

DEPARTMENTAL WEEKLY REPORTS

November 27, 2013

Finance

Customer Service

As reported on November 15 in the Finance Department Weekly Report, certain billing cycles, most (but not all) of which involve commercial electric customers, were delayed as a result of complications with the smart meter upload process. The bills for the delayed cycles for residential and commercial customers were resolved last week and did not result in a shortened due date or any penalties of any kind. The next round of billings for the delayed cycles will ensue next week. A notice will be provided on the bill to explain and apologize for the shortcoming.

Accounting

The following constitutes a repeat from the previous week's report in an effort to keep important budget information at your fingertips:

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 12, 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">▶ Council Vote on Budget at Regular Meeting▶ Second reading on the following ordinances<ul style="list-style-type: none">• Stormwater utility creation• Water rate increase• Court security fee• Management salary increase• Council salary increase▶ First reading on the following ordinances<ul style="list-style-type: none">• Credit Card fee |
| Monday, January 13, 2014 | <ul style="list-style-type: none">▶ Second reading on the following ordinances<ul style="list-style-type: none">• Credit Card fee |

As discussed on the floor at the November 11, 2013 meeting, the budget may be adopted (with or without revisions) on December 9, 2013 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 three Court sessions. This resulted in 137 Arraignments, 64 Trials processed, 12 case reviews and 4 other events such as capias or warrant returns.

Police

Background investigations have begun on the top five police applicants. Only 2 of the 20 applicants who participated in the physical agility test failed to complete the course in the required time.

Final traffic and security plans have been made for next week's Winterfest celebration.

Members of the Newark Police Department and the University of Delaware Police Department will soon be meeting to discuss ways of preventing and dealing with incidents such as this falls "I'm Shmacked incident.

City Manager's Office

Personnel

- Met with the Finance and IT staff to work on some logistical and technical concerns with software applications and operations.
- Met with CWA regarding a final, mutual agreement on a successor Agreement. There are outstanding items to address, but afterward a proposal should be prepared to be brought forward.
- Facilitated a "Thank You" gathering for all employees who participated in the annual Blood Drive Challenge that ended in September. There was great camaraderie among all employees representing nearly every department divisions. Many compliments were made regarding bringing together the workforce, and Marta and I were pleased with Year 1 of our efforts to develop staff and morale.
- Met with the PW&WR staff to develop the Field Operations Superintendent job posting – social media postings will occur this week, and The News Journal will be after Thanksgiving. The closing date will be on Friday, December 20; this posting is in conjunction with Roy Simonson's planned retirement on or about February 28.
- Reviewed the Physical Agility Test performance for Police Officer recruitment. Two (2) candidates did not pass and the Top 20 ranking was adjusted accordingly. A memorandum to Chief Tiernan to initiate Background Investigates was provided on five (5) candidates.
- Had a meeting with Willis, our property and liability broker, regarding services they can provide. This is the third (3rd) representative for the City in 2013. I am hopeful stability will be found within the organization to maintain consistency among our communications and plans for future employee development.

- Attended the service of Mr. Vincent “Benny” Rouse, as well as met with Mrs. Rouse regarding support for the family and benefits owed to her. Benny was an extremely beloved family man, employee and member of the community. The diversity and number of those in attendance alone speak volumes. We were all better for knowing Benny.

City of Newark - Weekly Status Report

Total Tickets Currently Open - 69
Total Tickets Opened This Week - 21 (partial)



NWK - # of tickets created per week

Description:
 Category: Helpdesk
 Server Hostname: NWKFACEPROD01.newark.local
 Generated: 11/26/2013 09:45:03

#	Week beginning	Count(Hd Ticket.created)
1	2013-10-20	60
2	2013-10-27	70
3	2013-11-03	60
4	2013-11-10	67
5	2013-11-17	55
6	2013-11-24	21

Group Policy Security Implementation	Completed	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: Completed Rollout		
This will affect all city computers		
Laserfiche Document Management	Completed	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 training has concluded and processing has started		
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.		
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.		
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: The Electric Department participated in a remote demo of ArcGIS and its capabilities to manage an electrical environment.		

<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)	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 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.		
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 experienced a Munis Server hardware failure on 11/22/2013. The issue was a result of a failed motherboard and caused an outage that lasted approximately 5 business hours. When virtualization project is completed, this server will be moved to our virtual environment for added redundancy.
2. 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. (Awaiting contract from contractor for work)
3. Server monitoring has detected several network issues caused by poor cabling. Cables have been ordered and a project scheduled to rectify. (Cables currently shipping)
4. After a power outage early 11/26, Police and Municipal camera system is down. Investigating effect of power failure on camera system to potentially eliminate reoccurrence.
5. We have set up a secondary MX Record to allow our email to be forwarded to a cloud based email server in the event that our exchange server is down (or internet or network is down).

