## City Manager's Weekly Report

Friday, May 26, 2017

### **Department:**

## **Administration - City Manager**

### **Notable Notes:**

There appears to be some confusion or lack of understanding of the City's IT Division regarding personnel and responsibilities. Our IT Manager has put together a presentation which I feel does a good job explaining the makeup and responsibilities of the division, it can be found as an attachment to this week's weekly report. It is my intention to send this out via memo as well in case someone doesn't see it in the weekly report.

Spent much of the week getting up to speed on various projects and processes that I wasn't directly involved in through my role in PWWR.

Attended a joint transit meeting with staff from Newark, UD, DART, Cecil Transit, and the IPA where we are continuing to look at ways to improve transit, especially bus transit, in Newark.

Attended a contract kick off meeting with the PWWR team and our new consultant AECOM. AECOM will be performing a holistic review of our water system to review all of the various alternatives available to Newark to restore the approximately 1 million gallons per day of capacity that is offline due to groundwater contamination. It is essential that we have a plan to get this back online due to the role it plays in Northern New Castle County's drought resiliency as described through the Water Supply Coordinating Council's regular reports to the Governor. The results of this review will determine the final paths forward for several water division capital projects.

Attended a meeting of the White Clay Creek Wild and Scenic Steering Committee of which I am a member.

Attended the annual Memorial Day parade which went well. We have begun discussions on ways to attract more attendees to next year's event.

Met with Chief Tiernan to discuss the community policing center and the concerns raised by Council. We are working to get the requested information together as well as work out a plan for the center for the remainder of 2017.

Met with staff to discuss the proposed wireless ordinance along with a state law currently being discussed that would cover DelDOT rights of way. We have reached out to Cohen Group to get their take on the law and whether it preempts our proposed legislation.

Met with upper management staff to discuss the current status of the reorganization plan that is underway which will keep more than 85% of visits to City Hall on the first floor, with these visitors no longer needing to sign in. We feel that eliminating the need to sign in for will dramatically improve the customer experience and free up our welcome center attendant to assist with other tasks. Visitors to the second floor will still need to sign in, however, and we were discussing how to ensure they have a smooth experience. We identified improvements to several tasks that are currently handled by Public Works and Electric that we think can be improved and streamlined for both visitors and staff. As of now we are planning to "go live" on July 5th.

Activity or Project:		
Stormwater Utility		
Description:		

	/ is developing a first draft. Οι	s week to discuss the proposed ordinance or staff will take this draft and customize it to
Status:	In-Progress	
Expected Completion:	6/30/2018	
Execution Status:	On Track	
<b>Activity or Project:</b>		
Water, Sewer, and Sto	rmwater Rate Study	
Description:		
options. B&V has provi will be reviewing the o	ided us with four options whic	s week to discuss the current rate structure th each have their own pro's and con's. We e results will be provided to Council at a
Status:	In-Progress	
Expected Completion:	12/31/2017	
Execution Status:	On Track	
Activity or Project:		
Description:		
Status:		
Expected Completion:		
Execution Status:		
Department:		
Administration	- Deputy City Man	ager
Notable Notes:		
Administration/HR:		
City's wireless or the HB189 - the	rdinance, communicated with Verizon bill regarding wireless	with various others staff members on the Joe Divis of AT&T, and also assisted staff with in DelDOT right-of-way.

other staff, regarding several Work Comp claims. These matters include current and former

employees.

• Mr. Haines work with Acting Manager Tom Coleman, IT Manager Josh Brechbuehl, Acting PWWR Director Tim Filasky and Director of Electric Rick Vitelli on second floor operations for customers, with respect to the physical reorganization of City Hall. The reorganization will result in 85%-90% of all foot traffic to remain on the first floor. There is a tentative plan to adjust operations, and increase customer ease, after the July 4th holiday.

### Parking Division:

- Parking Manager Marvin Howard is attending the International Parking Institute's National Conference and addressing frontline items directly with current vendors.
- Final draft of Parking's 2017 Q1 Financial Summary Report completed and given to City Manager's Office for final approval and distribution.
- Parking Supervisor Court Mulvanity and Customer Service Representative Carol Massa attended Budget Training on Monday, May 22. The Budget Module in MUNIS will be the methodology for current and future budgeting.
- As it is "move-out" week for many students and teachers, Parking Division coordinated with landlords on where to put dumpsters so that they are unobtrusive during the graduation weekend, but also effective to mitigate debris and waste. This allows people to put their larger/undesirable items in a container rather than around the regular dumpster, making trash pick-up difficult.
- Sunday, May 21 provided no-cost parking for the Annual Newark Memorial Day Parade.
   Signs were placed in the lot and a digital message sent to all parking meters to inform patrons. The Division coordinated with Newark Police to block meters and tow-away vehicles on the parade route.

### **Activity or Project:**

Voluntary Benefits RFP: Vendor Awarded

### Description:

The City completed its RFP of voluntary benefits for employees, with the assistance of DVHT, and can announce that Colonial Life will be awarded the RFP. DVHT and Colonial Life will work on a messaging campaign for June to launch benefits in July 2017. As a voluntary benefit administrator, Colonial Life will afford supplemental coverages, with most premiums on a pre-tax basis for the employee and at no cost to the City. The Employee Benefits Committee supported this engagement and the HR team looks forward to rolling this option out to the workforce.

Status:	Near Completion
Expected Completion:	7/1/2017
Execution Status:	On Track

### **Activity or Project:**

Certified Police Officer Recruitment

### Description:

The Police Department team continue their screening of certified applicants, as the department now has two (2) vacancies. Officer Shannon Decowski submitted her resignation to transition her

•	tuation to fill vacancies rapidly	or another agency. The certified process , but may result in the need for a fall or	
Status:	Near Completion		
Expected Completion:	6/16/2017		
Execution Status:	On Track		
Activity or Project:			
Description:			
Status:			
Expected Completion:			
Execution Status:			
Execution Status.			
Department:			
Alderman's Co	urt		
Notable Notes:			
Alderman's Court held three court sessions from 5/18/17 to 5/24/17. These sessions included arraignments, trials, code violations, and capias returns. Parking officers were here to handle appeals on Monday and Wednesday.			
There have been some is Parking is checking into		ble to see the email with the appeal results.	
Activity or Project:			
Court Sessions			
Description:			
1 code violation and 1 365 parking payments payments. The court a	video hearing. No prisoners w of which 212 were paid online	58 arraignments, 33 trials, 18 capias returns, ere transported. The court collected a total and 153 were paid in court for a total of 365 minal/traffic fines which included 164 paid payments.	
Status:	Completed		
Expected Completion:	5/24/2017		
Execution Status:	Completed		

Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	
Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	
Department:	
City Secretary and City Solicitor's Office	
Notable Notes:	
Sarah staffed the BOA Adjustment meeting on May 18 with Bruce. The appeal was for 7 additional parking spaces to be added to the proposed hotel at 400 Ogletown Road (Danneman project).	ng
Renee attended the International Institute of Municipal Clerks annual conference May 20-24. Session topics included building confidence for your team in the workplace, non-verbal communication skills, increasing efficiency, project management skills, interviewing prospective employees, improving attitude the workplace, problem solving to be your own consultant, and preventing ethical issues in the workplace. Renee earned 12 points towards her Master Municipal Clerk designation through her participation in this conference. Thank you to Council for their support for continuing education for employees. A full FOIA update will be provided in next week's weekly report.	ce.
Bruce attended the City Council meeting on May 22.	
Paul was in the office for Alderman's Court on May 25.	
Sarah and Tara prepared for and attended the City Council meeting on May 22.	
Sarah fulfilled 6 discovery requests for the upcoming Alderman's Court. 172 discovery requests have been fulfilled to date for 2017.	<u>e</u> n

Sarah processed 6 lien certificate requests to finance and forwarded 4 outstanding requests to the closing attorney.

Following the Council meeting on the evening of May 22, Tara uploaded the transcripts to Rev.com for processing and uploaded the audio to the City website.

Tara completed follow-up to Council meeting on Tuesday including letters to reappointments and finalization of ordinances and resolutions.

Sarah advertised for an upcoming bill for June Council meeting.

Tara started the draft minutes for the May 22 Council meeting.

Sarah drafted the meeting minutes from the May 18 Board of Adjustment meeting.

Tara updated the City calendar with the 2018 Budget meeting schedule.

Teressa continues scanning the contract files into TCM.

Teressa prepped for the May 22 Council meeting and did follow up of finalization of Ordinances and a Resolution for signatures.

