

DEPARTMENTAL WEEKLY REPORTS

November 8, 2013

Public Works & Water Resources

We have been working an issue on Rising Road. The storm drainage system was installed with some interesting irregularities that have caused the road to deteriorate and fail in some sections. We have cordoned off the hazardous sections, have investigated the problem in order to develop a plan and are working to correct the problem.

We have been picking up leaves so far without the use of overtime. The one man trucks continue to provide savings and operational efficiencies.

We are in the process of sending out certified letters regarding water shut off notices. We have been making personal calls to everyone that has a good phone number in our billing system and still have more than 400 letters that will be sent out in this mailing. It has not been for lack of trying that residents will receive this shut off notification. After the certified letter, we will wait 15 days. Then we will tag the door and provide 7 days notice that we will begin shutting off the water. Because of the time lag between preparing the list and mailing the letters, there will be people who have scheduled an appointment after the list was being prepared. We have included language in the letter to address this but can still expect to have people who will be upset about receiving the letter.

Work has begun on the storm drainage system repair in the Creek Bend neighborhood. It has been a couple of weeks now that the signage on the north end of South Main Street has been placed in what should be the final locations. These changes are intended to make it more visible, uniform, and accurate.

Electric

The line crews continued changing insulators in Devon for a future voltage upgrade and moved radios for optimizing the smart metering system. The crews also re-energized the substation transformer that had been out for a rewind since May after it was electrically tested and engineering made sure the relay and tap changer devices were working properly.

The line crews worked at the City's main substation replacing terminations on underground cables which feed the City. They also replace switches and fixed a hot spot at the West Main Substation.

The electricians took oil samples, corrected all the lighting timers for the proper time change, and started running pipes in one of the two last substations that will get on the SCADA system. The meter technician continued installing the smart meters that the contractor cannot.

Engineering continued work on the STAR campus design with input from University personnel and completed the monthly University loads reports for billing and DEMEC.

Parks & Recreation

Administration & Planning

We prepared and distributed an addendum for the Curtis Mill Park construction project.

I committed time working on an Elkton Road traffic median landscaping matter.

I received confirmation from the grants coordinator for the Delaware Land and Water Conservation Trust Fund (DTF) that my request for an additional \$130,000 for the Curtis Mill Park construction project was approved. We now have \$250,000 in DTF grant funds for the project. Contractor bids are due by 2 p.m. November 12.

I committed time working with two developers to create Letters of Credit that will cover the two (2) year landscaping warranty period.

This past Saturday Carol Molitor (Electric Department), my wife and I participated in the 20th Annual Hike Across Delaware. The event was sponsored by the Wilmington Trail Club. More than 250 people participated in the hike along the C&D Canal from Chesapeake City, MD to Delaware City, DE. The newly opened Michael Castle Trail is an amazingly scenic pathway for bicycling, hiking or running. The full 14 mile trail is not yet completed, but sections are and it's well worth the experience.

Last Wednesday evening I attended a retirement event for Charles (Chaz) Salkin, State Parks Director. Following 21 years as the director and 35 years with the State Parks, Chaz will be moving to that next phase in life. He has become a good friend and was an amazing supporter of Newark's park and recreation facilities and programs. His leadership, passion for connecting people with outdoor spaces and commitment to the profession will be missed.

I visited several parks last week to observe facilities, forested areas and project progress.

Tom reviewed and commented on the proposed landscape plan for Cleveland Heights.

He met with developer of Twin Lakes concerning plantings that need to be installed around townhouses.

Tom completed the design of a rain garden we will soon install at Phillips Park. This will be the sixth rain garden we have placed in our park system.

Tom committed time laying out the new planting beds on the Elkton Road traffic medians west of the Elkton Road bridge. The landscape materials will be planted later this month. Home Depot has agreed to maintain the landscaping in the median in front of the Suburban Plaza Shopping Center and the Parks Department will maintain the median from the Elkton Road bridge to Suburban Plaza.

Rich continued researching a replacement mowing unit for purchase next year and is working on radio installations in park vehicles.

Parks Maintenance

Mowing operations continued.

The crew completed repairs to a water fountain at City Hall and repaired a urinal in the police annex.

We repaired the tennis court surface at Fairfield Park, committed time removing graffiti at several locations at Rittenhouse Park and blew off leaves from within fenced tennis courts.

The crew completed several general maintenance work orders, pruned trees at numerous sites and stored away materials and supplies used for the Halloween Parade.

We removed annuals as needed and planted ornamental cabbage and kale at selected landscaped locations.

Recreation Services

Paula continues to place registrants on youth basketball teams. Practices will start this week.

Paula sent out an email blast to previous participants for the upcoming sessions of fitness classes.

Paula met with two prospective instructors for summer camps including basketball and cheerleading.

