

DEPARTMENTAL WEEKLY REPORTS

January 31, 2014

Alderman's Court

This past week we only held one court session due to bad weather. We processed a total of 17 arraignments, 4 trials, 12 case reviews, 1 plea and several capias/warrant returns.

Police

The Newark Police Department continues to investigate attempted fraud complaints involving utility customers in the City of Newark. During the recent incidents the callers have targeted both residents and businesses. Typically, the caller states they are from the Electric Department or similar utility, claiming that they have delinquent accounts and that the customer must send money or their utilities will be shutoff. Residents and utility customers are encouraged to use caution if receiving a similar call. No account or personal information should be provided during an unsolicited call of this nature. If a resident or business owner is in doubt, they should disconnect the call and call their service provider directly. If the caller claims to represent the City of Newark and residents are in doubt, they are asked to call the Police Department at (302) 366-7111 and/or the Electric Department at (302) 366-7050.

Residents continue to leave valuables in unlocked vehicles parked in their driveways or in front of their house overnight. People continue to walk along at night, open the unlock vehicles and remove computers, cameras, GPS units, cash, compact discs, etc. One resident left a spare key in their unlocked vehicle, which the suspect used to start the vehicle and drive away in. As always, residents are cautioned not to leave valuables in their vehicles and to lock the doors when leaving the vehicle.

M/Cpl. Philip Magorry submitted his paperwork to retire from the Newark Police Department. M/Cpl. Magorry was an extremely active member of the department and spent several years in the Street Crime Unit. M/Cpl. Magorry began his new career with the State of Delaware Capital Police on January 27th. We wish him all the best in his new career.

City Manager's Office

Community Affairs

I spent some time working on Wine and Dine confirming advertising plans and the design contract. I have been speaking and meeting with restaurants that may have questions or ideas regarding the event. Restaurant registrations are due on Monday, February 3.

I attended the City Council meeting on Monday night and tweeted throughout the entire meeting.

I attended a meeting with Mayor Sierer, Fusion Fitness owner Nic DeCaire, Parks and Recreation staff, and DNP Administrator Ricky Nietubicz regarding developing a Healthy Newark Initiative challenge to show that Newark offers a lot for a healthy lifestyle in the way of parks and trails, healthy eating options and fitness. The kick-off is scheduled to be in conjunction with Spring Community Clean Up day on March 22 with the Mayor addressing the volunteers and media about the 21-day challenge. The challenge will culminate at the Nefosky Walk Run in April. I have been busy readying a webpage on our website and social media pages for the initiative. We will be utilizing #healthyNewarkDE to track participation. At the moment there is a lot of prep work still to be done. More information will be forthcoming.

We have nine new followers on Twitter this week and 33 unique interactions this past week. We have had 6 new likes of the Facebook page with 19 likes on posts, 4 comments, 14 shares, 193 post clicks.

| City of Newark – IT Weekly Status Report | | |
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| Total Tickets Currently Open - 86 | | |
| Total Tickets Opened Last Week - 33 | | |
| ArcGIS | Holding for Project Start | 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: No Update | | |
| 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 | Started - Started | Expected Completion Spring 2014 |
| Moving City Email to Cloud, Upgrading all PC's to Windows 7 | | |
| Latest Update: Pilot Group Completed – Started working on implementing SharePoint and Cloud Exchange. Test users migrated from on premise to cloud. Mobile Device Policies created. | | |
| 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) | Hold for Project Start | Expected Completion Summer 2014 |

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| Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System | | |
| Latest Update: No Update | | |
| 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 | Started | Expected Completion Winter 2014 |
| This is separate from the City Mesh for the Honeywell Project | | |
| Latest Update: Comcast has scheduled installation dates/times. All sonicwalls have arrived and are ready to be configured once Comcast is lit up. | | |
| 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: No Update | | |
| Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects. | | |
| Data Center Virtualization Project | HOLD | Expected Completion Winter 2014 |
| Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented | | |
| Latest Update: Council Approval Granted – Purchase executed | | |
| 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 | Holding for Project Start | 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 | Started | Expected Completion Summer 2014 |
| Upgrade or Replace existing PC's to align with computing standards of current software. | | |
| Latest Update: 1 st Batch of PC's ordered. 2 nd Batch out for 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 preparing reports and packets for the upcoming Planning Commission meeting. On the agenda are:

1. A Comprehensive Development Plan amendment and a rezoning from the existing RS (single family detached) to BLR (business limited residential) zoning in order to operate an embroidery business out of the home located at 101 Dallam Road.

2. A rezoning from the current BL (business limited) to BB (central business) zoning, major subdivision and special use permit approval to demolish the existing building and build one three-story mixed use building with office space and parking on the first floor and 12 upper floor apartments at 201 East Delaware Avenue.
3. A parking waiver, a special use permit and lifting of a deed restriction for a restaurant serving alcohol at 168 E. Main Street.
4. A Comprehensive Development Plan update discussion.

