as the new chief of police in October.

Ciccarelli most recently was an investigator for the West Virginia Supreme Court of Appeals. He



Joe Ciccarelli was sworn in as the Police Department's new police chief during a ceremony at City Hall in October.



This high-risk response vehicle was one of the critical pieces of equipment the Police Department received grant funds for in 2014.

worked nearly 30 years for the FBI before retiring in January 2014. He started his law enforcement career with the Huntington Police Department in

1978, serving as a police officer and detective before being hired by the FBI in 1984.

Other notable accomplishments in 2014 included:

- The expansion of the Heads Up Huntington emergency alert notification system to Hancock and Raleigh counties.
- One new civilian IT position and one new position in the Forensics Unit.
- The issuance of 3,103 code enforcement citations. The compliance rate was 76 percent.
- Grant funding for a high-risk response vehicle through the Department of Military Affairs and Public Safety.
- Grant funding for a use-of-force training simulator through the Department of Military Affairs and Public Safety.



A Huntington Police officer patrols the streets of Huntington on a motorcycle.



Purchasing

The Purchasing Division oversees the bidding process and large purchases of equipment and/or services for the City of Huntington as well as auctioning off or selling city-owned property.

The division updated the city's properties and vehicles for insurance coverage in 2014. It also

sold a piece of property at 1492 Harvey Road for \$4,012 and 12 obsolete or surplus vehicles for \$12,026.

The division also coordinated 11 purchases that exceeded \$15,000 each, the threshold that requires approval from City Council.



Water Quality Board

The water quality proposal that was approved by Huntington City Council on June 23, 2014, marked the beginning of a multi-faceted program that set the standard for flood control management throughout the state of West Virginia.

There are three services related to management of the water quality and quantity in the City of Huntington: 1.) the Huntington Floodwall Division 2.) the Huntington Stormwater Division and 3.) the Huntington Sanitary Board. The first two entities fell under the City of Huntington's Department of Public Works. The latter entity is separate from the City of Huntington and has its own budget, although the mayor serves as chairman of the Sanitary Board and any HSB expenditures that exceed \$25,000 must be approved by City Council.

To achieve maximum efficiency and effectiveness of the functions provided by these three divisions, Mayor Steve Williams proposed that the three functions be merged into a newly-created entity called the Huntington Water Quality Board.

Without a way to address our flooding problems, Williams argued that Huntington would struggle to remain competitive in attracting residents and businesses that depend on adequate infrastructure.

After Mayor Williams' initial proposal was referred to City Council's Finance Committee in



A crew with the Huntington Water Quality Board cleans debris from a storm drain in September.

January, he assembled a committee of citizens that represented various facets of the community like neighborhood associations, pastors, real estate developers, Marshall University, labor organizations, the Huntington Regional Chamber of Commerce, St. Mary's Medical Center, Cabell-Huntington Hospital, Steel of West Virginia, City Council and the Huntington Sanitary Board.

The goal of establishing the committee was to vet any proposal so that it did not contain unintended consequences. The committee met several times in May 2014 and reached a consensus on a proposal that Huntington City Council approved June 23. Williams signed the ordinance into law immediately following the vote.

The end result is a program that creates greater efficiencies, provides the ability to finance long-term capital improvement projects, is more equitable and encourages development.

The three entities that protect and manage water quality fell under a newly-created Huntington Water Quality Board. The Water Quality Board is responsible for supervising and managing the Huntington Sanitary Board as well as the new Huntington Stormwater Utility. All affected positions (10 total), property, assets, functions and duties of the Stormwater and Floodwall divisions transferred to the Stormwater Utility. The Water Quality Board consists of the three members of the Sanitary Board. These structural changes took effect immediately upon passage of the ordinance.

Until the creation of the Water Quality Board, the City of Huntington's obligations as it related to operations of the floodwall, sanitary sewer and stormwater systems were accomplished by separate organizations. Doing so created numerous areas of overlap where each program was required to accomplish the same activity. There were instances in which sewer repairs resulted in the deployment of personnel from more than one division.

Other areas where efficiencies were created from the creation of the Water Quality Board included pollution prevention, public education and involvement, record keeping, management and administration. Some specific examples of efficiencies included:

- Mapping software: The City of Huntington did not have to purchase mapping software at a cost of about \$200,000. The Huntington Sanitary Board purchased software about 15 years ago and continues to update it daily.
- Response: Response time was expected to reduce. Sanitary Board crews now handle sanitary repairs as well as storm line repairs.



A Cabell County EMS ambulance drives through high water on 3rd Avenue. Reducing flooding on 3rd Avenue is a long-term project that will be addressed through the creation of the Water Quality Board.

Meanwhile, the Sanitary Board's broad range of knowledge in the operation and maintenance of pumps and motors bring a more resourceful response to issues involving the floodwall pump stations.

- The City will save \$48,000 on building rental once the Floodwall Division is moved to Sanitary Board facilities.
- The Sanitary Board is now cleaning catch basins and can clean streets under its long-term control plan, resulting in a reduced cost of approximately \$200,000 annually to the city.

The Huntington Stormwater Utility imposed a Water Quality Service Fee of \$7.15 per month, effective Oct. 1, 2014, for both residential and nonresidential property owners during the first two years. This will give the Stormwater Utility time to conduct mapping of impervious surfaces across the city.

Upon completion of the mapping, monthly residential rates will remain at \$7.15. Monthly nonresidential rates will be \$7.15 for the first 3,000 square feet of impervious surface. Nonresidential customers also will pay \$1.05 for each additional 1,000 square feet of impervious surface, not to exceed 1 million square feet.

