



2022 ANNUAL REPORT

Town of Berlin, Maryland

MESSAGE FROM MAYOR ZACK

To say 2022 was a busy year would be an understatement. The Town of Berlin transitioned back to in-person meetings and offered many of our town events that were canceled or adjusted to keep everyone safe during the height of the COVID-19 pandemic. We welcomed new businesses and residents to the Berlin community. Additionally, the Berlin Beautification Committee was created to improve the appearance of our public spaces.

The Mayor and Council formally adopted a new town seal and the first official town flag. Thanks to the help of an intern from Salisbury University, we published a chronological list and supplemental information about each of the Town's Mayors dating back to the incorporation of Berlin. With the assistance of the Berlin Community Improvement Association (BCIA), SHOREUP! Inc., and the Worcester County Commissioners, we were able to consolidate all of the parcels of the former Flower Street School together into a site that will be used for a new community center.

Recognizing the importance of our human capital, the Town of Berlin invested in a wage compensation and classification study to identify changes in our salary structure and promote a sustainable financial pathway for future advancement. We also celebrated employee milestones, with our highest milestone in 2022 being 35 years of service.

Using the findings of a SERCAP study on the operations of the town's water and sewer facilities, the Mayor and Council implemented changes to our capital funding structure to invest in our aging infrastructure. We created a spending plan for American Rescue Plan Act (ARPA) funds which helped the town replace a water well dating back to the 1940s. The town also completed the repayment back to the General Fund for the construction of our new Berlin Police Station on Decatur Street and made safety improvements to our customer service entrance.

The Town of Berlin was recognized in the Baltimore Magazine and Washingtonian Magazine, providing access to a regional audience with millions of readers. We added new public art installations and amenities like disc golf and ping pong at our parks. Using grant funding from the Maryland Department of Natural Resources Community Parks and Playgrounds grant, the town was able to install lights at the basketball courts at Dr. William Henry Park.

As you work through the next several pages, you will see many more accomplishments separated by department. Please understand that these are just the highlights. Our staff, boards, commissions, committees, volunteers, and all of you helped us complete so much this year. On behalf of the Council and I, we thank you and look forward to another great year ahead.

Mayor Zack

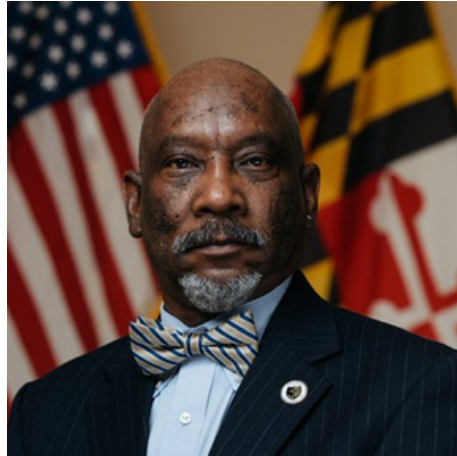


MAYOR AND COUNCIL



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EMPLOYEE MILESTONES IN 2022

Each year the Town of Berlin recognizes employee service milestones. Below are the employees who celebrated anniversaries in 2022.

1 Year

PFC Avery Marshall, Jimmy Charles, and Adam Hall

5 Years

Tommy Tubbs and SO Gary Bratten

10 Years

SO Joe Kerr

15 Years

Ricky Dennis

25 Years

Lt. JD Lawson

35 Years

PCO Lisa Purnell



MAYOR'S OFFICE

- Elected President of the Maryland Mayors Association
- Appointed as Executive Board Member of the Rural Maryland Council
- Appointed Council Member of the Tri-County Council
- Started Berlin Beautification Committee
- Coordinated the consolidation of parcels for new community center on Flower Street
- Adopted new town seal and flag
- Presented first Mayor's Award during Worcester County Paint Plein Air
- Welcomed First Lady Yumi Hogan on art tour downtown
- Worked with Tri-County Council to secure \$17,000 for housing study by Eastern Shore Regional GIS Cooperative (ESRGC)
- Participated in annual Worcester County Law Enforcement Torch Run for Special Olympics
- Helped coordinate the return of the Memorial Day Parade on Flower Street
- Helped start first community-wide yard sale
- Hosted the Lower Eastern Shore Mayor's Association (LESMA) dinner at the Atlantic Hotel
- Led Community Bike Ride with Worcester County Bicycle and Pedestrian Coalition
- Participated in annual Bath Tub Races
- Participated in Berlin Clean Up day
- Presented Jonathan Bauer with Carnegie Medal
- Hosted intern from Salisbury University
- Researched and compiled the history of the Mayors of the Town of Berlin for the town website
- Added War Memorials to the town website