Planning & Development

Planning

On Thursday morning, I hosted a meeting of City staff with the developers of the Newark Shopping Center. The specifics of the Construction Improvements Plans were discussed as well as moving the commercial revitalization portion forward.

On Thursday evening, Development Supervisor Mike Fortner staffed and I attended the Board of Adjustment meeting. At the meeting the Board took the following actions:

1. Denied the appeal of Petar & Nick Construction – 28-30 N. Chapel Street for variances increasing the density in an RM district by 9 units per Acre (16 units per acre to 25 units per acre) and reducing the amount of open space by 30.2% from 40% to 9.8%.
2. Approved the appeal of Mr. and Mrs. Anthony Tenebruso – 105 W. Mistletoe Court for variance for a minimum side yard of 6.5 ft and an aggregate side yard of 22.5 ft to allow construction of a swimming pool in a side yard.
3. Approved the appeal of McDonald’s USA, LLC, 374 E. Main Street, for variances for setback, minimum distance for property lines, as well as variances for all additional ground signs, wall signs, and instructional signs.

Considerable time was spent this week preparing for the December 3rd Planning Commission meeting. The following items will be reviewed:

1. A Subdivision Amendment for Chapter 27, Appendix III, Section VIII, Wetlands, to give the Public Works and Water Resources Director authority, in certain instances, to modify the site design and construction requirements concerning wetlands.
2. A major subdivision to construct a four story building with ground and second level parking and 12 upper floor apartments at the location of the Trader's Alley's existing surface parking lot and attached to the Trader's Alley building fronting on Main Street (147-163 E. Main Street). In addition, the applicants request the required BB zoning special use permit for apartments.
3. The major subdivision, parking waiver and special use permit for 58 E. Main Street to demolish the existing buildings to construct a new mixed use, four story building consisting of 24 upper floor apartments and first floor commercial space.
4. The annexation and minor subdivision at 428 Paper Mill Road. The minor subdivision of the property is being sought to create a new buildable lot off of Lasalle Way at the rear of the property.
5. A Comprehensive Development Plan update discussion.

On Tuesday, the Rental Housing Needs Assessment Steering Committee meeting scheduled for Thursday December 12, 2013 at 9 a.m. in CMCR was sent to the News Journal, posted on the web site and posted in the lobby. Meeting notices were also sent to Committee members.

This morning Planner and DNP Administrator Ricky Nietubicz and I are scheduled to meet with Dr. David Ames to discuss the architectural survey of downtown conducted by his graduate school class in architectural history.

This week a report for a Special Use Permit at 205 Nottingham Road for a home occupation was prepared and sent to the City Secretary to schedule the request for Council review.

Some time was spent preparing materials for the Mill at White Clay major subdivision with Site Plan approval proposals for review by City Council.

Economic Development

Ricky has been contacting restaurants who will be participating in Restaurant Week to be held January 20 through January 26, 2014.

Time was spent this week putting the finishing touches on the DNP General Interest E-Newsletter for December.

Ricky and the Parking Division staff are working on the final preparations for the DNP's Small Business Saturday (November 30, 2013) Buy One Get One gift card promotion, which we anticipate being a resounding success based on the number of inquiries and feedback we've gotten so far.

Community Development

This week Ricky spent time working on an emergency heater replacement under CDBG Home Improvement Program at a home in the College Park subdivision.

Parking

On Thursday afternoon, Downtown Parking Administrator Marvin Howard and I joined City Manager Carol Houck, City Solicitor Bruce Herron, Finance Director Lou Vitola and Mark Dunkle to discuss the Lot #1 parking garage project.

On Friday morning, City Manager Carol Houck and I met with UD Executive VP and Treasurer Scott Douglas, VP of Facilities and Auxiliary Services Alan Brangman and Director of Real Estate Development Andy Lubin to discuss the Lot #1 garage concept plan.

The evaluation of the smart parking meter pilot project continues.

Work continues on the entrance/exit on Center Street for Lot #3. The parking booth was delivered and installed this morning.

Code Enforcement

The chair lift in Council Chamber is complete and ready for use.

Security renovations have started in the Court office area and should take about two weeks to complete.

Final inspections have started for the Health Sciences Building on the STAR Campus.

The Code Enforcement Division investigated a house fire at 250 King William Street. There were no injuries reported. There was major damage to the kitchen area, and minor damage to the second floor area.

Public Works & Water Resources

We have been working with DNREC on the Industrial Stormwater Discharge Permit Inspection that was recently conducted at the yard. One of the issues they raised has to do with the handling of the transformers that we have at the yard. All transformers have been handled in accordance with Federal Regulations. There appears, however, to be an inconsistency between the Federal Regulations and the testing/requirements that the State is proposing. We are working with the Electric Department to gather the necessary information in order to respond.

