

## **DEPARTMENTAL WEEKLY REPORTS**

**November 15, 2013**

### **Electric**

The line crews continued changing insulators in Devon and along South College for a future voltage upgrades and installed underground distribution in Newark Preserve.

The crews also changed out a challenging pole on the corner of Cleveland Avenue and New London Road with several circuits on it. This was a deteriorating pole made worse by a pole hit nearby. Switching was done where possible to de-energize and isolate loads, but two circuits had to remain energized.

The electricians are upgrading the tap charger controller on one of the City's main transformer while it is unloaded and waiting for a gauge to arrive. The new microprocessor based controller will allow SCADA control.

Engineering, the meter technician, and the engineering technician have been in smart meter training all week to learn one of the software systems needed to extract readings from the meters.

### **Parks & Recreation**

#### **Administration & Planning**

Last Wednesday I conducted park inspections and provided results to Tom to address maintenance needs.

Tom, Joe and I conducted a final inspection of the skate spots.

I met with a representative of Pennoni to discuss engineering needs for the proposed improvements to the trail/maintenance road which connects the community of Fairfield Crest and Creek Road.

I continue to work on details and matters relating to the Curtis Mill Park development project.

We assisted with the placement of a commemorative marker/plaque at the Reservoir.



Tom conducted park inspections and developed work orders as needed.

Tom had a discussion with the developer for the South Main Street Commons project to review several items relating to the project's landscape plan.

Tom and Pusey met with the Main Street tree pit contractor to complete a final inspection of the project.

Tom committed time working on items for the 2014 Delaware Recreation and Park Society's Annual Conference.

### Parks Maintenance

The crew worked on these items:

- Fall landscape bed maintenance to include: spot mowing and cutting back ornamental grasses
- Sprayed Multiflora Rose and Bittersweet in meadow areas at Lewis and at Folk Parks
- Dragged softball/baseball fields
- Raked off and leveled all horseshoe pits
- Tilled and prepared the soil for the installation of a rain garden in Phillips Park
- Did tree work at several park sites
- Mowed areas as needed
- Made repairs to basketball backboards

### Recreation Services

Paula completed the adult Winter Volleyball League schedules and sent them to the coaches and posted them on our website.

Paula continued to update information for the winter/spring newsletter, confirming dates, times, etc. for programs.

Paula stopped by the first night of youth basketball practices to ensure all went smoothly with teams and staff. She also stopped by the before and after school counselor staff meeting to discuss upcoming training requirements for staff.

Sharon has been working on winter/spring programs. She is setting classes up with instructors and has been updating the Excel spreadsheet that the recreation supervisors use to list their programs so that it will match the new registration system that will be brought online in January 2014.

Sharon submitted the request to use several University of Delaware areas for 2014 events.

Sharon has also been working on items associated with several upcoming events including the Turkey Trot, Winterfest, and the Memorial Day Parade.

- Sharon and Patrick Robinson went to Coleman's Tree Farm to mark the tree that was selected for downtown.
- Old trophies from last year's Turkey Trot were taken to Crown Trophy to be recycled for parts that can be used for this year's run.
- Donations are still coming in for Turkey Trot giveaways.
- Memorial Day Parade contact confirmations and changes continue to come in for revisions to the mailing list.

Tyler and Joe held interviews for the Community Center Attendant positions that will be vacant.

Tyler worked on winter/spring program planning.

Tyler met with Joe regarding the 2014 DRPS Conference. We are finalizing speakers for the recreation/programming portion of the conference.

The CATCH Afterschool Homework Club completed the fall session on Wednesday, November 6. We had 16 children participate this fall. A big thank you once again to the Newark Morning Rotary Club for sponsoring the program and providing volunteers.

Tyler organized supplies and staff for the Whee Wanna Play Schools Out program scheduled for Monday, November 11.

The office staff committed significant time inputting program information into the new software system to build our new data base.

Joe completed park inspections at Rittenhouse, Leroy Hill and the Reservoir.

Joe is reviewing and updating, as needed, the personnel and camp manuals for 2014.

## Finance

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

## Customer Service

Certain billing cycles, most (but not all) of which involve commercial electric customers, are delayed as a result of complications with the smart meter upload process. The bills for the delayed cycles are being resolved this week and will not result in a shortened due date or any penalties of any kind for the customers with a delayed bill. A notice will be provided on the bill to explain and apologize for the shortcoming.