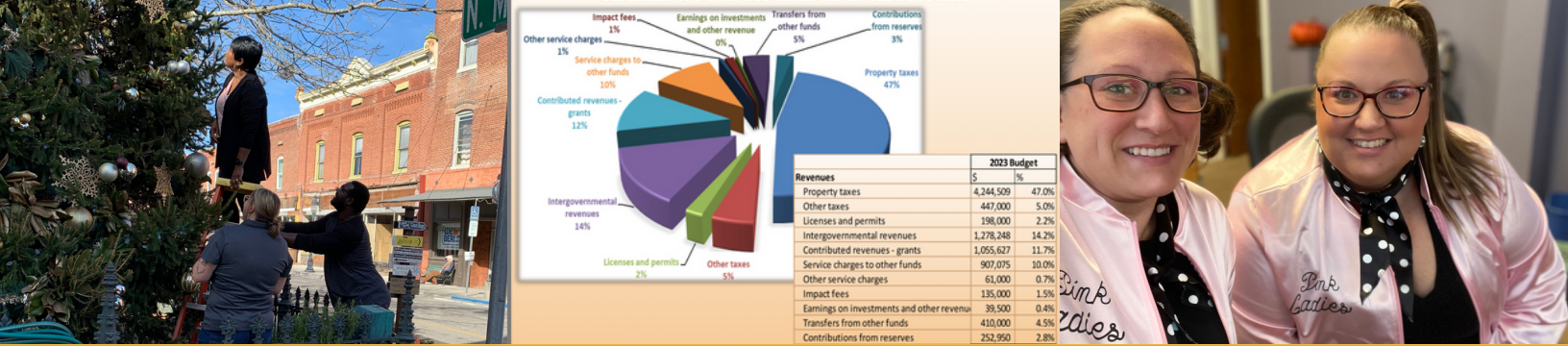


ADMINISTRATION

- Began Wage Compensation and Classification Study
- Collaborated with Department Heads to update all job descriptions
- Began updating the employee handbook
- Started annual plan for fire safety testing
- Completed annual self-assessment departmental building safety inspections
- Researched health insurance plans
- Implemented internal controls for payroll processing
- Worked with departments to update capital plan for FY23
- Navigated personnel changes due to COVID-19
- Managed Zoom meetings for Mayor and Council, Boards, Commissions, Committees and Department Head Meetings due to COVID-19
- Participated in Worcester County Health Department's Just Walk event
- Provided First Aid, CPR, First Amendment Audit, Anti-Harrassment, and Civililty in the Workplace trainings

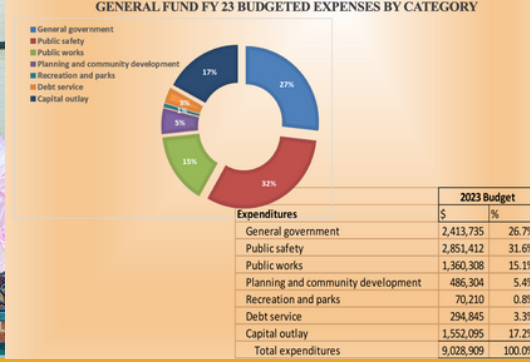
2023 Goals

- Research and expand employee wellness opportunities
- Expand efforts to attract and retain employees
- Complete updates to employee handbook
- Implement findings of Paypoint HR study
- Complete digitizing of town documents
- Renovate Town Hall
- Update Strategic Plan
- Redevelop Heron Park
- Review Town Contracts and evaluate vendor costs
- Implement use of radio communications across all departments



