

DEPARTMENTAL WEEKLY REPORTS

April 25, 2014

Public Works & Water Resources

Streets

- Winter salt applications have damaged the surfaces and hoods on numerous storm sewer catch basins. Minor work is required to secure the lid and patch the concrete. Catch basin cleaning crew calls these in as emergency fixes to avoid the grate falling into the storm sewer.

Refuse

- Provided additional refuse collection for Newark Senior Center Annual Spring Sale.

Water and Wastewater

- Responded to 2 sewer backups on Main St. Both resulting from grease buildup.
- CES, our contracted sewer cleaning and inspection company, is in town this week to continue troubleshooting and cleaning in problem areas and identifying new problem areas.
- Sewer crews worked on issues identified by CES during their 2013 sanitary sewer engineering study of the White Clay sewer basin.

Garage

- Dave Vispi has been selected for the Senior Mechanic II position in the Maintenance Division.

Management

- Observed New Castle County sewer flusher truck during routine flushing operation. NCC uses a truck similar to what we are likely to purchase as our main flusher unit.
- Met with sewer inspection and cleaning company which performs work associated with our sanitary sewer engineering study to discuss work for this coming season.
- Met with SCADA contractor to discuss plans for instrumenting the reservoir and other remaining water facilities in 2014.
- Submitted a grant application through the Homeland Security Grant program for conversion of the gaseous chlorine disinfection system at the Newark Water Treatment Plant to bulk hypochlorite.
- Submitted a grant application through the Homeland Security Grant program for a real time source water contamination monitoring system. Submitted a grant application through the Homeland Security Grant program for combining all three automated gates at PWWP facilities onto one remotely controlled system. The application also requested security camera installation at the South Well Field water treatment plant and all other remote water facilities.
- Met with a safety company on installation of additional safety features at the South Well Field water treatment plant.

- Our water tank inspection company performed an internal inspection of the Windy Hills elevated water tank.
- Attended the Cherry Hill Manor Civic Association meeting to discuss the upcoming paving project, drainage concerns and proposed changes to refuse collection procedures.

Electric

The line crews had trouble pulling out the old cables from one of the City's main transformers that are to be replaced. The cables got stuck and now a crane will have to be used to remove them. This will require coordination with Delmarva Power as a nearby primary circuit of theirs will need to be deenergized.

The meter technician and engineering worked on the Bloom metering. Pulses from the meter had to be calibrated so that DEMEC can see the actual generation from the Bloom Boxes being tested.

The electricians have been helping engineering fix the backup communications to substation equipment. They also continued gathering the oil samples and worked on lighting and power requirements to the new IT training room.

Engineering has been working with SCADA developers on issues and verifying that smart meter problems are being fixed.

Parks & Recreation

Administration & Planning

I conducted a staff meeting last Tuesday.

Tuesday evening I attended the City Council meeting to present a mowing contract to Council for approved. The contract was awarded.

On Wednesday I met with the two new Council members to provide a brief overview of the Parks and Recreation Department operations.

A contractor, with the assistance of parks personnel, completed plant installations in the Elkton Road median extending from the Christina Creek bridge to the Christina Parkway. Good job by Rich and Tom coordinating and overseeing the project. Tom contacted the Home Depot corporate office to set up an on-site meeting with their landscape maintenance contractor concerning maintenance of the portion of the median adjacent to the Suburban Plaza Shopping Center.

Tom and I met with Tim Filasky concerning the trail connection between Fairfield Crest and Creek Road.

Tom inspected the Main Street tree pits to insure the trees are in good condition and all up-lights are working.

I committed time working on details pertaining to the Redd Park trail rehab project. The project has been on hold for a while to complete coordination with Delaware Trails Spinners and Delaware State Parks on the scope of work and timeline. We are back working on the project.

The contractor at Curtis is continuing to move soil and clear the site.

Parks Maintenance

The crew continued on landscape bed clean up and weed control applications and assisted with the site preparation and plantings on Elkton Road.

We completed several general park maintenance work orders, worked on ballfield maintenance, and completed several building maintenance tasks.

The crew re-routed a section of trail along the Christina Creek (near Rahway Park) as a portion of it had been partially washed away.

