

DEPARTMENTAL WEEKLY REPORTS

December 13, 2013

Police

The Newark Police Criminal Investigations Division is investigating a robbery that occurred on December 10, 2013 at Dunkin Donuts on Elkton Road at approximately 2030 hours. After first speaking with the employee and a witness outside, the suspect proceeded inside, and ordered food. He demanded money and for the employee to open the register, as he grabbed her arm. He pushed out his jacket pocket, as if he had a weapon. The suspect grabbed money from the register tray, as well as a tip jar, and placed it into a Dunkin Donuts bag. He fled on foot towards the Maryland state line.

The suspect is described as a white male, late teens to mid-twenties, 5'4"-5'6", and thin build. He was wearing a dark jacket, gray hoodie with the hood pulled over a dark baseball cap with a check design on the brim, a black and white bandana over his face, dark baggy jeans, and gloves. The suspect is described as having a high-pitched voice.

Officers were very busy as a result of the two snow storms in Newark this week. On Sunday, the unexpected large storm was responsible for eight (8) motor vehicle accidents and several disabled vehicles. Tuesday's storm resulted in only two (2) accidents as many motorists stayed off the road.

Investigators are continuing background investigations on police officer candidates.

City Manager's Office

Personnel

- Met with AFSCME's legal representative regarding the ongoing contract negotiations; we were able to come to terms on various matters and now hopeful to have an agreement in principal by the end of December.
- Marta and I held a conference call with an employee's legal counsel on an on-the-job matter. The respective attorney was not clear on the City's exempt status within Delaware, as well as clarity on compliance within our operation.
- Josh Brechbuehl and I met with other City staff member(s) to continue dialogue on assessment and action plans for IT operations for the organization. Software application support is an area of critical need for almost every division; however, the challenge is every application is content and operational specific. Currently the City is trying to address this matter with Diamond Technologies.
- Met with Mercer (benefits broker) staff to recap 2013 and look ahead to 2014.

- Attended an Unemployment Appeal Hearing in Wilmington for one of the former Meter Readers; the City appeared to advocate for the employee as we believed the State was denying eligible benefits.
- Working on numerous end-of-year matters including personnel reviews, reports and fringe benefits items connect with annual pay, open enrollment changes, premium rate and deduction sheets for 2014 and employee status changes.

Community Affairs Officer

I have spent a considerable amount of time updating the website and Channel 22 with Mayor Sierer information. I have also updated the New Resident Information booklet with the Mayor's contact information.

I attended Winterfest.

I have spent a considerable amount of time working on the Winter/Spring Municipal Newsletter while at the same time updating the website with the information going in the newsletter.

I have prepared the holiday trash collection press release which will also include the Christmas tree collection schedule since the schedule differs from previous years in that the trees will be collected the same way the leaves are collected – each neighborhood has a specific day during the week for the month of January to place their trees at the curb for collection.

City of Newark - Weekly Status Report		
Total Tickets Currently Open - 48		
Total Tickets Opened Last Week - 39		
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: Tom Coleman has reached out to JMT for updated pricing so that we may compare apples to apples with another vendor.		
Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.		
Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.		
ArcGIS is enterprise-ready technology that scales and integrates across your organization. Manage and share massive volumes of geographic data, imagery, and Lidar with any number of users. Integrate with other enterprise technology, control security and access, and grow your system on your local network or in a hosted cloud environment.		
Office 365, Microsoft EA and Desktop Standardization	Awaiting Approval	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Trial of Office 365 in process. Quote in hand for all upgrades - waiting for funding		

As many of you know, the City is lagging behind in terms of desktop computer hardware and software. Many of our PC's are 7-10 years and are running an Operating System (Windows XP) that will no longer be supported in April 2014. It is critical that all of our systems be upgraded to Windows 7 so that application support, network security and system performance is 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)	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.		
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	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: Metersense training now in process		
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.		
PC Refresh	Awaiting Approval	Expected Completion Summer 2014
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: In Planning		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

Other Notable IT Updates

1. We have started the process of reviewing the disconnect between Municipal and Police networks. Discussions will be ongoing to ensure that all IT related functions are fully vetted prior to bringing options to the table for approval. Chief Tiernan has been notified that this process has started and that his input will be sought throughout the review.
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. (Project in progress)
4. We are currently investigating efficiency and accuracy improvements for Everbridge InformMe. This issue was highlight by the recent snow storm and the issues that arose from an inaccurate notification system.
5. We are currently evaluating Quickbooks Online within Courts and Finance. Preliminary reports are positive. (Update: It appears that the best option is to move forward with an upgraded version of Quickbooks Premier).

