

DEPARTMENTAL WEEKLY REPORTS

October 11, 2013

Police

Plans have been finalized and issued for this Saturday's Homecoming festivity. An additional twenty-six (26) uniformed officers will supplement the patrol officers working. In addition, officers from the Street Crime Unit and Special Operations Unit will be working the event.

The New Castle County Police Department is sponsoring an open house for government officials at the county firearms range on Friday, October 11, 2013 from Noon to 4:00 p.m. Invitations were sent to the Council. The firearms range is used by the county police as well as several municipal police departments, including Newark.

The "I'm Smacked" incident investigation is ongoing. More charges are expected.

Nearly all of the over 200 Resident Awareness and Emergency Preparedness Guides placed in the City Hall lobby have been picked up by the public. We are contacting the county to see if we can restock our supply. We continue to investigate the price of publishing a guide more specific to Newark.

Deputy City Manager Andrew Haines, Lt. Mark Farrall, and Communications Supervisor Ted Ryser have been conducting interviews for our vacant dispatch positions.

City Manager's Office

Personnel

- Held another negotiation meeting with CWA; will hold an ad-hoc Defined Contribution Pension meeting with CWA and AFSCME later in October.
- Conducted interviews with applicants for Desktop Lead Support position for the IT Division on Friday and Monday. Josh and I believe there is not a need to go outside the organization, or previous applicants, to find the person that will fulfill this position.
- Attended City Council Financial Workshop meeting, along with Carol Houck and Lou Vitola. We presented a high-level overview of the draft budget and policies for FY2014.
- Started interviews with Lt. Farrall and Ted Ryser on applicants for Communication Officer. Fifteen (15) candidates are slated for interviews; 126 applications were submitted for the position.

City of Newark - Major IT Projects		
CityView Upgrade	On Track	Completed
We are currently using CityView 8 (2003) and we are upgrading to CityView 2012 (2012)		
Latest Update: Training is currently in progress and we are piloting iPads in the field (8 in Code Enforcement)		
<p>Product Information:</p> <p><u>Check business license status.</u> By signing into the public portal, citizens can obtain up-to-date status information pertaining to their business license or business license application, and check to see which fees they still owe.</p> <p><u>Apply for a permit.</u> Citizens may apply for simple, over-the-counter permits online. These permits would typically require no plan reviews and would have easy-to-calculate fees. If the user chooses to pay their permit fees online, the system will automatically generate a payment receipt, issue the permit, and allow the user to immediately print their permit. The user will also have the option to come into the municipal office to pay for and pick up their permit.</p> <p><u>Check permit status.</u> By signing into the public portal, citizens can obtain up-to-date status information pertaining to the permits they have applied for using the CityView Portal.</p> <p><u>Schedule permit inspections.</u> Permit applicants can check the list of outstanding inspections and request a date for the next inspection. The system will generate a printable receipt for the inspection request. Inspection status remains requested until the appointment is confirmed by municipal staff.</p> <p><u>Check planning application status.</u> By signing into the public portal, citizens can obtain up-to-date status information pertaining to their planning application, including checking the status of submittals, reviews, and fees.</p> <p><u>View hearings.</u> Citizens can examine planning development approval agenda for upcoming hearings of the Planning Commission or Council and can also obtain a list of invitees.</p>		
Laserfiche Document Management	On Track	Expected Completion Fall 2013
We are implementing a Document Management (Digital) Scanning Solution for City Secretary as a Pilot for citywide use.		
Latest Update: Server has arrived, has been racked in IT Data Center and is ready for Operating System Installation. Once completed, Laserfiche will be notified to begin implementation process.		
<p>Today, successful organizations need more than search and retrieval of imaged and electronic documents. They need to optimize the decision-making process by getting the right content—whether structured or unstructured, paper or electronic, audio or video, photograph or e-mail—into the right hands at the right time.</p> <p>Laserfiche Avante is a cutting-edge solution that combines comprehensive content management functionality with business process management (BPM) tools to both manage and process information—turning it into an asset that enables efficiency and smart decision-making organization-wide.</p>		
ArcGIS	Awaiting Approval	Expected Completion Spring 2014
Public Works & Water Resources and Planning & Development Departments will begin imputing paper kept data into digital form for greater control, efficiency and sharing.		
Latest Update: Working with ArcGIS Sales Support to get finalized license pricing as well as road mapping data input process.		