Recreation Services

Paula completed winter and spring activity statistics for those programs that are done. Several more will finish over the next few weeks and updates to the statistics will be made.

Spring Swing Golf and Skateboarding Camps began this week.

The Recreation staff reviewed the summer newsletter for corrections and reviewed all of the data entry information for the online registration program.

Tyler continued to make preparations and schedule staff for the Spring Break Camp scheduled at the George Wilson Center April 21-25.

Tyler held interviews for lifeguards and summer camp counselor positions.

Tyler is making preparations for the end of year dance recital scheduled May 3 at the Delaware School for the Deaf.

Tyler reviewed pool chemical and supply bids in preparation for summer pool season.

Sharon worked on performer contracts for the Spring Concert Series.

Sharon prepared for the US Air Force Heritage of America Band Concert.

Sharon worked on post event items following the Nefosky Run/Walk and Egg Hunt.

Joe reviewed the Community Garden survey information and researched what other cities are doing with Community Gardens.

Joe is organizing the e-newsletter that will be delivered electronically on Monday, April 28.

Joe is working on the Curtis Paper Mill Park information sign layout and content.

Joe completed Park inspections at Redd and Karpinski Parks.

Finance

DEMEC recently hired a new auditing firm that has stronger public power experience. The new firm has completed DEMEC's 2013 audit, which includes a look back to earlier years. The firm has recommended a restatement of a portion of the 2012 financials prepared by the previous auditing firm. While the restatement (correction) negatively impacts DEMEC's net position from an accounting standpoint, it is not expected to materially impact DEMEC's credit rating or financial position.

I had a productive meeting with our new council members Mr. Gifford and Mr. Ruckle in an effort to orient them to the department's operations and staff, and I am happy to continue the conversation if there are any follow-up questions.

Customer Service

The Customer Service group continues to work on various upgrades and implementation work related to the smart meter project. The smart meter working group has held regular progress meetings to address the mCare (mobile work order platform) implementation, Customer Connect, and MeterSense user acceptance testing, among other items. The next meeting is scheduled for April 30, 2014.

The customer service team is also undertaking cross-training efforts to be prepared with department coverage as the smart meter project is demanding more focused attention as we near completion, and of course as we approach the busy student move-out rush.

Accounting

Budget hearings are beginning to be scheduled with department directors, and the Finance team is preparing to share YTD reports with all managers in an effort to start the forecasting and budgeting conversations.

We have a financial policies workshop scheduled for the evening of May 5, 2014 at 7pm in Council Chambers. The agenda will include topics such as cash reserve policies, investment policy statements, pension and OPEB trust investment management, and debt management.

Alderman's Court

This past week we held three court sessions. We processed a total of 68 arraignments, 81 trials, 6 case reviews, 8 capias returns and 2 prisoner were videoed from prison.

Police

On April 17, 2014, the Railroad Safety Meeting was held at the Aetna Fire House on Ogletown Road and was very well attended. Following the presentations, residents submitted questions which were answered by the panelists. Again, a special thanks to Councilwoman Marge Hadden for suggesting and arranging the presentation as well as gathering some of the panelists, City Manager Carol Houck for the support of city resources and her opening remarks, Aetna Fire Chief A.J. Schall for presenting and providing the use of the fire house, and New Castle County of Emergency Management Director Dave Carpenter for presenting and arranging for several other panelists that spoke.

The Newark Police Department has begun planning for Cinco de Mayo weekend, University of Delaware graduation and Newark Nite.

Newark Police have arrested three University of Delaware students after a home invasion occurred this weekend. On April 19, 2014, at approximately 2:00 a.m., three University of Delaware students entered an unlocked apartment complex in the unit block of Wrightstown Lane. After kicking through a locked bedroom door, three students (██████████, Jason Zimmell, Ayrton Doerr) assaulted a 22 year-old male University of Delaware student, who was in a bedroom with the resident, a 20 year-old female University of Delaware student. The suspects assaulted the male victim with multiple kicks, punches and a candle jar. The assault ended when a female roommate entered the bedroom and intervened. Neither of the females were assaulted.

██████████ and the female resident previously had a casual relationship that had recently ended. All victims and suspects were known to each other. The 22 year-old male victim sustained a broken cheekbone, and required five stitches above his right eye, three below the right eye, and three staples on his head due to lacerations. He was treated at Christiana Hospital and released.

