

DEPARTMENTAL WEEKLY REPORTS

October 18, 2013

City Manager's Office

Personnel

- Attended the official opening of Bloom Energy.
- Spoke to UD's International Caucus luncheon; continue to expand the members' role in the community and awareness.
- Cenise Wright and I met with Municibid, a company I have experience with, to facilitate online auctions.
- Convened the third AFSCME negotiation meeting, and have established a joint CWA-AFSCME-City negotiation session for October 21.
- Completed interviews for Communication Officer (dispatch) with Lt. Farrall and Ted Ryser.

Community Affairs Officer

I spent some time updating the Comprehensive Development Plan webpage with upcoming public participation opportunities. The meetings have also been posted on Channel 22.

I spent some time doing some general Channel 22 updates of messaging.

I attended the GNEDP Fall Mixer event at 16 Mile Taphouse.

I wrote and distributed the press releases for the Halloween Parade and National Prescription Drug Take Back Day.

I attended the Bloom Energy opening ceremony, took pictures and tweeted about it.

I spent some time responding to reporters' questions about the new smart parking meters. The Newark Post had some confusing language in their article regarding money left on the meter and apps, so I asked that a clarification about the meters be made. Josh Shannon informed me he would include a clarification in this week's edition.

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 has completed and we are piloting iPads in the field (8 in Code Enforcement)		
Product Information:		
Check business license status. 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.		

Apply for a permit. 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.

Check permit status. 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.

Schedule permit inspections. 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.

Check planning application status. By signing in to 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.

View hearings. Citizens can examine planning development approval agenda for upcoming hearings of the Planning Commission or Council and can also obtain a list of invitees.

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 been built and is ready for Laserfiche application installation.		
<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 be 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 roadmapping data input process.		
<p>Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.</p> <p>Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.</p> <p>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.</p>		
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 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 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: Both Dell KACE devices have arrived and are in process of being implemented.		
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. Metersense training currently in progress		
Replaces need for Meter Readers and offers the ability for 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. (Hold)
2. IT staffing changes have occurred that have eliminated both part-time desktop support positions and will replace them with a full-time desktop lead technician. Expected start date is November 4.
3. We are currently working with UDel to provide a phone link to Newark Police Dispatch. This is a result of UDel moving towards VOIP for their phone systems and discovering that the CAD to CAD system no longer functioned. Expected resolution within 5 business days. (Completed)
4. IT has requested use of the Election Board room in the basement to convert to a full time training center. Approval granted, however, multiple work orders must be processed prior to room being ready for use.

Planning & Development

Planning

Considerable time was spent this week preparing for the November 5th Planning Commission meeting. On the agenda are:

1. A major resubdivision and site plan approval for the 4.53 acres located off of Paper Mill Road bordering Dean Drive, Margaret and Annabelle Streets in order to convert the existing pump house building into four two-bedroom apartments and to construct ten new four-bedroom townhouse style apartments at the site at the Mill at White Clay.
2. A rezoning of a Comprehensive Development Plan amendment, the .26 acres of land located at 49 S. Chapel Street from BC (general business) to RA (multi-family dwelling – high-rise apartments), and major subdivision to construct six townhouse style apartments to add to the existing Continental Court subdivision at 65 S. Chapel Street.

3. A major subdivision, parking waiver and special use permit for the property located at 58 E. Main Street (formerly Delaware Book Exchange) in order to demolish the 26,720 gross square feet of existing buildings at the site to construct a new mixed use, four story building consisting of 24 upper floor apartments and 6,800 sq. ft. first floor commercial space.
4. A major subdivision of a rezoning of a portion of 52 Benny Street from RD to RM, and major subdivision of 1.21 acres located at 163, 171, 175 and 179 S. Chapel Street, and development approval for a 12 unit apartment building.

Some time was also spent this week reviewing potential projects for the December Planning Commission. Tentatively on the agenda are:

1. The rezoning, major subdivision and two special use permits for the Newark Housing Authority's Cleveland Heights project.
2. The major subdivision and special use permit for Trader's Alley.
3. The minor subdivision, parking waiver and special use permit for 70 E. Main Street.
4. The annexation and minor subdivision at 428 Paper Mill Road.
5. A rezoning at 101 Dallam Road.

