

## **DEPARTMENTAL WEEKLY REPORTS**

**January 3, 2014**

### **Public Works & Water Resources**

Water crews responded to two main breaks over the past two weeks. The breaks were located on Oriole and Hempstead Drive.

Street Division crews are making preparations to respond to the snow event forecast to begin this evening. We will have a full crew operating overnight. Due to the very low temperatures, heavy snowfall, and gusty winds we expect hazardous driving conditions overnight. DelDOT has pre-treated most main arteries through town with salt brine as of this morning.

Per the current forecast, we are planning to maintain refuse collection on schedule tomorrow. If for some reason the storm is worse than forecast, we may have to have a supplemental collection on Saturday but at this point it should not be necessary.

Formal fall leaf collection is, as of today, complete. Due to the early snowfall we extended formal leaf collection until December 31st. We have made a change to our yard waste collection program this year and are now continuing regularly scheduled Green Wednesday collection year round. In years past, yard waste collection from mid-December to mid-March was by appointment only.

Work is complete at Iron Glen grinding and removing yard waste from the site. We are beginning the process to solicit pricing for implementation of our yard waste handling plan for 2014. We expect moving forward to more effectively handle yard waste in a sustainable manner.

We have received our street sign retroreflectometer and will be working to develop a plan to bring the city into compliance with federal regulations on sign retroreflectivity by the mid-year deadline. A student from UD will be working as a fellow with PW&WR over winter break. Among other tasks, we anticipate we will have this fellow assist with creation of our street sign maintenance plan.

We will also be performing an inventory of all installed street signs concurrently with the above described maintenance program. At this time we anticipate sign type, retroreflectivity (with history), GPS coordinates and install date information (when known) will be gathered and stored in our GIS system. This will allow us to more effectively plan for and manage sign replacement in accordance with federal regulations.

### **Electric**

The line crews continued working at The Cottages at the Plaza and at the Preserve.

Electricians and the meter technician have been installing meter boxes on several substation transformers that do not have them in preparation for installation of smart meters that will enable easy remote access to circuit data.

Engineering has been programming 36 substation smart meters.

Engineering and the line crews have been evaluating the citywide radio network. All the dead spot locations are being tested to see if a radio at the nearest utility pole will extend to the missing coverage. If so, a radio is permanently installed.

## **Parks & Recreation**

### **Administration & Planning**

Tom continued researching pricing with Recreation Superintendent on costs of netting for installation at Hill Park.

Tom assisted with tree placements at Twin Lakes Townhouse area with landscape contractor as per landscape plan.

Tom met with homeowner about drainage issue at Fairfield Park, attended IT meeting with other Parks and Recreation staff concerning department IT needs, and met with new rep from Recreation Resources.

Tom started on scholarship application from DRPS to help offset costs of upcoming Playground Safety Inspector course. This course must be attended every three years and retested to keep certification current due to safety concerns/changes on play equipment construction/installation/design/maintenance.

Rich assigned all field crews daily, met with Police concerning expanding arms room, met with IT Director about TV placement in City Manager's conference room, and continued to coordinate with DeDOT for upcoming Elkton Road island planting project.

Tom started working on annual report and started organizing for ordering materials and supplies for upcoming new year.

Tom reviewed landscape plan for proposed development and started conceptual draft of tree planting in the old bamboo area along the Hall Trail.

### **Parks Maintenance**

- Building maintenance staff repaired toilet in police station as well as completing repairs on water fountain in gym area, replaced light bulbs as needed at City Hall and did PM inspection at Wilson Center.
- Parks staff replaced damaged fence section at Reservoir from vehicle accident, completed several work orders and started others, snow/ice control as needed,

repaired lights on holiday tree on Main Street as needed, and did tree work at several park areas.

- Horticulture staff healed in plant material at Parks Maintenance facility for use on Elkton Road island planting project.
- Both staffs attended First Aid and CPR training as required.
- Building staff replaced/repared several doors at the Police Station.
- Horticulture staff did interior planting bed maintenance at City Hall and continued cutting back perennials throughout park system.

### Recreation Services

Paula completed the update for the Delaware Online youth sports calendar and submitted it along with updating programs on the Find Sports Now website for upcoming winter/spring activities.

Paula contacted Soccerroos and Pint Size Basketball staff to confirm their availability for upcoming programs starting in January.

Paula completed employment paperwork on 3 new employees for the Before and After Care staff who will start in January. She will conduct orientations with them in early January.

Sharon has been working on reports and reviewing the upcoming activity guide.

Sharon has been working with the University of Delaware to secure Mitchell Hall for a special concert on April 21 by the US Air Force Heritage of America Concert Band.

Tyler completed 2013 fall program statistics.

Tyler worked on promotional materials for winter/spring programs including activity flyers, PSAs and Channel 22 forms.

Tyler is checking winter/spring programs for accuracy in the new registration system.

Tyler completed the GWC attendants schedule for January.

Joe, Liz, Andee and the recreation staff are organizing the winter/spring e-newsletter, prepping for registration on the new software system, and attended Max Galaxy training.

Joe reviewed staff flyers and PSA's for the winter/spring season.