Two people inquired for Peddler Vendor licenses and Teressa discussed the process and gave them all the necessary paperwork. City Secretary staff also spent time with a resident who came in with issues on her Comcast bill.

Activity	or Pr	oject:
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**Boards and Commissions Review Committee** 

Description:

No additional progress from last update.

Status: In-Progress

Expected Completion: 6/26/2017

Execution Status: On Track

### **Activity or Project:**

Electronic Document Management - Legislation

Description:

No additional progress from last update.

Status: In-Progress

Expected Completion: 6/30/2017

Execution Status: On Track

Activity or Project:		
Description:		
Status:		
Expected Completion:		
Execution Status:		

### **Department:**

### **Community Relations**

### **Notable Notes:**

A New Night Downtown: A New Night Downtown is Saturday, June 10 from 3-9 p.m. More than 50 businesses are signed-up to date. Special thanks to the New Night Sponsors: Del One Federal Credit Union, Newark Post and Crossfit Petram. We will be releasing a map with vendor and attraction locations after Memorial Day. This year's musical artists include: E. Joseph & the Sparrows, Meghan Knight, The Joe Trainor Trio, Amanda Nolan, Boxturtle Bob, The Brandywine Fiddlers, Surreal Nation, Blues Reincarnation Project and the Steve Oakley Band. These acts will be split up among three stages throughout the event. The Parks and Recreation Department will once again be organizing a children's game area for New Night.

**Food & Brew Fest:** The 14<sup>th</sup> annual Food & Brew Fest will be on Saturday, July 22 from Noon – 7 p.m. Registration is now available for the event. So far, Stone Balloon, Ali Baba, Santa Fe, Taverna, Grain and Caffe Gelato are registered to participate in the event. The deadline to register to participate in Food & Brew is Friday, June 9. The Facebook event can be found here: <a href="https://www.facebook.com/events/806605682835259/">https://www.facebook.com/events/806605682835259/</a>

**Newark Police Department 150<sup>th</sup> Anniversary:** This week, Megan worked with the Deputy Chiefs to finalize the script for the long-form history video that will be playing at the 150<sup>th</sup> anniversary party. She is also working with Chief Tiernan to record his stand-up and voice-over sections for the video, and working on the scripts for the break-out feature videos to complement the history piece. Those topics include technology and community policing.

**NPD Trading Card Project:** This week we released a FAQ video about the trading card project. The video goes over details, including when kids can turn in their full set of cards, and when the winners will be announced. The video can be seen on the Newark Police Department's Facebook page, Channel 22, and the City of Newark YouTube channel: https://youtu.be/k5ZrH3urA8k

**National Public Works Week:** In honor of National Public Works Week, Megan put together a series of videos recognizing the different divisions within the department. One video was posted each day on the City of Newark social media, YouTube channel, and Channel 22.

• Fleet Maintenance Division: <a href="https://youtu.be/nG650hiRPBo">https://youtu.be/nG650hiRPBo</a>

Sewer Division: <a href="https://youtu.be/smF68Ji3yVc">https://youtu.be/smF68Ji3yVc</a>
 Water Division: <a href="https://youtu.be/iTVok3TuGoA">https://youtu.be/iTVok3TuGoA</a>
 Streets Division: <a href="https://youtu.be/y21oMotcJ0k">https://youtu.be/y21oMotcJ0k</a>

• Refuse: Not yet published

**U Don't Need It?:** We sent out post cards to tenants promoting the U Don't Need It? Student Move Out Project and boosted the UDNI Facebook event, specifically targeting University of Delaware students. Megan will be taking photos of the UDNI tent throughout the program, for promotional purposes, as well as Facebook Live videos on sale days to show what people can purchase from the event.

### **Creative Design/Web Updates**

- Updated employee portraits on City website police department's extra duty form; UDon't Need It? postcards; boards, committees, and authorities list on City website; Parks and Recreations programming on TV22; Public Works forms on City website
- Created online forms for City Secretary's Office; Budget Central 2018 page on City website
- Resized and printed police department photographs
- Scheduled public works and card collection promo on TV22; public meeting notices on InformMe

Activity or Project:					
chool Hill Project					
Description:					
The event this past Saturday was a success. Coverage is available here: http://www.newarkpostonline.com/news/article_46e30e30-4f7a-544d-8651-904d50cf37f8.html. Seven additional oral histories were recorded during the event by UD Library staff and will be added to the 22 oral histories currently on UD Library's UDSpace: http://udspace.udel.edu/handle/19716/9929. More than a dozen individuals signed up for continued engagement on the effort.					
Status:	In-Progress				
Expected Completion:	12/20/2017				
Execution Status:	On Track				
Activity or Project:					
Description:					
Status:					

Expected Completion: Execution Status:			
Activity or Project:			
Description:			
Status:			
Expected Completion:			
Execution Status:			
Department:			
Electric Depart	ment		
Notable Notes:			
An underground bore contractor pulled in a primary cable in at Wrangler Road which failed two weeks ago. The line crews terminated the cable ends and restored the circuit to normal.			
Another underground cable failed this week in Williamsburg Village and the line crews could not pull the cable from the duct, so the bore contractor was asked to quote on this.			
outside fiber point just in	-	in a fiber circuit into the water plant from the o equipment at City Hall, and performed	
on proactively redesigning	· · · · · · · · · · · · · · · · · · ·	complaint at a downtown restaurant, worked ustomers low voltage after finding the issue in all lobby.	
Engineering also started	reviewing the semi-final plans for th	ie DelDOT Elkton Road expansion.	
Activity or Project:			
Auto Restoration Proje	ect		
Description:			
rearranging circuits to		g poles, cutting in double dead ends, and oment starts coming in. Approval drawings w.	
Status:	Started		
Expected Completion:	12/31/2017		
Execution Status:	Behind Schedule		

Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	
Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	
Execution Status	
Department:	
Finance - Accou	nting Department
Notable Notes:	
for the June 12th Council n	within the Finance Department, the April financial report may not be available neeting. Accounting staff have been working on the 2016 CAFR deadline, along funis for tax billing and the new budget module.
Activity or Project:	
2018 Budget	
Description:	
budgets. The uniform pr format for Council/publi directors. Internal budge will be July 10th through	Iget template for which all departments will be presenting their 2018 esentation will allow for a smoother process and an easier to understand c. Munis Budget module training was held on 5/22 for all department et presentations to the Acting City Manager and the Finance Department 12th. Budget Central is up and the 2018 Budget Schedule approved by newarkde.gov/1007/Budget-Central.
Status: In	n-Progress
Expected Completion: 12	2/4/2017
Execution Status:	

	On Track		
Activity or Project:			
Independent Financial	Audit		
Description:			
the enterprise fund cas	h flow statements, conversion	open items for the fund statements mainly nentries and fixed asset footnotes this week. wide financials including conversion entries	
Status:	In-Progress		
Expected Completion:	6/30/2017		
Execution Status:	On Track		
Activity or Project:			
Business License Review	V		
Description:			
Metro Rev has reviewed 130 businesses to date located outside of the City. Through May 19th, we have received \$26,180 in business license payments from this project for the periods of 2013-2017 from 29 companies. The 44 businesses billed to date should add another \$12K to the annual business revenue line. We extended Metro Rev's contract through 12/31/2017 in order to continue with this project.			
Status:	In-Progress		
Expected Completion:	12/31/2017		
Execution Status:	On Track		
-			

### **Department:**

## **Parks and Recreation Department**

### **Notable Notes:**

<u>Director</u>: Attended the Emerald ash borer/bacterial leaf scorch and Newark tree canopy workshop, attended the Rodney Project Kickoff meeting with Public Works and JMT, worked on grants for the Charles Emerson Bridge and Preston's Playground, attended the pre-event meeting for the Friends of School Hill event at the George Wilson Community Center and attended the event, assisted with set up and break down for Bike to Work Day held at Mentors Circle at the University, met with Paula about upcoming recreational programs, met with Sharon and Paula about the Memorial Day Parade and attended the Parade.

<u>Parks Superintendent</u>: Met with representative from Code Enforcement to look at tree issues at two sites, laid out annual plantings in several bed areas for horticulture crew to plant, helped to set up/put back Council Chamber for EAB/BLS workshop as well as doing a session during the workshop and being "MC" introducing the session speakers, completed 2017 budget for YBC crew and submitted it to Parks Director

for approval, met with site superintendent and representative from Public Works to look at two lots in Newark Preserve for CO, did an inventory of trees needing replacing including trees/shrubs that were never installed at Newark Preserve and prepared report for Parks Director, tried locating replacement tree for tree pit on Main Street, stopped at Rittenhouse Park bridge project to stay updated on contractor's progress and coordinated with Public Works Superintendent on structural issues, and checked sites/followed up with mowing contractor concerning upcoming mowing operations.