Planning & Development

Planning

On Thursday morning I joined City Manager Carol Houck, Deputy City Manager Andrew Haines, City Solicitor Bruce Herron, Finance Director Lou Vitola and special Counsel Mark Dunkle in a meeting with the Exponential Development Group to discuss a potential land swap concept to accommodate the Lot #1 parking garage. Considerable time went to preparing for this meeting, and performing the necessary follow-up work after it to prepare for another meeting scheduled for Thursday.

On Thursday, Mike met with representatives from Public Works and Water Resources and Parks and Recreation to discuss our application to re-apply for the “Bicycle Friendly Community” designation.

Considerable time was spent this week preparing for the January Planning Commission meeting. Tentatively on the agenda are:

- The annexation and minor subdivision of 428 Paper Mill Road.
- The rezoning, special use permits and major subdivision of the Cleveland Heights site.
- A minor subdivision at 70 E. Main Street.
- The rezoning of the property at 101 Dallam Road.

This week the Subdivision Advisory Committee comments on the proposed 201 East Delaware Avenue project were sent to the developer.

Some time was spent preparing subdivision regulations amendment and development projects reviewed by the Planning Commission at the December 3, 2013 meeting for Council consideration.

This week the Department received an application for a special use permit and a parking waiver for a restaurant with alcohol at 168 East Main Street (formerly the Pita Pit and Coldstone).

This week the City received a reply from Duffield and Associates on behalf of the Data Center in response to questions the City posed regarding the power plant and its status as an accessory use. The response is now under review and we anticipate a City response by early next week.

At Monday night's (and Tuesday morning's) meeting, City Council took the following actions on planning and development related items:

1. Decided to revise the makeup of the Rental Housing Needs Assessment Steering Committee. The Steering Committee meeting set for Thursday, December 12 was, therefore, canceled. Staff awaits direction from Council on committee membership in order to reschedule.
2. Approved an ordinance creating procedures for address assignment for subdivision and street names and renaming subdivisions, land development plans and/or streets.
3. Approved the major re-subdivision and site plan approval plan for 4.53 acres located off of Paper Mill Road to accommodate 14 new 2, 5 and 6 bedroom apartments at the Mill at White Clay.

On Friday, Development Supervisor Mike Fortner attended a meeting with representatives of DART, WILMAPCO, and the University of Delaware to discuss alternatives to better coordinate public transit in Newark.

The Planning Commission Workshop on the Comprehensive Development Plan update scheduled for Tuesday, December 10th was postponed because of the winter storm. The Workshop will be rescheduled for Tuesday, January 14th.

The Planning and Development Department received its supply of the newly revised Unicity Bus Schedule. Substantial changes were made to the schedule from its original 1983 design to improve readability. The revised schedule has also been uploaded to the City Website and distributed to UD and the Newark Library.

Economic Development

Planner/DNP Administrator Ricky Nietubicz represented the City of Newark at the NCC Chamber of Commerce's Emerging Enterprise Center event on Monday.

This morning I met with John Corradin, owner of The Days of Knights, to discuss New Night Downtown and merchant involvement.

Community Development

Ricky finalized CDBG Home Improvement Loan documentation for repairs completed at one property, and authorized a contractor to begin repairs at another property to replace a faulty (30+ year old) furnace and associated rusted basement oil tank.

Parking

Parking Administrator Marvin Howard and Ricky staffed the Parking Committee meeting held this morning. The Committee discussed Holiday/New Year's Free Parking and gave updates on Lot 3 renovations and the Lot 1 garage project. The Committee recommends free parking promotions for Christmas Eve, Christmas Day, the day after Christmas, New Year's Eve and New Year's Day.

Code Enforcement

Court dates have been set for 49 Kells Avenue.

Demolition permits have been applied to demolish 7/15 South Main Street to make way for the new One South Main building.

Permit application and plans have been submitted for the new One South Main Street building.

Public Works & Water Resources

The recent Council meeting highlighted the need to reiterate activities of the Department so that there is a better understanding of what we do so that Council can respond to citizen concerns.