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	Awaiting Approval	Expected Completion Spring 2014
---	--------------------------	--

Moving City Email to Cloud, Upgrading all PC's to Windows 7

Latest Update: Trial of Office 365 in process. Quote in hand for all upgrades - waiting for funding

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 in line 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 Replacement)	Awaiting Approval	Expected Completion Summer 2014
---	--------------------------	--

Moving the City away from standard copper phone system to new Voice over IP (VOIP) Phone System

Latest Update: Preliminary review and discussions for required system upgrades and potential vendors to implement

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.

Computer and Mobile Device Management Solution	On Track	Expected Completion Fall 2013
---	-----------------	--------------------------------------

To improve internal computer and mobile device management and security, the City will be implementing a solution called Dell KACE

Latest Update: KACE 3000 has arrived and we will begin implementation. Still waiting for KACE 1000 device to arrive.

Provides Software and Hardware Inventory, Software Distribution, Patch Management, HelpDesk (Ticketing) and Mobile Device Management (Security). This will be crucial to the City's computer and mobile device security assurance now and in the future.

Wide Area Network and Internal WiFi Projects	On Track	Expected Completion Winter 2014
---	-----------------	--

This is separate from the City Mesh for the Honeywell Project

Latest Update: All DSL Lines have been upgraded to max speed. City Firewall upgraded to latest firmware. Waiting for funding for additional devices. Internal WiFi has been completed and is now being connectivity and intrusion tested.

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 Spring 2014
--------------------------------------	-----------------	--

Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center.

Latest Update: Meters being piloted and Training is being coordinated.

Replaces need for Meter Readers and some Remote Disconnects and Reconnects.

Data Center Virtualization Project	Awaiting Approval	Expected Completion Winter 2014
---	--------------------------	--

Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented.

Working to P2V (Physical to Virtual Migration) with existing hardware. Awaiting funding for execution of project.

Using Microsoft Hyper-V Server Solutions, we will be converting from a physical server environment, to a highly available and redundant virtual server environment. This will allow the City to manage its IT resources much more efficiently and provide needed failover capabilities.

Harris iNOVA Module Integration	Awaiting Approval	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.

Other Notable IT Updates

1. We are working to provide a new Uninterruptable Power Supply (UPS) to the IT Data Center. Currently holding for Electric to provide power to location for new UPS device.
2. IT has purchased 6 tables for use in training situations.
3. We are currently working with UDeI to provide a phone link to Newark Police Dispatch. This is a result of UDeI moving towards VOIP for their phone systems and discovering that the CAD to CAD system no longer functioned. Expected resolution within 5 business days.
4. IT has requested use of the Election Board room in the basement to convert to a full-time training center. Pending approval and direction.

Planning & Development

Planning

Considerable time was spent this week reviewing plans and preparing reports for the November 5, 2013 Planning Commission meeting. Tentatively on the agenda are:

- A major subdivision of The Mill at White Clay off of Paper Mill Road.
- The rezoning and major subdivision of Pike Park (S. Chapel Street and 52 Benny Street).
- The rezoning and major subdivision of 49 S. Chapel Street (Continental Court).
- A major subdivision, parking waiver and special use permit for 58 E. Main Street.
- A minor subdivision and special use permit for 70 E. Main Street.

Some time was also spent reviewing plans and organizing staff comments for projects tentatively scheduled for December Planning Commission, including a Subdivision Advisory Committee meeting held Tuesday morning. To date on that agenda is the rezoning, major subdivision and two special use permits for the NHA's Cleveland Heights Project, the major subdivision and special use permit for Trader's Alley, the annexation and minor subdivision at 428 Paper Mill Road and a rezoning at 101 Dallam Road.

On Tuesday afternoon, I participated in a steering committee meeting for the DART Transit Origin and Destination Study commissioned by DTC.

This morning I met with Jeff Riegner of WR&A to discuss development submittals for the Newark Regional Transportation Center project.

Also this morning I met with a landowner to discuss a potential land development plan off Kirkwood Highway.

On Monday, Development Supervisor Mike Fortner met with Institute of Public Administration staff to discuss the maps for the existing land use maps, transportation network map, and the environmental features map for the update to the Comprehensive Development Plan.

Economic Development

On Saturday, October 5th, DNP Administrator Ricky Nietubicz staffed the Main Street Mile. The event was a resounding success and, combined with the "Battle of the Bars," event in August, raised over \$17,000 to support the DNP and the NPD K9 unit. About 400 runners participated and, as always, fun was had by all.

This week time was spent on the DNP Annual Report.

Considerable time was spent this week preparing for the DNP's 15 Anniversary Celebration to be held on Thursday, November 14th, 2013 from 5-7 p.m. at the Courtyard by Marriott UD.