<u>Parks Supervisor</u>: Researched additional safety signage costs needed for horticulture crew, assigned field staff daily and assisted as needed.

Parks/Horticulture Staff: Continued mowing operations, planting annuals at several horticulture sites, replaced annuals in planters along Main Street as needed, did interior bed maintenance at City Hall, loading/set up/removal for Memorial Day parade, did equipment maintenance on both Jacobsen mowing units, installed drip irrigation systems on two traffic island areas in annual plantings, started on pool opening list at both pool sites, watering nursery stock daily at Parks Maintenance Building, mowed Electric Department ROW at University site. Dragged/scarified ballfields, raked off all horseshoe pit areas, and continued on work orders as assigned. Contractor continues on bridge repair/painting project in Rittenhouse Park.

**Recreation Superintendent:** Prepared timeline for fall activity brochure; met with Sharon and parks staff regarding the Memorial Day Parade and attended last run through with Memorial Day Parade Committee prior to event; completed update of Recreation Personnel Manual in preparation for upcoming summer staff orientation; met with Megan and salesman from Money Mailer regarding possible future marketing options; worked on task list for 50<sup>th</sup> Anniversary programs and events for upcoming staff meeting; attended spring concert series concert; worked Memorial Day Parade.

<u>Recreation Supervisor of Athletics</u>: Held interviews and barring any unforeseen circumstances is set with summer camp staff, confirmed rental of the aftercare van and will submit purchase order, confirmed rain locations for Rittenhouse Camp, began gathering supplies for Rittenhouse, sent out school bus bid request for summer camp field trips; receiving many inquiries and bookings for park reservations; completed the June staff schedule for before and after care; the newest session of tennis lessons began this week.

Coordinator of GWC and Volunteers: Continued to plan for 2017 summer programs and Camp GWC; met with the Camp GWC Director and finalized schedules and camp manual Information; summer staff contracts are being received and status reports are being updated; finalized information for the EAB/BLS Workshop; preparation of the opening of the pools began this week, updated pool forms and continued to prepare for lifeguard orientation; prepared for volunteer orientation and summer camp orientation; Friends of School Hill Event went well with a total of about 35 participants; a follow up meeting is scheduled at the George Wilson Center for Wed., May 24; prepared for a GWC staff meeting; final session of swim lessons at the Newark Senior Center was held, lifeguards and instructors handed out flyers for the next session of swim lessons starting in June; recruited and finalized the volunteer list for the Memorial Day Parade; continued coordinating with a volunteer from Siemen's who will paint the George Wilson Center in early June; continued to finalize and send out summer camp volunteer schedules. Volunteer Hours: 8 Volunteers devoted a total of 27 Hours assisting with the Memorial Day Parade. Total Volunteer Hours for the week: 27 Hours.

Recreation Supervisor of Community Event: Prepared for and held the 82<sup>nd</sup> Annual Newark Memorial Day Parade and Memorial Ceremony on the Green. Approximately 35 groups participated in the parade. This year's ceremony on the Green also included a dedication for the Chair of Honor. The chair, which sits vacant in memory and to honor those Missing in Action and Prisoners of War. This chair will be used at special events and will sit in the lobby of the Municipal Building as a constant reminder of the 91,000 that never returned home. Thank you to the staff from Parks & Recreation, Public Works, Newark Police, Parking, and Communications, that worked the event as well as the Acting City Manager and City Council,

Newark Memorial Day Parade Committee, Newark Rotary and the amazing volunteers that are always such an asset to this event.					
Photo albums and video	Photo albums and videos from the event can be found in several locations:				
Newark Parks & Recreat	ion: https://www.facebook.com	/NewarkParksRec/?hc_ref=PAGES_TIMELINE			
Patrick Hughes Photogra https://www.facebook.c	• •	/posts/1416196215127153?hc_location=ufi			
https://www.youtube.co	om/watch?v=9a4O46zMk1M				
Newark Post: http://ww 229dc417d804.html	w.newarkpostonline.com/news/	article_bbe042da-611e-5b6f-aa59-			
Delaware Online: http://memorial-day-parade/1		os/news/local/2017/05/22/newark-hosts-annual-			
Activity or Project:					
July Parks and Recreat	ion Month				
Description:					
Preparations for activities and programs being held during the month of July in honor of National Parks and Recreation Month are underway. Several new weekly free events are scheduled at various parks along with new programs offered throughout the month.					
Status:	In-Progress				
Expected Completion:	6/16/2017				
Execution Status:	On Track				
Activity or Project:					
Description:					
Status:					
Expected Completion:					
Execution Status:					
Activity or Project:					
Description:					

Status:	
Expected Completion:	
Execution Status:	

### **Department:**

### **Planning and Development Department**

### **Notable Notes:**

### **Code Enforcement**

- Property Maintenance reported heavy activity during weekend patrols. We will be working closely with all Departments during move-out weekend. High grass violations are now being issued.
- The demolition permit is in for the new Martin service center on Ogletown and Marrows Road.
- The site work on South Main Street for the next phase of Chimney Ridge is continuing.
- The foundation work is ongoing for the new hotel at 400 Ogletown Road.
- Construction is ongoing at Cleveland Avenue.
- The structural steel work for the new building on STAR Campus is continuing.
- Exterior finish and interior work is continuing at Woolen Way for the new townhouse apartments.
- Finishing work is ongoing at the Heights on South Chapel Street, with completion expected in mid-June.
- Construction is nearing completion at the University of Delaware South Academy Street dormitory.
- Construction is ongoing at the Lofts at Center Street.
- Staff continues to update data on older building permits and code cases in anticipation of the CityView replacement project.

### Planning/Land Use

- Planning and Development Director Mary Ellen Gray, as project lead for the
  Planners4Health grant, participated in the statewide Planners4Health stakeholder meeting
  on Friday, May 19. Over 60 people from the fields of planning, health, health advocacy,
  agriculture, the medical field, and non-profits attended. The purpose of this meeting was to
  debrief on the statewide analysis of health equity and the Plan4Health grant outcomes, and
  discuss implementation steps.
- Director Gray is continuing her onboarding and accompanied Property Maintenance Inspector Adam Fahringer on some field inspections.
- The Planning Commission is scheduled to meet on Tuesday, June 6, 2017 at 7:00 p.m. Items on the agenda include:
  - Review and consideration of a special use permit for the property at 83 East Main
     Street to install a cell phone antenna tower on the roof of the University of Delaware bookstore;
  - Discussion regarding the 2018-2020 Capital Improvements Program budget process;
  - Discussion regarding the Rental Housing Needs Assessment Study Phase Two findings;
  - Update on the Parking Subcommittee.

- At its May 18 meeting, the Board of Adjustment unanimously approved the appeal of Danneman Hospitality, owners of the property at 400 Ogletown Road, for an expansion of the formerly granted parking variance for seven additional spaces. This would bring the total number of parking spaces in the variance to 43. The plan includes seven two-room suites that require two parking spaces each. The developer is addressing this by entering into a parking lease with an adjacent property owner to provide the additional seven parking spaces.
- Bike to Work Day Newark was held on May 19 at Mentors' Circle. The event was organized by the City of Newark, BikeNewark, and the University of Delaware. Bike commuters that morning enjoyed a light breakfast and heard comments from guest speakers, including New Castle County Executive Matthew S. Meyer, UD Provost Domenico Grasso, State Representative Paul Baumbach, State Representative Ed Osienski, State Senator Dave Sokola, and City Manager Carol Houck. Local businesses supported the event through sponsorships. Free Bike to Work Day t-shirts were distributed by DelDOT and the Delaware Bicycle Council. The goal was to get more and more people to consider biking as a viable means of transportation.
- On Wednesday, May 24, Planner Mike Fortner attended a BikeNewark meeting.
- Planner Tom Fruehstorfer met with Director Gray, other members of City staff, and consultants to plan for the upcoming Rodney Dorm stormwater project. Preliminary plan options and public meeting planning were discussed.
- On May 24, Tom Fruehstorfer, Mike Fortner and other members of staff met with the Newark Transportation Project Committee (Martin Wollaston, Philip Barnes of the UD Institute for Public Administration and representatives of DART, Cecil Transit, and WILMAPCO) to discuss improved integration of local public transportation resources. Tom presented a new proposed route for the Unicity bus reflecting suggestions from the previous meeting. The group also worked to develop survey questions to help get input from the public about the current and proposed Unicity route. In addition, the group worked to further the design of a partnership logo to help with presenting and branding the Transportation Improvement Partnership (TRIP).
- The following was also completed this week:
  - o 11 Deed Transfer Affidavits
  - o 46 Building Permit Reviews
  - 1 Certificate of Completion/Occupancy

### **Activity or Project:**

New Preliminary Floo	d Maps - Public Meet	ing
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### Description:

Tom Fruehstorfer represented the City of Newark at a public meeting at William Penn High School on May 23 to help answer questions about Proposed Flood Insurance Rate Map Changes. The maps are being updated based on more accurate survey data. Owners of property that are potentially impacted by the proposed change in the floodplain received letters from New Castle County informing them of the meeting. Numerous City of Newark residents, along with other residents from across New Castle County, were at the workshop to have their questions answered.