It was suggested that we reach out to local agencies in the storm water field to get ideas:

Kelley Dinsmore has been the driving force to create a consortium of state, county and local agencies that regularly meet to discuss issues related to Phase 2 NPDES MS4 permit compliance. Ultimately this group has the opportunity and goal to jointly develop plans and programs that will meet all of the member agencies NPDES MS4 permit requirements at a significant savings to the membership.

Through Kelley's involvement, we have developed an NPDES MS4 permit program that the State holds up as the program to which other Phase 2 permittees should aspire. We are the local agency to whom others come for advice on how it is done.

Develop a holistic approach incorporating rain gardens and rain barrels and seek outside funding for our Storm Water Utility:

Using grants from various agencies we have been able to sponsor very limited distribution of free and reduced price rain barrels, provide workshops and literature on how to make a rain barrel and rain garden, and promote the public's participation in the development of National Wildlife Certified Back Yard Habitats. Our ability to provide these programs is limited only by the availability funding. In our Storm Water Utility we envisioned a gradual transition from infrastructure maintenance based activities to more public outreach. During our next round of community outreach on the Stormwater Utility proposal, we will provide multiple fund generation alternatives to allow us to incorporate public outreach much sooner in the life of the Utility.

On the weather front:

Our response to the storm on Sunday was spectacular when one considers that at 10 a.m. on Sunday morning, as the snow started to fall, that the National Weather Service was still calling for 1 inch of total precipitation as they had been doing for several days leading up to the weekend. It was not until 3 p.m. on Sunday afternoon with more than 5 inches on the ground that they updated the forecasted snow accumulation to as many as 7 inches. (It is reported that we had more than 10 inches of snow in some areas.) We develop our response plan based on the forecast and manage from there. Less than an hour after the snow started it was obvious from observation of the several inches on the ground and what was coming at us on the radar that we would need to change our plan. Unfortunately, the treacherous road conditions that we were trying to respond to delayed the staff that we called in to address the problem so that it was closer to 12 noon before we were able to respond to more than 5 inches of snow that had already fallen. By about 3 p.m. we had a full contingent and by 5 p.m. as the intensity of the storm decreased we were able to divert our attention from the major arterials and start moving into the neighborhoods. All neighborhood streets were plowed at least once by approximately 9:30 p.m. on Sunday. Crews rotated and worked nonstop so that by the time Monday morning rolled around we had cleared the majority of our roads curb to curb at least once, salted where appropriate, and were prepared for the morning commute.

We are following the development of the storm for this weekend and will respond to the best of our ability to the forecast that is provided.

The embankment work at Creek Bend is progressing well. Final grading limits are being established.

The Public Works crew responded exceptionally well on Tuesday to the snow event while at the same time collecting refuse as scheduled.

We have received the replacement Street Division backhoe and are currently reviewing the equipment for specification compliance. We will be looking to get it registered and into service as soon as possible.

We have completed preparation of the specification for the new Unicity Bus to be purchased in 2014.

We have completed preparation of the specification for one of the three refuse trucks we plan to purchase in 2014. We are changing our truck specification based on the planned conversion from manual yard waste collection to automated collection proposed for 2014. We are in the process of reviewing different street sweeper models to determine which model of sweeper will best meet our needs when the sweeper is replaced in 2015. So far we have received a demo unit from one of three manufacturers which performed very well and was more successful at picking up leaves and debris than our current sweeper is unable to efficiently pick up.

We responded to one main break this week. It was located in Southgate Apartments and occurred this Wednesday.

Electric

The two back-to-back snow storms left the electrical system relatively unscathed. The line crews responded to minor issues, e.g. trees on services and an underground failure, both on Sunday and Tuesday.

The line crews continued working at Newark Preserve and The Cottages at the Plaza and are preparing for an early Saturday morning outage in the Center City area off South College Avenue for a voltage upgrade from 4kV to 12kV.

Electricians and meter technician have been troubleshooting any meter issues found in the smart meter systems. Engineering surveys the system routinely and any trouble alarms or abnormalities initiates an investigation.

Engineering in cooperation with the police and IT personnel are establishing and preparing to correct any dead spots in the citywide network needed for police communications, the smart meter system, and for a new paperless work order system. Engineering also started designing the underground distribution for the new train station located at the STAR Campus.