This week the Department received three Administrative Subdivision applications: one for 0 Lewis Avenue and 101 Kells Avenue to remove a lot line between the parcels; another to remove parcel boundaries between three parcels to create one large parcel at 244 Kells Avenue; and one to remove a lot line between two parcels on Gravenor Lane.

This week one administrative subdivision was approved, which adjusted the lot lines between two parcels at the Charter High School site.

On Friday morning, Development Supervisor Mike Fortner and I met with Ron Walker to discuss rental housing issues.

On Monday evening City Council took action on the following planning and development related items:

- Approved a minor subdivision for 392 Stafford Avenue.
- Awarded the contract for the Rental Housing Needs Assessment Study to Urban Partners.

Tuesday evening, Mike hosted, and I participated in, a Planning Commission workshop for the update of the Comprehensive Development Plan. The Planning Commission reviewed four chapters of the Plan update, which included the Preface: Why We Plan, Chapter 1: Introduction; Chapter 2: Community Profile; and Chapter 4: Public Utilities and Infrastructure. The Planning Commission's next workshop meeting will be on Tuesday, October 29th at 7 p.m. in the City Manager's conference room. During the workshop, the

Commission will review the chapters on “Transportation”, “Housing”, and “Vision and Aspirations”.

Some time was spent this week preparing for tomorrow night’s Board of Adjustment meeting (October 17th). The Board will review a request for variances to build an enclosed porch at 7 Scotch Pine Road, including rear yard and maximum lot coverage.

Economic Development

On Tuesday morning, DNP Administrator Ricky Nietubicz and I met with Delaware Dance Company President Allen Carlson to discuss the silent auction and entertainment for the DNP 15th Anniversary Celebration to be held on Thursday, November 14, 2013 from 5–7 p.m. at the Courtyard by Marriott–UD. This morning we will also attend a logistic meeting at the hotel. Invitations were mailed this week as well.

Work continued on the DNP Annual Report in advance of the Annual Meeting and Appreciation Reception on November 14th.

This week the homecoming banners were switched out with the downtown Newark – Great American Main Street Banners, which will fly until we install the new holiday season banners ordered earlier this week.

This week, based on Committee discussions, Ricky developed draft Work Plans for 2014 with the Design Committee and Merchants’ Committee. Both committees will review the draft Work Plans at their November meeting and forward them to the DNP Board for review and approval. The Design Committee looks forward to improving downtown public art, as well as the development and placement of attractive “information kiosks” downtown, and the Merchants’ Committee looks forward to new events and promotions over the coming months.

Community Development

This week the Community Development Block Grant/Revenue Sharing Advisory Committee recommendations for the 40th Year CDBG Program (7/1/14 – 6/30/15) and the 2014 Revenue Sharing Program report to Council have been completed. After the City Manager’s review, the recommendations will be forwarded to City Council for an upcoming agenda.

This week work began to remove a damaged outbuilding at a home being repaired under the CDBG Home Improvement Program. The work should be completed by the end of the week. Additional work to replace damaged windows and rotted trim will begin in the coming weeks.

This week, Code Enforcement Officer Brian Daring and Ricky inspected a property for repairs under the Home Improvement Program – the roof needs to be replaced. Bids on the work are currently being obtained. Repairs should begin in the next few weeks.

Parking

The Parking Division now has all 40 meters installed for the credit card pilot program on Main Street between Haines and Academy Streets and will be evaluating them for 90 days.

Some time was spent addressing Homecoming trash issues in municipal parking lots.

Work on the entrance/exit to Lot #3 continues this week. The cashier's booth has been ordered and Downtown Parking Administrator Marvin Howard is working with engineers to determine the most appropriate location for it to maximize efficiency and inventory.

Code Enforcement

On Thursday morning Code Enforcement Supervisor Steve Wilson, Aetna's John Rudd and I met with representatives of Parson Brinkerhoff to discuss health and safety items for the Newark Regional Transportation Center train station building construction.

Code Enforcement Officer Brian Sargeni and Property Maintenance Inspector Ryan Straub worked Homecoming weekend. Along with the Police Department, they closed up three large parties over the weekend, including one party which had 300 to 400 people in the rear yard and a DJ playing loud music.