Status:	Completed	
Expected Completion:	5/23/2017	
Execution Status:	Completed	

Activity or Project:		
Description:		
Status:		
Expected Completion:		
Execution Status:		
Activity or Project:		
Description:		
Status:		
Expected Completion:		
Execution Status:		
Department		
Department:		
Police Departme	ent	
<b>Notable Notes:</b>		

Patrol:

- On Friday, May 19<sup>th</sup> a retired Major from NCCPD contacted NPD to commend Officer Kelsey O'Donnell for her assistance to his daughter during a public assistance call. The retired Major commended Officer O'Donnell stating that she was "incredibly professional, patient, and courteous." He further related that "we appreciated Officer O'Donnell's assistance and more importantly her kindness."
- On Saturday, May 20<sup>th</sup>, M/Cpl. Marc DiFrancesco and Officer Matthew Coughlin attended a Police Trading Card event at Pat's Pizza on South Main Street. The event was very well received.
- On Monday, May 22<sup>nd</sup>, a citizen sent a complimentary email to Chief Tiernan and Mayor Sierer commending Officer Matthew Coughlin for his assistance and professionalism while investigating a robbery. During the incident, the citizen's young son was robbed of his bicycle by two older boys. The father described Officer Coughlin as impressive and that "he was professional and kind, interacting with \*\*\*\*\*\* in ways that put him at ease and allowed him to tell everything he knew about the incident and do so calmly." As a result of the investigation, Officer Coughlin has identified and arrested one juvenile charging him

- with Robbery 2<sup>nd</sup>. The juvenile was committed to the New Castle County Detention Center. Officer Coughlin continues to investigate the incident.
- On Monday, May 22<sup>nd</sup>, M/Cpl Nick Sansone completed testimony in a 3-day jury trial in Superior Court for a subject charged with his 5<sup>th</sup> offense DUI. The subject was found guilty of all charges and faces a minimum mandatory 18 months in prison when he is sentenced at a later date.
- On Monday, May 22<sup>nd</sup>, Sgt. Greg Micolucci and Officer Brian Whitehead delivered five bicycle helmets, donated by Parks and Recreation, to a family who they discovered needed the helmets.

### **Special Operations:**

- On Saturday, May 20<sup>th</sup>, SOU responded to a residence on West Main Street following a complaint and ongoing noise issues at the home. SOU issued citations at the residence and facilitated UDPD's assistance in referring the residents to the Dean of Students Office.
- On Thursday and Friday, SOU will conduct order maintenance patrols surrounding graduation weekend.

### Traffic:

- On Monday, May 22<sup>nd</sup>, the Traffic Unit welcomed Cpl. Robert Vernon to the team. Cpl. Vernon will be trained in the unit practices and procedures learning duties such as intoxilyzer calibrations and red light violation approvals, as well as locations and methods typically used for enforcement.
- The Speed Sign has been deployed on both Lafayette and West Chestnut Hill Roads in support of speeding complaints and enforcement activities.
- In support of the ongoing vehicle security messaging campaign, the message board is currently deployed in Country Hills and will be moved to Ridgewood Glen at the end of the week.
- During the week, Traffic Unit Officers are conducting enforcement activities on Janice Drive at Anita (stop signs), Woodlawn Avenue (stop signs), North College Avenue (pedestrians), and other locations throughout the City.
- On Wednesday and Thursday, Cpl. Patrick Craig will conduct firearms training to new police recruits at the Delaware State Police Academy.

### **Auxiliary Services**

- A SLEAF application was drafted and submitted for the forthcoming committee meeting next week; NPD has two applications for the agenda, one for training and the other for equipment in support of impaired driving, specifically the DRE program.
- CAD is still experiencing network connectivity issues. Brian Cannon is working with the
  City IT team regarding the matter and the City IT team is in turn working with DTI to identify
  the causation.
- Records clerks have been busy with visitors collecting NPD trading cards in the afternoon hours.

### Administration Division

• Lt. Nelson is the officer-in-charge for the University of Delaware graduation detail on 5/27/17.

### **Criminal Investigations Division**

- On Monday, 5/22/17, NPD detectives executed a search warrant at the residence of a suspect identified by Det. Anderson as the person who had been involved in a stabbing incident which occurred on Papermill Road on Sunday. Upon executing the search warrant, the suspect was not located. Detectives set up covert surveillance in the area and were able to take the suspect into custody without incident when he returned to the residence with his girlfriend. The suspect was charged with assault 2<sup>nd</sup>, and resisting arrest.
- An arrest warrant was executed at the James T. Vaugh Correctional Institution for a suspect for two counts of Receiving Stolen Property in reference to items that were stolen from vehicles on Kells Avenue between 4/25/17 and 4/26/17. The suspect is still currently incarcerated in James T. Vaughn Correctional Institution on unrelated charges.
- Det. Bystricky and Det. Anderson are attending a three-day training course titled "Inside the Tape" hosted at the Dover Police Department. The training focuses on homicide and crime scene management and is being held 5/23 5/25

Activity or Project:		
N/A		
Description:		
N/A		
Status:	Completed	
Expected Completion:	5/25/2017	
Execution Status:	Completed	
Activity or Project:		
Description:		
Status:		
Expected Completion:		
Execution Status:		
Activity or Project:		
Description:		

Status:	
Expected Completion:	
Execution Status:	

### **Department:**

## **Public Works and Water Resources Department**

#### **Notable Notes:**

The annual UDon't Need It? Program, a collaboration with the University of Delaware is underway. Each year hundreds of tons of housewares, furniture and other items are kept from landfills through this program. Items in good shape are then sold at reasonable prices during the next two weeks. Dumpsters are also provided for items that are not resellable in order to keep sidewalks and streets clean throughout the move out process. PWWR crews will also be on patrol for items left on sidewalks and will be issuing fines as necessary. We encourage everyone to stop in to see this event in person and even buy something at one of the sales! The schedule is below:

Tuesday, 5/23: 10 a.m. - 6 p.m.

Wednesday, 5/24: 10 a.m. - 6 p.m.

Thursday, 5/25: 10 a.m. - 6 p.m.

Friday, 5/26: 10 a.m. - 6 p.m. (Sale at 10 a.m.)

Saturday, 5/27: 4 p.m. – 8 p.m.

Sunday, 5/28: 10 a.m. – 6 p.m.

Monday, 5/29: Closed

Tuesday, 5/30: 10 a.m. – 6 p.m. (Sale at 4 p.m.)

Wednesday, 5/31: 10 a.m. – 6 p.m.

Thursday, 6/1: 10 a.m. -6 p.m.

Friday, 6/2: 10 a.m. – 6 p.m. (Sale at 10 a.m.)

### **Activity or Project:**

Water SCADA Systems Phase I CIP W9302

### Description:

ACS, the City's SCADA (Supervisory Control And Data Acquisition) Integrator is finalizing the Phase I install for various water facilities throughout the distribution system. Facilities include three of the City's main Booster stations (Arbour Park, NW Booster, and Paper Mill Booster) and five of the water storage tanks (Louviers, Concrete, Windy Hills, Arbour Park, New London). ACS work includes local programming/control as well as remote monitoring/control and alarming for the

sites listed above. Training for management and operators is expected to occur in approximately two weeks. Overall, this system will allow for accurate remote monitoring and process control of our system. Screenshot attached.				
Status:	In-Progress			
Expected Completion:	7/31/2017			
Execution Status:	On Track			
Activity or Project:				
South Well Field pH Ad	ljustment CIP W1104			
field treatment plant a PWWR management h gallon double wall stor adjustment to both the the majority of the wo the new installation. We entered for the procur	nd is converting to a sod as been finalizing plans a age tanks and dual pump e raw and finished (treate rk in-house, PWWR staff /ithin the next two week ement of the chemical st	ium land a skided with the skide wit	in order to adjust the pH at the south well hydroxide (caustic soda) tank and feed system. cquiring quotes for the purchase of two 650 d system. The system will allow consistent pH vater at the treatment plant. In an effort to do olished the old tanks and cleared the area for City expects purchase requisitions to be te tanks, piping, and pump and feed system.	
Status:	In-Progress			
Expected Completion:	7/31/2017			
Execution Status:	On Track			
Activity or Project:				
Description:				
Status:				
Expected Completion:				
Execution Status:				
	5/21/2017	to	5/27/2017	



# Intro to IT Division

City of Newark, DE

# Who We Are

The City of Newark Information Technology (IT) Division is a Division of The Administration Department and is lead by the IT Manager who reports directly to the Deputy City Manager.