FINANCE

- Received favorable audit for fiscal year 2022
- Established general fund and utility fund reserve policies
- Transferred funds to achieve balances outlined within the general fund reserve policy (stabilization, disaster recovery, capital, and debt service)
- Approved changes to water and sewer fees to address town's aging infrastructure
- Approved changes to stormwater fees to support future projects
- Received American Rescue Plant Act (ARPA) funds and created spending plan
- Presented quarterly financial highlights publicly at Mayor and Council meetings
- Published check register and credit card statements in public meeting packets
- Assisted enterprise funds in the preparing capital projects and asset inventory for the budget
- Established internal and external budget schedules
- Completed the repayment to the general fund for construction of Police Department building and land using Local Impact Grant (LIG) funds
- Successfully submitted monthly Power Cost (PCA) rate calculations to Maryland Public Service Commission (PSC)
- Implemented optional paperless utility E-billing
- Coordinated the Berlin Electric Energy Assistance Program (BEEAP) in partnership with SHOREUP!, Inc.
- Evaluated the electric utility deposit refund policy for accounts in good standing
- Adjusted customer service area hours of operation to better serve the public
- Completed security improvements to the Customer Service lobby



2023 FINANCE GOALS

- Implementation and completion of the water Advanced Metering Infrastructure (AMI) metering system
- Completion of electric rate study
- Implement an electric AMI metering system
- Reduce paper consumption by transitioning to electronic files
- Promote the professional and educational development of our finance team
- Integration of new credit card software with Tyler
- Implementation of project codes across all departments within Tyler
- Obtain the Government Finance Officers Association (GFOA) distinguished budget award
- Create and disseminate an annual budget report for the public
- Update and improve service fee structure
- Continue to improve technology within the finance department to reduce the amount of manual entries
- Remain abreast of changes in the field by attending Tyler Technologies, Maryland GFOA, and National GFOA conferences



ECONOMIC AND COMMUNITY DEVELOPMENT

VOLUNTEER HOURS: 1,454

Public Art Installations

- Rev. Dr. Charles Albert Tindley Mural by Jay Coleman
- Pollinator Way Mural by Jess Hall of Happy Now Creations
- Yellow Brick Road Mural by Jess Hall of Happy Now Creations

Awards, Recognitions, and Mentions

- TripAdvisor Travelers Choice Award
- Maryland Tourism Award for the Rev. Dr. Charles Albert Tindley Mural
- Baltimore Magazine: "Berlin, Maryland, Might Just Be The Coolest Small Town in America"
- Washingtonian Magazine: "6 Christmas Towns Near DC to Enjoy the Holidays."

Grants and Sponsorships Received

- Maryland Department of Housing and Community Development's (DHCD) Community Legacy Grant: Town's Façade Grant Program: \$50,000
- DHCD Berlin Main Street Improvement Grant: \$10,000
- Worcester County Arts Council Grants for live music during the Farmers Market: \$3,000
- Maryland State Arts Council Grant for live music, murals, and marketing: \$17,000
- DHCH Community Safety Grant for cameras and hard stop bollards in the business district: \$76,300
- DHCD Strategic Demolition Grant: \$500,000
- Forever Maryland Foundation Keep Maryland Beautiful Grant for bioretention garden and reusable bags: \$5,000
- Accepted \$5,450 in sponsorships for Independence Day Fireworks



ECONOMIC AND COMMUNITY DEVELOPMENT

Business Openings and Expansions

- Sound Storm Records
- Honey Water Candles
- Mad Pinball
- Sotheby's Atlantic Shores International Realty
- Jun & Juice
- 410 Social
- Mandala Pies
- Atlantic Discount Pharmacy
- Hope4Recovery
- Chesapeake
- Expansions: Skin Fitness, Beach Gypsy, Health Freedom, and Honey Water Candles

2023 Goals

- Continue to add and update Town Events to keep them fresh and fun
- Add more public art (Pitts Street Treasures/Esham Building mural, Powellton Avenue old water tower, town parcel at the intersection of Flower Street and Bay Street)
- Update welcome center displays
- Create internet presence for parking at Stephen Decatur Park by adding its address to Google and Apple Maps as a Town of Berlin parking lot
- Add additional parking signage for the St. Paul's lot and Stephen Decatur Park for year around use
- Apply for additional grant funding to support our events, public art and advertising