Grotto's on Main Street was also overcrowded on Saturday and had to be cleared out. A warning was issued to the manager. There were no other incidents.

Fire Prevention Inspector Bill Street and Code Enforcement Supervisor Steve Wilson will be attending a fire prevention training in Dover this week. This is a free class.

The CityView system is up and running. There have been some issues that are being worked out; otherwise, we are moving forward with the conversion.

Public Works & Water Resources

Tom, Bill Hargrove, and I met with the State on the traffic initiatives that we have been working on. Since we started we have looked at 60 sites, completed action on at least 30 of them and the rest are in various stages of design, implementation, or further study. Mark Luszcz and Matt Buckley with DelDOT have been a pleasure to work with and are truly interested in helping us to make traffic flow more smoothly through the city.

We are advertising the Water Line Crossing of the White Clay Creek. We expect work to begin in the early part of next year. We are also working on a contract to re-bed the filters at the South Wellfield Treatment Plant. We have squeezed all we can from the ten years of use we have gotten from the filter media and it is time to have it replaced.

Leaf collection is going well. The single man trucks are a great addition to our fleet of equipment.

We have been receiving training to learn the office side of the smart meter system. It is very powerful and will allow us to manage the system much better than we are currently.

All paving should be completed by the end of next week.

Electric

A rewound 35,000 lb. transformer removed in May after severe damage from a fault arrived in the early Thursday morning. After circuits were switched and exposed lines insulated, the line crews and crane personnel used a 110 ton crane to set the transformer in place.

The line crews have continued optimizing the smart meter system by moving redundant radios to more efficient locations.

The electricians worked on the city parking lot lights at the Barnes and Noble bookstore on Main Street and evaluated the possibility of installing hand dryers at the George Wilson Center. They also installed ethernet cables at City Hall for the IT Department.

All electric office personnel and the meter technician attended three (3) days of smart meter training. The training explained how to use the MeterSense software interface to utilize the system for engineering and billing purposes.

Parks & Recreation

Administration & Planning

We committed time this week working with Pennoni and the Purchasing Office preparing for the pre-bid meeting for the Curtis Mill Park construction contract. The meeting will take place Thursday, October 17. Contract bids are due November 12.

Tom spent quite a lot of time completing the Tree City USA and Tree City Growth Award applications in addition to preparing the agenda for the annual Tree Board meeting.

Tom met with a West Branch homeowner about a tree issue.

Tom prepared and presented landscape plan options to City Manager for review and comments concerning the two traffic medians on Elkton Road west of Casho Mill Road.

Tom inspected the area where the Bamboo was removed in Karpinski Park and coordinated with the contractor to do the spray application.

Rich continued researching replacement mowers for 2014 purchase.

Tom committed time working on the 2014 DRPS conference.

Parks Maintenance

Crews continued mowing operations of park and horticulture areas and performed front line maintenance on the equipment.

We performed landscape maintenance at several sites that included cutting back perennials that were ready.

The crew continued applying wood carpet under play units and began the seasonal task of blowing leaving off of tennis courts.

We checked and cleared debris from storm water drains and inlet openings in park areas and at roof drains on various buildings.

The crew hung basketball back boards at the Kells Park basketball court and completed several general park maintenance work orders.

We completed preventative maintenance on chain saws and returned materials and supplies to storage following last week's Flea Market at Wilson Center.

We scrapped Board of Elections room in basement at City Hall in preparation to paint the walls.

Recreation Services

Paula combined the basic and advanced youth volleyball classes and coordinated change in times and dates with the school, instructors and participants.

Paula continued to interview candidates for Before and After Care counselor positions and started interviewing prospective candidates for the gymnasium supervisor, basketball instructor and referee positions.

Paula added another skateboarding class to the fall schedule for youth ages 18 and over. There has been some interest from the college age crowd on learning to skateboard so an additional beginner class was added to start next weekend.

Paula started on the facility request for the winter/spring season. She will continue to finalize dates with instructors and confirm facility availability as it occurs.

Debbie sent out volunteer hours from the Community Clean Up.

Sharon has been preparing for the upcoming Halloween Parade and other fall programs.