## Accounting

The public hearing and budget presentation were conducted on November 11, 2013. If approved on December 9, 2013, certain recommendations in the budget document are targeted to go into effect in January 2014. Those recommendations require ordinance changes, so various ordinances were introduced on November 11, 2013 in an effort align the timing of the passage with the last meeting of the year. The schedule below outlines the budget-related actions:

- |                          |   |
|--------------------------|---|
| Monday, December 9, 2013 | <ul style="list-style-type: none"><li>▶ Council Vote on Budget at Regular Meeting</li><li>▶ Second reading on the following ordinances<ul style="list-style-type: none"><li>• Stormwater Utility Creation</li><li>• Water Rate Increase</li><li>• Court Security Fee</li><li>• Management Salary Increase</li><li>• Council Salary Increase</li></ul></li><li>▶ First reading on the following ordinance<ul style="list-style-type: none"><li>• Credit Card Fee</li></ul></li></ul> |
| Monday, January 13, 2014 | <ul style="list-style-type: none"><li>▶ Second reading on the following ordinance<ul style="list-style-type: none"><li>• Credit Card fee</li></ul></li></ul>  |

As discussed on the floor at the November 11, 2013 meeting, the budget may be adopted (with or without revisions) on December 9, 2103 before the second readings/public hearing part of the business meeting. Then, any changes to the ordinances may be captured by budget amendments at future meetings.

## Alderman's Court

This past week we held two Court sessions and one Case Review session. This resulted in 60 Arraignments, 66 Trials processed, 13 case reviews and 3 prisoners videoed for other events, such as capias or warrant returns.

## **Police**

Newark Police arrested 30 year-old, Matthew Frazier and 29 year-old, John Manley, both of Newark, for their involvement in a burglary of a storage shed and theft of several air conditioning units and a power washer on October 22, 2013. On the morning of October 22<sup>nd</sup> NPD officers were contacted by the management of Pine Brook Apartments who reported that sometime during the overnight hours, an unknown suspect cut the lock to a storage shed and removed three air conditioning units and a power washer with a total value of approximately \$1,800. On October 28<sup>th</sup>, detectives located an online ad advertising the sale of an air conditioning unit similar to the one stolen in the burglary. Detectives, posing as potential buyers, organized a meeting with the seller at a local shopping center. Upon their arrival the plain clothes officers observed one of the stolen air conditioning units in the seller's vehicle. The seller was taken into custody and identified as Frazier. During the subsequent investigation, detectives identified John Manley for his involvement in the burglary. Detectives contacted Manley at his residence on October 30<sup>th</sup> and recovered the remaining two stolen air conditioning units and the power washer. It was determined that Manley was responsible for the burglary and that Frazier was assisting Manley by attempting to sell the items online.

The testing of the body worn cameras by Parking Enforcement Officers was deemed to be a success. The Police Department is moving forward with purchasing four cameras for department use. The cameras will primarily be deployed by Parking Enforcement Officers in the commission of their duties.

The Police Department Training Committee held a meeting this week. The Training Committee is represented by a cross section of the Police Department. The committee serves as a forum to evaluate the training needs of the Department. The goal of the Training Committee is to assess the training needs of the Department as a whole and recommend training priorities, to develop training requirements for specialized jobs and units within the Department, to assess individual employees training needs based on weaknesses or special interests, and to discuss and recommend topics for future annual and mandatory training.

## **City Manager's Office**

### **Personnel**

- Participated in a 2<sup>nd</sup> Munis training with colleagues.
- Facilitated onboarding for Bill Shorter in the Parking Division; accepted a promotion to full-time status to fill vacant Customer Service Representative.
- Held three (3) Open Enrollment meetings for employees and retirees.
- Convened another negotiation session with CWA; this process has protracted further than anticipated, but feel we can still achieve an agreement in 2013.
- Worked with Chief Tiernan and Lt. Feeney on oral interviews of police candidates. The applicants have general been of high caliber with several candidates presenting themselves in a strong, positive manner to be good employees. Interviews will be completed this week with the physical agility testing next weekend.

Community Affairs Officer

After leading the Restaurant Week planning meeting last week, I have spent a considerable amount of time finalizing the marketing plan and creating the registration packet. I have sent out the registration packets and am awaiting their return which was requested to be done by November 22.

I attended the budget hearing on Monday night along with the department directors. I tweeted throughout the presentation.

I have begun to work on the winter/spring newsletter. All requests for submissions and updates have been sent to department directors.

I attended the DNP annual meeting.

**City of Newark – IT Weekly Status Report**

**Total Tickets Currently Open - 58**  
**Total Tickets Opened This Week - 40**



**NWK - # of tickets created per week**

Description:  
 Category: Helpdesk  
 Server Hostname: NWKKACEPROD01.newark.local  
 Generated: 11/13/2013 15:39:06

#	Week beginning	Count(# of Tickets created)
1	2013-10-20	60
2	2013-10-27	70
3	2013-11-03	60
4	2013-11-10	40

11/13/2013 15:39:06

<b>Group Policy Security Implementation</b>	<b>On Track</b>	<b>Expected Completion Fall 2013</b>
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: Testing Phase		
This will affect all city computers		
<b>Laserfiche Document Management</b>	<b>Completed</b>	<b>Expected Completion Fall 2013</b>
We are implementing a Document Management (Digital) Scanning Solution for City Secretary as a Pilot for citywide use		
Latest Update: Laserfiche training has concluded and processing has started		