On Friday afternoon, I hosted a meeting of City operating departments with engineers and planners to discuss submittals for the Newark Regional Transportation Center. The project is funded with Federal TIGER IV grant monies.

On Monday morning, Development Supervisor Mike Fortner and I met with Mark Zeigler of McBride and Ziegler to discuss a potential downtown development.

Some time was spent preparing for the City Council meeting held Monday night. Council took the following actions on Planning and Development related items:

1. Provided guidance for Rental Housing Needs Assessment Study Steering Committee membership;
2. Approved the purchase of a new Unicity Bus;
3. Approved a major subdivision, special use permit and parking waiver for the redevelopment of 58 E. Main Street; and,
4. Approved a special use permit for a customary home occupation at 205 Nottingham Road.

Some time was spent preparing the Alder Creek rezoning, major subdivision, special use permit and street vacation plan for Council review.

This week a letter summarizing Subdivision Advisory Committee comments for a minor subdivision at 75 Ray Street was prepared and sent to the developer.

Some time was spent preparing two requests for Special Use Permits for Council review. Therefore, on an upcoming agenda Council will consider a permit for indoor commercial recreation at 200 Interchange Blvd.; and another for an automotive repair shop at 353 Cleveland Avenue.

Some time was spent interviewing potential environmental consultants to assist with the review of the air permit for the Data Centers.

Some time was spent reviewing applications for the Research Aide position.

Yesterday Mike and DNP Administrator/Planner Ricky Nietubicz hosted the two Comprehensive Development Plan update “Drive By” Open Houses: one in the morning, 7-9 a.m.; and one in the afternoon, 4-6 p.m. In addition, they staffed the Planning Commission Workshop in the evening on land development for the Comp Plan update, which I participated in.

Economic Development

On Monday, Ricky held the first organizational meeting for the 2014 Main Street Mile. Discussion included developing strategies to increase sponsorship of the event, as well as runner participation. The 2014 “Battle of the Bars” is scheduled for August 15th, and the Main Street Mile race is scheduled for October 4th. We look forward to another year of successful fundraising for the Newark Police Department K9 Unit and Downtown Newark Partnership.

On Wednesday, Ricky with Mayor Sierer, Parks and Recreation staff members (Sharon Bruen and Joe Spadafino) and Community Affairs Officer Dana Johnston met with Nic DeCaire of Fusion Fitness Center about how Newark can launch a “Healthy Newark” initiative this spring, similar to the currently ongoing “31 Days to a Healthier You” campaign the State is currently running through the end of the month. The campaign would highlight healthy eating options throughout Newark, as well as fitness opportunities, including our park and trail network. The DNP looks forward to supporting this initiative.

Parking

The Parking Division opened the new entrance into Lot #3 off of Center Street last Friday, and plans to have the entrance and exit up and running early next week. We will look forward to the entrance/exit being fully operational.

Snow removal and post-storm cleanup continued this week.

Code Enforcement

The last C/O is being issued for 132 E Delaware Avenue.

A Certificate of Completion is being issued for the interior renovations at the Carpenter Sports Building.

The final C/O is being issued for interior renovations at Perkins Student Center.

Wise Guys on South College Avenue is now closed. As a result, the heat was turned off which caused pipes to freeze and burst.

Public Works & Water Resources

Water Division crews have responded to one water main break in the last week in Old Mill Manor on Wednesday the 29th. We have also responded to several potential and actual frozen pipe burst home plumbing incidents.

Street Division crews have responded to two small snow events this week. The first event was Saturday evening when between 0.7" and 1.5" fell. The second event was Tuesday evening into Wednesday morning where we received a trace (<0.4"). Each of these snowfall totals was taken from the Delaware Earth Observing System website (www.deos.udel.edu) that is the basis for DelDOT reimbursement. During each event, as they were generally minor, we had four trucks with plows equipped with salt spreaders and one supervisor. During each event over 60 tons of salt was spread on City streets, with the primary focus being hills, curves, intersections and bridges. Once you account for material and personnel costs, the response to each storm cost the City in excess of \$5,000. In a time of tight budgets it is worth noting that in unincorporated areas of the state, DelDOT has a program with neighborhoods where they will pay 75% of the cost of snow removal for all storms, 4" or greater, meaning during storms up to 3.9 inches they remain unplowed. We understand that comparing Newark to unincorporated areas is not necessarily a comparison we want to make but we would be remiss not to take it into account.

We plan to work with Council this summer to prepare a snow response framework document, a snow plan, which will outline the general procedures we will follow when responding to storms. For example (illustrative purposes only):

- Events predicted to be less than 1": Respond at the request of the police at which point we will salt problem areas (hills, curves, bridges, intersections) with a small crew. Respond to sidewalk complaints only.
- Events predicted to be between 1" and 3": Respond at a pre-determined time with a crew of 2 trucks and plow/salt all arterials and collector streets while only salting hills, curves, bridges and intersections. Proactively monitor East and South Main Street sidewalks and otherwise respond to sidewalk clearing complaints only elsewhere.
- Events predicted to be greater than 3": Respond at a pre-determined time with a full crew and plow/salt all arterials, collector streets, hills, curves, bridges and intersections while only plowing other streets. Proactively monitor sidewalks in all high pedestrian areas and major roads, respond to sidewalk complaints only within neighborhoods.
- Any number of other storm scenarios can be broken out as determined necessary during the plan preparation phase.