- Letters and emails were sent to potential in-kind donors.
- Several donations and donation commitments have been made by local businesses for the Halloween Parade and Turkey Trot.
 - Donations to date include, pizzas, hotel stays, gift certificates/cards, and theater tickets.

Sharon finalized the 2014 events schedule.

Sharon delivered flyers and brochures for upcoming events to the Newark Library.

Sharon has been helping Tom with some computer programs and is creating a hard copy guide for him to use when he needs help. This will be on an on-going process. Once the guide is complete, it may also be used to help others that might need it.

Tyler and Joe held an interview for the GWC part-time attendant position.

Tyler prepared supplies for the Whee Wanna Play Day School's Out program scheduled for Monday, October 14.

Tyler is reviewing the George Wilson Center rental rules and regulations and recommending minor adjustments in preparation for beginning to issuing rental permits for 2014.

Tyler is recruiting volunteers to help with the annual Kids Halloween Party scheduled at the Wilson Center on October 24.

Joe met with the recreation staff about winter/spring programs for the upcoming e-newsletter.

Joe is working on the history of the Curtis Paper Mill for the kiosk that will be located at the site.

Joe attended the Conservation Advisory Committee meeting on Tuesday.

The Phillips Park Skate Spot construction is nearly complete with only grading and seeding of the area remaining to finish the project.

Finance

Customer Service

Almost 71% of the City's water meters and about 92% of the City's electric meters have been replaced with smart meters. Unresponsive water customers have received a fourth notice to schedule an install, and the water utility is making efforts to reach out to such customers. Any customers presented with a disconnection notice as a result of their inability to schedule an installation appointment will be summarized in a report to Council.

The CityView upgrade successfully went live last week, and end-user training concluded on October 11, 2013. In an effort to resolve one component of the segregation of duties issues identified by our auditors, Code Enforcement now has full responsibility for entering accounts receivable and liens into the system, while the Finance Department has 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

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/ Council Vote
Monday, December 9, 2013	Contingency Date for Council Vote on Budget at Regular Meeting

Alderman's Court

This past week we held three Court sessions and one case review session. This resulted in 73 Arraignments, 34 Trials processed and 19 Case Reviews. There were 3 prisoners videoed.

Police

On Wednesday, October 16th, Chief Tiernan, Captain Williams, and Lt. Feeney attended "Railroad Emergency Response" training. The training was conducted by Norfolk Southern Railroad and covered hazardous material response. Amtrak Railroad also presented training on responding to passenger rail incidents.

This week additional arrests were made from the September disorderly crowd incident. The suspects were charged and released pending a future appearance in Alderman's Court 40. The State Attorney General's Office is reviewing the evidence against the organizer of the event to determine if criminal charges can be filed.

Newark Police have arrested 53-year-old Robert Perago, of Newark, for his involvement in the fatal motor vehicle collision which occurred at approximately 6:35 p.m. on October 12th at Christina Parkway and South College Avenue. A preliminary investigation has determined that a 2007 Toyota Camry, which was travelling eastbound in the right lane of Christina Parkway, came to a stop for a traffic light at South College Avenue. A second eastbound vehicle, a 2013 BMW operated by Perago, failed to stop and struck the rear of the Camry at a high rate of speed. The Camry, which had three occupants, came to rest in the intersection, sustaining heavy rear end damage. The BMW, occupied solely by Perago, came to rest at the southwest corner of the intersection, sustaining heavy front end damage. Witnesses observed Perago flee the scene on foot; however, he was quickly apprehended by responding officers just south of the collision scene.

The driver of the Toyota Camry has been identified as 60-year-old Gail Dierolf, of Wilmington. The front seat passenger of the Camry has been identified as 65-year-old Richard Dierolf, of Wilmington. Both were treated for non-life threatening injuries and released from the hospital. The rear seat passenger of the Camry has been identified as 90-year-old Cora Williamson, also of Wilmington. Ms. Williamson was pronounced deceased at Christiana Hospital. Perago, who was found to be under the influence of

alcohol, was treated for non-life threatening injuries and released from the hospital into police custody. Upon his release on October 13th he was arrested on the below charges. Perago was arraigned at JP Court #11 and released after posting \$12,000 cash bail.

CSH/mp