Parks & Recreation

Administration & Planning

We conducted a very successful Winterfest event last Saturday evening. The event was postponed Friday due to bad weather. Sharon and Debbie did a great job coordinating the festivities. Many thanks to the Police and Public Works & Water Resources Departments for their assistance.

Tom and I reviewed and commented on the proposed Cleveland Heights subdivision.

I committed time working on project grant reimbursement requests.

We finalized our department projects list for 2014.

I spent some time working on matters relating to 2014 Capital projects.

Tom began preparing a contract for our contracted mowing needs for 2014. This contract will include sites managed by the Electric, Public Works and Water Resource's and Parks Departments. Areas such as the Reservoir, storm water basins, electric right of ways, etc.

Tom continued working on the 2013 Urban Tree Canopy report.

Tom reviewed the revised landscape plan for South Street Commons.

Rich and the parks crew committed time placing and decorating the holiday tree on the Academy Building lawn. Good job guys!!

Parks Maintenance

The crew continued mulching up leaves as needed throughout park system.

The crew committed a good amount of time gathering and loading trucks with materials and supplies for the Winterfest event.

We replaced a sump pump at City Hall and completed several other building maintenance tasks during the week.

The crew spent significant time dealing with snow removal and ice control in parking lots, sidewalks and trails.

Recreation Services

Sharon and Debbie prepared for and held three events this weekend. They were Winterfest, Snack with Santa and Santa's Secret Shoppe. Lots of Holiday Cheer!!

Snack with Santa was held on Saturday morning at the George Wilson Center. One hundred and sixteen (116) individuals participated in a fun filled morning of craft making, snacking and visiting with Santa.

- This event was held in conjunction with Santa's Secret Shoppe.
- Thank you to the Kenny Foundation for their generous donation to the event.
- Thank you to the eleven volunteers that spent their Saturday morning helping with this event as well as Santa's Secret Shoppe.



Santa's Secret Shoppe was held on Saturday morning at the George Wilson Center. Four vendors set up spaces and sold items to children priced \$5 and under. The children and vendors both had a great time and the children purchased lots of gifts for family members. All gifts were gift wrapped for free by volunteers at the event.

Winterfest was postponed due to poor weather conditions on Friday night. The event was held on Saturday evening with a crowd of approximately 400. The Newark Community Band's Brass section and Steve Ketterer were the performers for the evening.

- Thank you to Carol Houck for announcing the tree lighting and introducing the City Council members who were present.
- Thank you to Mayor Sierer, Council members Hadden, Markham, Morehead and Santa for lighting the tree.
- A very special thank you to Patrick, Rich and the parks crew for setting up and putting the lights on the tree, as well as the Electric and Public Works Departments' staff for their help preparing for and assisting at the event.
- Thank you to the Kenny Foundation for their generous donation to the event, ING Direct for sponsoring the event again this year and to the Newark Lion's club for roasting the chestnuts.



An album is being created on the Parks and Recreation Facebook page that shows the tree from field to lighting as well as some great photos of it in the snow.

Tyler prepared materials for the bus trip to New York City, which was held on Saturday, December 7. It was a successful trip with 39 participants.

Tyler held a staff meeting with George Wilson Center attendants.

Joe and Sharon met several times with Parks staff about Winterfest and the tree lighting.

Joe, Liz and Andee participated in a conference call and training with Max Galaxy on our new registration software system.

Joe and his staff have committed significant time editing the newsletter and preparing for the winter/spring registration process.

Finance

Customer Service

Harris mCare, which is a mobile work order system being deployed in connection with the smart meter project, is scheduled to go live on Friday, December 13th. The Customer Service group (among other departments) took part in mCare training throughout the week of December 9th.

Accounting

I participated in 1.5 days of Munis (the City's Financial Software suite) training this week to gain an overview of the general ledger, vendor maintenance, accounts payable, and budgeting functions available in Munis.

The public hearing and budget presentation were conducted on November 11, 2013. Thank you for approving the budget on December 9, 2013. The schedule below outlines future budget-related actions:

- Monday, January 13, 2014
- ▶ Second reading on the following ordinances
 - Credit Card fee
 - ▶ Budget revision proposals
 - Details will be made available as soon as possible

Alderman's Court

This past week we held two Court sessions. This resulted in 77 Arraignments, 87 Trials, 6 Case Reviews, 4 Building Code violations processed and 9 prisoners transported from prison for other events such as capias or warrant returns.

CSH/mp