The IT Division is made up of multiple Teams including

- ► Infrastructure Support
- Applications Support
- Records Management
- ► Geographic Information Systems (GIS)



# Who We Support

## Municipal

- Administration
- Communications
- Alderman's Court
- City Council and Secretary
- Planning and Development
- Codes Enforcement
- Finance and Accounting
- Parks and Recreation
- Facilities

### Police

- 911 Dispatch Services
- Criminal Investigations Unit
- City-Wide Surveillance System
- Police Vehicles
- Mobile Command Unit
- Emergency Operations Center
- Street Crimes and DEA
- Records and Evidence
- Special Operations Unit

### **Utilities**

- Electric
  - Analogous to Delmarva
- Water
  - Analogous to ArtesianWater Resources
- Sewer
- Storm Water
- Refuse
- Parking
- Utility Billing



# What We Support

- ▶ **14** Locations
- ▶ **309** Computers
- ▶ **539** Managed Users Accounts
- > **344** Phones (182 Desk, 162 Cell)
- ▶ **96** Servers (21 Phys, 75 Virtual)

- 1197+ Managed Network Connections
  - SCADA, Smart Meter, End User Devices, Network Devices
- ▶ **61** Major Applications
- **72** Printers/Copiers

- **26** Vehicles
- ▶ **154** Cameras
- ▶ **163 TB** Managed Storage
- 29 Networks with 624 Fiber Points

**4,789** Helpdesk Tickets (12 mo)



# IT Evolution in the City of Newark

2013 (@ IT Division Formation)

- ▶ 2 FTE / 2 PTE Technical Staff
- ▶ 190 End User Devices
- ► 187 Managed User Accounts
- 2 Network
- 2 Locations
- 1 Data Center
- 0 IT Certifications
- Under 1000 Helpdesk Tickets Annually
- Recovering from failed security audit prompting significant IT spending and change

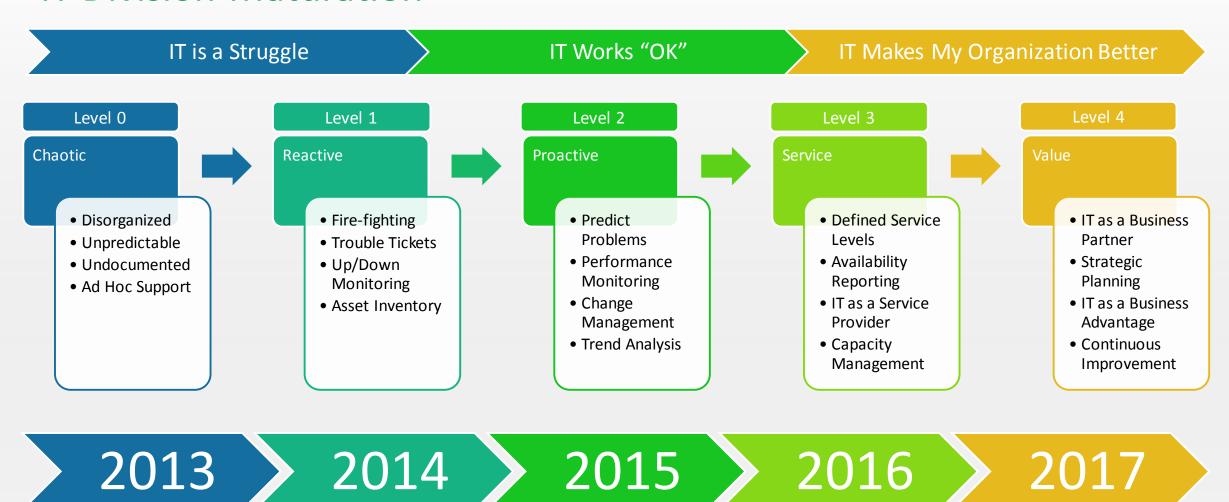
### 2017

- 8 FTE Technical Staff
- ► 879+ End User Devices
- ► 539 Managed User Accounts
- ▶ 29 Networks
- ▶ 14 Locations
- 2 Data Centers + Cloud Data Center
- 17 IT Certifications
- ► 4789 Helpdesk Tickets Annually
- Building Security

- ▶ 154 Surveillance Cameras
- Smart Meter Platform
- GIS Team
- Records Team
- Water and Electric SCADA
- City-Wide Fiber
- VOIP Phone System
- Work Order Management System
- Multi-Site Disaster Recovery



# **IT Division Maturation**





# Comparable Cities/Counties

## **Delaware**

- ▶ Wilmington, DE (71,000)
- Dover, DE (37,000)
- Newark, DE (33,000)
- ► Middletown, DE (20,000)
- New Castle County, DE
- Kent County, DE

## **Maryland**

- ► Hagerstown, MD (40,000)
- Annapolis, MD (39,000)

## New Jersey

- Vineland, NJ (60,000)
- Millville, NJ (28,000)



# Comparables IT Staffing Summary

Percentage of Employees working in IT

Kent	County	4.0%
110110	O O O I I C y	1107

Dover 2.4%

► Wilmington 2.0%

New Castle County 2.0%

► Newark 1.8%\*

Annapolis 1.7% (No Police Support)

Hagerstown Inconclusive

Vineland, Millville No Data



<sup>\*</sup>Discovery identified no other City/County where IT is responsible for Records Management. For proper comparison, we have removed Records Management Team from the calculation.

# Newark, DE IT Staffing

## Managerial / IT Technical (2)

- IT Manager
- Assistant IT Manager

## Non-IT Technical (4)

- Digital Records Management Coordinator
- Digital Scanner / Records Assistant
- Digital Scanner / Records Assistant (P/T)
- GIS Technician

## IT Technical (6)

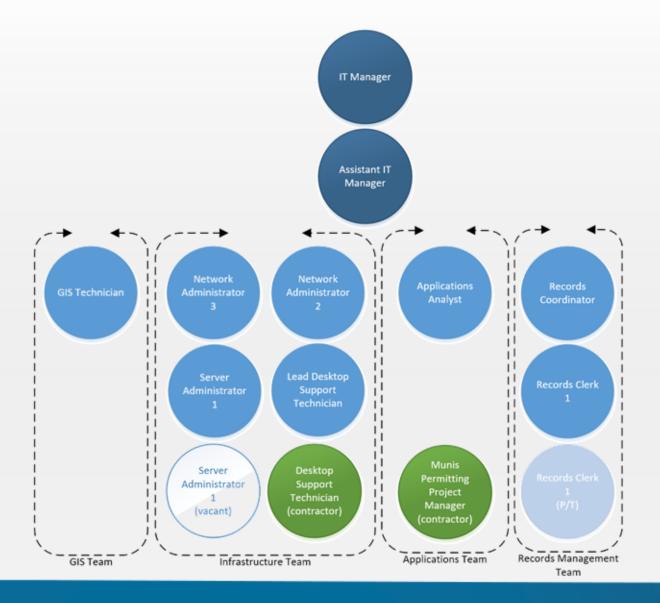
- Network Administrator III
- Network Administrator II
- Server Administrator I
   (2017 Budget as Application Support Administrator)
- Server Administrator I (vacant)
- ► Lead Desktop Support Technician
- Applications Analyst

## Contractual (2)

- Desktop Support Technician
- Project Manager (Permitting)