Obviously every storm is different and will require management to assess beforehand, but we hope that this document will help our department better manage the expectations of Council and our residents, while allowing for a consistent and repeatable snow response. We are currently planning to purchase salt brine equipment in 2015 which will add an additional layer of complexity to our response methodology which this plan will help clarify.

Engineering has worked this week to finalize the handicap ramps to be included in this year's ADA program. We have finalized construction cost estimates and narrowed down the list as necessary.

We have received several promising candidates for the position of Field Operations Superintendent and will be holding interviews on Monday and Tuesday of next week.

We are finishing up the various presentations and exhibits for the upcoming stormwater utility public outreach meetings. It is our goal to have everything on the newly created section of the City website by the end of the day on Friday.

Last weekend we removed snow from sidewalks in front of 24 separate properties on main roads and heavily trafficked pedestrian areas. We will be issuing fines over the coming days.

Electric

The line crews continued the underground work at the Newark Preserve and The Cottages at the Plaza and continued the make ready work needed for voltage upgrade projects. The crews also helped engineering troubleshoot and install a failed component on the City wide WAN.

The electricians powered a room in the basement at the Municipal Building to be used for the IT Division, worked on the parking lot light feeds that were destroyed by excavation in the courtyard, and worked on new metering points at a substation so smart meters could be used to give transformer loading.

Engineering is working on wrapping up the different aspects of the smart meter project. A few repeaters for remote water reads still need to be installed outside the City, parts of the various software systems need to be adjusted and approved, and a myriad of metering issues are being addressed.

Parks & Recreation

Administration & Planning

I submitted the Curtis Mill Park Permit Application and Entrance Agreement to DelDOT for work to be done associated with Paper Mill Road.

I completed and submitted project status reports for park projects that have been awarded Delaware Land and Water and Water Conservation Trust grant money. Those projects include the Curtis Mill Park, Redd Park Trail Improvements and Hill Park baseball field drainage improvements.

We committed time gathering information on park facilities for the Finance Department for insurance purposes.

I attended a meeting on Friday for an update on the Regional Transportation Center (rail road) planned for the Star Campus.

I had several discussions during the week with Reybold (construction contractor) and Pennoni about gearing up for the start of construction on the Curtis Mill Park project.

Tom and Rich committed most of their time overseeing our snow and ice removal and control operations.

In coordination with PW&WR personnel, Tom completed the preparation of the mowing contract for the Reservoir, storm water facilities and areas at and near PW&WR pump house, wells, etc. Due to the slopes at most of the areas, special mowing equipment is needed. The contract will soon be advertised.

Rich coordinated with a contractor to make repairs to the security gate at Rittenhouse Park. An automobile ran into the gate causing the damage.

Parks Maintenance

The crew committed most of their time this week with snow and ice control operations.

We continue working on a wall project in Police Station.

Recreation Services

Tyler is continuing to plan for summer camps and programs.

Tyler purchased Cooking Club supplies and visited the Aftercare program at Downes and West Park Schools.

Tyler delivered Soccerroos supplies to the instructor. The program began on Thursday at McVey Elementary School.

Sharon finished mailing the 2013 sponsor "thank you" letters and has been working on the 2014 event sponsorship package.

Sharon has been preparing the Memorial Day Parade mailings (for registrants as well as donors). VIPs will receive the registration mailing in case they would like to participate, but an invitation will be sent at a later date to invite them as a guest for the ceremony and parade review stand. Letters to local MOAA (Military officers) members were sent in hopes that the committee may gain some new members to assist with the 2014 parade (one new person has already volunteered).

Sharon has been working with our intern, Dom, to help improve his design skills using Power Point so he will be able to design some amazing flyers and handouts for upcoming events and activities.

Joe attended a superintendent meeting with Charlie.

Joe is working on Requests for Quotations for portable toilet and apparel needs for 2014.

We were forced to cancel or postpone and reschedule several recreation programs during the week due to bad weather conditions.

Joe is updating the Recreation Personnel Manual for 2014.

Finance

I held discussions with Paul Murray of Morgan Stanley to reinvest \$0.25 million in matured and/or called investments in the cash reserve portfolio.

The Deputy City Manager and I met with FOP leadership to continue collective bargaining negotiations. AFSCME negotiations will continue in the following week.

The finalists for the part-time Secretary position will be interviewed next week, and we look forward to filling the vacancy as soon as possible. The mail room clerk position will be posted by next week as well.

Customer Service

The Customer Service group continues to work on various upgrades and implementation work related to the smart meter project.

Accounting

The preliminary audit remains scheduled for February 3rd, and year-end work is underway.

CSH/mp