<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>		
<b>ArcGIS</b>	<b>Awaiting Approval</b>	<b>Expected Completion Spring 2014</b>
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>		
<b>Office 365, Microsoft EA and Desktop Standardization</b>	<b>Awaiting Approval</b>	<b>Expected Completion Spring 2014</b>
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>		
<b>Microsoft Lync Enterprise Voice (Phone System Replacement)</b>	<b>Awaiting Approval</b>	<b>Expected Completion Summer 2014</b>
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.		
<b>Computer and Mobile Device Management Solution</b>	<b>On Track</b>	<b>Expected Completion Fall 2013</b>
To improve internal computer and mobile device management and security, the City will be implementing a solution called Dell KACE		
Latest Update: Patching has been completed to workstations, Servers are being tested.		
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.		
<b>Wide Area Network and Internal WiFi Projects</b>	<b>On Track</b>	<b>Expected Completion Winter 2014</b>
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.		
<b>Honeywell Smart Meter Project</b>	<b>Behind by 1 week</b>	<b>Expected Completion Spring 2014</b>
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.		
<b>Data Center Virtualization Project</b>	<b>Awaiting Approval</b>	<b>Expected Completion Winter 2014</b>
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.		
<b>Harris iNOVA Module Integration</b>	<b>Awaiting Approval</b>	<b>Expected Completion Summer 2014</b>
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.		

<b>Other Notable IT Updates</b>
1. Dell UPS has been completely installed and turned up. Project Complete
2. 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.
3. 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.
4. Server monitoring has detected several network issues caused by poor cabling. Cables have been ordered and a project scheduled to rectify.
5. We are STILL 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.
6. We have finally moved newark.de.us domain to a new DNS host (no longer using UDel). This aligns us nicely to move to Office 365 in 2014.

## Planning & Development

### Planning

On Wednesday afternoon, I met with Chris Locke of Lang Development Group to discuss current LDG projects and potential projects.

Considerable time was spent this week preparing for the December 3, 2013 Planning Commission meeting. 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 annexation and minor subdivision at 428 Paper Mill Road.
4. The major subdivision, parking waiver and special use permit for 58 E. Main Street (formerly Delaware Book Exchange).
5. Amending Chapter 27 Subdivision, Section VIII Wetlands, Standards for wetlands design to give PW&WR Director authority in certain instances to modify the site design and construction requirements concerning wetlands.
6. A Comprehensive Development Plan update.

Work was also performed for potential January Planning Commission items:

1. The minor subdivision, parking waiver and special use permit for 70 E. Main Street.
2. A rezoning at 101 Dallam Road.

On Friday morning, I joined PW&WR Director Roy Simonson and Engineering Assistant Mike Sitek in a meeting with the Charter High School and Stoltz Realty representatives to discuss the conditional acceptance of the subdivision.

On Friday afternoon, I joined staff members in a meeting to discuss the parking concerns on Barksdale Road connected with Pilgrim Baptist Church services. Some follow up work was also performed.

Considerable time was spent reviewing City Code as it relates to jurisdictional wetlands and development projects this week, including a meeting on Monday afternoon with the City Solicitor and representatives of PW&WR.

Also on Monday afternoon, I met with Tom Hier of Biddison Hier, Ltd. who has been hired by the University of Delaware to consult on on-campus student housing.

On Monday night, I attended one of Council's two executive sessions and the Council meeting. At the meeting Council took the following actions on planning related items:

- Approved East Village at Chapel Street rezoning, major subdivision and site plan approval to construct 10 townhouse style apartments at the site.

Considerable time was spent this week talking with potential steering committee members for the Rental Housing Needs Assessment Study. To date, the committee consists of: Deputy City Manager Andrew Haines; UD Campus Planner and Architect Peter Krawchyk; Resident Owner Occupant, Design Committee Member and Architect Howard Smith; Realtor, Developer and Landlord Kevin Mayhew; Resident Renter, CD/RSAC Member David Robertson; President of the Newark Landlord Association Bruce Harvey and; myself and Planning and Development Department staff. I am still looking for a banking representative and a housing professional to help serve. My hope is to finalize the committee and schedule the kick off meeting this week.

On Tuesday afternoon, I met with Landmark Engineering and Science VP Joe Charma to discuss a potential development project.

Considerable time was spent this week working on the City's response to the Duffield 11/8/13 response letter regarding the Data Center with City of Newark counsel. Work continues, and we anticipate sending our response early next week.

Some time was spent preparing development packages for Council review for the following projects reviewed by the Planning Commission at their November 5, 2013 meeting.

1. The major resubdivision and site plan approval for 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 to RA, and major subdivision to construct six new townhouse style apartments.
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.