POLICE

TOTAL CALLS FOR SERVICE: 8,259

Departmental Community Outreach

- Organized Two National Night Out Community Outreach Events with Assistance from Local Partners
- Assisted "The Spirit Kitchen" with Food Deliveries to Seniors
- Participated in the Berlin Touch a Truck Event and provided giveaways to the children
- Assisted with "Shop with a Cop" with allied law enforcement agencies
- Participated in the "American Education Week" at the Buckingham Elementary School
- Completed a presentation for "Community Day" at Coastal Learning
- Conducted presentation at Ocean City Elementary School

Donations and Sponsorships Through "Crime Prevention Fund"

- Life Crisis Center
- Worcester County Gold, Inc.'s Annual Drive
- Greater Berlin Minority Scholarship fund
- Strawley Memorial Fund (Coastal Hospice)
- Pop Warner Berlin Seahawks (Football & Cheerleaders)
- Berlin Intermediate School: 130 earbuds
- Worcester County Special Olympics Torch Run: Food and Drinks
- Stephen Decatur High School: Yearbook Advertisement
- Berlin Community Improvement Association (BCIA) Memorial Day Parade
- Berlin Youth Group: Fully Sponsored trips to Jolly Roger & Altitude Trampoline Park
- Berlin Trick-or-Treat



POLICE

Departmental Achievements

- Officer of the Year: PFC Avery Marshall
 - Led the department in criminal arrests, drug violations, drug seizures, traffic stops, DUI Arrests, and handgun seizures
- Ocean 98.1 & Schell Brothers Great Customer Service Award: Sgt. Bragg
- Unit Citations: Lt. Lawson, Lt. Fisher, Sgt. Bragg, Cpl. Bireley/Luke, Cpl. Collins/Dock, SO Bratten, and PFC Kevin Lloyd
- Life-Saving Citations: Lt. Lawson and PFC Kevin Lloyd
- Citations of Excellence: Cpl. Collins/Dock and SO Bratten

2023 Goals

- Enrollment in Law Enforcement Officers Pension System (LEOPS)
- Fill vacancies within the agency and retain current staff
- Improve overall technical hardware and software for the agency
- Reinforce the agencies community policing strategies and increase the agencies partnerships
- Attend more presentations and meetings with the public
- Enhance the current Body Camera system to automatically record when other cameras are turned on nearby and when a handgun or ECD (Taser) are removed from their holster
- Add a new K9 unit to replace the retiring team of Cpl. Bireley and Luke
- PFC Marshall becoming a certified Maryland law enforcement instructor
- SO Bratten becoming a lead firearms instructor
- Sgt. Bragg, Cpl. Collins, and Cpl. Bireley to attend LE Leadership Courses
- PFC Lloyd to complete final collision reconstruction certification
- PCO Robinson to complete NCIC re-certification
- Continue to evaluate speed cameras and speed enforcement options throughout town



PLANNING AND ZONING

TOTAL PERMITS ISSUED: 188

- **Permitting and Review**
 - Collected \$101,492.00 in Impact Fees associated with new construction permits
 - Collected \$539,664.00 in EDU Fees associated with new permits, including 24 newly assigned EDUs and 25 previously assigned/reserved EDUs
 - Permitted four new single-family dwellings
 - Permitted 50 new multifamily units
- **Code and Administration**
 - Finalized and implemented Short Term Rental Ordinance #2022-06.
 - Added a Text Amendment to Town Code for a Conditional Use in the M1A Industrial to allow Crematoriums
 - Added a Text Amendment to allow grain silos for brewery operations within the B-2 Shopping District as a Conditional Use

2023 Goals

- Conduct a community outreach discussion focused on determining the Town's future growth plan within the context of available infrastructure and the Town's Comprehensive Plan
- Add "Code Enforcement" identification to the Planning Department vehicle
- Update the Town of Berlin maps (municipal boundaries, zoning, GIS)
- Work on developing design standards and publicly available information to assist with improvements to properties in the Historic District