Community Development

This week Ricky staffed the CDBG/RS Advisory Committee. The committee made their final recommendations for funding allocations and a report/memo is being prepared for Council consideration.

This week Ricky received initial estimates for work under the CDBG Home Improvement Program for two homes. Work on one house began this week and work on the other will begin next week.

Parking

Today, Parking Administrator Marvin Howard met with representatives of Security Instruments to discuss security cameras for all of the municipal parking lots.

This week all meters for the Smart Meter Pilot Program were installed. The 40 smart meters were installed at high volume areas on the north and south sides of Main Street from Academy to Haines Street.

Code Enforcement

The Murray Road Apartment complex (Hanceton Court) has been demolished.

The Interdisciplinary Science and Engineering Building (ISEB) lab changes permit was issued this week.

Choate Street townhouses construction has begun.

The paving of streets and parking lot areas of the Fountainview condo buildings has been completed.

The new CityView system is now up and running. The transition to using the new system is progressing slowly, but deliberately.

Public Works & Water Resources

The storm water pond project at the Hunt at Louviers has won the DE Nursery and Landscape Association's annual landscape awards program in the commercial category. There will be a little ceremony at their next meeting in January! They will put together a very short presentation about the project. The presentation will be made at the next Delaware Horticulture Industry Expo on January 22, 2014 at the Modern Maturity Center in Dover. The plantings have matured nicely and have attracted lots of butterflies.



We are investigating the condition of one of the high service pump motors at the Newark Water Treatment Plant. Initial analysis indicates that the windings may be bad. We are in the process of confirming the problem so that we can solicit vendors to make the necessary repairs.

The fan and motor assembly at the South Well Field Treatment Plant aeration tower has failed and is being replaced. We have been able to continue to treat the water with the fan out of service.

We are having Well 13 pulled for inspection and repairs as necessary.

We have been making slow but steady progress working with DeIDOT to modify the signal timing at various intersections throughout the City. Library Avenue and 273 is the latest intersection to have signal timing modifications made. We have also been working on speed limit issues. We will be meeting next week with our DeIDOT counterparts to review our progress and identify new initiatives.

The curb ramp project is rapidly winding down. We had a little change to meet the latest ADA requirements that raised the price per location enough that we are evaluating the removal of one or more of the ramps on Veteran Drive to stay within allocated funding. If we are not able to do them this year, we will include them next year.

The paving program is also winding down. We have three streets on which we have to place the new asphalt. We may add some more work to make up for the removal of Old Oak due to water main renovation delays.

We met with representatives from Verizon at Cherry Hill Manor and have developed a construction protocol that we can work with. We will be putting the project together based on this information with an early spring construction date. There will still be some cost associated with Verizon's work but it is projected to be in the area of \$10,000. We will have to wait until we see the bids to see what the construction method does to the construction cost. Pusey had estimated a 14 foot wide construction envelope which we have had to scale back to 12 feet or less in places so the reduction in width may offset any increase in construction cost due to utility congestion on the site.

We are working the kinks out of the suspension of commercial trash collection. We have been dealing with several commercial concerns who have been putting their trash in other people's dumpsters wondering why they no longer are getting their trash picked up. They had no idea who was paying or how it was arranged other than they threw it in the bin and it went away each week. We have referred them to their landlords to determine how their trash will be collected.

We are working through the list of residents who have failed to schedule their appointment for the water meter to be changed or who need to have repairs made to allow us to change the meter.

Electric

The line crews have been installing smart meter radio devices in strategic places on poles and street lights in an attempt to optimize the system and eliminate dead spots where bandwidth is lacking.

The line crews have also been changing poles and hardware behind the bowling alley at the Newark Shopping Center in preparation for a new construction project that is to take place shortly.

The line crews have been working on the voltage upgrades occurring in the center part of the City. Last week, a contractor completed a bore from South College Avenue along Sunset Road to a pole on Indian Road. The line crews are terminating the cables, installing fuses, and hardware on the poles in association with the project.

The line crews are also busy installing underground distribution at the Newark Preserve off Casho Mill Road.

The meter technician has been supporting the smart meter installers and wiring commercial meters, while the electricians performed infrared scans, worked on SCADA infrastructure, and surveyed all the park lights for an upgrade next year.

Engineering has met with Delmarva and DEMEC on system reliability, the STAR Campus Substation, and The Data Center issues. Engineering also worked on finalizing the relay settings for the Bloom Energy site.

Parks & Recreation

Administration & Planning

Tom conducted park inspections and developed work orders.