### **Alderman's Court**

During these past holidays, we have not held a court session. We have had the installation of the bullet resistant glass and walls completed in the front of our outer office and a bullet resistant wall built in front of the Judge's bench in the court room. We will have our first court session for the year of 2014 on Friday, January 3<sup>rd</sup> with prisoners being transported and several cases scheduled.

## **Police**

The Police Department is in the process of finalizing the 2013 year end crime numbers. We have seen a significant decrease in crime in the City of Newark over the past seven years. During this time period, robberies have decreased by approximately 66%, aggravated assault has decreased by approximately 68%, and burglary by approximately 52%. Final numbers should be available by the end of the week; however, in these and other categories, crime has been reduced by more than half. The 2012 and 2013 year to date statistics shows our continued yearly decrease. Our Fall Crime Suppression Plan, as well as proactive policing by our patrol officers, detectives, Street Crime Unit, and Special Operations Unit, has done an outstanding job in dramatically reducing crime in Newark.

The Newark Police Department is investigating a robbery which occurred on December 31, 2013, at approximately 9:50 a.m. at the Verizon Wireless Store located in Suburban Plaza Shopping Center in Newark.

During this incident two black male suspects wearing hooded sweatshirts with their faces concealed, entered into the Verizon Wireless Store. One of the suspects armed with a handgun, approached a 60-year-old male clerk who was seated on a stool and knocked him to the ground. The 60-year-old victim was then forced into a closet in the back of the store. The second suspect approached a 55-year-old male clerk and forced him to a back store room where he demanded the clerk turn over cellular phones. After relinquishing an unspecified number of phones, the second clerk was then forced into the same closet with the other victim. The suspects then fled out the front of the store in an unknown direction.

Newark Police officers, including a NPD K9 team, responded to the scene where a K9 track was conducted; however, the suspects were not located. Neither victim was injured during the robbery.

The department is preparing and coordinating with other departments, in preparation for the predicted overnight snow on January 2<sup>nd</sup> into the 3<sup>rd</sup>.

## **City Manager's Office**

### **Community Affairs**

I have spent some time working on the Winter/Spring Municipal Newsletter finalizing and preparing it to be mailed to those residents that signed up to receive a hard copy. It will be sent out on January 6.

I have spent a considerable amount of time on Restaurant Week. I have contacted restaurants that I have not yet received menus as well as restaurants that normally participate that I have not received work one way or the other as to their participation. I have posted the menus for the event that I have received on the Restaurant Week webpage on the Downtown Newark website. Event flags were designed and ordered for the restaurants to display as participating locations.

I gathered information and sent out the December City E-news.

I have prepared and e-mailed the DNP events E-newsletter and updated the events section of the DNP website.

I have updated the website and TV 22 with City Election information re: Solicitation of Candidates Notice.

I have begun to take steps in preparing for Wine and Dine (April 5) as I have reached out to participants whose attendance at the yet to be dated planning meeting is a must. I expect a planning meeting to take place the week of January 13.

<b>City of Newark - Weekly Status Report</b>		
<b>Total Tickets Currently Open - 67</b>		
<b>Total Tickets Opened Last (3) Week - 137</b>		
<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: 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.		
<b>Office 365, Microsoft EA and Desktop Standardization</b>	<b>Started</b>	<b>Expected Completion Spring 2014</b>
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: License Procured, Testing Phase		
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.		
<b>Microsoft Lync Enterprise Voice (Phone System)</b>	<b>Hold for Project Start</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>Wide Area Network and Internal WiFi Projects</b>	<b>Hold for Project Start</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>On Track</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: Metersense training now in process		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
<b>Data Center Virtualization Project</b>	<b>Started</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		
Latest Update: Meeting with Dell for Storage Solution. Server solution determined		
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>Holding for Project Start</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>PC Refresh</b>	<b>Started</b>	<b>Expected Completion Summer 2014</b>
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: Working with Dell for final quotes		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

## Planning & Development

### Planning

Considerable time was spent this week working on the draft of the Newark Comprehensive Development Plan V. An update will be presented to Planning Commission at their January 7, 2013 meeting.

Considerable time was spent this week preparing for the January 7<sup>th</sup> Planning Commission review of development proposals. The agenda items are:

1. 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 Lasalle Way at the rear of the property.
2. A rezoning, special use permits and major subdivision of the 6.77 acre site on Terrace Drive just off of Cleveland Avenue to raze the existing buildings on the site and construct 13 new three-story buildings with a total of 56 affordable housing apartment units. Special use permits are also requested for an after school care/daycare use in a residential zone and for commercial

parking in a residential zone. The proposal also calls for the vacation of Terrace Drive.

3. A Comprehensive Development Plan update discussion.

Packets were delivered to the Commissioners on December 31<sup>st</sup>.

Some time was spent reviewing draft development agreements for Continental Court and Pike Park. Both proposed developments are scheduled for review at the next City Council meeting.

Considerable time was spent on Planning and Development Department employees' evaluations.

Community Development

Two home improvement loans through the CDBG Home Improvement Program were processed this week. A roof was repaired at one home and a heater was replaced at another home under the Home Improvement Program.

Development Supervisor Mike Fortner completed a Financial Draw to New Castle County for the City's Community Development Block Grant Program.

Parking

The Parking Division has been performing maintenance in all City lots.

Code Enforcement

The University of Delaware Health Sciences building received its CO (north side of the old Chrysler administration building).

CSH/mp