ELECTRIC

TOTAL CUSTOMERS SERVED: 2,636

AVERAGE INTERRUPTION DURATION: 21.44 MINUTES*

- Maryland Energy Administration (MEA) Grant Funding: \$425,000 for engineering and radiators to replace engines #2 and #4
- Power Plant Upgrades: Replaced ABB Relays with SEL Relays
- Substation Transformers: PM testing and painting to extend the life of transformers
- Peak Shaving saved electric utility customers approximately \$500,000
- Continued savings associated with changes to State RPS Legislation
- Successful Annual Public Service Commission Hearing
- Electric Utility Distribution System
 - American Public Power Association (APPA): Reliable Public Power Provider (2019-2022)
 - American Municipal Power (AMP): 99.9% reliability APPA Annual Benchmark Report (SAIDI)
 - *Average Interruption Duration of 21.44 minutes compared with other utilities of the same size which have a 63.47-minute average interruption duration
 - Emissions Stack Testing: All units passed
- Successfully planned and held the annual Touch-A-Truck event
- Lineman and Meter Technician Training
 - Caleb Hunter - Completed LTAP Step 6 and 7
 - Paul Miller - Completed LTAP Step 3
 - David Davis - Completed MTAP Step 2 and 3
 - Hired Two new Lineman Apprentices: Paul Miller and Charles McWilliam



2023 ELECTRIC GOALS

- **Lineman and Meter Technician Training**
 - Caleb Hunter – Completion of LTAP 8 – He will be the 1st apprentice to graduate from the lineman training program
 - Paul Miller – Complete LTAP step 4 and 5
 - Charles McWilliam - Complete LTAP step 1
 - David Davis – Complete MTAP 4 and 5
 - Town of Berlin – 1st Maryland Municipality to Become Electric Utility Repairman State Sponsor
- **Power Plant Upgrades**
 - Engine replacement project – Complete Engineering and receive radiators
 - Apply for additional MEA grant funding for diesel engine replacement project
 - Substation – Replace relay cabinet
 - Complete Substation transformer fan project
 - Complete Substation box structure project
- **Electric Utility Distribution System**
 - Obtain AMI Meter reading system
 - Evaluate fiber optic utility system
 - Implement automated switching system
 - Evaluate a joint facility on Scholfeild Street between Electric, Water, Sewer, and Public Works
 - Improve access to EV charging stations
 - Implement renewable energy projects such as solar powered street lights, benches with charging stations, and ground based solar array
 - Install EV charging station on Commerce Street
 - Preventative Maintenance testing and painting at Savage Substation



PUBLIC WORKS

TRASH COLLECTED: 3,668,600 pounds

RECYCLING COLLECTED: 295,460 pounds

TRASH TRUCK ARM: 834,000/Year; 16,000/Week

- **Parks and Playgrounds**

- Replaced/added various equipment in town playgrounds, eliminating many safety hazards
- Made repairs to tennis courts at Stephen Decatur Park
- Assisted with walkway repaving in Stephen Decatur Park
- Piloted and approved a nine-hole disc golf course at Stephen Decatur Park
- Received \$111,650 in grant funding from the Maryland Department of Natural Resources Community Parks and Playground Grant to install LED lights at Dr. William Henry Park
- Applied for Community Parks and Playground grant funding for an inclusive playground at Stephen Decatur Park
- Helped with the redevelopment at Burbage Park

- **Streets**

- Paved Stevenson Lane, Graham Avenue (East), and portions of Decatur Street
- Began replacing street signs with high visibility 9" x 30" signs
- Sidewalk repairs in front of Dr. William Henry Park
- Traffic light installed at Route 113 and South Main Street

- **Sanitation**

- Spring and Fall bulk pickup/yard waste collections
- Diverted annual Christmas tree waste to local farms instead of the landfill

- **Other**

- Worked with the Beautification committee to enhance many areas of the town
- Built a secure waiting/payment area in Customer Service
- Began program welcoming high school students as part-time employees
- Adam Hall became certified for pesticide application
- Cody Chesser obtained MDOT Traffic Manager license



2023 PUBLIC WORKS GOALS

Parks and Playgrounds

- Continue to create a safe environment for the community
- Plant more trees, flowers, and other vegetation
- Clean up and beautify the passive use pond at Stephen Decatur Park
- Explore stocking Stephen Decatur Park pond with fish and implementing recreational catch and release fishing
- Continue with minor repairs on playgrounds
- Try to obtain a flawless playground inspection report
- Obtain quotes and replace aging playground equipment
- Add new interactive features where possible (potential water misters during summer season)
- Secure funding for the inclusive playground at Stephen Decatur Park
- Complete permanent bathroom project at Stephen Decatur Park
- Improve passive use pathway around Heron Park