# Staff





# **Staff Qualifications**

### IT Manager

- ► ITIL Intermediate Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement (in process)
- ▶ ITIL Foundation
- ▶ Microsoft Certified Solutions Expert (MCSE) Private Cloud
- ▶ Microsoft Certified Solutions Associate (MCSA) Windows Server 2012 R2
- Microsoft Certified Technology Specialist (MCTS) Administering and Deploying System Center 2012 Configuration Manager
- Microsoft Certified Professional
- Network Administrator 3
  - Cisco Certified Network Associate (CCNA) (in process)
  - Certified SonicWall Security Administrator (CSSA)
  - ▶ Microsoft DAT208x Python for Data Science
- Network Administrator 2
  - Certified SonicWall Security Administrator (CSSA) (in process)
  - Cisco Certified Network Associate (CCNA)

- CompTIA Network+
- ► Tropos Certified Associate
- Server Administrator 1
  - Microsoft Certified Solutions Expert (MCSE) Cloud Platform and Infrastructure (in process)
  - Microsoft Technical Associate (MTA) Database Fundamentals, Server Fundamentals, Security Fundamentals, Networking Fundamentals
  - Microsoft Project
- Lead Desktop Support Technician
  - ► Microsoft Certified Solutions Associate (MCSA) Windows 10
  - Dell TechDirect Certified
- Records Coordinator
  - Certified Records Manager (CRM) (in process)
- GIS Technician
  - ESRI ArcGIS Desktop Professional (in process)



# Major IT Initiatives in 2017

- Munis Work Order Management
- Munis Permitting
- Records Management
- Police Department Domain Migration
- Server and Data Migration to the Cloud
- Streamlined Budget Process
- Fiber Network
- Surveillance Cameras
- Network Security Improvements





# Records Management

# Did you know?

▶ 90% of records, once filed, are never referred to again

▶ 95% of lookups are to records less than 3 years old

▶ 66% of records in organizations may be either archived offsite or destroyed based on common local-government retention schedules

http://www.prismintl.org/Buy-From-a-PRISM-Member/Free-Resources/why-records-management.html

# **Assessment Summary**

Department or Division	Record Types	Quantity
Administration, HR, Purchasing	Personnel Files, Contracts, POs	345 boxes
Public Works and Water Resources	Development, Contracts, Property files, Admin Subdivisions, Construction Plans, Permits, Reports, Maps/Drawings	389 boxes
Electric	Service Orders, Substations, U of D, Vehicle Info, Contracts	692 boxes
Code Enforcement	Permits, Surveys, Violations, Plans, Parcels, Minutes	336 boxes
Planning and Development	Minutes, Permits, Operating Budgets, Special Use Permits, Revenue Sharing, Zoning Reviews, Project Files, Drawings, Historical files, newspaper clippings (Library)	152 boxes
City Secretary	Subdivision files, Deeds, Utility Agreements, Contractual Agreements, Committee Info	85 boxes
Finance	Accounts Payable, Invoices, Payroll, Bank Statements, Cash Receipts	505 boxes
Alderman's Court	Criminal Records, Parking tickets	416 boxes
Parks and Recreation	Subdivisions, Admin, Personnel	166 boxes
Total		3,086 boxes

<sup>\* 1</sup> box is equivalent to 2,500 sheets of paper

# Perspective

- ▶ 3,086 boxes = 386, 4 drawer filing cabinets
- ▶ 386 Filing Cabinets fit into 13 of these:





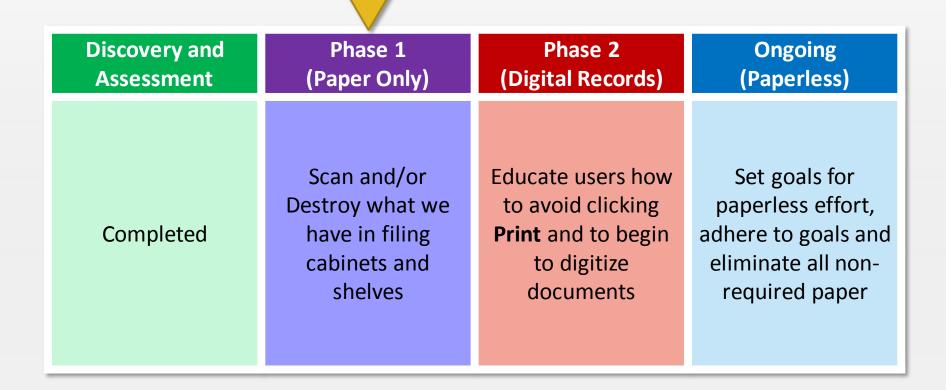
### Perspective

- ▶ 386 filing cabinets = 1,388 square feet
- ► 1,388 square feet = Administration Department (approx.)
- Now double that! That is how much space is consumed by filing cabinets and the space required to open them.



#### Phases

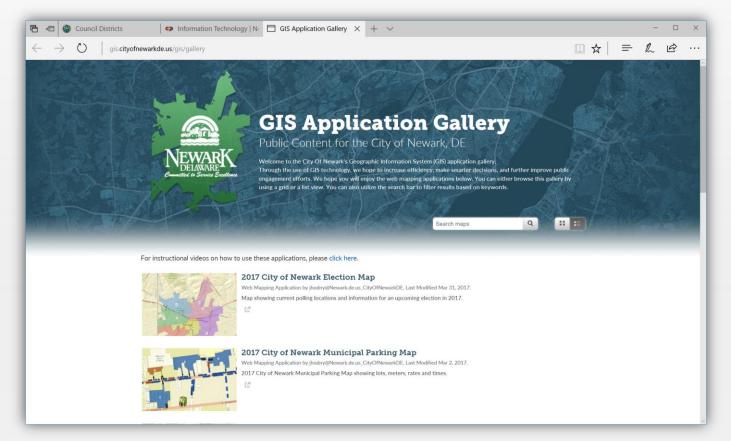
We Are Here

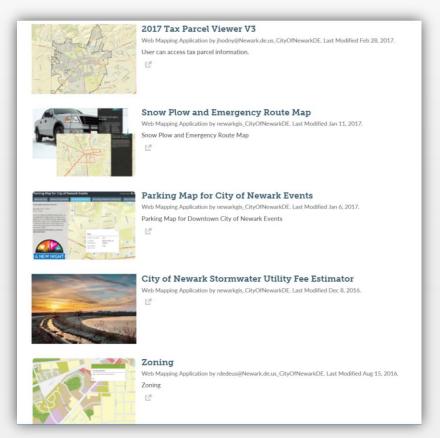




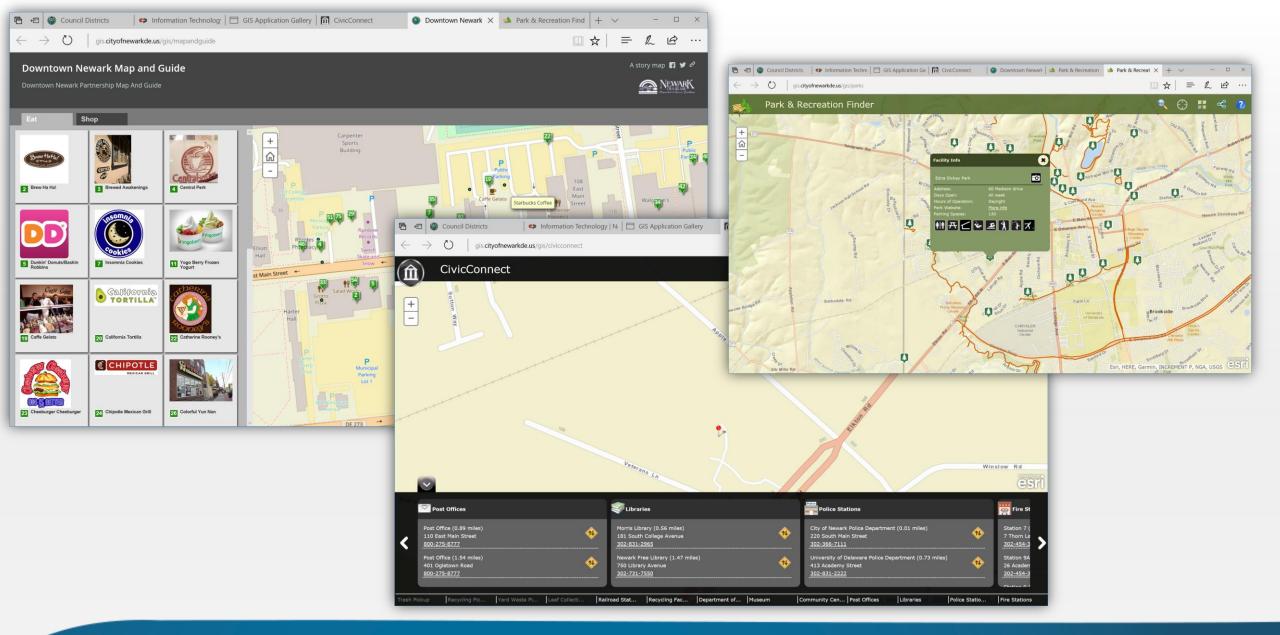
### Geographic Information System (GIS)