All three defendants turned themselves into NPD on April 21, 2014 to face the following charges:

- Home Invasion
- Possession of a Deadly Weapon During the Commission of a Felony
- Assault 2nd Degree
- Conspiracy 2nd Degree
- Criminal Mischief Under \$1,000

The defendants received \$46,500 secured bail which all posted and were subsequently released. They received a no-contact order with the victim of the assault and the resident of the apartment.

City Manager's Office

IT

IT - Weekly Status Report		
Total Tickets Currently Open - 118 Total Tickets Opened Last Week - 54		
ArcGIS	Started – On Track	Expected Completion Spring 2014
Public Works and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: Waiting to schedule Implementation with Esri		
Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web. Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online. ArcGIS is enterprise-ready technology that scales and integrates across your organization. Manage and share massive volumes of geographic data, imagery, and Lidar with any number of users. Integrate with other enterprise technology, control security and access, and grow your system on your local network or in a hosted cloud environment.		
Office 365, Microsoft EA and Desktop Standardization	On Track	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Computers being deployed – 99% completed		
As many of you know, the City is lagging behind in terms of desktop computer hardware and software. Many of our PC's are 7-10 years and are running an Operating System (Windows XP) that will no longer be supported in April 2014. It is critical that all of our systems be upgraded to Windows 7 so that application support, network security and system performance is inline with the demands of the software we are currently running and expect to run in the near future. Through a new Microsoft Enterprise Agreement (EA) the City will be able to receive the best pricing and also receive extended support for new versions of Windows and Office as they become available. Our plan is to decommission outdated hardware with new computers, standardize all computers to Windows 7 and deploy Office 2013 (latest version of Microsoft Office) to all computers. This will allow the City to increase its IT support efficiency, as well as allow our users to use standardized platforms for daily function. In addition to the desktop hardware and software refresh, we will be moving our Email Systems to the Microsoft Cloud. This will add a greater level of availability in terms of providing a secured, redundant and scalable solution to meet the City's email needs.		
Microsoft Lync Enterprise Voice (Phone System)	Started – Adjusted	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: 4 Vendors being reviewed. Looks to be narrowed down to 2 by end of week.		
City will see improved call control, conference call features, voice mail integration, collaboration and call clarity. This will also cut down or even eliminate long distance phone charges.		
Wide Area Network and Internal WiFi Projects	Behind – Adjusted	Expected Completion Spring 2014
This is separate from the City Mesh for the Honeywell Project		

Latest Update: GWC, Water Plant and Parking Division completed. Preparing for City Yard. (Equipment spec'd)		
We will be linking our buildings via a Wide Area Network (WAN) to allow all facilities to share network resources and allow for computer management. Also included is the City's new internal Wireless connectivity project to allow laptop users the ability to travel throughout the building while maintaining a network connection.		
Honeywell Smart Meter Project	On Track	Expected Completion June 1, 2014
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Currently in "Harris Phase". Customer Connect in progress		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
Harris iNOVA Module Integration	Hold	Expected Completion Summer 2014
Module Integration Software will link together CityView, Cashiering, MUNIS and provide cross platform search capabilities		
Latest Update: Not yet started		
Users will be able to search and pull reports from all systems as if they were one central database. This allows the users to effectively check for customers in good standing.		
PC Refresh	On Track	Expected Completion Summer 2014
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: 99% completed		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

Other Notable IT Updates

1. Training Center – Room almost finished. Tables/Chairs built. Projector and Screen installed. Room wiring started. Holding on Electric to install Pot lights and dimmer along with ceiling power for projector.
2. Training plans are being started to utilize the training center once completed. (Hold)
3. PO's are being created for upgrading the Police Network environment with help from the 911 funds. (Wiring work has been completed. Equipment to be installed next week)
4. Meeting with IT and DELJIS/DTI next week to discuss merging PD and Municipal Networks (among other topics)
5. Inventory/Asset/Work Order tracking software. Currently Cartegraph is leading but we just had a demo for Tyler Technologies (Munis) application that fully integrates with Munis. We are planning a follow up demo to show a few key internal people before moving forward.
6. Quote has been received to upgrade wiring (replace) for network in Municipal building.
7. We are working to get an intern or two for odds/ends work around office (for IT) and to assist Roberto in desktop support duties. This is likely to be unpaid moving into paid with limited funds.
8. Recomm computer has been replaced.
9. IT has approximately 18 Tropos Mesh Repeaters (for vehicles) in stock for us in other departments. These were pulled from PD vehicles when AT&T was implemented
10. Customer Service, who currently uses PC Charge for taking walk-in and phone credit card payments is likely moving away from PC Charge and towards an online system hosted by Authorize.Net. We are currently in the testing/validation phase and hope to roll out next week along with the new computers.