Streets

- Budget to continue to replace street signs with high visibility 9" x 30" signs
- Advocate for projects within MDOT Consolidated Transportation Plan requests

Sanitation

- Hire a new Sanitation employee
- Educate the community on recycling items and recycling can policy
- Replace trash cans downtown
- Evaluate community composting program

Beautification Committee

- Create a Beautification budget and pathway for donations (tree with donation leaves)
- Grow Beautification Committee with new members
- Create ideas with the community for new/existing projects
- Further planting throughout town and parks
- Continued maintenance of existing projects

Other

- Continue weekly safety meetings/enhance safety training
- Begin construction on a new Public Works Building



WATER RESOURCES

TOTAL CUSTOMERS SERVED: 2,035

- Produced and treated water with no violations
- Drilled new water well on Branch Street to replace a well from the 1940s project funded using American Rescue Plan Act (ARPA) funding
- Awarded contract for William Street lift station
- Began design work to replace Broad Street lift station from the 1940's
- Awarded a complete meter replacement contract
- Installed a new pH control for drinking water
- Installed new communication for wells and water towers
- Explored the possibility of offline wetland on Evans Road with the Warren's
- Assisted residents with sewer blockages
- Fixed water leaks
- Handled miss utility tickets
- Jet cleaned sewer main's
- Worked with SHA to complete improvements to Bay Street MD RT. 376

2023 Goals

- Bring the Broad Street and William Street lift stations online
- Rebuild Well 1 Pump House
- Install meters in the town drinking system
- Replace of water valves (Washington Street and Harrison Avenue) and replace an aging fire hydrant
- Meet permit for drinking water and treated wastewater

BOARDS, COMMISSION, AND COMMITTEES

The Town of Berlin is grateful for the support and hard work of the dedicated community leaders who volunteer their time and effort as appointed members of boards, commissions, and committees.

Below you will find a list of members who served in 2022.

Arts & Entertainment Committee

Current Members: Cassandra Brown, Sara Hambury, and Opal Hambury

Berlin Beautification Committee

Current Members: Victoria Spice, Andrea Weeg, Georgiana McElroy, Hunter Smith, Caroline Downes, and Liz Wist

Board of Appeals

Chair: Joe Moore

Current Members: John Apple, Woody Bunting, Robert Palladino, and Doug Parks

Board of Supervisors of Elections

Chair: Gina Velong

Current Members: Betty Tustin

Community Center Planning Committee

Chair: Mayor Zack Tyndall

Current Members: Councilmember Dean Burrell, Councilmember Shaneka Nichols, Dr. Corey Bowen, Ann Hudson, DJ Lockwood, and Gabe Purnell

Ethics Commission

Current Members: Brian Robertson, Tom Sholtis, and Marie Velong

Historic District Commission

Chair: Nornie Bunting

Current Members: John Holloway, Mary Moore, Brian Robertson, Carol Rose, and Laura Stearns

Housing Board of Review

Current Members: Taylor Bakke, Johnathon Hill, and Mary Moore

Parks Commission

Chair: Mike Wiley

Current Members: Patricia Dufendach, Sarah Hooper, Bruce Hyder, and Laura Stearns

Planning Commission

Chair: Chris Denny

Current Members: Ron Cascio, Newt Chandler, Pete Cosby, Austin Purnell, Phyllis Purnell, Matthew Stoeher, DJ Lockwood

Tattoo Advisory Committee

Current Members: Matthew Amey, Patricia Dufendach, and Natalie DeHart

ACKNOWLEDGEMENTS

Thank you to those who helped with the creation of the 2022 Annual Report for the Town of Berlin, Maryland

- Town Administrator Mary Bohlen
- Human Resources Director Kelsey Jensen
- Police Chief Arnold Downing and staff
- Economic and Community Development Director Ivy Wells and staff
- Finance Director Natalie Saleh and staff
- Public Works Director Jimmy Charles and staff
- Electric Utility Director Tim Lawrence and staff
- Water Resources Director Jamey Latchum
- Planning Director Dave Englehart and staff
- Town Councilmembers Burrell, Green, Knerr, Nichols, and Orris

**A special thank you to Chelsea Tyndall for compiling
each department's information and designing this report.**

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