### http://gis.cityofnewarkde.us/gis/gallery/

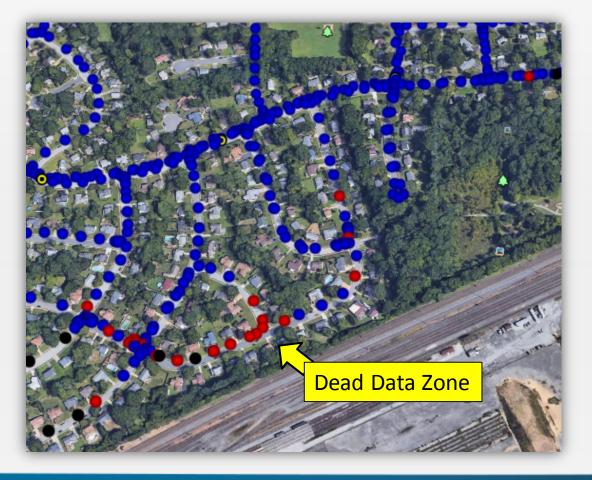




Also available on city website



#### **Providing Actionable Data**

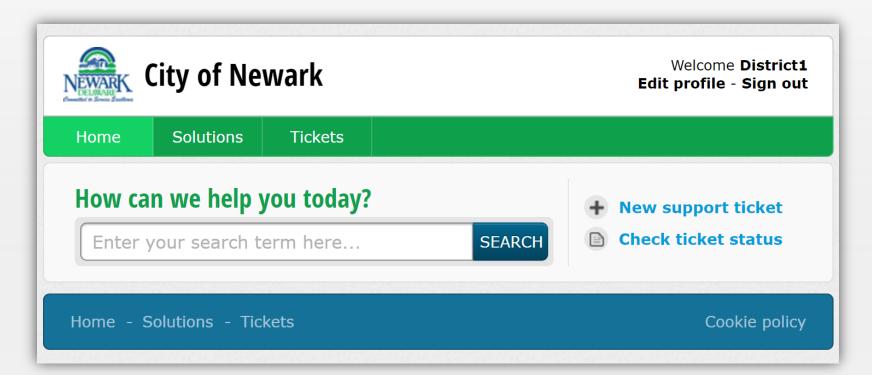




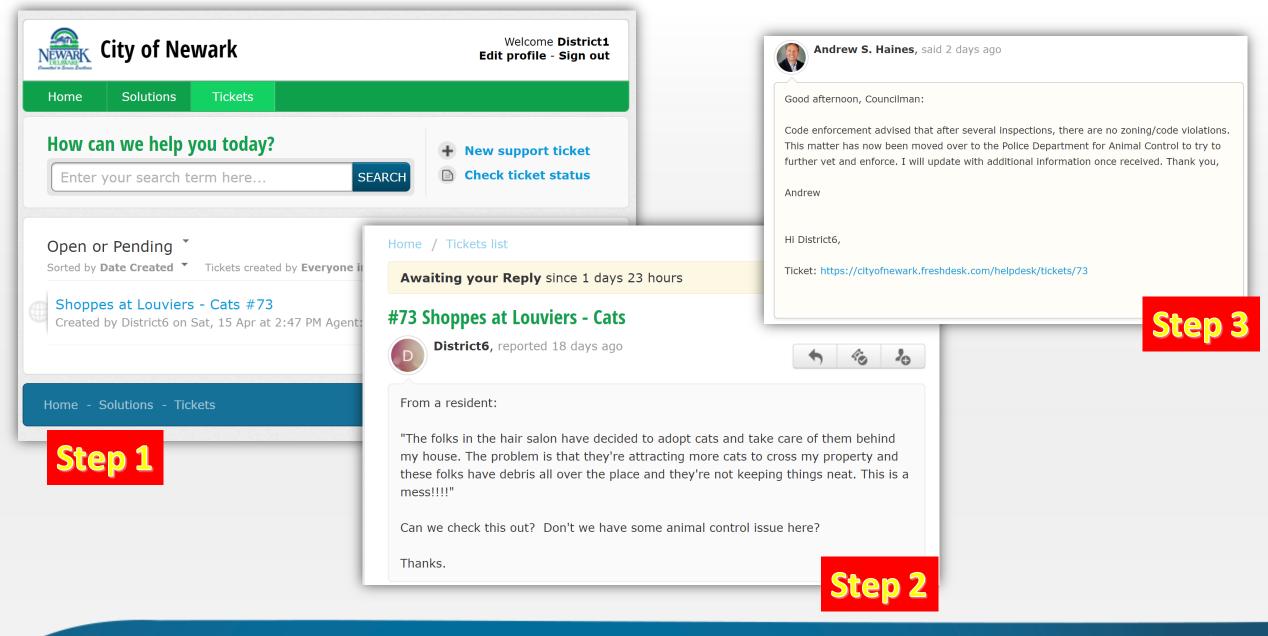


### FreshDesk Request Management System

### https://cityofnewark.freshdesk.com



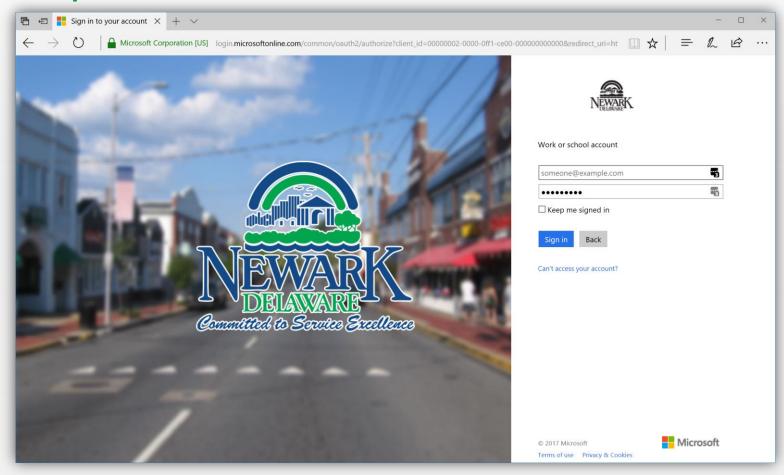
- Mayor@Newark.de.us
- District1@Newark.de.us
- District2@Newark.de.us
- District3@Newark.de.us
- District4@Newark.de.us
- District5@Newark.de.us
- District6@Newark.de.us





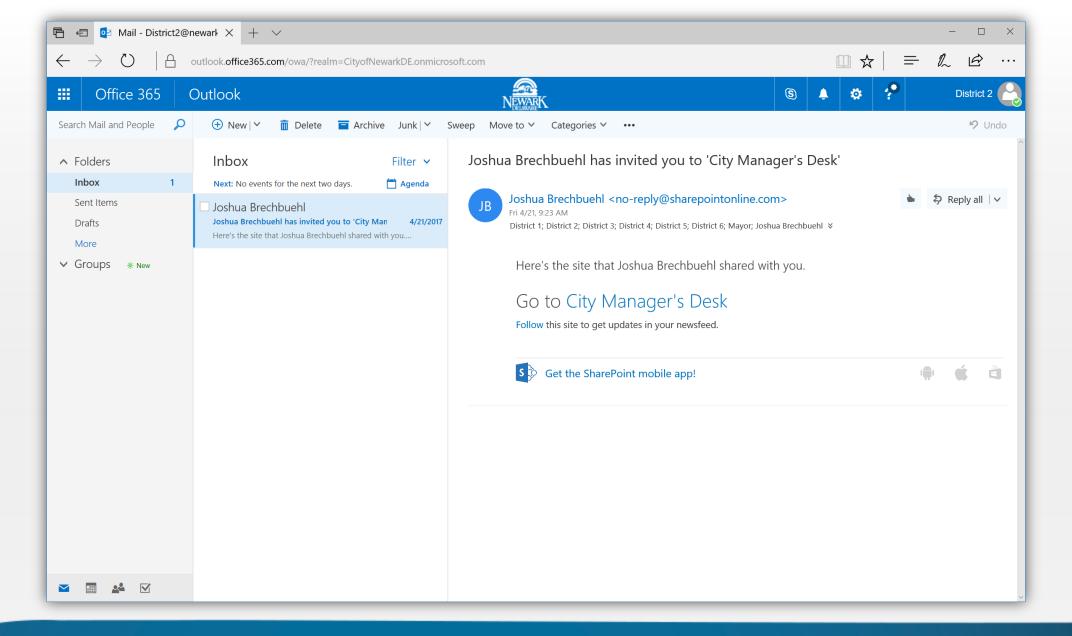
## City of Newark Email System

### https://mail.Newark.de.us



- Mayor@Newark.de.us
- District1@Newark.de.us
- District2@Newark.de.us
- District3@Newark.de.us
- District4@Newark.de.us
- District5@Newark.de.us
- District6@Newark.de.us