Paula completed the Adult Winter Volleyball League schedules and sent them to the coaches.

Sharon wrapped up items associated with the Halloween Parade. Winners were announced and sent their prizes and certificates. She received several phone calls about how wonderful the parade was from area residents.

Recreation and office staff attended Max Galaxy (activity registration software) training Monday through Thursday of last week.

Sharon is continuing to solicit sponsors for several upcoming events.

Sharon and Joe met with a representative from the Kenny Foundation (owners of Shop Rite Supermarkets) to discuss partnering with us on various events and programs. We are looking forward to a very active partnership with them.

Tyler worked on programs for the winter/spring newsletter.

Tyler finalized an update of the rental rules and regulations for the center. He is receiving ongoing requests for facility rentals for 2014.

Sharon, Joe and Patrick met about the holiday tree to make a plan for lights and set up.

Joe worked on the November Newark@play e-newsletter set up with Liz.

Joe and staff worked on inputting recreation program information into the new registration software system.

Joe is organizing the winter/spring e-newsletter that will be delivered via email and on our website on January 6.

Finance

Deputy City Manager Andrew Haines, Marta Pacheco and I met with AFSCME leadership this week as part of the ongoing labor negotiations with the City's unions.

Customer Service

About 77% of the City's water meters and nearly 97% of the City's electric meters have been replaced with smart meters. Unresponsive water customers continue to receive increasingly urgent notices to schedule an install, and the water utility is making efforts to reach out to such customers directly. As I stated in an earlier update, Council will be notified before any disconnection action is taken pursuant to the Code describing the penalties for failing to provide access to the meter.

Accounting

Wilma Garriz, Debi Keeley, Andrew Haines, Marta Pacheco and I received training on November 5 and November 7 from Munis on its Human Resources and Payroll module. With the information learned in the training, we expect to automate some of the hiring, evaluation, and payroll forecasting processes that are currently handled manually.

The budget draft was made available to Council on October 28, 2013. The budget summary was published pursuant to Code, and the CIP and Operating Budget drafts were posted to the City's website. The schedule below outlines the upcoming budget meetings:

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

If approved, certain recommendations in the budget document are targeted to go into effect in January 2014. Some recommendations require ordinance changes, so various ordinances are being introduced on November 11, 2013 in an effort to align the timing of the passage with the last meeting of the year. The water rate increase recommendation, the introduction of the court security fee, management salary increases, Council salary increases, and the introduction of the stormwater utility fee are all scheduled for a first reading on November 11, 2013.

Alderman's Court

This past week we held three Court sessions. This resulted in 61 Arraignments, 58 Trials processed, 5 prisoners transported from prison and 3 videoed prisoners for other events, such as capias or warrant returns.

Police

Deputy City Manager Andrew Haines, Chief Tiernan, and Lt. Feeney have begun conducting oral interviews of police officer candidates.

Newark Police have arrested 25-year-old Ernest Mingo, of Bear, DE, for his involvement in an early morning bar fight at Wize Guys Sports Lounge on October 27, 2013. Newark Police Department also arrested the bar owner, 30-year-old Mariano Castelli, and an associate, 26-year-old Christopher O'Neill, for hindering the subsequent police investigation.

On October 27, 2013 at approximately 1:09 a.m., NPD officers responded to a report of a large bar fight at Wize Guys Sports Lounge located at 1108 South College Avenue. Upon their arrival, patrol officers discovered that all combatants from the fight had fled, however, a 31-year-old male victim was lying unconscious in the bar. The victim was transported to Christiana Hospital via ambulance where he was treated and admitted into the hospital for a fractured skull and internal bleeding on the brain. He has since been released from the hospital.

During the investigation, detectives learned that a large fight broke out in the bar and a 31-year-old victim was either knocked down or fell to the ground. Once on the ground, detectives learned that 25-year-old Ernest Mingo kicked the victim in the head. As officers attempted to investigate the incident, they first made contact with 26-year-old Christopher O'Neill, an associate of the owner. O'Neill initially lied about his identity and provided a false statement regarding the incident to police officers. The owner, Mariano Castelli, was contacted on October 31st by Detectives. Castelli refused to cooperate with the investigation and refused to provide video surveillance of the incident. Detectives returned to the Wize Guys establishment on November 1st with a search warrant and removed the video surveillance system.

Mingo was arrested on November 4th for his involvement in the assault. Castelli and O'Neill were both arrested on November 1st for their attempts to conceal the incident.

On October 28, 2013, Knights of Columbus St. Michael Council #4548 presented the Officer of the Quarter Award to Newark Police Detective Michael Watson for outstanding performance during the second quarter of 2013.

Detective Michael Watson received this award for his actions while conducting a stalking investigation.