Planning & Development

Planning

Some time was spent this week preparing for the upcoming Planning Commission meeting. On the agenda are:

1. A Special Use Permit to install an A-frame Radio Communication Tower for company use at 1344 Marrows Road.
2. A three space parking waiver at 72 E. Main Street (Indian Sizzler) in order to increase the seating at the existing restaurant by 9 seats.
3. A Comprehensive Development Plan update discussion.

Some time was spent preparing materials for an upcoming Business in Focus magazine feature of the City of Newark.

Considerable time was spent reviewing the Zoning Codes of other communities for definitions of accessory use and neighborhood, as well as customary home occupations.

Some time was spent on rental housing occupancy complaints.

Revised plans for Madeline Crossing (162 S. Main Street) were received this week and distributed to the Subdivision Advisory Committee for review and comment. The project, which adds 12 apartment units to the existing subdivision, is tentatively scheduled for review at the June Planning Commission meeting.

On Wednesday, April 16th, Development Supervisor Mike Fortner attended the Bicycle Safety Checkpoint on the University of Delaware's Campus on the Green. The Checkpoint was sponsored by DelDOT and the Newark Bicycle Committee and provided free bicycle lights and safety materials to bicycle commuters.

On Thursday, April 17th, Mike attended the Newark Bicycle Committee meeting. The Committee is working on the Bike to Work Day event to be held on May 16th at the Trabant Center on the University of Delaware Campus.

On Monday afternoon, the Planning and Development Management Team met with Councilmen Gifford and Ruckle to review departmental responsibilities.

Yesterday I met with Scott Mason, President of the Chapel Street Players Board to discuss facility management and promotional opportunities.

This morning I attended the Code Enforcement Division staff meeting.

Economic Development

The Downtown Gift Card Program is being converted, by our provider, to a different sponsoring banking institution, which we were notified would cause a 15-day disruption in service during the month of May and an inability to sell gift cards during graduation season (our second busiest time of the year). We were able to work with the provider of the program to maintain continuity throughout the changeover process. Gift card sales will not be affected.

Planner/DNP Administrator Ricky Nietubicz wrote 8 pages of photos and editorial content for Newark Life Magazine's summer issue, about Downtown Newark, our upcoming events (New Night Downtown, Food & Brew Fest, Taste of Newark, Community Day, Halloween Parade, Harvest Arts Festival, etc.). We will be provided a large number of the magazines for giveaway during our summer and fall events.

Ricky spent time this week coordinating a summer advertising campaign for downtown merchants. Several have requested a more intensive branding effort to reach the surrounding areas of northern New Castle County during the summer months, and suggested a TV advertising campaign. Several merchants are willing to contribute additional funds to the DNP's summer advertising budget in order to make the campaign more widespread and more effective, and we are working to develop as many additional partners as we can.

Time was spent obtaining pricing for an update to the DNP website. We are having significant difficulties updating the site due to the fact that the platform it is constructed on

(Drupal) is an outdated and no longer supported version, requiring a significant update to regain functionality.

Community Development

On Monday, Mike set up the loan documents and approval letters for one Promoting Owner-Occupancy of Homes (POOH) Program Loan.

Parking

Parking Administrator Marvin Howard met with representatives of Cardinal Systems, Lt. Bill Hargrove of the Newark Police Department, IT Manager Josh Brechbuehl and Clerk of the Court Barbara Wilkerson to talk about new ticketing software.

Marvin also met with T2 Systems to talk with them about their ticketing system.

Code Enforcement

This week Building Permits were issued for Continental Court at 49 South Chapel.

This week U/D Harrington Dorm permits have been issued.

Framing has started on 1 South Main Street.

CSH/mp