Tom coordinated with volunteers from a local company to place woodcarpet under play units at Lumbrook and Stafford Parks. Rich and Sam also assisted with volunteers.

Tom attended final landscape inspection meeting for DeIDOT contract concerning the Elkton Road/South Main Street islands.

Rich continued researching propane mower options for possible purchase. He also did daily scheduling of all field staff.

Tom talked with Delaware Trail Spinners concerning drainage issue on section of trail at Redd Park.

Parks Maintenance

Both crews continue mowing.

Horticulture crew continued on bed maintenance, changed over annual pots at City Hall for seasonal color and did interior bed maintenance.

Parks staff with assistance from garage staff, made facing plates to set basketball goals at proper height after resurfacing courts at Kells Park.

Building maintenance section began painting atrium, conducted parks maintenance at the Wilson Center, replaced window cranks and painted orange step at Wilson Center.

Park staff started repairing surface on tennis courts at Kershaw and completing work orders as assigned.

Recreation Services

Paula sent out emergency notification forms to the parents of before and after care students. She is updating the notification list so the InformMe System can be used to notify them if schools would close early.

Paula continued to conduct interviews for fall staff needed. She will be looking to hire additional after care counselors, volleyball referees and instructors, basketball referees and gymnasium supervisors.

Paula contacted instructors in preparation for winter/spring programming dates and their availability.

Paula added an additional basic introduction to archery class to accommodate the waiting list.

Sharon and Debbie prepared for and held the annual fall Community Clean Up. The event was held on Saturday from 9 until 11 a.m. Ninety-one (91) volunteers cleaned up more than 320 pound of trash from local parks and road medians. See photo below.



Halloween Parade applications continue to come in from organizations around the area. There are currently 41 groups registered for the parade.

Sharon revised several Memorial Day Parade publications and began to print them for distribution.

Sharon sent emails to over 75 local and regional marching bands about the Halloween Parade and also the Memorial Day Parade for 2014.

Sharon has been working on written directions/standards for an Excel document that is shared by several staff members. This should help get everyone on the same page to ease the process of developing the seasonal brochure, monthly newsletters, and other documents that require information about our programs. In the future, this document could also be used to track activity numbers and program statistics.

Tyler held CATCH training for the Downes Elementary School before and after care staff.

Tyler prepared for and worked the annual Fall Flea Market on Saturday, October 5 at GWC. We only had five vendors, but it was a very nice day with a steady flow of customers throughout the day.

Tyler visited swim and tennis lessons on Saturday.

The CATCH afterschool homework club began at Downes Elementary. The program meets Mondays and Wednesdays for 6 weeks. The Newark Morning Rotary Club is once again sponsoring the program, making it available at no cost to the participants. The Rotary Club also provides volunteers who help with tutoring time.

Joe, Liz and Andee went through a Max Galaxy registration software demonstration in preparation for our upcoming training.

Joe and Charlie attended a trails meeting at the Delaware State Parks office in Dover.

Joe completed the activities measurements report for the Fall 2012 - Summer 2013 season.

Joe is meeting with the Recreation Supervisors to discuss their winter/spring program plans.

Finance

Customer Service

The CityView upgrade successfully went live last week, and end-user training is currently underway in Council Chamber. On-site training will conclude on October 11, 2013. In an effort to resolve one component of the segregation of duties issues identified by our auditors, Code Enforcement will have full responsibility for entering accounts receivable and liens into the system, while the Finance Department will have responsibility for processing all payments. This takes us one step closer to a centralized cash receipts

environment and allows permit applicants “one-stop shopping” when they pick up approved permits (no trip to the second floor is required to retrieve the permit – it will be printed by Finance after payment is received).

Accounting

A broad overview of the budget was presented at the Financial Workshop on October 7, 2013. The Finance and Administration Departments are appreciative of the feedback received at the meeting, which will be used to make final adjustments to the CIP and Operating Budgets. We expect the complete budget draft to be available by October 28, 2013, which will provide Council with two weeks to review the draft ahead of the public budget presentation. The schedule below outlines the upcoming budget meetings:

Monday, October 28, 2013	Draft Budget Document distributed to Council
Monday, November 11, 2013	Budget Presentation to Council at Regular Meeting
Monday, December 9, 2013	Council Vote on Budget at Regular Meeting

Alderman’s Court

This past week we held three Court sessions. This resulted in 74 Arraignments, 122 Trials processed (this was our traffic court week), 7 Case Reviews. There were 5 prisoners were transported from prison and 2 videoed.

CSH/mp