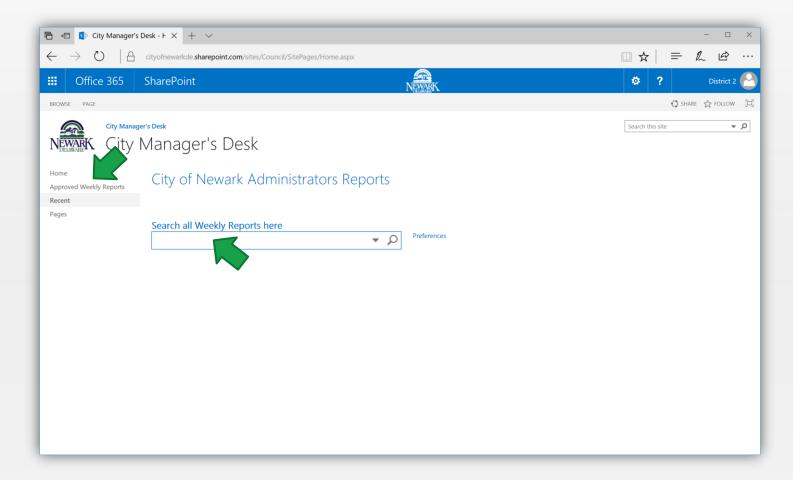




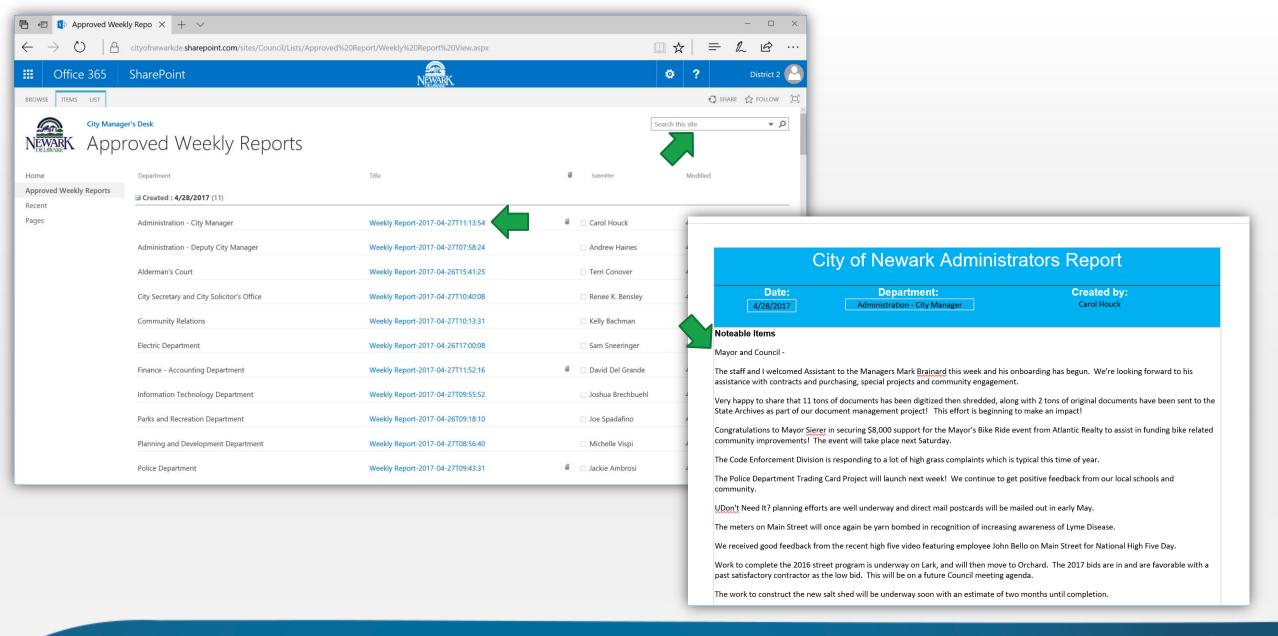


## City Manager's Weekly Report

### https://cityofnewarkde.sharepoint.com/sites/Council



- Mayor@Newark.de.us
- District1@Newark.de.us
- District2@Newark.de.us
- District3@Newark.de.us
- District4@Newark.de.us
- District5@Newark.de.us
- District6@Newark.de.us





# Thank you!

#### NEWARK POLICE DEPARTMENT

WEEK 05/14/17-05/20/17	IN	/ESTIGATIONS		CRIMINAL CHARGES		
	2016	2017	THIS	2016	2017	THIS
	TO	TO	WEEK	TO	TO	WEEK
	DATE	<u>DATE</u>	<u>2017</u>	DATE	DATE	<u>2017</u>
PART I OFFENSES						
a)Murder/Manslaughter	0	0	0	0	0	0
b)Attempt	0	0	0	0	0	0
Kidnap	3	1	0	2	1	0
Rape	2	1	0	3	0	0
Unlaw. Sexual Contact	4	7	1	1	0	0
Robbery	17	11	1	7	3	0
- Commercial Robberies	9	5	0	0	1	0
- Robberies with Known Suspects	1	0	0	0	0	0
- Attempted Robberies	1	1	o	0	1	0
- Other Robberies	6	5	1	7	1	0
Assault/Aggravated	10	11	1	15	14	0
Burglary	35	18	Ö	18	6	0
- Commercial Burglaries	9	5	0	0	1	0
- Residential Burglaries	20	10	0	16	5	0
- Other Burglaries	6	3	0	2	0	0
Theft	270	199	9	- 71	79	2
Theft/Auto	15	22	2	8	2	0
Arson	0	_ <u>_</u> 1	0	0	0	0
All Other	51	41	3	28	17	0
TOTAL PART I	407	312	17	153	122	2
						<del>_</del> _
PART II OFFENSES						
Other Assaults	129	128	3	57	59	1
Rec. Stolen Property	0	1	0	14	6	3
Criminal Michief	74	98	3	33	24	2
Weapons	5	10	2	17	14	0
Other Sex Offenses	0	0	0	0	0	0
Alcohol	104	52	2	184	85	4
Drugs	59	62	6	83	70	8
Noise/Disorderly Premise	301	342	18	131	115	8
Disorderly Conduct	61	60	3	52	37	0
Trespass	73	73	5	31	30	2
All Other	200	178	9	134	137	10
TOTAL PART II	1006	1004	51	736	577	38
MISCELLANEOUS:						
Alarm	334	151	7	0	0	0
Animal Control	196	172	19	0	2	1
Recovered Property	112	115	3	0	0	0
Service	13376	14740	726	0	0	0
Suspicious Per/Veh	225	239	16	0	0	0
TOTAL MISC.	14243	15417	771	0	2	1

	THIS WEEK	2016 TO	THIS WEEK	2017 TO
	<u>2016</u>	DATE	<u>2017</u>	<u>DATE</u>
TOTAL CALLS	735	17,938	1,005	19,239



#### Newark Police Department Weekly Traffic Report 05/14/17-05/20/17



TRAFFIC SUMMONSES	2016 YTD	2017 YTD	THIS WEEK 2016	THIS WEEK 2017
Moving/Non-Moving	4402	3433	220	234
DUI	65	64	3	2
TOTAL	4467	3497	223	236

TRAFFIC COLLISIONS					
Fatal	0	0	0	0	
Personal Injury	92	112	12	5	
Property Damage (Reportable)	508	427	29	27	
*Hit & Run	127	93	5	5	
*Private Property	120	91	9	10	
TOTAL	600	539	41	32	

<sup>\*</sup>Included in the total collision numbers

Note: Typically, the YTD numbers are generated by adding the current week statistics to the YTD statistics from the previous reporting period. Periodically, the numbers for this report will be generated from the beginning of the year to capture data that may have otherwise been omitted due to a processing delay or other administrative anomaly, more accurately updating the year-to-date totals.