On Thursday, Development Supervisor Mike Fortner, Planner Ricky Nietubicz and I attended CityView training.

On Friday, November 8, Mike sent out an e-newsletter on upcoming public meetings for the Newark Comprehensive Development Plan.

On Friday, Mike submitted an application to WILMAPCO's Unified Planning Work Program for funding the Downtown Newark Pedestrian and Streetscape Plan. The purpose of the plan would be to evaluate and reduce areas of pedestrian and automobile conflict in downtown Newark by implementing appropriate pedestrian safety methods to reduce "jaywalking" and better coordinate pedestrian crossings that cause traffic congestion. The study would also look for opportunities to expand sidewalk space for better utilization of benches, street lighting, and bicycle parking, as well as improving facilities for public transit. The intent is to make downtown a more pedestrian, bicycle, and transit friendly place while reducing traffic congestion by resolving pedestrian/ automobile conflicts at crosswalks.

On Tuesday, November 12, Mike hosted and I participated in the Planning Commission Workshop on the Comprehensive Development Plan. The Planning Commission reviewed the Chapters on "Housing & Community Development" and "Transportation". The next workshop will be held on Tuesday, November 19<sup>th</sup>, and will cover the Chapters on "Parks and Open Space", "Environmental Quality" and "Economic Development."

On Wednesday, November 13<sup>th</sup>, Mike attended the 2013 Transportation Infrastructure Forum sponsored by the Delaware Center for Transportation.

## Economic Development

Considerable time was spent this week preparing for the DNP Annual Meeting and 15<sup>th</sup> Anniversary Celebration honoring Mayor Funk. The event is scheduled for Thursday, November 14<sup>th</sup> from 5-7 p.m. at the Courtyard by Marriott-UD.

Ricky began coordinating the arts presence at New Night Downtown with the Newark Arts Alliance on November 6<sup>th</sup>. Current plan is to have 20-30 artists/artisans on the Academy Lawn throughout the event, showcasing and selling their wares. These participants will be recruited and juried by the Newark Arts Alliance so that there is sufficient and significant variety and quality among artists and items.

Ricky conducted Restaurant Week coordination meeting on November 7<sup>th</sup>. A handful of restaurants attended, and we were able to organize advertising plans and other details for the event. Pricing levels for the different types of meals will remain the same as in past years (price levels increased slightly last year) and advertising will begin earlier to catch locals who are doing holiday shopping Downtown, particularly with posters and postcard-sized flyers that can be inserted into checks at participating restaurants.

Ricky completed the DNP Annual Report that will be presented at the Annual Meeting tomorrow evening.

Also this week, Ricky began approaching sponsors for Wine & Dine Downtown, which will be held on April 5<sup>th</sup>.

## Parking

Considerable time was spent on parking garage and lot layouts as they relate to the Lot #1 garage proposal.

Work continues on the entrance/exit to Lot #3. We are hoping it will be completed by the end of November.

The Division continues to evaluate the smart meters in use during the pilot program.

## Code Enforcement

There have been some issues with the new CityView software. Therefore, rental billing for November was completed manually and sent out with our apologies for being late with the invoices. Late fees will be assessed from 30 days after the billing date for all November bills. We continue to work with the vendor to eliminate the system bugs.

Footing and foundation work has begun at The Cottages at Suburban Plaza.

Steel is going up at the U/D Academy Street dining and residents hall (ASDR) project.

Fire Prevention Inspector Bill Street and Code Enforcement Supervisor Steve Wilson attended a NFPA training class at Dover Fire School. It was a great class and best of all it was FREE!!!

## **Public Works & Water Resources**

I have spent most of the week in training for the new meter system and attending the Transportation Forum held at Clayton Hall.

We had a pre-bid meeting on Monday the 11<sup>th</sup> for the water line crossing of the White Clay Creek. There were several contractors present.

Installation of the new water meters continues to consume most of the water departments time.

Kelley Dinsmore has been working with the Electric Department and other PW&WR staff to address concerns raised by DNREC during the maintenance yard NPDES review regarding the storage of transformers and the possibility that PCB's have been on site. We are working through the issue which involves divergent standards at the State and Federal level.

We have conditionally accepted the improvements on McIntyre Drive. The Charter School and Stoltz are coordinating to complete the remaining items to allow us to start the one year warranty period.

DNREC has identified a well belonging to the former Dade Behring (now Siemens?) facility that is within 1,000 feet of Well 17. DNREC is gathering additional information to determine the permitted and actual withdrawal rates.

We have submitted a time line for the closure of the transfer station to DNREC.

We have been working a small local contractor on the clean-up of the Iron Glen yard waste site. The equipment and the efficient methods he is using combined with changes we are making have opened up additional possibilities as we look at how we are going to manage our green waste collection.

CSH/mp