On April 27, 2013, a 28-year-old female from Newark reported that her ex-boyfriend, a 32-year-old male from Florida, had been sending her unwanted text messages and packages. He hacked into several computer accounts changing her passwords and

posting unwanted messages. He sent out naked photographs of her to her friends, family and former students. This activity occurred over a period of several months making the investigative process more difficult.

Detective Watson's lengthy and detailed investigation included obtaining and executing fifteen search warrants, three subpoenas and assisting the victim in obtaining a Protection From Abuse Order. Detective Watson travelled to Florida to coordinate with the Pinellas County Detectives in drafting and executing a search warrant at the suspect's Florida home. Because of his investigation, the suspect was arrested on numerous felony charges and the suspect's ability to further terrorize the victim was severely hampered.

City Manager's Office

Personnel

- Completed Customer Service Representative I interviews with Marvin Howard for the Parking Division. This vacancy was created by Roberto Dedeus promotion to Lead Desktop Support in the IT Division. Current part-time employee William Shorter accepted the position, which is a promotion from his current role within the Parking Division.
- Lou, Marta and I convened another negotiation session with AFSCME; progress has been made and are trying to reconvene later in November to hopefully finalize details of a successor agreement.
- Participated with Professor/Councilman Tuttle's graduate class, in a mock-interview setting. I enjoyed giving back to the graduate program that afforded me quality experiences and wished I had more time that day. I had to run to start the next item on the list:
- Chief Tiernan, Lt. Feeney and I started the oral panel interviews of the police recruitment candidates. All interviews will be completed next Thursday, November 14 and a list of the top twenty (20) will be generated to proceed on with the physical fitness testing.
- Participated in extensive Munis training with colleagues; there are various day-to-day operations that may have efficiency gains by converting over to, and into, the Munis application solution.

Community Affairs Officer

I worked on updating the downtown Newark website with November events and updated graphics.

I have spent a considerable amount of time preparing for the Restaurant Week planning meeting scheduled for Thursday, November 7. I have been researching new advertising options and gathering quotes and preparing packets for the restaurant representatives that choose to attend the meeting.

I spent some time creating new entry way banner to be displayed at the entrance of the Municipal Building. It has been submitted to the printer.

City of Newark - Major IT Projects		
Group Policy Security Implementation	On Track	Expected Completion Fall 2013
We will be rolling out enhanced security to all workstations to align with the IT Security Remediation Project that was started earlier in 2013		
Latest Update: Currently being reviewed		
This will affect all city computers		
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: Laserfiche fully installed. Training scheduled for November 12-13. Scanner has arrived.		
<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 and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: We are sending GIS Inc. Storm Water maps to provide us a quote for converting to digital copy. We are using this quote as a way to gauge level of effort and cost to move project forward.		
<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		
<p>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.</p> <p>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.</p> <p>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.</p>		

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: Patching Policies are being created and tested. This includes servers and workstations.		
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.		
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	Behind by 1 week	Expected Completion Spring 2014
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Due to software related issues, training has been pushed back. Harris is working with us to correct.		
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. (Scheduled for Thursday, November 7 at 4 a.m.)
2. We have been piecemealing a few PCs together to upgrade users who are still running on very old computers.
3. We have finalized costs and computer models with Dell so that we are prepared for our PC Refresh Project in 2014. We are testing out the new leasing process with 5 PC's for Police Dispatch.
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.
5. IT has announced the availability for a new IT Knowledge Base system that will allow us to post how-to articles for all users to view and utilize.
6. We have now had 6 straight weeks of software training that have utilized the 8 training laptops that were purchased in September. Without these laptops, none of this training would have been successful.
7. We are implementing a new Server Monitoring system that will proactively alert the IT staff in the event of a server failure.
8. We are experiencing significant technical issues with our City Hall/Police Camera System. Kratos, the consultant responsible for repairs, are now relying on the Camera System Vendor for software support for the issue. Currently, no cameras work for more than 30 minutes before crashing. This is a top priority, but we are currently at the mercy of the Vendor.

Planning & Development

Planning

On Monday, Development Supervisor Mike Fortner participated in a panel discussion at the Complete Communities Summit held in Dover.

Considerable time was spent this week working on the Comprehensive Development Plan update, including preparing for the upcoming workshop scheduled for Tuesday, November 12, 2013 at 7 p.m. in the City Council Chamber.

Considerable time was spent reviewing documents and working with Bruce Herron and Max Walton on the City's response to a request for zoning verification for the Data Center project.

On Tuesday evening, the Planning Commission reviewed and recommended approval of the following development projects:

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 Mill at White Clay.

2. A Comprehensive Development Plan amendment, the rezoning of .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 new townhouse style apartments to add to the existing Continental Court subdivision at 65 S. Chapel Street.
3. A rezoning of a portion of 52 Benny Street from RD to RM, and the major subdivision of 1.21 acres located at 163, 171, 175 and 179 S. Chapel Street, to construct a 12 unit apartment building.