Leaf collection continues to be running very well. We have been able to stay on track using the two single operator collection vehicles, some regular collection crews during the week, and limited use of overtime. We are pulling data on the regular and overtime hours used in years past to see what the comparison year to year looks like.

We are conducting the annual reservoir inspection this week.

Electric

The line crews are busy installing banners and holiday decorations on Main Street.

The meter technician has been investigating meter issues that have become apparent since the smart meter system has been implemented. The system shows voltage and outage information on all the meters promoting proactive responses to issues not reported on by customers.

The electricians changed a faulty motor on a tap changer at a substation transformer and worked at the Curtis Water Plant on a chemical feed pump.

Engineering and the meter technician are working to present DNREC with information on the City's PCB testing and removal procedures. Engineering is working with homeowners and the smart meter engineers on areas where the water reads outside the City need repeaters.

Parks & Recreation

Administration & Planning

I completed a final review of the Park, Recreation and Open Space Chapter of the Comprehensive Plan.

Last Tuesday evening I attended the Planning Commission meeting. That night's meeting focused on a review of three chapters of the Comprehensive Plan, including the chapter on Parks, Recreation and Open Space. I was able to reply to several comments and questions from commission members.

I met with our consultant for the Curtis Mill Park project to review the construction bids received in preparation for making a recommendation to award the contract.

On Thursday I attended a meeting with several other staff members and the design team for the Newark Shopping Center project to finalize a review of the construction improvement plan for the site.

On Friday our seasonal park maintenance crew completed working for the year. These eight gentlemen performed very well. They supplement our maintenance team during the very busy spring thru fall times of the year.

We met with representatives of Delaware State Parks to discuss the Redd Park trails project and their continued support and assistance with the project.

On Saturday we conducted our 40th Annual Turkey Trot 5K Walk, 5K Run, and 10K Run. This year's event attracted the highest number of participants ever. Sharon and Debbie did a great job coordinating the event. I want to thank the two of them, other recreation and office staff and the Police Department for helping make the event a success.

We committed time preparing articles on park and recreation topics for the winter issue of the newsletter.

Tom conducted park inspections and developed maintenance work orders as needed.

Tom and I spent time developing our parks and landscaping projects list for January to June 2014.

Tom committed time updating our Urban Tree Canopy count for 2013.

Rich, Joe and Sharon continued to organize for the placement of the holiday tree on the Academy Building lawn. Many thanks to Dave Vispi and the garage for their assistance in fabricating a tree stand.

Parks Maintenance

The crew committed considerable time mulching leaves and spot mowing throughout park system.

This is the last week for preparing the soccer fields for league play.

The crew replaced two door closures in the Police Station, and replaced lights at City Hall and Police Station.

We are continuing to cut back ornamental grasses and perennials at various sites.

The crew loaded, transported, set up and returned materials and supplies for the Turkey Trot.

We completed the removal of an old play unit at George Wilson Park in preparation for the installation of a replacement unit funded through the CDBG program.

Recreation Services

Paula sent youth basketball league schedules to coaches, officials and posted them on the City website.

Paula completed the staff schedule for basketball and sent to staff. She also placed order for team shirts.

Paula completed final plans for Turkey Time (Thanksgiving themed program) to be held on November 25 and 26 at the Wilson Center. Twenty kids registered for the two day program.

Paula worked on flyers, PSA's, and materials for Channel 22 for winter/spring programs and the end of year report.

Sharon and Debbie prepared for and held the 40th Annual Turkey Trot. This year there were a total of 1,022 finishers of the 5K and 10K runs and walk. Participants had a great time and collected over \$2,000 worth of raffle prizes in addition to trophies for overall and age group winners.

Sharon and Debbie committed time with final plans for Winterfest which will take place on Friday, December 6 from 6-8 p.m.

Tyler completed the George Wilson Center attendants schedule for December.

Tyler continues preparing for the 27th Annual Thanksgiving Day Breakfast including finalizing volunteers, securing sponsors and promoting the event.

The Curtains Up Theater program concluded the Fall session with a performance of "Phantom of the Horse Opry". The performance took place at the George Wilson Center. Approximately 50 people attended.

Joe gave an overview of our department to the Newark Lions Club and thanked them for the number of activities and events that they volunteer for with us.

Joe attended a meeting with Charlie, Tom, Rich and the Delaware Department of Natural Resources about Redd Park.

Joe met with Sharon about the Turkey Trot race logistics.

Andee and Liz are entering activity data entry information in preparation for the 2014 winter/spring activity registrations.

/mp