Considerable time was spent this week reviewing potential projects for the December Planning Commission. They include:

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.
6. The major subdivision, parking waiver and special use permit for 58 E. Main Street (formerly Delaware Book Exchange).

Some time was spent this week talking with interested parties about the composition of the Rental Housing Needs Assessment Study Steering Committee. We hope to have a committee in place by the next weekly report.

Some time was spent this week preparing materials for several FOIA requests.

Some time was spent on the Newark Shopping Center project review.

Some time was spent researching the history of parking arrangements for Pilgrim Baptist Church in response to concerns about on-street parking.

Economic Development

Considerable time was spent this week preparing for the upcoming 15th Year Anniversary Celebration and Annual Meeting for the Downtown Newark Partnership scheduled for Thursday, November 14, 2013 from 5-7 p.m. at the Courtyard by Marriott, including facility arrangements, entertainment, silent auction coordination, presentations and the 2013 Annual Report. As you may know, at this event, the DNP will be honoring former Mayor Funk for his contributions to downtown Newark. Tickets are \$15 and are still available. Unfortunately, the League of Women Voters scheduled the Mayoral debate for 7 p.m. this same evening. We reached out to ask that they change the time so that Newarkers could attend both events, but the advertising for the debate had already gone out. Therefore, the League agreed to make the first half hour (7-7:30 p.m.) a meet and greet and begin the program at 7:30. The DNP has scheduled presentations at the Annual Meeting for 6 p.m. so those wishing to attend both events can easily make both.

DNP Administrator Ricky Nietubicz staffed the Design Committee on Tuesday, November 5th. The Committee Work Plan was finalized for the upcoming year. The work plan will now be presented to the Board for approval. Key among the work plan items proposed are to design, build and install at least two information kiosks downtown in the upcoming year that can hold our Map and Guide as well as information about Downtown, upcoming events and our businesses, as well as developing a comprehensive streetscape plan to guide future investments to improve safety and attractiveness of Downtown.

Ricky also staffed the Merchants' Committee on Wednesday, November 6th. The Committee identified judges and a date (December 7th) for judging of the Holiday Storefront Decorating Contest, as well as finalized their 2014 Work Plan for Board review.

Community Development

Work began to replace the roof on one property under the CDBG Home Improvement Program. Work should be completed this week.

Work continued at another property to repair water damage to the first and second floor, as well as to repair flashing, siding and trim to eliminate future water intrusion.

Parking

Considerable time was spent this week reviewing options for lot layout and land acquisition as it relates to the Lot #1 Parking Garage project.

Some time was spent this week on the Lot 3 entrance/exit project. The construction should be completed by mid-month.

The Merchants Committee has requested the City supply free parking on Small Business Saturday (11/30). This would be in addition to our regular free parking promotions for that weekend, including Thanksgiving and Black Friday. Because we support Small Business Saturday; and since in that support the DNP has agreed to hold a buy one get one Downtown Gift Card promotion that day; and because we are not doing free parking all day every day for the holiday season (once finals are done) this year as we have for the past 10-12 years, based on last year's merchants' concerns about UD employees taking up parking which should have been available for customers, Planning staff believes it is a good idea to support Small Business Saturday by supplying free parking (UD employees will not be an issue and most students are gone for the Thanksgiving weekend), and therefore, the Department recommends that we provide free parking at meters and lots on Thanksgiving, Black Friday, and Small Business Saturday ... and begin charging again on Sunday, December 1 at 1 p.m. as usual. We also recommend that, should we provide free parking on Small Business Saturday, the meters at close of business on Wednesday night (11/25) with FREE PARKING compliments of the City of Newark bags (to make sure that merchants and the community recognize our support of small businesses and also to avoid confusion for customers on whether or not they risk a ticket on Saturday, since it is not a City holiday) and remove the bags on Sunday by 11 a.m. Unless there are concerns with the plan, the division will begin preparations and advertising next week.

Evaluations of smart parking meters continues this week under the pilot program.

This week Division Customer Service Representative Roberto Dedeus was promoted to Lead Desktop Support in the IT Department. He has been replaced by the very capable Billy Shorter, who was promoted from night manager in the division to Customer Service Representative. We wish Roberto well and thank him for his service; and we look forward to working with Billy to provide exemplary customer service in the Parking Division.

Code Enforcement

The first building permits were picked up for the Cottages at Suburban Plaza.

This week Code Enforcement Supervisor Steve Wilson and Acting Fire Marshal Bill Street attended ICC training in Dover.

One month into the new CityView System, things are improving; however, we still have some issues to work out.

CSH/mp